HMIS Forum 1st Quarter

March 19, 2024

HMIS & Coordinated Access Team

Ana Rausch – VP of Program Operations	Heady Cassidy – Program Operations Coordinator	Erol Fetahagic – Director of Analytics & Evaluation	Kelita Beechum – Data System Manager	Agnes Asigbey – Manager of Analytics & Evaluation
John Slimp – Data Systems Engineer	Karen Flores - Analytics & Evaluation Specialist	Yvette Fuentes - Analytics & Evaluation Associate	Sheila Green – Training & Support Specialist	RaSara Rodriguez - Training & Support Specialist
Scot More – Coordinated Access Senior Associate / Homeless Court	Jordan Jupe – Coordinated Access Manager	Carmen Carreon - Coordinated Access Associate	Tatiana Butler - Coordinated Access Coordinator	Glenice Thomes - Coordinated Access Coordinator

Agenda

- Welcome & Introductions
- HMIS Data Support
- System Performance
- Coordinated Access
- 2-Step verification
- Case management Service
- Training
- Name Five Game
- Q & A

Welcome New Participating Agencies

East Harris County Empowerment Council

When to Update SSN

Did you help get the client an ID and SSN?

Once the client gets the SSN card – remember to update in HMIS

Did the HoH enroll but didn't have the child(ren) SS number?

Be sure to update once HoH provides it at next phone call or office visit

Did someone in the household have a baby that was added to the case?

Once the SS card is received, go back in and update the SSN in Client Track

System Performance Measures : 1 & 2

SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 1: Length of Time Persons Remain Homeless	**Average**	**Median**	**Average**	**Median**	**Average**	**Median**
a1.1 Persons in ES and SH	79	39	81	39	2	0
a1.2 Persons in ES, SH, and TH	105	48	102	48	-3	0
b1.1 Persons in ES, SH, and PH (prior to "housing move in")	483	177	429	178	-54	1
b1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	490	184	437	189	-53	5

SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness	**Count**	**%**	**Count**	**%**	**Count**	**%**
Exit was from SO	117	31%	199	40%	82	9%
Exit was from ES	244	17%	214	19%	-30	2%
Exit was from TH	53	12%	69	23%	16	11%
Exit was from SH	3	23%	3	23%	0	0%
Exit was from PH	152	10%	397	15%	245	5%
TOTAL Returns to Homelessness	569	15%	882	19%	313	4%

System Performance Measures : 3

SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 3: Number of Homeless Persons						
Metric 3.1 – Change in PIT Counts	Count		Count		Count	
Universe: Total PIT Count of sheltered and unsheltered persons	3124		3270		146	
Emergency Shelter Total	1167		1529		362	
Safe Haven Total	10		14		4	
Transitional Housing Total	445		485		40	
Total Sheltered Count	1622		2008		386	
Unsheltered Count	1502		1242		-260	
Metric 3.2 – Change in Annual Counts	Count		Count			
Universe: Unduplicated Total sheltered homeless persons	6692		8462		1770	
Emergency Shelter Total	5651		7392		1741	
Safe Haven Total	28		42		14	
Transitional Housing Total	1347		1501		154	

System Performance Measures : 4

SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects	FY 2022		FY 2023			
Change in income for adult system stayers during the reporting period	Count	%	Count	%	Count	%
Number of adults with increased earned income	105	7%	139	9%	34	2%
Number of adults with increased non-employment cash income	417	28%	510	33%	93	5%
Number of adults with increased total income	496	34%	619	40%	123	6%
Change in income for adult system leavers during the reporting period	Count	%	Count	%		
Number of adults with increased earned income	138	19%	83	13%	-55	-6%
Number of adults with increased non-employment cash income	170	23%	179	28%	9	5%
Number of adults with increased total income	289	40%	245	39%	-44	-1%

SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 5: Number of persons who become homeless for the 1st time	Count		Count		Count	
Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS	4686		5858		1172	
Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS	6848		8696		1848	
SPM Comparison	FY22 Submitted		FY23 Submitted		Change	
Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing	Count	%	Count	%	Count	%
Metric 7a.1 – Change in exits to permanent housing destinations						
From Street Outreach (includes temp. destinations)	888	22%	932	22%	44	0%
From E. Shelters, Trans. Housing, Safe Haven, & RRH	2857	40%	3735	51%	878	11%
Metric 7b.2 – Change in exit to or retention of permanent housing	Count	%	Count	%		
Those who remained in applicable PH projects (PSH, OPH) and those who exited to permanent housing destinations	6530	95%	7091	96%	561	1%

Street Outreach Enrollments

Look at the client dashboard before that Street Outreach Enrollment

- If you see a move in date – ask them if they are still in their unit
- If you see a housing enrollment – ask them how the housing search is going

If the client is enrolled in street outreach and you contacted them

- Add contact & living situation each visit

Residential Enrollment Overlaps

- Projects affected: Emergency Shelter, Transitional Housing, Safe Haven, Rapid Re-Housing, Permanent Supportive Housing, Other Permanent Housing

- Clients cannot be enrolled in two ES, TH, or SH projects at the same time

- A client can be co-enrolled in an ES/TH/SH and a PH project only if they haven't moved in yet (no PH Move-In Date)

- Co-enrollments in two PH projects should be avoided

- Transfers between two PH projects must be recorded back-to back; otherwise, they'll be counted as returns to homelessness

Residential Enrollment Overlaps

Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type
10/3/2022		1			PH - Permanent Supportive Housing (disability required for entry)
11/17/2021	1/26/2023	1			PH – Housing Only
11/1/2021	9/30/2022	1			PH - Permanent Supportive Housing (disability required for entry)
6/30/2021	8/11/2021	1			PH - Permanent Supportive Housing (disability required for entry)
2/4/2021	9/30/2022	1			PH - Rapid Re-Housing
2/1/2021	2/4/2021	1			Services Only
12/9/2020	1/20/2021	1			PH - Rapid Re-Housing
11/3/2020	2/4/2021	1			Coordinated Entry

Residential Bed Check-Ins

- Projects affected: Emergency Shelter, Transitional Housing, Safe Haven, Permanent Supportive Housing

- Bed check-ins are now optional for PSH projects

- ES, TH, and SH projects should continue to check clients in & out as this will allow them to manage bed occupancy and utilize housing roster reports

- The enrollment data is used in all official reports – not the bed check-ins
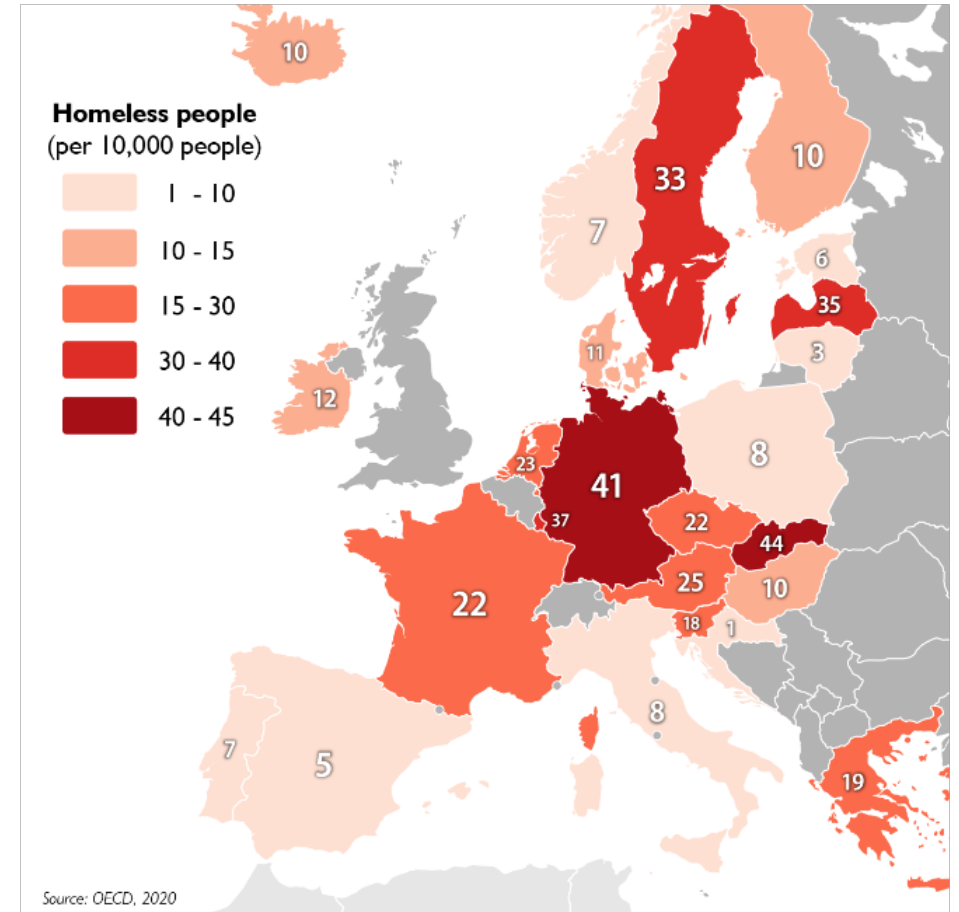
- Use the System Dashboard to see PH unit inventory & current occupancy

Homelessness Across the Pond

Homelessness Across the Pond
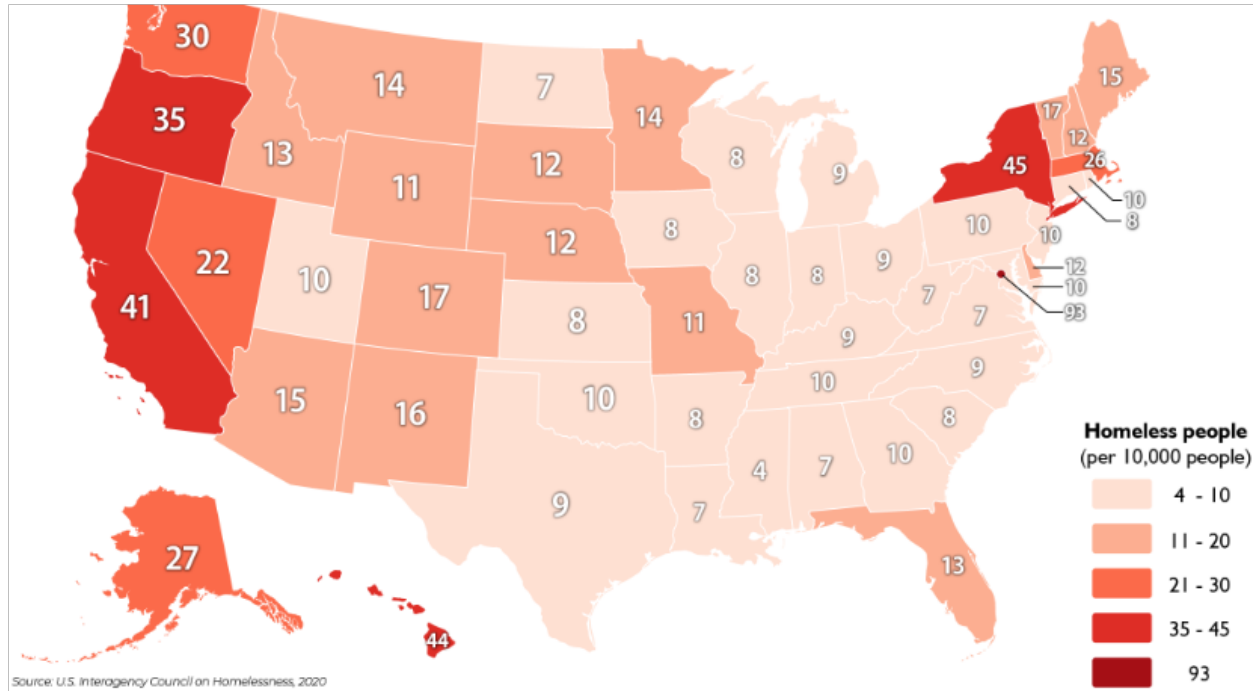
- Germany has the same homeless rate as California
- France has the same homeless rate as Nevada

Improvements

There have been significant improvements in the overall system data quality

Thank you for using Eva to check your data

Lauren E. Butler – Harmony House and Arthi Kodur - Salvation Army

Using Data to tell a story

Coordinated Access

CA Support Line Changes

- CA Support Line is now semi – private
  - Designed to offer support to TWH partners providing services to individuals experiencing literal homelessness.
- Public calls will be guided through automated prompts with resources
- CA@homelesshouston.org email inbox will remain available to the public for general inquiries, "status checks" and update contact information.
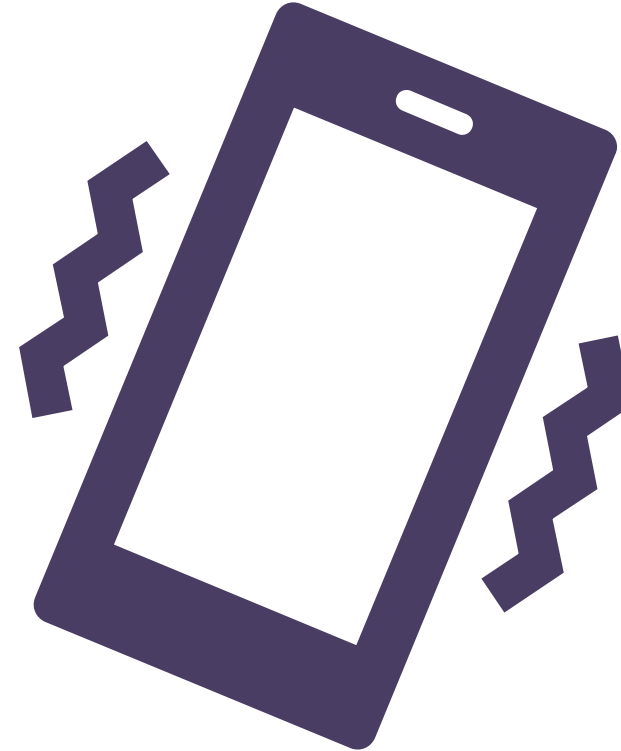
Waitlist is now called By-Name List

- Waitlist implies that an individual will eventually get a referral, given enough time. We have always operated on a prioritization process.

- Our process has not changed.

- By-Name List

  - *"A by-name list is exactly what it sounds like. It's getting to know each person by name and creating that ownership and understanding in our community that this is a member of our community that we're trying to help, And when you know them by name, you know them. They're not a number. They're a community member,"*-Patrick Dodds, the Director of Continuum of Care (CoC) at United Way of North Central Florida

  What is a by-name list? - Community Solutions
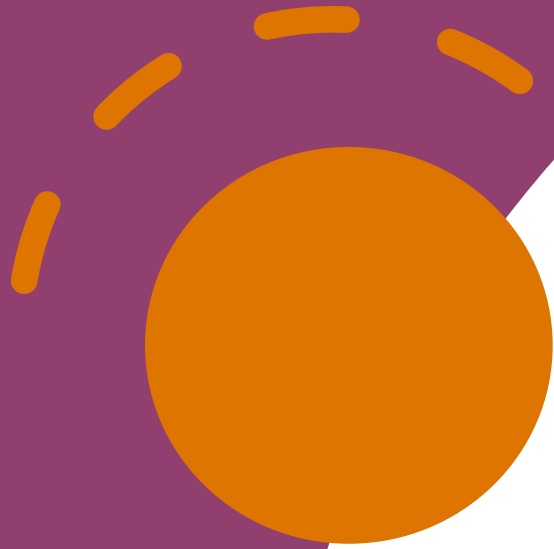
Case Management Removal Service

Brandon Lewis

The reason for removing the Case Management service option

To ensure HUD compliance, CFTH will be running monthly service reports. In the reports, we are looking to see that programs are providing a home visit each month, or at minimum, attempting a home visit. The Case Management service is more of a catch-all type of service; it does not identify the actual service, for example, office visits, home visits, phone calls, etc. When running the report, if we see Case Management, we have no way of knowing what was actually done. We need to be able to see what type of Case Management was performed, any interaction with the client is case management. To ensure accurate reports we are terminating the Case Management option.

Annual Security Training

Each HMIS end user must complete annual security training provided by HMIS Staff. Failure to complete this training will result in user account suspension until the training has been completed.

Please listen to the entire training, complete and submit the test. HMIS will have record of your attendance and test scores. There will be no certificate this year.

This training is recorded and can be taken at any time. Please register https://attendee.gototraining.com/r/2559087362733070339

Training must be completed by March 29, 2024.

If you have questions, please email kbeechum@homelesshouston.org

Protecting client information

Security Training is underway and here are crucial takeaways when sending client information via e-mailing

- If you must use the client's name in the correspondence, please encrypt the e-mail
- If you do not know how to encrypt the e-mail, only use the HMIS client ID (the preferred method) when referring to the client.

Thank you for attending Security Training

Edith Duarte

Monica Cordova

Ashley Esquivel

2-Step Verification

- Our clients are vulnerable, and their data is important
- Passwords can be compromised by phishing, other-site breach/reuse
- 2-Step Verification can make you 99% less likely to get hacked, according to Microsoft, CISA.gov
- It's easy to use – please enable it!
  - We can send you a guide to turn it on
  - We can remove it from our end if needed

HMIS Trainings

HMIS User Trainings https://www.homelesshouston.org/hmis-v2#HMISUserTrainings

Please use the calendar below to view and register for all HMIS trainings. HMIS Trainings are held virtually via GoTo Training and **cameras are mandatory for all trainings**. If you have any questions or concerns, please email Kelita Beechum at kbeechum@homelesshouston.org. The HMIS trainings are available only for participating agencies. If your agency is not currently participating in HMIS, please send an inquiry to hmis@homelesshouston.org and we will provide you with more information about the HMIS participation requirements.

📅 < June 2023 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1 **9am** HMIS New User Training	2	3	4
5 **9am** HMIS Supervisor Support Training	6 **9am** HMIS New User Training	7	8 **9am** HMIS Refresher Training	9	10	11
12 **9am** HMIS New User Training **1pm** HMIS New User Training	13	**14** **2pm** The Way Home Onboarding	15 **9am** HMIS Refresher Training **2pm** 2nd Quarter HMIS Forum	16	17	18
19	20 **9am** HMIS New User Training	21 **9am** HMIS Housing Training **2pm** HMIS Data Explorer Training	22 **9am** HMIS Refresher Training **1pm** HMIS HOPWA Training	23	24	25
26 **9am** HMIS Reports Training	27	28 **9am** Security Officer Training	29 **9am** HMIS New User Training	30	1	2

Training Surveys

Chenita Ross - Goodwill

Casey Semien - YWCA

Tiffani Garza -Sarahs House

HMIS Site Visits

HMIS Site Visits are being scheduled for all agencies that use the HMIS system.

Purpose is to confirm your agency is completing the data entry correctly in HMIS.

HMIS Support Committee

Preston Witt - Harmony House

Neysa Gavion - West Houston Assistance Ministries

Earnest Dyer - The Salvation Army of Greater Houston

Yvonne Benmar Gonzalez - Bread of Life

Scot More - Coalition for the Homeless

Omar Sesay - The Harris Center

Tamela Olive - Star of Hope

Susan Keith Broussard - Healthcare for the Homeless

Morris Cole - Volunteers of America

Kelly Ward -SEARCH

HMIS Forums

Quarterly HMIS Forums

- 2:00-4:00 Quarterly HMIS Forums
- United Way of Greater Houston
- 50 Waugh Dr., Houston, TX 77007

Next Forums

- June 25, 2024
- September 19, 2024
- December 5, 2024

Past HMIS Forums

- Can be found by clicking here

HMIS Issues

📊	Issues are tracked for reporting purposes
✉	We ask that no one e-mail staff directly
☑	You can use any of the following methods to report an issue
🔍	Directly to IssueTrak https://hmissupport.homelesshouston.org
✉	E-mail support hmis@homelesshouston.org
🎧	Call the helpline 832.531.6030 or 832.531.6023 Tuesday - Thursday 9:00 – 11:00 or 1:00 – 2:00

NAME FIVE GAME

Five teams will answer five rounds of questions

Each team must designate a spokesperson

Time starts after the task has been read

No discussion/additions after time is out

Thank You!!

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris, Ft. Bend, & Montgomery Counties. For more information visit www.thewayhomehouston.org

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