Webinar Housekeeping

This webinar is being recorded and the recording along with the slides will be posted on our website within 72 hours.

All Attendees will be muted so as not to disrupt the webinar which is scheduled to last 2 hours.

If you have a question, either use the "raise your hand" feature or type your question into the question box.

We will try to answer as questions come in, if not there will be a Q&A session at the end.
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If you have a question, either use the “raise your hand” feature or type your question into the question box.
  - Both are available in your webinar control panel.
HMIS TEAM

Ana Rausch – VP of Program Operations
Heady Cassidy – Program Operations Coordinator
Scot More – Senior Associate/ Homeless Court Administrator

Erol Fetahagic – Director of Analytics & Evaluation
Karen Flores – Specialist Analytics & Evaluation
Yvette Fuentes – Associate Reporting & Evaluation

Kelita Beechum – Data System Manager
Agnes Asigbey – Manager of Analytics and Evaluation
Lindsey Grubbs – Specialist Training & Support
• Welcome & Introductions
• System Summary
• PIT/HIC
• Navigation Center
• Data Support
• Move In Date
• HUD System Reports
• Proposed Changes to the Race, Ethnicity, and Gender Identity HMIS Data Elements
• NHSDC Fall 2022 Conference “Innovate, Integrate, Motivate”
• HMIS Support Committee
• HMIS Site Visits
• Q&A
System Summary

What are the latest numbers and trends?
Did you know?

- Coalition for the Homeless (CFTH) has been the HMIS Lead Agency since 2004
- Initially, the HMIS primarily included shelters, transitional housing, permanent housing (PSH & RRH), outreach, and service projects
- Coordinated Access component was built in the HMIS in 2014, and this led to much greater data sharing and collaboration, prioritized placements, electronic referrals, etc.
- The CCHP expansion that started in October 2020 has brought in additional housing, diversion, street outreach, income, and behavioral health projects
- Currently*, there are over 100 organizations, over 260 active projects, close to 1,200 active users, and over 38,000 clients participating in the HMIS; of these, over 14,000 clients are served in the homeless assistance projects**

*Oct 15-Dec 14, 2022  
**ES, TH, SH, SO, RRH, PSH & OPH projects
Demographics in Homeless Assistance Projects

Age Range:
- Under 18: 0.1%
- 18 to 24: 11.2%
- 25 to 50: 14.7%
- 51 to 64: 6.1%
- 65 & over: 39.1%
- Unknown: 28.9%

Race:
- American Indian, Alaska Native, or Indigenous: 0.5%
- Asian or Asian Indigenous: 0.6%
- Black, African American, or African: 67.4%
- Multi-Racial: 0.3%
- Native Hawaiian or Pacific Islander: 1.3%
- Unknown: 0.3%

Gender:
- Female: 63.4%
- Male: 35.8%
- Trans, GNC, Other: 0.8%

Ethnicity:
- Hispanic/Latino: 87.9%
- Non-Hispanic/Latino: 12.0%
- Unknown: 0.1%
2022 Project Type Breakdown

**2022 HMIS Projects by Type**

- Services Only: 73
- PSH: 55
- H. Prevention: 51
- RRH: 35
- E. Shelter: 33
- Street Outreach: 20
- Trans. Housing: 19
- Other Type: 9
- Div. Shelter: 5
- Other PH: 3
- Coord. Access: 1
- Safe Haven: 1

**2022 Client Enrollments by Project Type**

- Services Only
- PSH
- H. Prevention
- RRH
- E. Shelter
- Street Outreach
- Trans. Housing
- Other Type
- Div. Shelter
- Other PH
- Coord. Access
- Safe Haven

Based on the 2022 client enrollment data
• We’ve seen an unprecedented increase in the HMIS usage during the last two years, primarily due to the CCHP expansion
• The average number of users per project has increased from 3.5 to 5.5
During the last CFTH fiscal year, the HMIS team has completed the following:

- 66 New projects created
- 142 User training sessions
- 2,154 Issue tickets resolved (over 40/week)
- 83 Virtual site visits
- Weekly client deduplication (approx. 20/week)
- Monthly data quality reports
- Ongoing data corrections, custom reports, data analytics, etc.
- Annual HUD system reports: Sheltered Point-In-Time Count, Housing Inventory, System Performance Measures, and LSA
2023 Point-In-Time (PIT) Count
Why do we count?

- Report an accurate number of persons experiencing homelessness 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 those experiencing homelessness (i.e., youth, veterans, domestic violence, etc.)
  - Identify areas with a dense presence of those experiencing homelessness (encampments, etc.)
  - Improve services & housing
  - Determine what additional services are needed
Unsheltered Count

Where:
- All of Houston, Harris, Fort Bend, & Montgomery Counties
- Day 1 – Inner 610 loop
- Day 2 – East of I-45 & 288, East Montgomery County
- Day 3 – West of I-45 & 288, West MoCo, all Fort Bend County

When:
- Official sheltered count (night of the count) for HUD will be January 23, 2023
- Unsheltered Count – January 24th, 25th, & 26th
- January 27th will be held for inclement weather or if needing more time

How:
- Drive around assigned map areas
- Walk areas with likelihood of find homeless persons
- Survey with phone/tablet app
## Changes from 2022 - 2023

<table>
<thead>
<tr>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count will occur during the last 10 days of January per HUD</td>
<td>No change</td>
</tr>
<tr>
<td>requirements</td>
<td></td>
</tr>
<tr>
<td>Community volunteers &amp; partner staff are used, however will not</td>
<td>Individuals can form teams &amp; register together, but CFTH will not</td>
</tr>
<tr>
<td>be assigned to ride in vehicles</td>
<td>assign teams</td>
</tr>
<tr>
<td>3 (maybe 4 days) for the unsheltered count</td>
<td>No change</td>
</tr>
<tr>
<td>Staging locations will be virtual &amp; hosted by Coalition staff</td>
<td>No change</td>
</tr>
<tr>
<td>Volunteers must follow in their own vehicles unless all parties are</td>
<td>Volunteers can follow in their own vehicles OR ride in the same</td>
</tr>
<tr>
<td>OK riding in the same vehicle</td>
<td>vehicle</td>
</tr>
<tr>
<td>Certain regions for certain days</td>
<td>No change</td>
</tr>
<tr>
<td>Mandatory participation &amp; part of scoring for CoC funded &amp; HMIS</td>
<td>No change</td>
</tr>
<tr>
<td>agencies</td>
<td></td>
</tr>
<tr>
<td>New this year</td>
<td>Existing outreach teams will be assigned to certain areas</td>
</tr>
</tbody>
</table>
Registration

Virtual training is mandatory

App code will not be provided unless a volunteer has attended training

Volunteers must check into a Virtual Staging Location the morning of each day

Coming soon!
# 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>[Redacted]</td>
</tr>
<tr>
<td>Project Name</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Organization Mailing Address</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Geocode</td>
<td>[Select-]</td>
</tr>
<tr>
<td>Physical Address of Project (OV – town and zip only)</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

## Project/Program funding and reporting requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this project receive ongoing McKinney-Vento Funds (ESG or CoC Renewal)? (Y/N)</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Does this project receive McKinney-Vento Funds (CoC) for Construction, Acquisition, or Building Rehabilitation? (Y/N)</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Does this project receive other Federal funding? (Y/N) If so, what kind? (i.e. HOPWA, GPD, SSVF, etc.)</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Must all residents of this project meet the HUD definition of Homelessness at time of admission? (Y/N)</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Does your project have to file an APR?</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>If you have to file an APR for this project, what is the projects operating year (start date: end date)?</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Status</th>
<th>Housing Type</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>
<tr>
<td>Project Type (choose only one):</td>
<td>Single Apartment (non-SRO) units</td>
</tr>
<tr>
<td>Emergency Shelter (ES)</td>
<td>Single homes/townhouses/duplexes</td>
</tr>
<tr>
<td>Transitional Housing (TM)</td>
<td>FOR PROGRAMS THAT ADMINISTER VOUCHERS (i.e. BRAP, S4C, etc.), please select the type of voucher administered by the program (please choose only one type of voucher per grant):</td>
</tr>
<tr>
<td>Safe Haven (SH)</td>
<td>SRA (Sponsor-based Rental Assistance)</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY REQUIRED</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY NOT REQUIRED</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>
Jensen Navigation Center
Opening December 2022
## Partners

<table>
<thead>
<tr>
<th>Organization</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coalition for the Homeless</td>
<td>• Lease Holder • Oversight</td>
</tr>
<tr>
<td>Harmony House</td>
<td>• Operator • Service Provision</td>
</tr>
<tr>
<td>Harris Center</td>
<td>• Mental Health</td>
</tr>
<tr>
<td>Harris Health</td>
<td>• Onsite Clinic</td>
</tr>
</tbody>
</table>
# Key Details

## Capacity:
- 100 clients
- Semi-private rooms
- Overflow bunk space for 26 individuals
- Disaster Emergency Shelter Expansion for 60 individuals
- NOT A SHELTER!!

## Operations:
- Unsheltered homeless men, women, & couples (no children)
- Low-barrier
- 24-hour, onsite, professional management
- Meals provided
- No walk-ins
  - Only outreach & LE
- Clients will have housing referrals
- Target 30 days

## Onsite Services:
- Housing & income assessments, housing navigation, & case management
- Laundry
- Healthcare appointments
- Substance abuse, mental health, peer-support, counseling
- Job training
Resident sleep hallway
Sleeping room
Sleeping rooms – 4 residents each
Common Area
Staff & client entry
Front of building on Jensen
Data Support
There’s a Report For That!

- Not happy with the exit destination outcomes? Run Exit Destination Update report
- Unsure if you enrolled duplicated clients? Run the Clients In Program report
- Want to know of any data entry errors? Run the Data Quality Report
- Curious about income at entry vs exit? Run the Income at Entry/Exit Report

If you are unsure how to run these reports, register for Reports Training
Here to Help

• At any point of data entry process if you are unsure - send a help ticket or call our help desk. We enjoy helping and would rather pause to help then spend days correcting.
Housing Move in Date

Any enrollment in one of the following project types requires a housing move in date:

• PH - Permanent Supportive Housing
• PH - Housing Only
• PH - Housing with Services
• PH - Rapid Re-Housing
Before Entering a Move in Date

- Does the Move-in Date fall before your Program Enrollment Date?
- Does the Move-in Date after the exit date?
- Is there already a Move-in Date in the system in another Housing Program?
- Does the Housing Move-in Date fall during a Transitional Housing or Emergency Housing Program Enrollment?
### Why is the Move in Date important?

<table>
<thead>
<tr>
<th>Overlapping and Missing</th>
<th>Missing</th>
<th>Overlapping</th>
<th>Overlapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Overlapping and Missing Move-in Dates cause errors on our Federal Reports and decrease our reliability on the data for our system.</td>
<td>• Missing Move-in Date - can show that they were never housed.</td>
<td>• Overlapping Move-in Dates- This is when someone is showing as having a Move-in Date, but also has an active enrollment in a shelter/transitional program or another housing program during the same period.</td>
<td>• Overlapping errors create unclear data which is unreliable, since someone can physically only occupy one space at a time.</td>
</tr>
<tr>
<td>Case Name</td>
<td>Project Name</td>
<td>Project Type</td>
<td>Enroll Date</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------</td>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Permanent Supportive Housing (disability required for entry)</td>
<td>08/22/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Services Only</td>
<td>08/19/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Street outreach</td>
<td>08/18/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Day Shuttler</td>
<td>08/18/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transitional housing</td>
<td>07/12/2022</td>
</tr>
</tbody>
</table>
Housing Move in Date

Is the housing move in date the same as the lease date?

- Sometimes it can be, but sometimes not
- HUD defines Move in Date as the date the household is physically located in the unit
Entering the move in date
Entering the move in date

<table>
<thead>
<tr>
<th>Name</th>
<th>Gender</th>
<th>Age</th>
<th>Project Start Date</th>
<th>Case Manager</th>
<th>Relationship to Head of Household*</th>
<th>Housing Move-in Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>40</td>
<td>07/09/2020</td>
<td></td>
<td>Self (HH)</td>
<td>03/29/2021</td>
</tr>
</tbody>
</table>

Excerpt from the HMIS Data Standards Manual: "A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed)."
Monitoring and correcting Move-in Date Errors should be done monthly. The PH move in date & chronic status report can be run by all HMIS users. It is easy to complete and can be run at any time.

- Home workspace
- Reports
- Program Reports
- PH move in date & chronic status
- Complete the form and run the report
Move in Date Scenario

• Marry Doe is in a shelter enrolled from 01/01/2022-04/10/2022
• Mary is enrolled in a PSH Project from 04/01/2022 – present
• Mary signs a lease 04/05/2022
• Mary moves a few of her things in the unit 04/05/2022, but goes back to the shelter
• PSH CM orders furniture and welcome home basket 04/05/2022
• Mary gets furniture & welcome home basket on 04/10/2022
• Mary gets exited out of a shelter 04/10/2022
• Mary gets checked out of a bed 04/10/2022
• Mary moves into her PSH unit 04/10/2022
• Mary gets checked into a PSH bed 04/10/2022

What is Mary's PSH move in date?
04/10/2022 – because that is when the client moved into the unit
Move in Date Scenario

- Mary Doe is in a shelter enrolled from 01/01/2022-04/10/2022
- Mary is enrolled in a PSH Project from 04/01/2022 – present
- Mary signs a lease 04/05/2022
- Mary tells the shelter she obtained PSH & is moving in 04/05/2022
- Mary gets exited out of a shelter 04/05/2022
- Mary gets checked out of a bed 04/05/2022
- PSH CM orders furniture and welcome home basket 04/05/2022
- Mary gets checked into a PSH bed 04/05/2022
- Mary gets furniture & welcome home basket on 04/10/2022

What is Mary’s PSH move in date? 04/05/2022 – because that is when the client moved into the unit
Did you know?

A test client should NEVER be entered into the live HMIS site

Instead – request access to our Training site by submitting a ticket to IssueTrak
Exit Destinations

Enrollment Exit

To exit the client from the Enrollment, enter the **Exit Date** and **Destination**.

- **Exit Date:** 10/03/2022
- **Destination:** Place not meant for habitation (e.g., a vehicle)
- **Exit Reason:** Other
- **Other Exit Reason:** Voucher Expiration

X

Enrollment Exit

To exit the client from the Enrollment, enter the **Exit Date** and **Destination**.

- **Exit Date:** 10/03/2022
- **Destination:** Place not meant for habitation (e.g., a vehicle)
- **Exit Reason:** Left for Housing before Completed

✓
Exit Destinations

Enrollment Exit

To exit the client from the Enrollment, enter the Exit Date and Destination.

- **Exit Date:** 10/21/2021
- **Destination:** No exit interview completed
- **Exit Reason:** Other
- **Other Exit Reason:** Ct moved into new unit 12

**Wrong Exit Reason:**

- **Exit Date:** 10/21/2021
- **Destination:** Permanent housing (other than placement)
- **Exit Reason:** Completed Program

**Correct Exit Reason:**
Good morning,
We are getting a data quality error for an overlapping enrollment

<table>
<thead>
<tr>
<th>Case Name</th>
<th>Project Name</th>
<th>Project Type</th>
<th>Members</th>
<th>Enroll Date</th>
<th>Move in Date</th>
<th>Exit Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red, Rudolph</td>
<td>North Pole Outreach</td>
<td>Street Outreach</td>
<td>1</td>
<td>11/17/2022</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red, Rudolph</td>
<td>Santa Outreach</td>
<td>Street Outreach</td>
<td>1</td>
<td>11/01/2022</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red, Rudolph</td>
<td>Snowman Access</td>
<td>Coordinated Entry</td>
<td>1</td>
<td>10/27/2022</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red, Rudolph</td>
<td>North Pole Outreach</td>
<td>Street Outreach</td>
<td>1</td>
<td>09/07/2022</td>
<td>12/05/2022</td>
<td></td>
</tr>
</tbody>
</table>
HUD SYSTEM REPORTS

- LSA - Longitudinal System Analysis
- SPM - System Performance Measures
- HIC - Housing Inventory Count
- PIT - Point in Time Count
Longitudinal System Analysis (LSA)

- The LSA is an HMIS-based housing report and is part of the Annual Homeless Assessment Report (AHAR) to Congress
- It includes the following project types, regardless of funding source:
  - Emergency Shelter
  - Safe Haven
  - Transitional Housing
  - Rapid Re-Housing
  - Permanent Supportive Housing
- Domestic violence providers are not included
- Reporting deadline: January 11, 2023
LSA Common Issues

- Households do not have only one Head of Household
- Households not associated with the CoC (client location – Q3)
- Bed utilization
  - ES entry/exit, SH, TH: based on entry and exit
  - ES night-by-night: based on entry, bed check-in, and exit
  - RRH & PSH: based on housing move-in date and exit
- Bed inventory
  - Inventory set up in HMIS does not match the annual HIC inventory
  - Household types served (AC, AO, CO) do not match bed inventory
- Various client Data Quality issues
  - Fake/missing SSN, impossible/missing DOB, missing Gender, Race, Ethnicity, etc. (Q2)
  - Living Situation, Date of Homelessness, Times Homeless (Q5)
  - Exit Destination (Q4)
FY 2022 LSA/STELLA System Map

125 Days Homeless

ES/SH 4,782 HH
Av. 87 days per HH

RRH 3,040 HH
Av. 53 pre-move in days per HH
Av. 344 housed days per HH

PSH 1,537 HH
Av. 179 pre-move in days per HH
816 HH with PSH move-in dates

TH 1,179 HH
Av. 214 days per HH

Permanent Destinations
36%
2,414 of 6,384 exiting HH

21%
583 of 2,769 exiting HH

65%
1,174 of 1,798 exiting HH

48%
475 of 995 exiting HH

22%
166 of 762 exiting HH

27%
16 of 60 exiting HH

7% 42 of 579 exiting HH

9,347 HH
served in Homeless System

All Other Pathways 207 HH
Av. 102 days to return

Factors:
- 51% going to ES/SH
- 26% to RRH
- 12% to PSH
- 9% to TH
- 8% to All Other Pathways

System Returns
• The **Point-in-Time (PIT) Count** is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. The sheltered numbers are pulled from the HMIS and DV comparable databases for the night of the count.

• The **Housing Inventory Count (HIC)** is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness.

• Housing projects reported in the HIC:
  - Emergency shelters
  - Transitional Housing
  - Safe Haven
  - Permanent Housing (PSH, RRH, OPH)
    - Only clients with move-in dates are counted for PH occupancy & bed utilization.
Did you know?

Users not logging into HMIS for more than 45 days will be locked out due to non-activity.
Proposed Changes to the Race, Ethnicity, and Gender Identity HMIS Data Elements

Gender Elements

Current Data Elements

One Field for Gender:

Field 1: Gender* (select all that apply)
1. Female
2. Male
3. A gender other than singularly male or female (e.g., non-binary, genderfluid, agender, culturally specific gender)
4. Transgender
5. Questioning

Proposed Data Elements

Two Fields for Gender (with Follow-up)
Field 1: Gender* (select all that apply)
1. Woman/Girl
2. Man/Boy
3. Non-binary
4. Culturally-Specific Identity (e.g., Two-Spirit)
5. Questioning
6. Different Identity: [Specify]

Field 1 Follow-Up
Different Identity Detail
** Text Box**

Transgender Experience:
Field 2: Transgender Experience*
1. Yes
2. No
Proposed Changes to the Race, Ethnicity, and Gender Identity HMIS Data Elements

Race and Ethnicity Data Elements

Current Data Elements

Two Separate Fields for Race and Ethnicity:

Field 1: Race* (select all that apply)
1. American Indian, Alaska Native, or Indigenous
2. Asian or Asian American
3. Black, African American or African
4. Native Hawaiian or Pacific Islander
5. White

Field 1: Ethnicity*
1. Non-Hispanic/Latino
2. Hispanic/Latino

Proposed Data Elements

One Combined Field for Race and Ethnicity:

Field 1: Race and Ethnicity* (select all that apply)
1. American Indian, Alaska Native, or Indigenous
2. Asian or Asian American
3. Black, African American or African
4. Hispanic/Latino(a)(o)(x)
5. Middle Eastern/North African
6. Native Hawaiian or Pacific Islander
7. White

One Follow-Up Question
Follow-Up to Field 1: Additional Race and Ethnicity Detail
** Text Box**

*Required Field: required field with additional response values of “client doesn’t know”, “client refused” and “data not collected”
Opportunity for Community Feedback

- This webinar was intended for Continuum of Care (CoC) and Emergency Solutions Grants (ESG) recipients, persons with lived experience and expertise of homelessness, and other partners in the homeless response system who were interested in learning more about how to collect and submit feedback about the proposed changes to race, ethnicity, and gender data elements.

Opportunity for Community Feedback: Centering Clients in Homeless Data Collection Webinar - HUD Exchange
Providing Feedback

• Please provide the feedback received no later than December 31, 2022 to HUD. To submit feedback, use the [HUD Exchange AAQ portal](#) and select "HMIS: Homelessness Management Information System" for the "My question is related to:" prompt. Different people will have different feedback that may contradict but be open to all responses and share those responses with HUD. Contextualize the feedback if there are contradictions; for instance, if the majority of the people talked to prefer the recommended changes but a small number do not, clarify whether that small group represents a specific group in your community.
HMIS Site Visits

• HMIS Site Visits will be scheduled for all agencies that use the HMIS system.
• Purpose is to confirm your agency is completing the data entry correctly in HMIS.
• If you would like to schedule your site visit please email us @ hmis@homelesshouston.org
The goal of the conference is for all of us to share ideas and learn from each other's unique and creative ways to build a stronger organization after an unpredictable few years. At the NHSDC Fall 2022 Conference, we were able to learn, network, and engage with our industry peers from across the country.

The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services.

The HMIS software currently used in Houston/Harris County/Ft. Bend County is called ClientTrack. It was developed by Eccovia, a privately held company based in Salt Lake City, Utah. We were able to meet with them during the conference and chat with our peers who use the same software.
What is the Support Committee?

The TX-700 Homeless Management Information System (HMIS) Support Committee is an advisory body that supports and enhances the overall mission of the HMIS Project. This includes advising HMIS Project staff on functions related to HMIS Project policies and guidelines.
HMIS Support Committee

• Preston Witt – Harmony House
• Neysa Gavion – West Houston Assistance Ministries
• Earnest Dyer – The Salvation Army
• Kelly Ward – 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
2023 HMIS Support Committee Meetings

February 14
May 16
August 15
November TBA

Meeting Dates 2:30-3:45 pm
Designate a staff person and a back up to act as the Partner Agency security officer, responsible for the implementation of the HMIS security procedures at the Partner Agency Level.

Please send your back up officer contact information to hmis@homelesshouston.org
Did you know?

The HMIS is offering a housing refresher training for five program types: Emergency Shelter, Transitional Housing, Rapid Re-Housing, Safe Haven, and Permanent Supportive Housing. It covers the work for documenting when a client moves into housing: entering move in date; checking clients in and out of beds; and exiting clients from enrollments.
2023 Security Officer Training

March 16 @ 2-3:30
June 28 @ 9-10:30
October 4 @ 2-2:30
December 6 @ 9-10:30
# HMIS User Trainings

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 Lindsey Grubbs at lgrubhs@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.

![Calendar of HMIS User Trainings](https://www.homelesshouston.org/hmis-v2#HMISUserTrainings)
# Training Courses

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Course Detail</th>
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<tbody>
<tr>
<td>New User Training</td>
<td>Users will learn the basic skills and concepts needed in order to complete the client intake process.</td>
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<tr>
<td>Refresher Training</td>
<td>Help to refresh the skills of active users, as well as review any issues users may have with navigating through the system or the data collection process.</td>
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<tr>
<td>Reports Training</td>
<td>Users are given an overview of the various reporting options available in ClientTrack.</td>
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<tr>
<td>Data Explorer</td>
<td>Trains experienced users, with good knowledge of existing ClientTrack reports, on the usage of ClientTrack’s ad hoc data analysis tool. (Limited to one user per agency per session)</td>
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</tbody>
</table>
Each 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.
Refresher training is required of all new users three months after initial training. Accounts will be deactivated if the refresher is not attended.

Did you know?
Did you know?

Users not logging into HMIS for more than 45 days will be locked out due to non-activity. Please don’t forget to log into the system.
2023 HMIS Forum Dates

March 23
June 15
September 21
December 7
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