

**2006 HMIS Breakthrough Award
Winner for Innovative Vision
and Effective Strategies**

About CHIN



CHIN is North Carolina's centralized, balance of state homeless management information system (HMIS). It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness.

CHIN was formed to implement a statewide HMIS that could determine an unduplicated count of homeless individuals in North Carolina. CHIN began in August 2004 when CHIN's Steering Committee selected the NC Housing Coalition and the NC Coalition to End Homelessness as co-lead agencies to provide administrative and policy support.

Prior to August 2004, the Interagency Council for Coordinating Homeless Programs (ICCHP) hosted a series of regional meetings across the state to discuss the concept of a balance of state HMIS and to recruit potential leadership. A Steering Committee was constituted after a competitive recruitment process. A diverse, twenty-member committee was selected to represent the public and private sector, direct and indirect service providers, and equitable geographic representation. Special attention was given to rural/urban parity and members with existing HMIS systems. After extensive planning, CHIN was formed as an interagency partnership, comprised of representative homeless service providers, nonprofit advocacy groups, government agencies, universities and more than (20) continua of care (CoC).

It is a cost effective solution for agencies that are required to participate in an HMIS. CHIN adheres to all Federal Register guidelines governing homeless management information systems. CHIN's mission is to implement an HMIS that meets, or exceeds, federal and state reporting requirements while facilitating interagency resources/service management. CHIN currently serves agencies in 99 of North Carolina's 100 counties.

• *How can my agency join CHIN?*

If you'd like to become a member of CHIN call our office in Raleigh, NC at (919) 827-4500 or send an e-mail to hthompson@nchousing.org.

Subsidized membership rates are available and vary depending on Continuum of Care funding.

STATEWIDE NETWORK OF AGENCIES



CLIENT-DRIVEN CONSENT PROCESS



QUICK, EFFICIENT AND EASY TO USE



ON-DEMAND HUD REPORTS



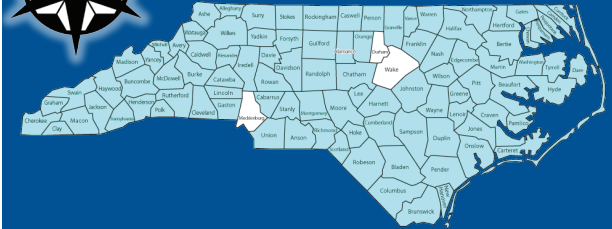
Contact NC Housing Coalition



224 South Dawson St.
Raleigh, NC 27601
(919) 827-4500 (W)
(919) 881-0350 (F)
support@nchomeless.org
www.nchomeless.org

Carolina Homeless Information Network

North Carolina's Balance of State HMIS



• **Safe and Secure**

• **Fully Encrypted**

• **HUD and HIPAA Compliant**

A Program of the North Carolina Housing Coalition





The Power of Collaboration

Beyond Data Collection



The information that is gathered and shared within the CHIN community allows for a cooperative effort among agencies helping the homeless. The exchange of information creates a picture of the most common needs and whether or not those needs are being met. This network of information allows case managers to work together to provide the most complete range of services for their consumers. Additionally, this information gives us a method to better understand programs and services provided by member agencies to the communities in which they exist.

Creating Community



CHIN is more than a homeless information management system—much more. It is the collection of people whom, out of compassion, work to show care and concern for the homeless in their community. While this

work does require the understanding and efficiency offered through shared data, it is even more crucial that ideas are shared. To this end, CHIN has begun to develop resources devoted to ensuring a functioning and vibrant community.

Support and Service



It is the intent of CHIN staff to provide an outstanding level of technical assistance to member agencies. We strive to maintain a safe and secure network that works with agencies to produce 100% accurate reports, while striving to eliminate undue stress on intake workers, case managers, and consumers. CHIN offers member agencies a wide range of on-line and on-site support and technical assistance options because we understand that every agency is unique and deserves a customized solution to meet their needs.

Why ServicePoint Works for North Carolina

Bowman Systems' **ServicePoint** provides CHIN end users with a simple, web-based, interface that's easily navigable and populated with real-time program and service information. There are several key components of ServicePoint that are included in the annual end user license fee:

ClientPoint offers agencies a robust and practical software to input and maintain client demographic information. The fields are conveniently color-coded to inform users which questions are required by HUD.

ShelterPoint is a stream-lined, online shelter bed management tool. Agencies can place clients directly in beds, reserve beds for their clients, or look up bed availability at other shelters. ShelterPoint is organized by agency programs and resources, and provides a quick entry/exit.

ResourcePoint is an integral directory of resources linked to the AIRS taxonomy and is searchable by agency, city, or county.

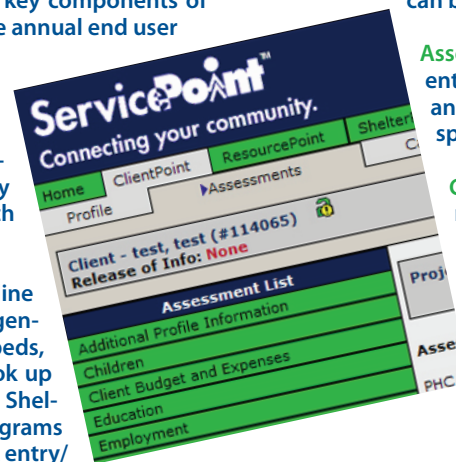
SkanPoint utilizes scan card technology for quick client data entry. Users are able to build multiple client lists.

Standard Reports, such as the HUD 40118, are available to users. A library of pre-built reports exists, plus custom-built reports are available upon request. Any field can be pulled into a report.

Assessments provide confidential data entry forms that are printable, editable, and customizable by program, or project specific.

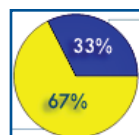
Case Plans offers confidential case notes where an agency can add goals and action steps and link to services and referrals. It's easy to build, print, and maintain.

Service Transactions records clients' needs, services, unmet needs, referrals, costs of services, and funding sources.



CHIN's services provide wide-ranging options for agencies who track various details and data. These data fields can be customized for agencies depending on their tracking, reporting, and funding needs. Beyond HUD's basic reporting requirements, ServicePoint also offers a comprehensive and confidential case management tracking and recording tool.

Using Data Quality to Improve Agency Performance.



Ensuring data quality is one of CHIN's primary objectives. To do this, CHIN provides monthly data quality reports to agencies to help them monitor their performance. Data quality reports inform agencies and continua of care (CoC) by providing data on the number of clients created and enrolled, and percentage of complete fields during a specified time period. These reports give agencies and CoCs the facts and figures needed to ensure readiness for reporting. Although completely accurate data can be challenging when dealing with the homeless population, CHIN's goal is to help agencies produce the most complete and accurate data possible in the most practical manner.

