National Human Services Data Consortium
2016 Spring Conference
Los Angeles, CA
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What A Long Strange Trip It's Been:
Data Management in Pima County, Arizona

Pam Moseley
Chris Pitcher

Advancing a Technology Culture in Human Services

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Presenters

- Pam Moseley, Homeless Management Information System Program Specialist
  Pima County Community Services, Employment and Training Department

- Chris Pitcher, Senior Technical Specialist
  ICF International

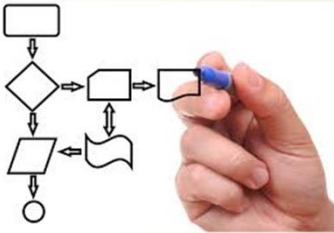**What a long strange trip it's been**

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Learning Objectives

- Understand the community decision making process around data management as complicated by emotion and personal bias

- Provide a structure and process for determining data management policy as experienced in Pima County, Arizona

- Provide context to the complex environment in which data management has been thrust post-HEARTH Act

- Provide examples of what worked and failed in Pima County, Arizona

HUD Data Management

HUD Data Management

- Open HMIS vs. Closed HMIS
  - No longer discussed in terms of all or nothing

- Data Sharing does not describe what is happening in HMIS post-Coordinated Entry System
  - Managing data, protecting data, and sharing data

- HUD does not require a community to share data within HMIS, but does encourage it
  - A properly implemented Coordinated Entry System necessitates data management including data sharing

- Maintain HMIS Data integrity and quality as system change occurs

Pima County Data Management Process

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Pima County Data Management Process

- The idea of sharing client level data will evoke an emotional response among providers
  - Be prepared to balance emotional responses with the needs and desires of clients
  - Programs often feel protective
  - Begin with "safe" data elements and expand from there

- Slow and steady will wins the race

- Begin with the willing and convince the unwilling

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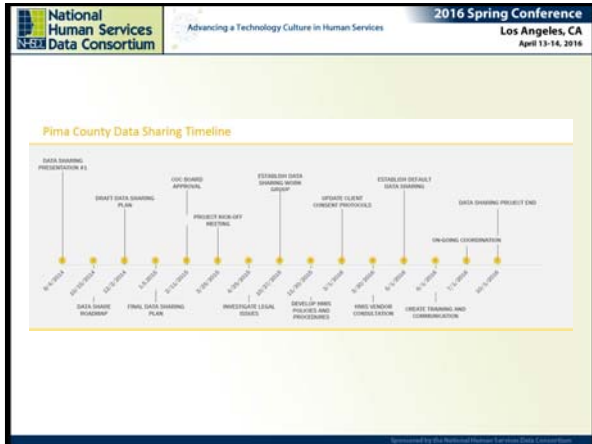Los Angeles, CA
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Pima County Data Management Process

- Held a remote training on data management principles and community examples

- Held an in-person facilitated session to develop the HMIS data sharing principles that the community shared

- Developed the Pima County Data Sharing Plan

- Held a second in-person facilitated session to affirm and amend the Pima County Data Sharing Plan

- The Pima County Data Sharing Plan was then approved by the HMIS and Data Committee and the CoC Board

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Pima County Data Management Plan

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Pima County Data Sharing Plan

- Executive Summary

- HMIS Data Sharing Principles Detailed
  - Basic HMIS Data
  - Client Project History
  - Case Notes
  - Coordinated Entry
  - Advanced HMIS Data

- Pima County HMIS Data Sharing Plan
  - Data Chatter
  - HMIS Data Sharing Action Items

http://www.tpch.net/uploads/1/4/0/0/14008364/pima_county_hmis_data_sharing_plan _final.pdf

Pima County Data Sharing Plan

- Not all data elements nor programs are covered by the Pima County Data Sharing Plan

  - No RHY data is shared

  - Special considerations for data elements:
    - Domestic Violence (VAWA exception to HMIS)
    - HIV/AIDS
    - Disability Information (Diagnosis vs. client self report)

- Collaborative Grants

  - Special consideration for deeper data sharing amongst collaborative partners

  - These data sharing instances need a specific data sharing agreement

Pima County Data Sharing Principles

- TPCH HMIS should be a client-centric information system that provides an accurate portrayal of a clients' history of services and should reduce the amount of trauma a client faces with repeating the common information Pima County providers all collect. The knowledge of the history of services will aid in more appropriate referrals for service within Tucson/Pima County

- TPCH HMIS should be a valuable source of information for client case conferencing aspects of the Tucson/Pima County Coordinated Assessment System

- TPCH HMIS should be the data source for the Pima County Coordinated Assessment System. This means that the Vulnerability Index- Service Prioritization Decision Assistance Tool (VI-SPDAT) data needs to be shared community-wide and aid in locating clients when there is an opening for which their VI-SPDAT acuity is appropriate

Pima County Data Sharing Principles

- TPCH HMIS should be a reliable data source for documenting and confirming chronically homeless status

- TPCH HMIS should aid in the efficient use of limited homeless assistance resources by sharing client-level data

- TPCH HMIS should provide an accurate portrayal of the homeless experience of clients

- TPCH HMIS should aid in the data requirements for the CoC Application

Pima County Data Sharing Principles

- TPCH HMIS should follow these five (5) principles for data sharing:

  - TPCH HMIS will share data in HMIS to aid de-duplication efforts

  - TPCH HMIS will share client service history (current as of implementation, no historical data) without exception globally throughout the system

  - TPCH HMIS will not share case notes globally, but will allow agencies to share case notes for coordinated client care as needed

  - TPCH HMIS will share the entire VI-SPDAT assessment, VI-SPDAT acuity score and the "back page" contact information globally throughout the system

  - TPCH HMIS will share Universal Data Elements (UDE) and Project Specific Data Elements (PSDE) information globally throughout the system

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Pima County Basic HMIS Data

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- TPCH HMIS already shares baseline data in HMIS to aid in the de-duplication process
- These data elements which consist of a subset of UDE are shared globally throughout the system so that each client has only one record in HMIS

- The data elements already shared in HMIS:

  - UDE 3.1: Name

  - UDE 3.2: Social Security Number

  - UDE 3.3: Date Of Birth

  - UDE 3.7: Veteran Status

Pima County Client Project History

- TPCH HMIS will share client entry and exit history (current as of implementation, no historical data) without exception globally throughout the system

- This will allow programs to make appropriate referrals through the HMIS understanding the services that the client has received and is currently receiving

- This will also aid programs in establishing the homeless episodes necessary for determine chronic homeless status

- The data elements to be shared in HMIS:
  - Project Type
  - Service Provider Agency & Project
  - Program Entry and Exit Dates

Pima County Case Notes

- The TPCH HMIS will not share case notes globally, but will allow agencies to share case notes for coordinated client care as needed

- This will allow agencies and programs that desire more coordination by case management staff to collaborate through HMIS

- This will also aid in coordinated assessment through client case conferencing and TPCH clearly articulated that the ability to share non-clinical case notes is an agency and program decision, not a system-wide decision

- The data elements to be shared in HMIS:
  - Case Manager
  - Service Provider Agency & Project
  - Date
  - Case Note Content

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Pima County Coordinated Entry

- The TPCH HMIS will share the entire VI-SPDAT assessment, VI-SPDAT acuity score and the "back page" contact information globally throughout the system

- This will allow the coordinated assessment system to utilize the technological capabilities of HMIS to prioritize clients by acuity, make electronic referrals, manage a centralized waiting list and make appropriate housing placements

- The data elements to be shared in HMIS:
  - VI-SPDAT Assessment
    - Interviewer's Name
    - Service Provider Agency & Project
    - Date & Time
    - Location
    - Language
    - Client Nickname
    - Age

Pima County Coordinated Entry

- The data elements to be shared in HMIS:
  - VI-SPDAT Assessment
  - Last 4 digits of Social Security Number
  - A: History of Housing and Homelessness (2 questions)
  - B: Risks (11 questions)
  - C: Socialization and Daily Functions (7 questions)
  - D: Wellness (30 questions)

- Back Page Contact information
  - Gender
  - Military Status
  - Character of Discharge
  - Citizenship Status
  - Sex Offender Registration Status
  - Length of Homelessness at this occurrence

Pima County Coordinated Entry

- The data elements to be shared in HMIS:
  - Disabling Condition (self reported by client, not diagnosis)
  - Provider Agency where receiving services
  - Regular location and day to locate
  - Phone Number
  - E-mail Address

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Pima County Advanced HMIS Data

- The TPCH HMIS will share Universal Data Elements (UDE) and Program Specific Data Elements (PSDE) information globally throughout the system

- This will allow programs to spend less time gathering redundant information from clients that access multiple providers and instead have clients affirm the accuracy of the data

- Clients will not need to "tell their story" to each homeless service provider thereby reducing potential trauma.

- The HUD required data elements to be shared in HMIS:
  - UDE 3.4: Race
  - UDE 3.5: Ethnicity
  - UDE 3.6: Gender
  - UDE 3.8: Disabling Condition
  - UDE 3.9: Residence Prior to Project Entry

Pima County Advanced HMIS Data

- The HUD required data elements to be shared in HMIS:
  - UDE 3.10: Project Entry Date
  - UDE 3.11: Project Exit Date
  - UDE 3.12: Destination
  - UDE 3.13: Personal ID
  - UDE 3.14: Household ID
  - UDE 3.15: Relationship to Head of Household
  - UDE 3.16: Client Location
  - UDE 3.17: Length of Time on Street, in an Emergency Shelter, or Safe Haven
  - PSDE 4.1: Housing Status
  - PSDE 4.2: Income & Sources
  - PSDE 4.3: Non-Cash Benefits
  - PSDE 4.4: Health Insurance
  - PSDE 4.5: Physical Disability
  - PSDE 4.6: Developmental Disability
  - PSDE 4.7: Chronic Health Condition

Pima County Advanced HMIS Data

- The HUD required data elements to be shared in HMIS:
  - PSDE 4.8: HIV/AIDS
  - PSDE 4.9: Mental Health Problem
  - PSDE 4.10: Substance Abuse
  - PSDE 4.11: Domestic Violence
  - PSDE 4.12: Contact
  - PSDE 4.13: Date of Engagement
  - PSDE 4.14: Services Provided
  - PSDE 4.15: Financial Assistance Provided
  - PSDE 4.16: Referrals Provided
  - PSDE 4.17: Residential Move-In Date
  - PSDE 4.18: Housing Assessment Disposition
  - PSDE 4.19: Housing Assessment at Exit

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Pima County Data Chatter

- Sharing client data among homeless assistance providers provides potential benefits for client care coordination, program planning and system analysis, these benefits need to be managed within an intentional plan that ensures appropriate client privacy protections are in place, system security measures and implemented, and data quality maintained

- Issues with data quality are especially prevalent when multiple HMIS users are simultaneously contributing data to a single client record

- Establish protocols for managing duplicate entries among different users for the same data element

- Data chatter can be alleviated if clear and detailed sharing protocols are developed, frequent monitoring and reconciling of data inconsistencies are in place, and end user access privileges and sharing rights are clearly understood and managed among all HMIS users

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Pima County Data Management Policies

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Pima County Policies

- HMIS Policies and Procedures
  - Added Universal Data Sharing Principles
  - Privacy Policy Created

- HMIS Client Consent
  - Modified Client Consent to reflect data sharing, case conferencing, by name list (in process)

- HMIS Data Release Policy
  - Details how/when data will be released from HMIS

- HMIS Participating Agency Agreement
  - Updated agreement to compliment data management policies

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Questions

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