Transcript: Street Outreach Program (SOP) Data Collection Training Webinar

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John McGah: Hello everyone, and welcome to the webinar for runaway and homeless youth grantees, sponsored by Health and Human Services, Family and Youth Services Bureau, or FYSB. Today's webinar is Street Outreach Program or SOP Data Collection Training Webinar. My name is John McGah and I work at American Institutes for Research, and I'll be moderating today's webinar. On behalf of FYSB, I want to thank you for joining us and for viewing this online webinar.

Today's webinar will last 60 minutes or less. It is recorded for you to watch at your convenience. You can fast forward at your pleasure. If there are questions that are not answered by this webinar, you can submit those to the email listed here: rhymis@acf.hhs.gov, and those will be followed up by staff at FYSB with appropriate answers.

The presenters on this webinar, besides myself, are Peter Nicewicz, from the Family and Youth Services Bureau, who's the point person and a leader at FYSB on the RHY-HMIS program.

Before we begin, I'd like to walk through the agenda for this webinar. Besides our welcome, we'll go through the purpose of today's webinar, and the purpose for data collection in general in the RHY-HMIS program, particularly for street outreach programs. We'll do an overview of data quality, the importance of it, and just a few tips on best practices and the tool that you can use to assure data quality in your data collection. We'll do a high level overview of the HMIS data standards that are part of this program, and look at project set-up for your street outreach program in HMIS. We'll also look at the universal data elements that are required for all programs to collect, as well as go through the common data elements quickly but in detail. Lastly, we'll look at the RHY program specific data elements that are unique to, in this case, street outreach program and are also required for data collection. Lastly, we'll address some questions and answers that have come in in the past, and give you a flavor of some questions that other grantees have asked, and provide answers to those.

First, let's look at an overview of data quality. First, the definition. What do we mean by data quality? Our definition of data quality is this: it's collecting the most consistent, accurate, and timely data that's possible and appropriate to best understand the extent of youth street homelessness and the effectiveness of your SOP program. There's really not a lot of data nationally on street outreach program for homeless youth. There is the Homeless Youth PIT Count that many COCs are part of, which is a wonderful resource for a point in time, but this HMIS data collection for street outreach and for SOP programs is really more comprehensive and collects data over time given the nature of HMIS. Together, that Homeless Youth PIT Count data and the RHY-HMIS data gives us nationally a more accurate picture of your program and what services are helping youth and young adults nationally and at your local program.

This helps FYSB and HSS make the case for resources that are needed to Congress and their report that's presented regularly to Congress. It can help them prove the design of programs to better serve these homeless youth and young adults that you're serving. That's how we define data quality and the reason behind it.

I'd like to talk a little bit about a culture of data in your SOP program. By that, we mean an ongoing awareness about data quality as opposed to just focusing on data quality when data submissions are required twice a year for the RHY HMIS program, as you upload your data into RHY Point. How are you thinking about data ongoing in your program?

A few points to consider are these bullets here. One is timeliness of data. As you're building rapport and relationships with youth and young adults you're meeting on the street, FYSB understands that that is paramount over collecting data. It's building that relationship, building trust, connecting a very vulnerable person ideally to services ongoing. But at the same time, that data is essential. But you probably are not going to pull out a computer as you're just meeting someone in a vulnerable position. But timeliness means as soon as that interaction, that engagement is complete, maybe the person moves on for the night until you see him or her again, timeliness means getting that data written down as soon as possible. It may mean taking some rough notes and going around the corner where you'll have a little privacy, or into a outreach van and getting that data recorded in a form that can go onto HMIS as soon as possible. As soon as that can go into your HMIS system, the better, and ideally it should not be any more than 24 hours as a rule of thumb.

Another thing to think about on an ongoing basis is the completeness of data. Are you collecting all the required fields for this client that you're meeting in your street outreach? Now again, we understand that as you're building relationship, it does not make sense or may not be appropriate to start to collect sensitive information right away. With street outreach, you're more than likely going to be building a record over time, or perhaps if someone moves on to transitional living or an emergency program connected to your SOP, that record will get even more complete at that point. But as much data as you can collect as appropriate is really important to ensuring data quality.

Of course, accuracy of data. Again, this can be challenged by some of the unique challenges around data collection with street outreach that we'll look at, but as much as you can collect accurately, enter accurately, that's one form of accuracy, but also as you build the relationship and maybe some information is changed as trust is built, to make sure that accurate data is updated in your HMIS. Very important, and again, we understand it is challenging particularly with street outreach with youth and young adults.

Then last thing to consider as you create a culture of ongoing data quality is data quality planning. Some things to think about that is just meeting about data quality as a team. It may mean as you meet with staff that you supervise or with your supervisor, that data quality is something that's brought up on an ongoing basis.

Perhaps there are common benchmarks in your organization that everyone understands we're trying to shoot for in our data quality plan, a shared understanding of those benchmarks. Are there incentives for compliance for getting your data in accurately and timely and as complete as possible, are there some incentives within your organizations that are fun or more compelling than recognition?

Those are some things to think about and there are more resources online if you explore that further. The last thing I'll mention on this slide is the tool that is provided as part of the RHY-HMIS program. When you as a program upload your data into RHY Point, twice a year, every six months, upon successful submission, as you know, you'll receive the RHY-HMIS data quality report back, and that will show you how complete your required data fields are, if there are some fields that don't make sense, they conflict with other data fields you mentioned, in a few cases, it will highlight those. It will show you which specific clients ... not using name but by using a client ID in your HMIS that does not identify a person but it will allow you to pull up that record and either change the value or add to any missing data.

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John: ... Range of value or add to any missing data. That's a wonderful resource. You can then upload your data again if you choose. To get the most accurate data, enter for each submission period or perhaps it just helps you ongoing until the next submission period. There's a RHY-HMIS Data Quality Report manual to help guide you with that and then the report itself, again, will be sent to you via email.

Let's look at the ... Some specific data quality challenges for Street Outreach Programs and Street Outreach Data Collection. I've touched upon some of those, as you well know, but just to go through some others to be aware of. It can often involve a short length of stay in a shelter with staff ... With ... I'm sorry, with clients that you've seen on the street and then maybe are in your program, maybe in the shelter for a day or two and then back on the street, but also the short interaction you have on the street with these clients.

Building trust is an important issue. These are people that often don't have a lot of trust because of situations they've been in. Often for good reason they are defensive and it makes it challenging to get accurate information. You're trying to build trust while you're collecting data appropriately and that is certainly a challenge.

Also, many youth that you may see in SOP's are often involved with other service systems such as Child Welfare or Juvenile Justice. Sharing data multiple times may be weary and taxing on them. Just the trust of where this ... Or sense of ... Trust of where this data is going, what's been shared with other systems can create a barrier to the data you collect for Street Outreach Program. That effects accurate information, again trust.

I've met a number of youth, particularly formerly homeless youth that have been on the street and they've said their default is to share inaccurate information until they feel safe and feel that trust. Knowing that is important and that may mean going back and changing data when trust is understood, and trust is established. It may also mean being particularly clear about what this data is used for, that name and social security is not shared with anyone outside the program. It cannot be. Technically it cannot be. That who will see the data within your program, how the data is being used locally and nationally to help improve services to people in situations like they're in. So sometimes that can help, but it is a challenge.

We understand that the priority as I mentioned at the beginning is re-unifying youth with appropriate social networks, which may be family, may be other folks and ultimately signing a safe and appropriate destination for that individual. That is the priority. When that is accurately dealt with and you can collect data along the way, very important, but we know safe and appropriate destinations are the priority.

The last thing I want to mention around data quality comes from a RHY-HMIS Street Outreach Program Data Collection Tip Sheet, which is available on the RHY-TAC website, the Run Away and Homeless Youth Training and Technical Assistance Center website on the RHY-HMIS link. There's a number of resources which we'll share more about in other formats, but one of them is a tip sheet that walks you through some things to consider around best practices for SOP Data Collection.

One, you may want to consider identifying a point person who's the champion for data collection, that checks in with colleagues, that takes a look at how the data quality plan is being adhered to or not, and keeps it front and center for the team.

You want to make sure the whole team is aware of the required data fields. You may not collect them in every interaction, but it's very important to know what ultimately you are required to try and collect when appropriate.

Three, it can always be helpful and help build trust when you can get a homeless person to tell his or her story, and tell it in the form a story, and identifying who they are as opposed to just, "How do you answer this field? How do you answer this field?" But getting a richer story from which the data may come and from which you may follow up on specific data questions.

Frequently check your data quality, again, not just when the submission period comes twice a year, but on an ongoing basis, checking your own data for clients you work with and for your team if data quality being adhered to.

Fifth, think of creative ways to do outreach. If they're a little pocket forum where you collect certain fields, goes right in your notes after your interaction, are there other things that you can give to a client. You're probably doing this anyway whether it's a sandwich, or a blanket, or your card for other services. After you've shared something and are providing some service, then maybe ask for some information to help you better serve them and others. Are there other creative ways I'm sure you can come up with that I have not?

Write down your notes immediately. We talked about timeliness. This will also help with accuracy. Don't let it wait and keep it in your memory for too long. Use a tool to capture your information that mirrors you HMIS system. It's tough to take notes in forms and even comprehensive forms and then sit down in front of your particular HMIS. If they don't match up, it can make data entry confusing or inaccurate so as much as they line up, the better.

Again, this more detailed tip sheet is available, a pdf form on the RHY-TAC RHY-HMIS link. It's this RHY-HMIS Street Outreach Program Data Collection Tip Sheet.

With that, I'd like to turn it over now to Peter Nicewicz from FYSB, to take it from here. Peter?

Peter: Great. Well, thank you so much, John. Thank you for your in depth overview of data quality and particularly in light of the realities that all of you face every day as you work with very vulnerable youth who might be on the street or in other precarious situations, and you try to work with them in order to find a better place, and move them to a place of safety.

First of all, I just want to say I'm Peter Nicewicz. I'm RHY-HMIS lead within FYSB. I'm very excited to be presenting on this webinar and I'm also very grateful for the work that all of you do, but with youth. As John had mentioned, the service that you do for these youths. It really is invaluable. It is ... We are really grateful for it and it is making a difference in the lives of these youth.

What this is, in terms of the data standards, the reason why data is so important and not just for FYSB, but for every thing you do, is that it's your proof. Right? This is your way to show your work, to be able to make the case for what you do, why you do it, why it works, or why, in some cases, it doesn't work, and really be able to advance the work so that others know about it.

Data is this common denominator no matter where you might be. Whether in a city, or rural area, or in a State, or US Territory, it is really the common denominator to tell the story of what you're doing in your program to assist youth on the street and to be able to make the case for ending youth homelessness. Thank you for all of that.

Let's go over some of the changes to the data standards as well as the project set up for SOP grantees.

Data standard. What I want to emphasize is that we will have a new set of data standards, which means that you will be [inaudible 00:19:31] collecting slightly different information starting in October 1st, 2017 then you were before. I know that change doesn't always come easy, but these changes are meant to reduce the amount of time that you actually spend time collecting data. It is also meant to be a little bit more strategic so rather than focusing on the output of how many hygiene kits, or other, or meals that you provide to youth, we're really focusing on what we want to achieve with the SOP program.

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Speaker 1: We're really focusing on what we want to achieve with the SOP program, which is helping youth get to safe and stable housing, helping youth with their permanent connections to adults and really helping them get to a place of safety and stability so that they no longer have to experience homelessness. So these data standards were rewritten with that approach in mind, in addition to new data standards grantees will be responsible for new performance measures. And I want to say that this webinar is not focusing on the performance measures, there will be other opportunities in the future where we do talk about those, but unfortunately due to time limitations we are not able to describe in more detail performance measures for this webinar. So we are just talking about really the data standards.

Now, the other thing I want to point out is these data standards are found in guidance that is published by the Department of Housing and Urban Development as well as by FISBY and so the two graphics you see here are the data standards manual and the data standards dictionary. If you Google HMIS data standards manual or data standards dictionary you will find on the HUD exchange website which is a website operated and published by HUD, those data standards will appear. Look for the 2017 data standards.

In addition, in the near future there will be a RHY HMIS data standards that will go into more detail about what the data standards are for RHY grantees.

Alright, so let's talk about project setup. You might be familiar with this term if you've been using HMIS for a while. You might know that HMIS has a few project types, and so in order to be able to use HMIS correctly for your SOP program you have to make sure it's setup correctly. The job of setting your HMIS up correctly lies with the HMIS lead. The HMIS lead is usually a person or an entity that is designated by the HUD funded continuum of care to be able to assist you in setting up. So if you do not know who your lead is, I would recommend asking your CoC for assistance, but I'm hoping that if you've been an SOP grantee for awhile that you know who your lead is and you're in regular communication with that person because that partnership is crucial to making this happen.

This is more information that the HMIS lead should know in the background, but you should know this as well because it does really provide an overview of what we mean when we say an SOP project setup. So as I mentioned there are distinct project types that the HMIS leads have to specify in HLAS. SOPs fall into the category of street outreach, which is actually shared among other types of federal grantees that also might be doing street outreach for other populations such as veterans or chronically homeless adults. Here in the SOP program what we are really focused on is all youth that you encounter face to face. As well as all youth that you encounter face to face for a substantial visit at a drop-in center.

So what you wouldn't collect is, if for example you have a group outreach effort where you talk to a group of youth at once and you don't really collect any individual information from them you tell them about your services or a wider community effort, you wouldn't collect that information. It's really one on one outreach where you're providing a deliberate service to those youths. Similarly if a youth is coming into a drop-in center, but again for a very particular small thing like picking up a brochure, and you don't end up having a contact with them, that youth really should be in HMIS because you haven't really provided a service. So this is really for youth for whom you provide a service, where there's a little bit more substance than kind of a quick exchange. It really has to be a face to face conversation where you're trying to find out more information about the youth so you can best assist them.

The focus is really to provide services to the youth and hopefully to assess and engage them a little bit more deeply, to be able to develop a long term plan so that you can help them get off the street and end their homelessness. Alright so that's enough about data standards and the overview.

I'm now going to go into universal data elements, and universal data elements are really the elements that have to be collected for every type of program within HMIS regardless of the population or the program type. So RHY grantees have to use this, but so do, for example, permanent supportive housing programs within HUD, or veteran programs that are funded by VA or street outreach for adults that's funded by our partner at SAMSA, so it really is universal, this is meant to be very expansive and just to capture the basic count and history of homelessness among individuals that are appearing in any of our programs.

I want to start with actually entering and exiting youth. It's not going quite in order of the dictionary but I think that entering and exiting youth is one of the most important things in HMIS because this tells us the time frame of engagement for your program and the youth. The new data standards are actually using slightly different terminology, I don't want you to be confused about this because it doesn't affect our SOP programs as much. In the past we called entering a program "project entry" we're actually now calling it "project start". And the take home message here is that the start date for an SOP date is really the first date in which your program encounters a youth. So let's say you are on the street and doing a routine outreach and you see a youth that your program has not seen before, they are not in HMIS, so the date you're doing that outreach and talking to them for the first time, the project start date would be that date.

Interestingly enough, we also have a contact element for street outreach programs. That is really important. So in addition to project start, you should also enter into the contact field that you had a contact with that youth that day. Finally, exit date should be pretty self explanatory but it sometimes is not. So exit date is the date in which the youth is referred to another program so for example if they are entering into a TLP or a child welfare or any other program, when that referral happens they should be exited out of SOP and entered into that other program.

As we know unfortunately many youth go missing and we have no contact with them after awhile. Your CoC oftentimes has a rule on when youth should be automatically exited after a no contact period. Sometimes it doesn't. So I would recommend checking with your HMIS lead and asking them that question. Do we have a no contact policy? If we do not, if your CoC does not, I would recommend using 90 days. In other words, if you see a youth once you put them in the project start date, if you don't see them again after 90 days you would exit them and the exit date would actually be that last date you saw them. So in the case that you only see the youth once, the exit date would be the same as the project start date. But you wouldn't exit them until after 90 days have passed.

Alright, so let's talk a little bit about demographics. Name, social security number and date of birth. Now as John had mentioned trust is a very important issue for youth, a lot of youth don't want to disclose information particularly information as sensitive as these fields. So the main take home message here is try as hard as possible and be consistent. What I mean by be consistent is if all you know is a nickname, enter that nickname and in HMIS that nickname will become the name. If you see that youth again you should look them up in HMIS using that nickname. If you learn their full name you can change that nickname into a full name, but the ...

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Speaker 1: Full name ... You can change the nickname into a full name, but the key is again, we don't want to create multiple records within HMIS for the same youth, and so whatever information you put in first, you wanna make sure that you are looking back into your HMIS history and see if you've ... If your program has encountered this particular youth before, and basically use the record where you last left it, that will be where it is today, and updating information as needed.

It's the same with social security number. You might not know it, the youth might tell you even a random number for example. Use that random number at first, and then update it when you learn more information. But again, be consistent about how you search for the youth that you think you've encountered before in your program.

Same with date of birth. You might not know the exact date of birth, they may tell you an age. So for example, they just tell you "I'm 16," you would in that case write "Their birthday is January 1, 2001, and update that information once you learn more information from them.

Other identifiers: Race, Ethnicity, Gender and Veteran status. I don't wanna go into too much detail here, but I do want to discuss some of the particular things around each of these elements.

Race can be multiple races. You can select as many from that list as the youth says. And really, the key is that this should be self-identified data. So if a youth doesn't want to report their race, don't make a guess what their race is, you would just say "Client refused."

With ethnicity, the difference is that there can only be one ethnicity, so it's really whether they are Hispanic or Latino, or whether they don't identify as Hispanic or Latino.

For gender, we have a few slightly different categories. These are mostly wording changes, they don't actually impact the kind of categories, so the gender categories are: male, female, and then trans-male to identify individuals who are transgender female to male, trans-female for individuals who transitioned from female to male, or gender non-conforming, which is another category which is if the client doesn't identify with a particular gender, that is the right category. So these were meant to be a little bit more responsive to the language usually used by youth, and hopefully this will make it easier for youth to answer these questions.

Veteran status, I should say that many HMIS software packages should automatically be programmed so that, for youth under eighteen, that answer will be no. If the youth is eighteen and over, you would then ask that question, if they are a veteran.

Disabling condition: This is really related to the special needs elements, which we'll go over in a little bit, but the key here is to answer yes if the youth has a physical disability, mental health issue, substance abuse issue, chronic health condition or developmental disability. It's a pretty broad category, so if any of these is true, you would write yes. You would also answer whether having that disabling condition affects their ability to live independently.

For youth, I understand that that's a tough question, because even without a disability, many youth are not able to live independently without additional support, but the point of this question is actually to help determine eligibility for chronic homelessness under the HUD definition, so this can be ... Your policy actually be as inclusive ... So if the youth has a disability and you think it affects their ability to be self-sufficient, to be on their own, the answers would be yes to both. That would meet the disabling condition aspect for eligibility for chronic homelessness, which can help them be prioritized for services such as permanent supportive housing or [inaudible 00:34:31] 3 housing, or other resources that might be beneficial for them in the community.

Destination is one of the most important fields because destination talks about our outcomes, right, what happens to youth after they leave the program. My take home message here is try to select the destination that best matches where the youth is going, and so sometimes that means going to a school, military or similar institution. And in those cases, say that the category [inaudible 00:35:06] by client, no ongoing subsidy. Try to avoid other, and try to avoid data not collected, because those are not very helpful. Other really is a negative exit, and we don't want that to happen. So if there is any of those other categories, closely match to where the youth is actually going, select those categories first.

Relationship to Head of Household: This is an important element, and it's confusing many times. But the jist is, for youth who are unaccompanied by themselves, they would be head of household. If there's a group of youth and you're talking to them individually, each of those youth would be head of household. Really the only time you would use other than self, so in other words, other than a head of household, would be if the youth has a child of their own and they are accompanied with that child. So if there's a parenting youth, and that child is with them, then the child would be entered as a separate client, but the child would be entered as a child, head of households child, and the really nice thing about that is, very few of the elements have to then be filled out for the child. So a lot of these elements you don't have to fill out, but you would have to fill out a separate record for the child.

The next one is, should be straightforward, Client Location, which is really the CoC code in which you have performed the outreach service. I'm hoping that your HMIS does this automatically, many do, so the example I gave you, CA 600 actually corresponds to Los Angeles. I've been told that in many cases it's auto-populated so that you wouldn't have to worry about it. However, if it's not auto-populated, make sure you know what the COC code is in your jurisdiction, and then select the right one for where you meet the client.

So lets move on to Common Data Elements. Common data elements are shared amongst several programs, but not necessarily all programs. And I think you will see a little bit more as we go into the presentation as to what constitutes common data elements.

So the first common data element is health insurance. That's important. We ideally would like to know what the health insurance is, both at start, and at exit. So if you've been developing a relationship with a youth on the street or elsewhere, ideally you're providing them with a service that makes them ... That helps them access health insurance. And so you might for example say that they're not insured at project start, and hopefully over time, as you provide outreach to them, they might be insured at exit.

The update is a possibility, but updates should only be used again if there's a change of status that you think is important to note. There are several types of insurance. The ones that I wanna focus on for the RHY population is Medicaid, SCHIP, which is the state children's health insurance program, a federally funded program, and also private insurance in many situations, the youth might be eligible because their parents or other guardian might have insurance, and so you would note that. And of course, "Client refused" and "Client doesn't know" is a perfectly appropriate answer if that's the case.

Okay, special needs. So I already talked about this, this is related to the disabling condition. Here we go through each of these and again answer whether the youth has any of these conditions, and if they're expected to be long term. Again, answering yes helps with eligibility for a chronic homelessness status, which actually might prioritize them for certain types of services. So my recommendation here is to be as inclusive as possible, meaning that you want to be accurate, but if there is an issue that needs to be recorded, yes will help advance that youth eligibility.

Contacts and engagement. This is one of the most important things for SOP programs. I had discussed this a little bit at project start and project entry ... I'm sorry, project start and project exit. Every time you see a youth, there has to

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Speaker 1: Every time you see a youth, there has to be a contact recorded in the contact field. So as I mentioned, the first time you see a youth would be the project start date but in addition to filling out a project start date, you would go into the contact field and say on this day today, you saw that youth and you would write whether the youth is staying in shelter, the streets or safe haven. That's one of the questions under the contact field. Let's say you see the youth two weeks later, you would look them up in your existing HMIS. Their record would be pulled up. You would see that you've contacted them two weeks ago and on this day, you would generate a new contact and again say whether the youth was seen in shelter, streets or safe haven and you would write today's date. So in other words, contact, that field is supposed to be kind of a running log of every encounter that you have with the youth.

Date of engagement is a little different because than writing every time you'd contact a youth, this is a one-time thing. This is meant to capture when you changed that relationship from kind of just providing services or advise to a youth to more deeply engaging them in a deliberate case plan or doing a more deep assessment. So date of engagement, some of you actually do this almost for every client. Some of you do this for very few clients. It really depends on the nature of your outreach. But the key here is when a youth is ready to engage more, meaning that you're working with them towards a specific goal and again using perhaps one of the assessments or deeper engagement, type of engagement, you would write the date that happens. Sometimes, that could be the very first contact and you would write the date of engagement, the same thing as the first contact and the same thing as the project start date.

But sometimes that might take time. For example, you might need a few contacts before you engage the youth. That is okay. I just wanted to clarify the difference between these two elements. So let me give you a few example from the contacts engagement and not to beat at that horse, but this is really a crucial concept and so hopefully this will help clarify these two categories. So let's say you encounter a youth who gives you a nickname. You perform an assessment during that visit. The program does not encounter the youth again in 30 days. So how would you record the situation at HMIS. First of all, look up the name in HMIS to make sure that you haven't already been recorded. If that nickname that they gave you is not found in HMIS, you would start a new record.

You would write that the project start date is today because that's the first time you've encountered the youth. You would then go to the contact field and say you've had a contact with the youth today. Because you've provided an assessment to that youth, you would also record today as the date of engagement. Remember then there is no contact after a while so the CUC has the policy of 30 days in this example and the youth is exited after 30 days of no contact and the exit date would be the last date that youth was seen by your program.

Okay, another example just to give you a little bit of a different flavor. You encounter a youth and they gave you the full name and you perform an assessment but not the same day you encounter the youth for the first time, actually a week later when you do a subsequent visit. The program sees the youth again in two days after that and helps them enter a TLP. So how do you enter this into HMIS? So first of all, look up their name in RHY-HMIS if the youth is found in the record, this encounter would be an initial contact. So in other words, you keep a running tally based on your previous records in HMIS. If the youth is not found in HMIS, you would create a new record and a new contact.

So if the youth has been exited already and that they've existed on the system, you would start a new enrollment by saying this is a new project start date and this is a new contact. So remember, a little later, you record a new contact because in this case, we've had one initial contact. Some information was discussed but then you saw the youth a week later so you would record a new contact a week later but you would also record a new date of engagement and that date of engagement would be that week later in which you've actually performed and delivered assessment. Two days after that, remember that you see the youth again and that time, you're able to transfer them to a TLP. So you would record yet a new contact in HMIS. You would exit the youth from this SOP program on that day and then you would enter them into the TLP program. So here, you would have two contacts and one day date of engagement.

All right. I hope that more clear in terms of how we use contacts and engagements. Now, I want to talk about RHY specific elements for SOP. The nice thing is as I mentioned, SOP programs by virtue of their work do not have to collect this luminous of records as some other RHY grantee organizations such as BCQ or TLP programs because you're really talking about things that you want to find out based on the nature of your outreach. So one thing that we do ask is sexual orientation. This information is to be collected at project start but you may update it at any time after you learn more information. So if a youth doesn't want to tell you their sexual orientation, you would say client refused but if you find out more information on subsequent visits, you're able to change that in their record.

There's only one sexual orientation per enrollment if that makes sense. You don't kind of keep a running tally but you are able to change that as you learn more information. The categories for this element have not changed since the previous data standards. Similarly, we want to know if the youth are pregnant. This applies to female clients only. You would again collect at project start date but you can update the information later and this is kind of a simple yes or no question. If the youth is pregnant, you would enter the due date. You can use an estimated due date. If you don't really know, you can say January 1st of this year or the next year. I mean, so for example right now we are in September or October 2017, clearly the due date wouldn't be January 1st 2017 but you could estimate the due date to be January 1st 2018. So be as practical here as possible. Accuracy counts but estimate also will do.

Okay, the next set of questions that you have to ask and this is the last set of questions and this is one of the most difficult questions to ask and we understand that you might not be able to get this information from youth particularly with whom encountering for the first few times. But in an effort to assist and identify victims of human trafficking, one of the set of questions you have to ask is about their history with sexual exploitation or sex trafficking. To make it a little bit easier for grantees, this element was changed from project start to project exit so this would be asked ideally upon transfer, like if you're transferring them to a TLP or at some other time when you build a little bit more rapport with with the youth.

This flowchart is meant to sort of give direction as to what kinds of questions you have to ask. You can use your own wording but these are sort of the headline questions. For all youth, if you look at the very left side, the blue square, you would ask the youth if they've ever received anything in exchange for sex, anything meaning food, money, accommodations, all of these things would count. If they answer no then that ends the inquiry. You don't have to ask any more question. However, if there's an indication that they have, you would then move to the next three squares and then ask a little bit more detailed questions, you have to ask these three question, whether that happened in the past three months, how many times total has that happened, and whether they made or persuaded to do that. Again, if the answer is no to any of these questions, you would end the questioning.

However, they said that they were made or persuaded to do this, you would ask again if that happened in the past three months and you would basically end the inquiry after that question. So the goal here is to they had been identified as a victim of sexual exploitation, you want to get a little bit deeper if possible and to understand the nature of it and that really helps I think make the case for if what kind of assistance, including legal assistance is needed for these youth.

All right, so similarly for labor trafficking. Again, this has been moved to project exit. You should ask all youth these two questions, whether they were afraid to quit or leave work due to threats of violence and whether they were promised work or work or payment with different than expected. If they say no to both of these, that is all that you need. You would just no to both and you would end the questioning. However, if they say yes to either or to both, that they were afraid to leave and where the work was different than expected, you will ask them if they were forced, coerced, pressured or tricked and you will also ask them if that happened in the past three months. Again, this is to help make the case for additional assistance including legal assistance. So these questions while sensitive can be very informative for what kind of services these youth receives.

All right. So that ends our kind of overview of the data standards. As you noticed, it's fewer elements for SOP grantees and hopefully it's more of the elements that will make the case for the work that you do. I now want to just turn your attention to the timeline in the upcoming few weeks as to what is happening with data collection. So all grantees that are funded in fiscal year 17, so between October 1st, 2016 and September 31, 2017, you're expected to continue data collection for this fiscal year using your HMIS that you've set up. That version, not being the version number but the version for fiscal year 17 was version 5.1. starting on October 1st, you will see different elements, the ones we just discussed. You will see this on or about October 1st and so you will begin collecting this new information as soon as it's available in your HMIS.

We will have a data upload and we'll have additional training for you on how to upload the data but between November 1st and November 22nd so right before Thanksgiving, you will be required to upload the data and the nice thing is the HMIS software itself will update the data element. So we will get them in the new format but you will not have to change anything. You will continue the upload process the same manner as you have before. Again, if this is confusing to you, don't worry. Just please note the November dates for the upload and note that will have additional PA including a webinar that will help you understand the upload process a little bit more.

Well, with that, I just want to remind everyone that this is a prerecorded webinar so we will not be taking live questions. However, if you do have a question, you can use that rhymis@acf.hhs.gov email address and someone from the FYSB team will be able to assist you to answer any of the questions you might have about data collection or the upload. With that, I want to thank everyone again for participating and thank you for John for co-presenting. Again, thank you for taking the time out of your busy days to listen to this webinar.

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