

PRESENTERS:

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PAULA: But I'm really just not sure if I'm doing it right. So I'm wondering if that could be discussed a little bit in general to kind of give me a better idea.

WILLIAM: Great question. Can I ask you a few more clarifying questions?

PAULA: Absolutely.

WILLIAM: What percent of your shelter beds does that shelter represent?

PAULA: Well it's 48 total beds out of, I'll tell you in just a minute, 225.

WILLIAM: Okay. 50 out of 225-ish, okay. Are there any things about that shelter that are unique in terms of why they would look different? Do they have screeners that would make them look less hard to house? Do they have anything that says we primarily serve male or female? Any of those special tags associated with them?

PAULA: It's a two-building facility, and primary one side is men, and the other is women and women with children. The problem is, is that on our books, and per our county's zoning, they have a limited number of beds that they're technically allowed to have, which totals about 24 between the two buildings. But as you can see, they have 48 people. So I know that there's going to be at least X number of men, and X number of women, but I don't know how to figure out the rest of those.

WILLIAM: Right, right. So I ask these because these are kind of my starting place. It's a lot of beds, but you still have a pretty strong base that you can work with. The same type of questions I asked on that last one, you need to ask about your other emergency shelters. Do you have anything that would skew your data towards something? Are you primarily male shelters or something to that effect? These are the types of things you start with. If you think that shelter looks primarily like other shelters, even with a couple of nuances, you certainly can do a straight line extrapolation. Just take their data and assume that they look like everyone else, so that's not a bad starting place. And you would essentially be doing -- getting the percent of the various demographics from the larger shelter population and apply that percent to the number of people that are in that emergency shelter. The tool, the extrapolation tool helps with the demographics. It doesn't help with the households, so you kind of need to know that as a starter. So you might actually start with what is my household break down, and then once you have that, again, you could use straight extrapolation from that, just percents. And then apply that to the extrapolation tool. It might make your life easier. I'd say that's a good starting place. Aubrey or Meghan, do you want to add anything else to that?

MEGHAN: I think that's an excellent starting place, and I think if you are sort of unsure where to go, you get a point and you're unsure where to go, it's always a good idea to look at the

proportions of your data from last year to sort of check yourself against what you've reported in the past to see if it looks right.

PAULA: And that's a great idea, except I'm not sure I did it right for last year either then.

MEGHAN: Okay. Well, we can always help you as well.

PAULA: Yeah, yeah. We'll, you've given me some great ideas that I'm going to be able to take into consideration and go with. So I have a better sense of what to do now than I did 10 minutes ago. So that's a good thing.

MEGHAN: Oh, okay.

WILLIAM: Cool.

PAULA: Thank you.

WILLIAM: Thank you.

AUBREY: Okay. So, Paula, I'm going to go ahead and mute you again. We've got two other people who have raised their hands, Ricardo, and I think -- it is [PH] Rachelle, or Rachella? You guys don't appear to be linked to an audio device, which means that Webex doesn't know which phone line is yours. And so, I don't have a way to un-mute you guys. If you are able to go to the quick start time in the Webex and reconnect your audio so that Webex recognizes your name with your phone, then I'll we'll be able to un-mute you.

[00:05:00]

Okay. But for right now, let's go to one of the questions that have been asked in writing. So, Tracy has written to us and said, "The day of our PIT count, we had an overnight warming shelter. This is not a permanent or seasonal shelter, but is a station that opens up when it is 15 degrees or colder. How should we count these in our individuals who would have been unsheltered had it been warmer, and how do we document that warming station for purposes of the HIC?"

WILLIAM: Good questions. That would be an ad-hoc, or an overflow shelter. The difference between the overflow and the seasonal would be the seasonal has kind of a set start and end data, as opposed to a set criteria that's not a date. So yours may be tied to temperature, but we wouldn't consider it seasonal because it doesn't open October 1st every year and close March 30th every year. So you would count that as ad-hoc and you would -- I'm not sure if there's a question about how you would count them. Once you kind of know where to characterize them, then what you do with that, you certainly include them in the PIT count. And typically, although there are some rare circumstances, but typically you'll count based on the number of people that you identify because often that's actually the number of slots that you have available. You just kind of take them as they come. There are some weather-based shelters that actually, when it gets that cold, they set out 50 cots and they may not fill all of them. So if you are one of those

that says, “Okay, I’ve got 50. I’m setting them all out, and we’ll figure out how to, you know, we’ll fill them with anyone who comes in,” you should be counting the 50 and then include the number of people that are there on the night. So that’s, again, a nuance that most people don’t really have to deal with, but some do. Again, Aubrey or Meghan, do you want to add anything?

MEGHAN: Yep, I agree. Those need to be counted as overflow beds on the HIC.

AUBREY: All right. So, Rachella, we’ve got you on the line. It looks like you were able to connect your phone, so I’m going to un-mute you.

MALE 1: Hello. Actually, this is a -- we’re in a conference room, but this is [INDISCERNIBLE] with the Los Angeles Continuum.

WILLIAM: Hey.

MALE 1: So our question is actually around HDX, and we’re putting in all of our projects from scratch for various reasons. And we’re putting in our HMIS project IDs, which are different from the IDs that were used in previous HIC years, and it’s giving us a lot of trouble. It’s giving us a lot of validation warnings, it’s not linking the historical projects because we’re using actual HMI project IDs this years per the new requirement. Is this something that we’re not supposed to be doing, or do you recommend doing something differently?

MEGHAN: So this is Meghan, and I’ve already required that AAQ and I sort of have been noodling it a little bit. So, I guess what I’m wondering is, are the projects that have the existing HMA as an organization IDs not being pulled over into this year?

MALE 1: No, they’re not.

MEGHAN: Oh, okay. So those are sort of gone. But in, for example --

MALE 1: Well, I mean, those projects are still in operation, it’s just we didn’t copy last year’s HIC to this year only because there have been changes and we want to start from scratch, essentially.

MEGHAN: Okay. And in your HMIS, so they have different organizational IDs than they did before?

MALE 1: Well, because of the ones that were used in HDX, they didn’t match the HMIS project IDs. And then this year, now the field actually says HMIS project IDs, so we’re putting in the real HMIS project ID.

MEGHAN: Okay. And you don’t want to start through an upload?

MALE 1: Right.

MEGHAN: I think we had that -- yeah. Yeah, I'm going to have to -- we're going to have to kick that to the vendor and see if they can go back to 2018. So, unfortunately, I think what you would need to -- the problem is this, I think, and this is very unique to you just by the nature of your size, is that for any ID that's already in use, we'd have to go in and manually, I believe, remove that from last year. So I think maybe what we can do is interact with the vendor who manages the 1.0, and get back to you through the AAQ. Does that make sense to you?

MALE 1: Yeah. And then that would resolve the validation errors if that was fixed, right?

MEGHAN: Yeah.

MALE 1: And then, so, will you give us a timeline in the AAQ?

[00:10:05]

MEGHAN: Yes, sure. We will create a ticket for our vendor today, and see if we can get that fixed. Do you know -- another thing that would be helpful on your end would be to get a sense for how many of those HMIS codes are in use. If you can give a sense for that that would be helpful I think.

MALE 1: Okay, yep, will do.

MEGHAN: Okay, thanks.

MALE 1: I'll reply to the AAQ with that information.

MEGHAN: Perfect, thank you.

FEMALE 1: And we have another question. So we are looking at the reporting status report, and there are also validation errors. And so, two examples are when the utilization is actually 0%, and one of them is over utilized, but we include the common and it still shows it has validation errors. And I thought I read in the instructions that if we have -- the validation errors have to be clear before we submit? [PH] But they're not true actual validation rates.

MEGHAN: Okay. Yeah, so that's another question where I did not see that through the AAQ, so if you've reported that, it just hasn't come to me yet. But that's another that we'll handle through the AAQ, and we can work with our vendor to make sure that there are -- that it's flagging appropriately. And I can take a look at your records today.

FEMALE 1: Okay.

MALE 1: Thank you.

MEGHAN: Yep. And hey, one comment, there are a couple questions in here about specific warnings that folks have been getting when uploading their PIT count data. A quick reminder to folks that warnings are things that we do not normally see, or that the HDX does not expect to

see but are theoretically possible. So if, for example, there's somebody who asks about a warning related to the number of unaccompanied youths 18 to 24, and the number of people in 18 to 24 households without children, those numbers aren't matching up, that's entirely possible, but what it means when you get a warning is that we want you to put a note in that describes the actual situation and verifies that you've taken a look at that warning and said, "Yes, this is correct." Because a lot of the times it is actually something that's incorrect, so people catch it when they are uploading their data. That's why those warnings are there.

AUBREY: Okay. We've got a bunch more people with verbal questions. Let's do one more of those. Ricardo, you've been waiting for awhile, so you are now un-muted.

RICARDO: All right. This is actually the same situation. We're in a conference room. This is [PH] Shayless Broward COC. We have a couple of our non-HMIS projects that we received PIT data from, but they were unresponsive to the HIC certifications. So if we do not get a HIC certification, we can't include them in the HIC. If we can't include them in the HIC, would we not remove the PIT data as well?

WILLIAM: So can you provide some clarification? For our purposes, we don't have a HIC certification. So can you clarify what you mean by that?

RICARDO: It's a local process here. We have had the providers certify and sign off on their inventory as we're getting the inventory that we submit as part of the HIC count. It's especially important for the non-HMIS providers because we don't have a very good way to know exactly what their inventory is. They don't participate in HMIS, and, so, we're dependent upon those certifications to provide that information to HUD. So we have not been able to get the inventory information for these providers. We did receive PIT surveys from them. So when we do our PIT out, we make all of our non-HMIS providers submit paper surveys just like we do the unsheltered. So we have the surveys for the PIT data, but we don't have the HIC data. And now, this year, we know that has to match, and there's no way for us to match it up because we can't accurately, well, as good as we want to be, giving information if we don't receive that certification.

WILLIAM: Yeah, I see. This is a fun one, of course. So definitely include them, let's start there. You know they exist, you know that they have people in their shelters on the night of the count because you've got surveys. So to remove them would actually harm you for lots of reasons because it might be done this year, and then you'll need to have the next year, and it just creates a mess. So, start there. Also, your data wouldn't match because there is a requirement that your shelter and your HIC match. So, let's go back to, I think it was Meghan, maybe it was Aubrey who said earlier for Paula's question, start with last year. Do you have information on their inventory last year?

[00:15:06]

RICARDO: I know that we have -- there are a total of three projects that we're dealing with. I know we have two of them last year. I'll have to check for the third. But, like I said, we have no way of knowing if they added beds, or lost beds, or --

WILLIAM: So this is what I would say is I would start with last year's data. I would compare the number of people that they identified, and then I would look at whether there were any empty beds. I would do this for as much time as you have back, probably up to three years if at all possible. If it looks about the same, you should essentially duplicate the record. If it doesn't look the same, you have a couple of options, but you could essentially apply the same proportions as you've seen historically to the percents and assume that it's fully occupied. Again, I'd really look to see is it fully occupied in the past. But that's probably my -- that's where I would recommend to go. Meghan or Aubrey, I hear you guys --

MEGHAN: Yeah, I agree. I think that's a good place to start, and I also think, while you don't have the certification, you do have a lot of information based on the PIT data that you know how many adult-only households are in there, how many households with children, child-only households. So that's a pretty good starting point at the very least to be able to sort of check against last year's inventory records.

RICARDO: Right. That's all we have is that one day. So, we don't know if they were underutilizing on that day, or if they -- this isn't an emergency shelter, this is a transitional housing, these programs. And so, it's just -- it makes it very difficult. So you're saying then, that we should go back and look and if it matches up with the previous year, just replicate what they have in the previous year in the HIC and then use the PIT data?

WILLIAM: Yeah.

RICARDO: Either way, you say we should use the PIT data and figure out what the best way to make that work.

WILLIAM: Yes. Actually, it's helpful that it's transitional housing. There tends to be less fluidity, or when there are higher ins and outs they tend to be lower in the transitional housing than the kind of volatility you'll see in a shelter. So actually, that gives me higher confidence in using past data, but looking at the nature of the surveys, actually, that's a great starting point.

MEGHAN: Yeah.

RICARDO: I did have one more quick question, but it really applies to the HIC. Can I ask that here since they kind of tie together?

WILLIAM: Yeah.

RICARDO: On the day of the PIT, we have a, what we call our North Homeless Assistance Center, which was being operated by two providers. Those two providers have been removed and a different provider now runs that operation, runs that emergency shelter. The new provider took over on April 1st. So in our HIC, because it goes off the day of the PIT, we would have the two old providers. What is the best way to let HUD know what happened?

WILLIAM: That's a good question.

RICARDO: Because the HIC is going to show what occurred on the day of the PIT, which is already not accurate.

WILLIAM: Yep. Wow, that's always -- it depends on what you do with the data. So, for us, we care that it's as accurate as possible for the night of the count. We recognize that inventory is flexing all the time, especially once you move into your crisis response options, and your rapid re-housing. Those two flex all over the place. So we don't actually need to know kind of what exactly happened. What we tend to look at is -- well, we try to get a sense of is it accurate on the night of the count. So that's the piece that we care more about than do we have the right designation of who's the provider and what not. So I would say you should care less about what we think about on that one, as long as you're confident your data is accurate.

RICARDO: Well my assumption is we were going to go with what was accurate on the day of the PIT, and then just narrate all the reports for the rest of the year.

WILLIAM: Yeah, well that works.

RICARDO: [INDISCERNIBLE] because then it's different.

WILLIAM: Yeah, because we don't actually dig into that inventory pass the HIC. It impacts other things. It impacts your LSA. It impacts your -- the way your bed coverage is reflected. But we rarely see anything beyond name of provider after we dig into the initial round of the HIC.

RICARDO: Okay.

AUBREY: Yeah. With that being said, I mean, I think if you want to keep account of what happened, the notes field in your inventory records do get reviewed and they do get carried over the next year. So, next year that will be a resource for, you know, so it's there and you need to give an explanation about the differences, there would be a record there. That would be an easy way to sort of make sure that HUD sees it and that we see it when we're doing the data cleaning.

RICARDO: Thank you.

[00:20:05]

WILLIAM: Thanks.

AUBREY: All right. Ricardo, I'm going to go ahead and mute you again. Thank you for your questions. We had one quick follow-up question about warming station beds. Jerry has written to us that they did not have their warming station open on the night of the count, but they usually do have it open. So they want to know whether or not they should include those potential beds on the HIC.

WILLIAM: No. We don't need that information. And I will tell you, when we look at the scoring component, I know there is often a question about well how is HUD looking at it there. We don't include seasonal and overflow when we look at HMIS bed coverage and changes over time. We do include that in the PIT count, but we don't include it in kind of the HMIS base stuff. We look at year round. So, yeah, you don't need to include it there.

AUBREY: Great, thanks, William. So we've got a question from Renee asking -- or Renee says that they're planning has begun for the 2020 Census count, and I assume that by Census count in the context of this question they're talking about the U.S. Census, not a PIT count Census, and they have established a subcommittee for their homeless count. And in the past Census count years they have coordinated that effort with the actual PIT count, and have requested an exception to hold their PIT count in April. I think that the exact question, then, is would HUD grant -- would that be just cause to have to do your PIT count in April rather than in the last 10 days of January?

WILLIAM: That's a good question. Probably not, actually. I'll have to think about it because we do want to be cognizant of the Census. We're trying to work with the Census in encouraging them to engage COC's in trying to help make connections there. The real problem is timing. Even for those we grant exceptions for disasters, we hardly ever can grant exceptions to when they submit the data, and that's tied to congressional deadlines, it's tied to your completion. So your real problem is you would still have a due date of April 30th to submit the data. If you could meet that, then granting the exception is easier for us to think about, but also the further you get away from the winter, the nature of the count changes. So it'll also kind of matter where you are, location-wise, how much of a difference that makes, what is the nature of the difference that makes. So, I can't say absolutely no, but I'd say that it probably doesn't rise to that level, but it's something we'll take back. Because, again, we are encouraging COC's to work with Census, so it's something we want to consider how best we can engage and be kind about it and make sure we're flexible there. So I'll look into it. That's a great question.

AUBREY: Thanks, William. All right, so I'll ask one more question from the written Q&A box, then we'll go back to the people who have their hands raised. Thank you all for your patience and for the rich conversation. Okay. So Mike is asking, "In our region we have two huge shelters to serve persons ranging in age from 12 to 20. Which household type would be reflected in these beds on the HIC: households with children only, or households with adults only?"

WILLIAM: Good question. I'd probably just look at what is your typical distribution because you have flexibility in where you put your distribution of beds. So they're actually in the notice. There's information about how to allocate beds when it's not uniform. I think you have three options that the notice outlines. I won't go through all of them here, but I would say look at the notice because it talks about it. So as long as you have some information about the typical flow, or what it was even on the night of the count, you have some flexibility there, but they likely aren't going to be all slotted into one group. And it wasn't cleared from what was shared if all of these are accompanied? Maybe you started that way. If they're all unaccompanied, that makes it a little easier because you're really working with the two options: households with only children, and households without children. But if you have some in the family composition, then you may obviously enter into that category as well. So look at the nature of the distribution from the data

you have, and decide on which method you want to use that's outlined in the notice. Meghan or Aubrey, are there more there?

[00:25:09]

AUBREY: No, I agree.

MEGHAN: I agree, and I think that that was specifically about a shelter project. So if it were something like how to break down the -- if it were Rapid Re-housing projects, how to break down those beds, that would be a slightly different answer, but for the purposes of shelter.

WILLIAM: Yeah, good clarification.

AUBREY: Okay. So, [PH] Greta Rollings, you have had your hand up for a while. I'm going to un-mute you. Greta, can you say something and see if we can hear you?

GRETA: Can you hear me?

AUBREY: Yes.

GRETA: Okay, great. Oh I'm on my computer. I've never done this before. Okay, so, last year I submitted my HIC at my point and time. I did not notice until just recently that it said that my dates did not match, and they match. And I, for the life of me, cannot figure out how that could have happened. Has this ever happened to anybody else?

[OVERLAY]

GRETA: -- I did not get a good score on my data, and it kind of made me wonder if that was an issue.

WILLIAM: Yeah, that piece in particular would not have played into your scoring at all.

GRETA: Oh, yay. Okay.

WILLIAM: Yeah, but I can't --

GRETA: If that would happen again, what would I do, just put a note?

MEGHAN: It probably would've been flagged. There was an issue last year, I believe, that if -- and Ryan, maybe you have some recollection of this, but where some changes were made after submitting, then the dates might have been allowed to mismatch.

GRETA: Oh, okay.

MEGHAN: But it was -- initially, it was probably flagged --

GRETA: I never had a flag. No, I never did. That's why I couldn't figure out --

MEGHAN: That's interesting.

GRETA: I know. And it just -- it made me a little cautious and even today I went and I imported my data, and I was very particular about how I did it. I was afraid.

MEGHAN: Well, we'll be sure to note that that slipped through the cracks last year for you, and not to allow it to slip through again. So if it does happen we will certainly catch it.

GRETA: Okay. Thank you so much.

MEGHAN: And just a reminder for folks, it seems like there might be one other person who's had a similar issue before who's submitted a question while Greta was talking about that issue. Whenever you guys see things that you're not really sure what to do with on the HCX, we really encourage you to submit AAQs through the HUD exchange, because then we can help you with your individual issues as they arise. Okay. I know Los Angeles said that they had another question, so we will go ahead and un-mute you guys.

MALE 1: Yes. We had one more question about Section 8 projects. So we have the yearly capacities that are allocated, but we're having trouble determining who the people on the night of the count are. I mean, do we just keep rolling them over year and year, in which case there would be more than the yearly capacity?

WILLIAM: Question, just to clarify, when you say the Section 8 folks, can you clarify the type of inventory you're referring?

MALE 1: It's other permanent housing.

WILLIAM: Okay, other permanent housing. And are these dedicated or set aside beds? What's the nature of the beds? Are they [PH] foot vouchers, are they -- what's the bed?

MALE 1: They're vouchers, yeah.

WILLIAM: Okay. Yeah, because I certainly -- I wouldn't encourage you to enter all your Section 8 vouchers. We had a few COC's do that a few years ago, and that was somewhat painful. I wouldn't go that far. But, all your dedicated or set aside ones, and certainly some of your special [INDISCERNIBLE] needs to -- you can enter them. If the housing authority doesn't update how many are there, you can use last year's data. We certainly would encourage you to get a hold of the housing authority, but I know that's not always realistic and I know you guys have two very, very large ones, and then some many, many others, not so large but still large, actually, relatively speaking. So, start there. Try to get the information from them. If not, you can hold it over. And because it's not tied to the PIT count, it has less of an impact, but we certainly would like a good reflection of what's going on in the inventory.

MALE 1: Okay, perfect. Thank you.

[00:30:02]

AUBREY: Great. Okay, we've got a number of other questions that people have written in that I will keep going through, but if people have questions that they do want to voice out loud, remember you can use that hand raising function and I will un-mute you and you can ask yourself, and we can have a conversation about it. This should be a relatively quickly one, William. Paula wants to know if there's any chance that the deadline for PIT and HIC submission will be extended.

WILLIAM: Not likely, again, because it's tied to other pieces. Just to be clear, we are working very closely with the vendors for the LSA side. We know that many errors have flagged, and we also know that the vast majority of them are tied to the vendors, and I hope that doesn't sound like we're complaining about the vendors. Our vendors have actually done really well, and it's just a lot. It's year one for LSA. It's always a painful year one of anything. So, we're being cognizant of that. We likely won't extend it again because it's tied to other things, but I can't definitively say no. There were times in the past where we just watch what's going on, and we try not to kill you, even though it may not always seem that way.

AUBREY: Thanks, William. We also have a question about when there are agencies that were projects that provide services in multiple counties, Arden wants to know if they're supposed to be listed separately on the HIC, I assume as separate projects from the question, by county so that they can provide the correct geo code, or how are folks supposed to account for those kinds of projects?

WILLIAM: Yeah, that's a great question. I would actually start by asking whoever [INDISCERNIBLE] about how you [INDISCERNIBLE]. We have a lot of COC's that are using that county level data either for [PH] ESC purposes, or other purposes. So, assuming you don't have to submit the data for any other reason than HUD's asking for it, you'd have to enter a new project for every county. [INDISCERNIBLE] talks about what you need to do, and it says essentially identify them where the majority of the people are, that's the geo code you can select. Again, it just depends on how granular you want the data for yourself and counties. But HUD does not require that they have to be separate for every county.

AUBREY: Great. Let's see, okay. So, Paula has asked if we could provide some examples of how to use extrapolation to figure out the demographic information of some individuals or households when all you have is the total number of people. And Paula, if you are up for it, I might actually un-mute you and see can provide a little more context about specifically what you're trying to extrapolate for, and the proportion of people that you're trying to extrapolate for. Paula you are un-muted if you want to provide any additional context.

WILLIAM: And we might've covered this --

PAULA: Yeah, we did already cover that. I had proposed the question --

AUBREY: Oh, okay. I came after, sorry.

PAULA: Yeah. Well, I had one of the first ones on the list, so.

AUBREY: You did.

PAULA: Yeah. So thank you. I appreciate it.

AUBREY: No problem. Okay. So we've got another question from Arden asking about hotel/motel vouchers. If they are paid for by local government, is the bed type voucher bed, and is the housing type supposed to be tenant based scattered site because there technically isn't a lease between the client and the hotel or the motel. And he's asking because the HCX, it seems, is creating a validation error when he's putting that information into the HIC. Do you have enough info, William, or do you need more info?

WILLIAM: I think their characterization is right, voucher, tenant base. I'm assuming based on the starting point that it's all emergency shelter? That all sounds right. The one question, I guess, is do they only go to two motels? Do they have some sort of contract that says that they have to go to certain sites? At that point, you can choose. We're not going to -- we don't force -- and you have flexibility here to say, "Well, it's not really tenant based. It's actually really either multi-site based, or single-site based." We let you have the discretion there. Again, sometimes the reality on the ground is the city or county says you can only go to this motel.

[00:35:04]

Well, that feels an awful lot like facility-based, but it doesn't -- it's not necessarily. So, think about how you want to characterize it and we will let you do what you want on that one.

AUBREY: Great. Michael Chapman, you've had your hand for awhile. I'm going to un-mute you. Let's see -- you should be un-muted.

MICHAEL CHAPMAN: Yes. Am I un-muted?

MEGHAN: You are.

AUBREY: I can hear you.

MICHAEL CHAPMAN: I've had a problem with one particular organization for the HIC. And this organization, I understand their side of it. They own their houses and properties, and they don't designate that a particular unit or house would be designated for future use under a certain grant dollars. They qualify, the way they explain it, is that when the client comes in, if they qualify for one of them, then they have about seven different projects that they can qualify for. And then they just -- whatever unit they happen to have available that fits that household type, whether it's with children, without children, or chronically homeless, then they will just select that house they own and move them into that house. Thus is creates a problem when I approach them and ask them for their housing inventory counts, and they never match from day-to-day because of that method of utilizing the properties that they own. So, it's almost like when

I think of how they operate it, it's almost like an RRH type operation where they're getting the client and then placing the client in. But to fit the normal HIC model and designating certain numbers of their properties for households with children, or chronically homeless, or VA, it never balances out because they don't operate that method. Do you have any suggestions on how to best manage that situation?

WILLIAM: So this is -- this gets to the reason why the HIC is hard to do. I've talked to several states in particular, and when you have a balance to state in. They complained to me about the pain of the HIC, and I didn't understand for awhile, and this is the type of thing that makes sense of the pain. Things are fluid. In my mind you have a couple options. One, you're probably doing this already, but you have the option of just taking the people where they are on that night. So if you're entering these as seven separate projects, when you get the information about the people in them, you essentially take that and impute that information to the inventory on that night. So if it's one project has eight beds, and it has three families, and then one single, you just impute that. Even if they didn't fully occupy all the beds, you kind of implied that all those -- that that distribution happens for the entire inventory. So that's probably what you're doing. The one other piece, if this acts a lot more like a single project, it's all one project type even though they're using it in kind of a fluid fashion, but it really is kind of one big shelter project with just different property options, you could actually enter it as a single project and then try to do the distribution across the single project. You would identify it as a multi-facility base, essentially. You could do that. Again, you just have to think about how granular your COC -- what type of granularity your COC needs for that, and they really do have to be operating under a single project type. So if it's shelter, it's all shelter. If it's permanent, it's all permanent. So that's another option. It doesn't take all the pain away. You still have to figure out on the night of what's the distribution. But rather than doing it seven times, you do it once.

MICHAEL CHAPMAN: I don't think that would work because I -- I'm looking at their utilization rate table right now, and they're emergency shelter, permanent housing, Rapid Re-housing, transitional housing. And then that's divided up between VA's projects, or GPD projects.

[00:40:00]

Yeah, I can use the population on the night of the HIC and PIT to -- for their HIC information, but then that's -- the next HIC that occurs of the quarterly HIC, it'll be completely different because --

WILLIAM: Yeah, and that's okay from our perspective. We're comfortable with that. Again, there's a lot of different shelter options, especially when I think it's -- a lot of face-based options, I mean, they're taking whoever comes often. So we're comfortable with it. So don't worry about how that looks from our end. The one piece there, I want to go back to the single project concept, when you said there are all sorts of project types, I'm just going to assume that those are not fluid in and of themselves, right? The Rapid Re-housing inventory is always Rapid Re-housing, even if it's kind of flexing between a number of properties, but it's always Rapid Re-housing, or the shelter is always shelter, right? I'm just going to make that assumption. If it's not, that is much more complicated and that really does have implications. If your nature of your

beds are changing on a daily basis, or a monthly basis, that's more complicated because then your sheltered status is changing, or your permanent status. So, that's just something to consider. I'm just guessing, though, that it's not that fluid. Is that the right assumption on my end?

MICHAEL CHAPMAN: Well, I wouldn't say it's not that fluid. It is definitely fluid between them. You know, I guess I could fall back on the -- I could make it as reasonably accurate as possible based on the clients and the projects that they're active in.

WILLIAM: Yeah. [PH] I wouldn't say that.

MICHAEL CHAPMAN: That's what I'm thinking there. But every year we try and we lock horns on this because the administrative officers don't really understand the methodology we're trying to use for the HIC and PIC. They have their own view and opinion of it, and they're correct all the time in their view. And everybody else in the world doesn't know what they're doing. So that's my big challenge with this, and I'm trying my darnedest to get this just resolved so it's not such a big problem every year when we do the HIC and PIC. So, if I can really simplify it and use the count of clients active in that, and then even maybe go a step farther and start comparing that backward six months or a year or something like that to see if that's where they're rolling, and then go with that number as far as the number of beds.

WILLIAM: Yes, you could do that. That's actually what the guides that we were kind of referring to in the notice essentially say. So you have both of those options available to you.

MICHAEL CHAPMAN: Okay, all right. Okay, I'll go that path and hopefully get it resolved. Thanks.

WILLIAM: Cool, thanks.

AUBREY: Thanks, Michael. All right, William, we've got a question from Kim that is something that comes up pretty frequently in the AAQs too. What is HUD's guidance on how to handle visual PIC counts that are completed, meaning the majority of unsheltered individuals are counted and they complete the survey so that the COC has the full demographic information for them, but there are some individuals who may be unsafe to approach, or who refuse to take the survey. How does HUD suggest that communities deal with the folks who they cannot physically interview for whatever reason?

WILLIAM: So, I mean, the short answer is extrapolation. To be clear, that's certainly an option that we say is allowable. There are still some -- there are actually quite a few communities where that's their primary method of getting information. They still have a visual base count, and then going back and filing in the information on demographics through surveys done after the count, or through the sample that they have during the count. So that's an option. Again, we recognize that it's not realistic in some areas to actually get that information. In the case where you have some survey information on the night of and you have some missing, again, it goes back to where we started with Paula's questions around what do you actually know, how representative are these folks? If the data was collected in certain areas of your COC that might look a little bit different, I would say extrapolate based on areas that are similar to that area.

[00:45:06]

If your COC is fairly homogenous when you kind of throw everyone together, or when you kind of look at the data everyone looks fairly similar across the COC, then you can just do a straight extrapolation. I find that that's not actually all that common. Very rarely does everyone look alike. So we tend to recommend stratifying, try to figure out like sites and then using the extrapolation method for that. And the extrapolation tool is helpful even though our goal is for you to have 85% of the base data and then extrapolating up, we know many areas that's just not realistic. So you'll get some flags if you provide less than 85% as kind of your starting point, but you can still use it. It's still better than nothing. But again, I'd probably stratify, and use the extrapolation base on like areas within your COC to the extent you are able to parse your data that way. And I would definitely do that based on unsheltered data, as opposed to sheltered data. The unsheltered and sheltered populations do look different. So extrapolation, again, to the extent possible, you really should be doing extrapolation from unsheltered data to unsheltered data. So I didn't say that earlier, but I should have. Aubrey or Meghan, anything you would add?

MEGHAN: Well I would add that you could also start with the observation tool, which is on the HUD exchange, which is a good place to start when you're just doing a visual count, and then using extrapolation methods.

WILLIAM: With the observation tool, though, they would've had to collect in that way, right?

MEGHAN: Yeah, starting with collecting in that way for sure.

WILLIAM: Yeah.

MEGHAN: And a lot of this, too, relates to the ways in which you train your volunteers, or whatever staff you have going out to complete your unsheltered PIT counts. If people are trained to document as much information as possible about what they're seeing, and what makes them believe that somebody might fit a certain demographic category, and the degree of certainty that they about that, that also could be really helpful when you're trying to analyze your data later on. And just one point of comparison, William, I think that you were saying it's 85%? I believe the extrapolation tool requires 80% to work. So you have a little bit more leeway. You could be missing 20% in order to use it.

WILLIAM: Good clarification. One other point there, what we're seeing in areas that try to do a full count, but do observation when they can't, is often the areas with higher missing rates are tied really to the training and comfort level of the volunteers. And so, to kind of piggyback on what was just said, we strongly encourage you to help them be comfortable with collecting whatever they can. But help them recognize this is why we're going and doing it, and that can be hard because volunteers are not always comfortable. Having providers involved in the count usually can bridge that gap, or people who are comfortable in an unsheltered setting. We use law enforcement for that, we use street outreach workers, we've used providers, and we've used COC leadership. It makes all the difference. So one of the benefits of the mobile apps that we're seeing is some of them give you the ability to kind of track data as it's being collected, and

you can start to see patterns of missing information, and it often has allowed the COC to intervene almost immediately and say, "Look, it appears you're having a hard time collecting data on this element. Is there something I can do to help you, or are you not clear on it? Did you not see it? Is it hidden for some reason? So, that's one of the great benefits of mobile apps. A lot of them let you act and react in real time, which is great.

MEGHAN: That's a great point, William.

AUBREY: We've got another question about extrapolation, and it's one that I know we've talked about before on these calls and that, again, we see a lot in the AAQ. And it's about what is -- the HUD extrapolation tool is specifically for demographic data when you already know the household type, for example. So, it's within single adult individuals, households without children, extrapolating for a race or for gender. But do you do if you don't know the household break down, or the age of the person. What does HUD recommend?

WILLIAM: Yeah, that's a good question. So, that's where I would start with what do you know, what do you not know. Again, if you have most of that for the area, you don't use the tool, but you'll extrapolate, and figure out if you need to stratify the data.

[00:50:06]

So if you have 200 surveys and 40 of them are missing household data, maybe you used observation for those 40, again, if the county or city looks pretty similar, or the COC looks pretty similar all the way across the board, you're just going to figure out the percents that the household types represent in that 160 and apply that same percent to the remaining 40, and you'll have to do the same with age. Again, look for the need for stratification. Look to see where are you seeing those holes if you have it. You may not have that based on how you've disturbed your surveys and how they've come back to you. So basically it tells you a little bit about your preparation work. The more you know about where surveys were distributed and collected, the easier it is for you to build stratification if you have to in the future. So just a little plug there for tying your surveys, maybe numbering them, but tying them to your maps when you distribute them. Or if you're using a mobile app, making sure you're dropping the pin and you kind of watch where those surveys are missing data based on geographic hot spotting, or watching where the pins have dropped. So that's just one other plug there.

AUBREY: And then do you have any other recommendations for when people are trying to extrapolate for things like chronicity, or substance use, or mental health status, things like that?

WILLIAM: Not really, although I'd say start with your HMIS. Maybe we're not clear enough about that that you -- the PIT count is obviously self-reported data, but if you were able to cross check any information you get in the PIT count with what you already have in your HMIS, that is a fantastic starting point. You absolutely have the authority to override self-reported data if you have a more reliable data source, and often that's your HMIS. So start there, be willing to override self-reported data. After that, I don't really have much to tell you. This is one of the reasons we don't put a lot of publicity around the disability statuses, or domestic violence because those are very, very difficult to collect, and you really can't observe -- in cases you can

observe severe mental illness and maybe substance abuse. But even there, like, we just know it's not perfect data. All the of the PIT count data's not perfect, but I were ever to draw hierarchy, I would put those last categories, especially HIV status, or severe mental illness or substance abuse, as the least reliable pieces of data we get from the PIT count process. So not to say you shouldn't collect it, but we just kind of know that it's not perfect.

AUBREY: Thanks, William. Okay, we have a couple of questions. I'm trying to filter -- okay. We have a couple of HIC questions. One person has asked FUP and VASH vouchers, whether those -- they said, those should be included on the HIC, but what about other mainstream vouchers, is there a resource that provides recommendations for which Section 8 programs to include on the HIC?

WILLIAM: Yeah. We would say that feels like a very erroneous task to put in your PIH -- or your PHA data. Yes FUP, yes VASH, and FUP would be under other permanent housing, and make sure that they kind of go into the homeless category, they generally do, it's a good one. Your mainstream, I would say, you probably shouldn't worry about entering it unless there is a set aside for homeless families or individuals, or a preference where you can kind of see a regular flow. Otherwise, again, it just becomes a task that's daunting and it's not really dedicated inventory. So that's kind of the one piece there. And generally that falls under the other permanent housing category. Your SRO beds from the past, we funded SRO prior to the [PH] HARSAC. Those would go under other permanent housing. You should report that. We still have about 13,000 SRO beds in the country, and I know not all of them are being reported in the HIC.

AUBREY: Great. Thanks, William. Our RHY TLP residential clients who are receiving services through child protective services, are juvenile systems supposed to be included in the shelter PIT count?

[00:55:04]

WILLIAM: Oh, this is one of the fun ones. I think we did this one every year because it's hard to know what to do with it. So, we generally start with do you know if there's kind of a set number of beds that go to anyone who's homeless, and are there a set number that go to, what I would consider, wards of the state. They're in the foster care system while waiting placement or they're technically in the juvenile justice system, and also kind of awaiting the next phase in that. That's a rare piece, but the foster care is not rare. So if you have a set number or a very regular number of beds that go into that camp, I would say you don't need to include those. Just include all of the other pieces of that inventory. And then include -- if you're not sure, err on the side and include everyone. And I will tell you, maybe Meghan should speak to this, but this gets more complicated with the LSA work. So the LSA doesn't really uploaded pieces of inventory. It uploads entire projects. So this is one we've kind of gone in circles around. So if you have an entire project in, or part of a project, you're probably going to loop the entire project in for LSA. So it may be worth doing one of two things, either separating the inventory if there's a fairly regular or set inventory that goes to that ward of the state category, you might enter it as a separate project. Then you can combine those for RHY reporting. But for LSA purposes and kind of your own other purposes within the COC, then you can look at that inventory separately.

But if that just all gets crazy, I would say enter the whole project as a safety net, and we're okay with that. Meghan, anything especially with that LSA lens that we should consider?

MEGHAN: Yeah. I think you have it mostly right. What I would suggest this person do is actually submit an AAQ so that we can a little bit of time to explore all of the potential ramifications of the different approaches. So I would ask whoever submitted that question, or asked that question, to submit that through the AAQ as well, so then we can create a resource for other communities who have the same question.

WILLIAM: Yeah, great point. Again, this is to put a bigger lens in that that HIC and the PIT and everything is really part of your larger data portfolio, and we are trying to make sure when we make decisions that we're cognizant of its impact in all of that setting. So we'll continue to try to give guidance that is mindful of all that, and this is one of those areas where it doesn't perfectly align. If you enter part of your inventory, it gets complicated when you go to the LSA if your project has half going to this, and then half non-homeless. So, just bear that in mind. It may make your life easier to treat them as separate or break the project in HMIS if you're kind of in that situation.

AUBREY: All right. We've got a couple of questions that are specifically about HUD VASH and the HIC. So one person is saying that the VA is saying that they can only get them the total numbers of veterans housed on the night of the PIT count, not broken down into household sites, and they're not sure how to handle that.

WILLIAM: Yep. Similar to some of the other ones, see if you have past data, see if you have information about -- whatever information you have about VASH utilization. If you have other VASH programs in your COC, you might look at the distribution. So, basically, look at whatever other information you have that may tell you how to distribute it. VASH is a fun one because if you absolutely had to you could use the distribution nationally. I don't think that's a great way to go, but the number of families that are using VASH, versus households without children tends to be pretty small, like really small. So, I know our AHAR part two shares a little bit about VASH data usage.

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And it may be worth just looking there if you just absolutely cannot get information about how people are served, or what the number of individuals, versus families is. But do what you can with past data first, and try to contact the VA and get whatever you can there. But that's your other option.

AUBREY: And then another VASH question, how much client level data is required for VASH vouchers? That comes from Laurie. Laurie, I'm not sure if you mean how it's supposed to be reported for the HIC count for those who are using VASH, or how much information the VASH actually collects that aligns with the information you need to report to HUD. If you could clarify that one, that might be helpful. Let's see. All right, William, we've got some people who are asking if you could go into details on some of the pros and cons of using a mobile app for the

PIT count. And some of these questions seem to intone that there is an official PIT count mobile app, which might be something that we address too.

WILLIAM: Yep, great question. So, there is not an official PIT count app. There are lots of different options. Here is what I've seen, again, looking at different geography types and a couple of different products. So I should say up front I'm not allowed to endorse a single vendor. The only vendor I've kind of talked about in the past, we did a webinar with Esri, and it's because that is a product that's already being paid for by communities. So there's a potential for you to access that for free, so it's not really saying go spend your money on a new product. It's more of go to your counties or your cities and talk to them about accessing this product that they already have available to them. So, for the most part, people like the mobile application. It's almost all positive, and it does things from the data quality side, which I've already mentioned a few things, it lets you look in real-time when data quality is coming in you can catch things, it certainly cleans up the back end. Some of the concerns around well, I'm not in an area that had internet connection all the time. That's fine. Almost every mobile app, or at least the larger ones, they have both a web-based platform and an app, and they essentially allow you to kind of mark where you are, and even drop a geo pin where you are, and then when you get access it'll update the data and everything will be fine. It'll be reflective of where people were and what data you collected. The one catch there is you have to make sure you download the app before you get to an area that doesn't have a connection. I think I heard a few struggles with that. They didn't, I guess, get trained to download that first. So it won't fix your problem if you don't it downloaded already. And the web-based platform does not work, obviously, as well if you're trying to do that where you don't have Web connection. But most have a downloadable piece. Volunteers tend to like it. They feel more comfortable with it. Homeless people from what we've seen, and the little bit of feedback we've gotten from them, they like that option as well because if the owner of the device is comfortable, the homeless person can actually read through it on their own and click through. We found that to be most successful with youth. A little less successful with older adults, especially as you dip into those who have serious mental illness, and some other things. But it is one of those where there's a little more availability for you to kind of let them do their own and without having to verbally answer things, which is kind of nice. It moves quickly and it saves money because even though there's an up front cost, it depends on if you spend a lot of money on the back end, but nobody's entering the data on the back end. You have a little bit of the clean up. So there are a lot of positives. The one big negative that I saw was you have to make sure that your server is fully backed up. We had a community that lost data this year because their server wasn't backed up, and their fail safe also failed in spite of people promising them otherwise. This happened with a local app. So if you're going to create your own app, I would just say that's a little bit more of a challenge, or if you're going to take a locally created one, you've just got to check and re-check to make sure all the fail safes that can possible be created are there so that if something fails and breaks, it can be brought up.

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I have not seen this with the larger providers of the mobile app, just with local ones. I had another -- that actually happened to one, and then another community said they couldn't get confirmation that that wasn't going to happen, so they chose not to go with the app this year until their local provider could fix that. So those are the big caveats. And the one other one, it's not a

caveat, but it's more of a reality that some of our smaller COCs have just said we're smaller enough that it actually doesn't gain us a whole lot. So you'll look at your size, you'll look at your -- count how many people you're seeing. If it's not a very high volume, well, it may not be worth incurring the cost because there is some cost to doing the mobile app. So that's just a factor to consider. Others have used the app to way beyond the PIT count. They've used it as part of a street outreach engagement, or other uses. Often, if they're going to do that, they'll pair it with either another app from the same vendor, or they'll make that app a little more versatile so it can fulfill the PIT count requirement, but also has a little more flexibility built into it. So those are some kinds of pros and cons that I've seen on the mobile app side. Meghan, Aubrey, have you guys seen other things you want to add?

AUBREY: Not me.

MEGHAN: No. I mean, I think it's an exciting opportunity that folks are really starting to explore a lot more. We did get a question, William, for those who are interested in pursuing a mobile app, do you have any recommendations for how they might go about learning what their vendor options would be?

WILLIAM: That's a good question because I know of communities -- maybe that's one -- you can email us. I haven't gotten permission from communities to say yes to using it, except for some of the Esri users, so I won't put any communities out there right now that you could talk to. I think I've seen, I should check now, but I think you can Google as well. Just put "point in time count mobile app," and I think that'll actually generate several vendors, but it's been a little while since I've played with that. So that's another option. I know it's simple with simple Google, but. So if you want to an AAQ, I can see if communities are comfortable with me recommending that.

MEGHAN: Great. And I know that on our last office hour's call back in October, the topic of mobile apps came up a little bit as folks were planning for their 2019 counts. And we had talked about whether or not there might be an opportunity to figure out a way for people to have almost, like, a web page where they could share their experiences. But I'm not -- we never really figured out a solution to that given some of the constraints about not formally endorsing specific apps, or a specific community's use of apps, and things like that. So that is a continuing conversation, I would imagine. But, unfortunately, we don't have an answer for that one right now.

AUBREY: We've got a question, William, about -- I think the core of this one is about PIT count data that is self-reported, versus what is verified. So there is somebody who has asked -- they said that they've encountered situations with their unsheltered count where households are well known for the veteran committee or their [PH] coordinated entry team, and when completing the PIT count survey, these households report to their PIT count enumerator that they're volunteers, that they are veterans when it has been confirmed that they are in fact not veterans. What does HUD recommend that communities do with data such as these where a person says something that they know to not necessarily be true?

WILLIAM: Yep. COCs have the authority to take the best data, and the veteran is the most common. I'd say, what was it around 2015 maybe, we were starting to see a lot more people

reporting they were veterans because they were seeing resources tied to it. And yet the COC had information that they could verify whether or not that was true, and after counts they were often doing that and finding out many of these people were not veterans. So there are a few communities in particular where their PIT counts jumped drastically, and then afterwards, after they reported to us even, they found out a lot of these people should not have been counted. So, if you have information, especially you're 99% sure you know the answer and you're certainly more sure that that data is better than what's being reported on the PIT count -- during the PIT count, you should take the more reliable data.

[01:10:01]

Again, one piece there is just make sure you have a source for that. So if people -- often the media will follow-up with something like that because it's amazing how they found out hey, I heard 100 veterans were counted and you're saying it's 50, what happened there? So you've got to be prepared to respond to that. You won't have to tell us. We'll take the data you give to us and assume that that's correct, but you may have to report to others.

AUBREY: Got it. Okay. We do have a question about the point in time counts as they appear on the LSA. It's just a little outside of our scope, but it seems quick so I'll go ahead and pitch it to you. Will the discrepancy between January, April, and July PIT inventory negatively affect the LSA if the inventory and/or client is different?

WILLIAM: I can't really answer that one. Meghan, do you know?

MEGHAN: So those discrepancies are just warnings on the LSA. The bottom line is it won't. I think it can be helpful for you to improve either your LSA or your HIC moving forward.

AUBREY: Great. I'm just looking through to see. I think we've answered most of the questions that have come through. Oh, okay, we've got a HIC question about rotating shelter beds. William, can you review best practices for calculating night-by-night shelter beds when they rotate the sites where they're located each night? This person has asked, do we record the site address with the most beds that night, or who has the most beds looking at any given night?

WILLIAM: We give you the option to do either or. So I don't really have best practices. Again, this is in that space of where is the HIC extremely painful. Any of these highly volatile -- that's the pain point, right? So the way to reduce some of the pain, again, you could choose the one where the beds are for the majority of the year, or could you pick on the night of the count. That's less relevant to us because we know that it rotates enough during the year that it probably doesn't matter which one you pick. So, I wish I could give you more in terms of best practices, but there's not a lot there.

AUBREY: All right. And then Lynn has asked, if we have a collaborative project that's spread out amongst three different agencies in HMIS, so I'd imagine that those are all maybe subcontractors, should we enter that project as three unique entries in the HDX, or should it only be listed in HDX under the lead agency?

WILLIAM: Yeah, totally up to you guys. So, as long as it's all within the COC geography, and you're not crossing COCs, and you don't need to try to figure out what needs to be reported for ESG purposes or the CON plan, assuming none of those are in play here, we don't care if you enter it was one or three. You may care locally about knowing what tells your story best.

AUBREY: Great. And then Matt has asked, for the HDX, how do we handle HMIS project IDs for DB providers that are not using the region's HMIS? Is the intent to have all provider information, LPDs, attached to HMIS regardless of whether or not they're actually using it?

WILLIAM: Yeah, I don't think the PDEs necessarily. For DB providers, we have asked that they be included in with a project ID, which you listed there. So the intent is to have that universe. The biggest piece of that is this impacts your LSA submission, which you mentioned, and your HIC submission. So we'd like for those COCs in particular that are striving to export from HMIS, it makes a lot of sense to have all of that projects there. And again, with DB, you're not going to go much further than just having the project identified, and having the zip code, I think it's zip code, it might be geo code, associated with that project. Meghan, is there more you would add on this one?

MEGHAN: Nope. I would just clarify it is zip code, and particular for DB projects, you absolutely should not have any client level data. [PH] The HMIS has priority.

[01:15:00]

AUBREY: Okay. And then somebody has asked, during the 2018 - 2019 application process, our PSH programs were changed from chronically homeless, to dedicated plus, but this is not an option in the HDX for dedicated plus. Are they supposed to be entered as chronically homeless dedicated this year?

WILLIAM: Great, I'm glad you asked that. So, no, we intentionally did not put dedicated plus on the HDX because we feel that's painful and cruel to go that level. You have an option here. You can either look at how many of those beds are actually being used to serve chronic. Most of the time, a majority of the beds are. You can look at if they were originally dedicated. Often they'll remain dedicated, even in your application you may have kept them as dedicated beds in Section 4B. So you could look and decide if you want to keep them dedicated or not. As you saw in 2018, we did not use the HIC data on chronically homeless dedicated beds from PSH. She did not use that in the scoring process. We likely will not in the future. I can't say that definitively without kind of seeing what each NOFA says, but we know that that's creating some confusion. We saw it coming when we did dedicated plus, so we removed kind of that HIC aspect when we started looking at chronic data for that purpose. We still certainly look at your project application data, but in that regard we do include all of your dedicated plus, plus your actual chronic dedicated beds when we review that. So the short answer is you've got to decide how you want to characterize it. If the beds are going to people who are chronic primarily, you can distribute them or you can figure out how you want to represent it, but it won't impact your scoring if we keep doing things like 2018.

AUBREY: Great. Thanks for that, William. This one is a little similar to one that we've already talked, but it's possible that this person maybe joined after we talked about this previously. How do you determine year round beds when they are shared between units of families and individuals together?

WILLIAM: Yep, this is where we refer you to the notice, which gives you options. You can kind of look at the distribution either on the night of the count, or throughout the year, and the notice kind of goes over some of the math of how you might do that. So, I'd refer you back to the notice on that one.

AUBREY: Great. Okay, so this question is about chronic dedicated beds, and veteran dedicated beds. So this person says, for Rapid Re-housing projects in a household of five where the head of household is a veteran, does that count as five veteran beds? And as a follow-up, if the veteran is chronically homeless also, would those beds be counted as chronically homeless dedicated beds too?

WILLIAM: Good questions. So, on the chronic, we've said include the whole household. We actually haven't really stated that. For veterans, we'd typically look at the funding source. So if it's SSVF funding, or other forms of VA funding, I would say you should count the whole household. You actually have some flexibility here. Again, the larger piece in determining your discretion is how would the beds be used if it weren't distributed by the family, and that's why I look at the VA funded. If the family -- if there weren't five individuals, the cost would probably be a little bit lower -- or five members in the household, the cost would probably be a little lower, and the funding would be used to fund other veterans and create other beds with it. So typically I just think of VA funding as just include all of them in the VA dedicated. That means your VA dedicated, in particular, will flex a little bit. It'll go up and down a little more than some of the others, but that's okay from our perspective. I don't think we'd tie that to any of our scoring or anything. We just try to keep an eye on what's going on. So use kind of your good judgment and discretion in terms of what does the funding source tell you. Will it always go to veterans even if at some point the family members are not veterans? If it weren't a family, would it otherwise go to veterans? That's probably the easiest way to approach that. Meghan or --

MEGHAN: I also want to make a clarification here. When our data team is working with communities to clean up PIT and HIC data after it's been submitted and we're checking for changes year over year, and things that we wouldn't necessarily expect to see that are in folks data, sometimes people get really confused about the difference between a dedicated bed, and categorizing a household.

[01:20:01]

So, for example, if you've got just a regular Rapid Re-housing project that a veteran household happens to be staying in, but that is not dedicated to veteran households, then that's a really important discrepancy to make. So, William, you were talking about the funding sources, yes, in general, VA funding sources, those beds all for veterans even if it's for a veteran household where the head of household is a veteran, but nobody else in the family actually is. But that's

not the same thing as having a veteran household staying in a project that is not solely dedicated to veteran households. Does that make sense?

WILLIAM: Yep.

AUBREY: And again, as you guys have questions about these things, submit AAQs if it's not clear. I know it can get confusing, and there's a lot of nuance to it, and then of course the other data team is working with you. We will try to make things as clear as possible when we're asking those kinds of questions. Okay. So it is two minutes until the end of our time. I think we have answered most of the questions that have come in. There is a question about will COCs lose points in this fiscal year 2019 competition if they do not generate a HIC from HMIS in the 2019 submission? How about we end on that one?

WILLIAM: So, I can't answer that. So anything that's in the NOFA I can't answer. The one thing I would say is it's definitely not regulatory, and it's one thing we recognize there are good reasons for not using HMIS. So the notice did not say you had to use it, but you'll have to kind of look to see what the NOFA says about whether it's required or not.

AUBREY: Great. Okay. So we are just at the end of our time. Before we cut the call off, I just wanted to remind you guys of a couple of upcoming deadlines. April 30th PIT count and HIC data submission is due in the HDX, and then cleaning will start on time after that. And then PITS and performance measures, that report is due at the end of May. And again, if you guys have other questions, or we didn't quite get to you today, I know there are still some lingering in the Q&A box, place it in an AAQ. We'd love to respond to your specific situation and question to help you get everything sorted out before the end of the month. And, of course, there are all of these other resources up on the HUD exchange to help you hopefully problem solve some of your solutions too. Thank you for your time, and we'll talk to you in our next quarterly call. Have a good day, guys.

WILLIAM: Well thanks.

MEGHAN: Thanks, Aubrey.

[01:23:09]