2018-2019 ESG Implementation Workshop Street Outreach Introduction

Georgia Department of Community Affairs

Purpose of Today's Session

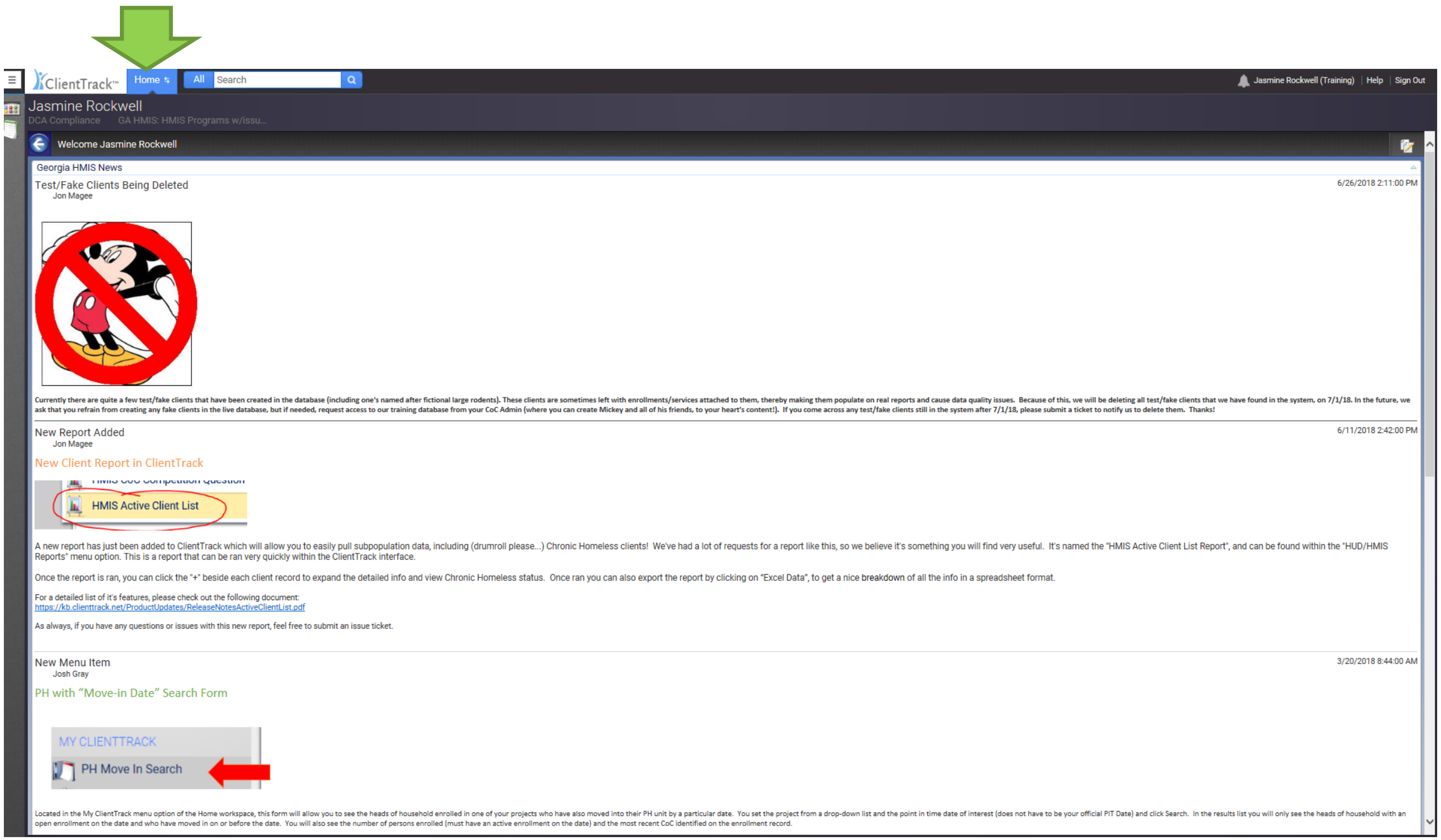
- Introduction
  - Passwords
- Client Search
- Enrollment
- Information release
- Veteran Assessment
- Service & Case Notes
- Discharge
- Current Enrollments
- Data Quality Report
- Data Detail Report
- Questions

Introduction

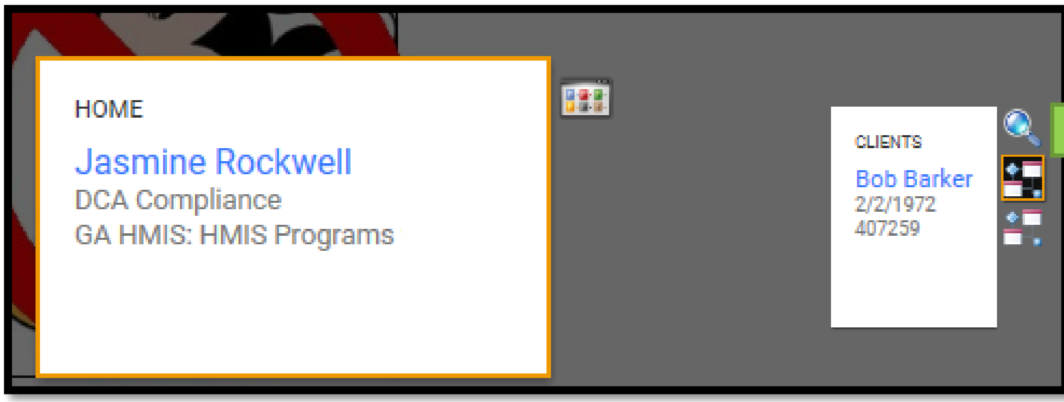
- Welcome to the 2018-2019 HMIS ESG Implementation workshop!
- Please save all questions for the end of the session.
- Passwords
  - Do not save your password in your web browser.
  - Please log into HMIS within 90 days or you will be locked out of the system.
    - If this occurs, you will have to retake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

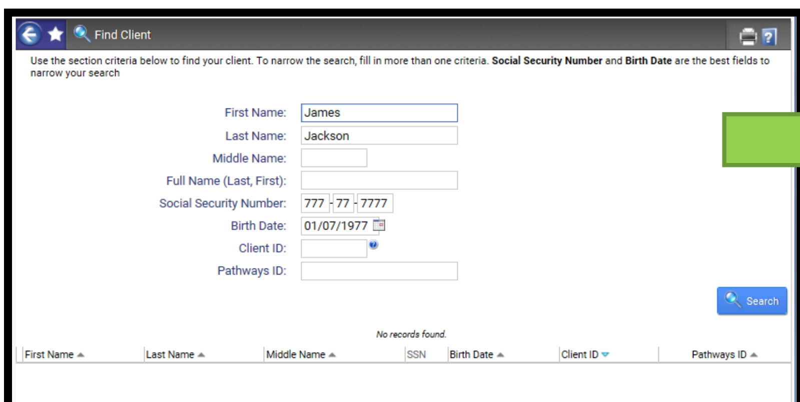
Client Search

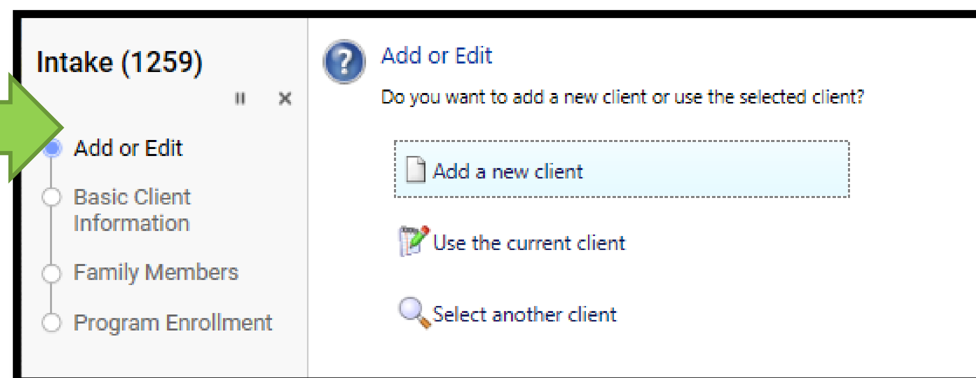
- Be mindful that the last client you worked with will show when searching for a new client.
- Find a client by pressing the  on the Clients menu.
- Enter all information you have for the client
- If the client is not found then and **ONLY** then create a new client profile. This can be done by selecting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



Client Search Cont’d

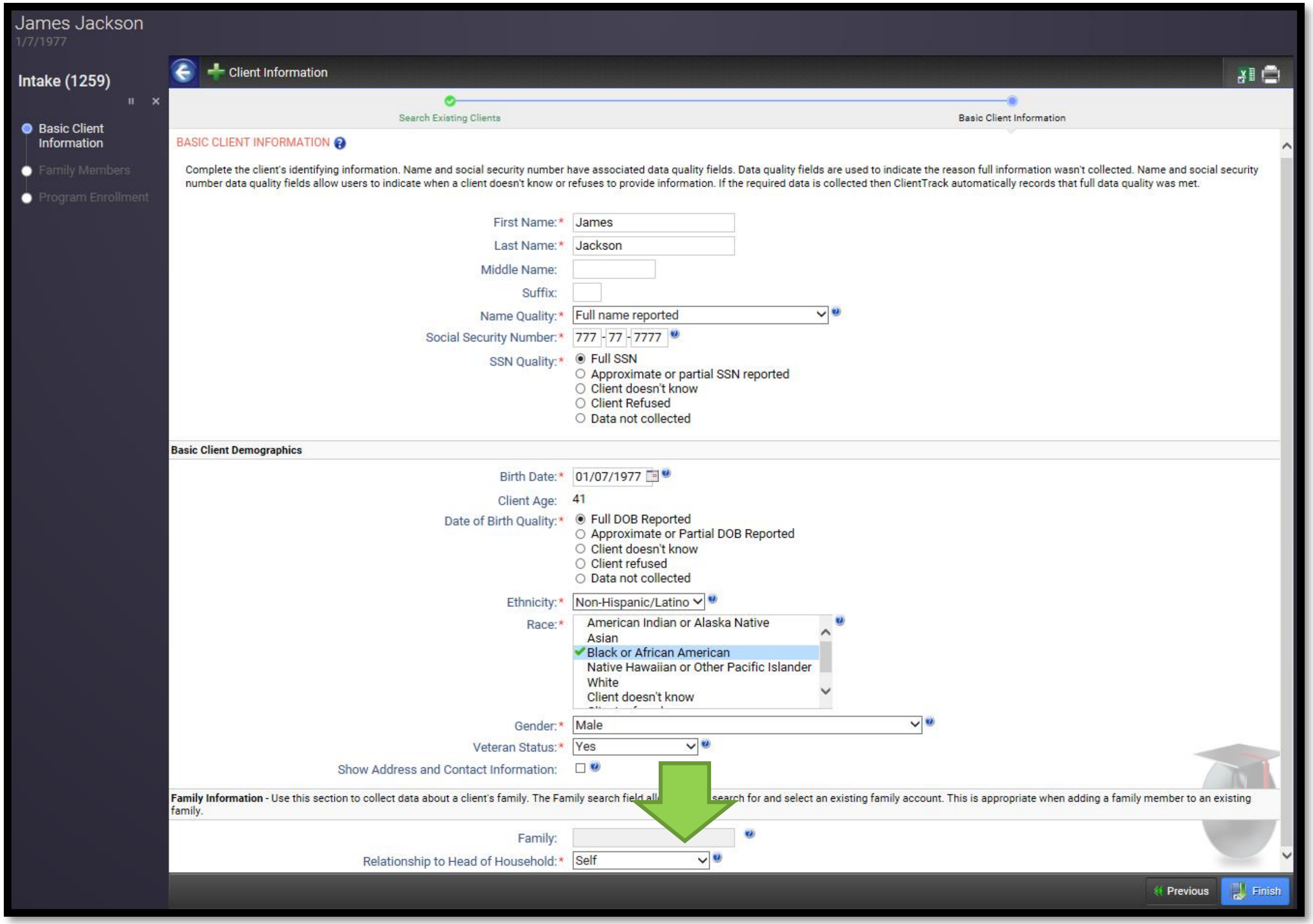






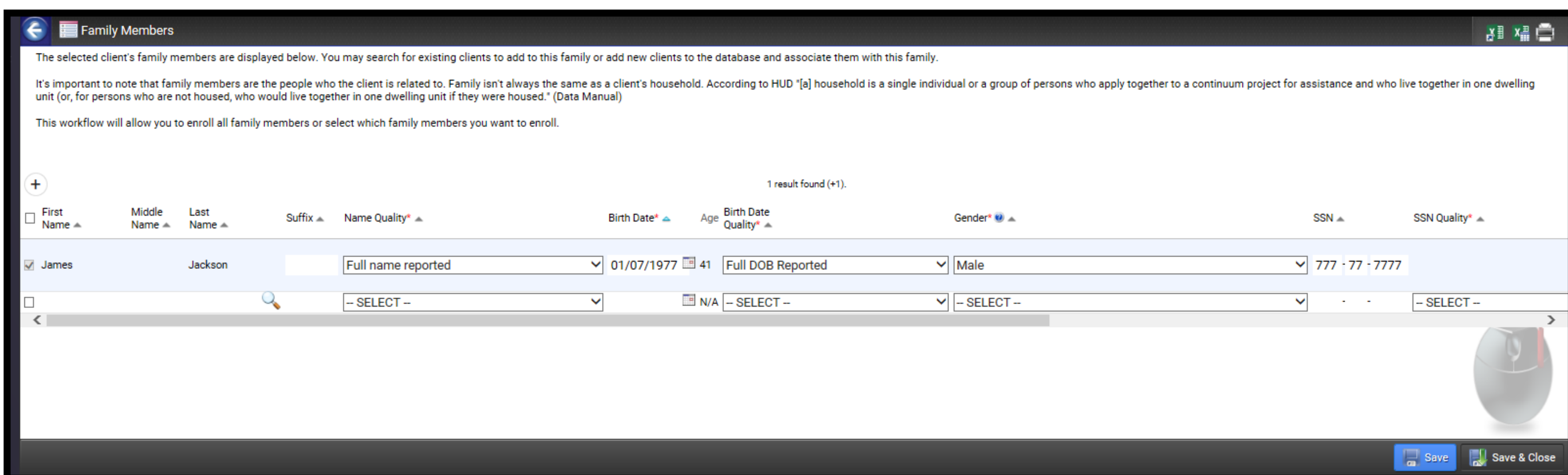
Enrollment – Client Information

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



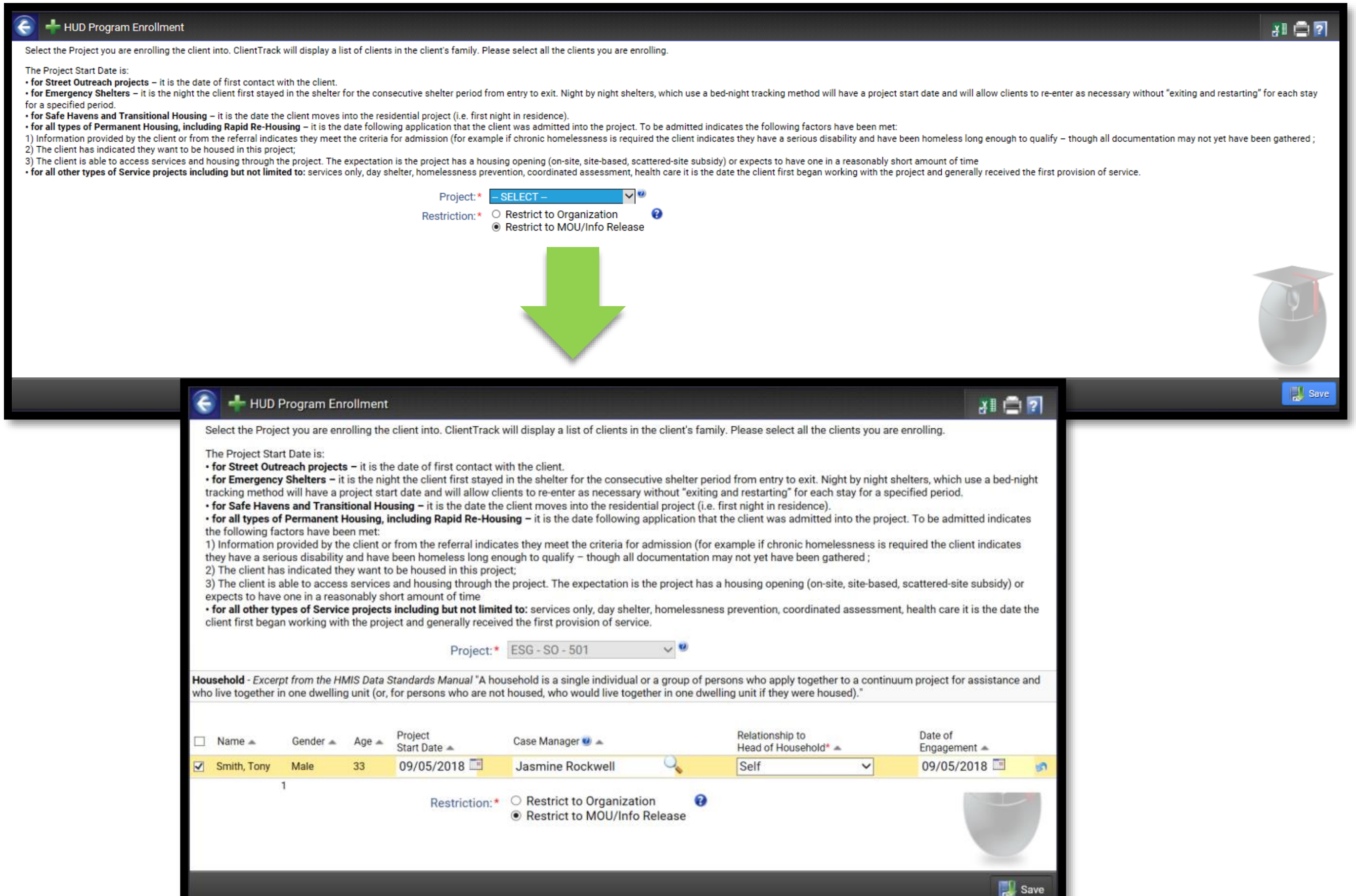
Enrollment Cont'd – Family Members

- 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.

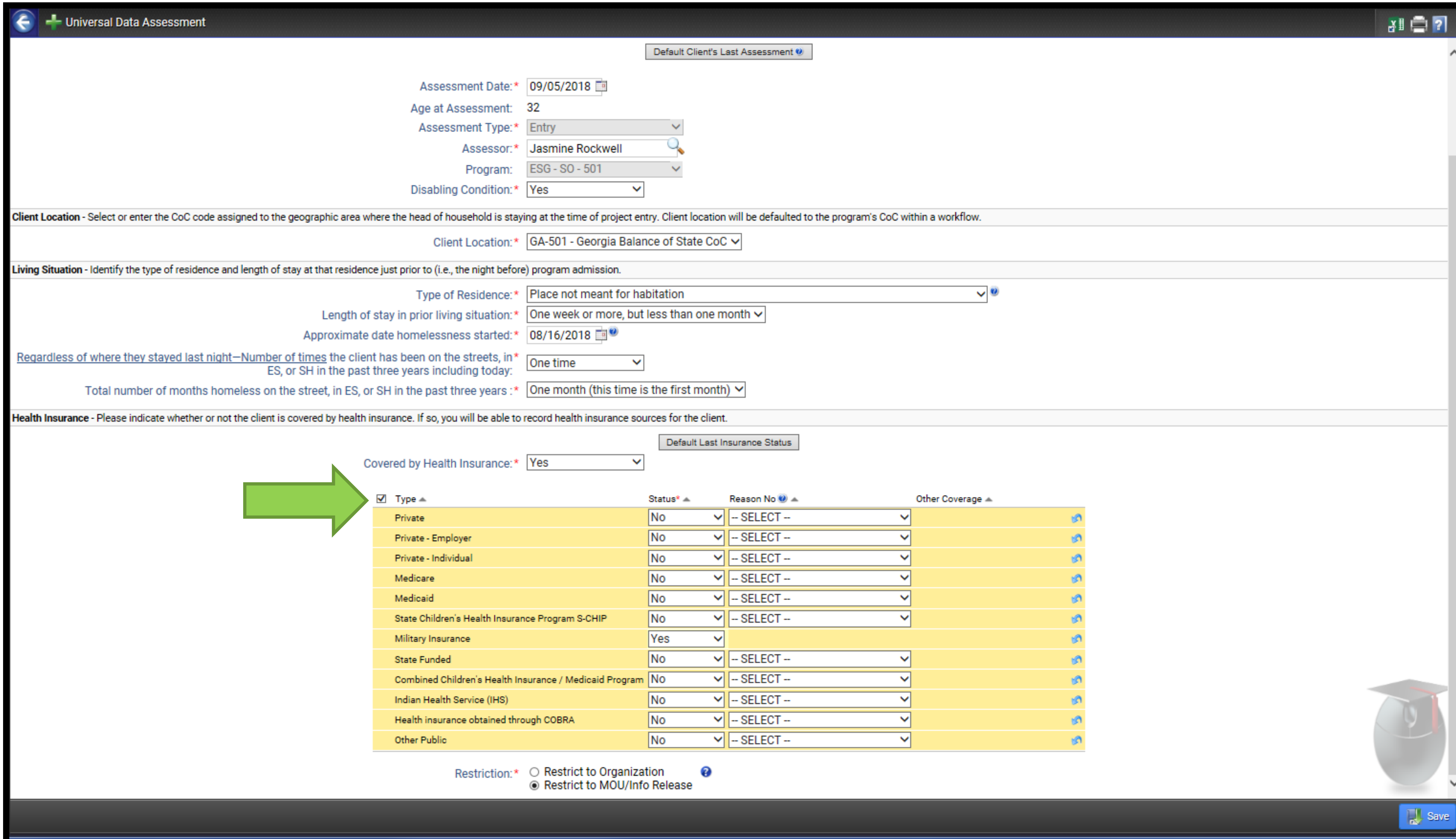


Enrollment Cont'd – HUD Program Enrollment

- Select the correct program to enroll the client into.
- The Date of Engagement **is required.**



Enrollment Cont'd – Universal Data Assessment



Universal Data Assessment

Default Client's Last Assessment

Assessment Date:* 09/05/2018
Age at Assessment: 32
Assessment Type:* Entry
Assessor:* Jasmine Rockwell
Program: ESG - SO - 501
Disabling Condition:* Yes

Client Location - Select or enter the CoC code assigned to the geographic area where the head of household is staying at the time of project entry. Client location will be defaulted to the program's CoC within a workflow.

Client Location:* GA-501 - Georgia Balance of State CoC

Living Situation - Identify the type of residence and length of stay at that residence just prior to (i.e., the night before) program admission.

Type of Residence:* Place not meant for habitation
Length of stay in prior living situation:* One week or more, but less than one month
Approximate date homelessness started:* 08/16/2018
Regardless of where they stayed last night—Number of times the client has been on the streets, in ES, or SH in the past three years including today:* One time
Total number of months homeless on the street, in ES, or SH in the past three years :* One month (this time is the first month)

Health Insurance - Please indicate whether or not the client is covered by health insurance. If so, you will be able to record health insurance sources for the client.

Default Last Insurance Status

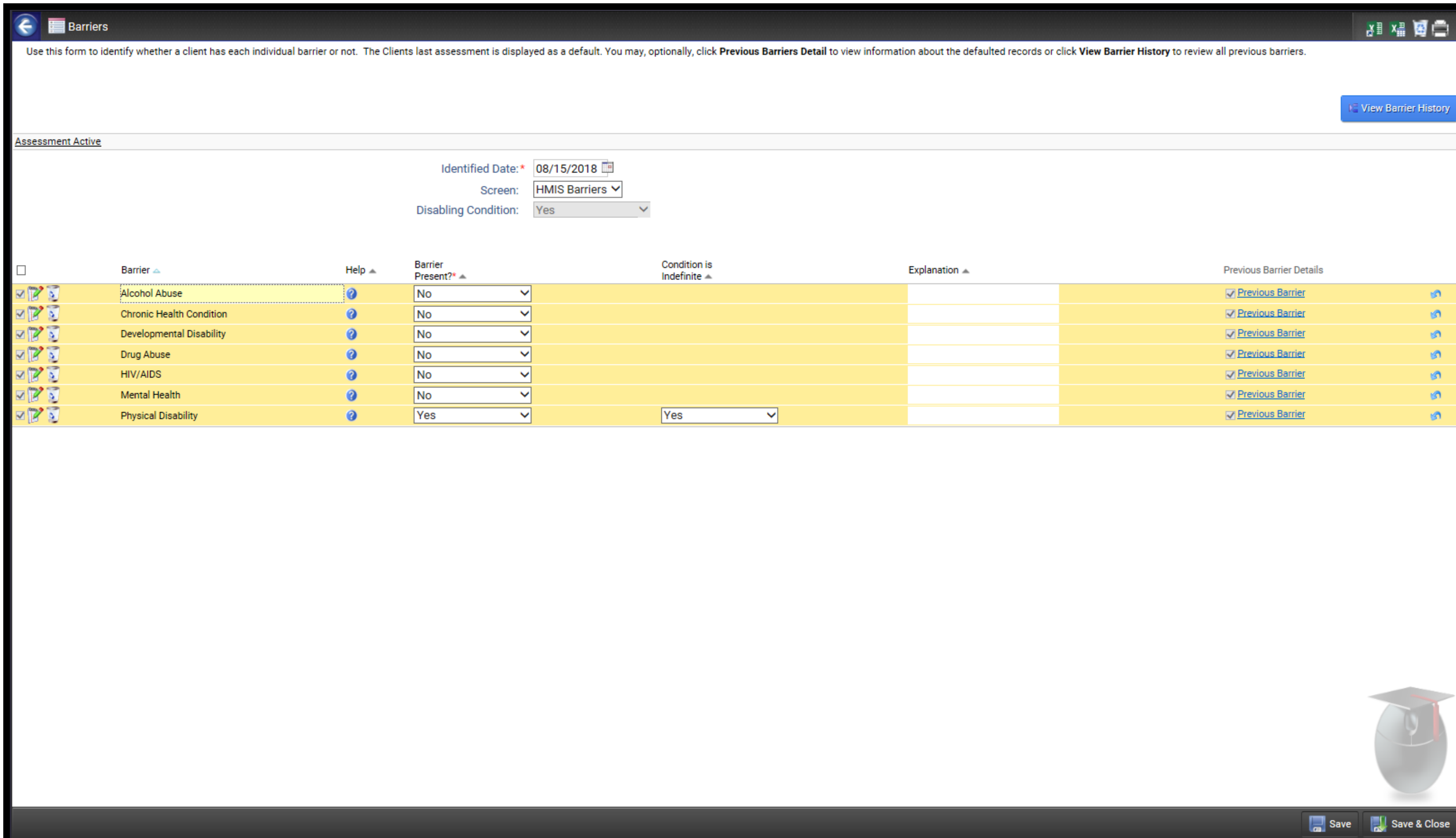
Covered by Health Insurance:* Yes

Type	Status*	Reason No	Other Coverage
Private	No	-- SELECT --	
Private - Employer	No	-- SELECT --	
Private - Individual	No	-- SELECT --	
Medicare	No	-- SELECT --	
Medicaid	No	-- SELECT --	
State Children's Health Insurance Program S-CHIP	No	-- SELECT --	
Military Insurance	Yes		
State Funded	No	-- SELECT --	
Combined Children's Health Insurance / Medicaid Program	No	-- SELECT --	
Indian Health Service (IHS)	No	-- SELECT --	
Health insurance obtained through COBRA	No	-- SELECT --	
Other Public	No	-- SELECT --	

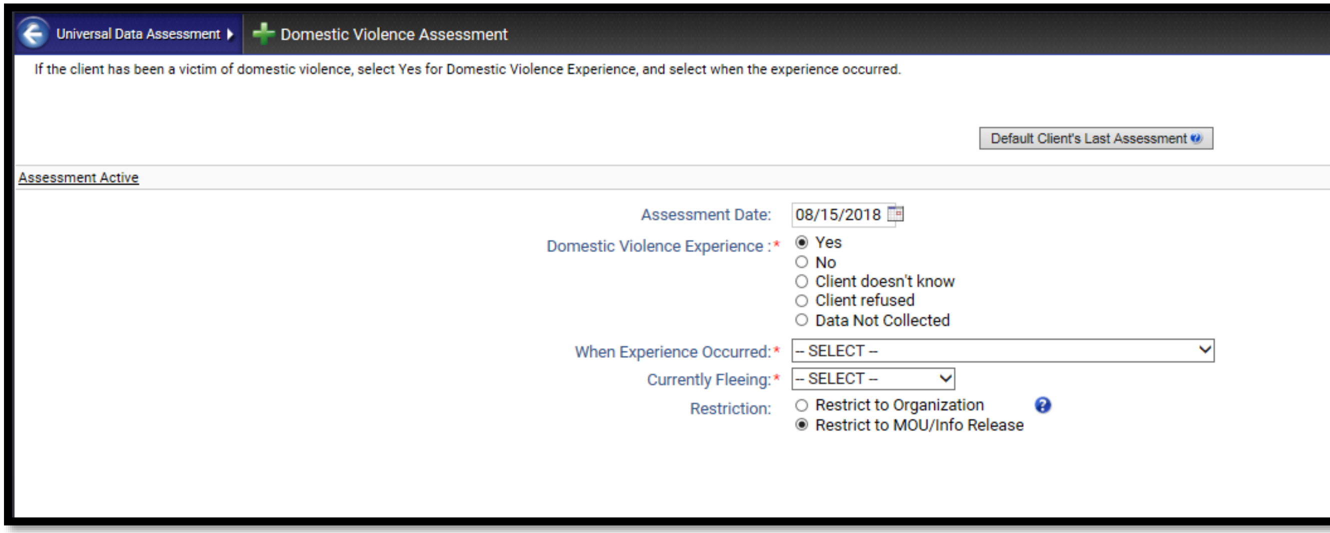
Restriction:* Restrict to Organization
Restrict to MOU/Info Release

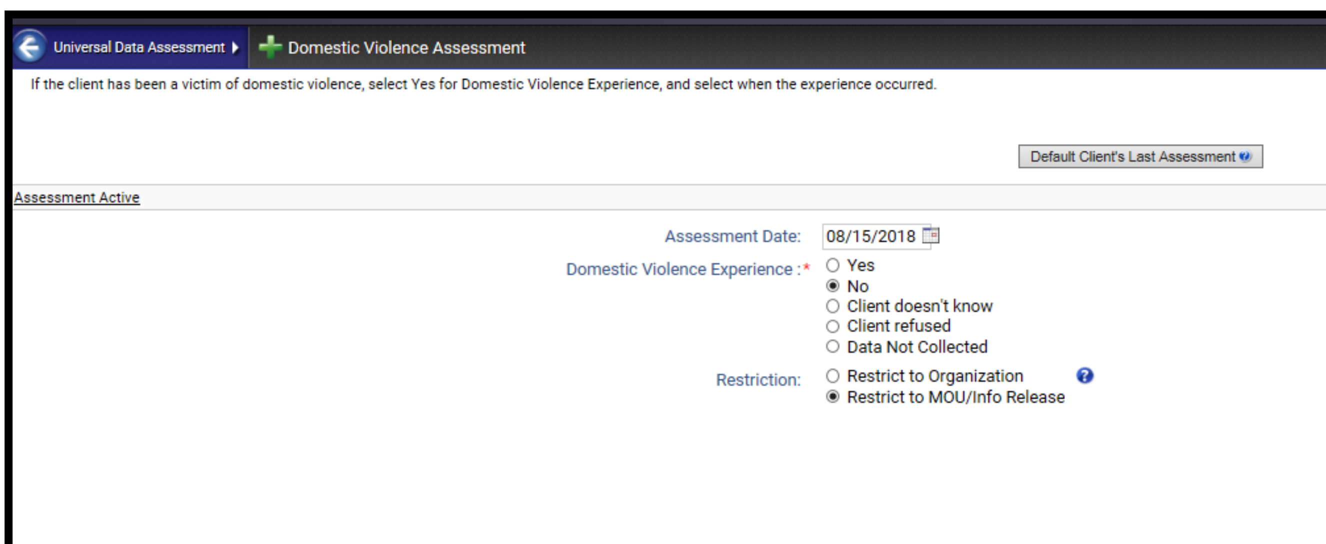
Save

Enrollment Cont'd - Barriers

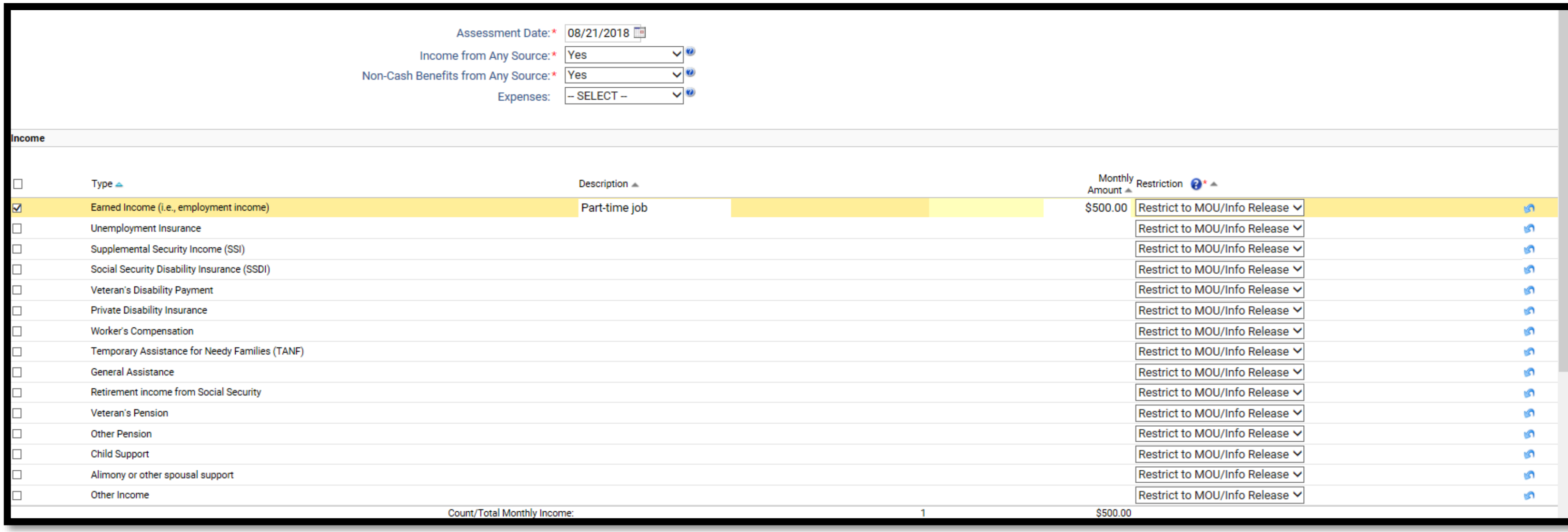


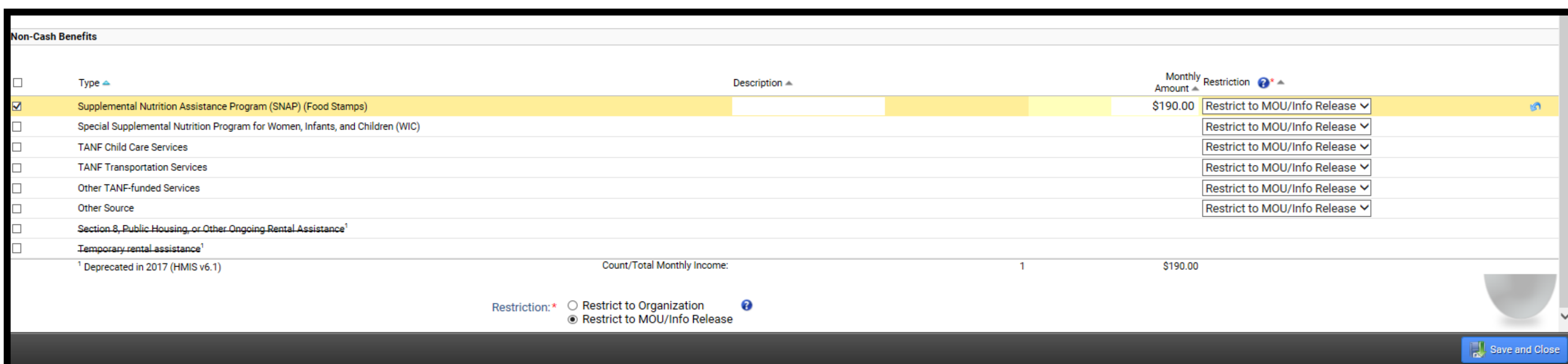
Enrollment Cont'd – Domestic Violence Assessment



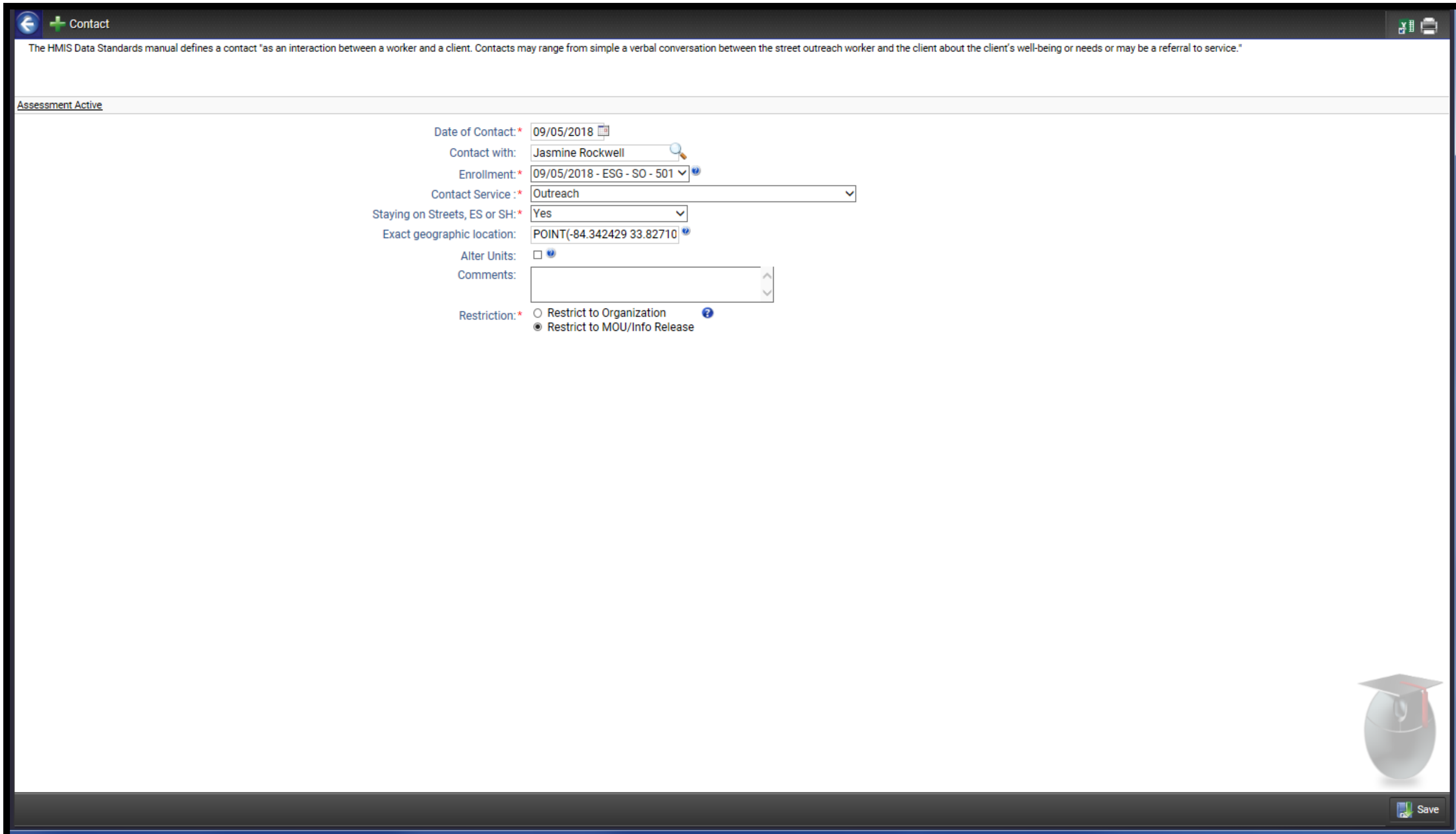


Enrollment Cont'd – Income and Sources, Non-Cash Benefits





Enrollment Cont'd - Contact



Contact

The HMIS Data Standards manual defines a contact "as an interaction between a worker and a client. Contacts may range from simple a verbal conversation between the street outreach worker and the client about the client's well-being or needs or may be a referral to service."

Assessment Active

Date of Contact:* 09/05/2018

Contact with: Jasmine Rockwell

Enrollment:* 09/05/2018 - ESG - SO - 501

Contact Service :* Outreach

Staying on Streets, ES or SH:* Yes

Exact geographic location: POINT(-84.342429 33.82710

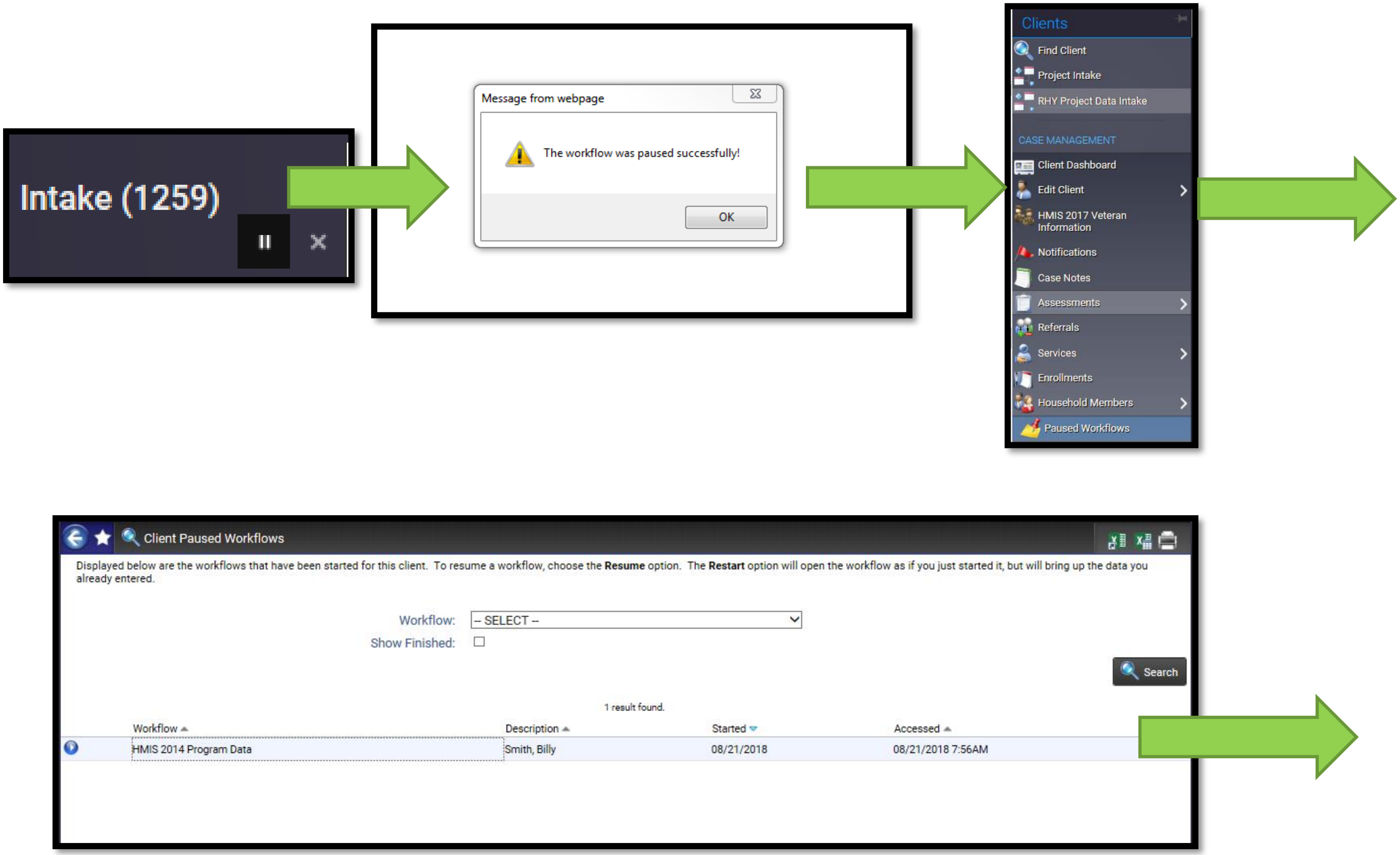
Alter Units: ☐

Comments:

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

Save

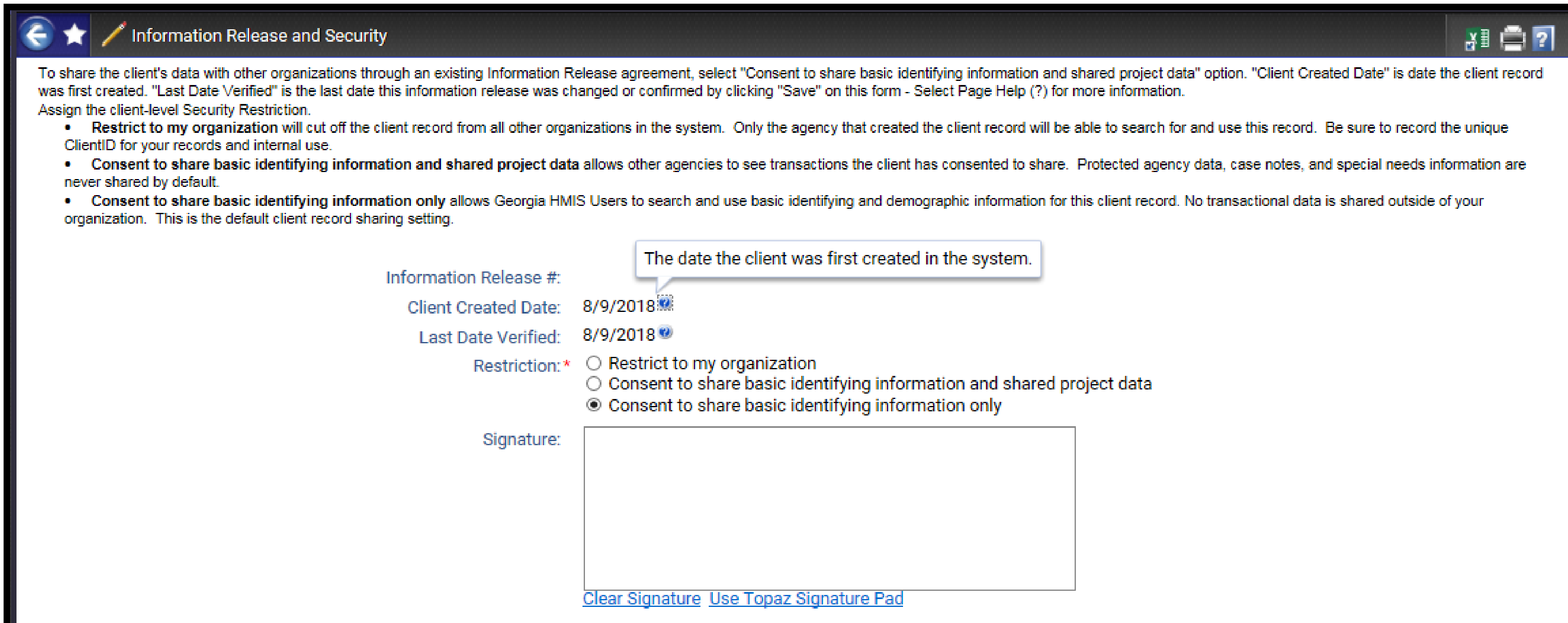
Enrollment Cont'd – Pause/Finish



Enrollment Cont'd – Finish

Information Release

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



Information Release and Security

To share the client's data with other organizations through an existing Information Release agreement, select "Consent to share basic identifying information and shared project data" option. "Client Created Date" is date the client record was first created. "Last Date Verified" is the last date this information release was changed or confirmed by clicking "Save" on this form - Select Page Help (?) for more information.

Assign the client-level Security Restriction.

- **Restrict to my organization** will cut off the client record from all other organizations in the system. Only the agency that created the client record will be able to search for and use this record. Be sure to record the unique ClientID for your records and internal use.
- **Consent to share basic identifying information and shared project data** allows other agencies to see transactions the client has consented to share. Protected agency data, case notes, and special needs information are never shared by default.
- **Consent to share basic identifying information only** allows Georgia HMIS Users to search and use basic identifying and demographic information for this client record. No transactional data is shared outside of your organization. This is the default client record sharing setting.

The date the client was first created in the system.

Information Release #:

Client Created Date: 8/9/2018

Last Date Verified: 8/9/2018

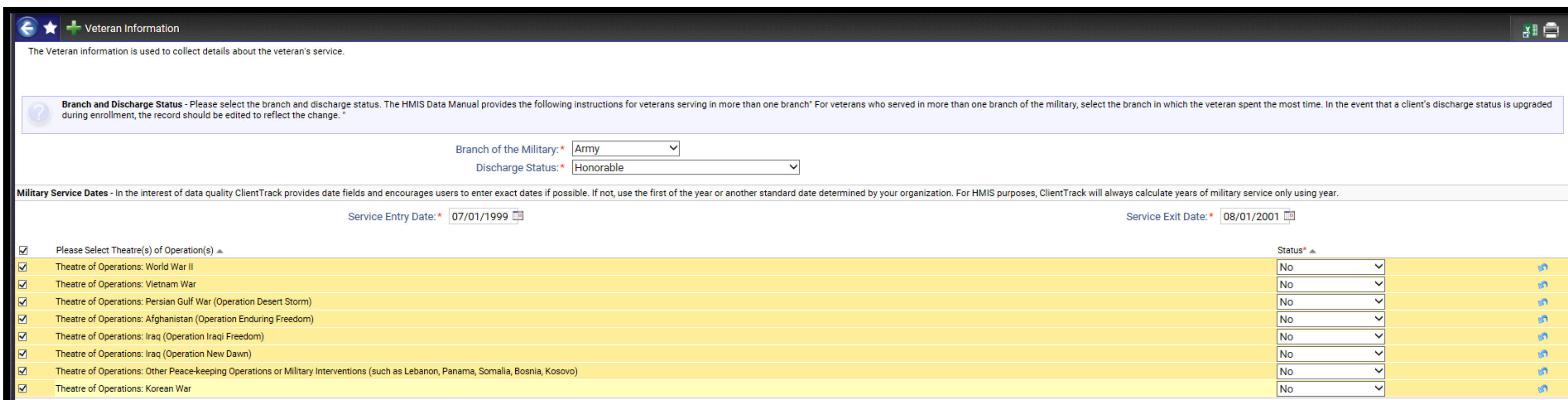
Restriction:*
- ○ Restrict to my organization
- ○ Consent to share basic identifying information and shared project data
- ◉ Consent to share basic identifying information only

Signature:

Clear Signature Use Topaz Signature Pad

Veteran Assessment

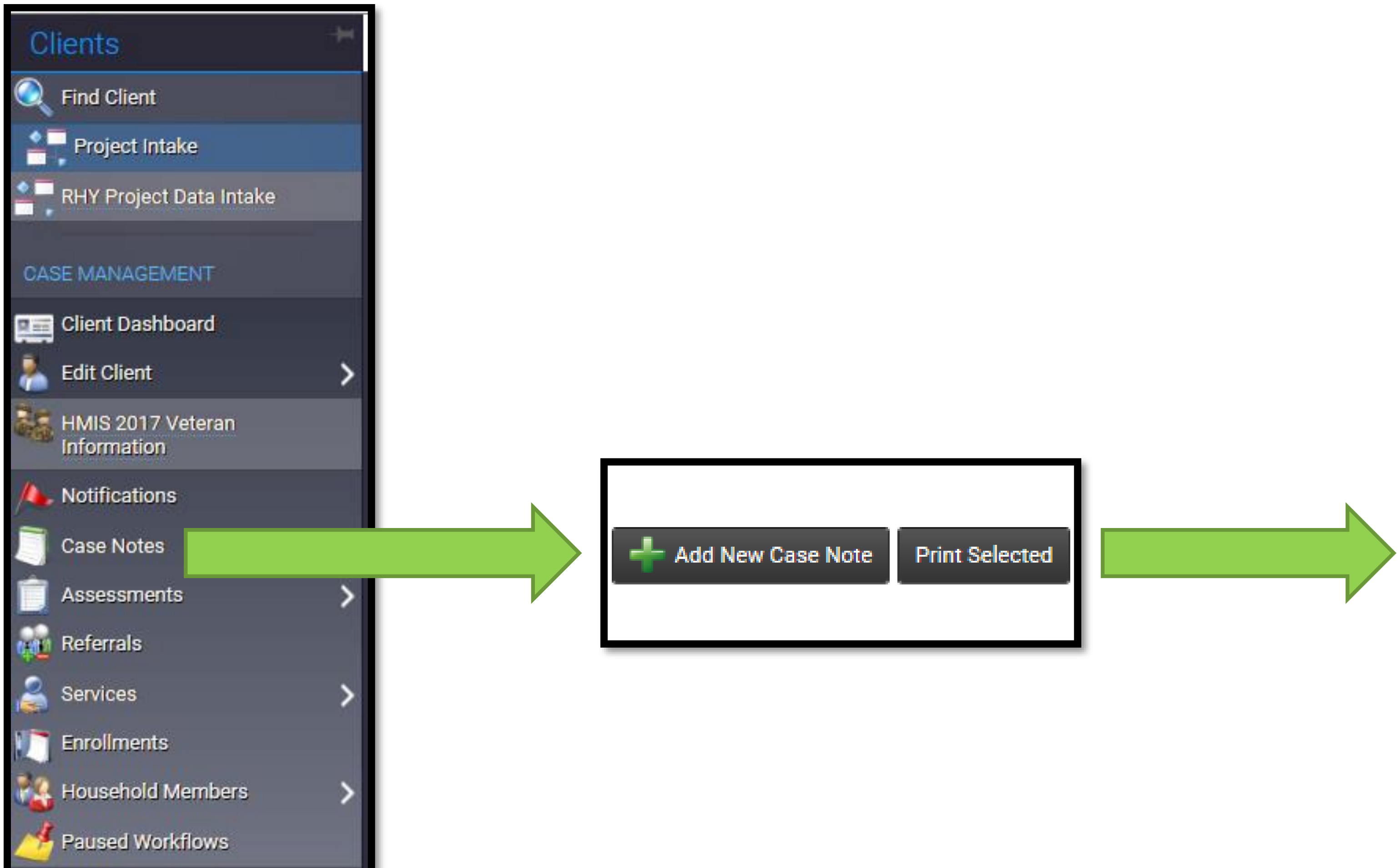
- Client screen →HMIS 2017 Veteran Information
- Veteran information can be found on the client's DD214



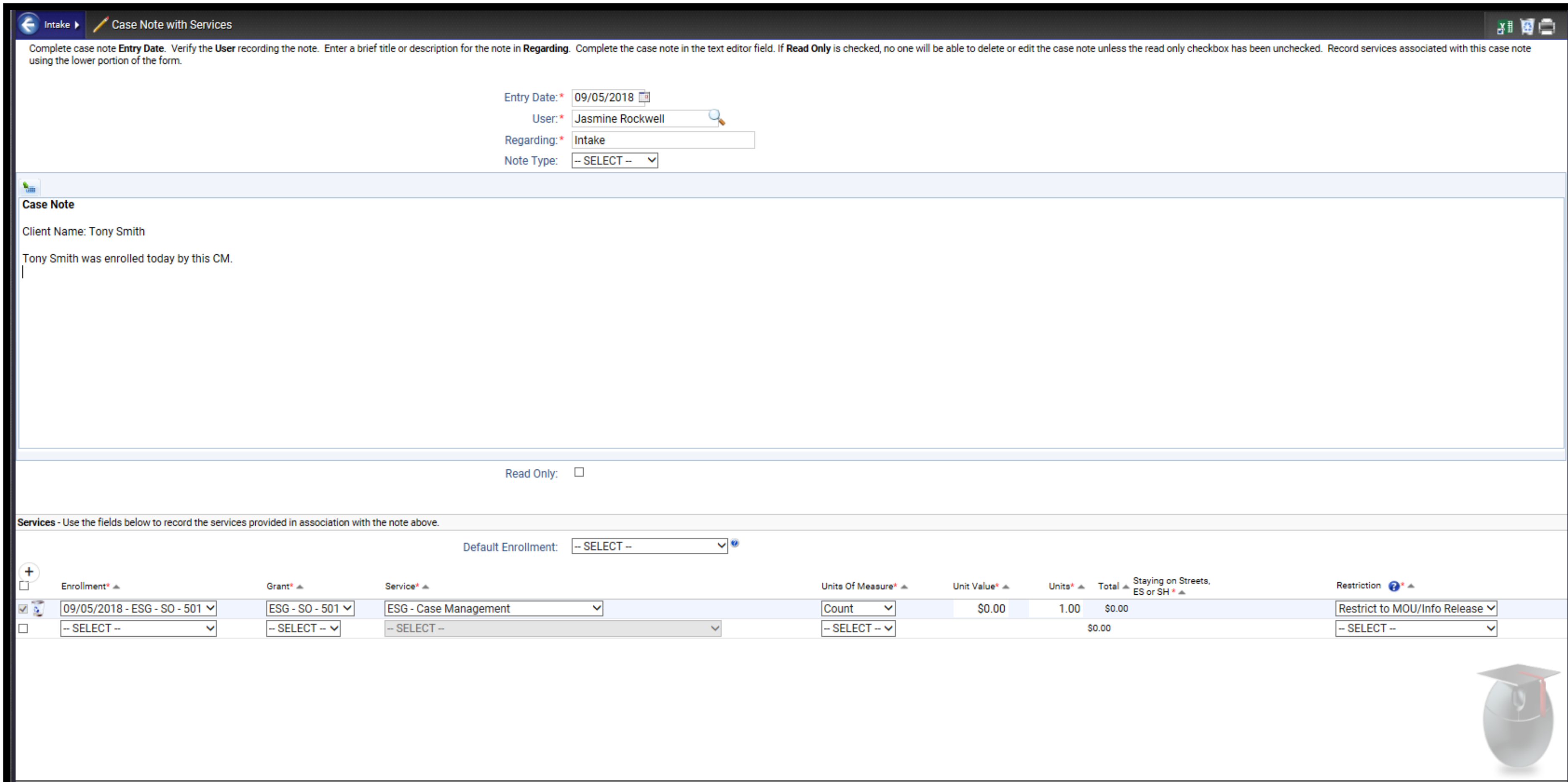
Service & Case Notes

- 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



Intake ▸ Case Note with Services

Complete case note **Entry Date**. Verify the **User** recording the note. Enter a brief title or description for the note in **Regarding**. Complete the case note in the text editor field. If **Read Only** is checked, no one will be able to delete or edit the case note unless the read only checkbox has been unchecked. Record services associated with this case note using the lower portion of the form.

Entry Date:* 09/05/2018

User:* Jasmine Rockwell

Regarding:* Intake

Note Type: -- SELECT --

Case Note

Client Name: Tony Smith

Tony Smith was enrolled today by this CM.

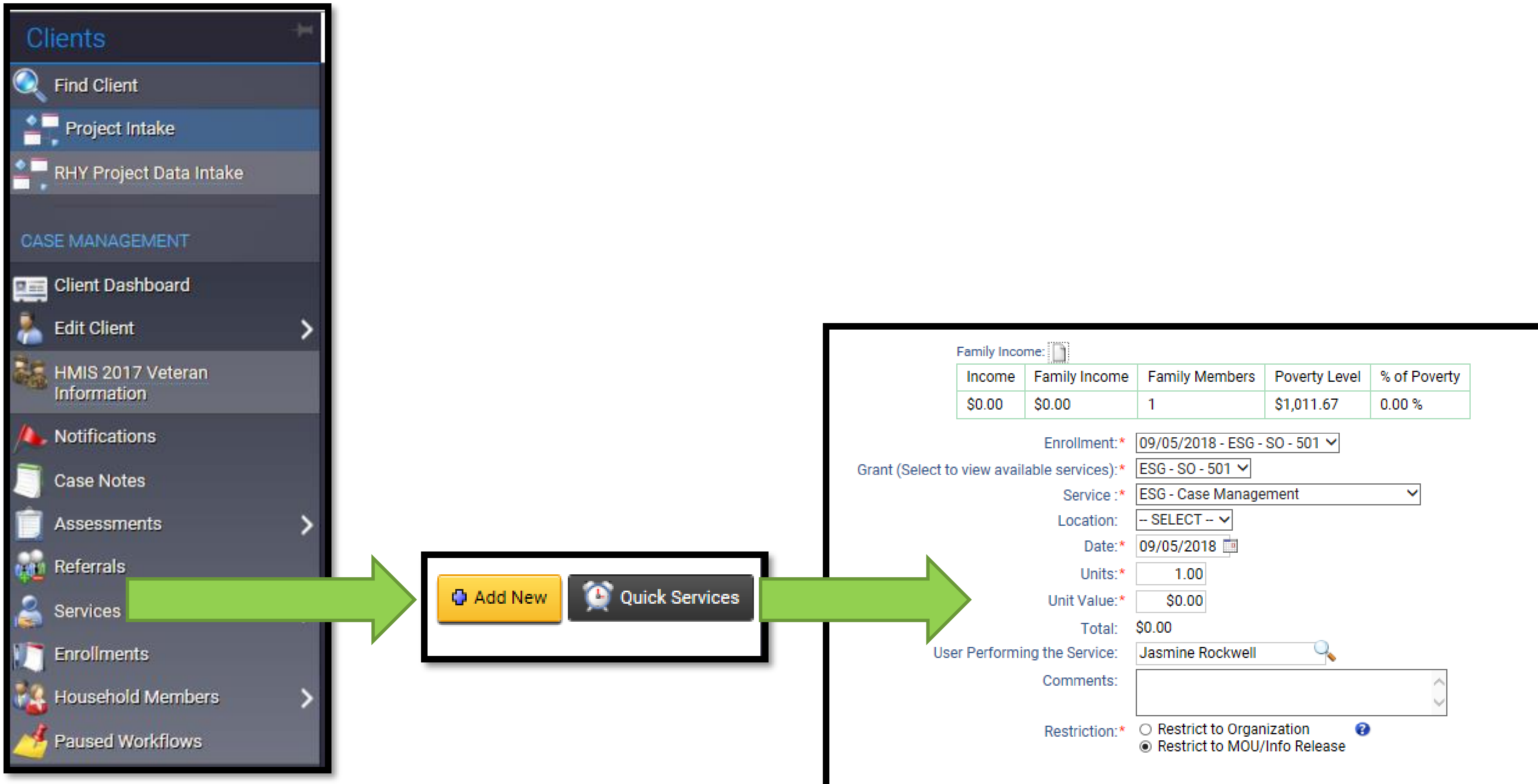
Read Only: ☐

Services - Use the fields below to record the services provided in association with the note above.

Default Enrollment: -- SELECT --

	Enrollment*	Grant*	Service*	Units Of Measure*	Unit Value*	Units*	Total	Staying on Streets, ES or SH *	Restriction *
☑	09/05/2018 - ESG - SO - 501	ESG - SO - 501	ESG - Case Management	Count	$0.00	1.00	$0.00		Restrict to MOU/Info Release
☐	-- SELECT --	-- SELECT --	-- SELECT --	-- SELECT --			$0.00		-- SELECT --

Service & Case Notes Cont'd

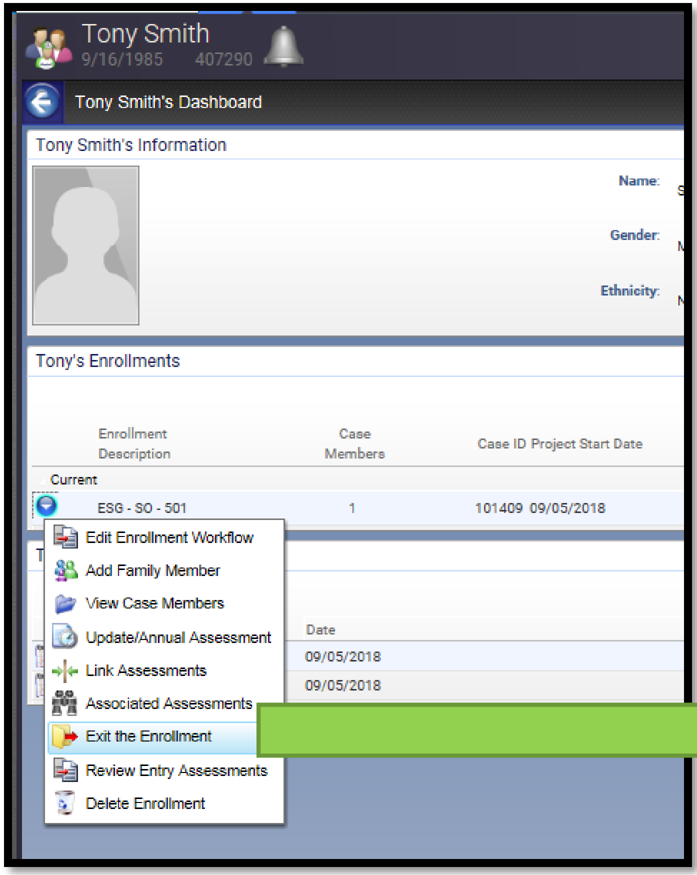


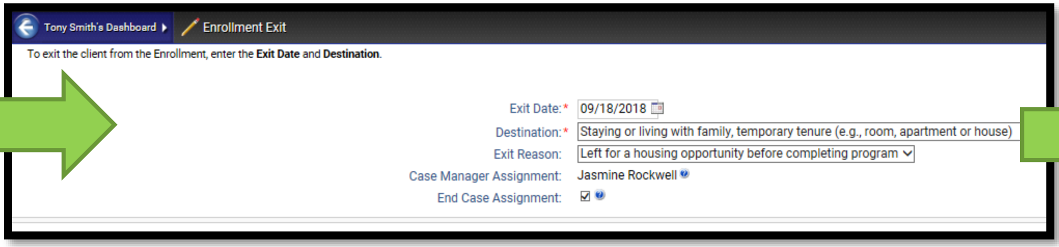
Discharge

- 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. All of this should occur on the same client profile.

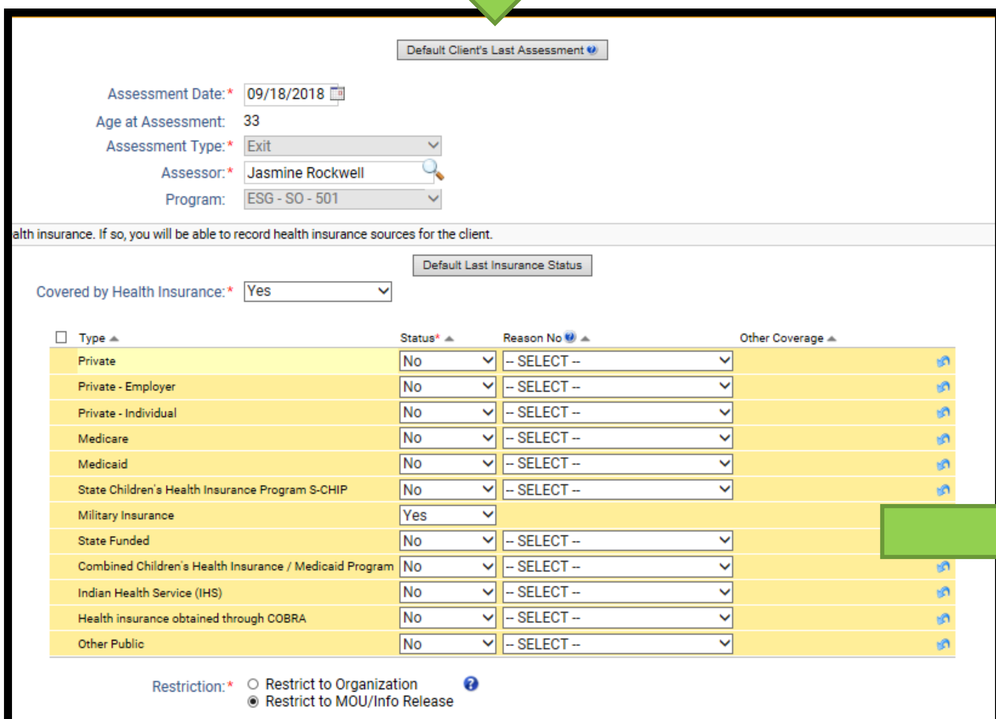
Discharge Cont'd

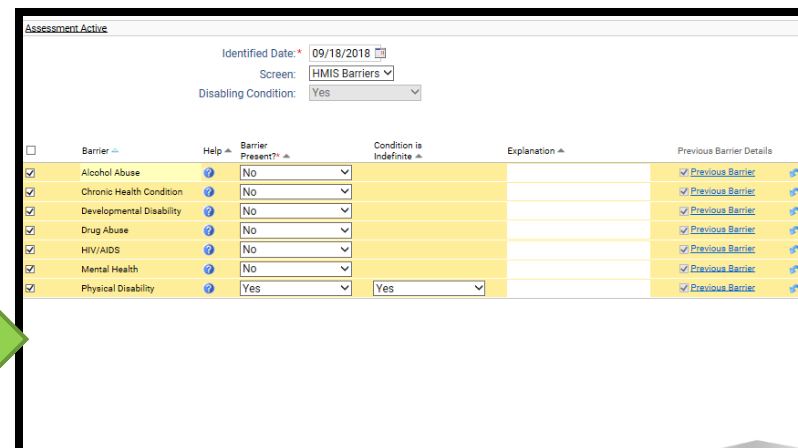
Example: Discharge client Tony Smith



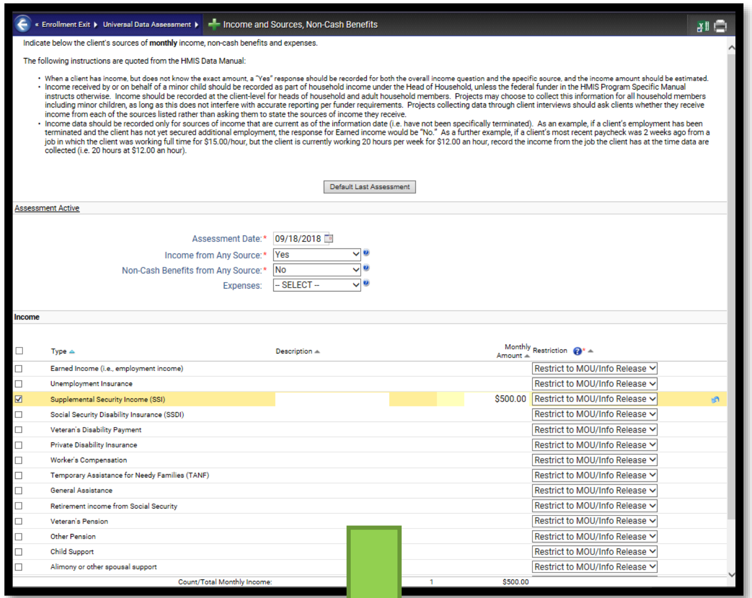


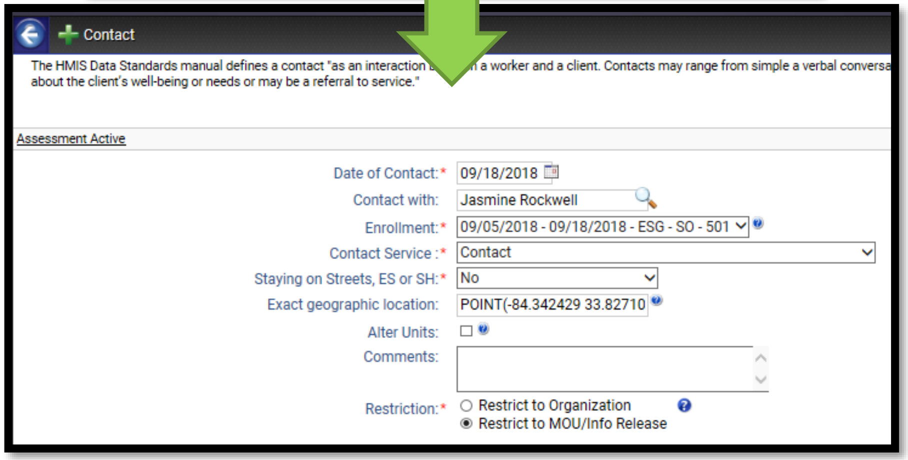
Discharge Cont'd

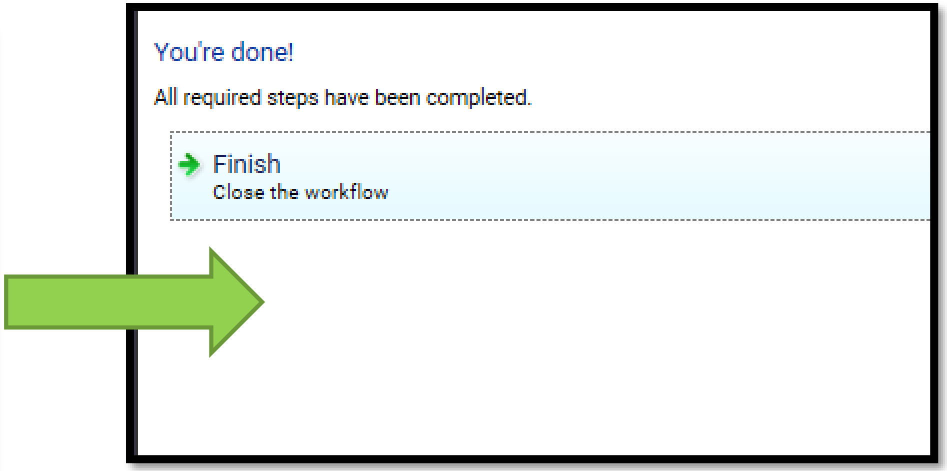




Discharge Cont'd



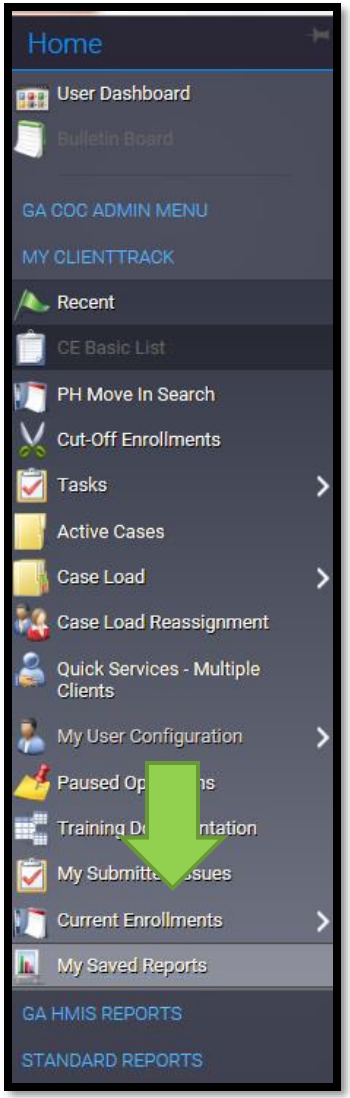




Current Enrollments

- 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 Tony Smith:

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:* ESG - SO - 501

3 results found.

Select Client	Client ID	Client	Enrollment	Enroll Date	Days Enrolled	Case Members
	407258	Apple, Anna	ESG - SO - 501	08/09/2018	40	1
	407270	Jackson, James	ESG - SO - 501	08/15/2018	34	1
	407290	Smith, Tony	ESG - SO - 501	09/05/2018	13	1

After discharge of Tony Smith:

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.

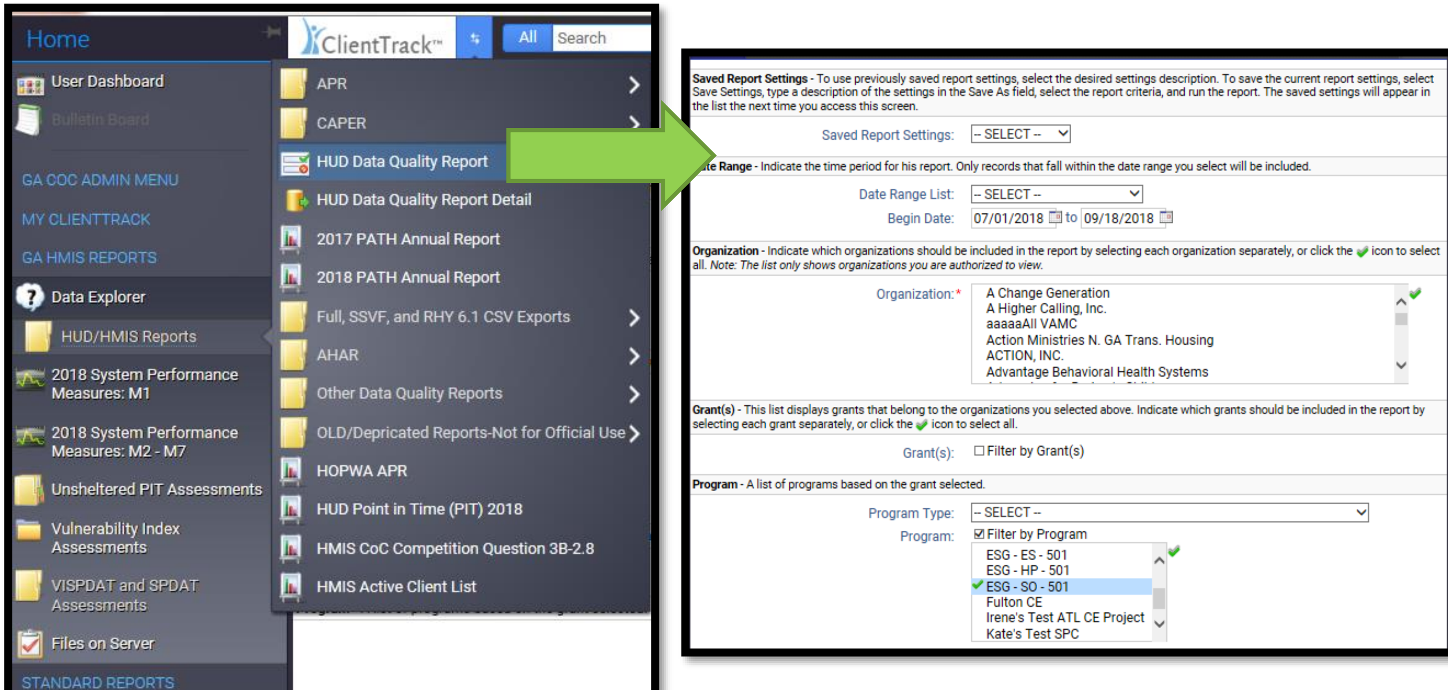
Program:* ESG - SO - 501

2 results found.

Select Client	Client ID	Client	Enrollment	Enroll Date	Days Enrolled	Case Members
	407258	Apple, Anna	ESG - SO - 501	08/09/2018	40	1
	407270	Jackson, James	ESG - SO - 501	08/15/2018	34	1

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 15% for all SO programs.



Data Quality Report Cont'd

HUD Data Quality Report

7/1/2018 to 9/18/2018

Report Criteria

ClientTrack™

Organizations: DCA Compliance

Programs: ESG - SO - 501

Q1. Report Validation Table

Total Number of Persons Served	2
Number of Adults (age 18 or over)	2
Number of Children(under age 18)	0
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	1
Number of Adult Stayers	1
Number of Veterans	2
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	2
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%

Data Quality Report Cont'd

HUD Data Quality Report

7/1/2018 to 9/18/2018

ClientTrack™

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	0	0.00%
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/missi ng	% of records unable to calculate
ES, SH, Street Outreach	2			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	0	0	0	0	0	0	0.00%
Total	2						0.00%

Q6. Timeliness

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

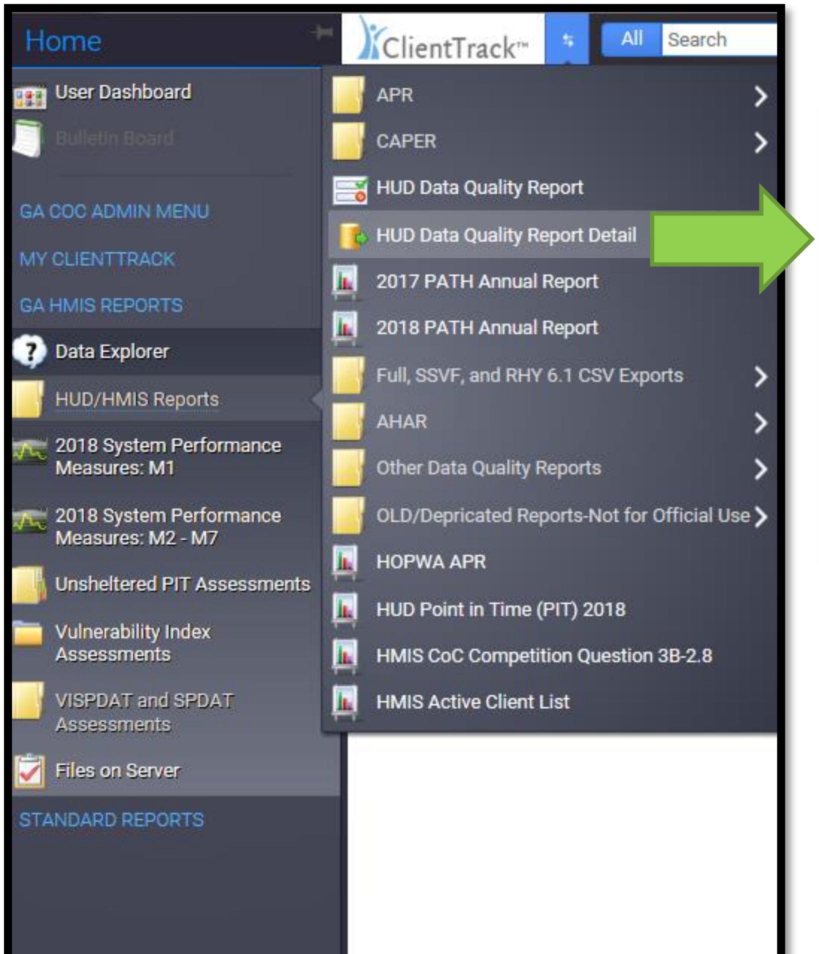
Q7. Inactive Records: Street Outreach & Emergency Shelter

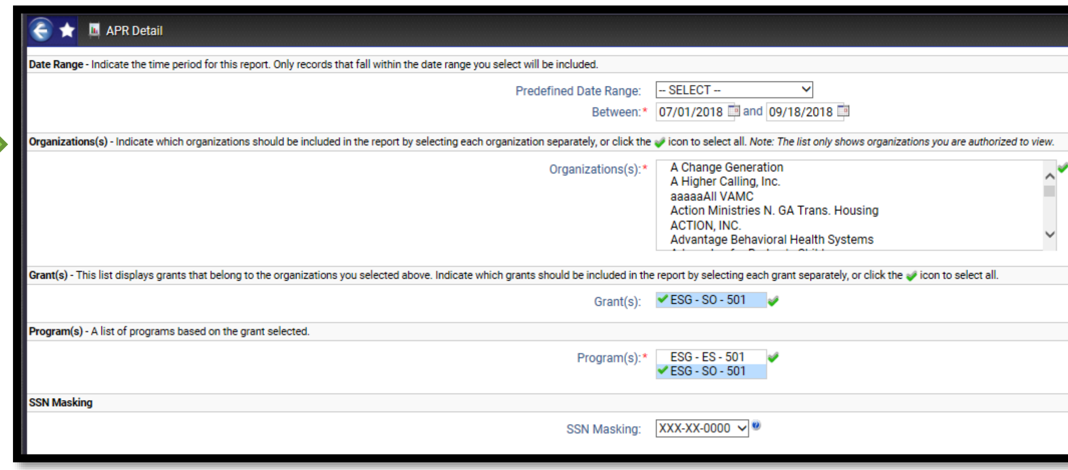
Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0.00%
Bed Night (All clients in ES - NBN)	0	0	0.00%

Data Quality Report Detail

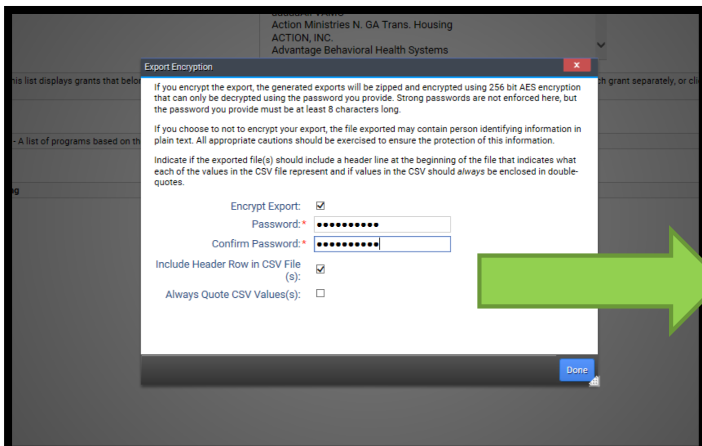
- Home → GA HMIS REPORTS → HUD Data Quality Report Detail → Run export
- This report will give you detailed information on where your errors are. Allow up to 24 hours for this report to download.
- It is okay to fill in both the grant and program(s) for this report.
- If you share your computer, please 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.

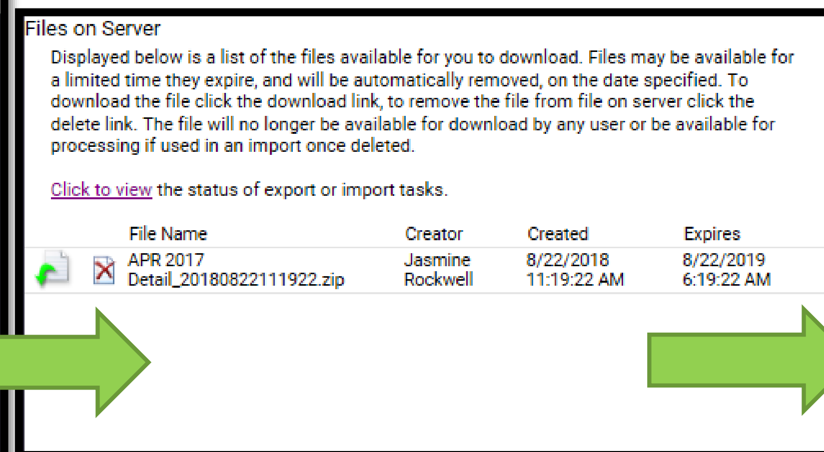
Data Quality Report Detail Cont'd



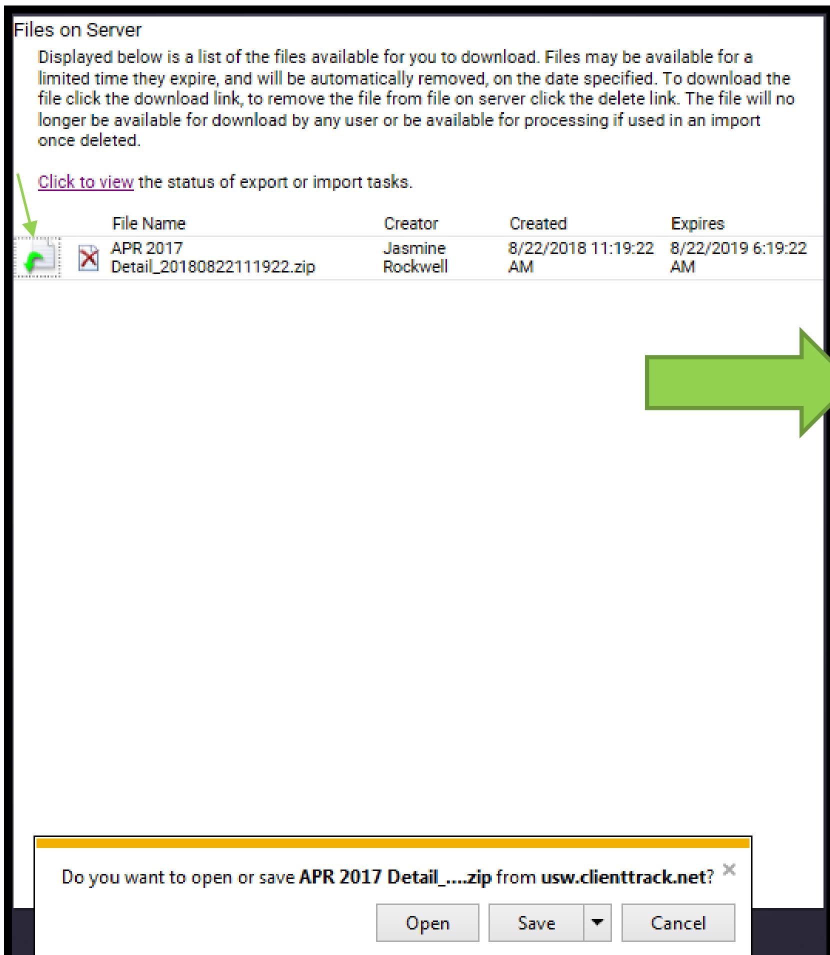


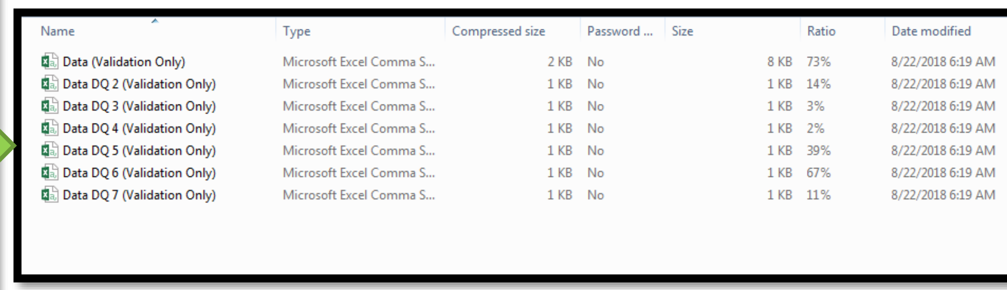
Data Quality Report Detail Cont'd





Data Quality Report Detail Cont’d





Questions?

- If you have questions on topics **not discussed** today please contact Jasmine Rockwell at Jasmine.Rockwell@dca.ga.gov
  Phone: 470-446-9176
- 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

Georgia® Department of

Community Affairs