

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

The CoC Governance Charter approved 1/17/14 formalized designation of Sacramento Steps Forward (SSF) as the HMIS Lead. CoC and SSF are dedicated to maintaining & overseeing an HMIS that is effective & in compliance with all guidance related to operation of an HMIS. SSF's HMIS Analyst, Grants Manager, & CoC Director study & approve all actions on behalf of the CoC, including decisions related to HMIS operation & compliance. The Analyst is fully versed in the requirements & policies established in the Interim Rule, 2010 HMIS Data Standards & related HUD Notices. The HMIS Lead conducts monthly User Meetings with Contributing HMIS Organizations (CHOs), where compliance with data, security & technical standards are reviewed & monthly data-quality reports are discussed. Additionally, the HMIS Analyst works closely with the Grants Manager, who monitors all CoC Program-funded CHOs at least annually. CHO-designated staff work closely with the HMIS Analyst to ensure agency-level compliance.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? If yes, a copy must be attached.

Yes

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

Plans for Privacy, Security, and Data Quality are included in the CoC's Draft HMIS Policies & Procedures (P&P), updated by HMIS Lead SSF in 2013 (ATT#). The P&P guide current practice, with approval by the CoC AB pending; the SSF HMIS Analyst will present the P&P for review & approval by mid-2014. SSF assumes leadership in reviewing and proposing changes to the Plans and P&P in their entirety, based on new HUD and/or federal regulations, local needs or system changes; SSF will review the P&P/Plans at least annually and changes/revisions will be presented to the CoC AB for approval. The P&P address all aspects of successfully operating an HMIS, including roles & responsibilities of all parties, system implementation & operations, data release protocols, data quality standards, universal data elements, data use, technical assistance, confidentiality & security and all necessary agreements governing relationships & appropriate HMIS practices.

2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead? Clarity
Applicant will enter the HMIS software name (e.g., ABC Software).

2A-5 What is the name of the HMIS vendor? Silver Spur Systems LLC/Bitfocus, Inc
Applicant will enter the name of the vendor (e.g., ESG Systems).

2A-6 Does the CoC plan to change the HMIS software within the next 18 months? No

2B. Homeless Management Information System (HMIS) Funding Sources

2B-1 Select the HMIS implementation coverage area: Single CoC

2B-2 Select the CoC(s) covered by the HMIS: CA-503 - Sacramento City & County CoC
(select all that apply)

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$273,194
ESG	\$0
CDBG	\$68,299
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$341,493

2B-3.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	\$0
County	\$0
State	\$0
State and Local - Total Amount	\$0

2B-3.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$0
Private - Total Amount	\$0

2B-3.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-3.6 Total Budget for Operating Year	\$341,493
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2B-4 How was the HMIS Lead selected by the CoC? Agency was Appointed

**2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.
(limit 750 characters)**

N/A

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

* Emergency shelter	76-85%
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	86%+
* Rapid Re-Housing (RRH) beds	Housing type does not exist in CoC
* Permanent Supportive Housing (PSH) beds	86%+

2C-2 How often does the CoC review or assess its HMIS bed coverage? Annually

**2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months.
(limit 1000 characters)**

N/A

**2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage.
(limit 750 characters)**

N/A

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".

Type of Housing	Average Length of Time in Housing
Emergency Shelter	42
Transitional Housing	11
Safe Haven	0
Permanent Supportive Housing	27
Rapid Re-housing	0

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

Universal Data Element	Percentage
Name	0%
Social security number	0%
Date of birth	0%
Ethnicity	0%
Race	0%
Gender	0%
Veteran status	0%
Disabling condition	1%
Residence prior to program entry	1%
Zip Code of last permanent address	1%
Housing status	1%
Head of household	0%

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)

HMIS generated data is used for all project- and community- level reports required by HUD. Project-level reports include CoC APRs, SSVF APRs, and the ESG CAPER. Community reports include the AHAR, HIC, PIT, CoC Application and the Consolidated Plan & annual Action Plans. The HMIS software vendor regularly updates system-generated reports to meet changes to federal reporting requirements and standards. These reports are reviewed by HMIS Lead SSF to ensure compliance. The SSF HMIS Analyst runs reports such as APRs, CAPER, AHAR and PIT as part of data-quality checks at least quarterly and provides data to the Grants Manager for review and/or to CHOs for correction/revision. The HMIS not only generates HUD-required reports but also allows SSF to customize reports necessary for local planning and monitoring. All HMIS Users are trained to generate their own reports for grant writing, providing data to their government and private funders and making program-level decisions and changes.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data? Monthly

**2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges.
(Limit 1000 characters)**

The CoC relies on HMIS Lead SSF to review program- & client-level data quality & address any problems with CHOs, bringing persistent or pervasive issues to the CoC AB for discussion & potential action. SSF reviews project-level data quality on a monthly basis, utilizing standard system-reporting features to evaluate data entry completion, timeliness & accuracy, as well as compliance with applicable system protocols. SSF works with CHOs to determine areas of needed improvement & develops action plans to better meet technical assistance, consultation, training & other needs. In cases of continued problems or system-wide issues, SSF is obligated to report concerns & any relevant recommendations to the CoC AB. In 2014, the CoC will convene an HMIS & Data Committee (HDC), to address data quality & other data-related issues. Re. quality, the HDC will implement a community-wide data quality plan & standards. The SSF HMIS Analyst will Co-Chair the HDC, along w/a CHO representative.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data? Monthly

2E. Homeless Management Information System (HMIS) Data Usage and Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

* Measuring the performance of participating housing and service providers	Monthly
* Using data for program management	Monthly
* Integration of HMIS data with data from mainstream resources	Annually
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Annually

2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached. Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)

Pages 7-8 of the HMIS Governance Charter (ATT#) & pages 27-30 of the P&P Data Quality Plan (ATT#) outline Sacramento's HMIS data entry timeliness standards: CHOs must enter entry and exit data within 3 business days after client interaction.

2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

Instructions:

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2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy): 01/24/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/30/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters	0%	43%	0%	57%
Transitional Housing	0%	17%	0%	83%
Safe Havens	0%	0%	0%	0%

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

Comparing the 2012 & 2013 sheltered counts, the CoC saw small decreases in sheltered homeless populations across multiple categories, including total homeless persons, the chronically homeless (CH) & homeless families: in 2013, there was a total decrease of 105 sheltered persons which included 66 fewer CH & 26 fewer persons in families. These decreases may indicate that Sacramento is beginning to "bounce back" from the impact of the national recession, which drove up total PIT numbers nearly 10% from 2011 to 2013, after the significant progress achieved between 2009 to 2011, when we saw a 26% decrease in total homeless persons. The 2012 to 2013 decrease can also be attributed to the CoC's increased emphasis on performance & best practices.

2H. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:**

Survey providers:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Extrapolation:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2H-2 If other, provide a detailed description.
(limit 750 characters)**

N/A

**2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate.
(limit 750 characters)**

The CoC collected PIT data via (1) HMIS & (2) surveys of non-HMIS providers: (1) HMIS. To ensure accuracy of data, CHOs were trained at monthly Users Meetings, where data integrity, congruence & timeliness were emphasized. Additionally, SSF's ongoing data audits were used to identify weaknesses at the CHO level. The final data was generated from a single aggregate report that provides occupancy and subpopulation (SP) data. (2) Surveys. Non-HMIS providers participated in the PIT by completing surveys that included the census and SP data for all participants on count night. Detailed instructions & training were provided. Training, checks for internal consistency & against prior PITs assured accurate data was collected using the survey method.

2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

HMIS:	<input checked="" type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)	
Provider expertise:	<input type="checkbox"/>
Interviews:	<input checked="" type="checkbox"/>
Non-HMIS client level information:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

**2I-2 If other, provide a detailed description.
(limit 750 characters)**

N/A

**2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)**

The primary methods for collecting PIT Subpopulation (SP) data were the same as count data, (1) HMIS & (2) surveys of non-HMIS providers. (1) HMIS: Data was generated via an aggregate report. CHO's were trained on PIT requirements. Audits of CHO-level data were used to address errors. (2) Non-HMIS Client Level Information: Providers completed a survey of SP characteristics for participants. Instructions & training were provided. Interviews: Interviews were conducted with participants in Winter Sanctuary (WS) because while WS participates in HMIS, some SP data was not being collected. Data from all methods was reviewed for accuracy by comparing with prior counts & tests of internal consistency. Discrepancies were resolved through communication with providers.

2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

* 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:

Training:	<input checked="" type="checkbox"/>
Follow-up	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication :	<input type="checkbox"/>
Other:	<input checked="" type="checkbox"/>

2J-2 If other, provide a detailed description. (limit 750 characters)

Written Instructions: All CHOs received step-by-step written instructions on what custom reports to run, things to look for, how to compare the data and make any necessary corrections. All Non-HMIS providers received the survey form with all data elements of the sheltered count and subpopulation (SP) characteristics. All CHOs and Non-HMIS providers received contact information for the HMIS Analyst to ensure direct, efficient and open communication and to maximize responsiveness. During the data collection process, many providers received one-on-one training over the phone re. the written instructions and form, further ensuring accurate data collection. Questions were clarified for many throughout the process to eliminate human error. Non-HMIS providers submitted count and aggregated SP data.

2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

CoC used HMIS, Training, Written Instructions & Follow Up to ensure high quality data was reported. HMIS: Providers used HMIS reports to confirm accuracy of client records, checking that only active clients were counted & that clients were linked to ES or TH in the system. A query was also designed to remove duplicates. Training: All providers were trained on requirements & CHOs were trained on accessing reports to check data. Other-Written Instructions: Written instructions provided a high level of detail on the data to be collected. Follow Up: Calls were made before & after the PIT to increase engagement & resolve issues. Other follow up included review of each program's data & contacting providers for clarification as needed.

2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2K-1 Indicate the date of the most recent unsheltered point-in-time count: 01/24/2013

2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX: 04/30/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change. (limit 750 characters)

Comparing the 2011 & 2013 unsheltered counts, the CoC saw a decrease of 169 persons, with 786 persons counted in 2013 & 955 in 2011, a 17.7% decrease. The decrease may be due to recovery from the economic recession. A second factor contributing to the decrease is a change in how "unsheltered" is defined: in 2013, participants in the Winter Sanctuary program were considered part of the sheltered population, rather than unsheltered as was the case in the 2011. Based on direction from HUD, sheltering persons in houses of worship, considered places not meant for human habitation in 2011, became a recognized emergency shelter option by 2013, increasing our shelter capacity by 100 & decreasing the number of people counted as unsheltered.

2L. Continuum of Care (CoC) Unsheltered Point-in-Time Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:**

Public places count:	<input type="checkbox"/>
Public places count with interviews on the night of the count:	<input checked="" type="checkbox"/>
Public places count with interviews at a later date:	<input type="checkbox"/>
Service-based count:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>
Other:	<input checked="" type="checkbox"/>

**2L-2 If other, provide a detailed description.
(limit 750 characters)**

To enhance the unsheltered count, a member of the count team was deployed with a Sheriff's Department in a helicopter to count unsheltered persons sleeping in inaccessible areas using heat imaging technology.

**2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate.
(limit 750 characters)**

Public place count with interviews on count night: CoC deployed teams to pre-drawn map areas to count & interview the unsheltered. Maps were developed through meetings with outreach staff, providers, law enforcement, homeless persons & others. Each map area is designated high or low density (HD or LD); all HDs are counted, as well as a random sample of LDs. Final count is based on all persons in HDs plus a weighted formula applied to estimate total persons in LDs. Count teams conduct interviews using a survey with questions designed to reliably determine a person's homelessness & collect required. Other: Use of heat imaging technology by helicopter enabled the CoC to count unsheltered persons in areas inaccessible to teams on the ground.

2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2M-1 Indicate where the CoC located Known Locations
unsheltered homeless persons during the
2013 point-in-time count:**

**2M-2 If other, provide a detailed description.
(limit 750 characters)**

N/A

2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	<input checked="" type="checkbox"/>
"Blitz" count:	<input checked="" type="checkbox"/>
Unique identifier:	<input checked="" type="checkbox"/>
Survey question:	<input type="checkbox"/>
Enumerator observation:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

**2N-2 If other, provide a detailed description.
(limit 750 characters)**

N/A

**2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here.
(limit 750 characters)**

Training: 400 well-trained volunteers blanketed count areas to ensure the count happened quickly, minimizing the possibility of homeless persons moving from one area to another. Blitz Count: The narrow, nighttime timeframe (8pm-1am) was selected to minimize the chance that homeless persons would be moving from one area to another & ensured most persons were likely settling into their sleeping area for the night/not moving around. In areas with high evening activity, count teams were not deployed until after 10pm. Unique Identifier: Surveys were coded to distinguish individuals & conceal identity. Enumerator Observation: Enumerators were trained to note any observations about the population that could assist in ensuring data quality.