



HMIS Forum 2nd Quarter 2021



June 17, 2021
2:00 – 4:00 p.m.
GoToWebinar

The Way Home



Agenda

- Welcome & Introductions
- HMIS Data Standards
- 2021 Homeless Count Results
- Community COVID Housing Program Update
- CCHP 2.0
- SPMs
- Income
- Reports
- Coordinated Access
- HMIS Support Committee
- HMIS Trainings
- New Dashboards
- Q&A

- 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
- Heady Cassidy – Program Operations Coordinator
- Scot More – Senior Associate



Your Team



Welcome New Agencies

- Harris County District Attorney's Office

HMIS Data Standards

- HMIS data standards have been established by the U.S. Department of Housing and Urban Development (HUD), the U.S. Department of Health and Human Services (HHS), and the U.S. Department of Veterans Affairs (VA) to allow for standardized data collection on homeless individuals and families across systems.

HMIS Data Standards

- The Interactive HMIS Data Standards Tool, the HMIS Data Dictionary, and the HMIS Data Standards Manual are the documentation of requirements for the programming and use of all HMIS systems and comparable database systems. FY 2020 resources are effective October 1, 2019 through September 30, 2021 and FY 2022 resources are effective as of October 1, 2021.

<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>



2021 Homeless Count & Survey Results

2021 PIT Count

- Where:
 - All of Houston, Harris, Fort Bend, & Montgomery Counties
- When:
 - Official sheltered count (night of the count) for HUD January 19, 2021
 - Unsheltered Count – January 20 – 29, 2021
- How:
 - Assign map area
 - Drive
 - Walk areas with likelihood of find homeless persons
 - Survey with mobile app, Counting Us

Changes due to COVID

- No community volunteers.
- Outreach teams and staff from the Coalition and other partner agencies of The Way Home counted.
- No staging locations.
- No physical maps; conducted counting and assessments on a phone app.
- PPE, social distancing.
- Conducted the sheltered Count over a longer period.

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 among 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

Why did we go ahead this year?

- To know how COVID has impacted homelessness.
- To measure the progress of our programs, e.g., the Community COVID Housing Program.
- So that those most vulnerable know we care and are still fighting to end their homelessness.

Homeless Definitions

Sheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, and are living in a publicly or privately operated shelter designed to provide temporary living arrangements.

Unsheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, and are living in a place not meant for human habitation.

Chronic Homelessness

- A person with a disability that has either (1) been continually homeless for a year or more **OR** (2) had 4 or more occasions of homelessness in the last 3 years.

2021 Homeless Count Results

The results of the 2021 Count are not directly comparable to those of years past.

Why?

- Methodology changes enacted to protect the health and safety of all parties involved in the Count during COVID
- Because of the unique circumstances created by the pandemic itself.

2021 Homeless Count Results

- **3,055 persons experiencing homeless were counted**
 - ❖ 1,510 (49%) staying place not meant for human habitation
 - ❖ 1,545 (51%) staying in emergency shelters, transitional housing, or safe haven that evening.



Characteristics

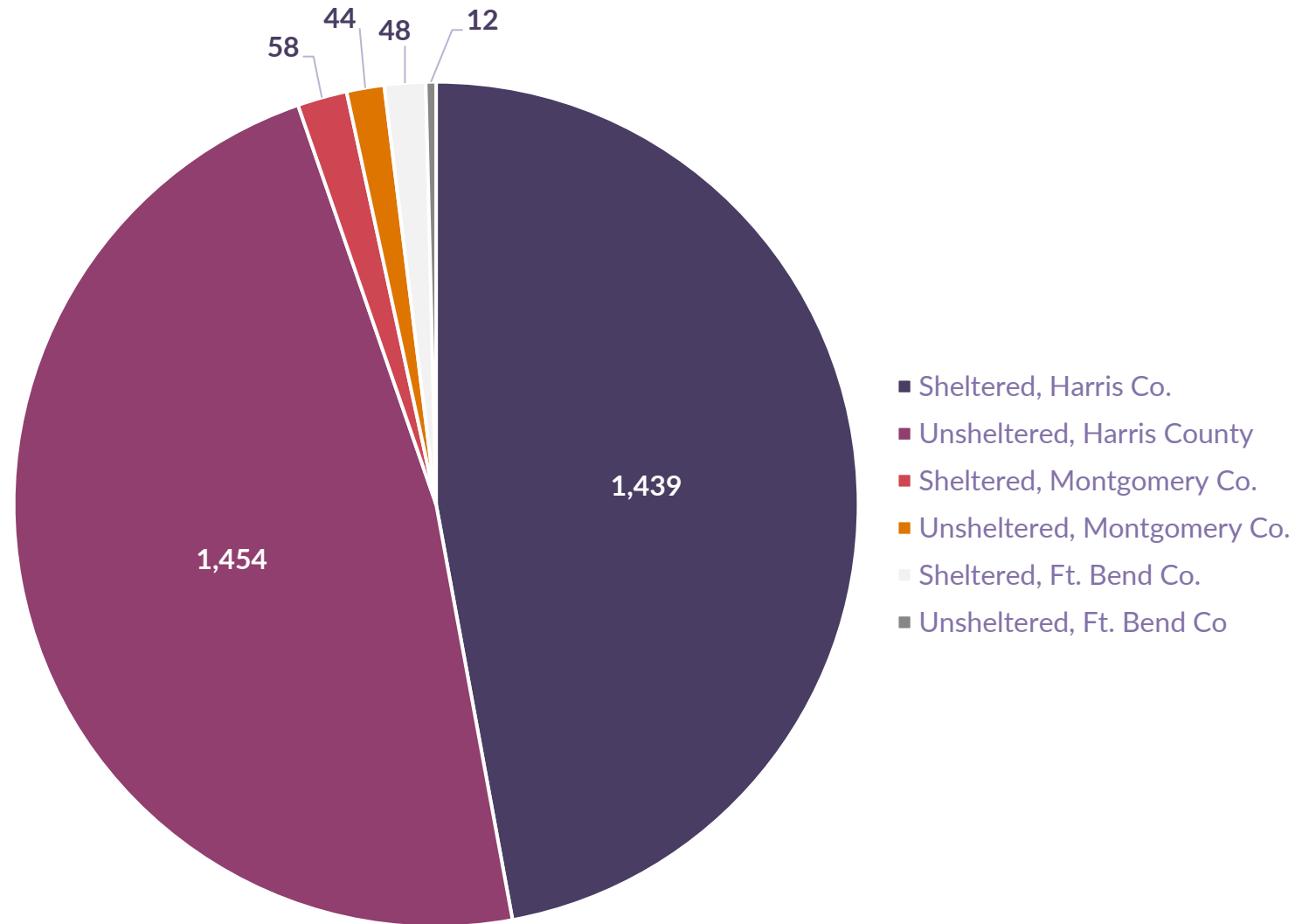
Of those Counted in 2021:

- 18% were experiencing chronic homeless
- 38% self-reported serious mental illness
- 28% self-reported substance use disorder
- 15% experienced domestic violence
- 6% were Veterans

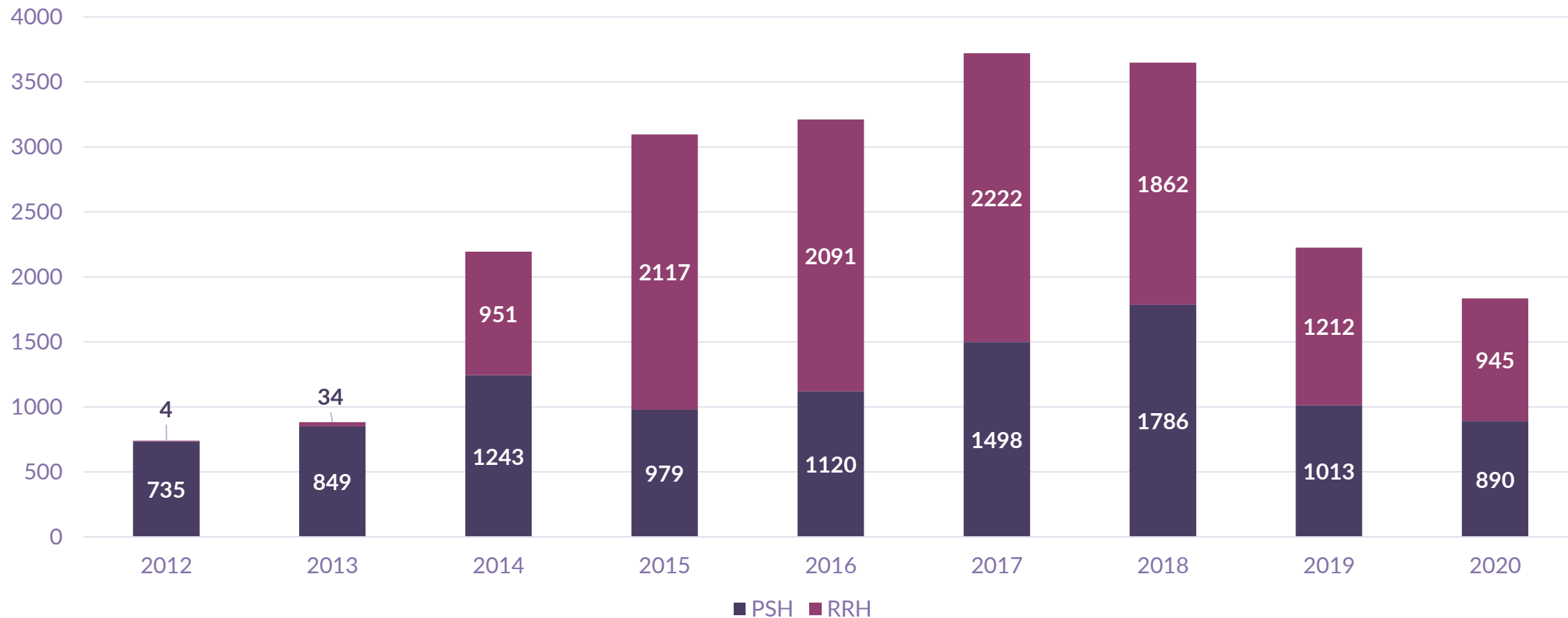
Of those experiencing unsheltered homelessness in 2021:

- 20% were also experiencing homelessness for the 1st time
- 14% were experiencing unsheltered homelessness due to a natural disaster
- 15% were experiencing homelessness due to COVID, primarily due to job loss and/or eviction

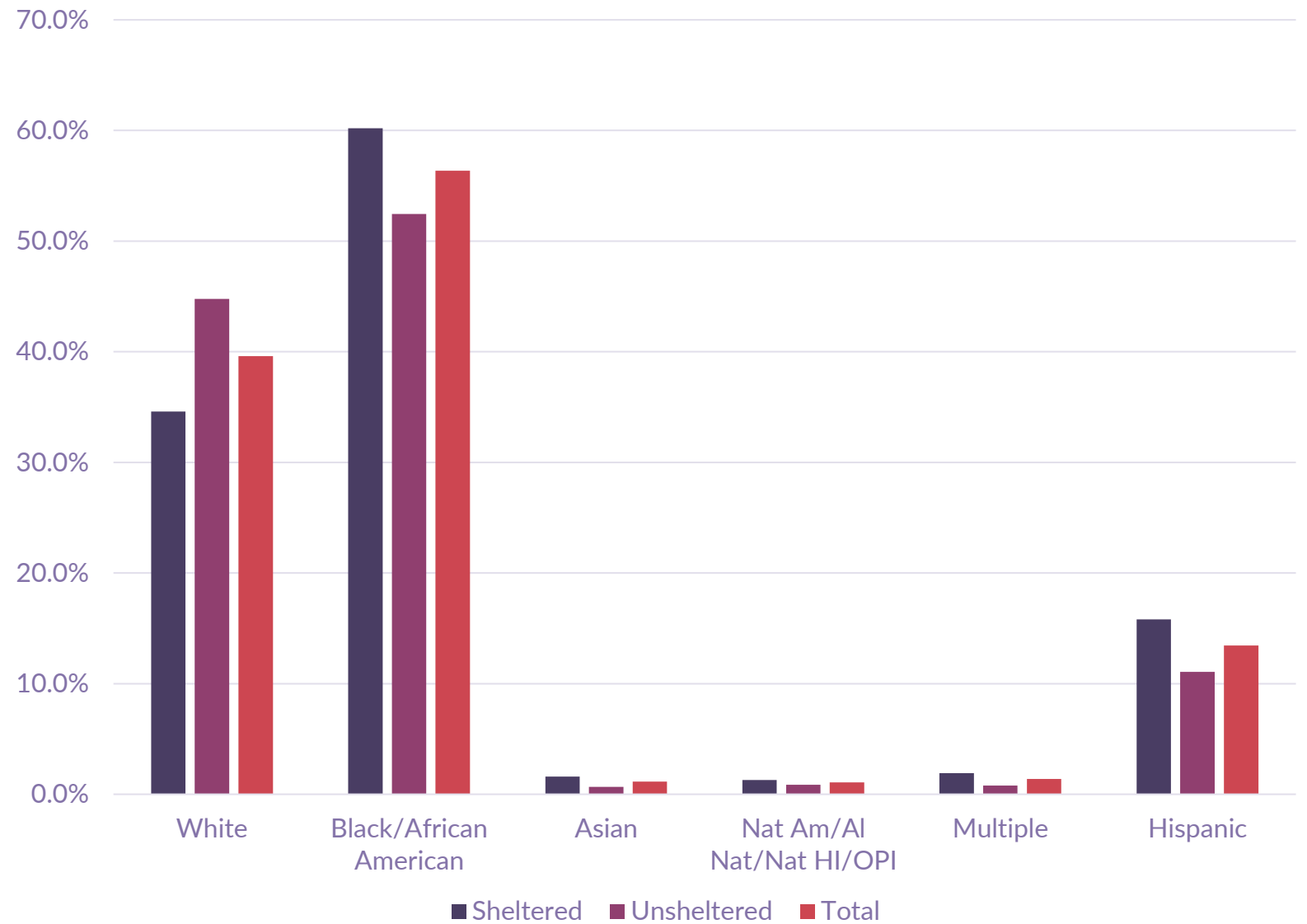
**Total Number of
those Experiencing
Homelessness by
Interview
Location,
N = 3,055**



Individuals placed in permanent housing



Racial/Ethnicity Breakdown of those Experiencing Homelessness



Population Data – Race/Ethnicity Comparison

Race/Ethnicity*	Harris County population 7/1/2019	Total population experiencing homelessness	Sheltered people experiencing homelessness	Unsheltered people experiencing homelessness
White	69.6%	39.6%	34.6%	44.8%
Black/African American	19.9%	56.4%	60.2%	52.5%
Asian	7.4%	1.1%	1.6%	0.7%
American Indian/Alaska Native/Native Hawaiian/Pacific Islander	1.2%	1.1%	1.3%	0.9%
Multiple Races	1.9%	1.4%	1.9%	0.8%
Hispanic	43.3%	13.5%	15.8%	11.1%

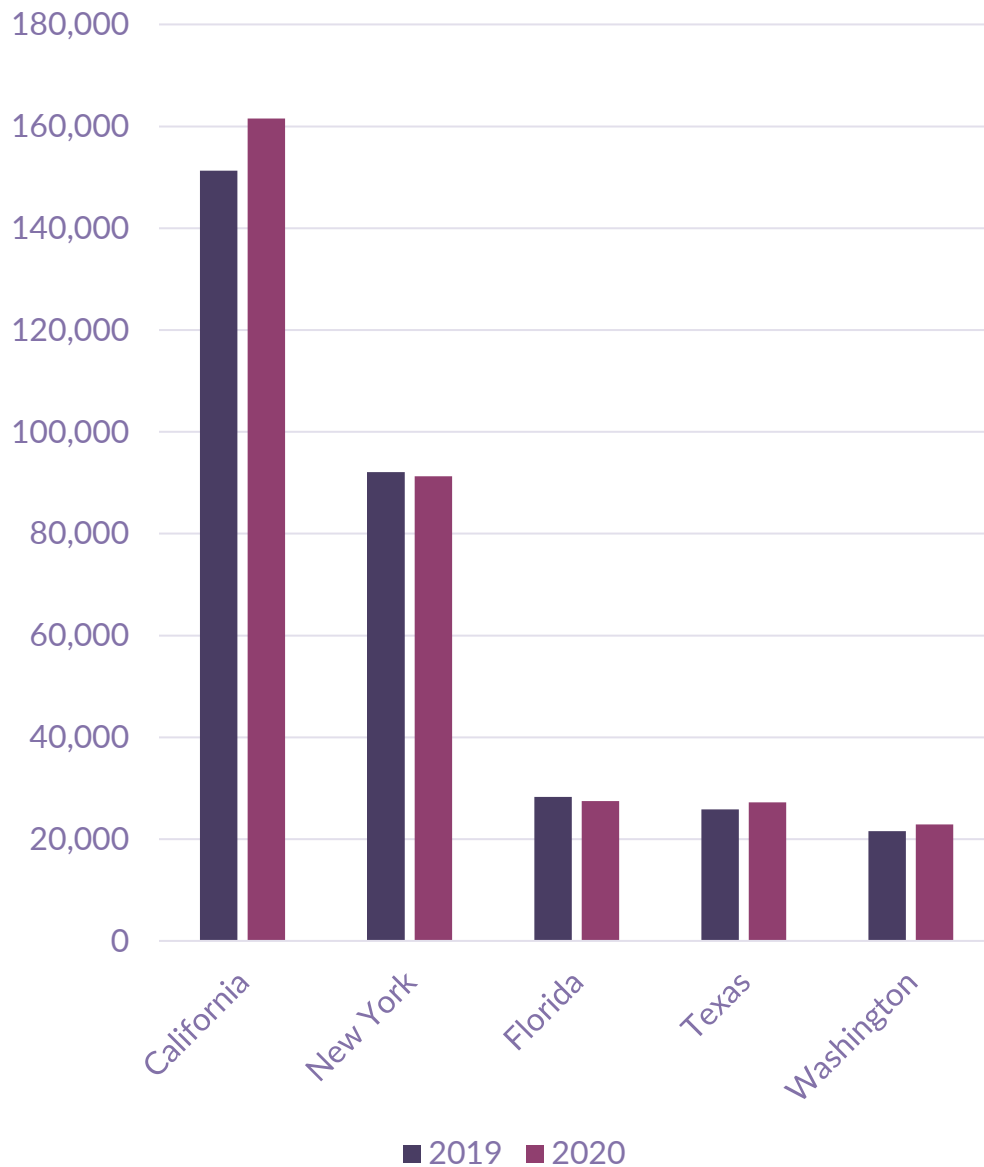
*<https://www.census.gov/quickfacts/fact/table/harriscountytexas>

Population Data – National Race/Ethnicity Comparison

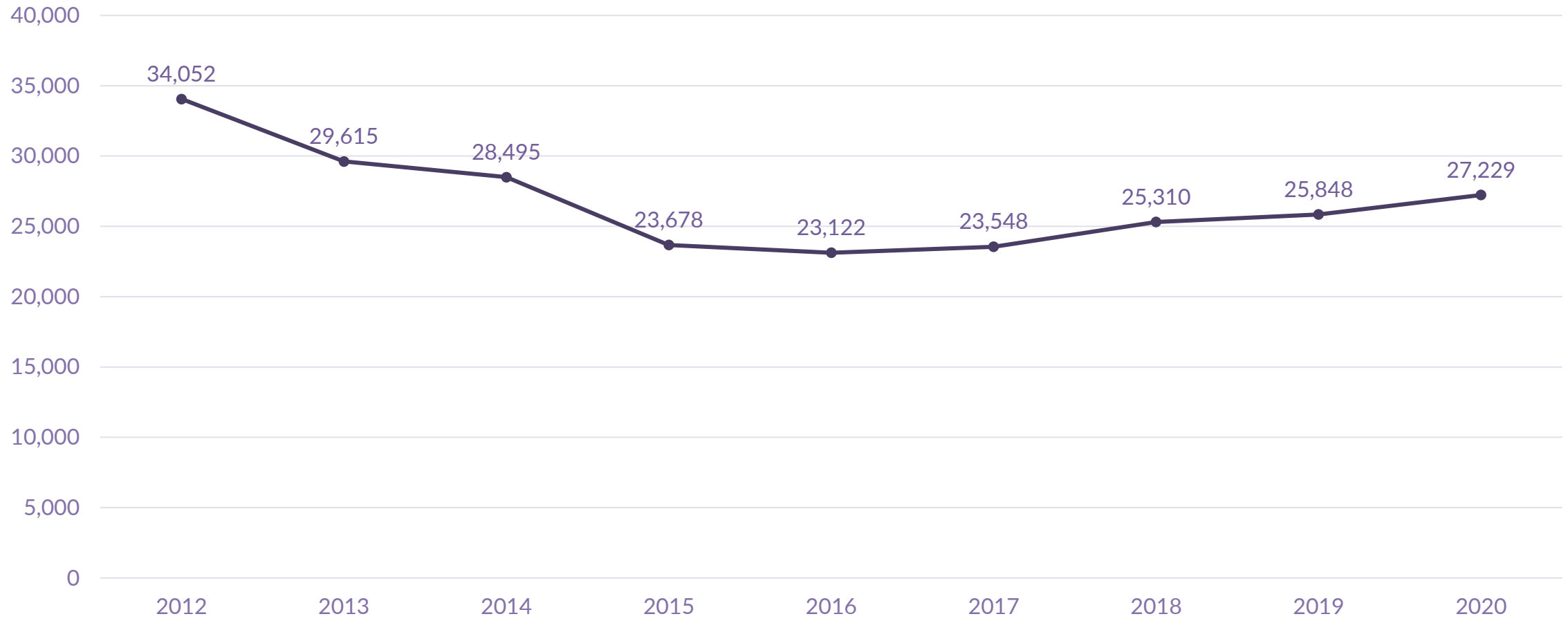
**HUD 2020 AHAR Part 1*

Race/Ethnicity*	US Population	Total population experiencing homelessness
White	74%	48%
Black/African American	12%	39%
American Indian/Alaska Native/Native Hawaiian/Pacific Islander	1%	5%
Hispanic	16%	23%

In the US, more than
half of all people
experiencing
homelessness did so in
1 of 5 states*

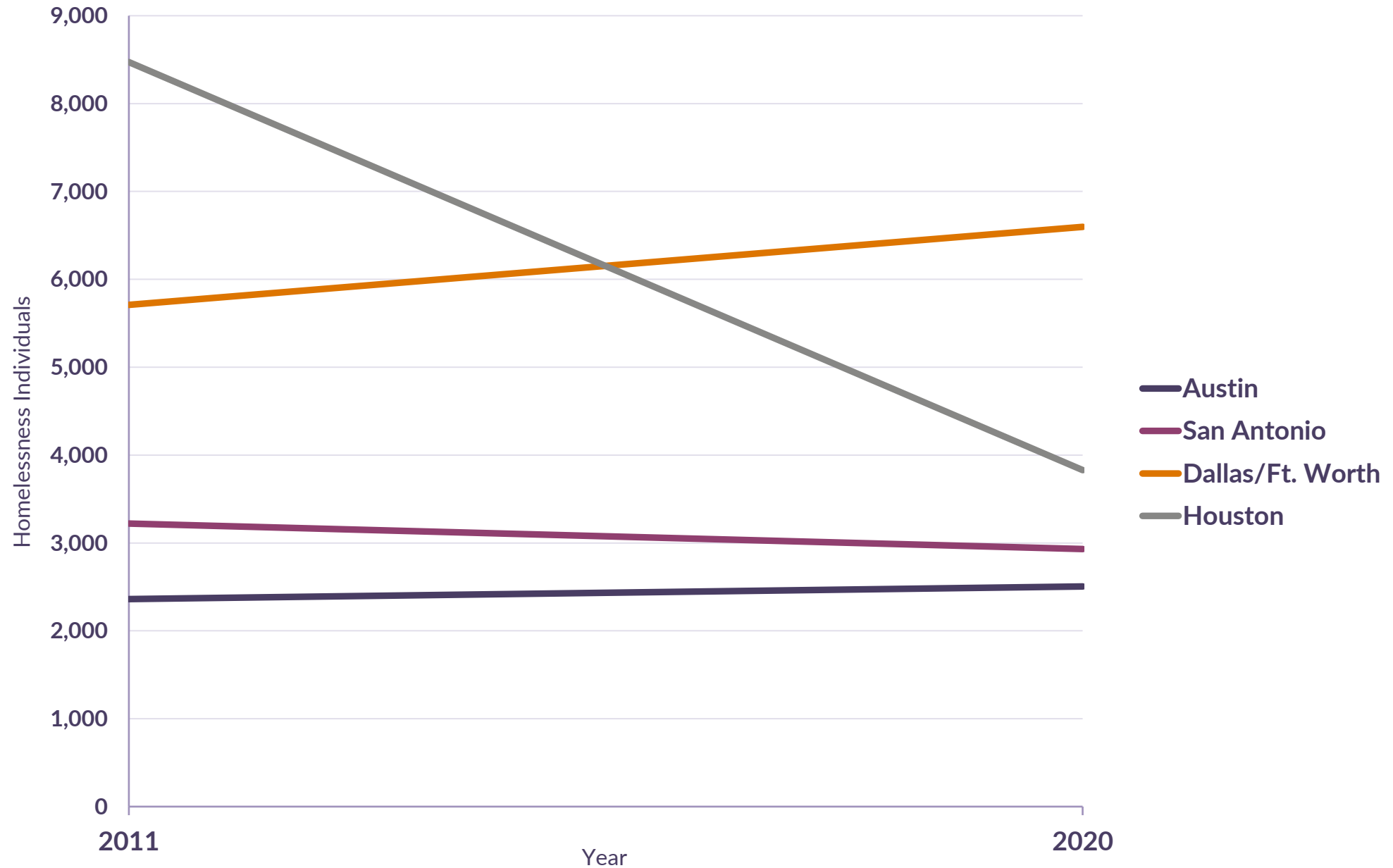


Homelessness in Texas has increased by 15% since 2016*



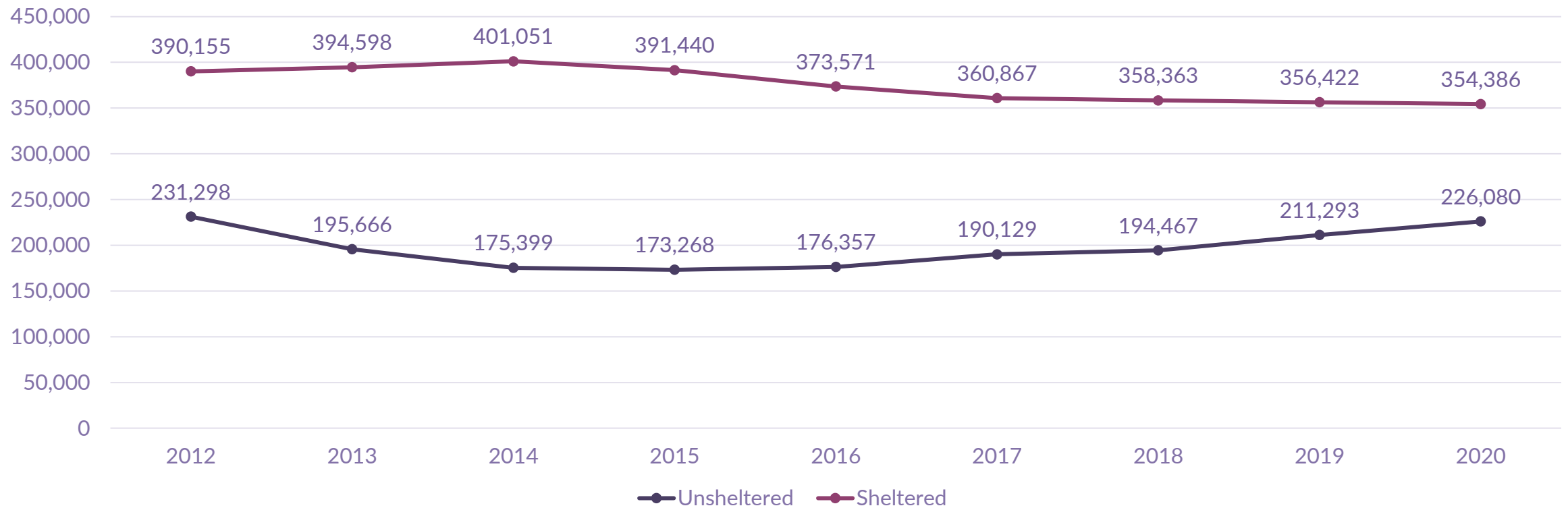
*HUD 2020 AHAR Part 1

Texas Comparison – Homeless Population Trends



In the US, unsheltered homelessness has increased by 23% since 2015*

*HUD 2020 AHAR Part 1



The background is a solid dark purple color. It features several concentric circles of varying radii, some of which are solid and others dashed. A dashed line forms a large, irregular shape that encompasses the word 'Analysis'.

▼ Analysis






Sheltered Count May Have Been Higher Except:

- Bed availability was limited due to social distancing protocols
- Potential reluctance of those experiencing homelessness to stay in a shelter due to fear of contracting the virus.

CCHP

- On July 1, Houston, Harris County, Coalition announced the **Community COVID Housing Program (CCHP)**, a \$65M plan to serve 5,000 people by October 2022
- “Housing is healthcare”





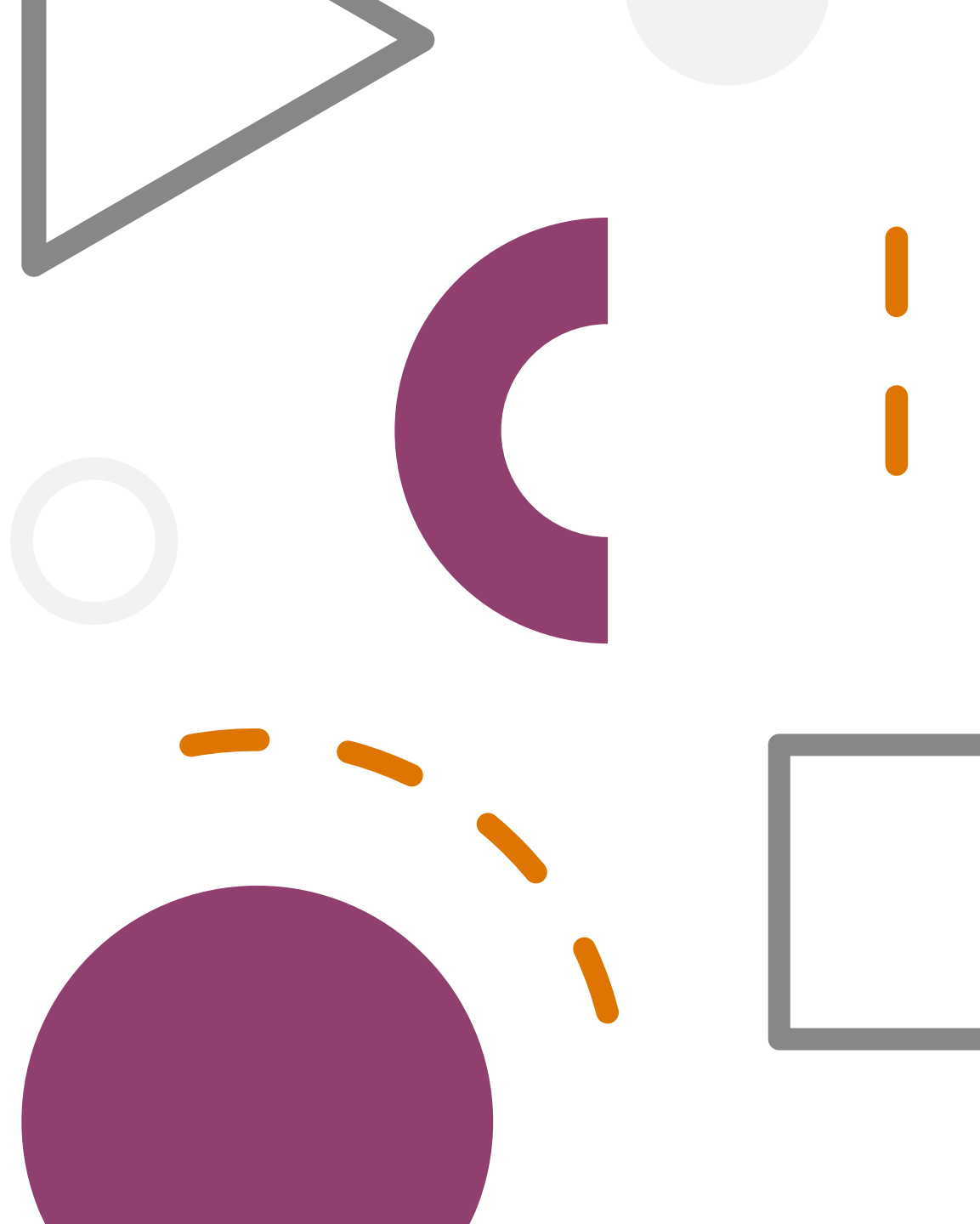
Results Suggest Housing-Focused Pandemic Response Kept Numbers Down

- 10/1/2020-1/19/2021 = almost 800 people were permanently housed through the CCHP.



Key take-aways

- The number of people experiencing homelessness would likely have been higher, if not for the Community COVID Housing Program (CCHP)
- One in seven people experiencing unsheltered homelessness cited the Coronavirus as the reason for their homelessness
- The number of people in shelter might have been higher if not for COVID-related reasons
- The ongoing eviction moratorium has likely prevented more people in the region from falling into homelessness





Community
COVID HOUSING

PROGRAM

CCHP



Proposed Strategy

Bridge to Permanent Supportive
Housing

12-Month Rapid Re-housing

Diversion

Auxiliary/ Social
Distancing
Emergency Shelter

Mental Health
Case Management

Enhanced Street
Outreach

PSH Housing
Preservation

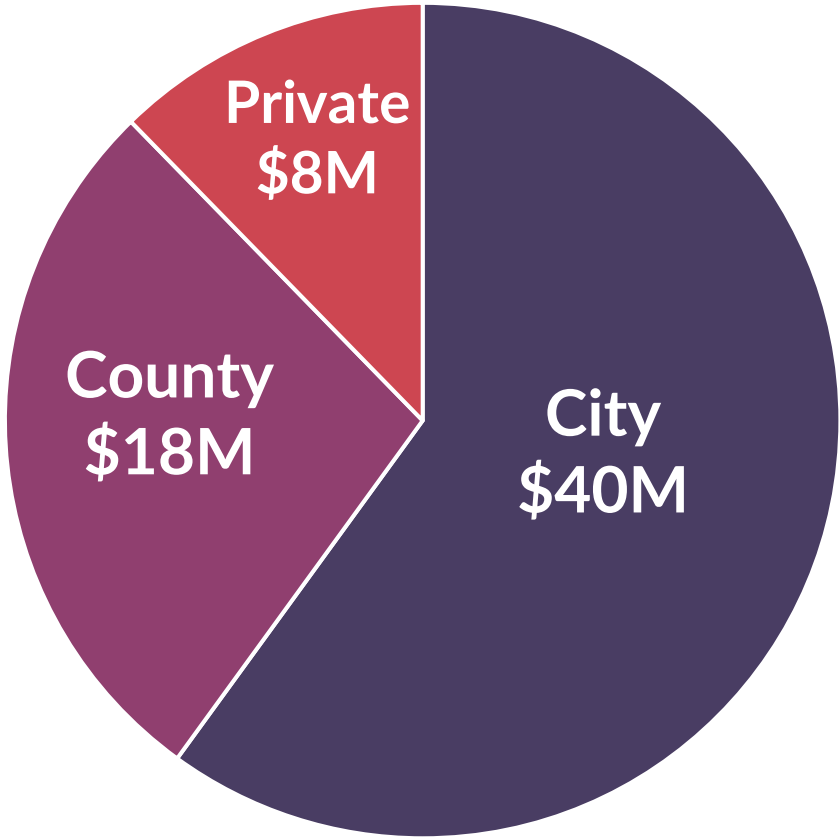
CCHP 1.0

1,700 Served in RRH: 6 agencies

1,000 Served in Bridge to PSH: 4 agencies

2,000 Served in Diversion: 4 Agencies

CCHP Funding

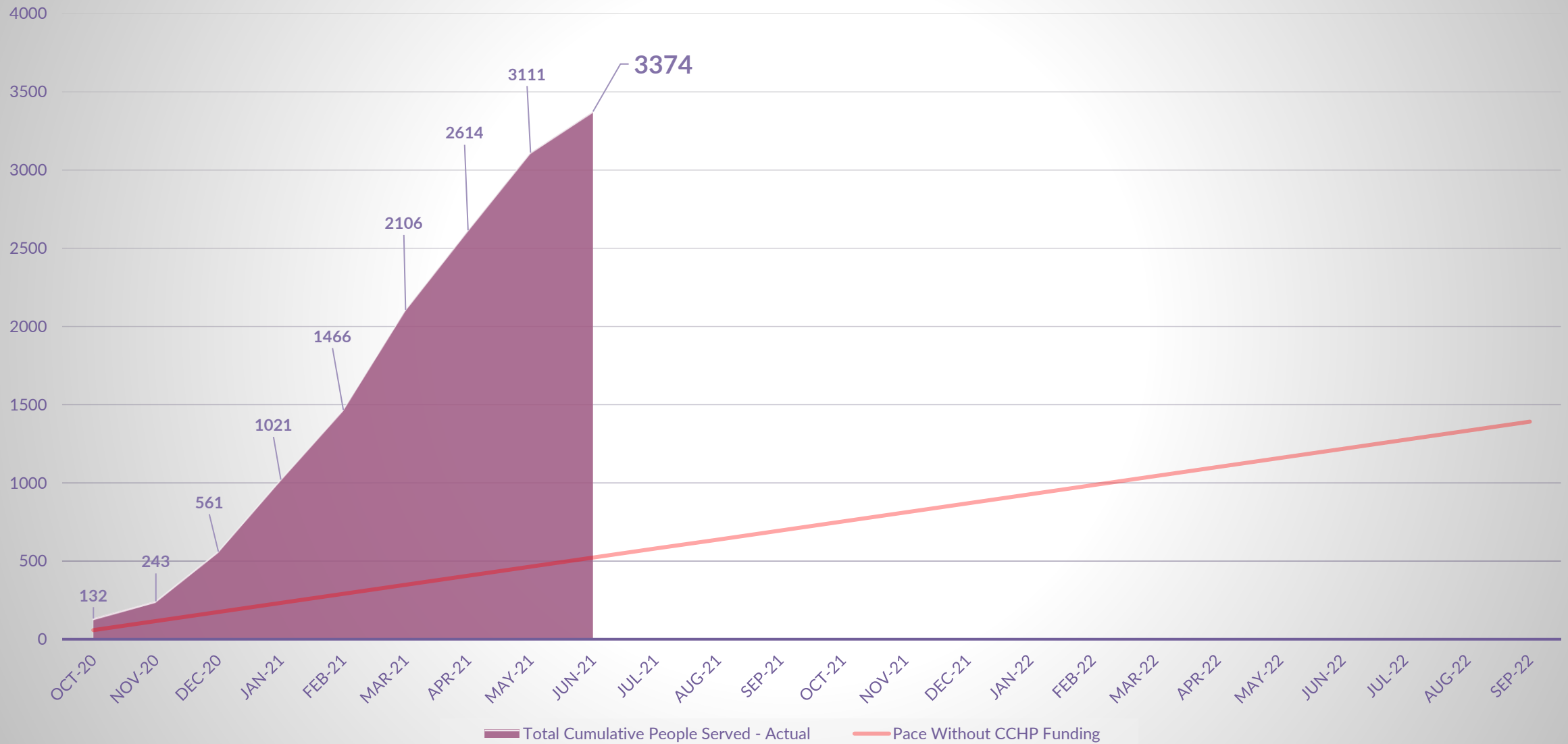


- 90% of Funding = Federal
- 70% of Funding = COVID related (federal)

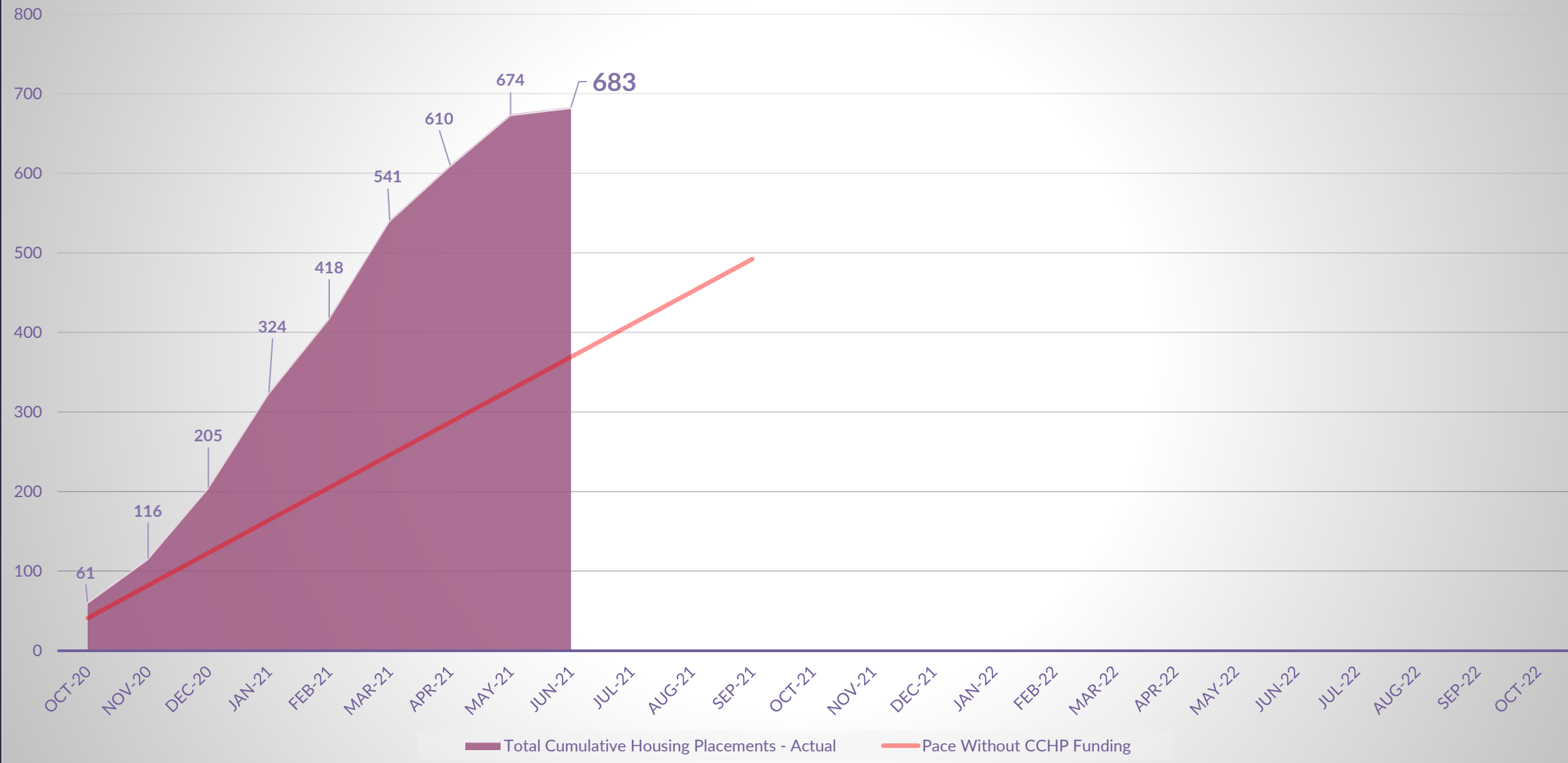
City	
HOME TBRA	\$8M
HUD-COVID	
ESG-CV I	\$6.5M
ESG-CV II	\$9M
CDBG-CV	\$11.7M
CARES-T	\$4.8M
County	
CDBG	\$5.6M
HUD-COVID	
ESG-CV I	\$3.5M
ESG-CV II	\$6.9M
CDBG-CV	\$1.8M
State	
ESG-CV	\$300K
Private	
Private	\$8M

The Way Home System Performance Using CCHP Funding

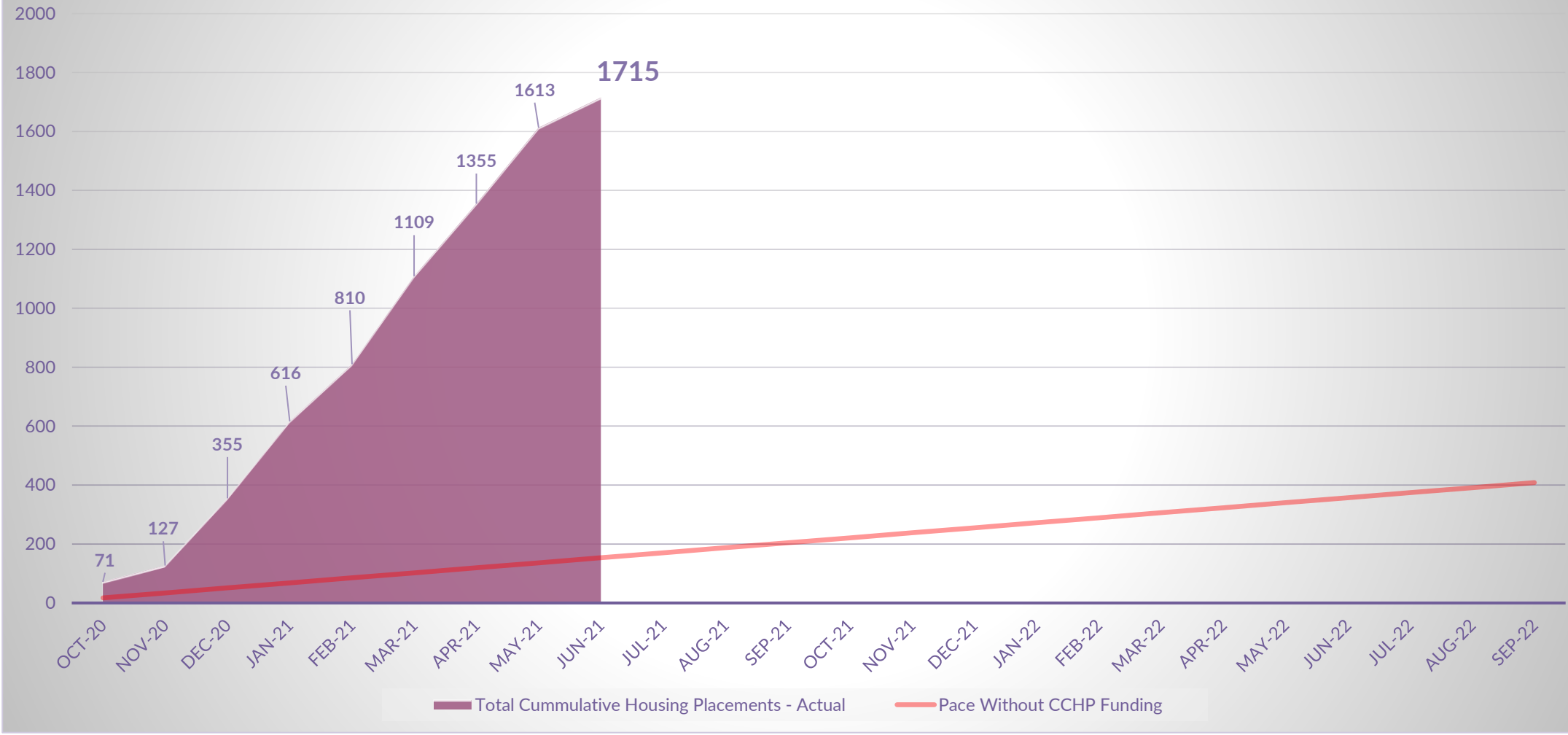
Total Number of People Served (as of 6/16/21)



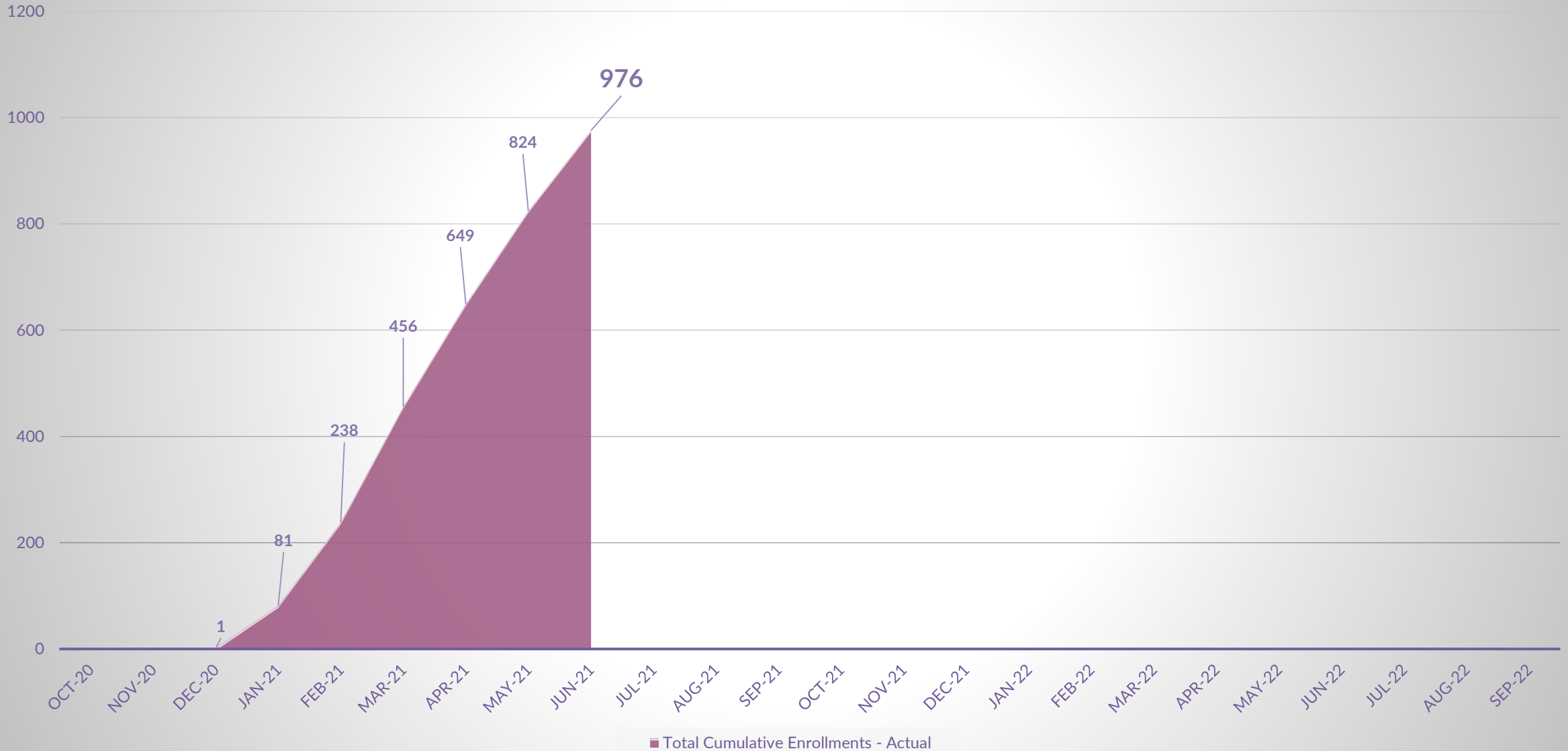
CCHP - PSH Placements Tracker



CCHP - RRH Placements Tracker



CCHP - Diversion Enrollments Tracker



COVID-19 Community Homeless Housing Program



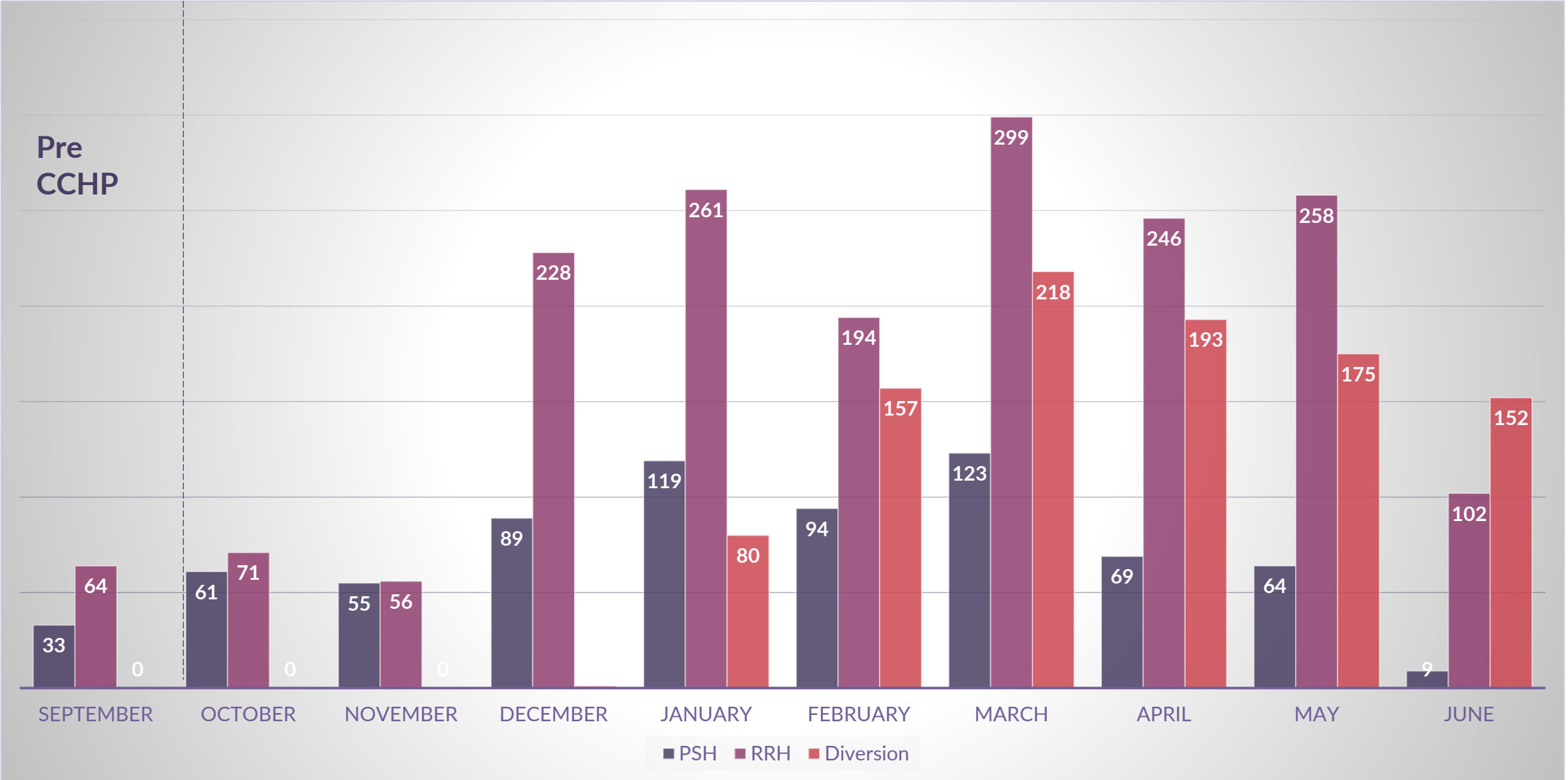
Stayed at GRB Warming Shelter. Homeless off & on for nearly 20 years. 60 years old. Living in White Oak Bayou.

Donna Sue

Move in day! Housed through CCHHP in March 2021.



Monthly Placements



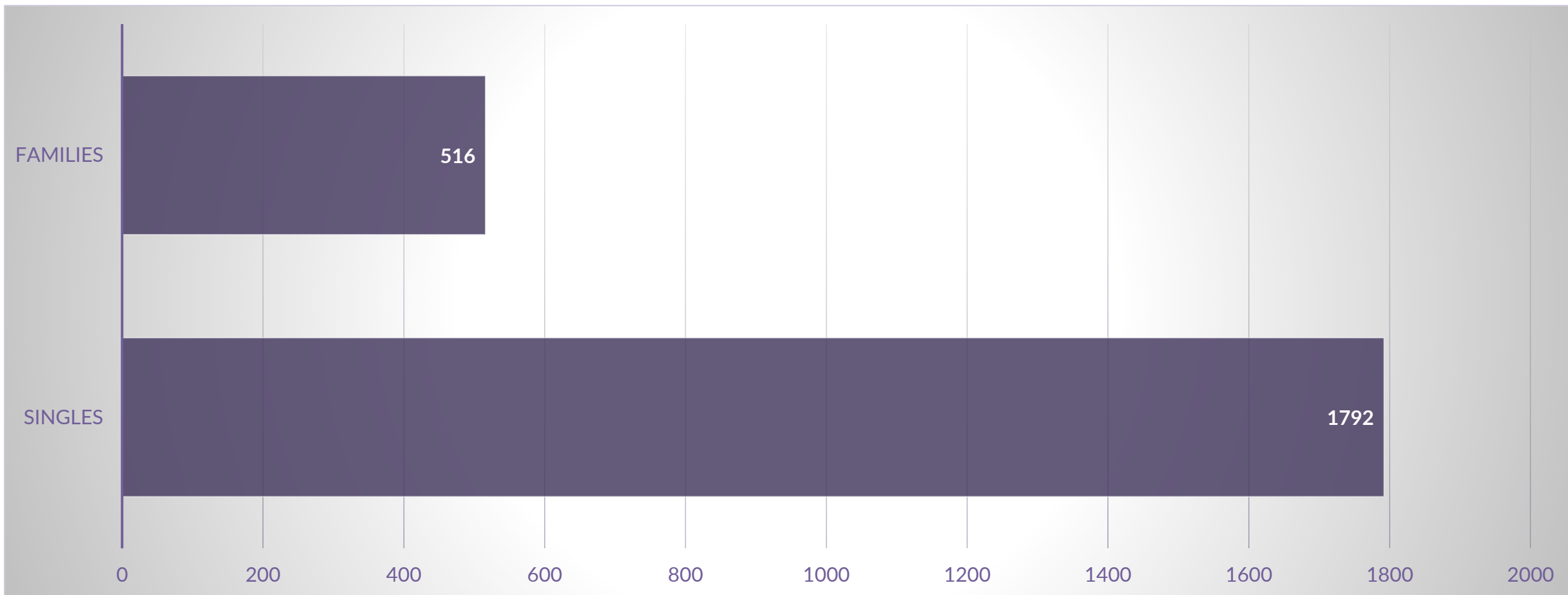


How long does it take?

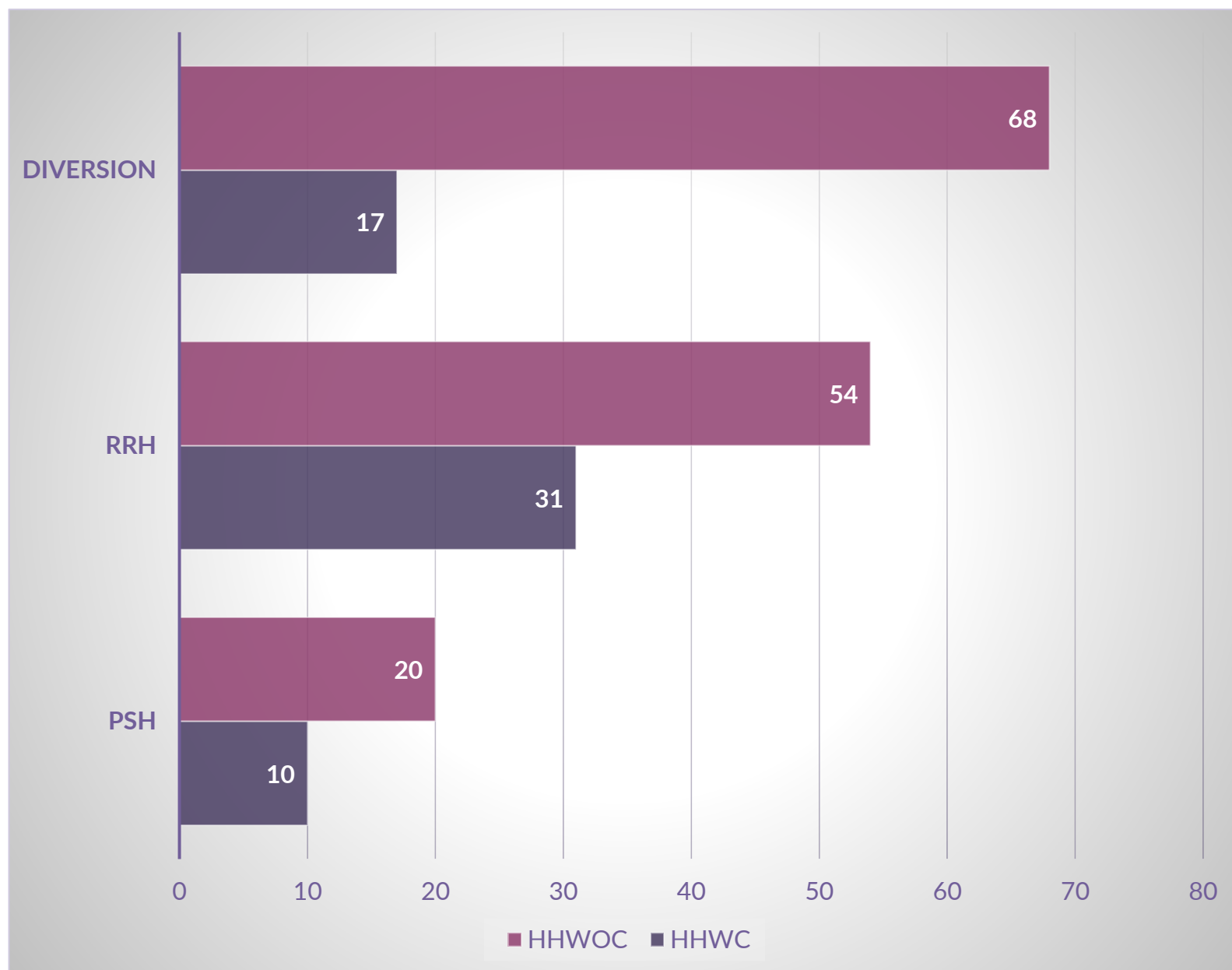
- **Good News!!!** Our time from referral to lease-up (pipeline) has dropped substantially, so while behind in adding capacity we can gain/make up ground due to improved performance.

Average days from referral to lease-up		
	Before CCHP	After CCHP
RRH	60	32
PSH	80	34

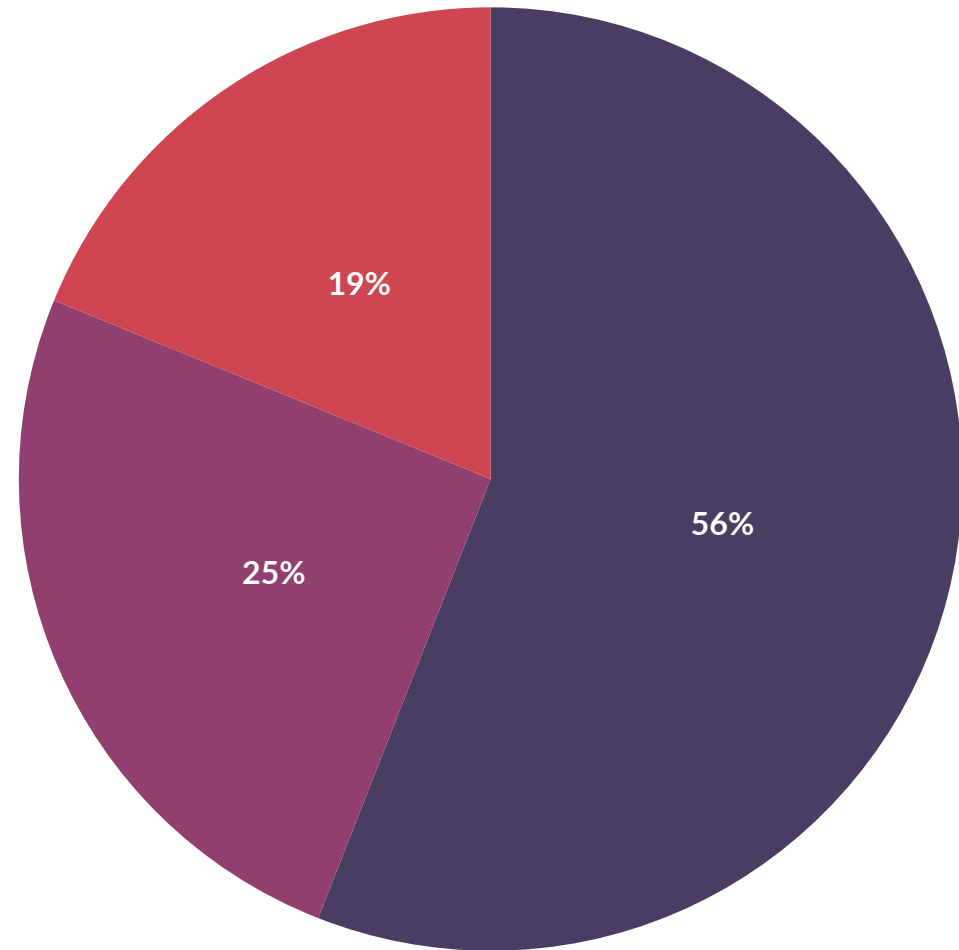
Households



Youth Households

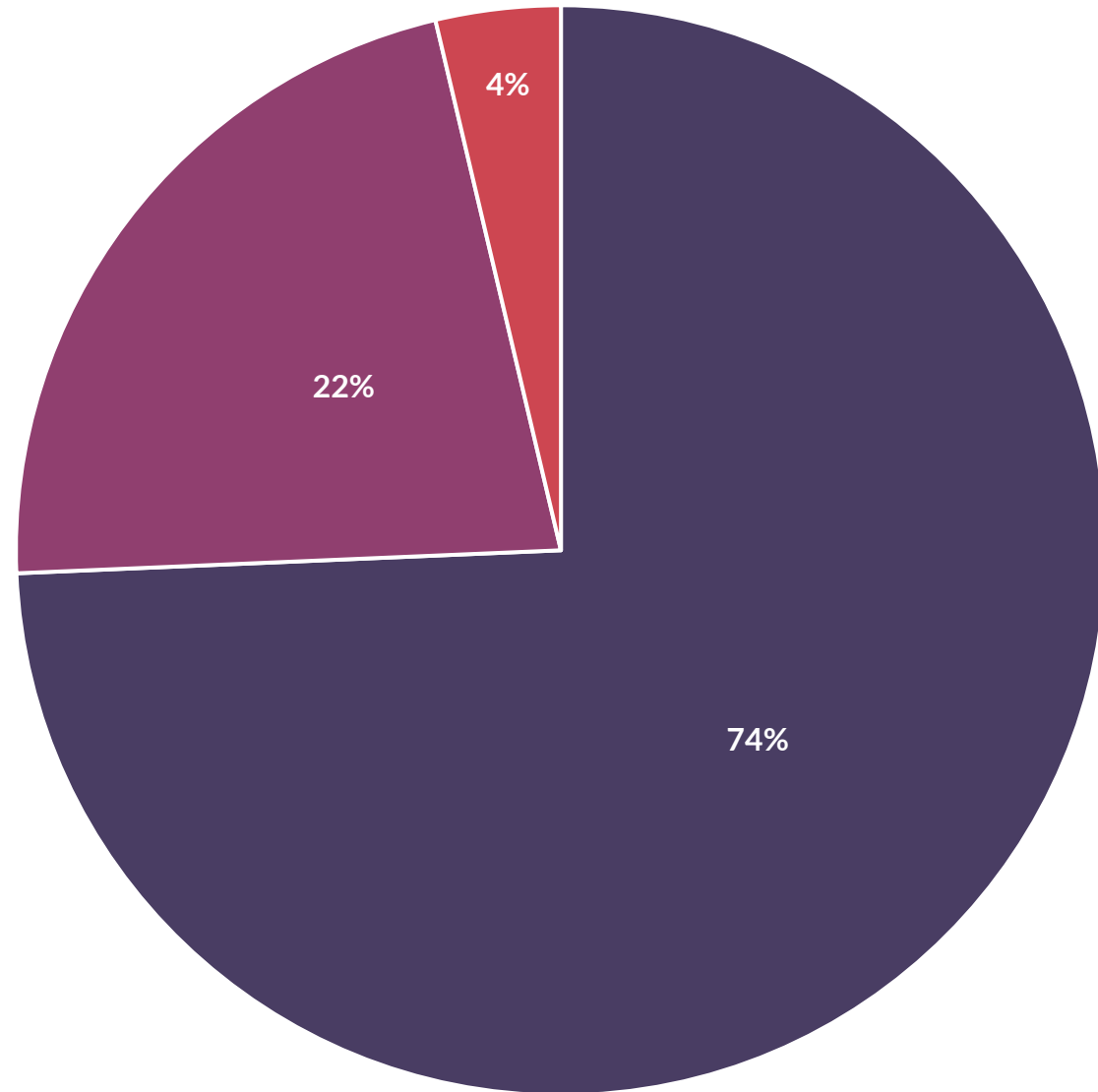


Location prior to enrollment



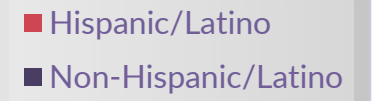
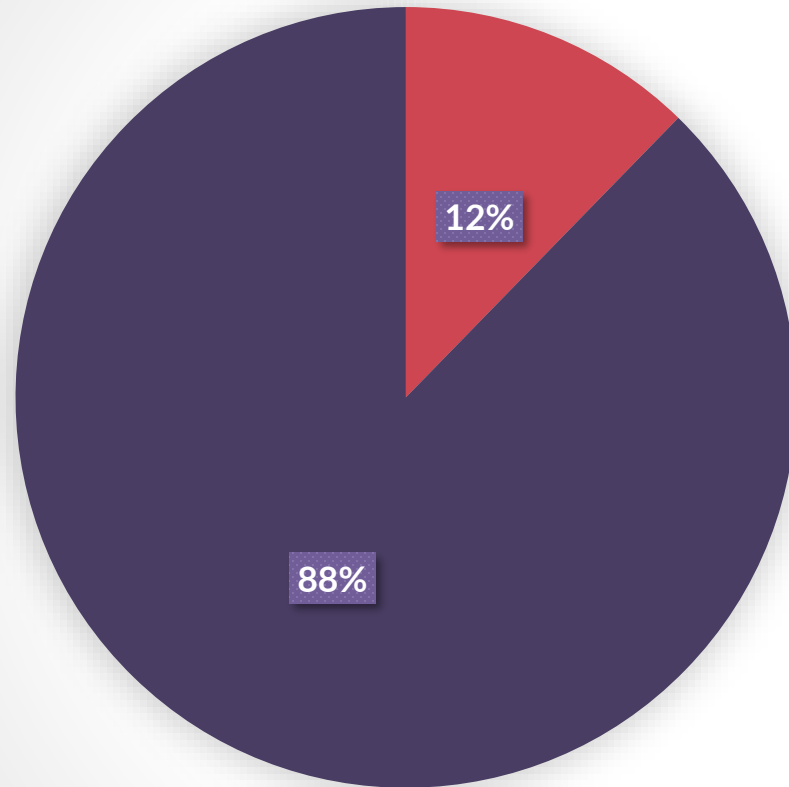
■ Unsheltered ■ Sheltered ■ Housed

Race Data



■ Black or African American ■ White ■ Other

Ethnicity Data



Encampment Strategy

The Coalition led coordination with the City of Houston and other partners of The Way Home to decommission five encampments so far in 2021:

- At 500 Fannin
- A four-block area from Main to San Jacinto and Texas to Preston
- "The Triangle" area between the I-45 on/off ramps and University of Houston Downtown
- Allen Parkway and 45 North
- I-45 & Crosstimbers/Victory/Airline

These encampments were able to be closed due to the CCHP and the additional housing resources that have been made available.

Downtown Locations

Before



After



“The
Triangle”
area
between
the I-45
on/off
ramps and
University
of Houston
Downtown

Before



After



Allen Parkway and 45 North

Before



After



The Timbers

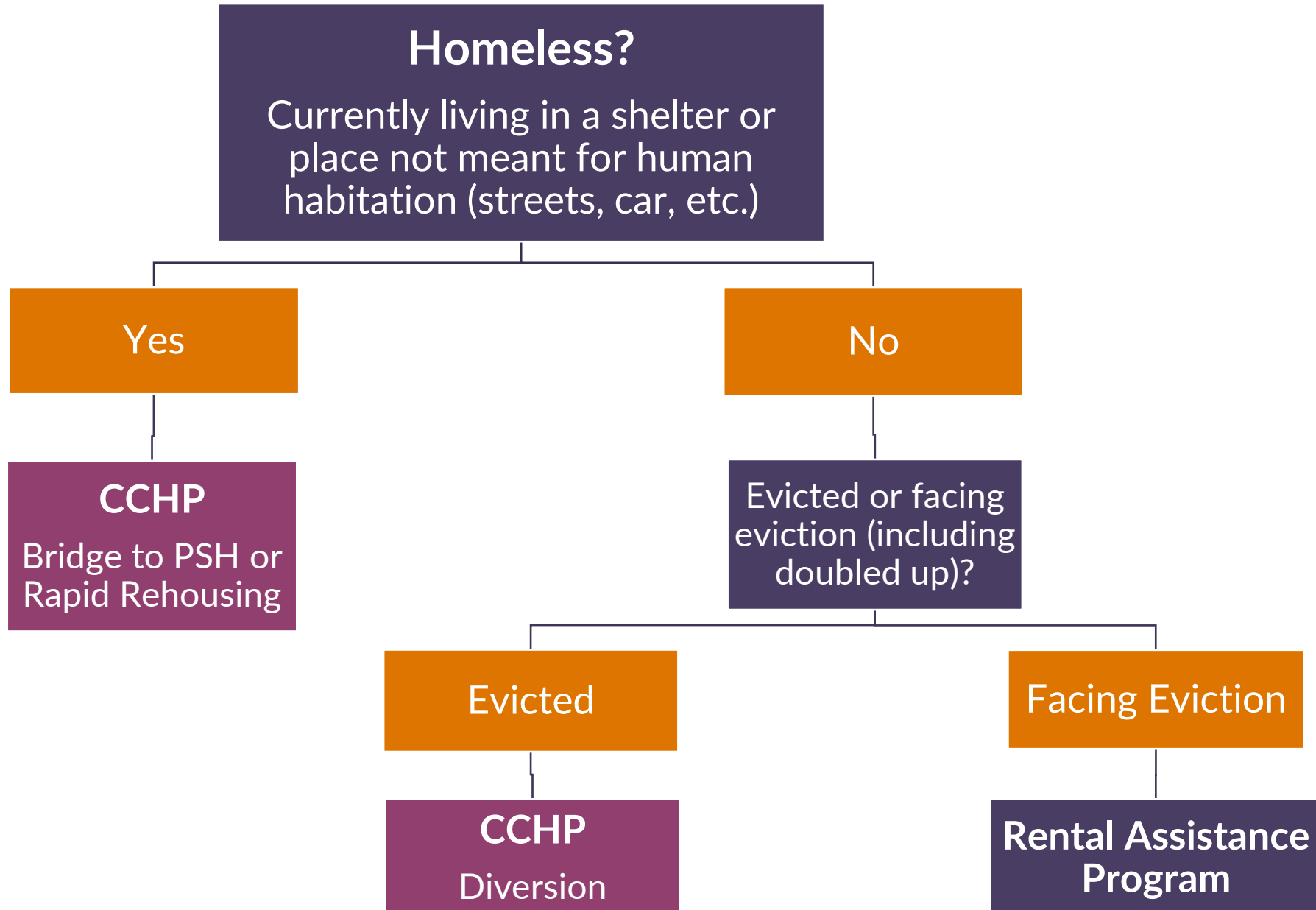
Before



After



Integrated Assistance





CCHP Impact

CCHP is helping us lead
the country in reducing
homelessness

Harris County is
setting best practices
for effective solutions
to deal with
encampments

Set a record, 3,000
served in only 6
months



Next Big Thing

Advancing our System
with ARPA

Other Texas Counties & Cities: What we know

Austin:

- City: \$84M Treasury, \$11M HOME, \$11M Gen Revenue, \$30M ERA
- County: \$100M ARPA
- Private Business District Match: \$100M
- Total: \$336

Dallas:

- County: \$100M ARPA
- City: TBD

Vision for an Advanced Homelessness Response System

CCHP 2.0 2021/2022– Sep 2025 (3 yrs)

- Continue the transformation of the homelessness response system
- Work to end unsheltered homelessness
- Address all large encampments
- Become an investor in permanent housing infrastructure for persons exiting homelessness



Goals of CCHP 2.0

System Metrics	Pre-CCHP Before 2020 Actual	CCHP 2020 Actual	CCHP 2.0 2021-2025 Goal
PIT Total Count	4,000	3,000	1,000
PIT Chronic	800	287	0
PIT Unsheltered	1,650	1,500	250
PIT in Large Encampments	~650	~500	0
Annual Count of Persons	~12,500	~8,500	~5,000
Annual Exits from Streets to PH	315 (9%)	445 (15%)	250
Ave. Time from Referral to PH Move-in	63 days	31 days	< 30 days
Annual inflow of newly homeless	8,750 (70%)	6,150 (72%)	< 5,000 (100%)

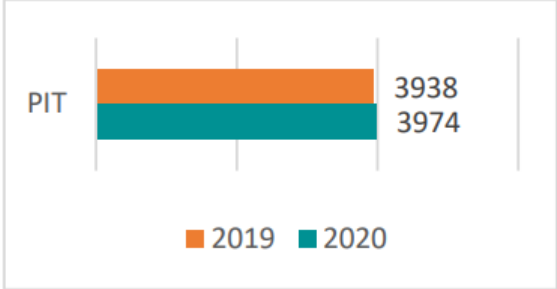
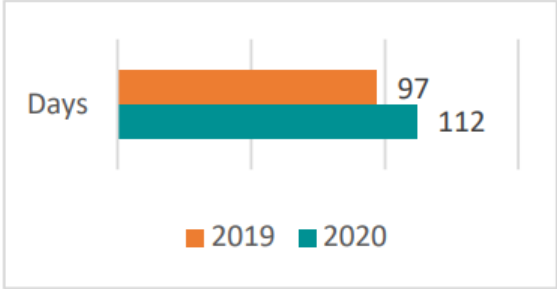
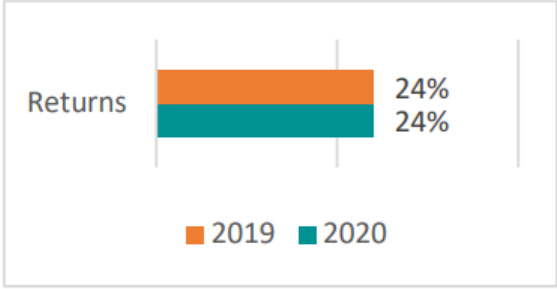
Impact of CCHP 2.0

- ✓ No chronic homelessness
- ✓ No large encampments
- ✓ Substantially reduced inflow
- ✓ Short lengths of time homeless
- ✓ Annual homeless count reduced by half
- ✓ All homeless households receive housing strategy

Funding Analysis Guiding Planning

	CCHP 1.0	CCHP 2.0
Timeline	<2 Years	5 Years
Spending Deadlines	Strict	Looser/Longer timeline
Subsidy Type	Temporary	Permanent and Temporary
Purpose	Crisis Response	Recovery and Infrastructure
Resulting Plan	<p>House as many as possible to shield from COVID</p> <p>No New PSH</p> <p>Some Bridge to PSH</p> <p>Lots of RRH</p> <p>Lots of Diversion</p> <p>5,000+ Housed</p> <p>100+ Bed R3(6160) Facility</p>	<p>Invest in infrastructure to achieve and sustain reductions in homelessness</p> <p>New PSH</p> <p>Preserve and Enhance Existing PSH</p> <p>Sustain RRH</p> <p>Enhance MH/SUD/Income/DV Services</p> <p>Encampment Response Infrastructure (Navigation Center & Outreach)</p> <p>4,100+ Housed</p> <p>1,450 Scattered Site PSH Units</p> <p>482 Developed PSH Units</p> <p>391 PSH Units Preserved/Enhanced</p> <p>100+ Bed Navigation Center</p>

System Performance Measurement (SPM)

Measure	Goal	Change	Percentage change
Total Experiencing Homelessness	Reduce the total number of people experiencing homelessness in the CoC per the annual point in time count	 <p>PIT</p> <p>3938 3974</p> <p>2019 2020</p>	1% increase
Length of Time People Remain Homeless	Reduce the average length of time people remain homeless from the time people seek services	 <p>Days</p> <p>97 112</p> <p>2019 2020</p>	15% increase
Returns to Homelessness	Reduce the percent of persons who return to homelessness in 2 years	 <p>Returns</p> <p>24% 24%</p> <p>2019 2020</p>	No change

To review the full SPM report, go to the Coalition website (homelesshouston.org) and navigate to The Way Home > Performance Measurement

System Performance Measurement (SPM), cont.

Measure	Goal	Change	Percentage change
Number of Newly Homeless	Reduce the number of persons who become homeless for the first time	<p>Newly Homeless</p> <p>8752 6141</p> <p>2019 2020</p>	30% decrease
Successful Housing Placements	Increase the number of persons with successful exits and/or retention in permanent supportive housing programs	<p>Exits/Retention</p> <p>51% 53%</p> <p>0% 20% 40% 60%</p> <p>2019 2020</p>	2% increase
Income growth	Increase the percent of adults served who increased their income	<p>Adults w/Income</p> <p>37% 35%</p> <p>2019 2020</p>	2% decrease

To review the full SPM report, go to the Coalition website (homelesshouston.org) and navigate to The Way Home > Performance Measurement

CCHP Income Project Announcement

CCHP CRR Income

- Planned start date: July 1, 2021
- Operated by Career & Recovery Resources
- Available to all CCHP RRH clients
- Referrals will be made by CCHP case managers
- Referral button has been set up in the HMIS Programs workgroup – do not use it until the project start is announced



Referral to CCHP CRR Income

Missing Income at Start

HMIS Enrollments

Case Name	Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type
	12/26/2020		2			Homelessness Prevention
	9/14/2017	5/23/2019	1			Homelessness Prevention

< ☆ 🔍 Master Assessments

Below is a list of Master Assessments that have been created for this client. To edit an existing assessment, click **Legacy E**

Do not delete an assessment unless it was created in error.

Date ▲	Assessment Type ▲
12/25/2020	Entry

Missing Income at Start

HMIS Enrollments

Case Name	Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type
	12/26/2020		2			Homelessness Prevention

< Income and Sources, Non-Cash Benefits

Indicate below the client's sources of **monthly** income, non-cash benefits and expenses.

The following instructions are quoted from the HMIS Data Manual:

When a client has income, but does not know the exact amount, a "Yes" response should be recorded for both the overall income question and the specific source. Income received by or on behalf of a minor child should be recorded as part of household income under the Head of Household, unless the federal funding requirements. Projects collecting data through client interviews should ask clients whether they receive income from each of the sources listed rather than "No." Income data should be recorded only for sources of income that are current as of the information date (i.e. have not been specifically terminated). As an example, if a client has additional employment, the response for Earned income would be "No." As a further example, if a client's most recent paycheck was 2 weeks ago from working 20 hours per week for \$12.00 an hour, record the income from the job the client has at the time data are collected (i.e. 20 hours at \$12.00 an hour).

Default Last Assessment

Assessment Active

Assessment Date: * 12/21/2020 

Income from Any Source: * Yes ▼

Non-Cash Benefits from Any Source: * Yes ▼

Expenses: Data Not Collected ▼

Missing Income at Annual Assessment

<	☆	Q Master Assessments
Below is a list of Master Assessments that have been created for this cli		
<u>Do not delete an assessment unless it was created in error.</u>		
	Date ▲	Assessment Type ▲
>	<u>12/14/2020</u>	Annual
>	04/16/2021	Annual ✕
>	<u>12/01/2019</u>	Entry

Report Issues



Often, we will receive an e-mail stating corrections are completed

When we double check, sometimes it isn't

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	3	1	1	0.38%
Date of Birth (3.3)	3	1	1	0.38%
Race (3.4)	0	0		0.00%
Ethnicity (3.5)	0	0		0.00%
Gender (3.6)	0	0		0.00%
Overall Score				0.75%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.08%
Relationship to Head of Household (3.15)	1	0.08%
Client Location (3.16)	0	0.00%
Disabling Condition (3.8)	4	0.30%

Coordinated Access – What is it?

- A centralized, standardized process designed to:
 - Coordinate program participant intake, assessment, & referrals
 - Cover the CoC geographic area
 - Be easily accessible by individuals/families seeking housing or services
 - Identify the most vulnerable in the CoC using a standardized assessment tool



How to access Coordinated Access

At one of several CA Assessment Hubs

- <https://www.homelesshouston.org/help-card>
- Scroll down to Coordinated Access

211

CA Intake Line

- M-F, 9 am – 1 pm
- 832-531-6041

Who can access?

- Any client living in the CoC can access CA
- Housing is available in all 3 counties; however, units must meet FMR

HMIS Support Committee

- Preston Witt – Harmony House
- Neysa Gavion – West Houston Assistance Ministries
- Shaya Khorsandi – City of Houston Mayor's Office
- Earnest Dyer – The Salvation Army
- Jonathan Danforth – SEARCH Homeless Services
- Yvonne Benamar Gonzales – Avenue 360
- 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 – Volunteer of America Texas

HMIS Support Committee Meeting

August 17th 2:30;
Microsoft Teams;
invitation will be
posted on the Bulletin
Board.



HMIS Trainings

Types of trainings offered:

- ✓ Refresher Training
- ✓ Reports Training
- ✓ HMIS New User Training
- ✓ HMIS HOPWA Trai
- ✓ Supervisor Training
- ✓ HMIS Outreach/ PATH Training
- ✓ HMIS Emergency Shelter Training
- ✓ Coordinated Access Training

HMIS Trainings

Register for virtual trainings online:

- <https://www.homelesshouston.org/hmis-v2#HMISUserTrainings>
 - COMPLETE User Agreement with you.
- [HMIS ULA.pdf \(multiscreensite.com\)](#)
- Trainers are Lindsey Grubbs, Agnes Asigbey, Scot More



Homeless Court

Up and running at
100% capacity

HMIS Issues

- Issues need 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://www.homelesshouston.org/hmisv2#HMISUserTrainings>
 - Call the Help Desk
 - (832) 531-6020 or (832) 531-6014
 - Tuesday – Thursday 9AM-11AM and 1PM-2PM
 - Send an email to hmis@homelesshouston.org
- Each user has an username and password

New Dashboards

<https://homelessdata.com/dashboard/houston/houston-dashboards/>

Q & A

Remaining 2021 HMIS Forum Dates

- September 16, 2021, 2 pm
- December 16, 2021, 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



Coalition for the Homeless
2000 Crawford St., Suite 700
Houston, TX 77022