Statewide Data Sharing in Minnesota

Institute for Community Alliances

INITIATIVES SEMINAR

Topics We Will Cover

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- The “5 W’s of Statewide Data Sharing”
- Release of Information
- Enter Data As and Visibility
- Searching for and Accessing Client Records
- Workflow Changes
- Data Entry Review
  - Shared responsibility for data quality for shared client records
  - Households – Understanding when to create a new household and when to use an existing household
  - Forgetting to use Enter Data As
  - Backdate
  - Sub-Assessments

Materials and Resources

INSTRUCTIONS

- General HMIS Instructions
  - Supplemental User Guides – By Program (Funder)

Visit hmismn.org/forms-and-instructions for links to all materials and resources

Terminology

Program: Refers to the Federal or State or local funding source
- i.e. HUD-CoC, MN HSG-FHPAP

Project: Refers to the specific grant

Project Provider: Each provider in ServicePoint where data entry is done represents a project. (no data entry) providers are typically grouping providers and data is not entered into these providers, they do not represent a project.

Example: Clay Co HRA-PSH-WCC-MN HSG-LTH-Gateway Gardens

- **Closed Provider**: A project provider NOT participating in statewide data sharing.
- **Open Provider**: A project provider participating in statewide data sharing.

Open Client: A client that is shared statewide.

Closed Client: A client that is not shared statewide.

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The 5 "Ws" of Statewide Data Sharing

WHAT IS STATEWIDE DATA SHARING?

WHO IS PARTICIPATING?

WHAT IS BEING SHARED?

WHAT ARE THE BENEFITS?

WHAT IS MY ROLE?

What is Statewide Data Sharing?

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- Sharing client records across the entire state. If a client is served in Duluth and then moves to St. Cloud, their client record will likely be available in HMIS to staff in St Cloud to work with.
- A way to facilitate referrals within HMIS, for Coordinated Entry and between agencies.
- Sharing is controlled by the client using the ROI.

Who is participating?

All agencies, except:

- Youth-focused projects, including ***all*** projects funded by HHS-RHY, DHS-OEO HYA, DHS-HTHP
  - Youth under 18 cannot give consent and must be closed unless parental consent is obtained (not likely for runaway/homeless youth). Youth over 18 can consent for themselves. If a youth program exclusively serves 18-24 year olds, then they can be open by default (let us know if that's the case).
- Domestic Violence (DV) agencies – DV population is primary clientele
  - DV clients can be entered and shared if not being served by a DV agency
  - VAWA applies to agencies, not individuals
- All HOPWA projects
- Legal Aid agencies
- Closed providers (marked "zz")

What is being shared?

- Exclude case notes, client notes, and provider-specific assessments that may contain details of treatment and intervention plans, in order to protect client privacy, ensure compliance with fair housing, and allow for "fresh starts" with new service providers;
- Include Incidents, but limit visibility to entities managing emergency homeless response access and CES screeners and priority list managers;
- Include all other fields at full visibility.

- **Note:** File Attachments should be used to store information related to program eligibility and homeless verification, but NOT anything related to case notes, medical or treatment records, or other private information that is not released to be shared.

What are the benefits?

- Shared client records
- Preparing us for coordinated entry
- Allows client to tell their story fewer times
- Over time, will greatly reduce amount of data entry required (similar to if you picked up a former client now)
- Allows agency to see a more comprehensive picture of a client's history

What is my role?

- If you are a data entry staff, your role is to correctly enter clients.
- Review the User Policy, Responsibility Statement & Code of Ethics that you signed before gaining access to HMIS.
  - I may only view, obtain, disclose, or use the database information that is necessary to perform my job. Users must faithfully respect client preferences with regard to the entry and sharing of client information within Minnesota's HMIS.
  - Users must allow client to change his or her information sharing preferences at the client's request.
  - The User has primary responsibility for information entered by the User.
  - Users will not alter or override information entered by another Agency.

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Release of Information

NEW FOR STATEWIDE DATA SHARING

Release of Information (ROI)

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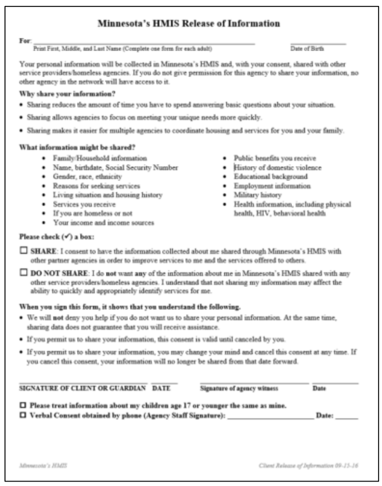
- This form should be given to all clients. Clients can either sign or give verbal consent. (Verbal consent is okay if you are not HIPAA or MGDPA covered.)
- Parents or guardians can sign on behalf of minor children.
- The Release of Information does not expire.
- If your projects is not participating in statewide data sharing, your clients do not have to complete the Release of Information.
- Follow your agency's document retention policy with regards to maintaining paper and/or electronic copies of the ROI.



Minnesota's HMIS Release of Information

For: ______________________________ ____________

Print First, Middle, and Last Name (Complete one form for each adult) Date of Birth

Your personal information will be collected in Minnesota's HMIS and, with your consent, shared with other service providers/homeless agencies. If you do not give permission for this agency to share your information, no other agency in the network will have access to it.

Why share your information?

- Sharing reduces the amount of time you have to spend answering basic questions about your situation.
- Sharing allows agencies to focus on meeting your unique needs more quickly.
- Sharing makes it easier for multiple agencies to coordinate housing and services for you and your family.

What information might be shared?

- Family/Household information
- Name, birthdate, Social Security Number
- Gender, race, ethnicity
- Reasons for seeking services
- Living situation and housing history
- Services you receive
- If you are homeless or not
- Your income and income sources
- Public benefits you receive
- History of domestic violence
- Educational background
- Employment information
- Military history
- Health information, including physical health, HIV, behavioral health

Please check (✓) a box:

☐ **SHARE**: I consent to have the information collected about me shared through Minnesota's HMIS with other partner agencies in order to improve services to me and the services offered to others.

☐ **DO NOT SHARE**: I do **not** want **any** of the information about me in Minnesota's HMIS shared with any other service providers/homeless agencies. I understand that not sharing my information may affect the ability to quickly and appropriately identify services for me.

When you sign this form, it shows that you understand the following.

- We will **not** deny you help if you do not want us to share your personal information. At the same time, sharing data does not guarantee that you will receive assistance.
- If you permit us to share your information, this consent is valid until canceled by you.
- If you permit us to share your information, you may change your mind and cancel this consent at any time. If you cancel this consent, your information will no longer be shared from that date forward.

SIGNATURE OF CLIENT OR GUARDIAN **DATE** **Signature of agency witness** **Date**

☐ **Please treat information about my children age 17 or younger the same as mine.**

☐ **Verbal Consent obtained by phone (Agency Staff Signature):** ______________ **Date:** ______

Minnesota's HMIS *Client Release of Information 09-15-16*

Scenario A

Situation: You located a shared client record and there is NOT a signed Release of Information documented in the ROI tab.

Should you go back to client or just use the existing record?

Solution: Present the ROI to the client. If the client consents, use the existing shared record. Document the ROI in the ROI tab. If the client does not consent, create a new client record. Close the new client record so that the client record is not participating in statewide data sharing. Let other data entry staff know which client record you are using at your agency.

Please Note: It is the responsibility of the agency creating the client record to determine whether or not it should be shared based on the status of the Release of Information. Remember to log your ROI in the ROI tab!

Scenario B

Situation: You located a shared client record and there IS a signed Release of Information documented in the ROI tab. However, your intake staff had already presented the Release of Information to the client at intake and the client decided not to sign the ROI.

Do you use the shared record or create a new record?

Solution: You create a new client record. Close the new client record so that the client record is not participating in statewide data sharing. Let other data entry staff know which client record you are using at your agency.

Please Note: When possible, we recommend live data entry so you can see if the client already has a shared client record with a signed Release of Information documented. If the client already has a shared record with a documented ROI, you do NOT have to ask the client to re-sign.

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Enter Data As (EDA) and Visibility

KEY CONCEPTS FOR UNDERSTANDING HOW VISIBILITY OF CLIENT DATA IS SET

Project Provider Naming Convention

CCSPM-PSH-SLC-HUD-ESG-St. Louis-Prevention (3675)

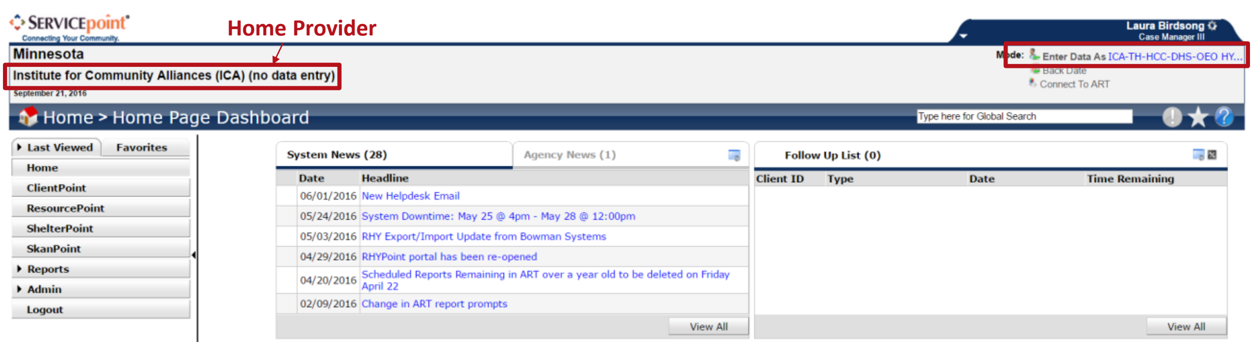
CCSPM	PSH	SLC	HUD	ESG	St. Louis	Prevention	(3675)
Agency Name or Abbreviation	Project Type	CoC of Service	Funder	Funder Program	Optional: Reference Name for Funder (Project name, grantee, HUD #)	Optional: Reference Name for Agency (Building number, location, etc.)	HMIS Provider ID

*NPP indicates provider is non participating
<> serves as a placeholder when a required component does not apply

Provider List – Hogwart's

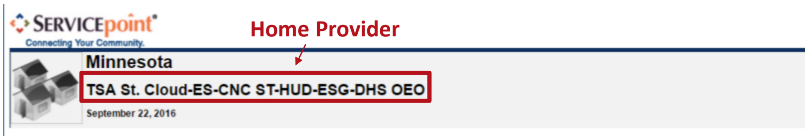
Provider Name	Provider ID	Tree Level
Hogwart's House of Hope (Hogwart's)-SLC (no data entry)	1234	3
Hogwart's-ES-SLC-HUD-ESG-St. Louis	5678	4
Hogwart's-ES-SLC-DHS-OEO HYA	9101	4
Hogwart's-RRH-SLC-HUD-ESG-St. Louis	1213	4

Enter Data As (EDA) Mode



Home Provider: Where you're user account "sits" by default in ServicePoint
Enter Data As: Allows you to move from your home provider to a(nother) project provider

Enter Data As (EDA) Mode



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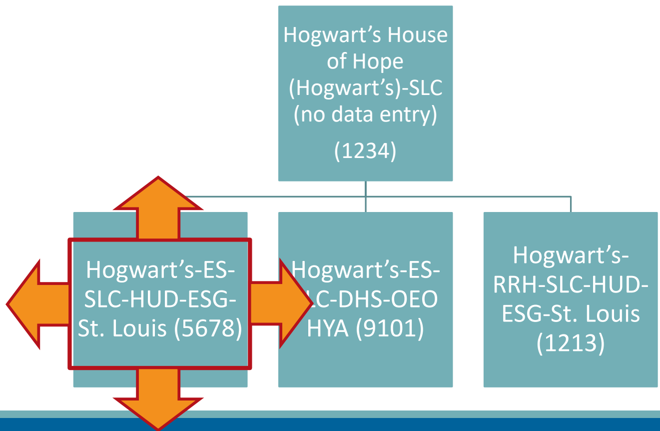
EDA and Visibility

- System administrators can set visibility of data based on which provider the data is entered by (which provider the user is in Enter Data As to, or the home provider if the user does not use Enter Data As).



Importance of EDA Mode

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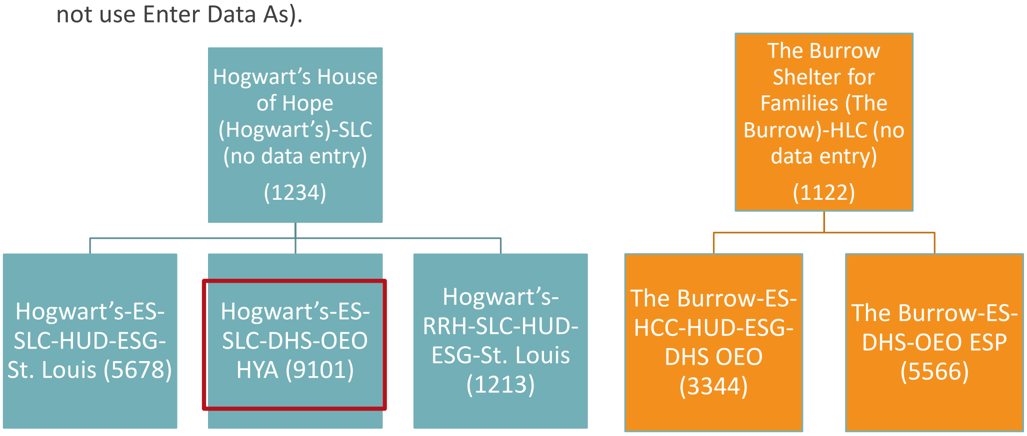
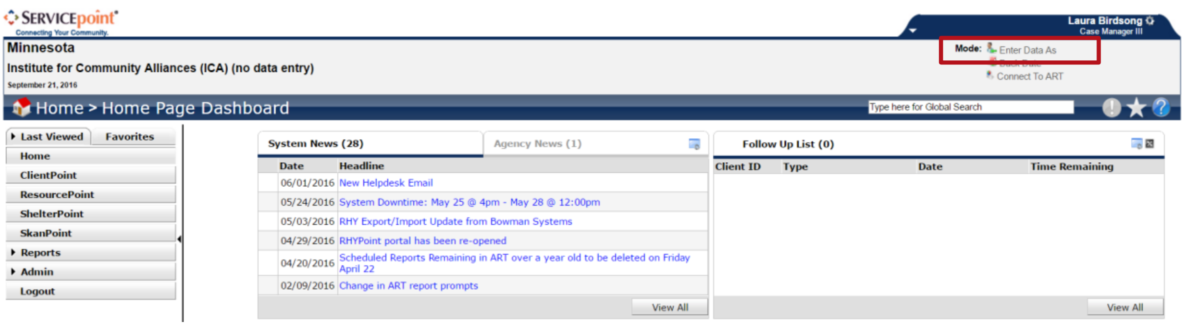
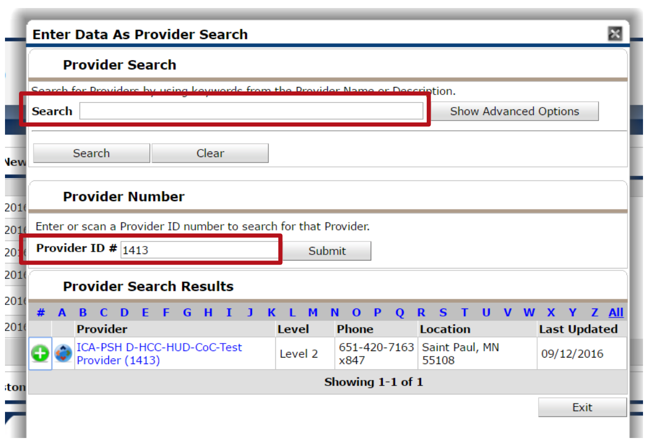


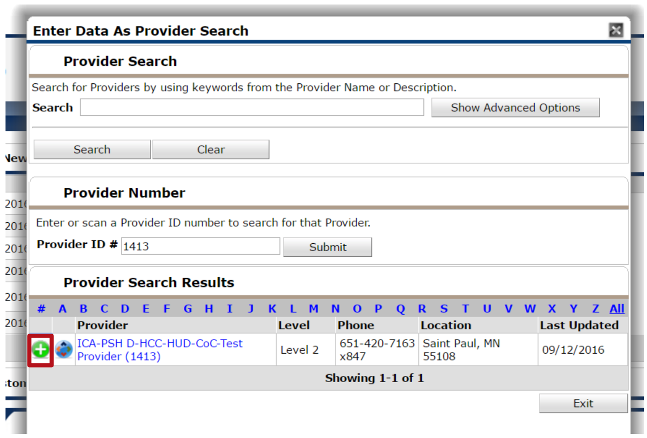
Entering EDA Mode



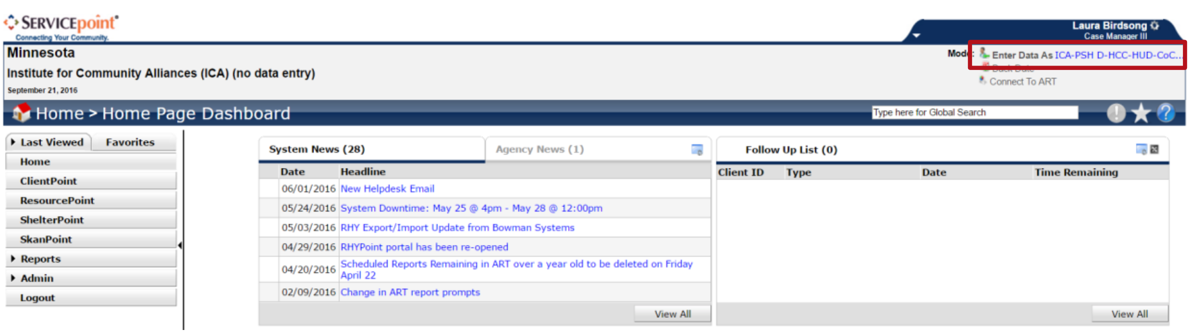
Entering EDA Mode



Entering EDA Mode



Entering EDA Mode



Forgetting EDA Mode

Implications

- The visibility settings of your home provider will set the visibility of the data you entered.
  - Your home provider may either share data with the statewide data sharing or not share. It is going to depend on the backend settings.
- Depending how far you got with data entry, you may not have had the correct assessments or tabs available to be complaint with your funder's reporting requirements.

Forgetting EDA Mode

What to do if you forget to Enter Data As

1. If you haven't gotten very far, it can be much easier to contact the Helpdesk to delete the incorrect client record that you created while you were not in EDA mode, and create a new client while in proper EDA mode.
2. Check the lock box in the Client's Record (more details to come) to see if the correct default visibility was applied (more details to come in a bit!).

Visibility Groups | Deny Groups

Group ID	Group Name	Group Type	Last Updated
8197	ICA Agency	Public	09/21/2016
8196	Statewide Data Sharing Group	Public	09/21/2016

Add Visibility Group — Showing 1-2 of 2

3. EDA correctly and go into the client's record to confirm your data is compliant with your funder's reporting requirements (that you've completed all the required data entry steps).

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Searching for and Accessing Client Records

CHANGES TO WORKFLOW

Workflow Changes – Client Records

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- Enter at least 3 different combinations of fields to search for a client record that may already exist in ServicePoint.
- Do not create anonymous clients.
- Create new client records for statewide data sharing.

Do I need to recreate all of my clients?

- No. Current clients will continue to be served using their current, closed records unless they need to be served by a new provider, in which case they would sign the new ROI and get a new record.

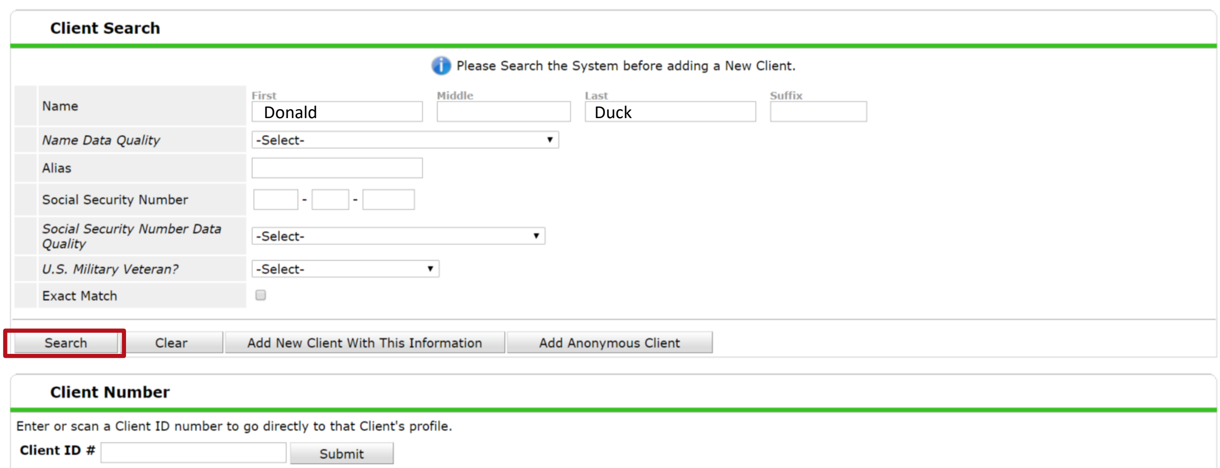
7 Digit Client IDs

- For clients that enter your project on or after the day we open the system for statewide data sharing, only use Client Records whose client ID is 7 digits as these are clients created with the new visibility arrangements for statewide data sharing. This means if you find a record that matches all of your search criteria for a client entering your program, but the ID number is <7 digits, you'll want to create a new client record.
- A 7-digit number does not automatically indicate that the record is shared, just that the record was created after statewide data sharing was implemented. Thus, ALL new records created on or after we open the system will have a 7-digit number. You will see all of your own 7-digit records, even those that are closed. This is true whether you are a closed provider or an open provider with clients who declined to share.
- If your provider is a closed provider (not participating in statewide data sharing), you can continue to use your existing closed records (<7 digits) even for new enrollments.
- For currently enrolled clients the day we open the system, you can keep them in your program using the existing client record (<7 digits).
- You can only make a referral *in HMIS* with an open 7 digit client ID.

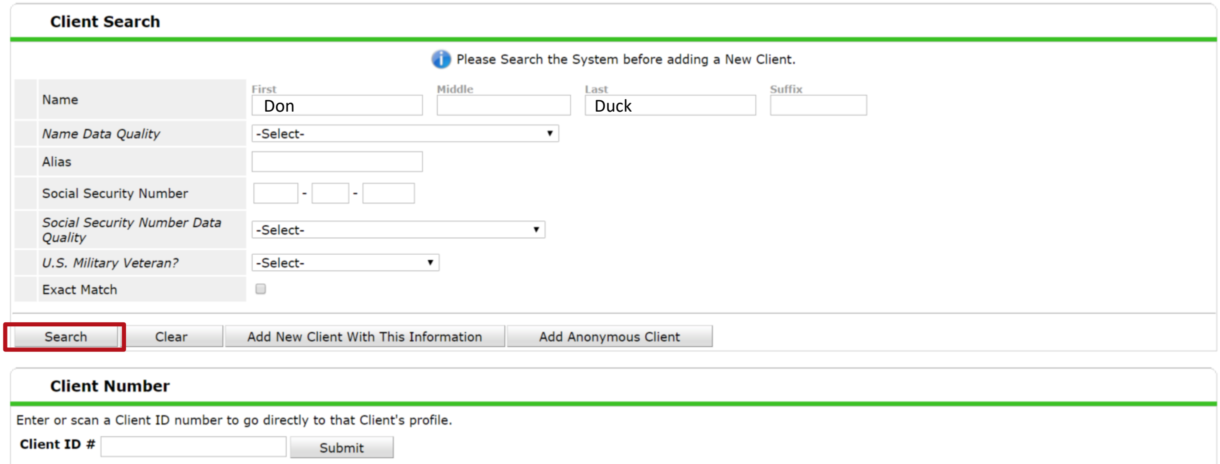
7 Digit Client IDs

- **Example:** My agency served Joe 5 years ago. The client record from that stay will be <7 digits and only my agency will see it. Another agency creates a new, open, 7 digit record for Joe after we open the system. If Joe returns to my program, I will look him up and see both records. When determining which record to use now, I will look for the 7 digit record.

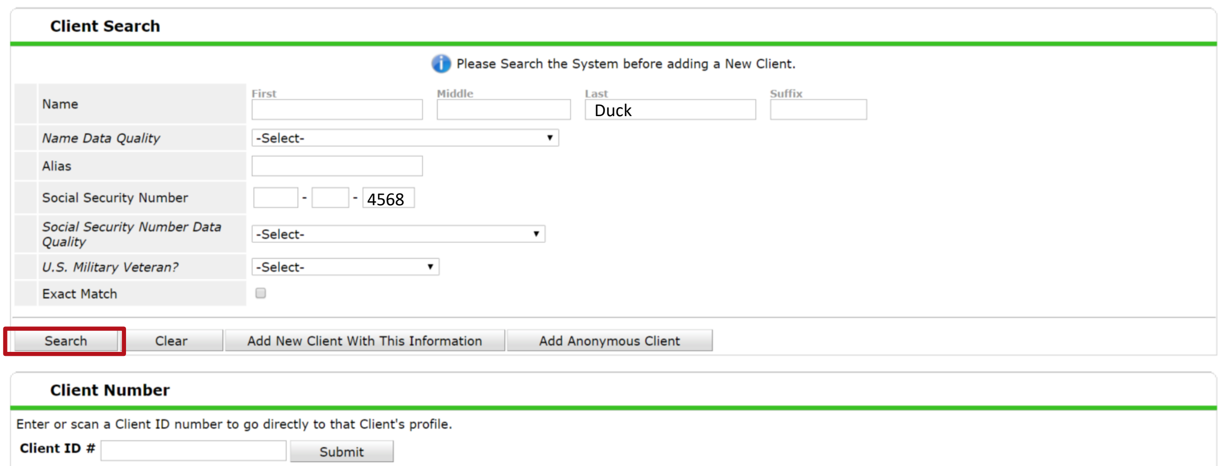
Searching for a Client Record



Searching for a Client Record



Searching for a Client Record



Searching for a Client Record

Client Results

	ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
	1168	Duck, Don J		03/16/1980		Male		1
	817	Duck, Donald	--3546	10/10/1989		Male		0
	819	Duck, Donald	--5874	01/12/1962		Male		1
	1006	duck, donald	--4563	01/01/1920		Male		0
	1122	Duck, Donald A	--1234	01/01/1978		Male		0
	1123	duck, donald bob	123-45-6789	01/01/1975		Male		0

Showing 1-6 of 6

Follow 7 digit client record "rules" reviewed on previous slide.

Creating a Client Record

Client Search

Please Search the System before adding a New Client.

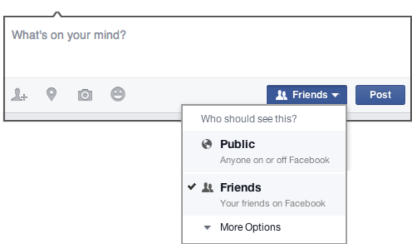
Name	First: Donald; Middle: ; Last: Duck; Suffix:
Name Data Quality	Full Name Reported
Alias	
Social Security Number	123 - 45 - 6789
Social Security Number Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	Yes (HUD)
Exact Match	☐

Search | Clear | Add New Client With This Information | Add Anonymous Client

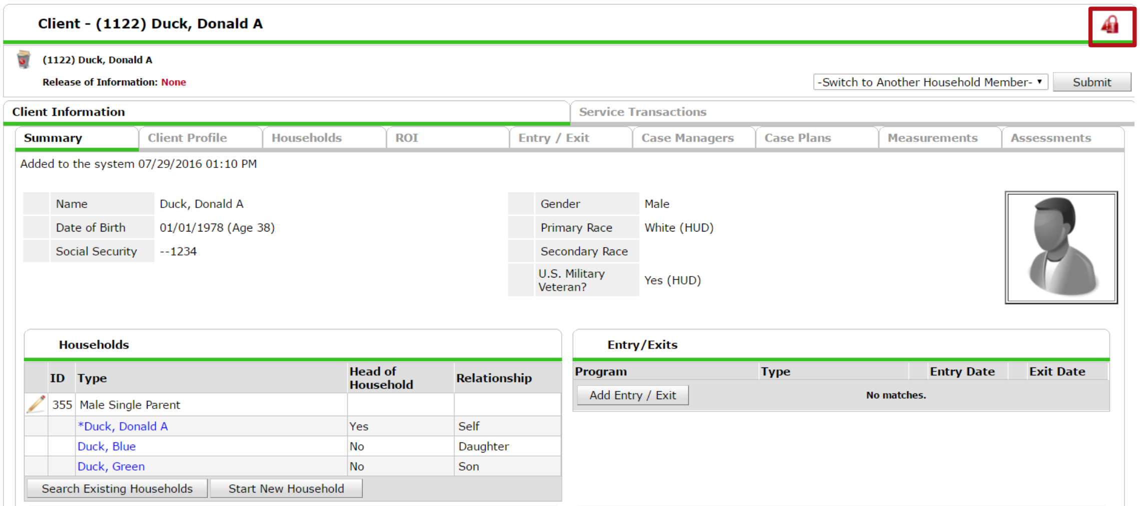
Anonymous Clients

- Do not create anonymous clients.
- If a client does not sign the Release of Information, you can still put the client in the system with identifiable information (name and SSN). The client record, however, will be closed and only accessible to your project or agency.
- You do not need consent to enter a client's data into the database.

Using Facebook to Understand Visibility

Default Visibility = Public	
Custom Visibility = Friends	

“Closing” a Client Record



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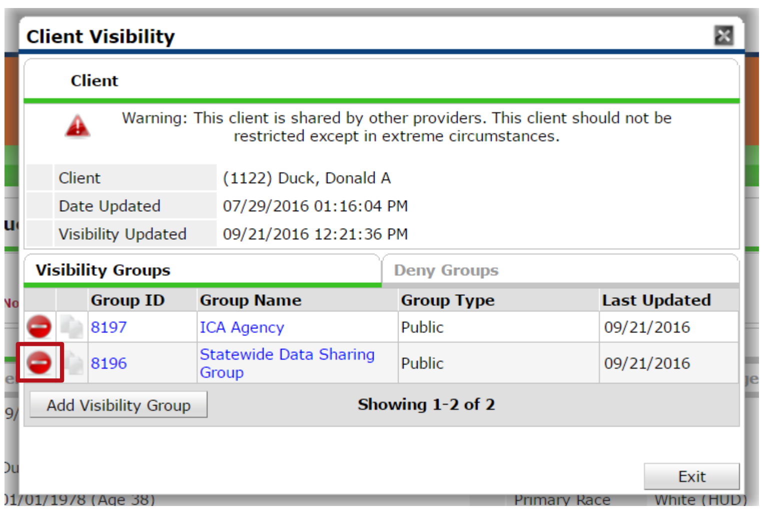

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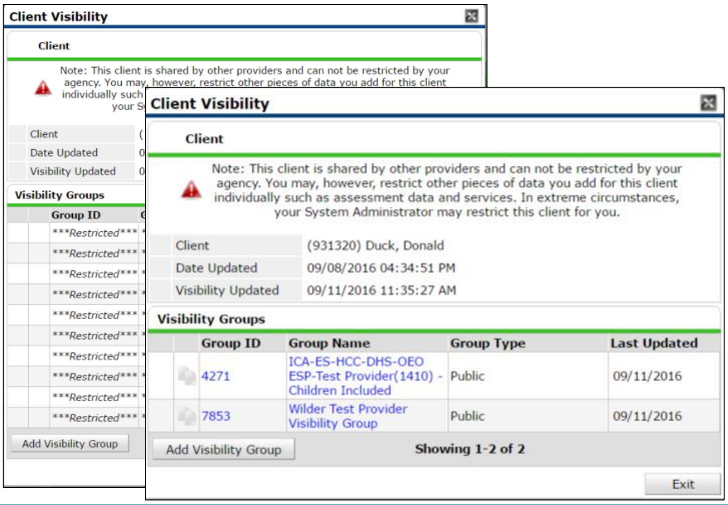
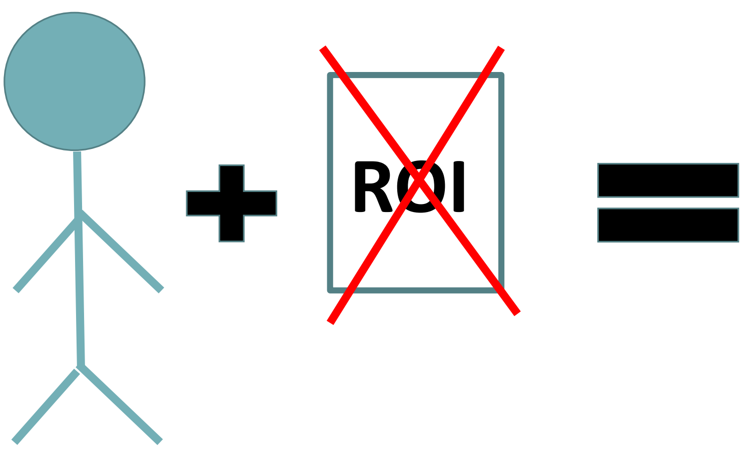


You are not able to change the visibility of a client record that your provider did not create.



1. Create a client record.
2. Close client record.
3. Continue with data entry.

"Opening" a Client Record

If you run into a situation where you want to open a client record that is currently not shared with the Statewide Data Sharing Group:

1. Confirm you have a Release of Information (signed or verbal), this might be consent from parent or guardian if client is a youth
2. Document that you have a Release of Information in the ROI tab
3. Contact the Helpdesk with the client ID

Entering a Release of Information (ROI)

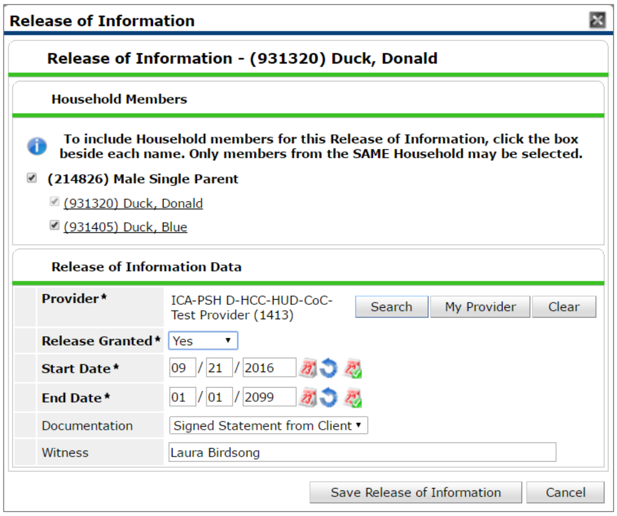
- ROIs should be collected and documented in the ROI tab for all clients that sign or provide verbal consent.
- You do not need to add an ROI for clients that did not consent (Permission = No)
- Only one ROI should be, or needs to be, entered in this tab.
- If entering an ROI, use End Date 1/1/2099.

Release of Information

Provider	Permission	Start Date	End Date
ICA-PSH D-HCC-HUD-CoC-Test Provider	Yes	09/01/2016	01/01/2099

Add Release of Information — **Showing 1-1 of 1**

Entering a Release of Information (ROI)



Data Entry Review

HOUSEHOLDS

SUB-ASSESSMENTS

BACKDATE MODE

Households – Rules of Thumb

Single Clients:

- Do not create a household for a single client. If enrolling a single client, you have no need to visit the Households tab.
- If a client that was part of a household returns for service as a single client, do nothing on the Households tab, simply do not include the other household members in the Entry/Exit records nor Service records.

Household Members

To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

- (214826) Male Single Parent
  - (931320) Duck, Donald
  - (931405) Duck, Blue
- (215432) Two Parent Family
  - (931405) Duck, Blue
  - (934120) Duck, Daisy
  - (931320) Duck, Donald

Households – Rules of Thumb

Household Type Changes

- Create a new household if the Head of Household or Household Type changes ***in-between*** project participation.
- Do not create a new household for a household currently being served by your project, even if the Household Type or Head of Household changes.
  - If the Household Type changes during project participation and the Head of Household stays the same, add the new client(s) to the current household and change the Household Type in the Households tab accordingly.
  - If the Head of Household changes during project participation, contact the Helpdesk.

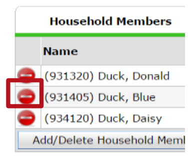
Household Type *: Male Single Parent

- -Select-
- Couple With No Children
- Female Single Parent
- Foster Parent(s)
- Grandparent(s) and Child
- Male Single Parent
- Non-custodial Caregiver(s)
- Other
- Two Parent Family

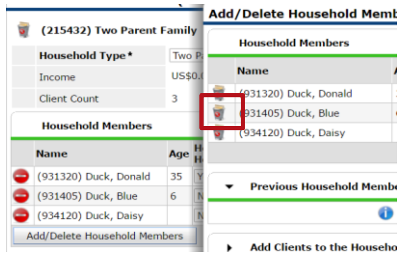
Households – Rules of Thumb

Removing Household Members

- Do not remove household members from a household (you can remove a household member when a person has passed away, but this is not required)

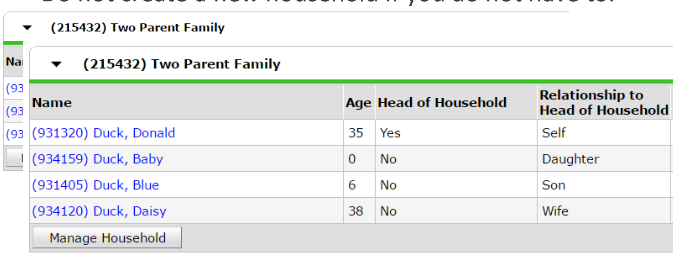


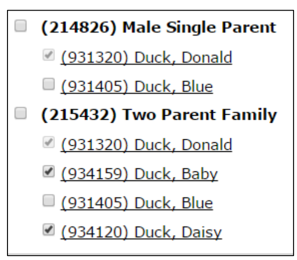
- If a client was added in error, do not "remove" the client as that will still document their relationship as part of a household at one time. Instead, click on Add/Delete Household Members and click on the Trash Can.



Households – Rules of Thumb

- Do not create a new household if you do not have to.





Households – Rules of Thumb

- The Households tab is used to connect client records together to provide an opportunity for clients to be connected together in the Entry/Exit tab or Service Transactions tab as a unit being served together. Clients connected together in the Households tab will not populate any reports, a household must have either an Entry/Exit record together in the Entry/Exit tab, or a Service Transaction record together in the Service Transactions tab to report together as a household.
- Some clients will have multiple households. Your reports will be fine as long as you enroll the correct household.

- [ ] **(214826) Male Single Parent**
  - [x] (931320) Duck, Donald
  - [ ] (931405) Duck, Blue
- [ ] **(215432) Two Parent Family**
  - [x] (931320) Duck, Donald
  - [x] (934159) Duck, Baby
  - [ ] (931405) Duck, Blue
  - [x] (934120) Duck, Daisy

HUD Verification Tool

Answering the data elements by sub-assessment:

- Health Insurance
- Disabilities
- Monthly Income
- Non Cash Benefits

- Not all sub-assessments are required for all programs. You only need to answer these if they appear on your program's All Inclusive Assessment.

Covered by Health Insurance: -Select-
- -Select-
- Yes (HUD)
- No (HUD)
- Client doesn't know (HUD)
- Client refused (HUD)
- Data not collected (HUD)

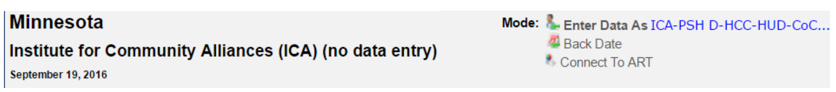
Health Insurance Type	Covered?			
	Yes	No	Data Not Collected	Incomplete
MEDICAID	○	○	○	●
MEDICARE	○	○	○	●
State Children's Health Insurance Program	○	○	○	●
Veteran's Administration (VA) Medical Services	○	○	○	●
Employer - Provided Health Insurance	○	○	○	●
Health Insurance obtained through COBRA	○	○	○	●
State Health Insurance for Adults	○	○	○	●
Private Pay Health Insurance	○	○	○	●

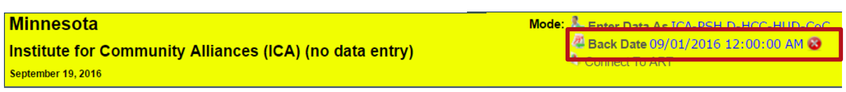
Tips for Updating your Sub-Assessments

- Enter as soon as possible after you know a change even if it isn't required by your funder. This will ensure that you do not have overlapping entries with other individuals accessing a client's record.
- Do not have overlapping entries.
- Be sure to end previous entries before creating new ones! Do not change a previously correct NO response to YES when you add an End Date to an entry.

Backdate Mode

Backdate mode sets your system date to a date in the past.





Note: Backdate Mode is not an option when using the ShelterPoint module.

Backdate Mode

Backdate mode is one way to set the effective date of the data you are entering. An effective date of data allows us to take the same data element and document changes over time.

History Bar

Income from Any Source | No (HUD) G

History - Income from Any Source

	Date Effective	User Adding	Provider Adding	Value
	07/31/2016 12:00:00 AM	Laura Birdsong	ICA-PSH D-RCC-HUD-CoC-Test Provider	No (HUD)
	10/01/2015 12:00:00 AM	Laura Birdsong	ICA-PSH D-RCC-HUD-CoC-Test Provider	Yes (HUD)
	04/15/2015 12:00:00 AM	Laura Birdsong	ICA-PSH D-RCC-HUD-CoC-Test Provider	No (HUD)

Institute for Community Alliances

Stay in touch

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