

Understanding FHPAP reporting through HMIS

March 18th Grantee Meeting



Why we report through HMIS

- HMIS is part of ending homelessness
- Using the system helps keep \$20 million in HUD money in MN
- Adding state requirements brings funding programs together in one system
- Wilder Research administers the system with the goal of providing data to funders and the community to help better understand and end homelessness

Why we report through HMIS

- Helps FHPAP providers tell the story of their clients and how they are helping them
 - Especially important given the increase in funding
- State's Interagency Taskforce on Homelessness shares data from HMIS to help better plan and coordinate programs

Reading HMIS reports

- Reports mirror HMIS data requirements
- Understanding requirements if you aren't an HMIS user
 - Become familiar with HMIS forms on the web site
 - Attend a HMIS full-day or ½ day refresher training to become familiar with the system
 - Work with a user at your agency or a sub-grantee as they use the system and run reports

FHPAP reporting process

- Agencies entering data inform Wilder when their data is ready
- Wilder run reports for each grantee and emails them to Minnesota Housing staff and grantee main contact
 - In process of sending out 1st quarters reports.
 - 2nd quarter reports coming soon as well
- Minnesota Housing staff receive statewide report

FHPAP reports for current fiscal year

- New format of reports based on program start and end dates and service information
- New format will allow Wilder to summarize data in a more timely and efficient way

Main sets of information

- Demographics & household-level information
 - Housing status, income, disabilities
- Costs and Services
- Barriers
- Goals/Outcomes

Demographics and Household Information

- Name in ART: 1. FHPAP Counting Report
- Divided up into tabs
 - Grouped by set of people or type of information
- Two versions of hand outs:
 - Last state fiscal year: real report
 - Current fiscal year: example data

Demographic data-Households

- Household data is key:
 - Households are made up of families or singles.
 - Household category in ServicePoint are grouped into household types of interest to FHPAP.
 - Youth households are also broken out separately. Youth are those under 21.
 - Total number of household served is an important count: found under each table summarizing household data

Demographic data-Heads of household

- Many data elements are only required to be entered once to describe the household
 - These are pulled from singles or persons identified as the head of household in the system
 - In a family, those working with the client can identify who is the head of household.
 - Data includes: Homeless status for both HUD and the MN definition, County, Living situation last night
 - Additionally, certain information is pulled only for the head of household: Gender, veteran, race, ethnicity, and age.

Demographic information: all clients

- Demographic information is reported for all clients: race, ethnicity, age.
- Veteran data reported for all clients 18+:
Veteran, leave any of these in last 90 days, time since last had permanent residence (non-prevention clients)

Demographic information: new this fiscal year

- A few new data elements were added
- In addition, the reports also now report:
 - Number on first day, entered, exited, in on last day of report period for both individuals and families
 - Average length of stay

Disabilities

- Disabilities are required for all clients 18+ and youth heads of household under 18.
 - Make sure disability data reflects this set of people
 - We do not count those in this group without disabilities currently
- Disabilities are on a separate section of the report
 - On summary reports sent by Wilder, will be combined with income

Income

- Income data is totaled for each household
- Income sources are also reports for all household members with income
- Households/individuals with no income are also reported.
 - Make sure this is a correct representation of your households

Costs and Services

- Amounts and types of cash assistance are reported for household units
- Total costs by county are also reported
- Non-cash assistance services are tallied by household and individual
 - Make sure to use FHPAP approved services

Barriers

- Barriers information is collected for all household members, but recorded only in the head of household's record in ServicePoint
- Information should be collected on each of the Barrier types:
 - Tenant, Personal, and Income
- Barriers should be assessed for each of these

Barriers report

- Each barrier type has it's own report section
- The first box on the report indicates if clients have that type of barrier
 - Responses should mainly be “Barriers Assessed (complete below)” or “No Barriers (skip to the next section)”
 - Barriers Not Assessed should be used very minimally here and in all following questions
 - No one should show up as missing this set of data

Barriers report: detailed questions

- Barriers within each main section are reported in two rows
 - Column on the left includes all households (indicated by higher total count):
 - Used to see the percentage of all households served with a specific barrier Missing is ok in this column as not all households will have the overall barrier

Barriers report: detailed questions

- Row on right includes households indicating they have this barrier (lower total count)
 - Use to understand the percent of those with the overall barrier who have the specific barrier
 - You should not see missing data here (indicated by a blank box)
 - Exception: Percent spend on housing and Amount able to spend on housing
 - “Barriers not assessed” should show up minimally

Goals/Outcomes

- Goals section reports client's status 6 months after exit
 - Are clients in stable housing 6 months after exit for FHPAP goals one and three.
 - Clients can't meet these goals while they are in the program
 - Goal two is not reported using HMIS
- Goal report due at the end of the fiscal year only, but data should be monitored throughout the year

Goals/Outcomes report

- Two sections of the report
 - Total number who should be reporting 6 month follow-ups based on those who exited the program
 - Goal/outcome information showing goals met by household for families, singles, youth, and all households

Goals/Outcomes report

- Report is divided up by each goal: 1a, 1b, and 3
- Within each of these goals, one table reports clients who were followed up on for meeting their goals
- The second table shows their outcome:
 - Achieved, Not Achieved, and Unable to contact are what Minnesota Housing staff evaluates
 - Other categories should not be used for FHPAP

Goals/Outcomes and Annual Report

- Percentages of clients achieving their goals for 1a, 1b, and 3 should be reported to the state each year using the numbers from HMIS
- If the report numbers don't match what you think they should be, work with data entry staff and Wilder to correct them

Data checking

- Each report has a corresponding data check report
 - FHPAP reports are numbered together
- One of the key things: do a little bit more frequently
 - ServicePoint users should run reports frequently, especially if they are newer to the system or are struggling

Data checking

- Use to make sure all the right clients are included
 - Compare to list of clients/households served in quarter if you have a large program
 - Update any clients missing or showing up who shouldn't
- Use in combination with counting reports
 - If missing data is showing up on counts, use data checking to figure out who's record needs to be updated

How to manage the HMIS process

- For HMIS reporting to be successful in an agency or grant program, a number of things should be in place
- Users who are comfortable with computers
 - It is often best to have at least two users at each agency both for support and back-up
- Buy in and some level of understanding at all levels of the agency involved in the FHPAP program

How to Manage the HMIS process

- Staff from Case Managers to Agency Heads should know their role in the process and what is required of them to make this a success
 - Make sure Case Managers filling out forms understand them
 - Agency Heads can provide the mission and vision to make the FHPAP program a success

How to Manage the HMIS process

- Agencies can either enter data directly into ServicePoint or collect on forms
- If an agency has a centralized data entry process, helpful to have a process for entering, checking and updating data
 - ie: Case managers give user new data to enter at the end of each week. User runs reports every other week, then gives lists of questions to case managers to update and return to the user within a week.
 - Try to avoid waiting until the end of the quarter for data entry and data checking

How to Manage HMIS process

- Managers responsible for HMIS should also approve reports each quarter before email is sent to Wilder
 - Also review reports mid-quarter to make sure data entry is on track
- Many agencies make HMIS a topic in staff meeting or have HMIS specific check in meetings
 - Good way to identify and coordinate issues
 - Contact Wilder for more help when needed

How to Manage HMIS process

- Make sure emails from Minnesota Housing staff get forwarded to all levels
 - Emails cover due dates, trainings, and other important FHPAP-related information
 - Jamey sends emails to grantee main contact. This person should forward to all sub-grantees. Main person at each agency should forward on to all appropriate staff
 - Grantees could also make email list of all contacts within each agency and send out one email

FHPAP due dates

■ Reports are due quarterly

- Each agency emails Wilder (hmis@wilder.org) saying data is ready and providing total number of households served by due date
- Late agencies hold everyone up for both the grantee and state wide reports
- Once all data is ready, Wilder pulls reports
- End of the year report Wilder runs is cumulative
- Due dates posted on HMIS web page and ServicePoint Newsflash section

Fiscal Year Changes

- Each year, state funders decide on data requirement changes
 - We are going through the process now for next fiscal year
 - ServicePoint, forms, and reports will change to coincide with the changes
 - Forms and report may also change to make them more user friendly
 - We are trying to change things less frequently for ease of understanding

HMIS/FHPAP resources

- HMIS web page has many resources

- www.hmismn.org

- HMIS Helpline:

- 651-280-2780 or 1-800-328-2972

- HMIS@Wilder.org

Other Resources?

- What other resources do you need from Wilder or Minnesota Housing

Grantees with Sub-grantees Reporting Process

- Wilder had worked with Bowman on a way for grantees to access sub-grantee data directly
- We are still hoping for a better solution and will keep you update
- Until we have a process in place, Wilder will be running sub-grantee reports and sending them to the grantee

Grantee-Sub-grantee Reporting Process

- Two weeks before the quarterly due date, Wilder will run the counting reports and email them
 - Next Quarter reports will be pulled April 30th
- All sub-grantees should know about this date and have checked their data by this date
- Grantees will then review the reports during the two-week period, work with sub-grantees, and consult Wilder and Minnesota Housing as necessary

Grantee-Sub-grantee Reporting

- Grantees should check for:
 - Overall counts that seem on target
 - Missing information
 - Information that doesn't seem to fit sub-grantee.
 - i.e. very few disabilities in a program that mainly serves people with disabilities, many homeless people in a program that mainly is doing prevention, etc.

Grantee-Sub-grantee Reporting

- Sub-grantees will make corrections by the due date (May 14th)
- Grantees and sub-grantees should decide who will email Wilder with report confirmation and number of households served
- Wilder will run grantee summary reports and email them to Minnesota Housing and the main grantee contact