

HMIS Forum

4th Quarter 2019



United Way of Greater Houston

December 19, 2019

2:00 – 4:00 p.m.

Your Team

- Agnes Asigbey – Data System Specialist
- Ana Rausch – VP of Program Operations
- Erol Fetahagic – Director of Analytics & Evaluation
- Karen Flores – Analyst Analytics & Evaluation
- Kelita Beechum – Data System Manager
- Lindsey Grubbs – Data System Specialist
- Yvette Fuentes – Associate Analytics & Evaluation

Agenda

- Welcome & Introductions
- Data Super Stars
- ClientTrack v.19
- System Performance Measures
- PIT/HIC
- HMIS Site Visits
- Chronic Homeless Workgroup Update
- Duplicates
- HUD AAQs
- HMIS Reminders
- Q&A

Welcome to our newest HMIS Participating Agencies

Texana Center

Adaptive Construction Solutions





Data Super Stars



- Harmony House
 - Loretta Ray
- U.S. Vets
 - Leon Whitley
- The Montrose Center
 - Bradley Smith
- Magnificat Houses
 - Bill Sommers



ClientTrack v.19

- Eccovia has developed a new version of ClientTrack software
- Same functionality, similar navigation, simplified icons, new colors!
- Tentative launch date: February 1, 2020
- No additional training is required, but can be provided upon request

ClientTrack v. 19

Home

User Dashboard

Recent

Merge Clients

My ClientTrack

Bulletin Board

Recent

Tasks

Calendar

Case Load

My User Configuration

My Submitted Issues

My Workflows

Paused Operations

Quick Services - Multiple Clients

Custom Forms

Reports

Admin Reports

Organization

Additional Tools

Global Administration

ClientTrack

All Search

Kelita Beechum

Coalition for the Homeless Coalition System Administration

Welcome Kelita Beechum

Coalition for the Homeless News

Welcome to CFTH ClientTrack DEVELOPMENT site.

Bulletin Board

Dashboard Issues

Erol Fetahagic

9/1/2015 3:42:00 PM

Here's a sample text to fill this message:

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus vel libero nunc. Etiam tempor sed nisl non elementum. Quisque id porta nisl. Aenean ipsum sem, lobortis non mauris id, dignissim vestibulum neque. Cras vel massa ac ligula commodo...

Read More

Dev Test Message

Erol Fetahagic

8/26/2015 10:52:00 AM

Do you like CT2015?

1. Love it

2. Hate it

3. I have a love/hate relationship with 2015

Read More

Program Enrollment Chart & User Dashboard

Erol Fetahagic

5/15/2014 10:20:00 AM

The Current Enrollments chart has been added to the Home page dashboard. We hope you like this addition and expect that it will help you better manage your agency's program enrollments. Both the graph on the left and the table on the right show real-time numbers of enrolled clients (persons) and cas...

Read More

Active Case Assignments

Displaying 1-10 of 11 results.

Next Last

Client Name	Begin Date	Program
day, Onemore	11/21/2019	HACS - HOPWA TBRA
Seems, Tamara	09/21/2015	US VETS - PHDV
Tent, Howard	09/03/2015	CRR SSVF RRH
Lost, Brandy	08/19/2015	The Beacon Day Center
Tate, Jan	08/19/2015	CC - Villa Guadalupe
Lewis, Terry	08/18/2015	HACS - One Roof
Lewis, Tim	08/18/2015	Santa Maria - VA Jacquelyn



The Way Home

ClientTrack v. 19

Housing

Facility Dashboard

Find Facility

View Facilities

Housing Setup

Housing Reports

Housing

Find Facility

View Facilities

Current Residents

Current Reser...

New Reservat...

Family Check...

Batch Check In

Facility Bar List

Facility Incidents

Facility Log

ClientTrack

All JUSTIN

Kelita Beechum (Testing) | Help | Sign Out

Catholic Charities - Lotus Project
326 South Jensen Dr 713-383-9890

Housing Facilities

Displayed below are the housing facilities available to members of your organization along with the occupancy of the facility. Depending on your configuration for the facility, you can check a client into the facility, make a reservation for a room in the facility, view the facility's waiting list, or select the facility to view the available rooms.

Date: 12/17/2019 Update

Catholic Charities - Lotus Project
Permanent Supportive Scattered Site * Single Females and Households with Children
24 of 25 Unit(s) Available
[0 on Waiting List](#) [Reservation](#) [Check In](#)

Catholic Charities - Villa Guadalupe
Transitional Housing Facility * Single Females and Households with Children
20 of 21 Unit(s) Available
[0 on Waiting List](#) [Reservation](#) [Check In](#)

HOME
Kelita Beechum
Catholic Charities
HMIS Programs

CLIENTS
Smith Rusty
3/18/1977
XXX-XX-9635
CLIENT ID
394

HOUSING
Catholic Chariti...
326 South Jensen Dr
713-383-9890

PROVIDERS
Star of Hope - ...

EMPLOYERS
Great American ...

ClientTrack v. 19

Clients

Client Dashboard

Find Client

HMIS Standard Intake

Case Management

Client Dashboard Report

Calendar

Case Notes

Edit Client

Enrollments

Goals

Living Situation

Master Assessments

Other Assessments

Referrals

Services

Tasks

Contact Log

Turn Away

Housing

ClientTrack


All JUSTIN

Kelita Beechum (Testing) | Help | Sign Out

Smith Rusty
3/18/1977 XXX-XX-9635
CLIENT ID 394

Smith Rusty's Dashboard

Client Information



Name: Rusty, Smith Perry

Age: 42

Gender: Male

Housing Assessment Date: ⓘ

Waitlist Placement Date: ⓘ

Housing Placement Date: 9/15/2016 12:00:00 AM ⓘ

Race: White

Ethnicity: Non-Hispanic/Latino

Veteran Status: No

Triage Score: ⓘ

Chronically Homeless: ⓘ

Frequent: No ⓘ

HMIS Enrollments

Case Name	Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type	Organization
Justin, Smith	9/15/2016		1	Yvette Fuentes	HACS - ACE	PH - Permanent Supportive Housing (disability required for entry)	Houston Area Community Services
Justin, Smith	10/30/2015		1	Case Manager 5	SEARCH 1115 Waiver	PH - Permanent Supportive Housing (disability required for entry)	Healthcare for the Homeless

Agency Services

No records found.

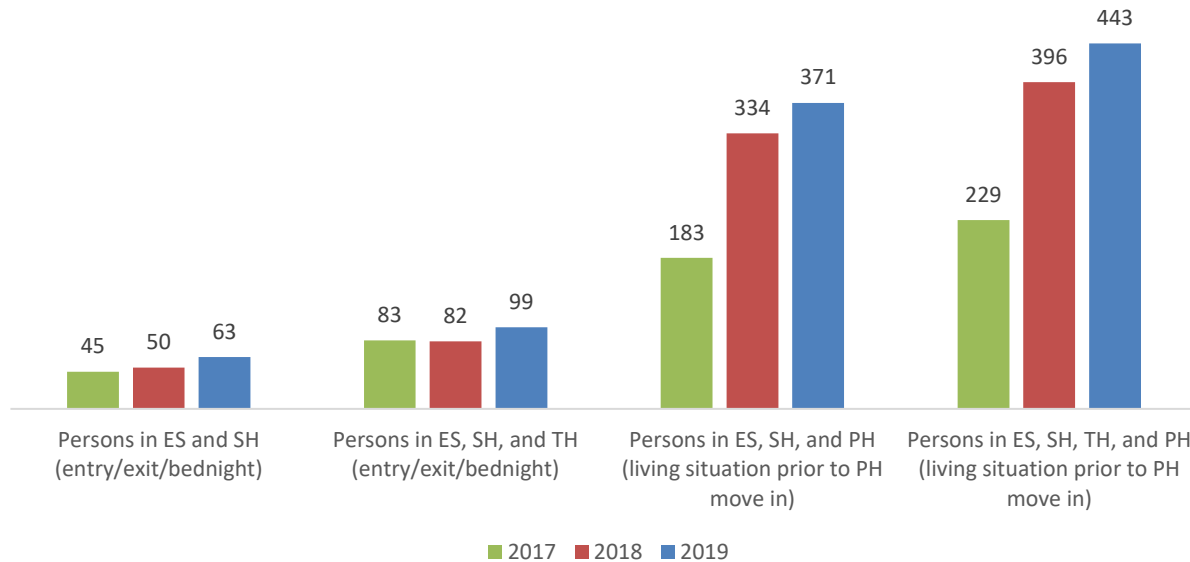
Date ▼	Service ▲	Grant ▲	User Name ▲	Location ▲	Units ▲	\$ Total ▲
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System Performance Measures

- Annual system report required by HUD
- Affects the annual CoC NOFA award
- Data source: HMIS and PIT Count
- Includes all HMIS residential and street outreach projects
- Time period: October 2018 – September 2019
- Due to HUD: February 28, 2020
- 2019 outcomes (except the 2019 PIT) are still preliminary

SPM 1a & 1b

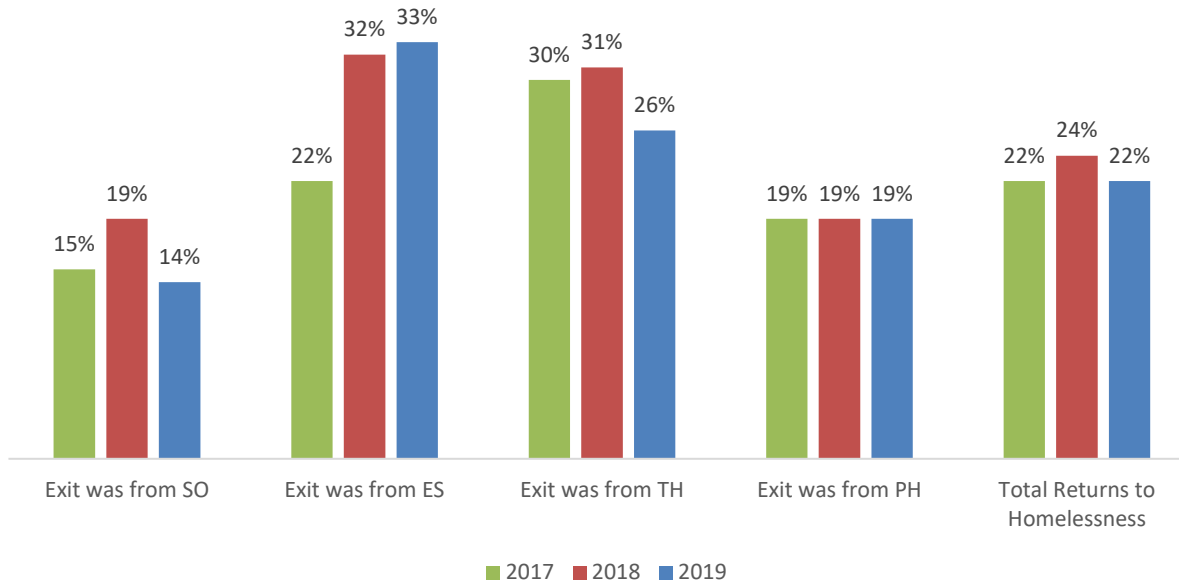
Avg Length of Time Homeless



- Measured either as the time of enrollments/bed-nights or as the time between date of homelessness and PH move-in date; both average and median are reported
- The average length of homelessness has been increasing in all cases
- Data errors and data standards changes particularly affect measure 1b

SPM 2a & 2b

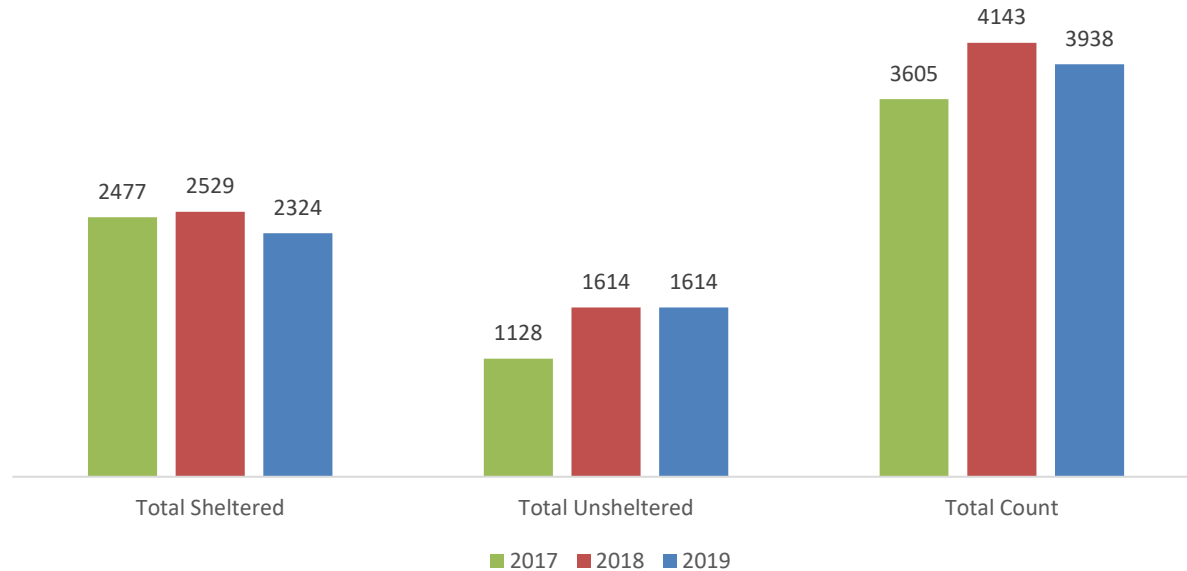
Returns to Homelessness within 2 Years



- Measured from exits to PH that occurred 2 years prior to the reporting period
- SO and TH show decrease; ES shows increase; PH shows no change
- Returns within 6 months, 6-12 months, and 13-24 months are also reported

SPM 3.1

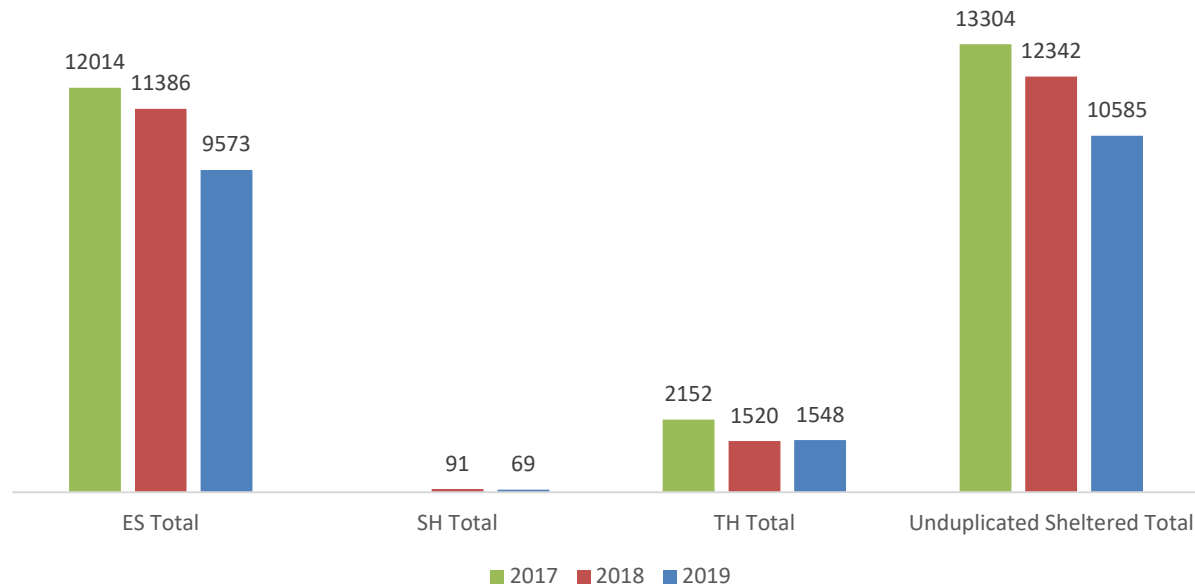
PIT Counts



- Measured from point-in-time counts conducted in January
- Sheltered data from HMIS; unsheltered data collected in surveys
- Sheltered count shows decrease and unsheltered count unchanged since last year

SPM 3.2

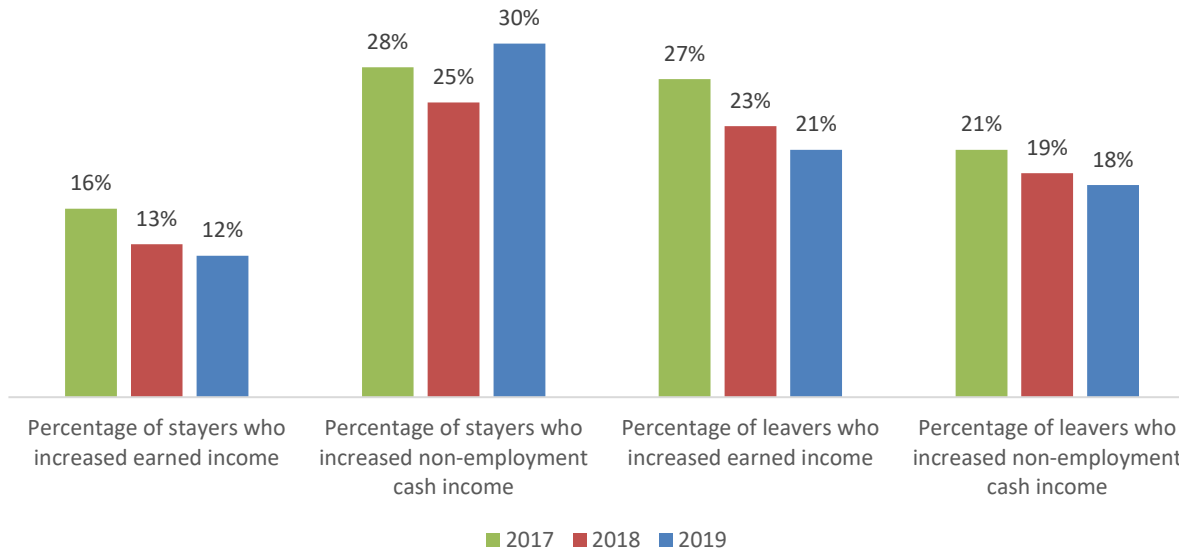
Annual Counts



- Measured from annual HMIS enrollments in residential projects
- ES count shows decrease; only one SH (safe haven) project; TH count is slightly up
- Changes in the number of projects and capacity will affect the counts

SPM 4

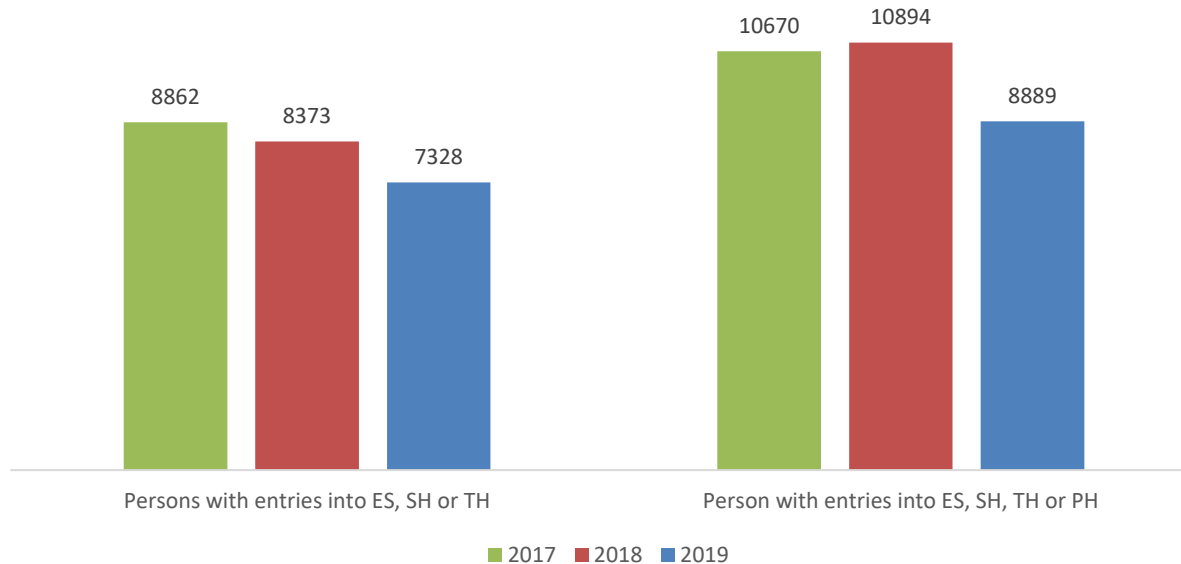
Income Change (CoC-funded projects only)



- Measured from financial assessments at entry, annual reassessment, and exit of all adults enrolled in CoC-funded projects
- Only stayers with non-employment income (cash benefits) show average increase

SPM 5

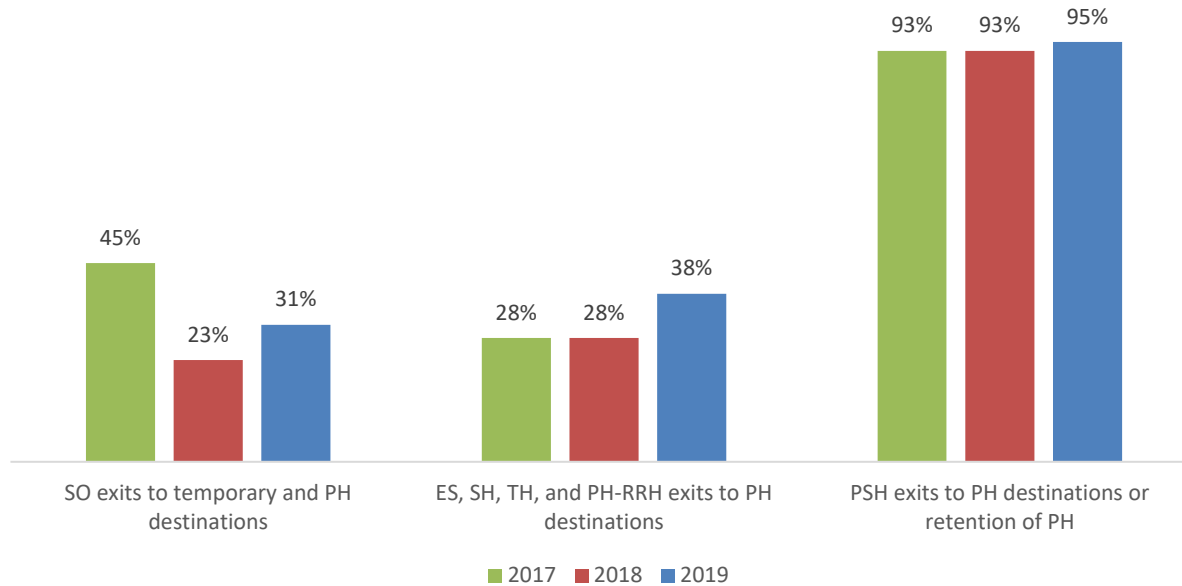
New Clients (no enrollments in the previous 2 years)



- Measured from residential project enrollments; clients are counted as new if they haven't had a residential enrollment in the previous two years
- There is a decrease of new clients in all residential projects

SPM 7

Successful Placements and Permanent Housing Retention



- Measured from exits to PH destinations from SO, ES, SH, TH, and PH projects and housing retention in PSH projects
- All sections show an increase since last year; however, unknown destinations still affect project outcomes

2020 Point-In-Time Unsheltered Count

- Where:
 - All of Houston, Harris, Fort Bend, & Montgomery Counties
 - Inner 610 loop (first day)
 - East of I-45 & 288 (second day)
 - West of I-45 & 288 (third day)
- When:
 - Official sheltered count (night of the count) for HUD will be January 27, 2020
 - Unsheltered Count – January 28nd, 29th, & 30th
 - January 31, 2020 will be held as an inclement weather day
- How:
 - Drive around assigned map areas
 - Walk areas with likelihood of find homeless persons
 - Survey with phone/tablet app

Why do we count?

- Report an accurate number of homeless persons in the Houston, Harris, Fort Bend, & Montgomery counties
- These numbers are reported to the U.S. Department of Housing and Urban Development in order to:
 - Determine progress/success (are the numbers decreasing?)
 - Determine the amount of federal, state, & local funding that will come into our community
 - Determine sub-populations amongst the homeless (i.e. youth, veterans, domestic violence, etc.)
 - Identify areas with a dense homeless presence (encampments, etc.)
 - Improve services & housing
 - Determine what additional services are needed

Methodology

- Mobile survey tool
 - Incorporates aspects of the Coordinated Access assessment & the Youth Count Texas survey
 - Attempts made to interview ALL persons who appeared to be experiencing homelessness (very important)
 - Any person identified during interview as being chronically homeless, a veteran, or youth (18-24) will be assessed for housing using CA on the spot

Methodology (cont.)

- Mobile app technology
 - Counting Us app available for download
 - Eliminates paper
 - Can happen faster
 - Captures data in real time
 - GIS location automatically recorded

Participation

- Mandatory for CoC/HMIS Partners
 - HMIS Agency Participation Agreement
 - Agencies with over 20 staff
 - A minimum of 2 staff per day of the count (NOFA scoring)
 - Agencies with 20 staff or below
 - A minimum of 1 staff per day of the count

Days of the Count

Staging Areas:

- 4-5 each day
- Coalition staff
- Centrally located in each divided area as a meeting place
- Maps & supplies distributed

Teams:

- Approximately 56 teams each day
- 4 people per team

Staging Areas



2020 Homeless Count Staging Area List

Training, January 27, 2019

Houston Homeless Count, January 28th, 29th, & 30th from 6:30 am – 4:00 pm



	#	Staging Area Name	Captains	Location
Day 1, Tuesday 28 th	1	BEACON		1212 Prairie St Houston, TX 77002
	2	Guadalupe Center		326 South Jensen Dr. Houston, TX 77003
	3	Harris County Community Dev.		8410 Lantern Point Dr. Houston, TX 77054
	4	Avenue 360		2150 W. 18 th St., #300 Houston, TX 77008
Day 2, Wednesday 29 th	5	Bay Area Turning Point		18207 Egret Bay Blvd. Houston, TX 77058
	6	Harris County Social Services		9418 Jensen Drive Houston, TX 77093
	7	Humble Area Assistance Ministries		1302 1 st Street E Humble, TX 77338
	8	The Bridge		3811 Allen-Genoa Rd. Pasadena, TX 77504
	9	Crisis Assistance Center		1022 McCall Avenue Conroe, TX 77301
Day 3, Thursday 30 th	10	Northwest Assistance Ministries		15555 Kuykendahl Rd. Houston, TX 77090
	11	Christ the Redeemer Catholic Church		11507 Huffmeister Rd. Houston, TX 77065
	12	Memorial Assistance Ministries		1625 Blalock Houston, TX 77080
	13	United Way of Fort Bend County		12300 Parc Crest Drive Stafford, TX 77477
	14	Fort Bend County Women's Center		501 E Hwy 90 Alt Richmond, TX 77406
	15	Crisis Assistance Center		1022 McCall Avenue Conroe, TX 77301

2020 Point-In-Time Shelter & Housing Inventory Count

- PIT numbers pulled from HMIS for the night of January 27th
- HIC based on the inventory during the same night
- Housing projects reported
 - Emergency shelters
 - Transitional Housing
 - Permanent Housing
 - ❖ PSH & other PH – only clients with move-in dates beginning October 1st.
 - ❖ RRH – only clients with move-in dates

Housing Inventory Form

Houston/Harris County Homeless Housing Inventory

Please review this form carefully to be sure that the information is accurate. Please make any necessary changes, addition or corrections (including the date the changes went into effect). Thank you for taking the time to complete this form. **INCOMPLETE FORMS WILL NOT BE ACCEPTED.**

Agency, Project/Program, and Address Info

Organization Name:	<input type="text"/>
Project Name:	<input type="text"/>
Organization Mailing Address	<input type="text"/>
Geocode	-Select-
Physical Address of Project (DV – town and zip only):	<input type="text"/>

Project/Program funding and reporting requirements

Does this project receive ongoing McKinney Vento Funds (ESG or CoC Renewal)? (Y/N)	<input type="text"/>
Does this project receive McKinney Vento Funds (CoC) for Construction, Acquisition, or Building Rehabilitation? (Y/N)	<input type="text"/>
Does this project receive other Federal funding? (Y/N) If so, what kind? (i.e. HOPWA, GPD, SSVF, etc)	<input type="text"/>
Must all residents of this project meet the HUD definition of Homelessness at time of admission? (Y/N)	<input type="text"/>
Does your project have to file an APR?	<input type="text"/>
If you have to file an APR for this project, what is the projects operating year (start date: end date)?	<input type="text"/>

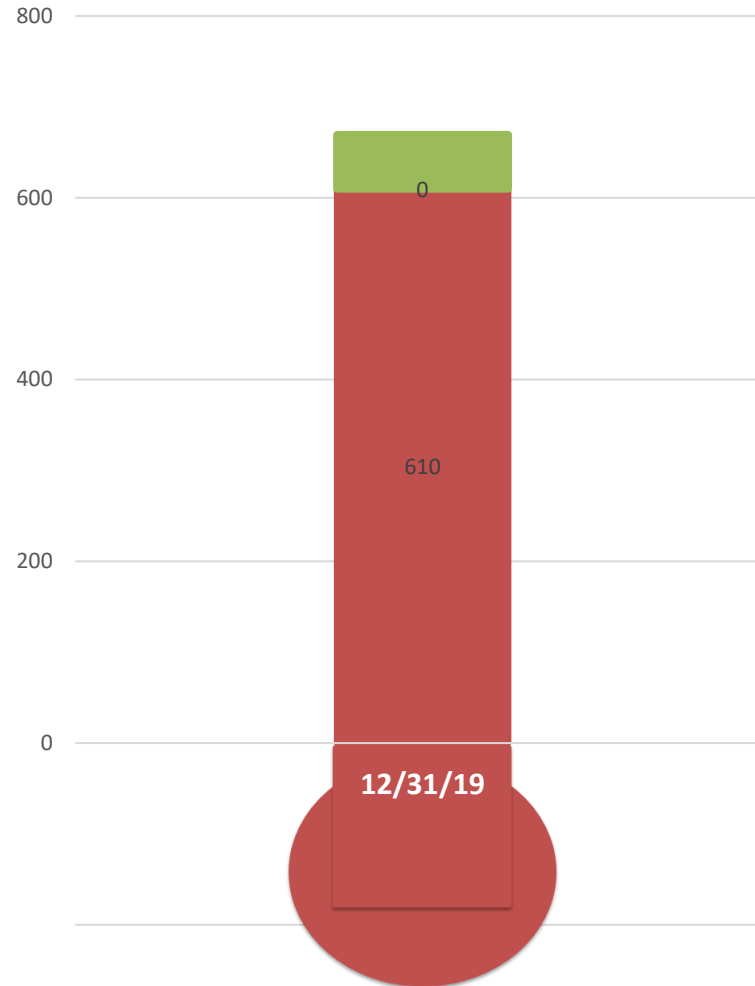
Project/Program operating status, project type, housing type and (where applicable) voucher type

Project Status (check one only):		Housing Type (choose only one):	
Currently Operating	<input type="checkbox"/>	Mass shelter/barracks	<input type="checkbox"/>
Newly Opened/Date of opening:	<input type="checkbox"/>	Dormitory/hotel/motel	<input type="checkbox"/>
Under Development/Anticipated Occupancy Date:	<input type="checkbox"/>	Shared Housing	<input type="checkbox"/>
Project has Closed/Date of Closure:	<input type="checkbox"/>	Single Room Occupancy (SRO) units	<input type="checkbox"/>
Project Type (choose only one):		Single Apartment (non-SRO) units	
Emergency Shelter (ES)	<input type="checkbox"/>	Single homes/townhouses/duplexes	<input type="checkbox"/>
Transitional Housing (TH)	<input type="checkbox"/>	FOR PROGRAMS THAT ADMINISTER VOUCHERS (i.e. BRAP, S+C, etc.), please select the type of voucher administered by the program (please choose only one type of voucher per grant):	
Safe Haven (SH)	<input type="checkbox"/>		
Permanent Supportive Housing (PSH)—DISABILITY REQUIRED	<input type="checkbox"/>		
Permanent Supportive Housing (PSH)—DISABILITY NOT REQUIRED	<input type="checkbox"/>	SRA (Sponsor-based Rental Assistance)	<input type="checkbox"/>

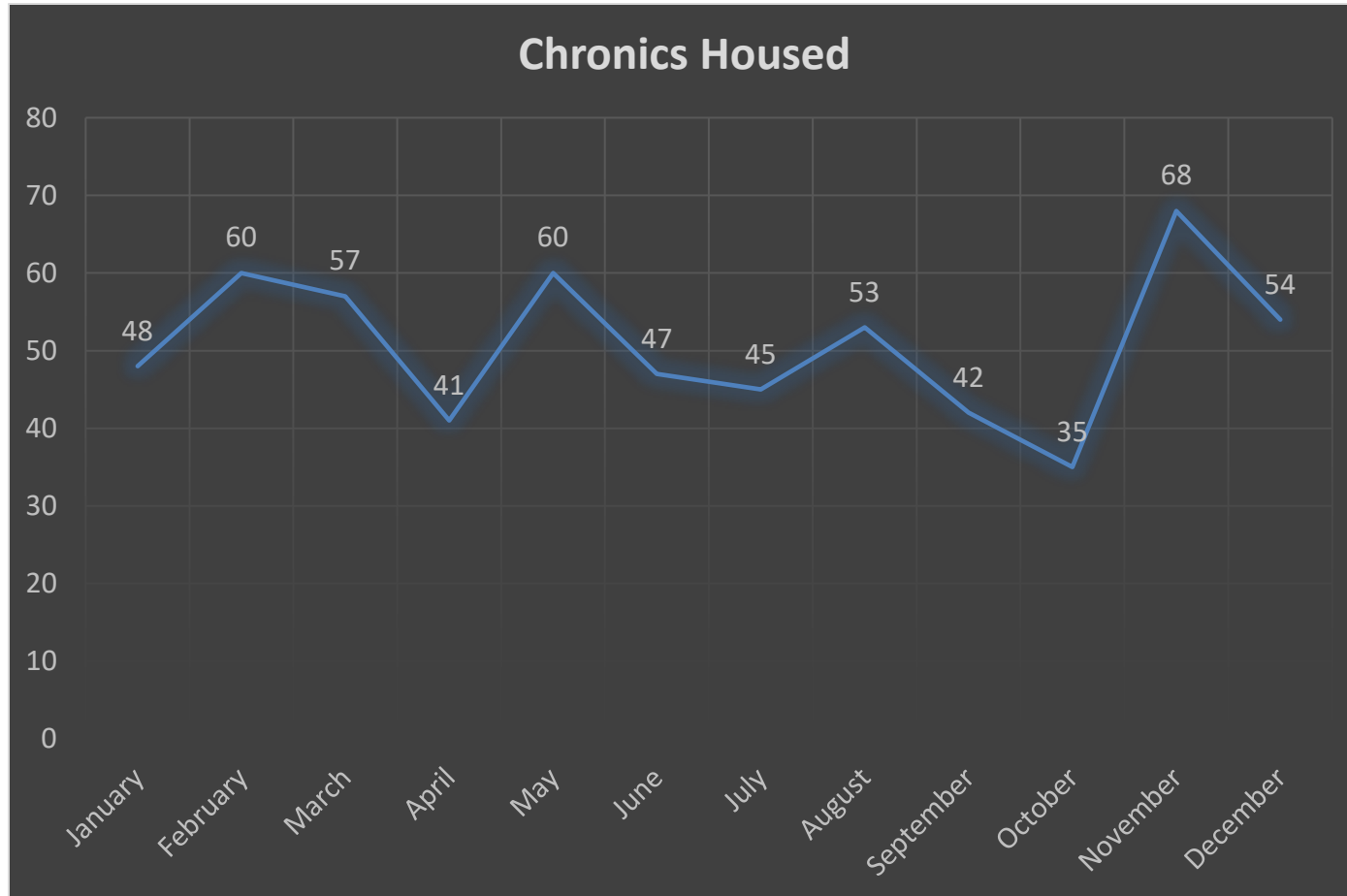
HMIS Site Visits

- Site Visits will be conducted in February for the 2020 PIT.
- Purpose is to confirm housing site setup for the Housing Inventory Chart (HIC) as well as to prepare scoring for the NOFA.
- This visit counts for CoC programs' scoring.
- Lindsey Grubbs and Agnes Asigbey will continue to conduct site visits for all other participating agencies.

Chronic Homelessness Workgroup Update



Chronic Homelessness Workgroup Update





Duplicates

- What message was posted in ClientTrack on August 29th at 1:49 PM?
- One of these things is just like the other:
 - Rob Low III; Rob Low 3; Rob Low 3rd
 - Lisa Marie Presley; Lisa-Marie Presley; Lisa M. Presley
 - Merry Chris, 111-11-1111, DOB: 3/14/1985
 - ❖ Merry Kris, 111-11-11111, DOB: 3/14/1985
 - William Jackson, 111-11-11111, DOB: 9/14/1980
 - ❖ Billy Jackson, 111-11-1111, DOB: 9/14/1980

Duplicates

- **SEARCH BEFORE CREATING**

- First and last name

- Partial first and last name (i.e. Rya Cl, R Cla, etc.)

- Social security number

- 111111111, 777777777, etc.----NOT CORRECT SSN

- When merging, original client ID is kept

- If this continues, we may have to take further action such as deactivation of your HMIS account as well as requiring that you attend a refresher training

HUD AAQs

Often Asked AAQs

› Entry Guidance

- Correct use of Project Start Date –
 - Outreach: First contact
 - Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry, Other: First service
 - TH, ES, SH: Occupying bed/unit
 - PH: admitted to project; client has a voucher/housing available to use/occupy, does not necessarily equate to move-in
- Correct use of Housing Move-in Date – one per enrollment, distinguishes “homeless” from “not homeless” in PH project
- Interim Housing missing from Prior Living Situation options/no mapping provided

› Exit Guidance

- Military and Job Corps exits – “Rental by Client, no ongoing housing subsidy”
- RRH ‘exits’ that still require services be provided – keep them enrolled until services end

- Any additional questions about Entry, Housing Move-In Date, Annual Assessment, or Exit?

HUD AAQs

Often Asked AAQs

› Current Living Situation

- Same as Contact for Outreach – not a “yes/no” but choose the ES or street situation
- Difference between Prior Living Situation & Current Living Situation
 - Prior is where client slept last night
 - Current is where they are right now
 - You always collected “Contact” at the same time as Prior Living Situation (for outreach purposes) – so you may record Prior & Current at the same time for Outreach
 - CE Data collection is being refined, including working with Affinity Groups in coming months; anticipate clarifications to recording Current Living Situation for CE Projects

- Any additional questions about the Current Living Situation?

HMIS Reminders

- Clients in program (enrollment) report
 - Due by the 7th of each month for **ALL** programs
 - Funders are starting to ask Coalition for HMIS history
 - Submitted with client detail
 - In PDF format
 - Enroll at any point NOT just new enrollments
 - Always for the previous month
- Program/grant end dates
 - Program responsibility to provide/update
 - Clients **MUST** be exited by program/end date
- Program names should match or be as close to funding name as possible

HMIS Issues

- Issues have to be tracked for reporting purposes.
- Do not email HMIS staff directly unless instructed to do so.
- Use any of the following methods for assistance:
 - Go to <https://hmissupport.homelesshouston.org>
 - Call the Help Desk
 - ☐ 832-531-6020 or 832-531-6014
 - ☐ Monday – Thursday
 - Send an email to hmis@homelesshouston.org
- Everyone has a user name and password

HMIS Trainings

- Register for training online.
 - <http://www.homelesshouston.org/hmis/user-training/>
- Bring COMPLETED User Agreement with you.
 - <http://www.homelesshouston.org/hmis/>
- You will be turned away from training if:
 - You do not bring your User Agreement
 - Your program is not set up HMIS

2020 HMIS Forum Dates

Mark your calendars!!!

United Way of Greater Houston:

- March 19, 2020, 2 pm
- June 23, 2020, 2 pm
- September 22, 2020, 2 pm
- December 15, 2020, 2 pm



The Way  Home

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

