

# HMIS Forum 2nd Quarter

June 15, 2023





# HMIS & CA TEAM

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Ana Rausch – VP of Program Operations

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Heady Cassidy – Program Operations Coordinator

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Erol Fetahagic – Director of Analytics & Evaluation

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Karen Flores – Analytics & Evaluation Specialist

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Yvette Fuentes – Analytics & Evaluation Associate

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Kelita Beechum – Data System Manager

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Agnes Asigbey – Manager of Analytics and Evaluation

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Sheila Green – Training & Support Specialist

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RaSara Rodriguez – Training & Support Specialist

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Jordan Jupe – CA Manager

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Scot More – CA Senior Associate/ Homeless Court

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Carmen Carreon - CA Associate

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Tatiana Butler - CA Coordinator

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Glenice Thomas - CA Coordinator



# Agenda

- Welcome & Introductions
- HMIS Updates
- HIC & PIT Comparison
- Case Study
- Encampment Summary
- Navigation Center
- HMIS Data Support
- Income and Employment
- Job Fair
- EVA
- HMIS Support Committee
- Training
- Q&A

# Welcome our newest HMIS Participating Agencies

SerJobs

Strategic Recovery Solutions

Harris County Public Health





# HMIS Participating Agencies with a new name

AIDS Foundation  
Houston is now  
Allies in Hope

Change Happens!  
is now Civic Heart  
Community  
Services

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## New Projects

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- Please send an email to [hmis@homelesshouston.org](mailto:hmis@homelesshouston.org) to request a new project to be setup in HMIS/ClientTrack

# Meet & Greet



WHAT DO YOU LIKE  
ABOUT HMIS



WHAT DO YOU  
DISLIKE ABOUT HMIS



WHAT WOULD YOU  
CHANGE IN HMIS

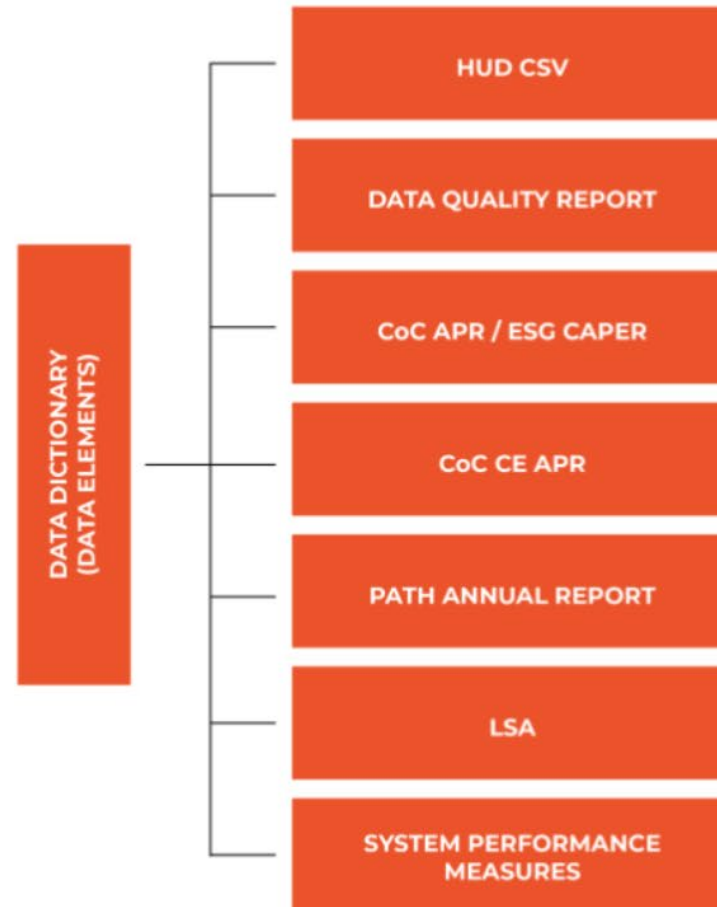


# HMIS Updates



# 2024 HMIS Data Standards Implementation

**What is  
going to be  
impacted?**



# 2024 HMIS Data Standards Implementation

## PDDE Updates

Element	Updates	ClientTrack Impacts
2.02 / Project Information	<ul style="list-style-type: none"><li>• New Project Type (15—Emergency Shelter—Night by Night)</li><li>• RRH Subtype</li><li>• Verbiage Changes</li></ul>	<ul style="list-style-type: none"><li>• Workflow Updates</li><li>• Form Updates</li><li>• Manual Data Entry (After Go-Live)</li></ul>
2.06 / Funding Sources	<ul style="list-style-type: none"><li>• 2 Retired Funding Sources</li><li>• 2 New Funding Sources</li></ul>	<ul style="list-style-type: none"><li>• Workflow Updates</li></ul>
2.07 / Bed and Unit Inventory	<ul style="list-style-type: none"><li>• New Rules for RRH Subtype Application</li><li>• Modifying Rules for Emergency Shelter Project Types and Dependent Questions</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Manual Data Entry (After Go-Live)</li></ul>
2.08 / Participation Status	<ul style="list-style-type: none"><li>• New Element</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Mapping from Existing Element</li><li>• Manual Data Entry (After Go-Live)</li></ul>
2.09 / CE Participation Status	<ul style="list-style-type: none"><li>• New Element</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Manual Data Entry (After Go-Live)</li></ul>

Source: Eccovia webinar - May 10, 2023

# 2024 HMIS Data Standards Implementation

## UDE Updates

Element	Updates	ClientTrack Impacts
3.04 / Race & Ethnicity	<ul style="list-style-type: none"><li>• Merge Ethnicity into Race</li><li>• Add New Race Option</li></ul>	<ul style="list-style-type: none"><li>• Forms Updates</li><li>• Multi-select List Update</li></ul>
3.05 / Ethnicity	<ul style="list-style-type: none"><li>• Retiring Element</li></ul>	<ul style="list-style-type: none"><li>• Forms Updates</li></ul>
3.06 / Gender	<ul style="list-style-type: none"><li>• Renaming Drop-down List Values</li><li>• New Response Options</li><li>• New Field to Capture Text for “Different Identity”</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Multi-select List Updates</li></ul>
3.12 / Destination	<ul style="list-style-type: none"><li>• Renumber Drop-down Values Mapping</li><li>• Separate Out Temporary and Permanent Situations</li><li>• Add Housing Subsidies Dependency Option</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Mapping Existing Values</li></ul>
3.16 / Enrollment CoC	<ul style="list-style-type: none"><li>• Modify Data Collection Stage to Project Start Only</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Mapping Existing Values</li></ul>
3.917 A&B / Prior Living Situation	<ul style="list-style-type: none"><li>• Renumber Drop-down Values Mapping</li><li>• Separate Out Temporary and Permanent Situations</li><li>• Add Housing Subsidies Dependency Option</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Mapping Existing Values</li></ul>

Source: Eccovia webinar - May 10, 2023

# 2024 HMIS Data Standards Implementation

## Common PSDE Updates

Element	Updates	ClientTrack Impacts
4.04 / Health Insurance	<ul style="list-style-type: none"><li>• Verbiage Update</li></ul>	<ul style="list-style-type: none"><li>• List Updates</li></ul>
4.12 / Current Living Situation	<ul style="list-style-type: none"><li>• Renumber Drop-down Values Mapping</li><li>• Separate Out Temporary and Permanent Situations</li><li>• Add Housing Subsidies Dependency Option</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Mapping Existing Values</li></ul>
4.19 / Coordinated Entry Assessment	<ul style="list-style-type: none"><li>• Retiring Element</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Workflow Updates</li></ul>
4.20 / Coordinated Entry Event	<ul style="list-style-type: none"><li>• Retiring Element</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Workflow Updates</li></ul>
4.21 / Coordinated Entry Activity	<ul style="list-style-type: none"><li>• New Element</li></ul>	<ul style="list-style-type: none"><li>• Form Updates</li><li>• Workflow Updates</li><li>• Mapping Existing Values</li></ul>

Source: Eccovia webinar - May 10, 2023

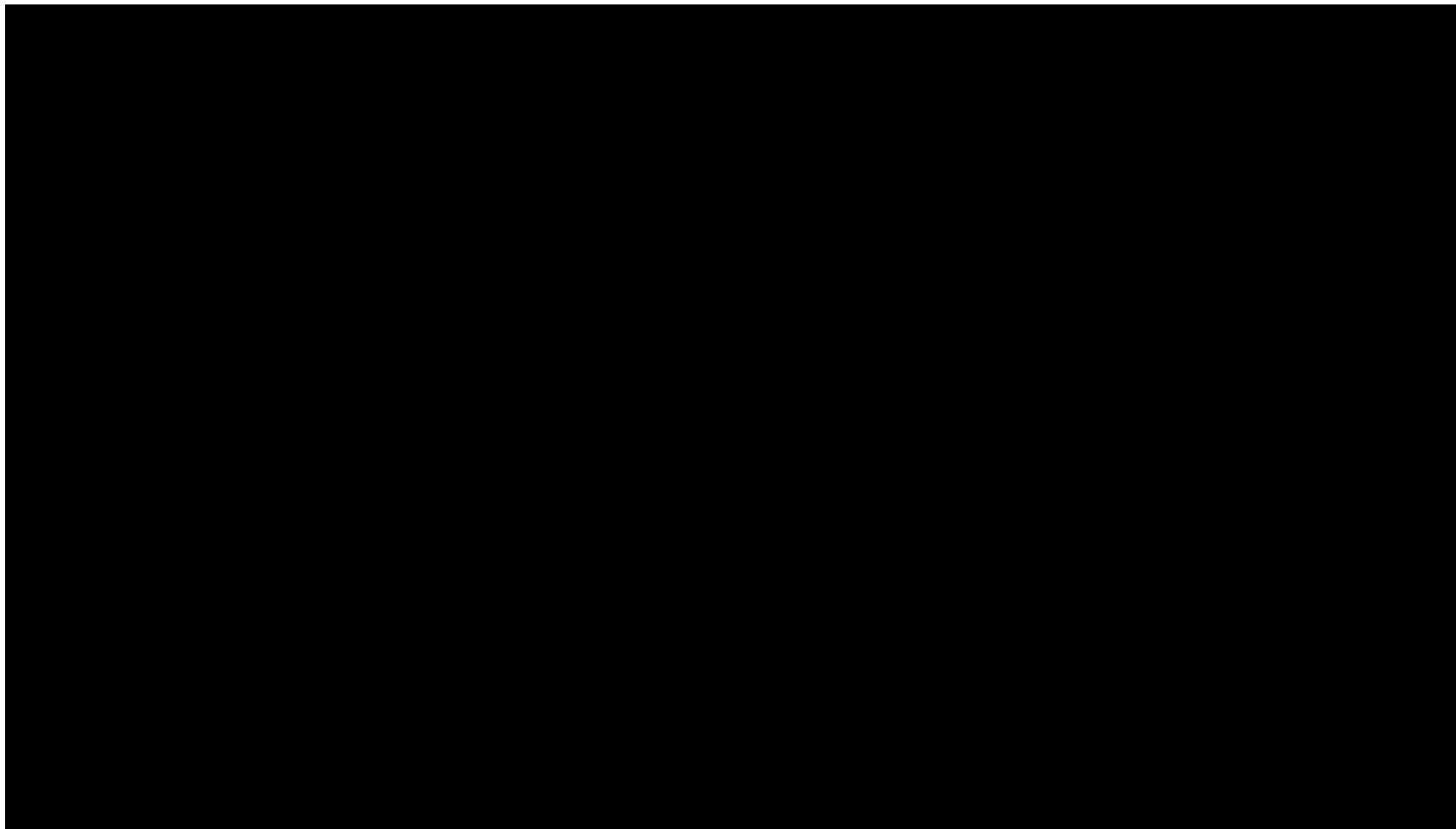
A hand holding a smartphone, with a blurred background of a whiteboard covered in colorful sticky notes. The phone screen is blank.

# 2-Step Verification

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- ClientTrack allows standard users to use 2-step verification (2SV), sometimes referred to as two-factor authentication (2FA) or multi-factor authentication (MFA), for increased security.
- For a user to set up 2SV, ClientTrack generates a secret key which the user imports into their mobile authenticator app by scanning a QR code.
- ClientTrack can remember the verified device for 60 days.
- This feature is currently being tested by the Coalition HMIS team; once enabled, it will be optional for users to set it up on their own.

# 2-Step Verification Setup Video



# Discussion: Housing Inventory & PIT Counts

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- How do the numbers of homeless-dedicated beds relate to the number of homeless persons during the annual Point-In-Time count?
- Should the CoCs invest more resources into temporary housing or permanent housing?
- How does The Way Home CoC compare to the other CoCs?
- What can we do to improve the data quality of both PIT Counts and Housing Inventories?

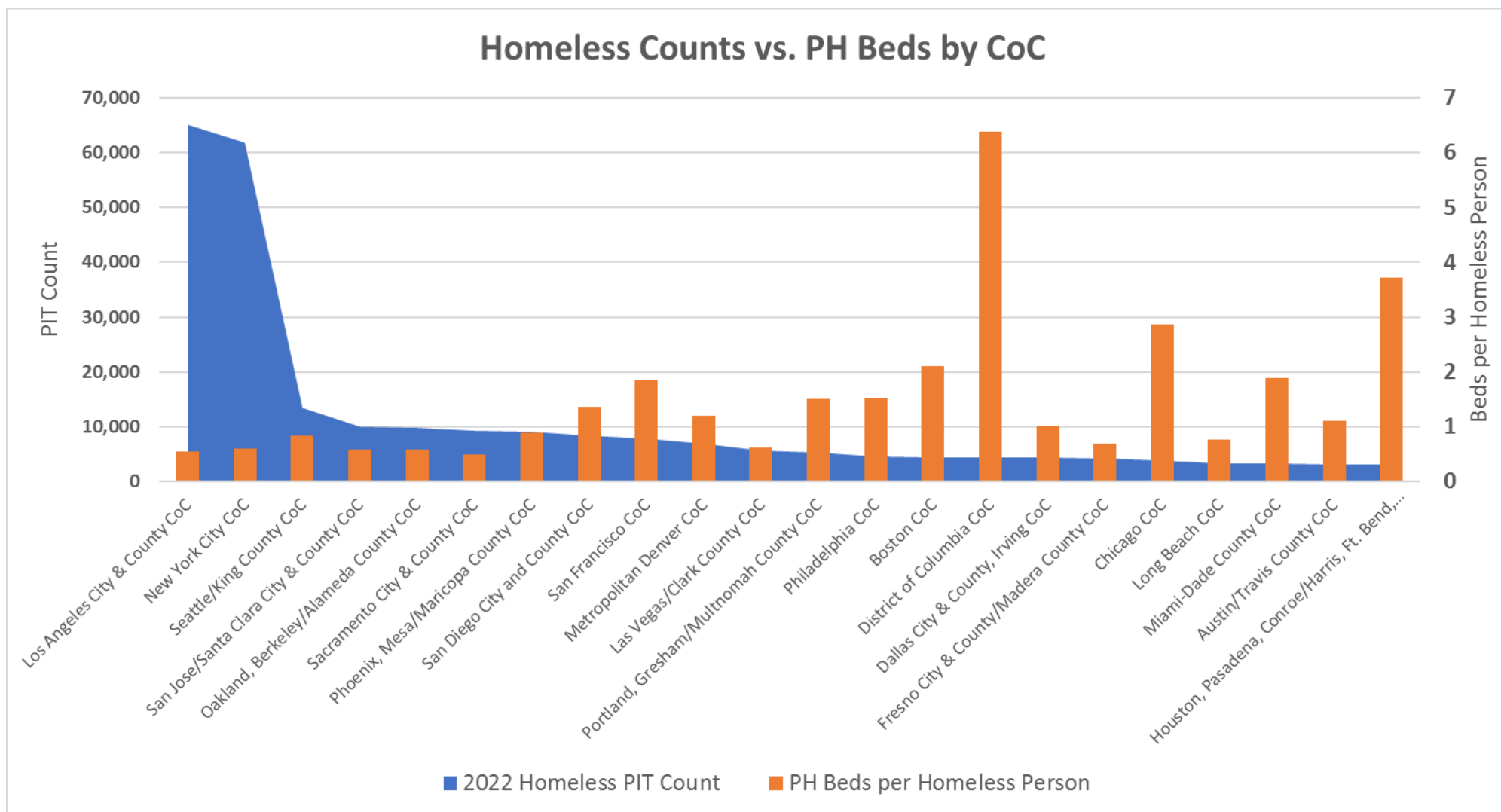


# Top 22 Metro CoCs by 2022 PIT Count

CoC Number	CoC Name	CoC Category	2022 Homeless PIT Count	2022 Shelter/TH Beds	Shelter/TH Beds per Homeless Person	2022 PH Beds	PH Beds per Homeless Person
CA-600	Los Angeles City & County CoC	Major City CoC	65,111	24465	0.38	35537	0.55
NY-600	New York City CoC	Major City CoC	61,840	65939	1.07	37130	0.60
WA-500	Seattle/King County CoC	Major City CoC	13,368	7418	0.55	11096	0.83
CA-500	San Jose/Santa Clara City & County CoC	Major City CoC	10,028	2331	0.23	5800	0.58
CA-502	Oakland, Berkeley/Alameda County CoC	Major City CoC	9,747	3979	0.41	5719	0.59
CA-503	Sacramento City & County CoC	Major City CoC	9,278	2561	0.28	4476	0.48
AZ-502	Phoenix, Mesa/Maricopa County CoC	Major City CoC	9,026	4238	0.47	8091	0.90
CA-601	San Diego City and County CoC	Major City CoC	8,427	5801	0.69	11533	1.37
CA-501	San Francisco CoC	Major City CoC	7,754	2606	0.34	14355	1.85
CO-503	Metropolitan Denver CoC	Major City CoC	6,884	6125	0.89	8271	1.20
NV-500	Las Vegas/Clark County CoC	Major City CoC	5,645	2705	0.48	3494	0.62
OR-501	Portland, Gresham/Multnomah County CoC	Major City CoC	5,228	2953	0.56	7895	1.51
PA-500	Philadelphia CoC	Major City CoC	4,489	4938	1.10	6808	1.52
MA-500	Boston CoC	Major City CoC	4,439	6093	1.37	9337	2.10
DC-500	District of Columbia CoC	Major City CoC	4,410	6598	1.50	28158	6.39
TX-600	Dallas City & County, Irving CoC	Major City CoC	4,410	3085	0.70	4466	1.01
CA-514	Fresno City & County/Madera County CoC	Major City CoC	4,216	2153	0.51	2901	0.69
IL-510	Chicago CoC	Major City CoC	3,875	5050	1.30	11069	2.86
CA-606	Long Beach CoC	Major City CoC	3,296	1322	0.40	2487	0.75
FL-600	Miami-Dade County CoC	Major City CoC	3,276	2822	0.86	6192	1.89
TX-503	Austin/Travis County CoC	Major City CoC	3,157	1143	0.36	3507	1.11
TX-700	Houston, Pasadena, Conroe/Harris, Ft. Bend, Montgomery, Counties CoC	Major City CoC	3,124	3088	0.99	11603	3.71



# Comparison of PIT Counts & PH Beds





## *Case Study*



# Always – Read the Dashboard

Ana Rausch

Client ID  
123456



## Client Information



Name: Ana Rausch

Race: Black, African American, or African

Age: 90

Ethnicity: Non-Hispanic/Non-Latin(a)(o)(x)

Gender: Female

Veteran Status: No

CA Assessment Date: 11/17/2021

Triage Score: 20

Waitlist Placement Date:

Chronically Homeless: No

Housing Placement Date:

Frequent: Yes

## HMIS Enrollments



Case Name	Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type	Organization
Rausch, Ana	12/14/2022	12/14/2022	1	Fetahagic, Erol	Agency A Outreach	Street outreach	Agency A
Rausch, Ana	12/8/2022	5/2/2023	1	Asighey, Agnes	Agency B Outreach	Street outreach	Agency B
Rausch, Ana	11/15/2022	11/21/2022	1	Beechum, Kelita	Agency C Emergency Shelter	Emergency shelter	Agency C
Rausch, Ana	9/26/2022	10/10/2022	1	Fuentes, Yvette	Agency D Emergency Shelter	Emergency shelter	Agency D
Rausch, Ana	6/29/2022	6/30/2022	1	Flores, Karen	Agency A Outreach	Street outreach	Agency A
Rausch, Ana	6/13/2022	4/27/2023	1	Gonzalez, James	Agency E PSH	PH – Housing Only	Agency E
Rausch, Ana	5/18/2022	5/18/2022	1	Rodriguez, RaSara	Agency F Medical	Services Only	Agency F
Rausch, Ana	5/11/2022	5/11/2022	1	More, Scot	Agency A Outreach	Street outreach	Agency A
Rausch, Ana	4/11/2022	7/13/2022	1	Jupe, Jordan	Agency E Shelter	Emergency shelter	Agency E
Rausch, Ana	1/7/2022	1/12/2022	1	Green, Sheila	Agency B Outreach	Services Only	Agency B
Rausch, Ana	1/3/2022	1/19/2022	1	Atkinson, Toni	Agency B Outreach	Services Only	Agency B
Rausch, Ana	12/8/2021	7/20/2022	1	Cavazos, Renee	Agency E Navigation	Services Only	Agency E
Rausch, Ana	12/7/2021	1/17/2022	1	Lewis, Brandon	Agency G Shelter	Emergency shelter	Agency G
Rausch, Ana	12/1/2021	2/17/2022	1	DiManno, Jess	Agency H Outreach	Street outreach	Agency H
Rausch, Ana	11/19/2021	1/28/2022	1	Toscano, Milton	Agency I Day Shelter	Day Shelter	Agency I

# Read the Dashboard (cont.)

Ana Rausch

## Shared Services

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Service Date	Service	Units	Total \$ Grant	Organization	Entered By
4/27/2023	Case Management	1.00			
3/23/2023	Case Management	1.00		Agency E	
3/1/2023	Case Management	1.00		Agency E	
2/24/2023	Case Management	1.00		Agency E	
1/20/2023	Case Management	1.00		Agency E	
12/14/2022	Outreach Contact	1.00		Agency E	
12/14/2022	Outreach Contact	1.00		Agency E	
12/9/2022	Case Management	1.00		Agency A	
12/8/2022	Outreach Contact	1.00		Agency A	
12/7/2022	Case Management	1.00		Agency E	
12/7/2022	Case Management	1.00		Agency E	
12/6/2022	Case Management	1.00		Agency B	
12/6/2022	Bus Fare	1.00		Agency E	
11/14/2022	Case Management	1.00		Agency E	
11/9/2022	Case Management	1.00		Agency E	
10/31/2022	Case Management	1.00		Agency E	
10/12/2022	Case Management	1.00		Agency A	
9/19/2022	Case Management	1.00		Agency E	
9/8/2022	Case Management	1.00		Agency E	
8/22/2022	Case Management	1.00		Agency E	
8/15/2022	Follow-up	1.00		Agency E	
8/15/2022	Case Management	1.00		Agency E	
8/12/2022	Case Management	1.00		Agency E	
7/20/2022	Case Management	1.00		Agency E	
7/13/2022	Case Management	1.00		Agency E	
7/11/2022	Case Management	1.00		Agency E	
7/5/2022	Case Management	1.00		Agency E	
6/30/2022	Case Management	1.00		Agency E	
6/30/2022	Outreach Contact	1.00		Agency E	
6/29/2022	Outreach Contact	1.00		Agency E	
6/24/2022	Case Management	1.00		Agency E	
6/21/2022	Case Management	1.00		Agency E	
6/13/2022	Case Management	1.00		Agency E	
6/10/2022	Case Management	1.00		Agency E	
6/9/2022	Case Management	1.00		Agency E	
6/7/2022	Case Management	1.00		Agency A	
6/7/2022	Case Management	1.00		Agency A	
6/3/2022	Case Management	1.00		Agency E	
6/3/2022	Case Management	1.00		Agency E	
5/25/2022	Case Management	1.00		Agency E	
5/24/2022	Case Management	1.00		Agency E	
5/19/2022	Case Management	1.00		Agency E	

# Case Notes

- **9/19/22** – Client shows up at another provider & tells staff there she feels unsafe at her apartment due to several break-ins.
- Staff emails client's CM explaining client's concern.
  - CM informs staff to tell client to stop by the office, but client had already left by the time the CM responded.
- **10/31/22** – CM meets with client after multiple attempts to connect with her via home visits/calls.
  - Client again stated she felt unsafe in her unit & requested to move.
  - CM identifies that as the next goal to be worked on with client.



# Case Notes (cont.)

- 11/9, 11/14, 12/6 – multiple contact attempts by CM
- Dashboard services show that client had been engaging with other providers, including outreach & emergency shelters after client had already been housed



➤ **Concern** – Some of these engagements were also during when CM was attempting to contact client.

- CM did not attempt to contact shelters.
- Shelters did not attempt to contact Agency E to find out why client was in shelter.

- 12/7 – Agency A contacts Agency E because client is sleeping outside of their facility



➤ **Concern** – Rather than have a staff person from Agency E go to the client to try to re-engage, the supervisor informs Agency A to have client contact them to restart voucher process or sign a termination letter.


- Agency E could also have contacted the Coalition for help.



## Case Notes (cont.)



- **12/12/22 through 3/1/23** – Several notes from CM about contacting leasing office for mutual recession, that she has not be able to contact client, & that client was no-show for appts.
- **Concern** – If client was sleeping outside rather than her own apartment, what are the chances she will actually make it to an appointment?
  - This entire time the client is not in her unit the rent is still being paid.
- **3/23/23** – Client receives a vacate notice
  - LL informs CM that client's unit appeared to be vacant since November 2022.
- **4/27/23** – Client's case is exited **4 MONTHS** after an outreach worker reached out with client's location.


Exit Date: \* 04/27/2023 

Destination: \* Other

Exit Reason: Non-Compliance with Project ▼

Other Destination: \* No Contact

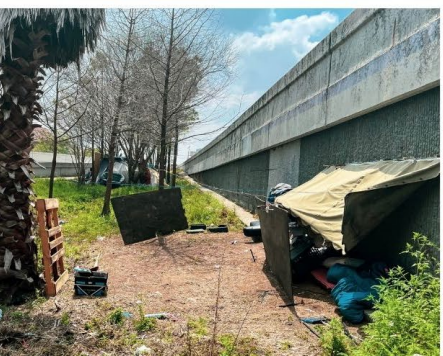
Case Manager Assignment:

End Case Assignment: ☐ 

## HMIS Data Entry Concerns

- Why was exit destination “other” if her last known location was outside?
- Why was exit reason “non-compliance”?
- There were multiple over-lapping enrollments between PSH, ES, SO.
- This enrollment artificially extended the time in housing, which goes into reports.
- Client is 72 years old & hasn’t been seen since December 2022





# Encampment Summary

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Encampments Decommissioned

98

Individuals Engaged

530

Individuals Housed or Self-Resolved

477

This is a more than 90% success rate with housing in encampments

*Spur at Milam and Alabama (May 2022)*





# Navigation Center

- As of May 31, 2023:
  - 139 people have been enrolled at the navigation center
  - 58 people have moved into permanent housing
  - Average length of stay in May was 51 days (goal: < 30 days)



# HMIS Data Support

# HMIS Important Due Dates

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Clients In Program  
Report due

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Corrections due -  
follow up e-mail with  
data quality report  
attached

Clients in Program  
01/01/2023 to 01/31/2023

Did I only exit 3 people



Name of Organization Name of Project		Enrolled 52	Exited 3	Total 55	Clients 55				
Client ID	Name	SSN last 4	Race	Gender	Age	Enroll Date	Exit Date	Days	Enrollment Length
123	Dove, Turtle	XXX-XX-3221	White	Male	63	11/17/2022		31	75
456	Lemon, Pie	XXX-XX-5321	Black, African American, or African	Male	59	03/07/2022		31	330
789	Pan, Baking	XXX-XX-8520	White	Female	45	08/28/2022		31	156
012	Pie, Lemon	XXX-XX-5321	Black, African American, or African	Male	59	03/07/2022		31	330
345	Rush, No	XXX-XX-9510	Black, African American, or African	Female	42	03/22/2020		31	1045

Is this the same as Lemon Pie – same age and SSN

This client is coming up on an annual assessment

Is this the same as Pie Lemon – same age and SSN

Has this client really been here almost 3 years

# Clients In Program Report – How to Review the Data



## Did you know?

- Users not logging into HMIS for more than 45 days will be locked out due to non-activity.
- After 3 months of no activity – a HMIS user is asked to attend a refresher training to get the account reactivated.
- Please don't forget to log into the system.

# Duplicate Clients

- Please review the following steps to ensure you do not create any duplicate clients in ClientTrack. It's important to be diligent when creating a new client since the people we serve do not always have complete, verifiable demographic information.
  1. **Search** the system by client social security number
  2. If client is not found, search by first and last name using the first 2-3 letters of the name (for example, in searching for Kelly Mitchell, I would search "Ke" for first name and "Mi" for last name). This ensures you catch people who may not have their name spelled correctly in HMIS (you can correct this on the edit client page).
  3. **Finally**, search by birth date
  4. Proceed with enrolling the client only if you cannot locate the client's information after following these steps.

When you do come across a duplicate record, please submit a ticket to our team so that we can merge the files for you:

- <https://hmissupport.homelesshouston.org/login.asp>





# Coordinated Access Pro Tips

- Be sure to check for open CA enrollments prior to reassessing
- Life changing events are the only reason an updated assessment is completed (loss of income, medical Dx, time into chronicity)
- It's important not to access if a client
  - Slept at a friends last night
  - Is in a Transitional Housing project
  - Stayed in a hotel last night paid by self





# When a client is referred from CA

- If the agency receiving the referral e-mail can't see the actual referral it typically is because the release exceptions has not been completed. (remember: release only to the agency receiving the referral, not all agencies).
- The client will 100% be in HMIS
- It is ok for the agency receiving the referral to update any demographic information that isn't accurate
  - Example – clicking on use the current client will take you to the client demographics screen, look over the demographics. If you see the SSN isn't there and you have it – enter the SSN. If you notice the SSN is incorrect and you have it, enter the SSN. If you realize the spelling of the client's name is incorrect – correct it.

# Releasing a referral

If you are referring a client to another agency, remember to release the referral to that agency

Client Dashboard

Find Client

HMIS Standard Intake

Case Management

Edit Client

Client ID Record

Client Info Release

Information Release Exceptions

Address History

Document Check

Client Files

Interested Others

Case Managers

Family History

Legacy Gender Update

Mentors

Notifications

Waiting List

Bar List

Client Photo

ID Card

Assessments

Outreach Training XXX-XX-0000 204279

Client Information Release Exceptions

Information Release Exceptions are one-way data sharing arrangements from your organization (Coalition for the Homeless) to another organization. These exceptions apply to information collected by your organization for the currently selected client only. The active Information Release Exceptions for the current client display below. To create an Information Release Exception, select the share-to Organization(s) and verify or edit the Begin Date. You can assign an End Date to the arrangement or leave it open-ended. Then click **Save**.

160 results found.

<input type="checkbox"/> Organization ⓘ	Begin Date*	End Date
<input type="checkbox"/> A Caring Safe Place	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> AAMA	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> Access Care of Coastal Texas	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> Adaptive Construction Solutions	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> Alliance of Community Assist. Ministries	MM/DD/YYYY	MM/DD/YYYY
<input checked="" type="checkbox"/> Allies In Hope	06/14/2023	07/14/2023
<input type="checkbox"/> Ambassadors for Christ Youth Ministries	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> American GI Forum	MM/DD/YYYY	MM/DD/YYYY
<input type="checkbox"/> Angel Reach	MM/DD/YYYY	MM/DD/YYYY

Save

Save & Close

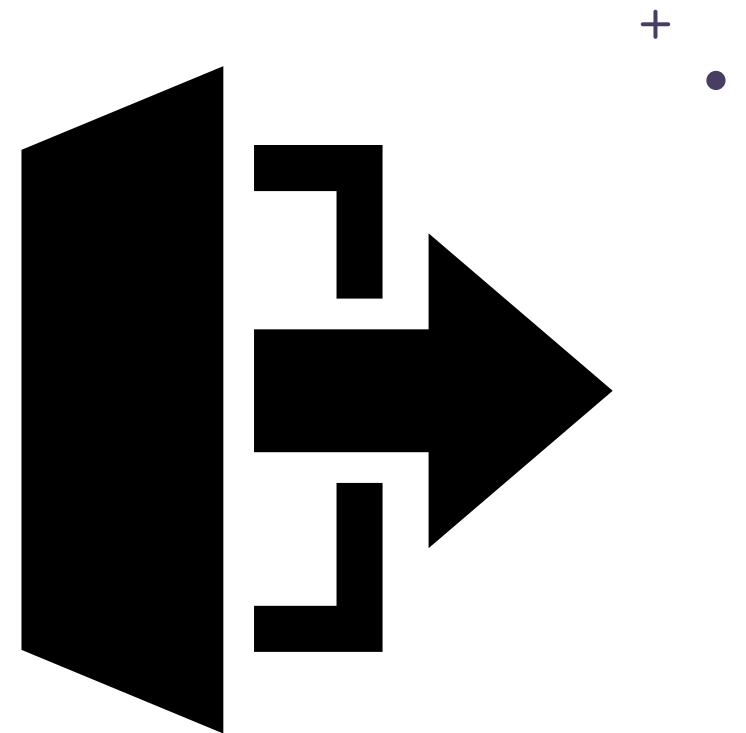
Cancel

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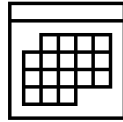
# Did you know

Project exit represents the end of a client's participation with a project. The exit date should coincide with the date that the client is no longer considered to be participating in the project. Exit clients when:

- The client has completed the project
- Services haven't been received in XX amount of days
- The project has ended



# Housing Placement Date & Bed Check In's



## RRH & PSH projects require

### Housing placement date

1. Client dashboard
2. Case management
3. Enrollments
4. 3 dots
5. Select edit enrollment case
6. Add housing move in date (HoH only)

## PSH projects require

### Bed check in

1. Client dashboard
2. Housing
3. Reservation/Check in
4. Select the housing facility
5. Select the unit
6. Right click on an available bed
7. New check in
8. Complete form

# Enrolling a client already in HMIS

After searching for a client at least 3 different ways and they ARE in HMIS

- HMIS stands intake
- Use the current client
- Basic Demographics
  - Review spelling of name
  - Making sure the SSN is correct or add it if it was missing (you can even remove the SSN if it is all the same numbers)
  - Look to make sure Race/Ethnicity is accurate and completed
  - Enter in client contact information or if it is in there – confirm it is correct



## Enrollment Exit

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

Exit Date: \* 04/14/2023



Destination: \* Other

Exit Reason: Completed Program



*Other Destination:* \* exit to other HOPWA sub

Case Manager Assignment:



End Case Assignment:

☐

Please address the following:

- [Please review the available exit destination options before selecting "Other". This response will count negatively against your project performance.](#)

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

Exit Date: \* 06/12/2023



Destination: \* Other

# Exit Destination

Typically, if you are a Navigation project you are navigating to housing. There can be some negative exits but not the majority.

Case Name	Project Name	Project Type	Members	Enroll Date	Move-In Date	Exit Date
	RRH	PH - Rapid Re-Housing	1	05/22/2023	05/22/2023	8
	INCOME	Services Only	1	04/11/2023		
	Navigation	Services Only	1	03/30/2023		05/22/2023

Showing this because this exit was to place not meant for human habitation



# HOPWA Specific Reporting - Caper

- HOPWA Caper (one option)
  - In the Home workspace
  - In the menu, click on reports
  - Click on Data Explorer
  - In search field type in Enrollment Demographics
  - Uncheck only show my questions
  - Click on search
  - Select Enrollment Demographics
  - Type in dates of the report
  - Enter in the project name exactly how it is in HMIS (hint: go to the User Dashboard and copy the project name as it appears there)
  - A new report will appear, export to excel and format
- HOPWA Caper (another option)
  - Home workspace
  - In the menu, click on reports
  - Click on HMIS reports
  - Select HOPWA demographics report
  - Enter the dates you want the report to run
  - Select the HOPWA project (you can select one at a time or all)
  - For the top part of the new Caper, you will select Self (HOH) then for the bottom part of the new Caper you will select all except the HoH (so this report will run twice)
  - Click on report to see the results
  - Export to excel & format





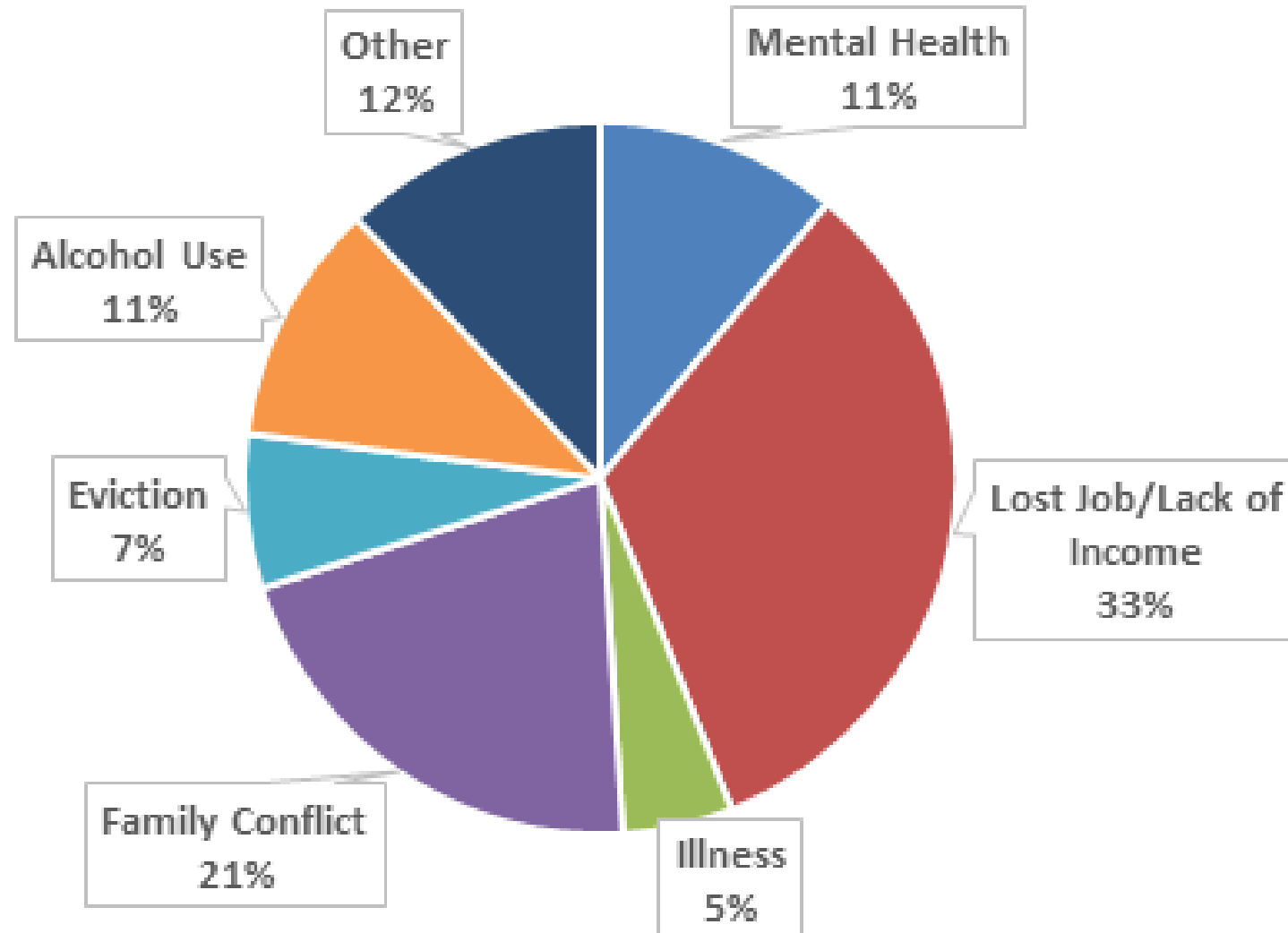
# HOPWA Specific Reporting – Prior Living Situation

- Prior Living Situation
    - In the Home workspace
    - In the menu, click on Reports
    - Click on Data Explorer
    - In search field type in Prior
    - Uncheck only show my questions
    - Click on search
    - Select Prior Living Situation
    - Type in dates of the report
    - Enter in the project name exactly how it is in HMIS (hint: go to the User Dashboard and copy the project name as it appears there)
    - A new report will appear, export to excel and format
-

# Income & Employment



## Primary Cause of Homelessness among Unsheltered, N=797



# Evidence of the value of employment for people experiencing homelessness



People want to work, can work, and do work



Associated with shorter durations of homelessness



Supports recovery of mental illness and addiction



Builds self-worth and instills purpose



Improves family functioning and well being



Cost-effective for our region



# For clients who cannot work due to Age or Disability

- Social Security Outreach And Recovery
  - Supplemental Security Income (SSI) Disability
  - SSI Aged (65 and Over)
  - Social Security Disability (SSDI)
  - Social Security Retirement Benefits (62 and Over)
  - Social Security Widow's Benefit (60 and Over)

Home

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

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

Client Referrals

Your recovery information is used to recover your account if you forget your password.  
[Review it now](#)

Below is a list of all existing referrals for the selected client. To add a new referral for the client, click the **Add New Referral** button. To view or edit a record displaying in the list, click **Edit Referral** next to the desired record. To print a referral voucher, click **Referral Voucher** next to the desired record.

+ Add New Referral

+ Quick Referrals

Navigator Landlord Referral

Referral to The Harris Center Wellness Team

Referral to The Harris Ctr Navigation Ctr Support Team

Referral to CCHP CRR Income

Adult (25+) Referral to WFS

Youth (<25) Referral to WFS

Referral to SOAR

6 results found.

	Date	From Provider	To Provider	Service	Status	Result
...	11/14/2022	Coordinated Access Provider	Workforce Solutions - Northeast (Income Now)	Income Now Referral	Referral Made	Unable to contact
...	01/04/2022	Coordinated Access Provider	SEARCH Homeless Services (RRH)	Coordinated Access Rapid-Rehousing Referral	Referral Made	Accepted
...	07/07/2021	Coordinated Access Provider	CCHP BR CoH RRH	Coordinated Access Rapid-Rehousing Referral	Referral Made	Rejected
...	07/07/2021	Coordinated Access Provider	CCHP BR CoH Navigation	Coordinated Access Navigation Referral	Referral Made	Rejected
...	04/05/2021	Coordinated Access Provider	CCHP BR CoH Navigation	Coordinated Access Navigation Referral	Referral Made	Self-Resolved
...	04/05/2021	Coordinated Access Provider	CCHP BR CoH RRH	Coordinated Access Rapid-Rehousing Referral	Referral Made	Self-Resolved

Don't Forget to Release Exceptions

# CFTH Income Team

- Assistance with Referrals, Training, information contact us [cfthincome@homelesshouston.org](mailto:cfthincome@homelesshouston.org)
- The Way Home Quarterly Income Initiatives Tuesday, July 25 from 2:00 to 3:30
- Visit our Website [Income & Employment \(homelesshouston.org\)](http://Income & Employment (homelesshouston.org))



# System Performance Measure 4: Employment and Income Growth

- Collecting income information throughout project stay:
- Supports plans to link clients with all income sources and benefits for which they are eligible
  - Helps CoCs improve system design and partnerships by analyzing cross-systems connections to ensure access to additional income sources
    - Increases overall CoC NOFO Score

\*\*\* Scored against our previous year's performance





# SPMs at a Glance #2

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>7211 6848</p> <p>■ 2021 ■ 2022</p>	5% decrease
Housing Placements and Retention	Increase the number of persons with successful exits to or retention of permanent housing	<p>Exits/Retention</p> <p>58% 57%</p> <p>■ 2021 ■ 2022</p>	1% decrease
Income growth	Increase the percent of adults served who increased their income	<p>Adults with Income</p> <p>32% 36%</p> <p>■ 2021 ■ 2022</p>	4% increase

- Full report is posted at: [homelesshouston.org> The Way Home> Performance Measurement](https://homelesshouston.org/The-Way-Home/Performance-Measurement)

# HMIS Income Data Entry

- Collected at Project Start, Update, Annual Assessment and Project Exit
- Recording income in HMIS is not the same as evaluating income for program eligibility or rent calculation
- Any income associated with a minor used for HH expenses & support should be included in HoH's 'Income and Sources' record
- Income data should be only recorded for sources of income that are current as of the information date. Client can give estimate.
- Clients are not required to provide documentation of income and benefits.
- People receiving benefits from Social Security and VA receive an annual increase



Helping people experiencing homelessness increase income and stabilize their income is a primary goal of the homeless response system.



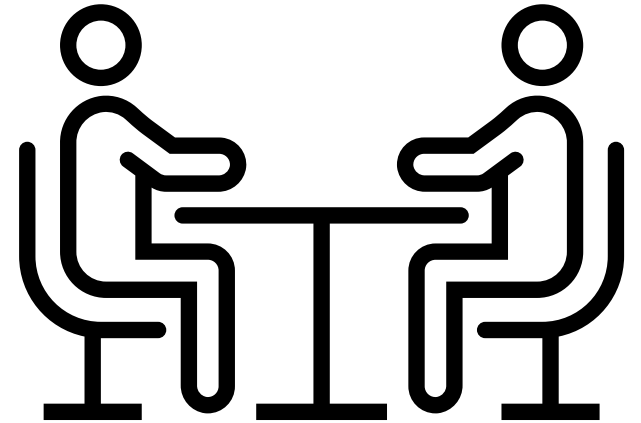
# Job Fair

CFTH held the first job fair on  
05/30/2023 at United Way

18 partner agencies participated

Several on the spot interviews were  
conducted

The next Job Fair is August 31, 2023; at  
Dept. of Education from 10-2



# EVA report

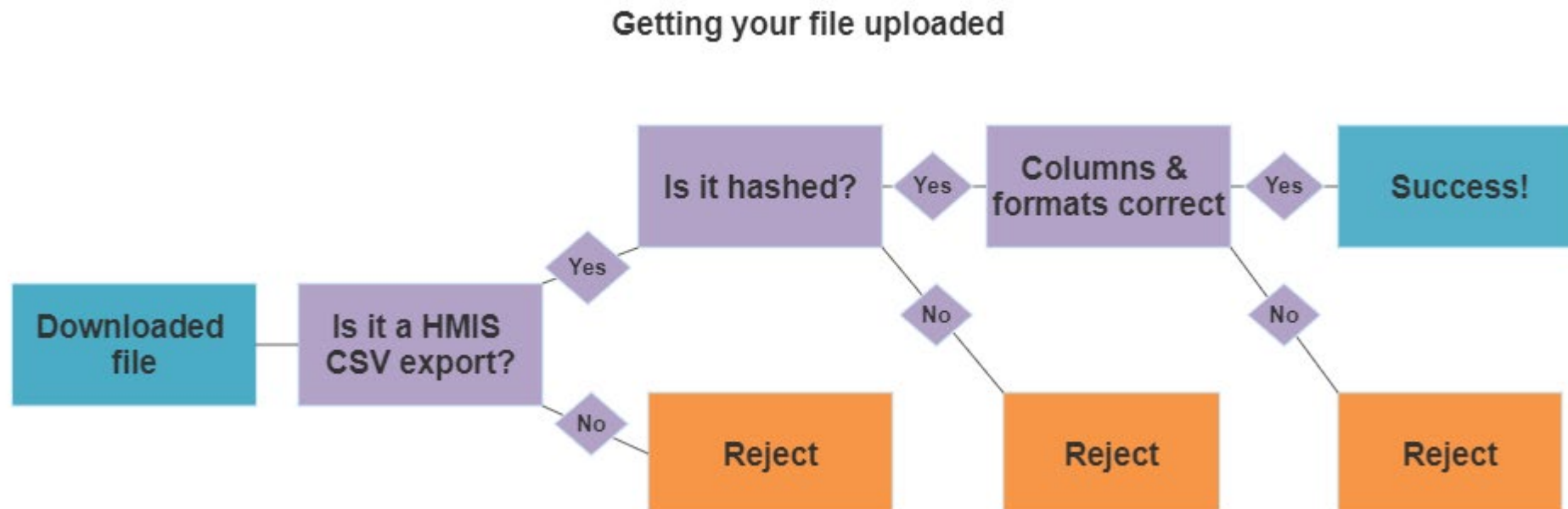
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# EVA

**Eva** is an open-source online application intended for local use by HMIS Administrators in Continuums of Care (CoCs) around the U.S. Eva is designed to help you assess the accuracy, and completeness of the data within the HMIS. Eva will only access CoC's data during a session, no CoC data is retained or viewed by anyone besides you. Eva does retain metadata about the upload file itself, such as the name of the software vendor, export dates, hash status, and data source information. This is collected for troubleshooting and tool planning purposes. Eva replaces the Data Quality Excel tool. [HMIS Eva - HUD Exchange](#)

## What happens during the process of uploading your file

- Eva checks to see if the file is a HMIS CSV Export zip file. Once it determines that it is a CSV Export, it's going to say is it hashed? If it is not, it's going to reject it, you can try again. Next, it's going to say are the columns named and formatted correctly according to the specs of a CSV Export. If they are then a success! If they are not, it's going to reject it.

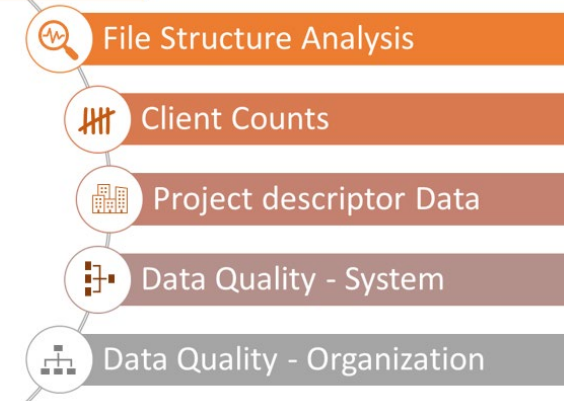




# EVA

- You can upload a zipped CSV Export of up to 200 MB, and the file must be hashed
- It's not intended for submissions whatsoever
- It provides HMIS leads with high level and detailed quality information
- It provides file structure analysis for HMIS CSV Exports
- It provides client count reporting, project descriptor data quality analysis, and visit positions at system and organization levels
- It provides downloadable detail, and aggregate data analysis

## WHAT DOES EVA DO?



## Eva Data Quality Issue Types

Warnings

Errors

High Priority Issues

Check for Accuracy

Aim for Zero!

Crucial for any Reporting



User Dashboard



Recent



Paused Operations



> My ClientTrack



▼ Reports



> Client Reports

> Program Reports

> Service Reports

▼ HGIS Reports

APR/CAPER Reports

CE APR 2022 Export

CoC APR CSV 2022 Export

2022 Data Quality Report

ESG CAPER CSV 2022 Export

ESG CAPER Report - OLD

HGIS CSV 2022 Export

PATH 2022 Annual Report

RHY CSV 2022 Export

SSVF CSV 2022 Export



# HMIS CSV Export for EVA

## To run your HMIS CSV Export for EVA -


- Go to the Home workspace, expand the Reports menu, and click on the HMIS Reports option
- Select HMIS CSV 2022 Export on the list
- Complete the form by selecting these elements-
  - **Source End Point** - The Way Home
  - **Source Type** - Continuum-Operated HMIS
  - **Date Range**
  - **Program**
  - **Grant**
  - **Limit After Care to 180 days from Exit**
  - **Limit services to within the Enrollment Entry and Exit dates**
  - **Hash PII**
- Next, click on **Run Export**, you will need to enter/create an encryption password on the next page

## To retrieve your download -

- Go to the Home workspace, expand the Reports menu, and click on the Files on Server option
- Click on the filename, and download your file (you will need to enter the encryption password)
- Next, extract the data and save it as a zipped file
- Go to EVA <https://hmis.abtsites.com/eva/> and upload your zipped file



# EVA - App: <https://hmis.abtsites.com/eva/>

Eva

Home

Upload HMIS CSV Export

Edit Local Settings

View Client Counts

Assess Data Quality

View Changelog

≡

## Welcome to Eva!

Eva is an [open-source](#) project intended for local use by HMIS Administrators in Continuums of Care (CoCs) around the U.S. and its territories. Eva is designed to help you assess the accuracy and completeness of the data within your HMIS. In future iterations it will also assist communities in analyzing HMIS performance data, including coordinated entry, if your community utilizes HMIS for this purpose. Use of this tool is not required by HUD.

Eva is a web-based tool built with R Shiny. This means:

- Eva will only access your CoC's data during your session, **no CoC data is being retained or viewed by anyone besides you**. Eva does retain metadata about the upload file itself, such as the name of your software vendor, your export dates, hash status, and data source information. This is collected for troubleshooting and tool planning purposes.
- You can upload a zipped CSV Export of up to 200 MB. The file must be hashed.
- You can stay up to date with the new features by visiting the Changelog tab.

Click here to get started

Instructions

+


Need help?

+

Citations and Special Thanks

+

# EVA - View Client Counts

Eva

Home

Upload HMIS CSV Export

Edit Local Settings

View Client Counts

Assess Data Quality

View Changelog

Client Counts Report

Date Range of Current File: 01-01-2023 to 03-31-2023

Training Class | Training Class PSH

Instructions

Date Range

01/01/2023 to 03/31/2023

Download System-Wide

Select Project

Training Class PSH

Client Counts Summary

Status	Clients	Households
Active No Move-In	174	173
Currently Moved In	68	64
Exited No Move-In	5	4
Exited with Move-In	9	6

# EVA - View Client Counts

## Client Counts Summary

Status	Clients	Households
Active No Move-In	174	173
Currently Moved In	68	64
Exited No Move-In	5	4
Exited with Move-In	9	6

## Client Counts Detail

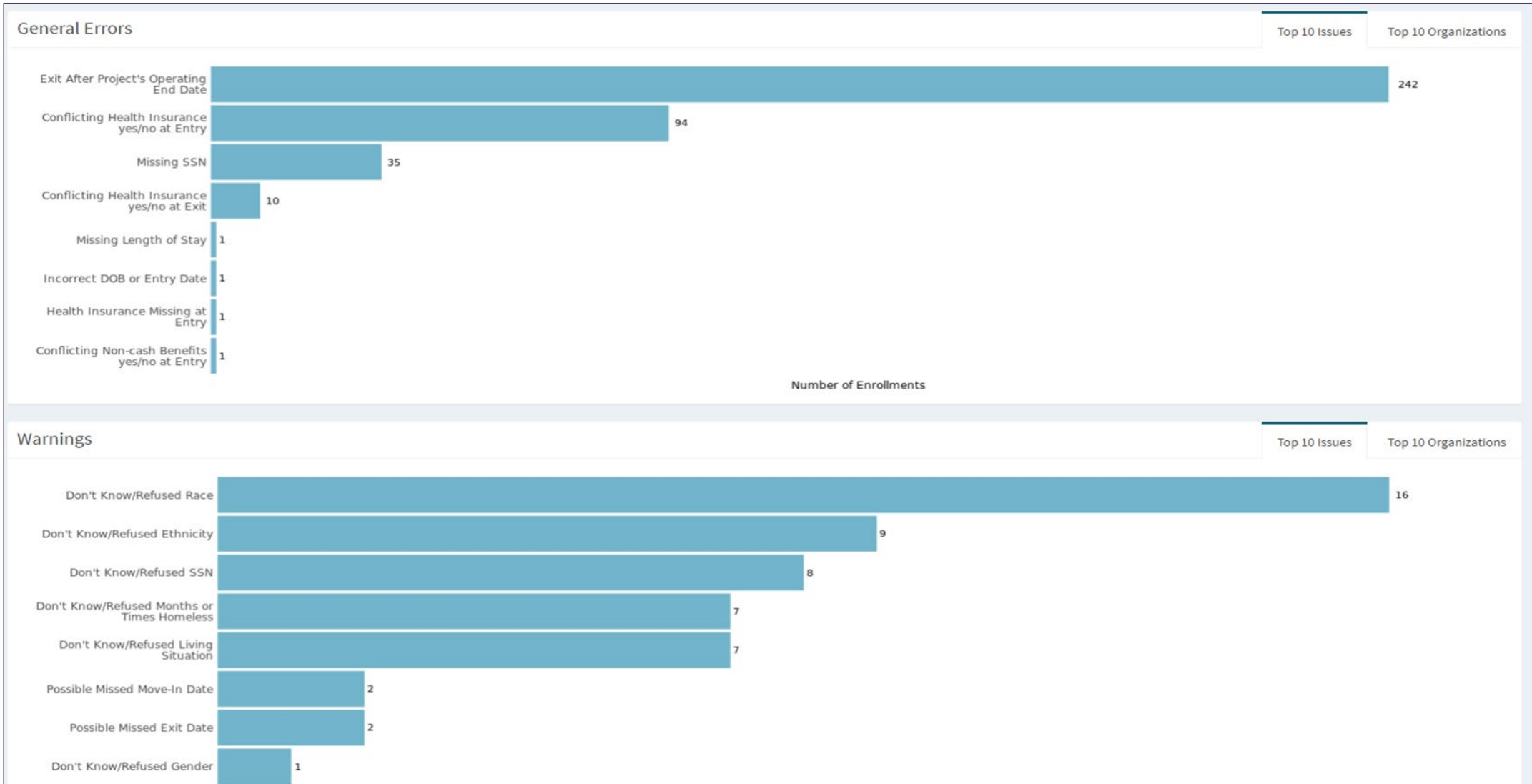
Show 10 entries

Personal ID	Relationship to HoH	Entry Date	Move in Date	Exit Date	Status
All	All	All	All	All	All
38419	Head of Household	2019-11-19	2019-11-23		Currently Moved In (1291 days)
38416	Head of Household	2019-11-19	2019-11-23		Currently Moved In (1291 days)
38414	Head of Household	2019-11-19	2019-11-23		Currently Moved In (1291 days)
38420	Head of Household	2019-11-19	2019-11-19		Currently Moved In (1295 days)
38415	Head of Household	2019-11-19	2019-11-23		Currently Moved In (1291 days)
38422	Head of Household	2019-11-19	2019-11-23		Currently Moved In (1291 days)
38438	Head of Household	2019-12-05	2019-12-05		Currently Moved In (1279 days)
38440	Head of Household	2019-12-05			Active No Move-In
38436	Head of Household	2019-12-05			Active No Move-In
38437	Head of Household	2019-12-05			Active No Move-In

# EVA – System-Level Data Quality



# EVA – System-Level Data Quality



# EVA – Organization-Level Data Quality

Data Quality Summary			
Show 10 entries			
Project Name	Type	Issue	Clients
All	All	All	All
Training Class PSH	High Priority	Oldest Household Member Under 12	5
Training Class PSH	Error	Exit After Project's Operating End Date	242
Training Class PSH	Error	Conflicting Health Insurance yes/no at Entry	94
Training Class PSH	Error	Missing SSN	35
Training Class PSH	Error	Conflicting Health Insurance yes/no at Exit	10
Training Class PSH	Error	Conflicting Non-cash Benefits yes/no at Entry	1
Training Class PSH	Error	Health Insurance Missing at Entry	1
Training Class PSH	Error	Incorrect DOB or Entry Date	1
Training Class PSH	Error	Missing Length of Stay	1
Training Class PSH	Warning	Don't Know/Refused Race	16
Previous 1 2 Next			

# EVA – Organization-Level Data Quality

Type	Issue	Guidance
All	All	All
High Priority	Oldest Household Member Under 12	This household has no one over the age of 12. This is unexpected and it could be an error. Please confirm date(s) of birth and household composition to ensure all members of the household are associated.
Error	Conflicting Health Insurance yes/no at Entry	There is a discrepancy between the data element indicating that the client is receiving health insurance and the data elements regarding the health insurance sources. Please verify this client's health insurance to correct this error.
Error	Conflicting Health Insurance yes/no at Exit	There is a discrepancy between the data element indicating that the client is receiving health insurance and the data elements regarding the health insurance sources. Please verify this client's health insurance to correct this error.
Error	Conflicting Non-cash Benefits yes/no at Entry	There is a discrepancy between the data element indicating that the client is receiving non-cash benefits and the data elements regarding the non-cash benefits sources. Please verify this client's non-cash benefits to correct this error.
Error	Exit After Project's Operating End Date	This enrollment is active outside of the project's operating start and end dates. Please reconcile this by either correcting the enrollment dates or the project's operating dates.
Error	Health Insurance Missing at Entry	This data element is required to be collected at Project Start. Please go to the client's assessment at Project Start to enter this data to HMIS.
Error	Incorrect DOB or Entry Date	The HMIS data is indicating the client entered the project PRIOR to being born. Correct either the Date of Birth or the Project Start Date, whichever is incorrect.
Error	Missing Length of Stay	This data element is required to be collected at Project Start. Please go to the client's assessment at Project Start to enter this data to HMIS.
Error	Missing SSN	This data element is required to be collected at Project Start. Please go to the client's assessment at Project Start to enter this data to HMIS. If this data was not collected because the client declined to provide the information or was unable to provide it, please update the SSN Quality field accordingly.
Warning	Days Referral Active Exceeds Local Settings	You have at least one active referral that has been active without a Result Date for longer than the days set in your Local Settings on the Home tab.

Previous12Next



# EVA – High Priority Errors

AutoSave Off Training Class Data Quality Report-2023-0... Search Agnes Asigbey

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard Font Alignment Number Styles Cells Editing Analysis Sensitivity

A1 : X ✓ fx Organization Name

	A	B	C	D	E	F	G	H	I	J
1	<b>Organization Name</b>	<b>Project ID</b>	<b>Project Name</b>	<b>Issue</b>	<b>Personal ID</b>	<b>Household ID</b>	<b>Entry Date</b>			
2	Training Class	19602	Training Class PSH	Oldest Household Member Under 12	38324	7037	2019-10-08			
3	Training Class	19602	Training Class PSH	Oldest Household Member Under 12	38471	7113	2019-12-17			
4	Training Class	19602	Training Class PSH	Oldest Household Member Under 12	38505	7146	2020-01-21			
5	Training Class	19602	Training Class PSH	Oldest Household Member Under 12	38543	7160	2020-02-06			
6	Training Class	19602	Training Class PSH	Oldest Household Member Under 12	38545	7168	2020-02-06			
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										

< > Export Detail Organization Summary Project Summary Guidance High Priority Errors ... + : ◀ ▶



# 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.



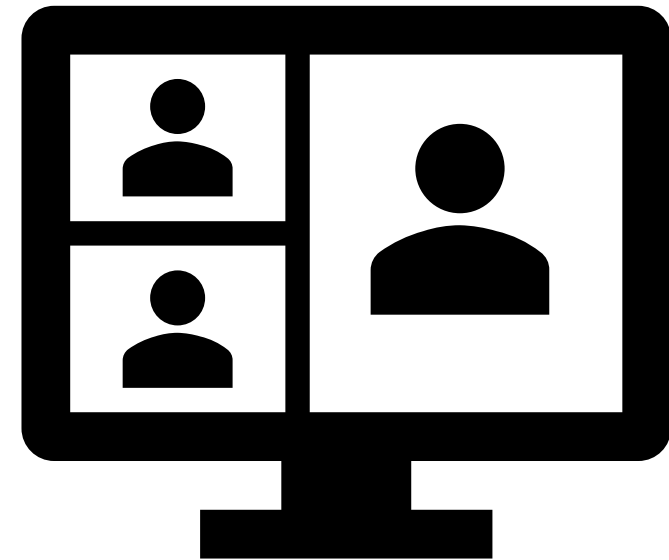
# HMIS Support Committee

- Preston Witt – Harmony House
- Neysa Gavion – West Houston Assistance Ministries
- Earnest Dyer – The Salvation Army
- Kelly Ward– SEARCH Homeless Services
- Yvonne Benamar Gonzales – Bread of Life
- Scot More – Coalition for the Homeless
- Omar Sesay – The Harris Center
- Tamela Olive – Star of Hope
- Susan Keith Broussard – Healthcare for the Homeless
- Morris Cole – Volunteer of America Texas



# 2023 HMIS Support Committee Meetings

- August 15
- November 15
- Virtual Meeting time @ 2:30-3:45 pm



# Security Officer

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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.

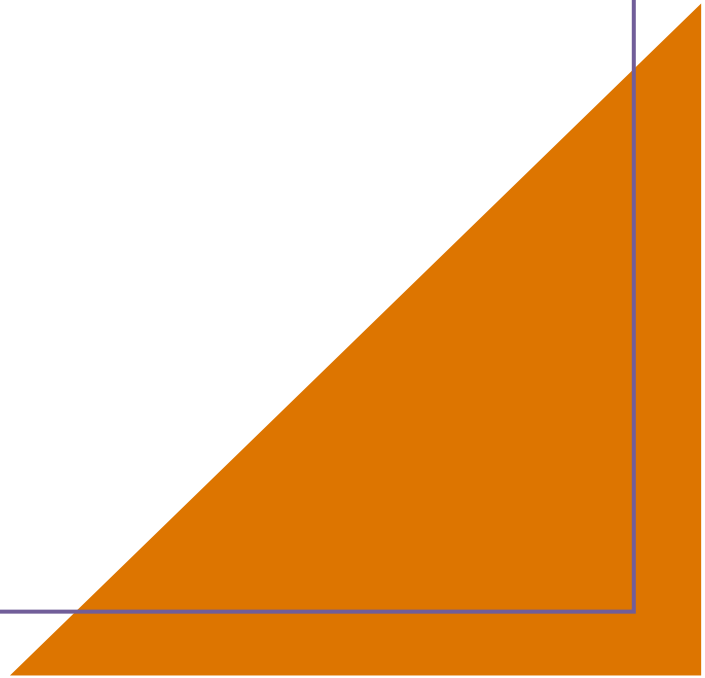
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Please send your officers contact information to [hmis@homelesshouston.org](mailto:hmis@homelesshouston.org)



# 2023 Security Officer Training

- June 28 @ 9-10:30
- October 4 @ 2-2:30
- December 6 @ 9-10:30



# HMIS Issues

- Issues must be tracked for reporting purposes
- Do not e-mail HMIS staff directly unless instructed to do so
- Use any of the following methods for assistance:
  - Go to <https://hmissupport.homelesshouston.org>
    - Everyone has a username and password for this – it was given at time of training
  - Send an e-mail to [hmis@homelesshouston.org](mailto:hmis@homelesshouston.org)
  - Call the Help Desk
    - 832.531.6030 or 832.531.6023
    - Tuesday – Thursday 9AM-11AM and 1PM-2PM

# HMIS Trainings

## 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 Kelita Beechum at [kbeechum@homelesshouston.org](mailto:kbeechum@homelesshouston.org). The HMIS trainings are available only for participating agencies. If your agency is not currently participating in HMIS, please send an inquiry to [hmis@homelesshouston.org](mailto:hmis@homelesshouston.org) and we will provide you with more information about the HMIS participation requirements.



June 2023



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

- <https://www.homelesshouston.org/hmis-v2#HMISUserTrainings>

# Training Courses

---

Course Description	Course Detail
New User Training	Users will learn the basic skills and concepts needed in order to complete the client intake process.
Refresher Training	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.
Reports Training	Users are given an overview of the various reporting options available in ClientTrack.
Data Explorer	Trains experienced users with good knowledge of existing ClientTrack reports on the usage of ClientTrack's ad hoc data analysis tool.



# 2023 HMIS Forum Dates



A horizontal timeline with two points. The first point is marked with a diamond and has a vertical line extending upwards to a rectangular box. This box is divided into two horizontal sections: the top section is light purple and the bottom section is dark purple, containing the text '21 Sep.'. The second point is also marked with a diamond and has a vertical line extending upwards to another rectangular box. This box is divided into two horizontal sections: the top section is dark red and contains the text '7 Dec.', while the bottom section is light red.

21 Sep.

7 Dec.



# 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](http://www.thewayhomehouston.org)



Coalition for the Homeless  
2000 Crawford St., Suite 700  
Houston, TX 77002