HMIS Forum
4th Quarter 2019

United Way of Greater Houston
December 19, 2019
2:00 – 4:00 p.m.

The Way Home
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
ClientTrack v. 19
ClientTrack v. 19

Client Information

Name: Rusty, Smith Purry
Age: 42
Gender: Male
Race: White
Ethnicity: Non-Hispanic/Latino
Veteran Status: No
Trauma Score: 0
Chronic Homeless: No
Frequent: No

Housing Assessment Date:
Wallist Placement Date:
Housing Placement Date: 9/19/2015 12:00:00 AM

HMIS Enrollments

<table>
<thead>
<tr>
<th>Case Name</th>
<th>Start Date</th>
<th>Exit Date</th>
<th>Case Members</th>
<th>Case Manager</th>
<th>Project Name</th>
<th>Project Type</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Justin, Smith</td>
<td>9/13/2015</td>
<td></td>
<td>1</td>
<td>Yvette Puentes</td>
<td>MACS-ACE</td>
<td>PH: Permanent Supportive Housing (disability required for entry)</td>
<td>Houston Area Community Services</td>
</tr>
<tr>
<td>Justin, Smith</td>
<td>10/30/2015</td>
<td></td>
<td>1</td>
<td>Case Manager S</td>
<td>SEARCH 1115 Waiver</td>
<td>PH: Permanent Supportive Housing (disability required for entry)</td>
<td>Healthcare for the Homeless</td>
</tr>
</tbody>
</table>

Agency Services

No records found.
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
• 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)

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of stayers who increased earned income</td>
<td>16%</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Percentage of stayers who increased non-employment cash income</td>
<td>28%</td>
<td>25%</td>
<td>30%</td>
</tr>
<tr>
<td>Percentage of leavers who increased earned income</td>
<td>27%</td>
<td>23%</td>
<td>21%</td>
</tr>
<tr>
<td>Percentage of leavers who increased non-employment cash income</td>
<td>21%</td>
<td>19%</td>
<td>18%</td>
</tr>
</tbody>
</table>

- 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

<table>
<thead>
<tr>
<th>Persons with entries into ES, SH or TH</th>
<th>Person with entries into ES, SH, TH or PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017: 8862</td>
<td>2017: 10670</td>
</tr>
<tr>
<td>2018: 8373</td>
<td>2018: 10894</td>
</tr>
<tr>
<td>2019: 7328</td>
<td>2019: 8889</td>
</tr>
</tbody>
</table>

The Way Home
Coalition for the Homeless
• 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 28^th^, 29^th^, & 30^th^
  ➢ 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
## 2020 Homeless Count Staging Area List

**Training, January 27, 2019**

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

<table>
<thead>
<tr>
<th>#</th>
<th>Staging Area Name</th>
<th>Captain(s)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BEACON</td>
<td>1212 Prairie St</td>
<td>Houston, TX 77002</td>
</tr>
<tr>
<td>2</td>
<td>Guadalupe Center</td>
<td>326 South Jensen Dr.</td>
<td>Houston, TX 77003</td>
</tr>
<tr>
<td>3</td>
<td>Harris County Community Dev.</td>
<td>8110 Lantern Point Dr.</td>
<td>Houston, TX 77054</td>
</tr>
<tr>
<td>4</td>
<td>Avenue 360</td>
<td>2156 W. 18th St., #300</td>
<td>Houston, TX 77008</td>
</tr>
<tr>
<td>5</td>
<td>Bay Area Turning Point</td>
<td>18207 Egret Bay Blvd.</td>
<td>Houston, TX 77058</td>
</tr>
<tr>
<td>6</td>
<td>Harris County Social Services</td>
<td>House 6418 Jensen Drive</td>
<td>Houston, TX 77093</td>
</tr>
<tr>
<td>7</td>
<td>Humble Area Assistance Ministries</td>
<td>1302 1st Street E Humble</td>
<td>Humble, TX 77338</td>
</tr>
<tr>
<td>8</td>
<td>The Bridge</td>
<td>3811 Allen-Genoa Rd.</td>
<td>Pasadena, TX 77504</td>
</tr>
<tr>
<td>9</td>
<td>Crisis Assistance Center</td>
<td>1022 McCall Avenue</td>
<td>Conroe, TX 77301</td>
</tr>
<tr>
<td>10</td>
<td>Northwest Assistance Ministries</td>
<td>15555 Kuykendahl Rd.</td>
<td>Houston, TX 77090</td>
</tr>
<tr>
<td>11</td>
<td>Christ the Redeemer Catholic Church</td>
<td>11307 Huffman Rd.</td>
<td>Houston, TX 77065</td>
</tr>
<tr>
<td>12</td>
<td>Memorial Assistance Ministries</td>
<td>1625 Blalock</td>
<td>Houston, TX 77060</td>
</tr>
<tr>
<td>13</td>
<td>United Way of Fort Bend County</td>
<td>12300 Park Crest Drive</td>
<td>Stafford, TX 77477</td>
</tr>
<tr>
<td>14</td>
<td>Fort Bend County Women’s Center</td>
<td>501 E Hwy 90 Alt</td>
<td>Richmond, TX 77466</td>
</tr>
<tr>
<td>15</td>
<td>Crisis Assistance Center</td>
<td>1622 McCall Avenue</td>
<td>Conroe, TX 77301</td>
</tr>
</tbody>
</table>
2020 Point-In-Time Shelter & Housing Inventory Count

• PIT numbers pulled from HMIS for the night of January 27\textsuperscript{th}
• 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 1\textsuperscript{st}.
    ❖ 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

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Name</td>
<td></td>
</tr>
<tr>
<td>Project Name</td>
<td></td>
</tr>
<tr>
<td>Organization Mailing Address</td>
<td></td>
</tr>
<tr>
<td>Geocode</td>
<td></td>
</tr>
<tr>
<td>Physical Address of Project</td>
<td></td>
</tr>
</tbody>
</table>

### Project/Program funding and reporting requirements

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

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

<table>
<thead>
<tr>
<th>Project Status (check one only):</th>
<th>Housing Type (choose only one):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently Operating</td>
<td>Mass shelter/barracks</td>
</tr>
<tr>
<td>Newly Opened/Date of opening:</td>
<td>Dormitory/hotel/motel</td>
</tr>
<tr>
<td>Under Development/anticipated occupancy date:</td>
<td>Shared Housing</td>
</tr>
<tr>
<td>Project has Closed/Date of Closure:</td>
<td>Single Room Occupancy (SRO) units</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Type (check only one):</th>
<th>Housing Type (choose only one):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES)</td>
<td>Single apartment (non-SRO) units</td>
</tr>
<tr>
<td>Transitional Housing (TH)</td>
<td>Single homes/row houses/duplexes</td>
</tr>
<tr>
<td>Safe Haven (SH)</td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY REQUIRED</td>
<td>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):</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY NOT REQUIRED</td>
<td>SRA (Sponsor-based Rental Assistance)</td>
</tr>
</tbody>
</table>
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

12/31/19

The Way Home
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
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