El Paso HMIS
Steering Committee Meeting
"The More You Know"

El Paso Coalition for the Homeless

May 2024
epchomeless.org

What Will Be Covered?

- Clarity Updates- May 2024

- OTHER: When should you use it?

-Exit Destination

-Referral Denial

-File Uploads

- Refresh: Q22e. LOT Prior to Housing-Date Homelessness Started

- Conclusion/Questions

Clarity Update-May 2024

- May 2024 updates include Bulk Management of Inbox Messages
- Update will go live on 5/20/2024.

Coming Soon!

Clarity Human Services: May 2024 Feature Updates

This month's release includes DIT updates, Personal ID fuzzy matching, and bulk management of Clarity Inbox messages.

Release Schedule:

- **All Training Sites:** Monday, May 6, 2024
- **All Production Sites:** Monday, May 20, 2024

Bulk Management of Inbox

- The Clarity Inbox now includes the ability to select multiple messages so that more than one message at a time can be deleted, marked as "Read," or marked as "Unread."
- As part of this update, the Unread Messages and Read Messages are now displayed on separate pages instead of on the same page. The new Message Status sidebar allows you to choose which list to view.
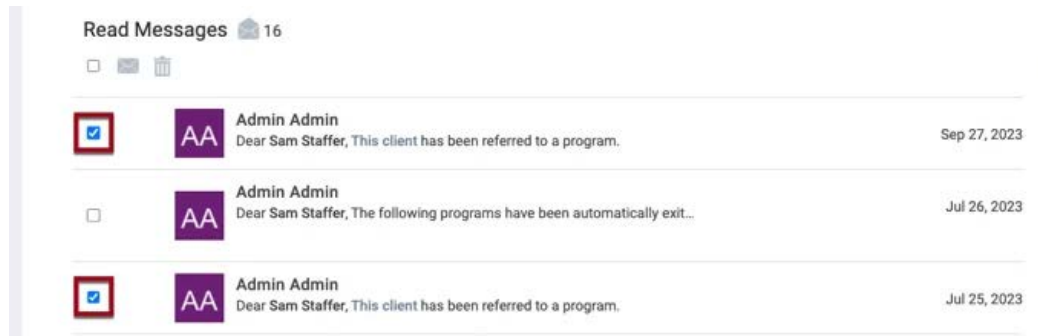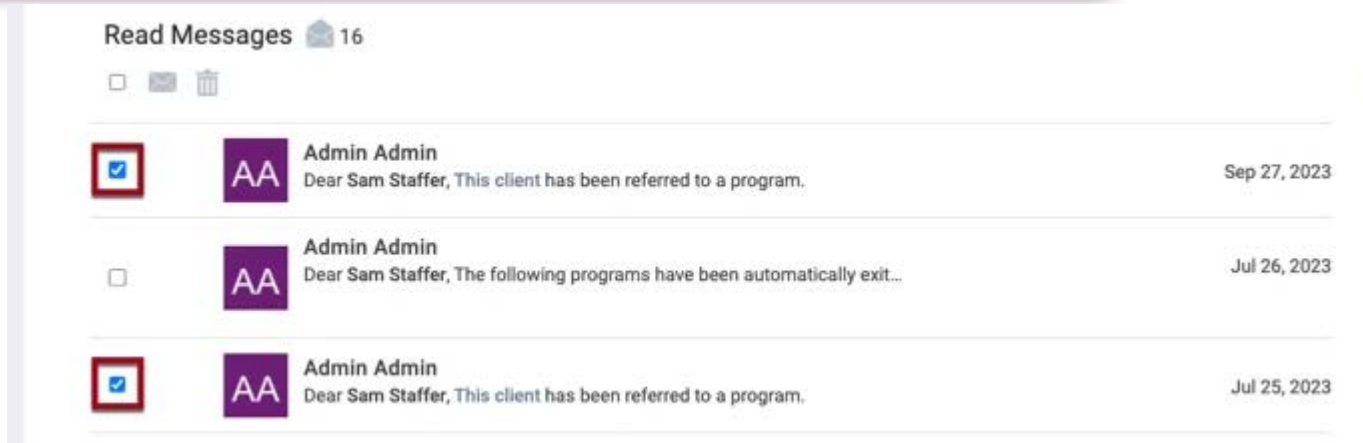
Bulk Management of Inbox

To select all messages in the list, check the box at the top of the list.
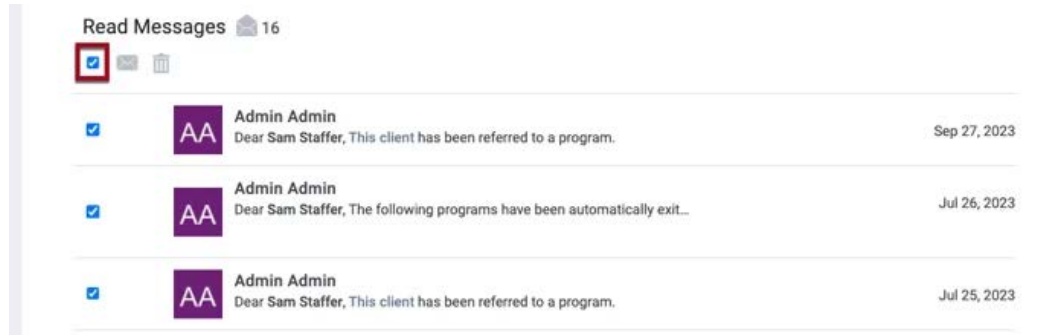
To select multiple messages in the list, check the box next to the individual messages.

Bulk Management of Inbox

Read Messages ✉ 16

☐ ✉ 🗑

☑	AA	**Admin Admin** Dear **Sam Staffer**, This client has been referred to a program.	Sep 27, 2023
☐	AA	**Admin Admin** Dear **Sam Staffer**, The following programs have been automatically exit...	Jul 26, 2023
☑	AA	**Admin Admin** Dear **Sam Staffer**, This client has been referred to a program.	Jul 25, 2023

- To delete the selected messages, click the trash can icon. 🗑
- To mark the selected Unread Messages as "Read" and move them to the Read Messages section, click the open envelope icon at the top of the list. ✉
- To mark the selected Read Messages as "Unread" and move them to the Unread Messages section, click the closed envelope icon at the top of the list. ✉

OTHER : Overview

- Within HMIS, you may see an answer called OTHER. This option should be used very rarely and in unique situations.

- We want to try to get a more clear and definitive answer to provide HUD the best data possible.

- Below is HUD's explanation of using OTHER:

'Other' should be used only as a last resort if the client's destination truly cannot be even loosely described by any of the available options. Any response of 'Other' will <u>not</u> count in any HMIS-based reporting as a positive outcome. If a client is moving into a situation that cannot be accounted for by the guidance provided, please reach out to your HMIS lead agency or submit an HMIS AAQ with the specific circumstances on the HUD Exchange to receive assistance with appropriate categorization.

<u>Lets see how we can answer some tough responses</u>

OTHER: Destination

Note that the client's 'Destination' is about where they are staying. Detail is key to capture the correct destination. The destination will depend on the specifics of the situation, but it is important to select a destination response that reflects the true nature of the situation.

Example #1

Entry →

Project Exit Date	02/09/2024
Destination	Other
Specify Other Exit Destination	Leaving To Military (Army)

Change To →

Project Exit Date	02/09/2024
Destination	Rental by client, with ongoing housing subsidy
Rental Subsidy Type	Rental by client, with other ongoing housing subsidy

HUD Explanation: If the client is moving into a dorm or military-supplied housing, "**Rental by Client, with other ongoing housing subsidy**" can be selected.

OTHER: Destination

Example #2

Entry →

Project Exit Date	02/09/2024
Destination	Other
Specify Other Exit Destination	Moved to Denver. Colorado

So we know where the client is heading to, but where are they staying? Will they be staying with family? In their own home/unit? In an Emergency Shelter? You have to dig DEEP!

Change To →

Project Exit Date	02/09/2024
Destination	Staying or living with family, permanent tenure

HUD Explanation: If the client is moving into housing with a relative during schooling, **Living with Family, Permanent Tenure** can be selected, consistent with the notion that the client may stay with the family member for as long as needed to complete school.

OTHER: Referral Denial

- When denying a referral, we again need to dig deep as to why the referral is denied. Using OTHER should be used for situations that are out of your control. Lets see some examples of how you would and would not use the Other option.

Example #1

Entry →

Denied By Type	Client
Denied Reason	Other
Denial Information	Client moved out of town

Where is the client staying in their new town? With family? Friends? Their own unit?

Change To →

Denied By Type	Client
Denied Reason	Self Resolved - Client Housed
Denial Information	Client moved out of town and is staying with family

OTHER: Referral Denial

Example #2

Denied By Type	Provider ⌄

Entry →

Denied Reason	Other ⌄
Denial Information	Client did not meet program income guidelines

Denied By Type	Provider ⌄

Change To →

Denied Reason	Lack of Eligibility ⌄
Denial Information	Client did not meet program income guidelines

Because the client did not meet the income guidelines to be eligible for the program, using **Lack of Eligibility** is a better answer to use.

OTHER: File Upload

- The FILES tab has categories to help document what the file is.

- The Categories are:

- **Emergency Housing Vouchers**-Used by the Housing Authority for their vouchers.
- **Family Social & Legal**-Document Court Orders, Alimony/Child Agreements, Passports, Citations, Marriage Lic., Etc.
- **Finances and Income**-Bank Records, Food stamp award letters, Mortgage, Lease & Eviction Notice, W-2 form, Etc.
- **Health and Medical**- Insurance, Letter from Doctor, Medical bills and records, Letters from the VA, Etc.
- **HPRP Documentation**- Lease, Rent reasonableness, Third Party Verification, Consent to share, Eviction notice, Etc.
- **Personal Identification**- Drivers License or ID, SSN Card, Birth Cert., DD-214, Passport or School ID, Etc.

If a category or predefined name cannot be found for the file you want to upload, the you may use **OTHER** based on the category you feel is best to add it under. Make sure to describe your file as best as possible under **Name**.

Category	Personal Identification ⌄
Predefined Name	Other ⌄
Name	

Q22e: Length of Time Prior to Housing - based on 3.917 Date Homelessness Started

We continue to monitor Q22e of the APR. This is to make sure we are capturing clients Prior Living Situation correctly before entering a RRH or PSH program.

Clients will only be listed under **Data not Collected** based on 3 reasons:

- For clients with [age < 18] if HoH's [approximate date homelessness started] < [client birth date], then report as "**Data not Collected**"

- If [client enroll date] > [HoH Start Date], then report as "**Data not Collected**"

- If a client is missing their [Approximate date this episode started], or if that date occurs after the person has moved into housing, report that person as "**Data not Collected**". This includes people who would not be expected to have an [approximate date this episode started] based on the project type they are entering and their [prior living situation] responses.

Refresh-Q22e. LOT/DHS

Remember to ask these questions while gathering this information:

- Where did your client sleep last night before entering this program?

If Emergency Shelter or Place not meant for habitation = Date Homelessness Started

If any other place (Transitional Housing, Rental by client) = Will show as DNC on Q22e.

- Does you client have any history in HMIS to show their prior living situation?

If history shows Emergency Shelter stay or Street Outreach Program = Date Homeless Started

If history does not show any recent info, go based on client answer = Possible DNC on Q22e.

- Are additional clients coming into the program with the Head of Household?

If not, household members are accounted for = clients will NOT show up as DNC.

If so, any client who enrolls later on into the program = Will show as DNC on Q22e.

- Is clients DOB after the HoH Date Homelessness Started? (Normally with children)

If so, client will be listed as DNC = Will show as DNC on Q22e.

If not, client will take on HoH Date Homelessness started date = Accounted for under HoH

Conclusion

➢ Keep any eye out for HMIS update. Update should go live on 5/20/2024.

➢ If you are not sure what to use for Destination or Referral Denial Reason, please call Gary or Denver. We can look at your case and give you the best answer.

➢ Q22e can be tricky. Make sure to ask those questions when looking at clients listed as Data Not Collected and if it makes sense. If not, make the changes necessary.

Any Questions?

EPCH HMIS "Eyes on the Fries!"

HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is on Friday 5/24/2024!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!

Thank you!

EPCH Contact Information:

- Gary Gray-HMIS Senior Administrator

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- Denver Herald- HMIS Support Technician

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- EPCH Phone Number (Office Hours: M-F 8am-5pm)

(915) 843-2170

WE ARE HERE TO HELP!