

HMIS Lead & System Administrator Monthly Webinar

May 20, 2020



During the call

- › All participants are muted
- › We are recording. Slides and a recording will be provided through the Sys Admin Hub.
- › Use the Question feature in Adobe Connect to ask questions during the presentation.
- › Help us give better answers: provide context when you ask your question (slide # or re: topic) and be specific!

After the call

- › Use the [Ask A Question](#) section on the HUD Exchange for community-specific questions, or questions we were unable to address. Select **HMIS** in Step 2
- › Help us give better answers: provide context when you ask your question (slide # or re: topic) and be specific!
- › Tell us in the HMIS AAQ that you are asking a question based upon the “HMIS Lead/System Admin webinar”



Ask A Question

Step 2 of 2 2 of 2

* My question is related to:

Acknowledgements

Participating/Contributing HUD Staff:

- Fran Ledger, SNAPS Office
- William Snow, SNAPS Office

Participating/Contributing TA:

- Mary Schwartz, Abt Associates
- Meradith Alspaugh, Partnership Center
- Brian Roccapriore, Cloudburst
- Melissa Witham, C4 Innovations

Community Presenters:

- Jegnaw Zeggeye, Director Data Management, Regional Task Force on the Homelessness, San Diego (RTFHSD)
- Tyler Uhlig, Data Analyst II, RTFHSD

Agenda

– HUD Updates

- NHSDC Debrief
- COVID-19 Latest News
- HMIS Lead/System Admin polls

– Technical Updates

- Data Standard changes
- ESG-CV CAPER changes
- LSA timeline update

– Integrating HMIS into the COVID-19 Response

- San Diego, CA

HUD Updates

Fran Ledger



NHSDC Debrief

- › 134 HMIS Leads/System Admins earned “Certificates” (for attending 4 of the 7 core certification sessions)
- › 3,904 session attendees across 22 sessions
- › Averaged ~1200 daily attendance
- › Webinars/transcripts will be made available soon!

COVID-19 Latest News

› HUD Technical Assistance Changes

- Traditional TA is being reduced
- HMIS Lead changes/HMIS Procurements should be placed on hold

HMIS Lead/System Admin Polls



Technical Updates

Meradith Alspaugh



Data Standard Changes

- › New Fund Sources (2.06)
 - HUD: ESG-CV
 - HUD: HOPWA-CV
- › Updates provided to Vendors by end of May
 - Interactive Tool
 - Dictionary
 - Manual
 - CSV Schema
 - XML Schema
- › Updates available in HMIS October 1, 2020

CARES Act New Concept – Unique ESG-CV Activities

- › The [CARES Act](#) allocates \$4B for unique services to “**prevent, prepare for, and respond to coronavirus**, among individuals and families who are homeless or receiving homeless assistance and to support additional homeless assistance and homelessness prevention activities to mitigate the impacts created by coronavirus under the Emergency Solutions Grants program.”
- › The Cares Act references the **ESG program regulations**, under which ESG-CV will be administered by HUD.

CARES Act New Concept – Unique ESG-CV Activities

- › Funds available according to the Act may be used:
 - “to **cover or reimburse allowable costs** to prevent, prepare for, and respond to coronavirus that are incurred by a State or locality, including for costs incurred prior to the date of enactment of this Act”
 - “to provide **temporary emergency shelters** (through leasing of existing property, temporary structures or other means to prevent, prepare for and respond to coronavirus.”
 - “for **training** on infectious disease prevention and mitigation”
 - “to provide **hazard pay**, including for time worked prior to the date of this Act for staff working directly to prevent, prepare for and respond to coronavirus among persons who are homeless”
 - up to **10% administrative costs**.
- › **Notice being drafted** now by HUD for release will provide detail on eligible Unique ESG-CV activities. There are some costs that are for clients in components that are normal to ESG. There will be some other costs that can be incurred for activities that are not normally covered under ESG eligible services/expenses.

CARES Act New Concept – Unique ESG-CV Activities

HMIS Set-up

- If a recipient serves people in a project eligible under a regular ESG component they are to be **reported as part of that project which is serving them**, and it is set up using the normal ESG set-up procedures. Refer to the [ESG Program HMIS Manual](#) on the HUD Exchange.
- If a recipient serves people with these Unique Activities and that is not in one of the regular ESG components, the recipient will not submit client-level data on these services but will provide a detailed description of these services in the quarterly report. (e.g. persons who received a cell phone and reside in PSH would not be entered into HMIS)

CARES Act New Concept – Temporary Emergency Shelter

- › **Definition in Draft – will be finalized in the Notice, concept correct:** A temporary emergency shelter is defined as a night-time residence specifically developed as a shelter necessary to prevent, prepare for, and respond to coronavirus. In order to be considered a temporary shelter the site used also does not comply with building standards of an on-going emergency shelter (for example: a tent shelter, a shelter in a warehouse, a beach shelter).
- › **HMIS Set-up:** These are to be set up as an Emergency Shelter (HMIS Project **Type 1.**) using an **entry/exit** method. No other shelter, unless it meets the definition above, should be considered a temporary emergency shelter.

CARES Act New Concept – Temporary Emergency Shelter

- › **Other sheltering for COVID** – which are NOT Temporary Emergency Shelter situations:
 - Shelters could have created **overflow** beds to accommodate more people. Overflow is part of the regular ES reporting and is not a separate temporary shelter report.
 - Shelters could have **moved a portion of their existing beds** to another location to attempt social distancing. These should have continued to be reported in the same HMIS project as the original beds were in.
 - Shelters could have exited people to existing **hotels/motels with vouchers** which are also part of regular ES reporting and not a separate report. HMIS guidance was to continue to use the HMIS Shelter project to record the clients stay in the hotel/motel. (If they exited them from the regular shelter and entered them into a hotel/motel program be sure that is set up as HMIS Type 1-ES)
 - Shelters could have **exited persons to a COVID quarantine facility or hospital**. These persons would have been exited from HMIS to “Hospital or other residential non-psychiatric medical facility” (would have remained homeless for stays less than 90 days)

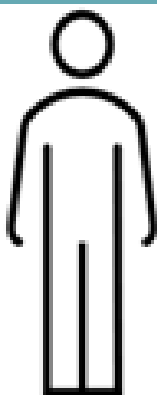
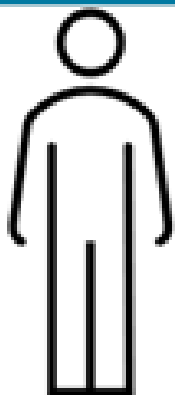
DE-DUPLICATION – TO THE EXTENT POSSIBLE

Shelter A
(Night-by-Night)

Day Shelter

Shelter B
(Entry/Exit)

Grandfathered
Transitional Housing



1 CSV ESG CAPER will unduplicate this person. Going from 4 to 1.

ESG-CV Components

ESG - CV Component	Allowable Expenses	HMIS Project Type	CSV Submission
Emergency Shelter	Temporary Emergency Shelter Costs to operate temporary emergency shelter (detail in Notice) Unique ESG-CV Activities	1 - ES	Submit one CSV combining all projects funded as Temporary Emergency Shelter. The CSV will report all persons sheltered during the reporting period regardless of what funding was received by the shelter.
	Emergency Shelter (normal) <ul style="list-style-type: none"> Essential Services Operations Renovation Major Rehab Conversion Unique ESG-CV Activities* 	11- Day Shelter 2 - TH (grandfathered)	Submit one CSV combining all projects funded under the Emergency Shelter component of ESG-CV. These could include Emergency Shelters, Day Shelters or grandfathered Transitional Housing projects. This includes persons sheltered in traditional shelter buildings and those provided hotel/motel vouchers. The CSV will report all persons sheltered during the reporting period regardless of what funding was received by the shelter or what services any person received.
Street Outreach (SO)	<ul style="list-style-type: none"> Essential Services Unique ESG-CV Activities* 	4	Submit one CSV combining all projects funded as Street Outreach. All persons who are living in places unfit for human habitation who are served are reported, regardless of what ESG-CV service or activity was received.

ESG-CV Components

ESG - CV Component	Allowable Expenses	HMIS Project Type	CSV Submission
Rapid Re-Housing (RRH)	<ul style="list-style-type: none"> Rental Housing Relocation and Stabilization Services - Financial Assistance Relocation and Stabilization Services - Services Unique ESG-CV Activities* 	13	<p>Submit one CSV combining all projects funded as Rapid Rehousing regardless of whether the funding was for housing subsidies or housing search and placement services.</p> <p>Do not combine in the HMIS an RRH project funded under regular ESG with an RRH project funded by ESG-CV.</p> <p>Do not combine in the HMIS an RRH project funded by ESG-CV from 2 different recipients (i.e. a grant from the State and another from the City.)</p>
Homelessness Prevention (HP)	<ul style="list-style-type: none"> Rental Housing Relocation and Stabilization Services - Financial Assistance Relocation and Stabilization Services - Services Unique ESG-CV Activities* 	12	<p>Submit one CSV combining all projects funded as Homelessness Prevention regardless of whether the funding was prevention activities or service.</p> <p>Note: Shelter diversion and problem solving where there is funding to support housing is reported under Homelessness Prevention in HMIS.</p>
HMIS	<ul style="list-style-type: none"> Equipment, HMIS or Comparable DB software, Lead Agency Services. 	n/a	<p>There is no HMIS data collection or CSV reporting requirement for this component.</p> <p>Jurisdictions are encouraged to provide funds for HMIS to support reporting requirements. HMIS Leads can be compensated for generating the required quarterly reporting.</p>

How ESG Reporting Works Now



- › The States, Counties, Cities, and Territories who are the **ESG recipients complete the CAPER** reporting.
- › The recipient creates a list in Sage of each of the projects they funded and identifies the Project Type and the subrecipient who was contracted with to provide the service.
- › The subrecipients receive an email from Sage which tells them which project they are to report on and gives them a hyperlink that they use to upload the project to Sage. As they upload, Sage **validates**:
 1. what is being submitted is a CSV created to the APR/CAPER Programming Specifications (and not a text file or a client level HMIS CSV), and
 2. the project type the recipient indicated they funded is the same as is in Q4 of the CAPER CSV
 3. the responses in the CAPER tables (questions) balance to Q5 – the validation table.
- › CSV's **are not to be “bundled”** with multiple projects in one CSV.
- › The recipients reviews the submission, complete minimal information and **submits** the CAPER to the field office to review. Then they upload a pdf copy to their CAPER submission in the eCon Planning Suite.

How ESG-CV Reporting *Will Work*

- › **SAME:** The States, Counties, Cities, and Territories who are the **ESG recipients complete the CAPER** reporting.
- › **NEW:** ESG-CV reporting will unduplicate, by component, persons served at a local level.
- › **NEW:** ESG-CV is a quarterly report submitted to HUD at the close of each quarter. (Submission time TBD) Each report will contain:
 1. CSV for each component funded, run for the quarter.
 2. CSV for each component funded, run from the project start date to the end of the reporting quarter.
 3. Narrative information on each component funded.
 4. Quarterly financial report on funds expended or drawn (TBD expended or drawn).
- › **NEW:** Victim Services Providers must be able to generate the ESG-CAPER in a CSV format (that works).

HMIS Lead's Role

1. At the end of each quarter, the HMIS Lead will be **sent an email** from Sage for each component that needs a CSV report.
2. The email will identify the component funded & **provided a list** of projects that are to be generated in that component's CSV.
3. HMIS Leads should **generate two CSVs for each component** – the quarter and the cumulative.
4. HMIS Leads will **upload the CSV files** via the links to the recipients ESG-CV report.

TIP: If the HMIS Lead can provide the names and project IDs of projects (as they call the project) to the recipient, it will make it easier on them later to identify the project in their system for CSV reporting.

Note –

Neither HMIS Leads or the CoC need access to the recipients CAPER in Sage to do any of this work.

The Recipients themselves need to identify what they funded and need reports on, that is not the responsibility of the CoC or of the HMIS Lead.

Action Items

- › HMIS Leads should connect with ESG Recipients (at all applicable jurisdictions) to review the projects funded by ESG-CV with the ESG Recipient to be sure they are set-up in the HMIS to correspond to the component the recipient funded.
 - CoCs may be able to help facilitate these connections between ESG Recipients and HMIS Leads.
- › Plan to connect with the ESG Recipient before the first reporting period; develop a timeline and expectations for submitting reports.

LSA Update

- › Vendors have LSA sample code and specs – they are testing and de-bugging now.
- › Vendors continue to have weekly office hours and HUD is continuing to monitor progress and evaluate timeline.

Integrating HMIS into the local C19 Response

Regional Task Force on the Homeless

The HMIS COVID-19 Response in San Diego (CA-601)

Agenda

- Introduction
- Local Timeline
- Immediate Local Response in HMIS
 - Bed Tracking and Screener Preparation
- Standardized COVID Data in HMIS
 - Non-congregate Shelter Project Setup
 - California Data Elements (FEMA)
- Local Innovation in HMIS
 - Operation Shelter to Home
 - Assessment
 - Custom Reporting



Introduction

- **Presenter: Tyler Uhlig**
 - **Data Analyst II**
 - Joined RTFH In Feb. 2017
 - **Previous Experience in Homeless Services and Training**
 - **Resident Foodie and Organic Gardener**
- **Joining for Q&A: Jegnaw Zeggeye**
 - **Director of Data Management**
 - Joined RTFH in May 2016
 - **Previous Experience in Software Engineering and Leadership**
 - **Fearless Leader of the HMIS Team**
 - **So level-headed we ask him to hang the pictures**



Introduction

- Regional Task Force on the Homeless
 - CoC Lead
 - HMIS Lead
- CA-601 - San Diego
 - 1 County
 - 18 Incorporated Cities
 - Population of ~3.3 Million Persons
 - Most recent count finds 7,619 total persons experiencing homeless
 - 850+ HMIS users
 - 550+ Programs/Projects

Local Timeline

- March 9th
 - First Presumptive COVID case in San Diego
- March 12th
 - City Declares State of Emergency
 - Bed Tracking response in HMIS
- March 17th
 - Created/Enacted Verbal HMIS Consent Emergency Protocol
- March 19th
 - Statewide Shelter in Place Order
- March 24th
 - Local County COVID screener built and made available in HMIS
- April 1st
 - Operation Shelter to Home Launches

Operation Shelter to Home

The screenshot shows the top navigation bar of the City of San Diego website. It includes the city logo, a weather widget for San Diego (66°F), and a search bar. Below the navigation bar is a horizontal menu with categories: LEISURE (Explore, Play + Events), RESIDENT RESOURCES (Pay Now, Parking + Help), DOING BUSINESS (Fix, Plan + Build), LIBRARY (Learn, Connect + Discover), PUBLIC SAFETY (Police, Fire + Lifeguards), and CITY HALL (City Officials + Departments). The main content area features a banner for Mayor Kevin L. Faulconer with a navigation sub-menu: Mayor Home, About Kevin, News Room, Priorities, Neighborhood Services, Staff, Contact, Event/Meeting Request, and Letters & Proclamations. The featured article is titled "Convention Center Opens as Temporary Regional Homeless Shelter Amid COVID-19 Pandemic" and includes a sub-headline "Operation 'Shelter to Home' Aims to Prevent Spread of Virus, Quickly Navigate Individuals to Permanent Housing". The article is dated Wednesday, April 1, 2020 - NEWS RELEASE. A sidebar on the right titled "News Room" contains a "News Releases" section with a list of links for each year from 2014 to 2020.

The City of **SAN DIEGO** 66° SAN DIEGO WEATHER Accessibility Tools English

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Mayor Kevin L. Faulconer

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Convention Center Opens as Temporary Regional Homeless Shelter Amid COVID-19 Pandemic

Operation "Shelter to Home" Aims to Prevent Spread of Virus, Quickly Navigate Individuals to Permanent Housing

Wednesday, April 1, 2020 - NEWS RELEASE

SAN DIEGO - In an exceptional move to prevent the spread of COVID-19 among San Diego's homeless population, today the San Diego Convention Center opened its doors as a temporary shelter for homeless individuals, starting with groups from the City's bridge shelters.

News Room

- [News Releases](#)
- [2020 News Releases](#)
- [2019 News Releases](#)
- [2018 News Releases](#)
- [2017 News Releases](#)
- [2016 News Releases](#)
- [2015 News Releases](#)
- [2014 News Releases](#)

Immediate Local Response in HMIS

- Enrollment Level Bed Tracking
 - No Current Long-term Bed Management Solution
 - Entry Screen data elements added for every lodging program's enrollment/entry:
 - Bed Number
 - Unit Number (as applicable)
 - Floor Number (as applicable)

Immediate Local Response in HMIS

- County COVID Screener Made Available in HMIS
 - Built and made available the local screener data elements within HMIS
 - Based on national CDC Screener with some local additions
 - Screener was used in early stages for triaging
 - 2-1-1 Medical Connections
 - Public Health Testing

Immediate Local Response in HMIS

- Pivoting Tuberculosis (TB) procedure for COVID-19
 - Built infrastructure for new usage of the process
 - During TB event HMIS supported Public Health with obfuscated data in the form of client alerts
 - Pivoted this process to prepare for a similar COVID workflow
- Identifying COVID-19 Shelter Need via Reports
 - Shelters less able to distance were transferring to more appropriate locations able to distance
 - Performed high-risk client analysis using HMIS data
 - Informed projected capacity required for COVID response



Standardized COVID Data in HMIS

- Convention Center project setups
 - 4 Service Providers sharing the space
 - 3 local shelter agencies + local PHA's strategic team
 - 1200+ beds
 - 46 staff entering into one HMIS agency
 - plus administration staff monitoring all 1200+ clients
- Non-Congregate Shelter (NCS) project setups
 - FEMA reimbursement
 - Vendor Collaboration with State Data Fields
 - Homeless and Non-homeless dedicated
 - For California, HMIS was chosen as the database for All FEMA COVID-19 response data

Standardized COVID Data in HMIS

- Using Software Features to Support Enrollments
 - More than 1500 clients moved programs in a very short time
 - Utilized features available in our software to assist in data transfer and creating enrollments
- Occupancy Data
 - Following up on all observed vacancies based on 2020 HIC
 - Identifying clients in COVID shelters based on possible eligibility for these vacancies
 - CoC Vacancies
 - VASH
 - Local Housing (non-federal)

Local Innovation in HMIS

- Operation Shelter to Home
 - Custom Assessment
 - “Operation Shelter to Home Summary Assessment”
 - Includes:
 - Client housing goals
 - Relevant info for case conferencing
 - Basic prioritization codes for convention center exit
 - AdHoc Reporting
 - Combining CE data + Custom Assessment
 - COVID Shelter by name pools/lists
 - Referral Detail Report
 - Client-by-client tracking of referral status in Convention Center
 - Convention Center Exit Reporting



Next Steps

- Continuing Standard CE + Operation Shelter to Home Data Reporting
- Exit Reports/Outcomes from COVID-specific programs
- FEMA Data Reporting
- Anticipating data needs for re-opening of communities

Contact Info:

RTFH HMIS Support

support@rtfhsd.org

RTFH Website

www.rtfhsd.org

Resources

HMIS Leads and Administrators Hub:

- Please email HMIS@cloudburstgroup.com to request access

HUD Exchange Resources:

- [COVID-19 HMIS HUD Exchange Page](#)
- [Interactive HMIS Data Standards Tool](#)
- [2020 HMIS Data Standards](#)
- [HMIS Lead Series Tools](#)
- [Stella Resources](#)
- [HMIS Project Set Up Tool](#)
- [Federal Partner HMIS Participation](#)
- [Comparable Database Decision Tree](#)

Need to visit past recordings or slides?

- › You can find previous slide decks and recording links in the *Resources* section of the [Sys Admin Hub](#):
- › ***Special Note*** about the HUB:
 - The system is “purged” of inactive users once a year – please use your account on the HUB to remain active on the listserv at least once a year.

HMIS Sys Admin HUB > RESOURCES

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HMIS Sys Admin HUB Resources

+ CSV

+ Data Standards

+ Federal Partner Programs

+ HMIS Vendor Monthly Call Notes

+ Monthly Webinar Archives ✓

+ Reporting Glossary

2020 Upcoming Meeting Dates

June 17th – 1:00 – 2:30 (ET)

July 15th – 1:00 – 2:30 (ET)

August 19th – 1:00 – 2:30 (ET)

