

# 2023 VA Permanent Housing Conference

HMIS Data Management

# Agenda

- Data Standard Changes for FY 24-25
- Data Quality Expectations of VA Grantees
- Frequently Asked Questions
- Q&A

# Learning Objectives

- Provide attendees with a comprehensive understanding of HMIS data standards and HMIS data quality expectations for VA funded projects, and to answer HMIS questions from attendees.

# What is HMIS

**Homeless Management Information System (HMIS)**: A local information technology system used to collect client-, program-, and organization-level data on the provision of housing and services to individuals and families experiencing or at risk of experiencing homelessness.

## Who is required to use it?

Recipients of

- HUD's homelessness assistance grants - ESG, CoC, YHDP, and HOPWA
- Veterans Administration(VA) - SSVF, GPD
- Health and Human Services (HHS) - PATH Program and RHY Program
- California grantees subject to HMIS requirements in AB 977

## Why it matters?

The primary goal of HMIS is to better understand the scope and dimensions of homelessness locally and nationally in order to address the problem more effectively. HMIS also allows for providing more efficient and coordinated services.

HUD and the federal partners use HMIS data to better inform homeless policy and decision making at the federal, state, and local levels. HUD is required to submit Annual Homelessness Assessment Report to Congress.

# FY 2024 Data Standard Changes

- **All**
  - Change "Client Refused" to "Client prefers not to answer"
- **Race & Ethnicity (3.04)**
  - **Combined:** This data element combines prior data elements Race (3.04) and Ethnicity (3.05). This change is more reflective of people's lived experience with race and ethnicity.

American Indian, Alaska Native, or Indigenous	Asian or Asian American
Black, African American, or African	Hispanic/Latina/e/o
Middle Eastern or North African	Native Hawaiian or Pacific Islander
White	Additional Race and Ethnicity Detail Text

# FY 2024 Data Standard Changes - Gender

- **Gender (3.06) selection option changes**
  - New option added: Different Identity
  - Option changes

Woman (Girl, if child)	Transgender
Man (Boy, if child)	Non-Binary
Non-Binary	Questioning
Culturally Specific Identity (e.g., Two Spirit)	Different Identity (with text to specify)

# FY 2024 Data Standard Changes – Living Situations

- **Living Situation (Includes Prior 3.917, Current 4.12, Destination 3.12)**
  - Combines subsidy types in permanent situations into “rent/own by client with ongoing subsidy”, add dependency that allows for selection of type of subsidy
- **Destination (3.12)**
  - Separated Temporary and Permanent Situations into separate headers
  - Re-organized response options under headers
  - Re-numbered responses by adding a standard # to the beginning of each response number based on category (i.e., 1xx for homeless situations, 2xx for temporary situations, etc.)
  - Added a dependency for permanent subsidized options

# FY 2024 Data Standard Changes – VA Elements

- **Veteran’s Information (V1)**
  - Added option: “Space Force”
- **Services Provided – SSVF (V2)**
  - Changed “Extended Shallow Subsidy”  “Shallow Subsidy”
- **Financial Assistance – SSVF (V3)**
  - Now recording **Start** and **End** of financial assistance
    - Previously, we only recorded one date of financial assistance
    - The VA Data Guide provides a specific instruction for every type of service and whether it needs a start date/end date or just one single date for both fields.
  - Added "Landlord Incentive" i.e. “Resources to Secure Permanent Housing”
  - Added “Tenant Incentive” i.e. “Miscellaneous Move-In Costs”



# Data Collection Instructions for TFA

Type of Financial Assistance Provided	Start Date	End Date	HMIS V3 Response
<b>Non-Shallow Subsidy and other Regular HP or RRH Rental Assistance</b>	First date of occupancy in unit covered by check amount	Last date of occupancy in unit covered by check amount	Rental assistance
<b>Utility fee or utility arrears</b>	Date utility fee or arrears check is cut	Same date as start date (date check is cut)	Utility fee payment assistance
<b>Security deposit</b>	Date security deposit check is cut	Same date as start date (date check is cut)	Security deposit
<b>Utility deposit</b>	Date utility deposit check is cut	Same date as start date (date check is cut)	Utility deposit
<b>Moving costs</b>	Date moving costs check is cut	Same date as start date (date check is cut)	Moving costs
<b>Transportation services: token or voucher</b>	Date transportation token or transportation voucher is provided	Same date as start date (date service is provided)	Transportation services: tokens/vouchers
<b>Transportation services: vehicle repair or vehicle maintenance</b>	Date vehicle repair or maintenance check is cut	Same date as start date (date check is cut)	Transportation services: vehicle repair/maintenance

# Data Collection Instructions for TFA

Type of Financial Assistance Provided	Start Date	End Date	HMIS V3 Response
<b>Childcare</b>	First date of childcare service covered by check amount	Last date of childcare service covered by check amount	Childcare
<b>General housing stability assistance</b>	Date of general housing stability assistance	Same date as start date (date check is cut)	General housing stability assistance
<b>Emergency housing assistance (hotel/motel)</b>	First date of occupancy in hotel/motel covered by check amount	Last date of occupancy in hotel/motel covered by check amount	Emergency housing assistance
<b>Shallow subsidy HP or RRH rental assistance</b>	First date of occupancy in unit covered by check amount	Last date of occupancy in unit covered by check amount	Shallow subsidy financial assistance
<b>Food assistance</b>	Date food assistance is provided	Same date as start date (date assistance is provided)	Food assistance
<b>Landlord Incentive i.e. Resources to Secure Permanent Housing</b>	Date landlord incentive is provided	Same date as start date (date landlord assistance is provided)	Landlord incentive
<b>Tenant Incentive i.e. Miscellaneous Move-In Costs</b>	Date tenant incentive is provided	Same date as start date (date tenant assistance is provided)	Tenant incentive

# FY 2024 Data Standard Changes VA Elements Cont.

- **Percent of Area Median Income (AMI) (SSVF Eligibility) (V4)**
  - From “Less than 30%” to “30% or less”
  - “Greater than 50%” broken into two options...
    - 51% to 80%
    - 81% or greater
      - Accounts for SSVF Rule Change
- **Last Permanent Address (V5)**
  - Retired

# FY 2024 Data Standard Changes: Targeting Criteria

- The overall process/requirements of the HP Screener haven't changed – however the wording got updated in HMIS
- **Homelessness Prevention (HP) Targeting Criteria (V7)**
  - Changed dependency C from “History of literal homelessness” to "Past experience of homelessness"
  - Changed dependency D from “Head of Household is not a current leaseholder” to "Head of Household is not a current leaseholder/renter of unit"
  - Changed dependency E from “Head of household (HoH) never been a leaseholder” to "Head of household (HOH) never been a leaseholder/renter of unit"
  - Changed dependency N from “Single parent household with minor child(ren)” to "Single parent/guardian household with minor child(ren)"

# Data Quality Reminders

- The VA Repository provides information to VA grantees about their uploads and the data contained in the files uploaded
  - Report #1: Validation & Data Quality Summary
  - Report #2: Detailed Quality Improvement
  - Report #3: Monthly Report

# Report #1

- Exporting
  - ✓ Name your export file to match the upload slot
- Data Validation Report
  - ✓ Top Section
    - Match: Upload slot name to file name
  - ✓ Data Summary Section
    - Total Clients Check (#1)
    - HP Head of Household/Adults Check (#15)
    - RRH Head of Household/Adults Check (#16)

## [File Upload Information]

Program name: Maumee Valley Guidance Center (13-OH-124)-RRH  
User name: Sample User  
User email: sample@test.org  
File name: RRH-.zip

## [ Data Summary ]

[ Field ]	[ Checked For ]	[ Records ]	[ Issues ]	[ Score ]
1 Social Security Number (SSN)	: All clients	: 73	: 0	: 100.0000%
2 Veteran SSN	: Veterans	: 62	: 0	: 100.0000%
3 Date of Birth	: All	: 73	: 0	: 100.0000%
4 Gender	: All	: 73	: 0	: 100.0000%
5 Race	: All	: 73	: 0	: 100.0000%
6 Ethnicity	: All	: 73	: 0	: 100.0000%
7 Client Location - CoC Code	: HOH at Entry	: 65	: 0	: 100.0000%
8 --	: --	: 0	: 0	: n/a
9 HP Targeting Criteria	: HP HOH at Entry	: 0	: 0	: n/a
10 DV Status Missing	: HoH/Adults at Entry	: 67	: 5	: 92.5400%
11 Veteran Status	: Adults	: 67	: 0	: 100.0000%
12 Last Grade Completed	: HoH/Adults at Entry	: 67	: 25	: 62.6900%
13 Employed	: HoH/Adults at Entry	: 67	: 23	: 65.6800%
14 Living Situation	: HoH/Adults at Entry	: 67	: 2	: 97.0200%
15 Homeless HP	: HP HoH/Adults at Entry	: 0	: 0	: n/a
16 Housed RRH	: RRH HoH/Adults at Entry	: 67	: 28	: 58.2100%

# Report #2

- Data Validation Report
  - ✓ Data Summary Section
    - Review Number of Issues and Scores
      - 95% expectation for scores in most cases
      - 100% expectation for Veteran SSN (#2), Veteran Status (#11), Move In Date (#29)
- Data Quality Details Report (“HMIS Files” email)
  - ✓ For each issue in the Data Validation Report’s Data Summary Section... this report shows the client or household identifying numbers in HMIS.
  - ✓ Correct issues when possible in HMIS and re-export for Repository upload.

QueryName	EnrollmentID	projectid	personalid
33.Incorrect Amount at Exit 26006		92	14827
33.Incorrect Amount at Exit 28382		92	15644
33.Incorrect Amount at Exit 28487		92	2341
33.Incorrect Amount at Exit 29010		92	7766
33.Incorrect Amount at Exit 30981		92	16252
33.Incorrect Amount at Exit 31355		92	16493
33.Incorrect Amount at Exit 31718		92	16594
33.Incorrect Amount at Exit 31995		92	16689
33.Incorrect Amount at Exit 31997		92	16690
33.Incorrect Amount at Exit 32140		92	2157
33.Incorrect Amount at Exit 32419		92	16541
33.Incorrect Amount at Exit 32490		93	16826
33.Incorrect Amount at Exit 32969		92	16968
33.Incorrect Amount at Exit 34535		92	6585
33.Incorrect Amount at Exit 35680		92	16510
33.Incorrect Amount at Exit 36142		92	17724
33.Incorrect Amount at Exit 37046		92	16121
33.Incorrect Amount at Exit 37704		93	7489

(18 rows affected)

# Report #3

- Monthly Report
  - ✓ Find the latest SSVF Monthly Report Guide here: <https://www.va.gov/homeless/ssvf/hmis/>
  - ✓ Review the Report in Excel or a similar csv reader program
  - ✓ Sections
    - Sections 1-3: Unduplicated totals
    - Section 4: Housing Outcomes
    - Section 5: Timing Components
    - Sections 6-7: TFA
    - Section 8: Services
    - Sections 9-10: Demographics
    - Section 11: Prior Living Situation
    - Section 12: Destination
    - Section 13-14: Income and Benefits
    - Section 15: Veteran Service Information



# Frequently Asked Questions

Q: How do I add or remove VA Repository Users?

Instructions are provided in the [VA Data Guide](#) for adding people to the repository.

Requests for removals can be made to the help desk: [ssvfhmis@abtassoc.com](mailto:ssvfhmis@abtassoc.com) or [GPD\\_HMIS@abtassoc.com](mailto:GPD_HMIS@abtassoc.com)

## FAQ #2

**Q: I don't have access to HMIS and/or HMIS is not working. Who do I contact?**

**A:** Every CoC has its own local HMIS implementation. Access to HMIS or fixing issues with HMIS requires working with the lead HMIS team in your community. You can search [HUD Exchange](#) for the correct person to reach out to for local HMIS help. You can email the help desks (links above) if you need additional assistance identifying who to contact.

## FAQ #3

**Q: Is the repository open for 2 days or 7 days? I've heard conflicting information.**

**A:** The VA repository is open for uploads every month from the 1<sup>st</sup> calendar day until the 7<sup>th</sup> calendar day, however, to be considered “on time” you must upload successfully by the 2<sup>nd</sup> business day of each month. The remaining time (3<sup>rd</sup> business day through 7<sup>th</sup> calendar day) is for improving data quality on an already successfully uploaded dataset (as possible).

## FAQ #4

**Q: Oops! I messed up something in my upload. How can I fix it?**

**A:** Every upload erases the upload before it. Every new month of data uploads overwrites the past month of data uploads. If you are like this presenter and go too fast, too often and make too many mistakes, this repository is made for you! You can't mess anything up – you can only do better the next time around! Plus, as long as we're early in the fiscal year, you get a “do-over” with every new month.

# What are your questions?

- SSVF Help Desk: [ssvfhmis@abtassoc.com](mailto:ssvfhmis@abtassoc.com)
- GPD CM Help Desk: [GPD\\_HMIS@abtassoc.com](mailto:GPD_HMIS@abtassoc.com)
- Monthly VA Data Office Hours: 3<sup>rd</sup> Fridays of each month; 12:00 noon Eastern (link to access sent by program offices prior to each monthly office hours)