

Clarity/HMIS New User Training



Agenda

1. HMIS 101
2. Data Privacy and Data Quality Reminders
3. Data Entry Practice in Clarity Training Site
4. Wrap-Up and Q&A

What is HMIS?

- HMIS = **Homeless Management Information System**
- Locally administered data system used to record and analyze client, service, and housing data
- Federally mandated beginning in 2010 for homeless-dedicated programs
- Defined and used by federal partners in effort to end homelessness, including:
 - Department of Housing and Urban Development (HUD)
 - Department of Health and Human Services (HHS)
 - Department of Veterans Affairs (VA)

Purposes of HMIS



Understand the size, characteristics, and needs of San Diego's homeless population

Produce unduplicated counts of homeless population

Identify patterns of client access and use

Measure program effectiveness

Describe homelessness locally, regionally, and inform national descriptions

The San Diego CoC

- Continuum of Care/CoC:
 - Local planning body that coordinates and delivers homeless services and a legal entity as required by HUD
 - Includes non-profit service providers, faith-based organizations, governments, housing developers.
 - 460 + different CoC's across the U.S.
 - Geographic boundaries help distinguish communities for HUD's coordination across the country
 - Name of funding program through which HUD funds homeless service programs



Who is RTFH?



- The Regional Task Force on the Homeless
- HMIS Lead Agency – responsible for administering HMIS implementation
- Continuum of Care (CoC) Lead and Notice of Funding Availability (NOFA) Collaborative Applicant
- Manages Coordinated Entry System (CES)
- Responsible for producing and submitting federal reports on homelessness, including:
 - Point in Time Count (PIT)/WeAllCount
 - Housing Inventory Count (HIC)
 - Coordinated Annual Performance and Evaluation Report (CAPER)
 - Longitudinal Systems Analysis (LSA)

RTFH's Role – HMIS Lead Agency

- System administrator for the local HMIS implementation used in San Diego CoC
- Responsible for ensuring the privacy/security of HMIS data
- Oversees HMIS setup and administration. Responsible for major federal reports informed by HMIS data
- Provide training and technical support to end users
- Serve as community partners with 60+ homeless service providers

What is your role in HMIS?

- You are an HMIS User
- Your agency is part of the HMIS Trust Network
- You enter required data on clients you serve accurately and in a timely fashion, ensuring client information is up-to-date in HMIS.
- You utilize data to best serve client and coordinate services
- You attend all required training sessions, communicate with your agency administrator on HMIS concerns and request support as-needed.

3-Step Privacy Process

- **(1) Mandatory data collection posting**
 - Must be posted at all areas where client data is collected
 - Client seeing this notice enables us to collect their data and enter into HMIS
 - Available on RTFH website here: <https://www.rtfhsd.org/wp-content/uploads/2017/09/HMIS-Mandatory-Collection-Notice-09.21.2017.pdf>
- **(2) Notice of Privacy Practices (NPP)**
 - Summary of why data is collected, how privacy is ensured.
 - All clients must sign, does NOT need to be uploaded to HMIS
 - Available on RTFH website here: <https://www.rtfhsd.org/wp-content/uploads/2017/09/HMIS-Notice-of-Privacy-Practices-09.21.17.pdf>
- **(3) Multiparty Authorization Form (MPA)**
 - Form required to share client data in HMIS
 - ALL clients must have response collected for MPA to be created in Clarity
 - Available on RTFH website here: <https://www.rtfhsd.org/wp-content/uploads/2017/09/HMIS-Multiparty-Authorization-09.21.2017.pdf>

Step 1: Mandatory Data Collection Notice

San Diego County CoC
Homeless Management Information System (HMIS)

MANDATORY COLLECTION NOTICE

We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information as mandated by law or as requested from entities that fund this program. Other personal information we collect is necessary to operate programs, improve services, and better understand homelessness. We collect appropriate information only.

A Privacy Notice is available upon request.

Step 2: Notice of Privacy Practices

San Diego County CoC Homeless Management Information System (HMIS)
Notice of Privacy Practices

Effective Date: _____

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this Notice, you may contact either your service provider, or:

Step 3: Multiparty Authorization

San Diego County CoC Homeless Management Information System (HMIS)
Multiparty Authorization to Use and/or Disclose Information

<input type="text"/>	<input type="text"/>	<input type="text"/>
Client/Head of Household Name	Date of Birth	HMIS #
<input type="text"/>	<input type="text"/>	<input type="text"/>
Mailing Address/Place of Stay	Phone Number	Email

Privacy- Security Measures

Other privacy/security priorities for end users:

- ONLY log in using your own username
- Always log out of HMIS before leaving work station
- Be mindful of client data being shielded physically when collecting information from clients
- **DO NOT EMAIL CLIENT PERSONALLY IDENTIFIABLE INFORMATION**

Data Entry: Universal Data Elements (UDE's)

****Required to be collected by all projects of all clients, regardless of funding source or project type****

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Residence Prior to Project Entry
- Project Entry Date
- Project Exit Date
- Exit Destination
- Relationship to Head of Household
- Living Situation

Program-Specific Data Elements (PSDE's)

Common PSDE's

- Income and Sources
- Non-Cash Benefits
- Health Insurance
- Disability Elements
- Domestic Violence

Additional PSDE's may be required based on your Federal Funding*...

- ESG
- HUD/VASH
- HOPWA
- PATH
- RHY
- SSVF

...or on your Program Type:

- Street Outreach

Special Response Options

- **“Client Doesn’t Know”**
 - To be selected only if a client does not know the answer/best response option
 - Should be used for the SSN Data Quality field when the client does not know their SSN or does not have one
- **“Client Refused”**
 - To be selected only if a client refuses to provide an answer/response
- **“Data Not Collected”**
 - To be selected only if you did not collect the information you were supposed to collect

Data Quality Reminders

- ❑ The HMIS is the client's homelessness online record/file, shared by many different agencies and projects throughout our CoC
- ❑ **The HMIS is only as good as the data you put into it**
 - ❑ Take your time and be accurate
 - ❑ Do not skip answering questions
 - ❑ If you make a mistake, that's okay! Be sure to fix or delete it, or ask for help
- ❑ All data entered into the HMIS shall be the **client's self-report**
- ❑ Data must be entered in **real-time** or **within 3 business days**

Resources

- Your agency administrator
- HMIS Helpdesk - support@rtfhhsd.org
- RTFH Website – HMIS section – rtfhhsd.org/hmis

Homeless Management Information System (HMIS)

The HMIS – or Homeless Management Information System – is a local web-based information technology system that San Diego's Continuum of Care (CoC) uses to capture and report on client, project, and system level information regarding homeless services utilization, performance and outcomes. San Diego uses the software Clarity (distributed by [Bitfocus](#)) for its HMIS installation.

The HMIS may only be accessed by persons affiliated with organizations that have agreed to participate in HMIS and joined the [HMIS Trust Network](#). All users must complete [New User Training](#) before they may access HMIS.

To learn more about the HMIS, access training resources or log into Clarity, click on the appropriate menu item on the right. To access HMIS data or reports, see the [Reports](#) page.

[ABOUT](#)[WHO PARTICIPATES](#)[DOCUMENTS](#)[TRAINING AND SUPPORT](#)[HMIS TRANSITION](#)[LOG INTO CLARITY](#)

Data Entry Guided Practice – Basic Workflow