2018-2019 ESG Implementation Workshop HMIS Rapid Rehousing Introduction

Georgia® Department of Community Affairs

Purpose of Today's Session

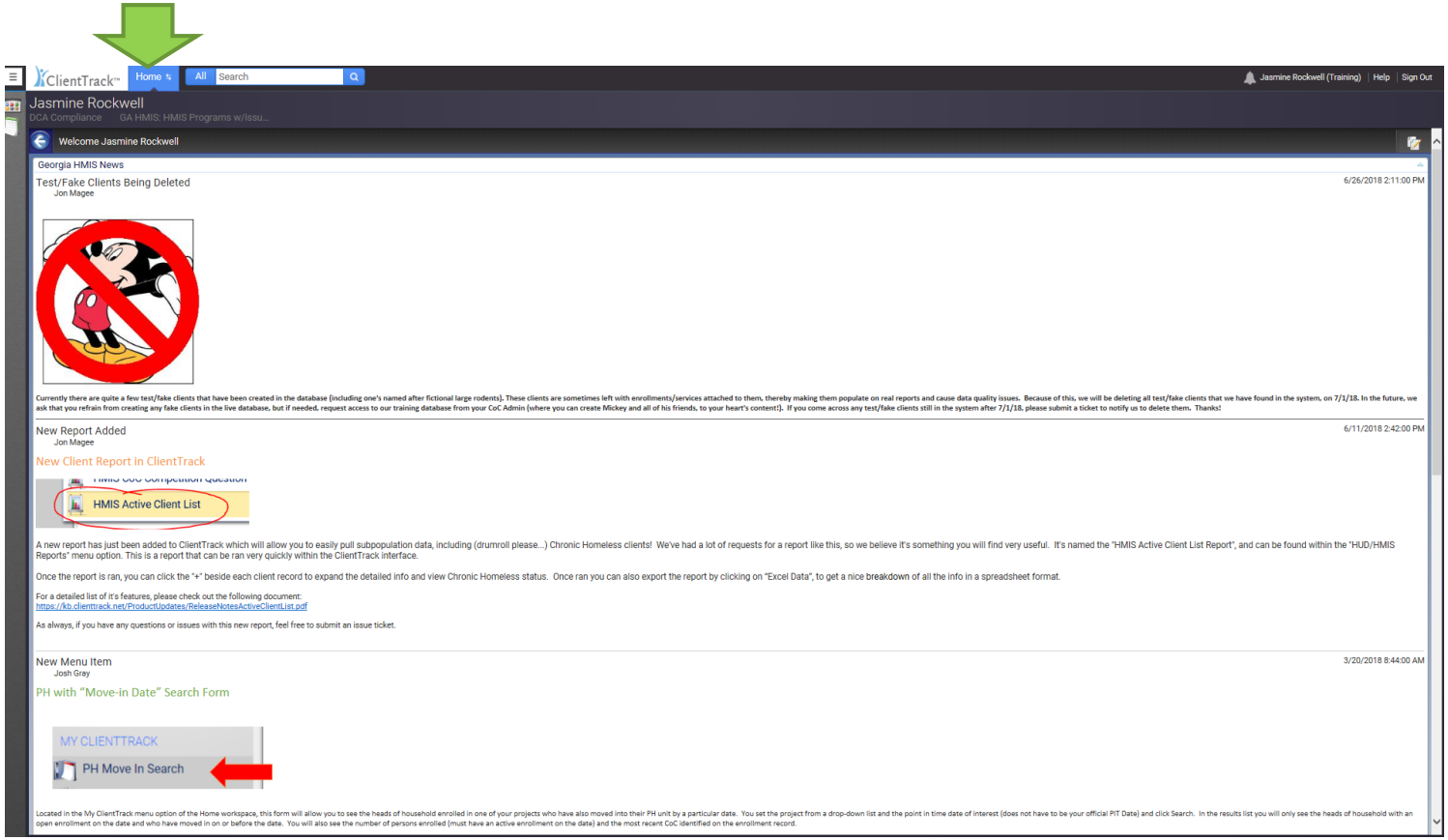
- Introduction
  - Passwords
- Client Search
- Enrollment
- Information release
- Veteran Assessment
- Service & Case Notes
- Discharge
- Current Enrollments
- Data Quality Report
- Data Detail Report
- Questions

Introduction

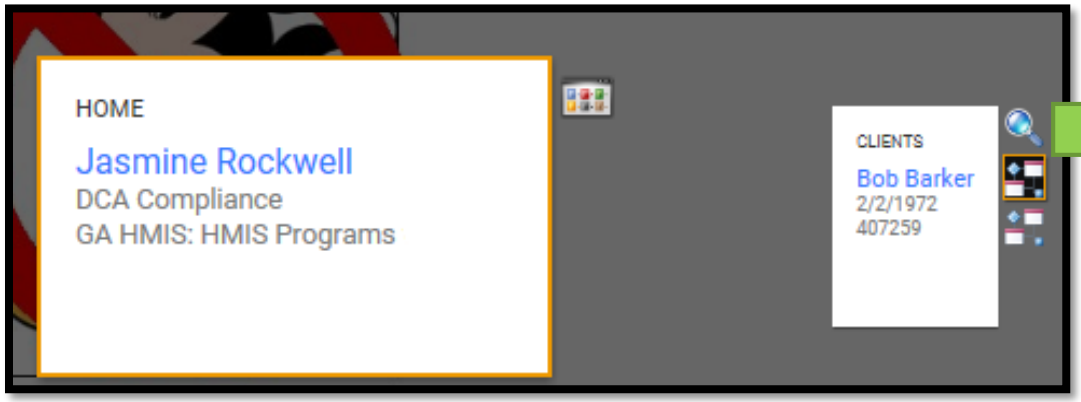
- Welcome to the 2018-2019 HMIS ESG Implementation workshop!
- Please save all questions for the end of the session.
- Passwords
  - Do not save your password in your web browser.
  - Please log into HMIS within 90 days or you will be locked out of the system.
    - If this occurs, you will have to retake the HMIS Quiz to regain access to your account.

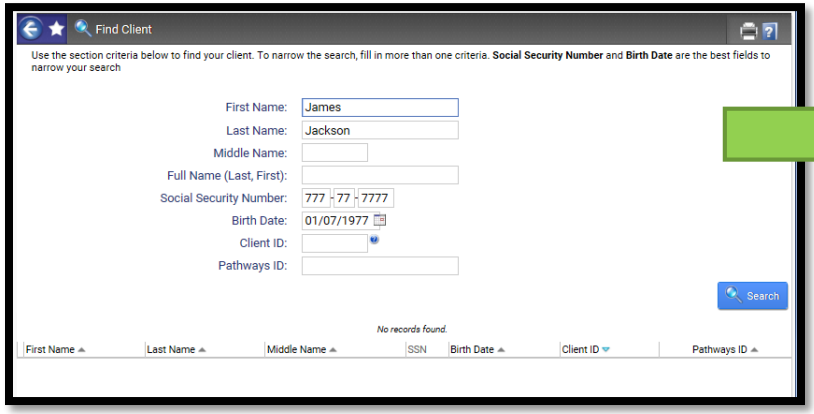
Client Search

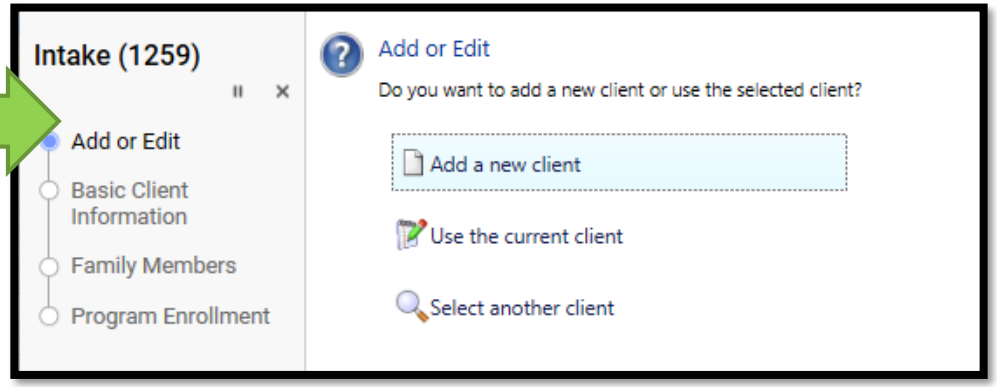
- Be mindful that the last client you worked with will show when searching for a new client.
- Find a client by pressing the on the Clients menu.
- Enter all information you have for the client
- If the client is not found then and **ONLY** then create a new client profile. This can be done by selecting Menu→ Project Intake → Add a new client



Client Search Cont'd

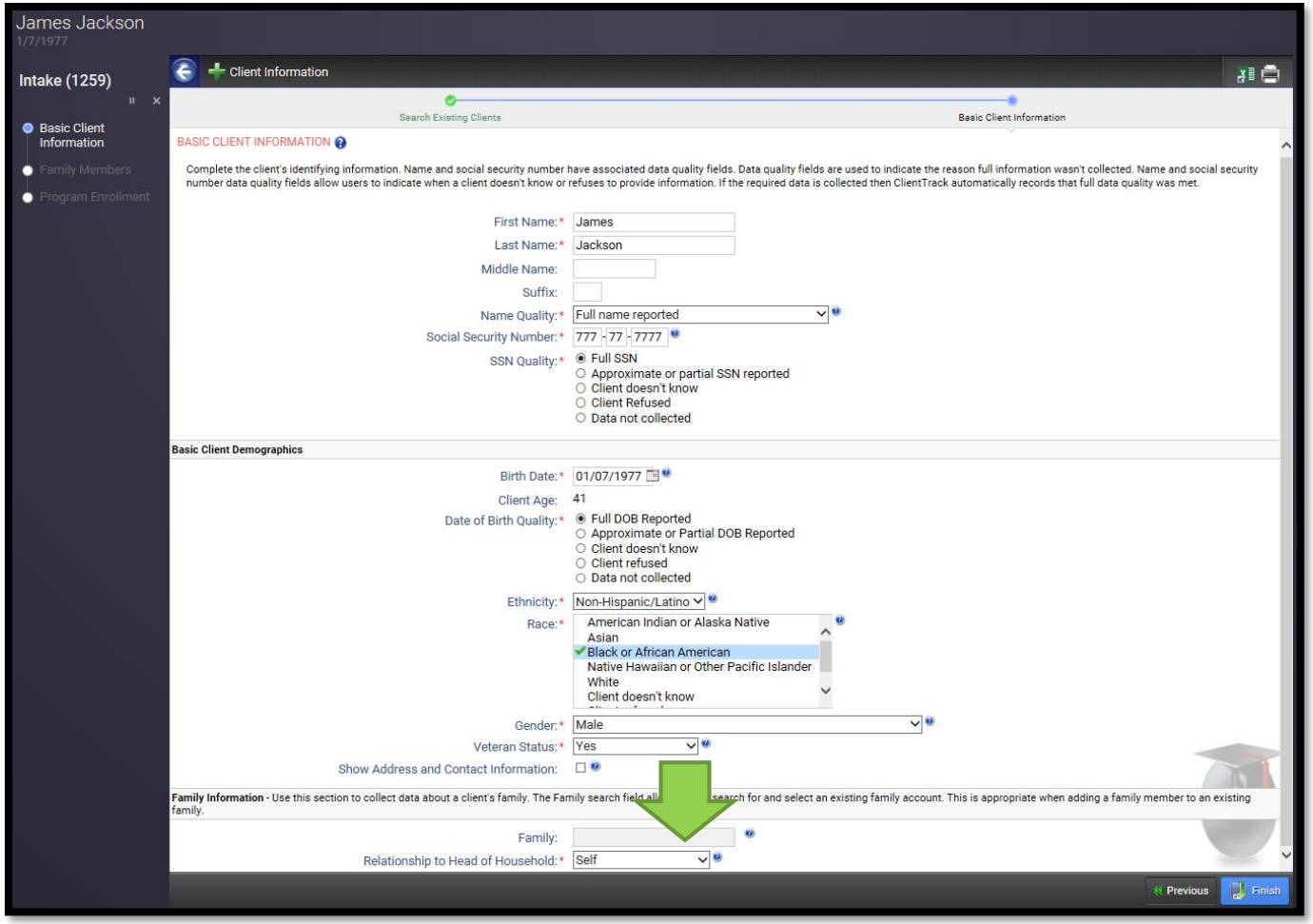






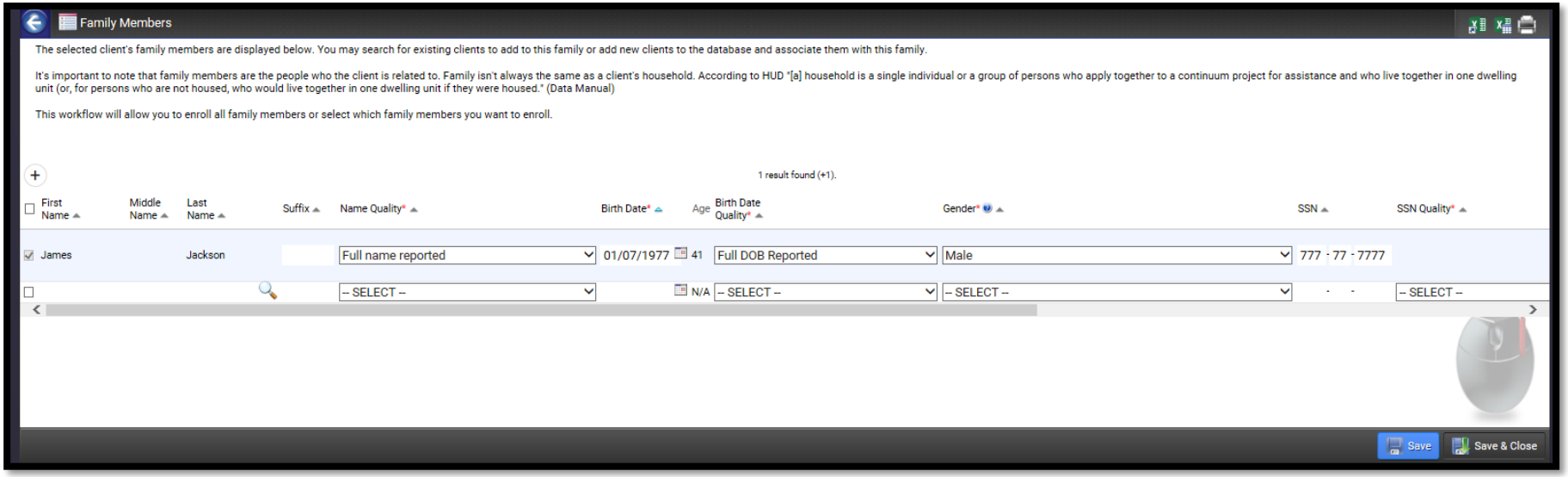
Enrollment – Client Information

- Clients should be enrolled within 48 hours.
- The head of household must be listed as “self”.



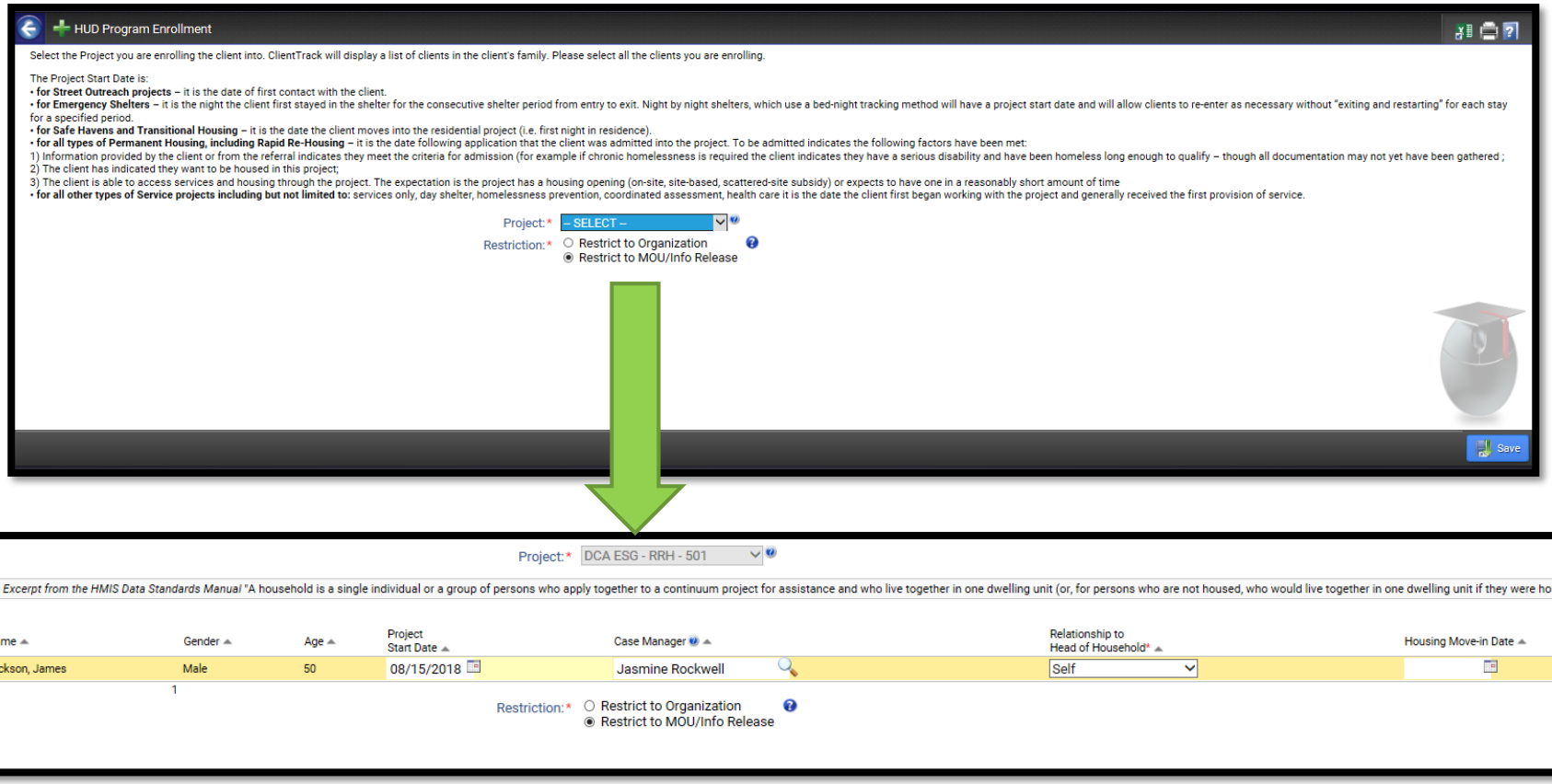
Enrollment Cont'd – Family Members

- After selecting finish, you will be taken to the family members screen. If the HOH has additional family members, you can enter them by checking the box and filling in their information. When complete, save and close.

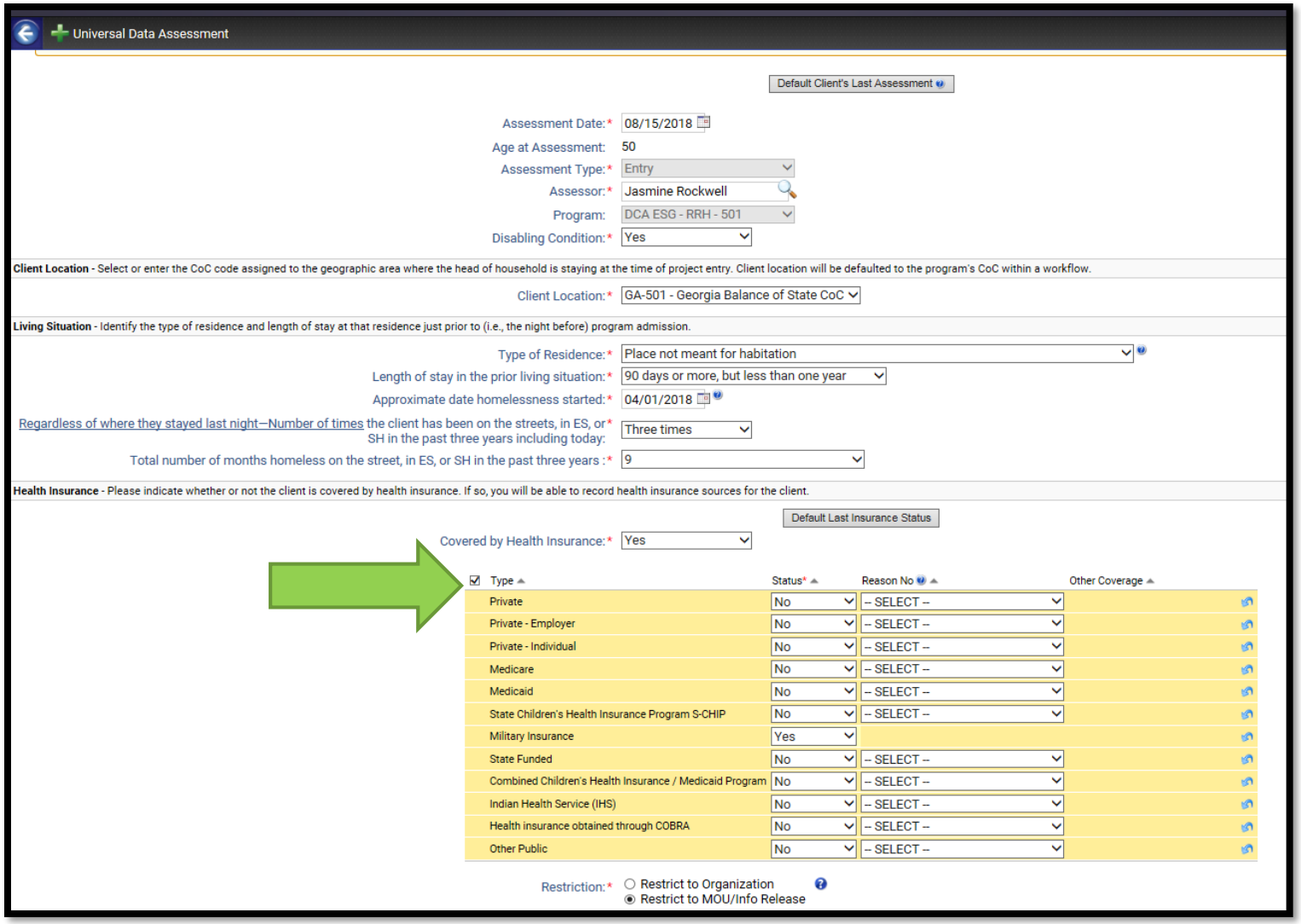


Enrollment Cont'd – HUD Program Enrollment

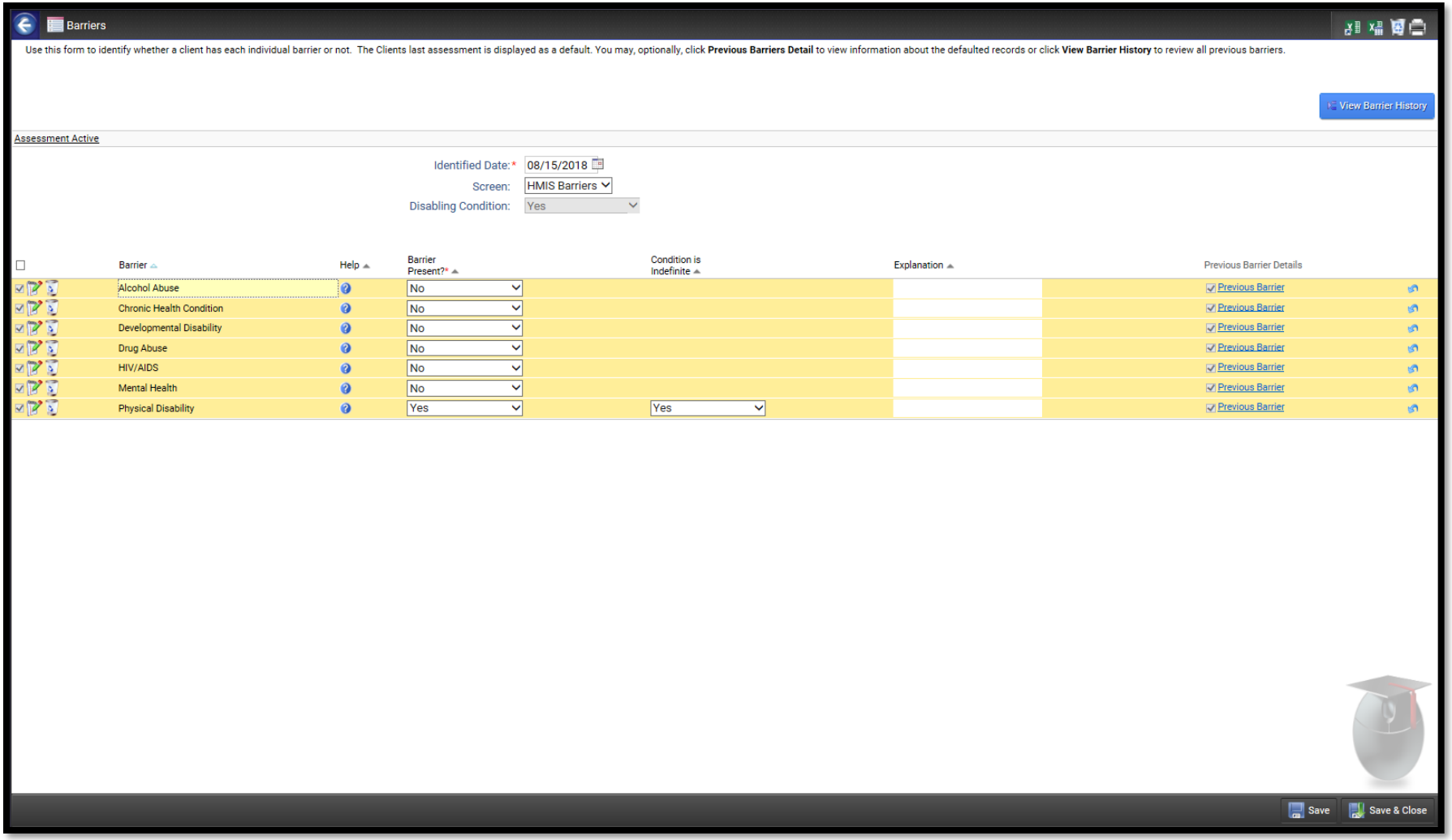
- Select the correct program to enroll the client into.



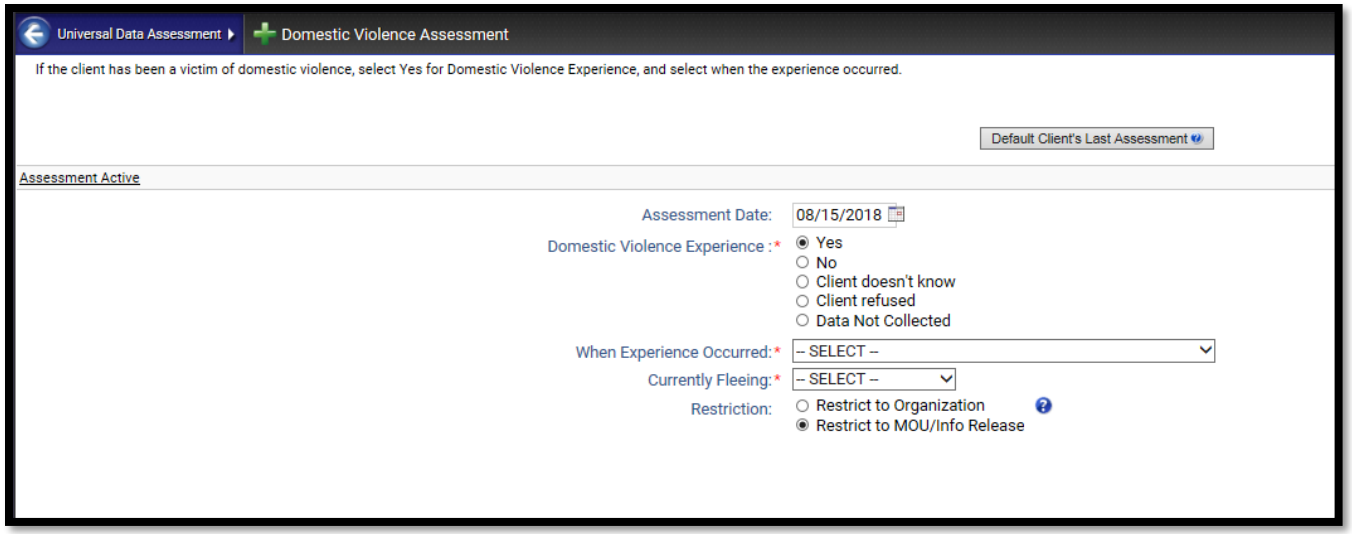
Enrollment Cont'd – Universal Data Assessment

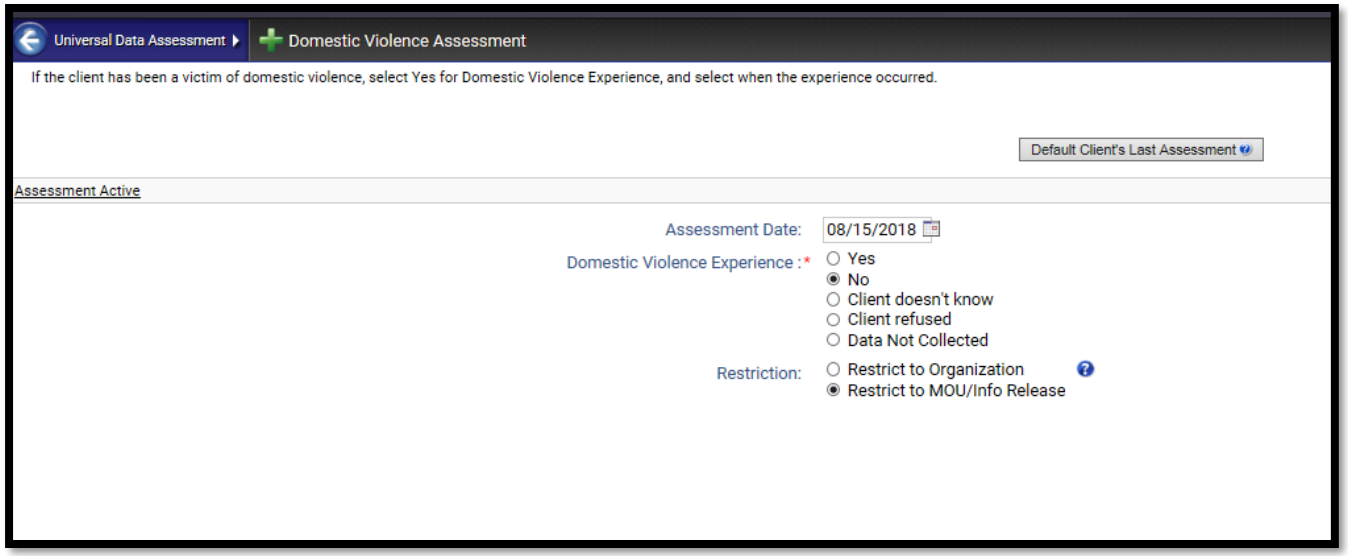


Enrollment Cont'd - Barriers

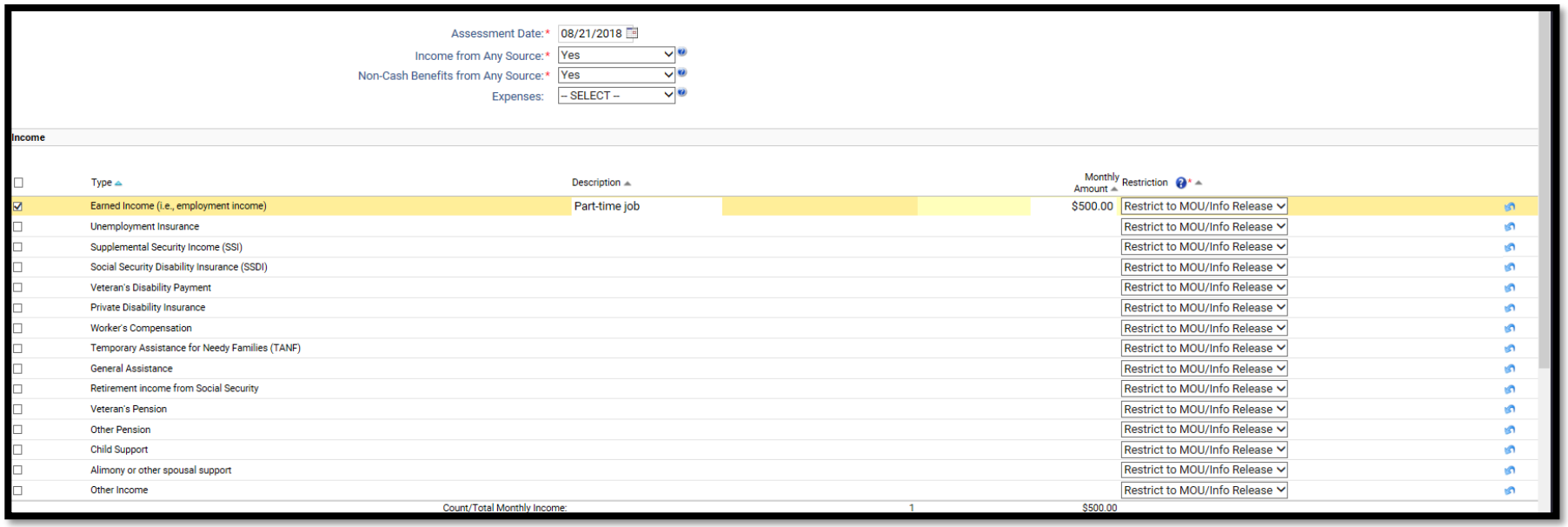


Enrollment Cont'd – Domestic Violence Assessment





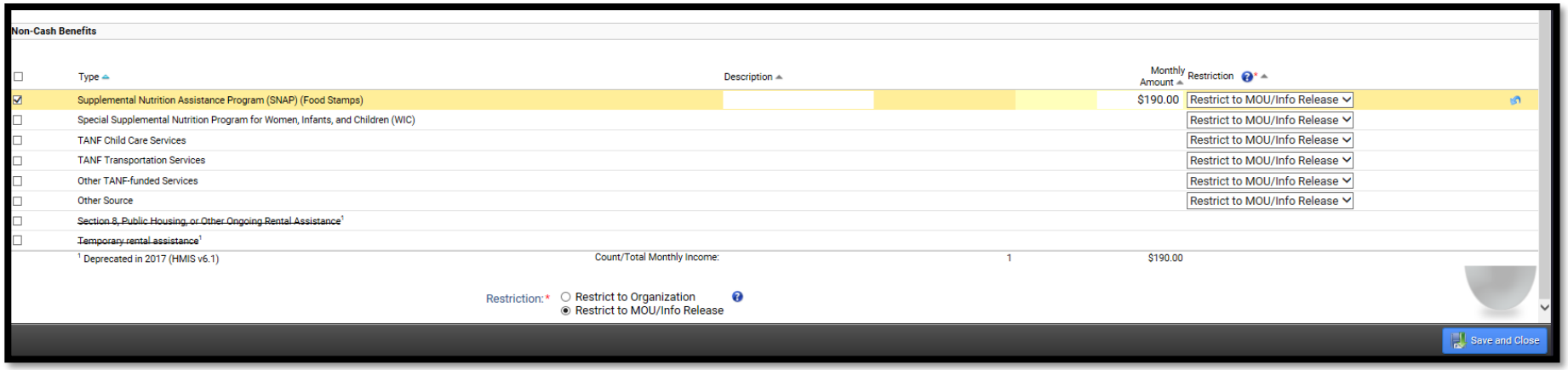
Enrollment Cont'd – Income and Sources, Non-Cash Benefits



Assessment Date:* 08/21/2018
Income from Any Source:* Yes
Non-Cash Benefits from Any Source:* Yes
Expenses: -- SELECT --

Income

	Type	Description	Monthly Amount	Restriction
☑	Earned Income (i.e., employment income)	Part-time job	$500.00	Restrict to MOU/Info Release
☐	Unemployment Insurance			Restrict to MOU/Info Release
☐	Supplemental Security Income (SSI)			Restrict to MOU/Info Release
☐	Social Security Disability Insurance (SSDI)			Restrict to MOU/Info Release
☐	Veteran's Disability Payment			Restrict to MOU/Info Release
☐	Private Disability Insurance			Restrict to MOU/Info Release
☐	Worker's Compensation			Restrict to MOU/Info Release
☐	Temporary Assistance for Needy Families (TANF)			Restrict to MOU/Info Release
☐	General Assistance			Restrict to MOU/Info Release
☐	Retirement income from Social Security			Restrict to MOU/Info Release
☐	Veteran's Pension			Restrict to MOU/Info Release
☐	Other Pension			Restrict to MOU/Info Release
☐	Child Support			Restrict to MOU/Info Release
☐	Alimony or other spousal support			Restrict to MOU/Info Release
☐	Other Income			Restrict to MOU/Info Release
	Count/Total Monthly Income:	1	$500.00	



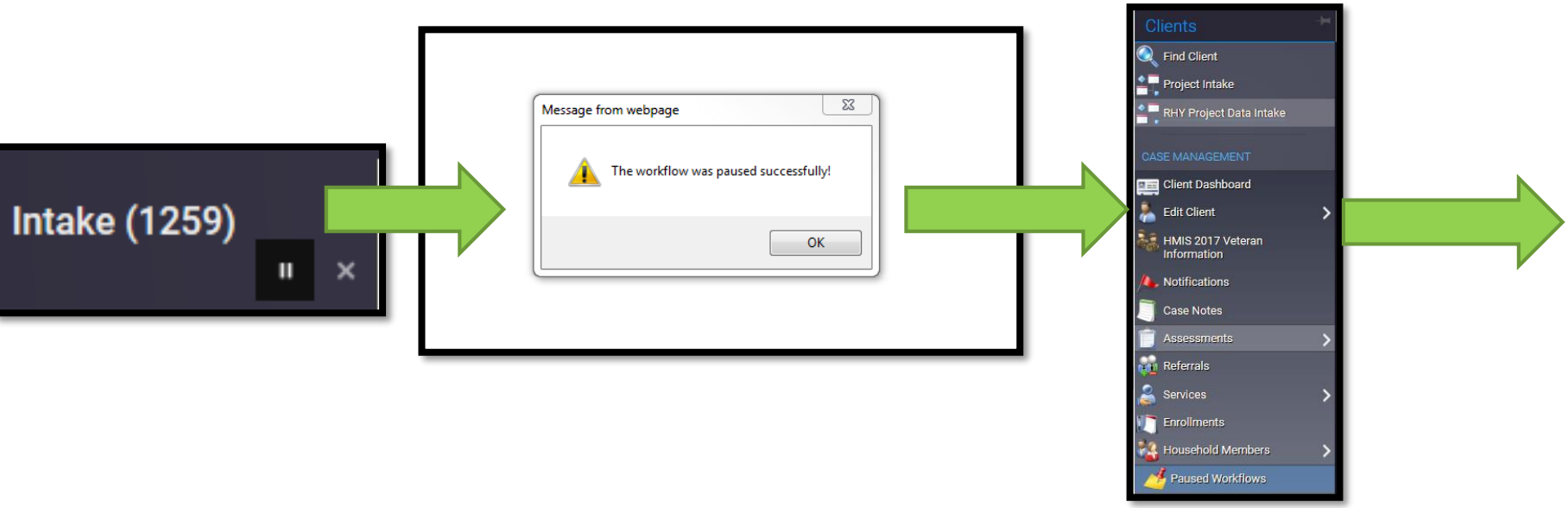
Non-Cash Benefits

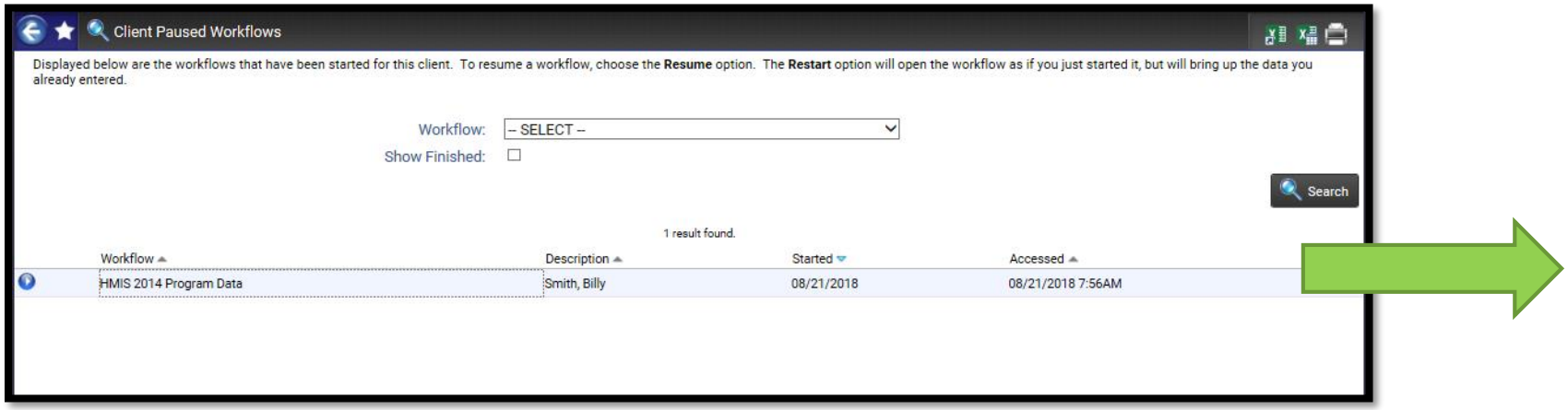
	Type	Description	Monthly Amount	Restriction
☑	Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)		$190.00	Restrict to MOU/Info Release
☐	Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)			Restrict to MOU/Info Release
☐	TANF Child Care Services			Restrict to MOU/Info Release
☐	TANF Transportation Services			Restrict to MOU/Info Release
☐	Other TANF-funded Services			Restrict to MOU/Info Release
☐	Other Source			Restrict to MOU/Info Release
☐	~~Section 8, Public Housing, or Other Ongoing Rental Assistance~~[1]			
☐	~~Temporary rental assistance~~[1]			
	[1] Deprecated in 2017 (HMIS v6.1)	Count/Total Monthly Income:	1	$190.00

Restriction:* ○ Restrict to Organization ◉ Restrict to MOU/Info Release

Save and Close

Enrollment Cont'd – Pause/Finish

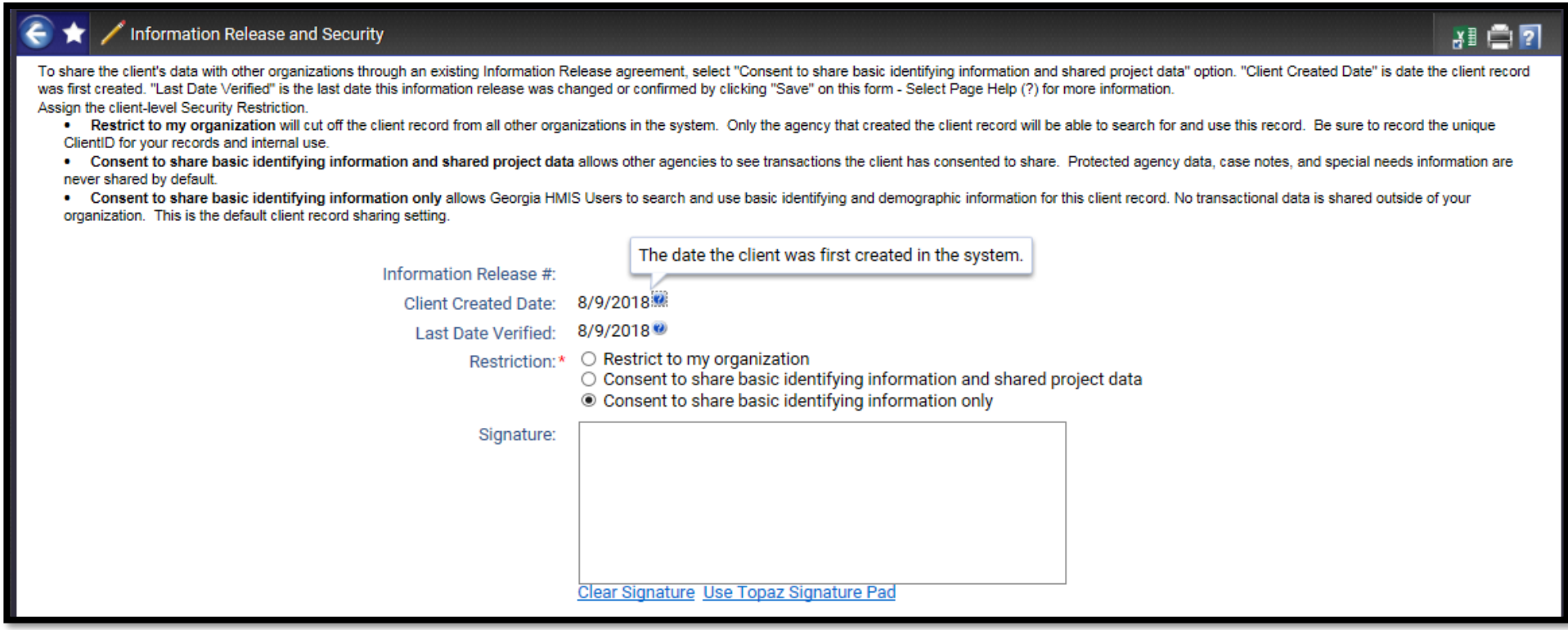




Enrollment Cont'd – Finish

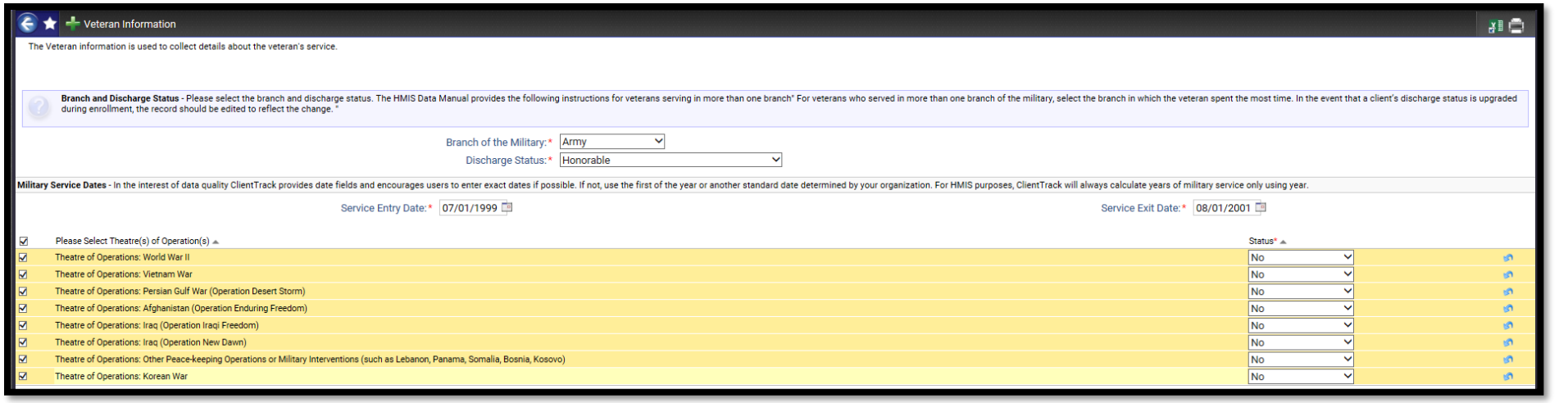
Information Release

- To locate the information release go to the client screen → Edit client →Information Release



Veteran Assessment

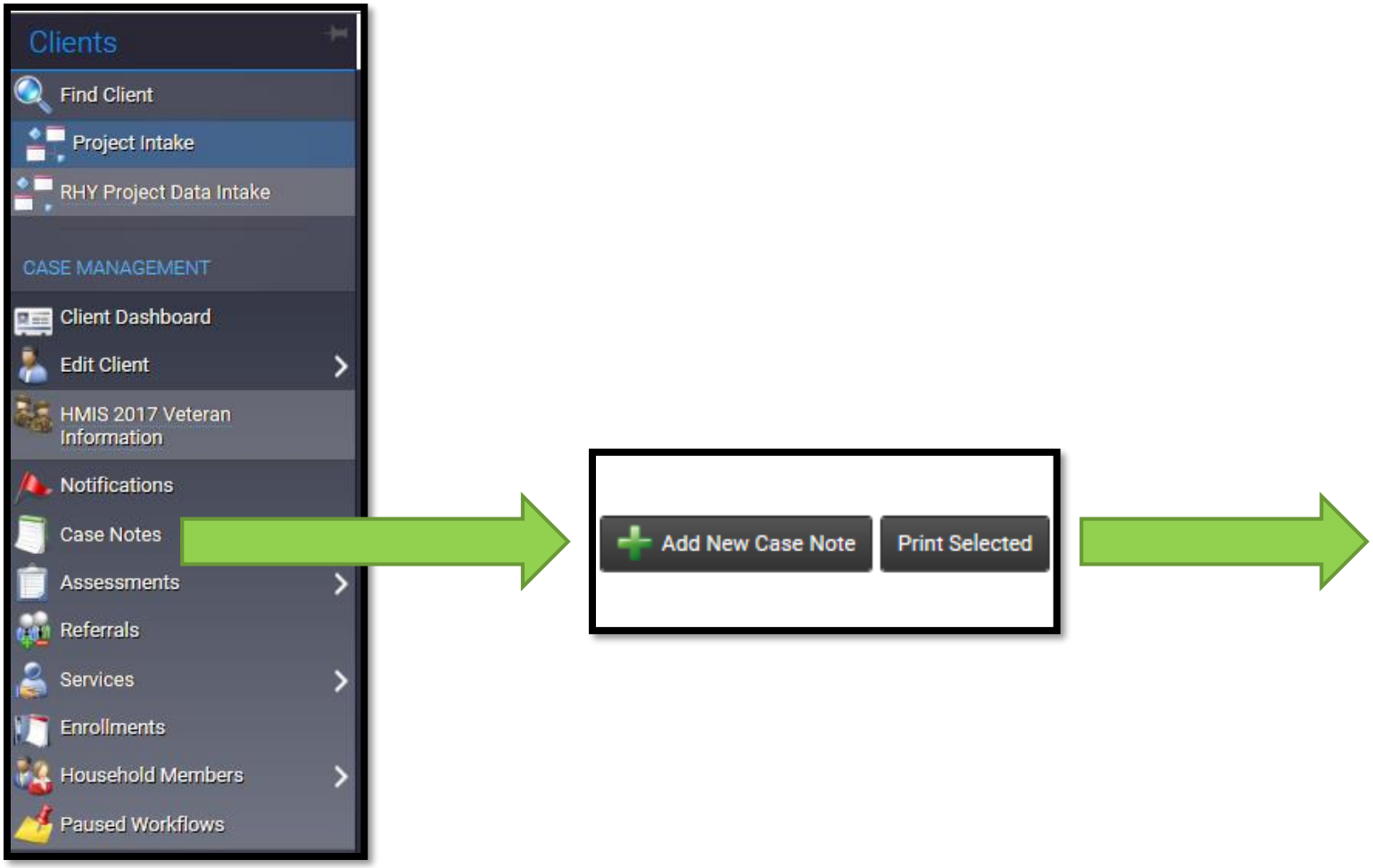
- Client screen →HMIS 2017 Veteran Information
- Veteran information can be found on the client's DD214



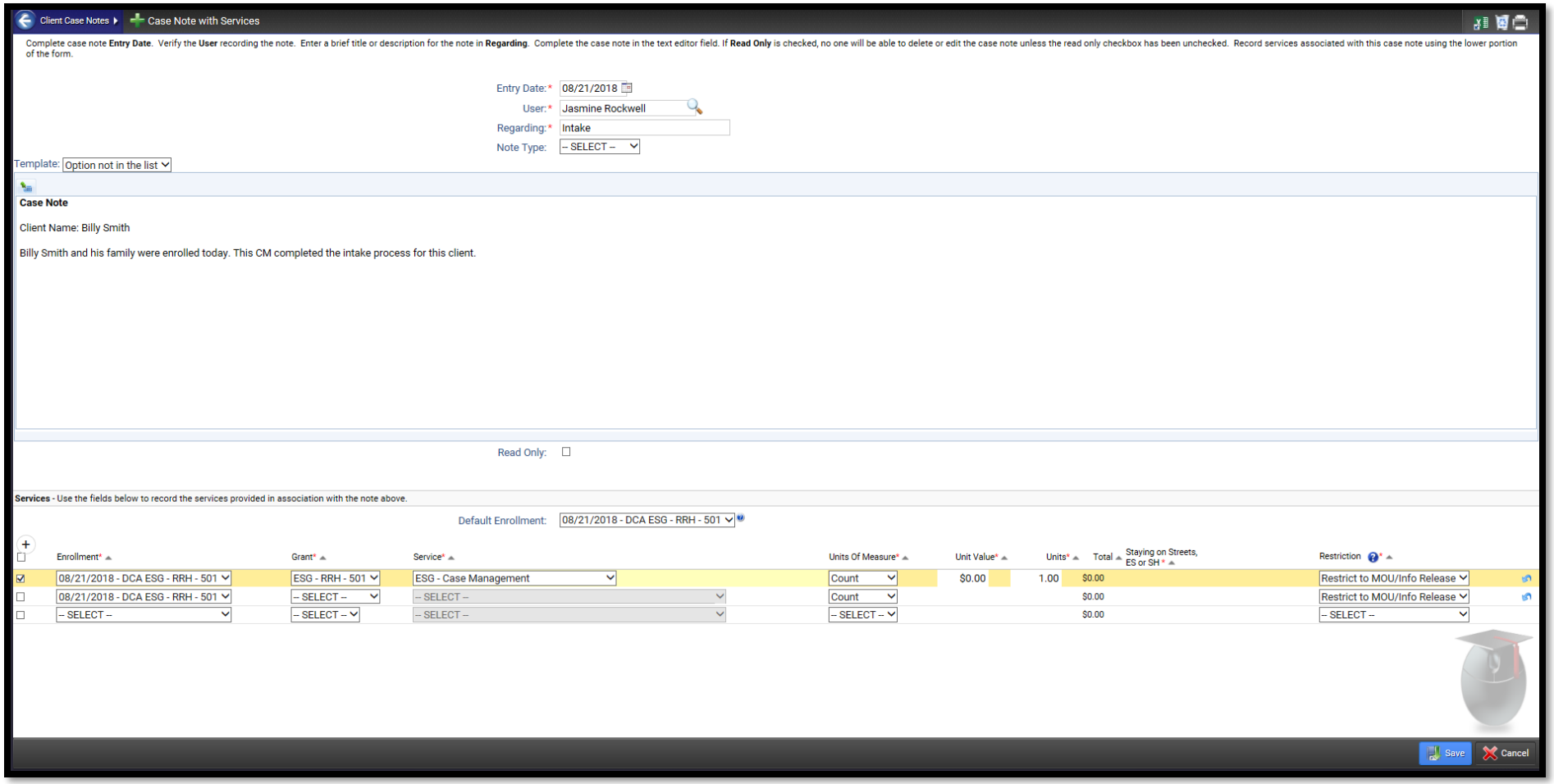
Service & Case Notes

- Every service note should be tied to a case note and vice versa.
- Service notes will be the **ONLY** way services will count. For example, stating a client received a bus ticket in a case note will not count for a reimbursement. There must be a service note with the cost of the bus ticket.
- When providing case management services, the unit should be 1 and the value should be $0.00.

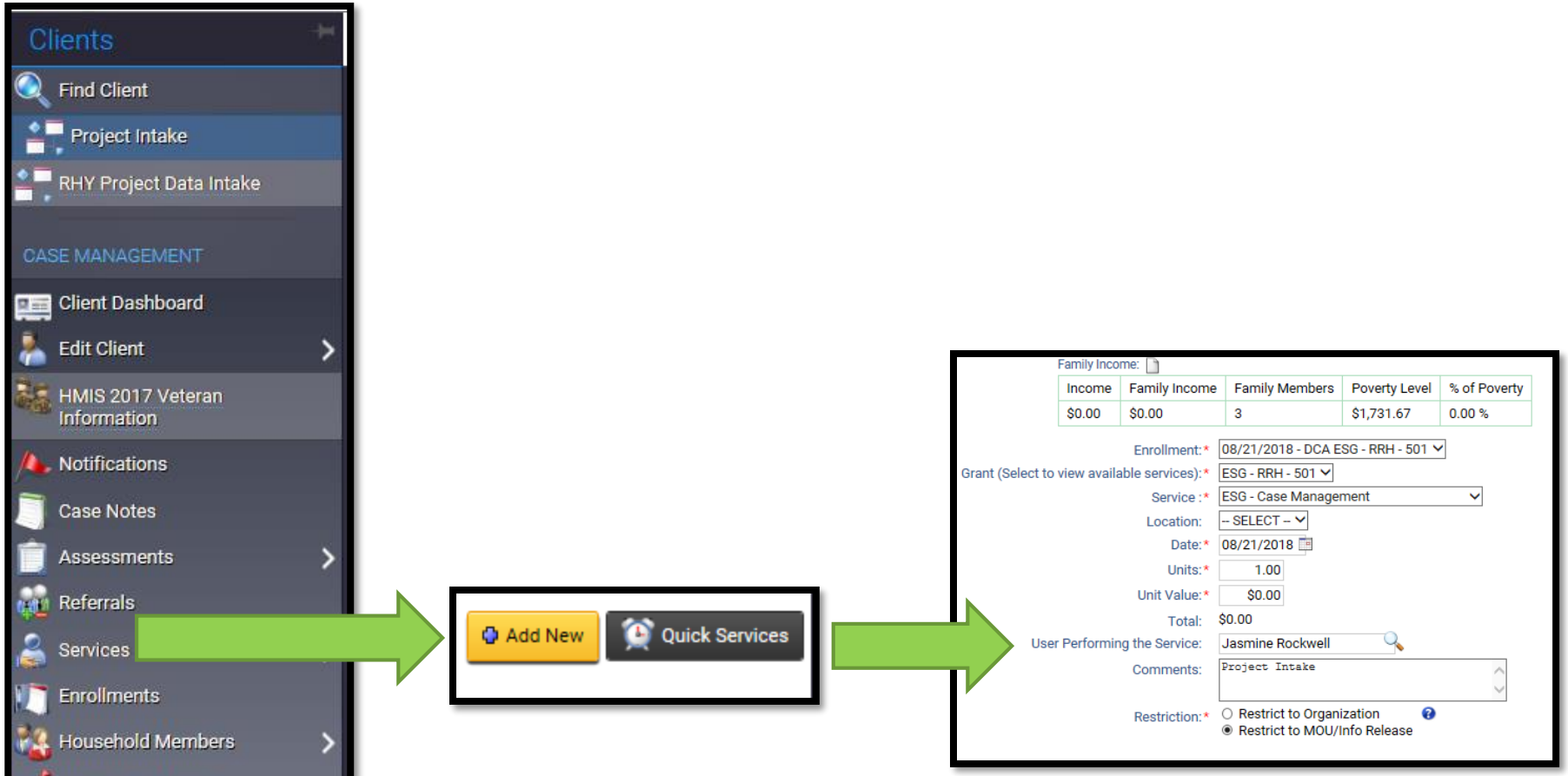
Service & Case Notes Cont'd



Service & Case Notes Cont'd



Service & Case Notes Cont'd

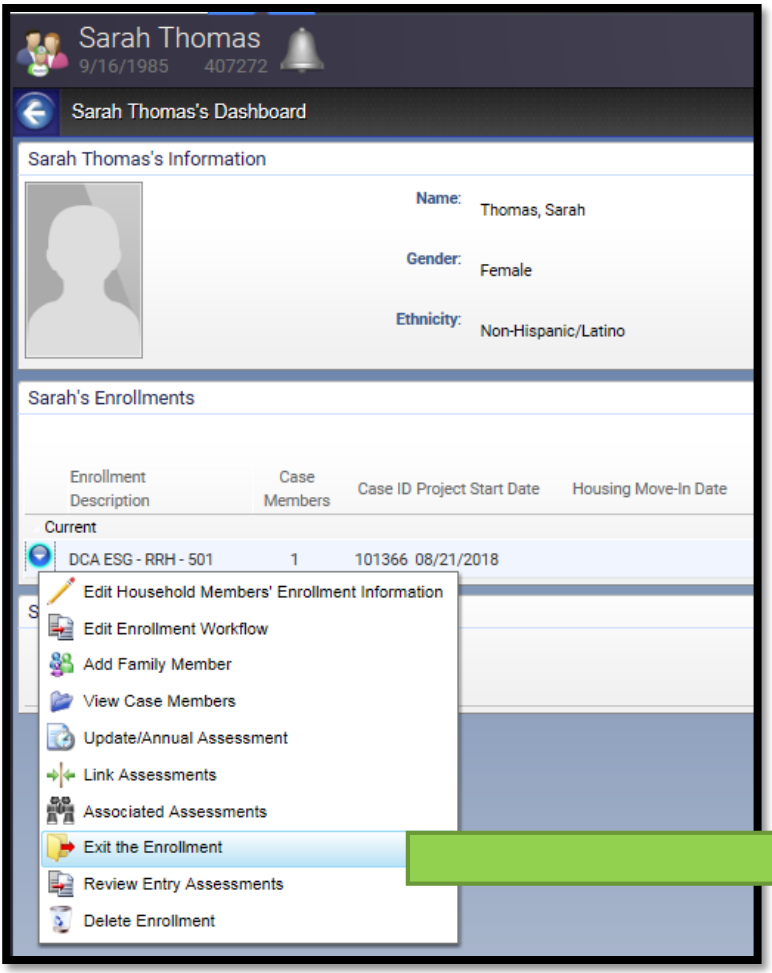


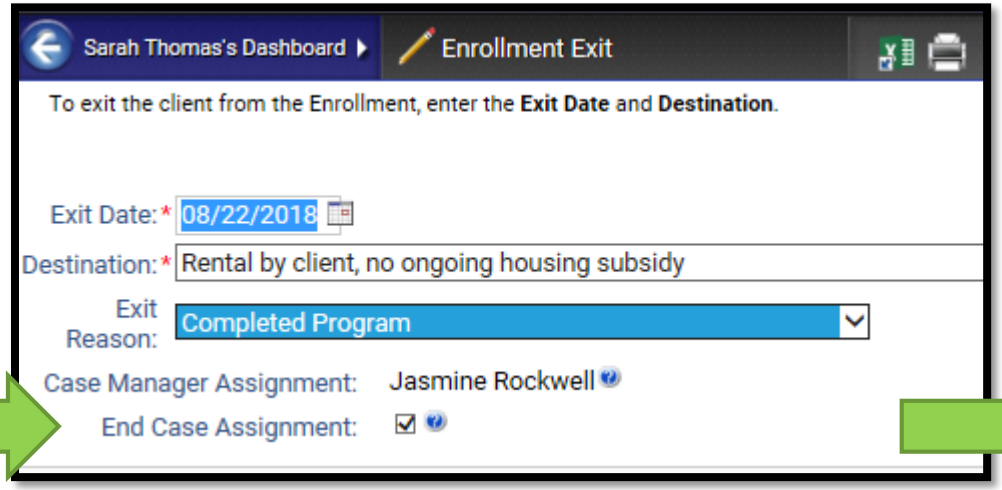
Discharge

- Once a client has exited the program, they should be discharged from the HMIS system.
- If a client leaves a program but needs to be enrolled in a different one, they will still need to be discharged from their first program. For example, if a client entered a transitional housing program but then enters rapid re-housing, they need to be discharged from the transitional housing program and enrolled into the rapid re-housing program. All of this should occur on the same client profile.

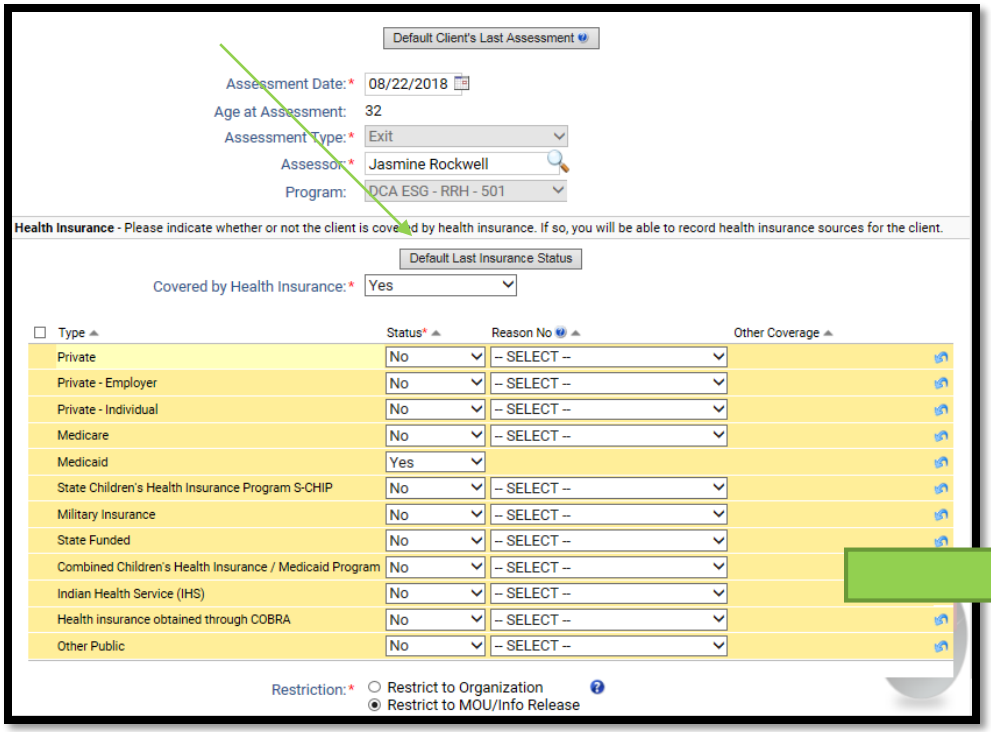
Discharge Cont'd

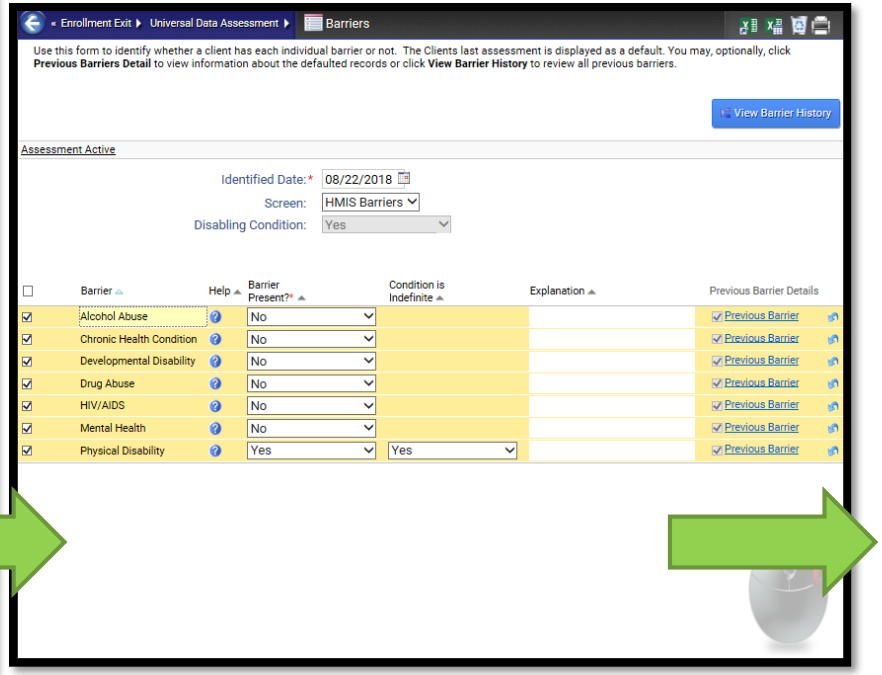
Example: Discharge client Sarah Thomas



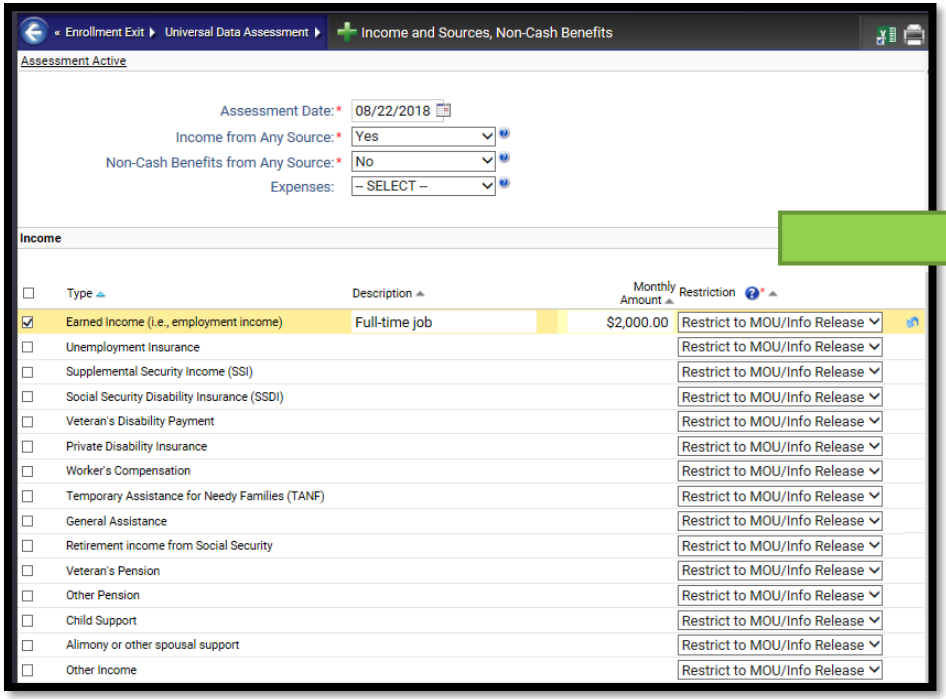


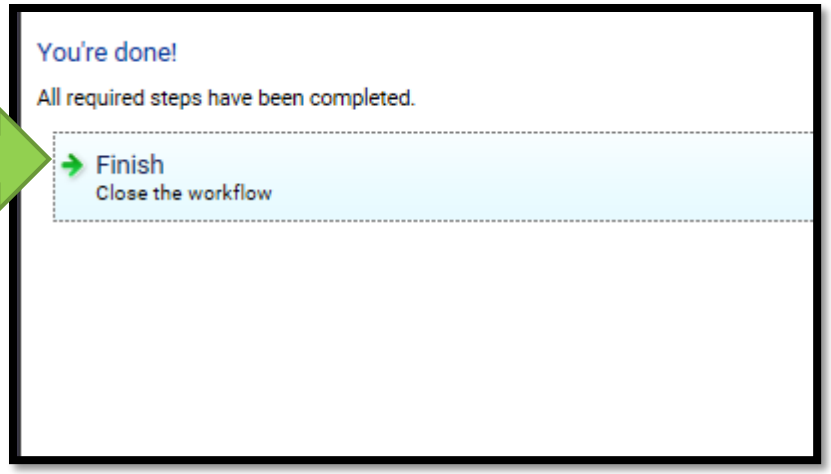
Discharge Cont'd





Discharge Cont'd

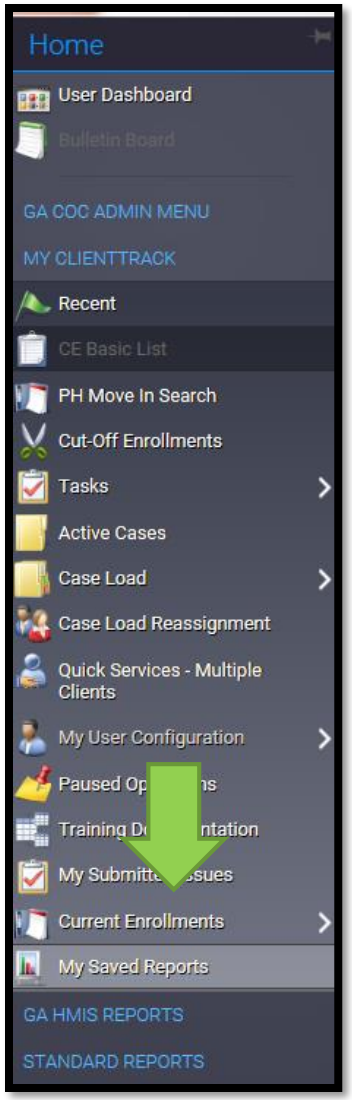




Current Enrollments

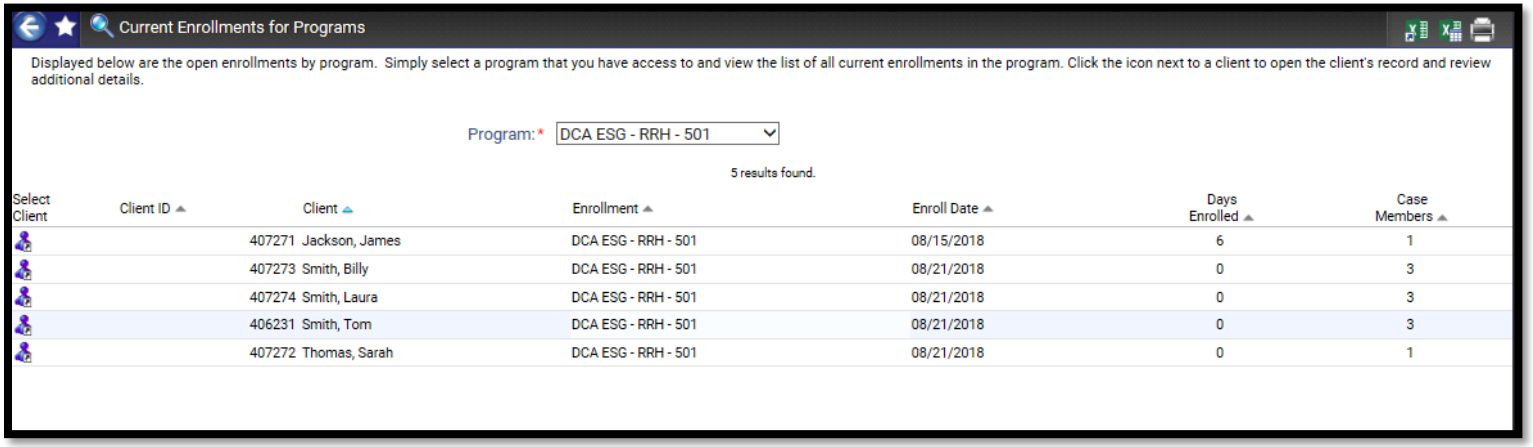
- Home → MY CLIENTTRACK →Current Enrollments

- Once a client is discharged they should no longer show on your current enrollments for programs page.



Current Enrollments Cont'd

Before discharge of Sarah Thomas:



Current Enrollments for Programs

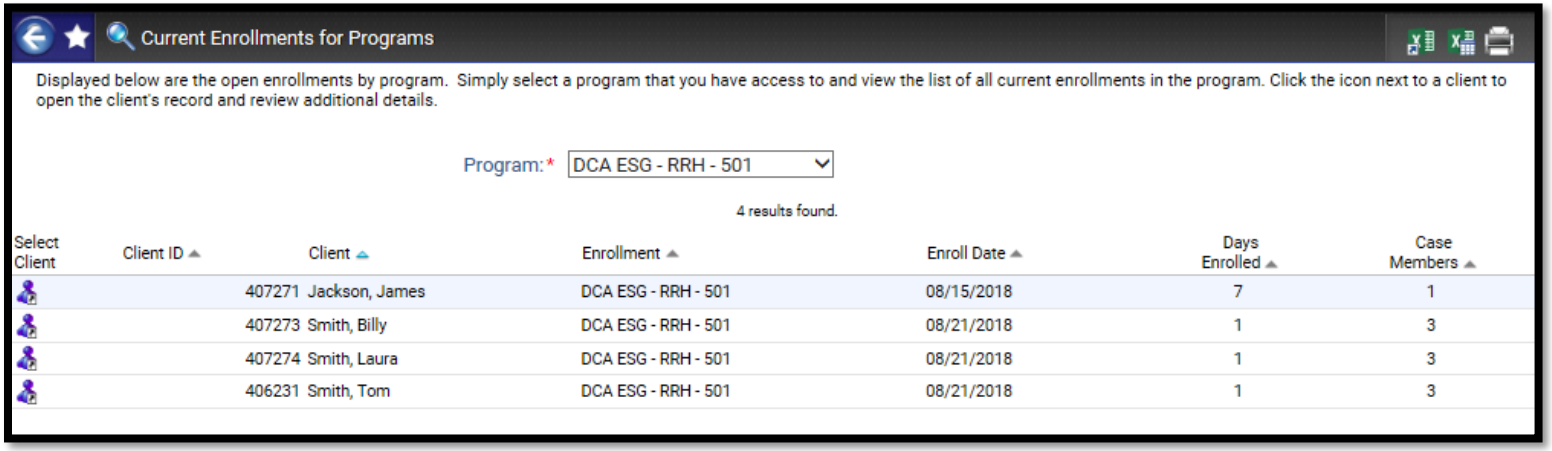
Displayed below are the open enrollments by program. Simply select a program that you have access to and view the list of all current enrollments in the program. Click the icon next to a client to open the client's record and review additional details.

Program:* DCA ESG - RRH - 501

5 results found.

Select Client	Client ID	Client	Enrollment	Enroll Date	Days Enrolled	Case Members
	407271	Jackson, James	DCA ESG - RRH - 501	08/15/2018	6	1
	407273	Smith, Billy	DCA ESG - RRH - 501	08/21/2018	0	3
	407274	Smith, Laura	DCA ESG - RRH - 501	08/21/2018	0	3
	406231	Smith, Tom	DCA ESG - RRH - 501	08/21/2018	0	3
	407272	Thomas, Sarah	DCA ESG - RRH - 501	08/21/2018	0	1

After discharge of Sarah Thomas:



Current Enrollments for Programs

Displayed below are the open enrollments by program. Simply select a program that you have access to and view the list of all current enrollments in the program. Click the icon next to a client to open the client's record and review additional details.

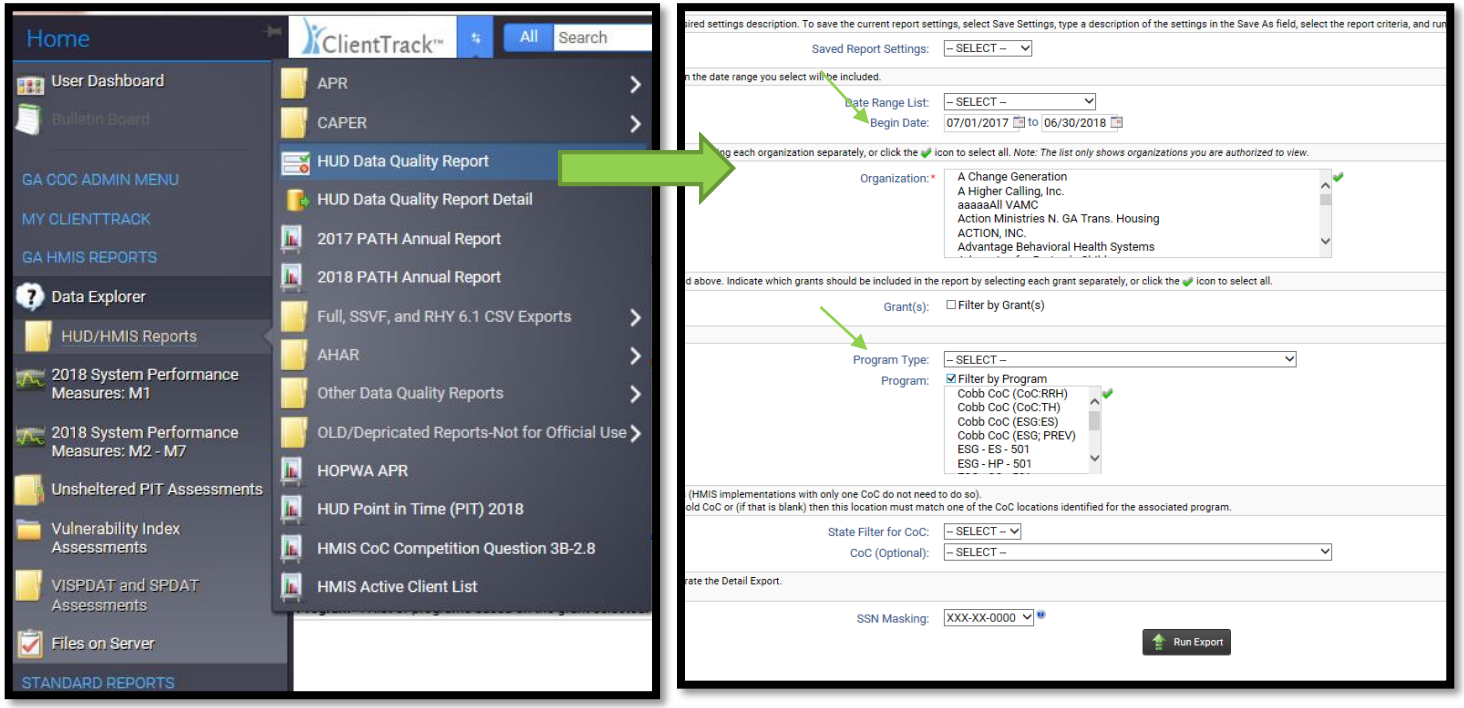
Program:* DCA ESG - RRH - 501

4 results found.

Select Client	Client ID	Client	Enrollment	Enroll Date	Days Enrolled	Case Members
	407271	Jackson, James	DCA ESG - RRH - 501	08/15/2018	7	1
	407273	Smith, Billy	DCA ESG - RRH - 501	08/21/2018	1	3
	407274	Smith, Laura	DCA ESG - RRH - 501	08/21/2018	1	3
	406231	Smith, Tom	DCA ESG - RRH - 501	08/21/2018	1	3

Data Quality Report

- Home → GA HMIS REPORTS → HUD Data Quality Report
- This report should load within 15 minutes.
- Fill in the date and Program ONLY.
- Errors should be less than 5% for all RR programs.



Data Quality Report Cont'd

HUD Data Quality Report

7/1/2017 to 8/22/2018

Report Criteria

Organizations: DCA Compliance

Programs: DCA ESG - RRH - 501

Q1. Report Validation Table

Total Number of Persons Served	5
Number of Adults (age 18 or over)	4
Number of Children(under age 18)	1
Number of Persons with Unknown Age	0
Number of leavers	1
Number of adult leavers	1
Number of adult and head of household leavers	1
Total Number of Stayers	4
Number of Adult Stayers	3
Number of Veterans	1
Number of Chronically Homeless Persons	0
Number of youth under age 25	0
Number of parenting youth under age 25 with children	0
Number of Adult Heads of Household	3
Number of child and unknown-age heads of household	0
Heads of households and adult stayers in the project 365 days or more	0

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	0	0	0	0.00%
Date of Birth (3.3)	0	0	0	0.00%
Race (3.4)	0	0		0.00%
Ethnicity (3.5)	0	0		0.00%
Gender (3.6)	0	0		0.00%
Overall Score				0.00%

HUD Data Quality Report

7/1/2017 to 8/22/2018

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	0	0.00%
Relationship to Head of Household (3.15)	0	0.00%
Client Location (3.16)	0	0.00%
Disabling Condition (3.8)	0	0.00%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination (3.12)	0	0.00%
Income and Sources (4.2) at Start	1	25.00%
Income and Sources (4.2) at Annual Assessment	0	0.00%
Income and Sources (4.2) at Exit	0	0.00%

Q5. Chronic Homelessness

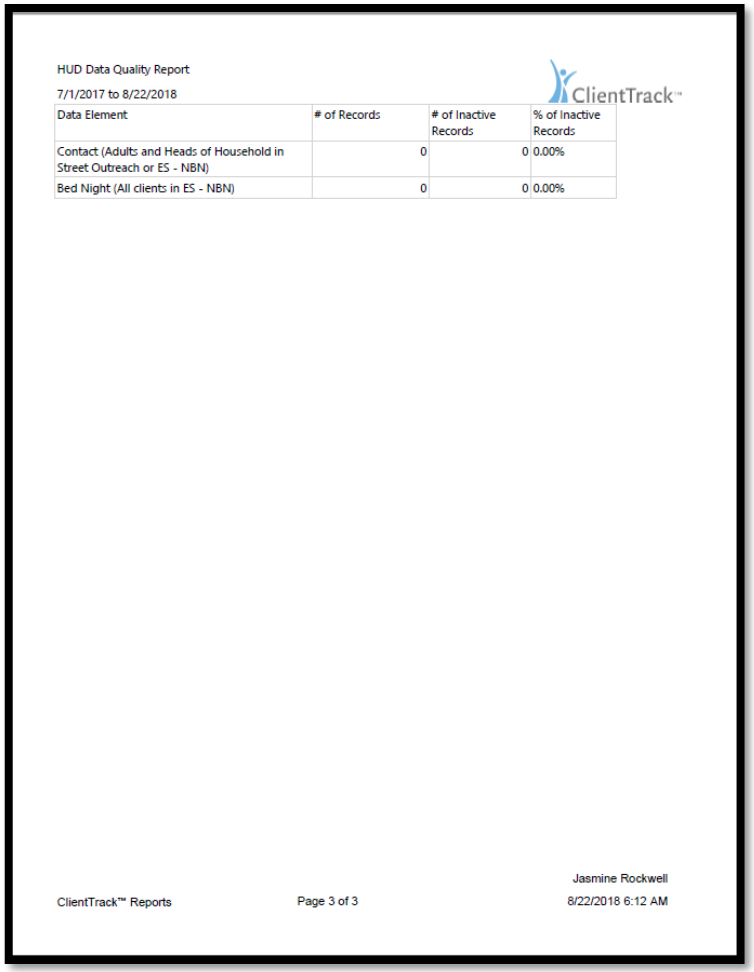
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R /missing	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	0			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	4	0	0	0	0	0	0.00%
Total	4						0.00%

Q6. Timeliness

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	4	1
1-3 Days	1	0
4-6 days	0	0
7-10 days	0	0
11+ days	0	0

Q7. Inactive Records: Street Outreach & Emergency Shelter

Data Quality Report Cont'd



HUD Data Quality Report

7/1/2017 to 8/22/2018

ClientTrack™

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0.00%
Bed Night (All clients in ES - NBN)	0	0	0.00%

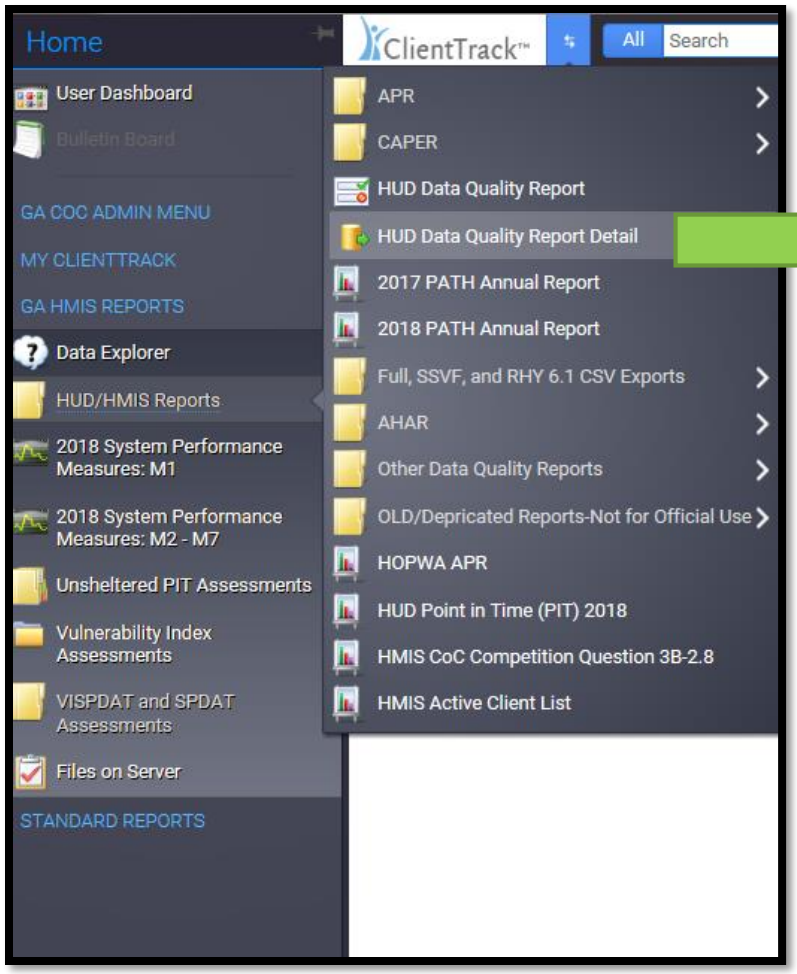
Jasmine Rockwell

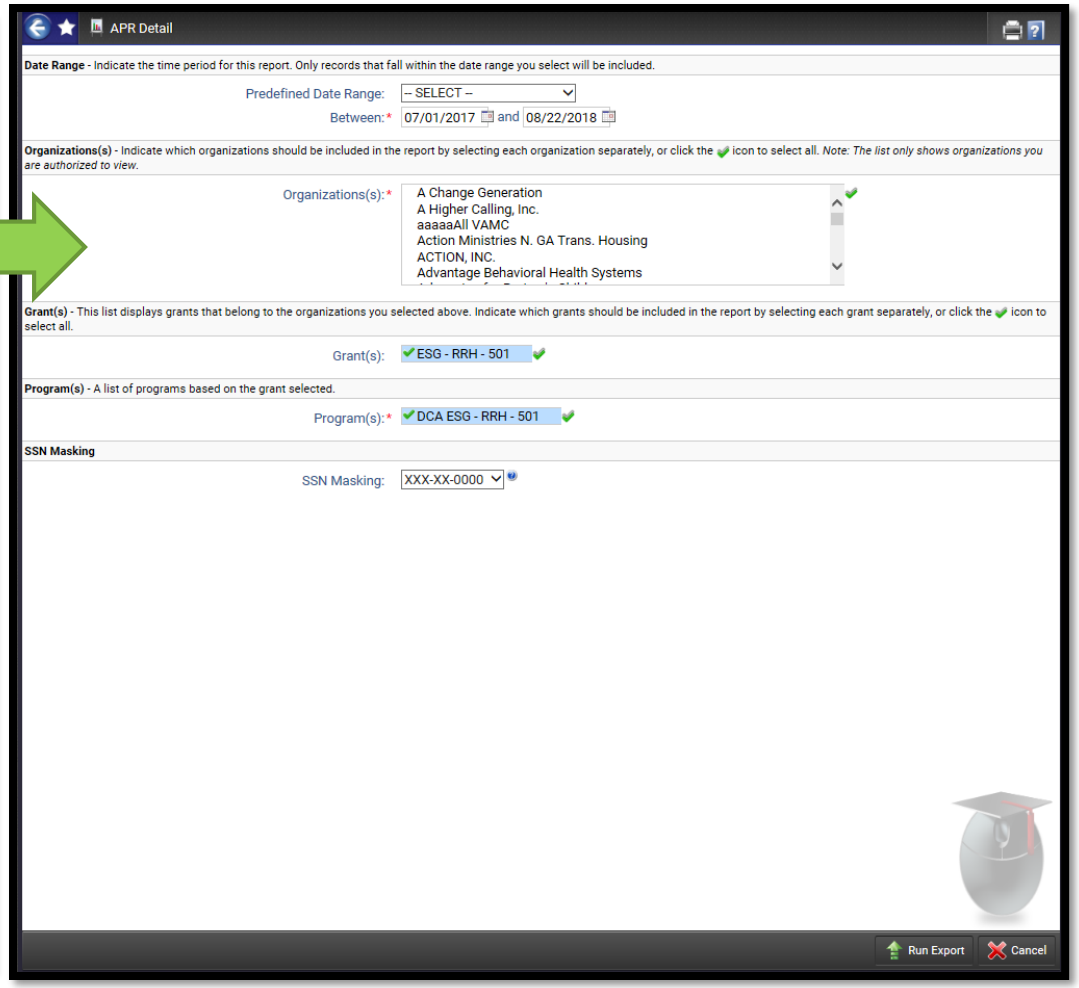
ClientTrack™ Reports Page 3 of 3 8/22/2018 6:12 AM

Data Quality Report Detail

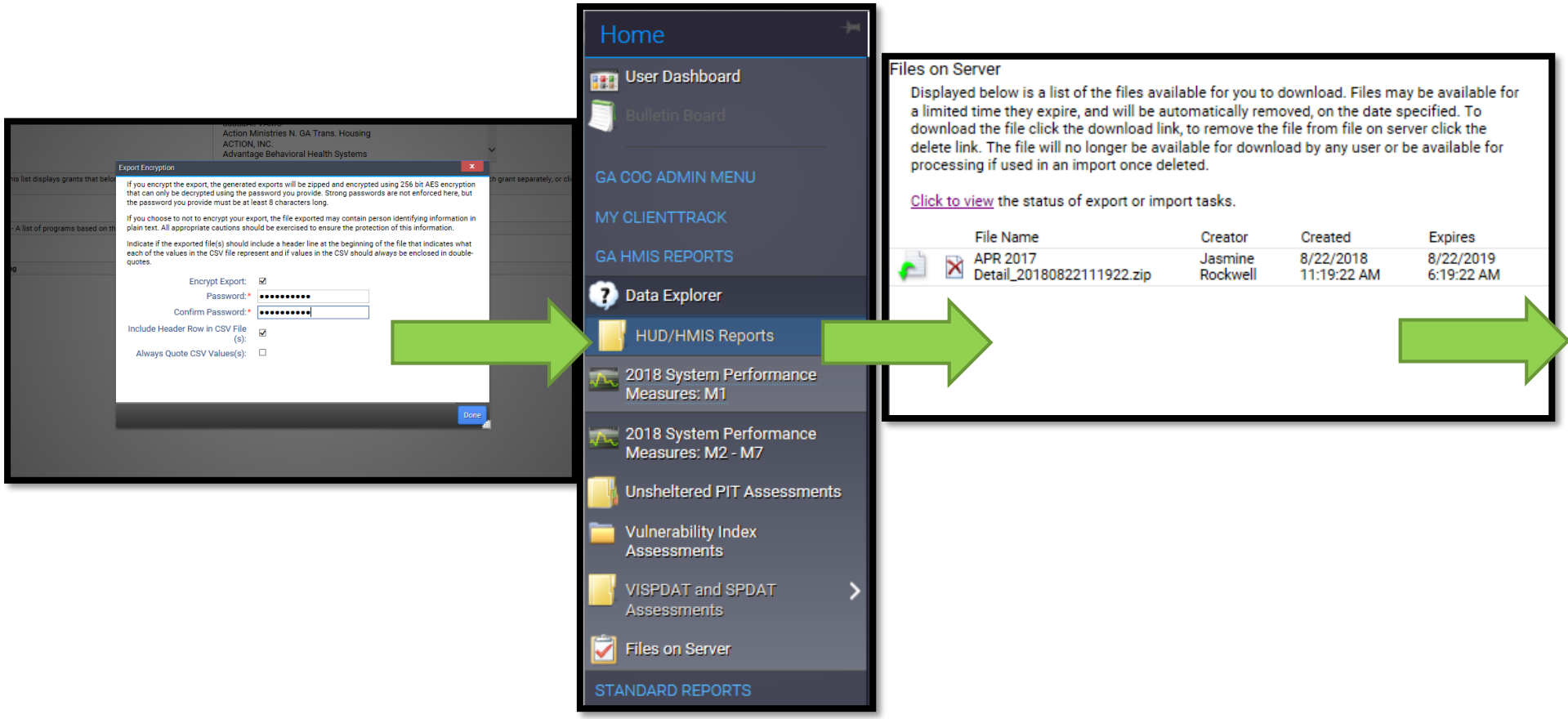
- Home → GA HMIS REPORTS → HUD Data Quality Report Detail → Run export
- This report will give you detailed information on where your errors are. Allow up to 24 hours for this report to download.
- It is okay to fill in both the grant and program(s) for this report.
- If you share your computer, please use a password with this report. The password does not have to be the same as your HMIS login password.
- We **will not** be able to retrieve your password if you forget it.
- The report will show up under files on server.

Data Quality Report Detail Cont'd

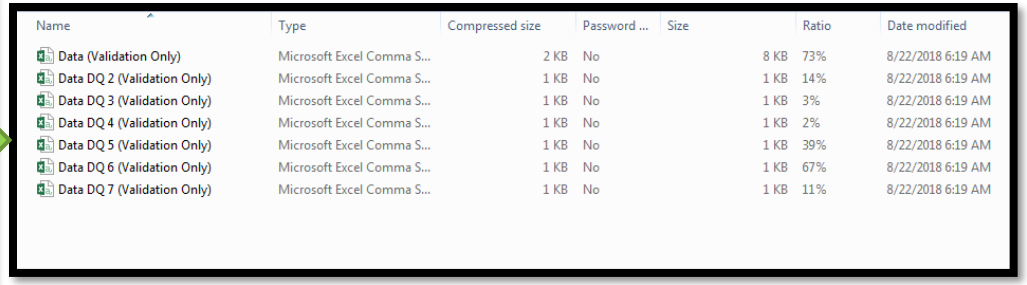




Data Quality Report Detail Cont'd



Data Quality Report Detail Cont'd



Questions?

- If you have questions on topics **not discussed** today please email Jasmine Rockwell at Jasmine.Rockwell@dca.ga.gov
- If you are new to ESG and need a step-by-step tutorial please email Jasmine to set up a TA meeting.
- Any questions on what was discussed today?

GA HMIS Training Videos

- https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/homeless-management-information-system-hmis-0

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