Agenda

- Welcome & Introductions
- FY 2024 HMIS Data Standards
- HMIS Data Support
- Eva Report Updates
- The Navigation Center
- Coordinated Access 101
- HMIS Support Committee
- Q & A
Welcome our newest HMIS Participating Agencies

Sky’s The Limit
2024 HMIS Data Standards
Effective October 1, 2023
3.04 Race & Ethnicity

- Combined Race and Ethnicity into single data element
- Added response option for “Middle Eastern or North African”
- Modified “Hispanic/Latina/e/o” response option
- Added text box to provide additional detail
3.06 Gender

OLD RESPONSES:
• Female
• Male
• A gender other than singularly female or male
• Transgender
• Questioning
• Client doesn’t know
• Client refused
• Data not collected

NEW RESPONSES
• Woman (girl if child)
• Man (boy if child)
• Culturally specific identity (e.g. – two spirit)
• Transgender
• Non-Binary
• Questioning
• Different identity – Needs to be specified
• Client doesn’t know
• Client prefers not to answer – please note new wording
• Data not collected
C4. Translation Assistance Needed

- Applicable to HUD-funded programs: CoC, ESG, HOPWA, CA
- Purpose is to understand how many clients need access to translation services, and if so, which languages are most often cited as needing translation
Other Data Standards Changes

- Project Information
  - Emergency Shelter Project Type – Entry Exit vs. Night-by-Night
  - Rapid Re-Housing Subtype - Housing with or without services vs. Services Only
  - CE Participation Status – Does the project receive Coordinated Access referrals?
- 3.12 Exit Destination; 3.917 Prior Living Situation; 4.12 Current Living Situation – Updated lists
- C1 Well-being Assessment – Retired
- R3 Sexual Orientation – Added for CoC-funded PSH projects (in addition to RHY & YHDP)
- SSVF Elements
  - V3 Financial Assistance & V4 Percent of AMI - Updated
  - V5 Last Permanent Address – Removed
Prior Living Situation – Subsidy Type

<table>
<thead>
<tr>
<th>Prior Living Situation</th>
<th>Rental by client, with ongoing housing subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you stay less than 7 nights?</td>
<td>Rental by client, with ongoing housing subsidy</td>
</tr>
<tr>
<td>Length of stay in the prior living situation</td>
<td>Rental by client, with ongoing housing subsidy</td>
</tr>
</tbody>
</table>

Health Insurance

Please indicate whether or not the client is covered by health insurance. If so, you may select from the drop-down menu:

- GPD TIP housing subsidy
- VASH housing subsidy
- RRH or equivalent subsidy
- HCV voucher (tenant or project based) (not dedicated)
- Public housing unit
- Rental by client, with other ongoing housing subsidy
- Emergency Housing Voucher
- Family Unification Voucher (FUP)
- Foster Youth to Independence Initiative (FYI)
- Permanent Supportive Housing
- Other permanent housing dedicated for formerly homeless persons
HMIS Data Support
System Dashboard – Have you seen it?
Co-Enrollments and Transfers

• If done incorrectly, multiple enrollments in certain project types can cause errors, flags, and bad project & system outcomes

• Affected reports:
  • System Performance Measures
  • Longitudinal System Analysis
  • Point-In-Time Count
  • Data Quality & Eva
  • NOFO Scorecard
  • Housing Placements
  • Other reports & analyses
Concurrent Enrollments

- Clients can be co-enrolled if the projects provide different type of assistance; before creating an enrollment, check the HMIS Enrollments section in the Client Dashboard and coordinate the case with partner agencies.

- There should not be any of the following:
  - Overlapping housing (PSH & RRH*) enrollments with move-in dates
  - Overlapping shelter/TH enrollments
  - Overlapping shelter and housing stays, according to the enrollment dates and housing move-in dates

- These should be avoided:
  - Street outreach enrollments concurrent with shelter/housing stays
  - Overlapping street outreach enrollments

  - * N/A for RRH Services Only Subtype
Transfers & Subsequent Enrollments

- Client transfers from one housing project to another should be recorded with back-to-back enrollments; the second enrollment should include the housing move-in date that matches the second enrollment date.
- Housing transfer with a gap of more than seven days between the exit and the new entry is seen as a return to homelessness.
- If the transfers are result of a project closeout, then all should happen according to a coordinated timeline.
- The housing move-in date represents the date when the client physically occupied the unit.
- Not sure what to do? Stop and check with the HMIS Support Team!
Case Review

CA Assessment Date: 10/31/2019
Triage Score: 36
Waitlist Placement Date: 
Chronically Homeless: Yes
Housing Placement Date: 3/1/2021
Frequent: No

HMIS Enrollments

<table>
<thead>
<tr>
<th>Case Name</th>
<th>Start Date</th>
<th>Exit Date</th>
<th>Case Members</th>
<th>Case Manager</th>
<th>Project Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3/1/2021</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>11/5/2020</td>
<td>4/24/2018</td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>1/17/2020</td>
<td>2/28/2021</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12/26/2019</td>
<td>1/17/2020</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3/21/2019</td>
<td>12/20/2019</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1/4/2019</td>
<td>3/8/2019</td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>4/5/2018</td>
<td>4/5/2018</td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>3/23/2018</td>
<td>12/14/2018</td>
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<td></td>
<td>10/27/2017</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>5/31/2017</td>
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<td>5/19/2017</td>
<td>1</td>
<td></td>
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<td></td>
<td>3/23/2017</td>
<td>3/30/2017</td>
<td>1</td>
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</tr>
<tr>
<td></td>
<td>10/10/2016</td>
<td>3/15/2017</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Housing

All agencies that have housing (ES, PSH, TH, RRH & Safe Haven) must attend housing training and HIC (Housing Inventory Chart) training.

Training dates will be updated on HMIS calendar.
Good HMIS Monthly Habits

- Turn in Clients In Program Report
- Data Corrections made by the 15th
- Compare Bed check ins to CIP report
- Enter housing placement date
- Complete Annual Assessments
- Exit clients with no activity
### Clients In Program
01/01/2023 to 01/31/2023

<table>
<thead>
<tr>
<th>Name of Organization Name of Project</th>
<th>Enrolled</th>
<th>Exit</th>
<th>Total</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clients In Program</strong></td>
<td>52</td>
<td>5</td>
<td>55</td>
<td>55</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Name</th>
<th>SSN last 4</th>
<th>Race</th>
<th>Gender</th>
<th>Age</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Days</th>
<th>Enrollment Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>Dove, Turtle</td>
<td>XXX-XX-3221</td>
<td>White</td>
<td>Male</td>
<td>63</td>
<td>11/17/2022</td>
<td>11/17/2022</td>
<td>31</td>
<td>75</td>
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<tr>
<td>456</td>
<td>Lemon, Pigeon</td>
<td>XXX-XX-5321</td>
<td>Black, African</td>
<td>Male</td>
<td>59</td>
<td>03/07/2022</td>
<td>03/07/2022</td>
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<td>330</td>
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<tr>
<td>789</td>
<td>Pan, Bolding</td>
<td>XXX-XX-8520</td>
<td>White</td>
<td>Female</td>
<td>45</td>
<td>08/28/2022</td>
<td>08/28/2022</td>
<td>31</td>
<td>156</td>
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<tr>
<td>012</td>
<td>Pie, Lemon</td>
<td>XXX-XX-5321</td>
<td>Black, African</td>
<td>Male</td>
<td>59</td>
<td>03/07/2022</td>
<td>03/07/2022</td>
<td>31</td>
<td>330</td>
</tr>
<tr>
<td>345</td>
<td>Rush, No</td>
<td>XXX-XX-9310</td>
<td>Black, African</td>
<td>Female</td>
<td>42</td>
<td>03/22/2020</td>
<td>03/22/2020</td>
<td>31</td>
<td>1045</td>
</tr>
</tbody>
</table>
Did you know?

If you submit a ticket because you found a duplicate and the client was enrolled in the same project in both cases – the client will now have 2 enrollments once the client is merged.
Example of a merged case & duplicate enrollments

Yellow Sunflower  01/01/1999  Client ID  987654
xxx-xx-1234

Yellow Sunflower’s Dashboard

### Case Name
- **Sunflower, Yellow**
- **Sun-Flower, Yellow**
- **Sunflower, Yellow**
- **Yellow, Sunflower**
- **Yellow, Sun-Flower**

<table>
<thead>
<tr>
<th>Case Name</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Case Members</th>
<th>Case Manager</th>
<th>Project Name</th>
<th>Project Type</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunflower, Yellow</td>
<td>10/21/2022</td>
<td></td>
<td>1</td>
<td>Case Mgr. 1</td>
<td>Day Center</td>
<td>Other</td>
<td>Organization 1</td>
</tr>
<tr>
<td>Sun-Flower, Yellow</td>
<td>10/21/2022</td>
<td>02/03/2023</td>
<td>1</td>
<td>Case Mgr. 1</td>
<td>Income</td>
<td>Services Only</td>
<td>Organization 1</td>
</tr>
<tr>
<td>Sunflower, Yellow</td>
<td>10/11/2022</td>
<td></td>
<td>1</td>
<td>Case Mgr. 2</td>
<td>CA</td>
<td>Coordinated Entry</td>
<td>Organization 2</td>
</tr>
<tr>
<td>Yellow, Sunflower</td>
<td>02/25/2022</td>
<td></td>
<td>1</td>
<td>Case Mgr. 3</td>
<td>ESG Outreach</td>
<td>Outreach</td>
<td>Organization 3</td>
</tr>
<tr>
<td>Yellow, Sun-Flower</td>
<td>02/25/2022</td>
<td></td>
<td>1</td>
<td>Case Mgr. 4</td>
<td>CA</td>
<td>Coordinated Entry</td>
<td>Organization 2</td>
</tr>
</tbody>
</table>
Don’t see a bed? You can still check them in.
Housing Placement Date

Age: 49
Gender: Female

CA Assessment Date: 2/17/2023
Waitlist Placement Date: 
Housing Placement Date: 7/26/2023

Enrollments / Click on 3 dots next to the project name / Select edit enrollment case / Enter the housing move in date
Share your thoughts, we are listening
## Some software challenges & solutions

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Make template more attractive, not so generic</td>
<td>• We can offer a default, high contrast or a dark theme</td>
</tr>
<tr>
<td>• Would like to see CM contact info</td>
<td>• This was loudly spoken, and contact info is now shown</td>
</tr>
<tr>
<td>• Add a draft button</td>
<td>• Pause option is available</td>
</tr>
<tr>
<td>• Case notes don't save automatically if the system times out</td>
<td>• HMIS times out after 15 minutes of no activity as a security measure</td>
</tr>
<tr>
<td>• Release exceptions next to referral / aren't automatic</td>
<td>• HMIS now has auto releases</td>
</tr>
<tr>
<td>• Would like to see other case notes</td>
<td>• Users can change default setting and share individual case notes</td>
</tr>
<tr>
<td>• Times out – doesn’t save work</td>
<td>• It saves work under paused operations found in home screen</td>
</tr>
<tr>
<td>• Project names don’t match grant name</td>
<td>• Project names are based on the project set up form</td>
</tr>
<tr>
<td>• Data query not user friendly</td>
<td>• The more it is used, the easier it gets</td>
</tr>
<tr>
<td>• Warning on when you are reaching inactivity limit</td>
<td>• Users reaching inactivity – Home screen, System dashboard</td>
</tr>
</tbody>
</table>
Eva Report Updates
Common Data Issues by Eva

- Missing Client Location (CoC Code, TX-700)
- No Head of Household
- Invalid Housing Move-In Date
- Possible Missed Move-In Date
- Overlapping Enrollments
  - Overlap with a Permanent Supportive Housing project
  - Overlap with a Transitional Housing project
  - Overlap with an Emergency Shelter (E/E) project
- Entry Precedes Operating Start Date
- Income Missing at Entry/Exit
- Future Entry/Exit Dates
- Homelessness Start Date Later Than Entry
- Long Stayers (Outliers)
Future Enrollments - shows up on Eva Reports
Homeless Start Date – Eva Report

Universal Data Assessment

Master Assessment Active: Change Assessment Date

Default: Client's Last Assessment

Universal Data Assessment

- 02/18/2020
- Information Date
- Age while in project: 39
- Assessment Type: Entry
- Disabling Condition: Yes

Client Location

Select or enter the CoC code assigned to the geographic area where the head of household is staying at the time of project entry.

- TX-700 – Houston, Pasadena, Conroe/Harris, Ft. Bend, Montgomery Counties CoC

Prior Living Situation

Identify the type of residence and length of stay at that residence just prior to (i.e., the night before) program admission.

- Prior Living Situation: Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
- Length of stay in the prior living situation: One year or longer
- Approximate date homelessness started: 05/01/2020

Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today:

- Total number of months homeless on the streets, in ES, or SH in the past three years: More than 12 months
<table>
<thead>
<tr>
<th><strong>HMIS Eva Report Training Dates</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What</strong></td>
</tr>
<tr>
<td>Eva is an open-source online application designed to help you assess the accuracy and completeness of your data within the HMIS. It provides client count reporting, project descriptor data quality analysis, downloadable detail, and aggregate data analysis.</td>
</tr>
<tr>
<td><strong>Who</strong></td>
</tr>
<tr>
<td>This training is intended for agency reporting staff: supervisors, program coordinators, program managers, and directors. HMIS trainings are only for participating agencies. They are not intended for members of the public.</td>
</tr>
<tr>
<td><strong>When</strong></td>
</tr>
</tbody>
</table>
| Wednesday, October 4, 2023, from 9 – 10 AM  
Wednesday, November 8, 2023, from 9 – 10 AM  
Wednesday, December 6, 2023, from 11 AM – 12 noon |
| **Where** |
| All trainings are virtual |
What’s next for Eva?

We will be using both the standard HMIS Data Quality report and the Eva reports, effective January 1, 2024.

You will still be required to submit your Clients In Program report(s) to Karen Flores by the 7th of every month. Next, you will upload your data to Eva, review the quality, and make corrections by the 15th.

2024 Eva Reports Training Dates - January 10, 2024 9:00 / March 6, 2024 9:00 / June 5, 2024 9:00 / September 11, 2024 9:00 and December 4, 2024
The Navigation Center: an overview

Learn more about the Navigation Center, how it operates, who is involved and more.
Who is “referred”* to the Navigation Center

- People experiencing “literal” homelessness
  - Literal homelessness means living in a place not meant for human habitation (including the streets or in the car).
  - The Navigation Center will only serve people who are experiencing literal homelessness and are living unsheltered
  - Currently only taking individuals who come from encampment decommissions*
Decommissioning encampments is a community response that uses a system strategy of coordination across multiple partners and jurisdictions.
Encampment Decommissioning

- Weeks long process
- Involves multiple agencies working together
- A great deal of coordination between COH, Partner agencies and the public
- This is where the referral* process begins
How people get into housing

Access Points

- Hospitals
- Jail
- Targeted assessment hubs
- Homeless Outreach teams
- Call in number
- VA

Assessment (using the housing prioritization tool)

Waitlist

Matching

Referral

Housing Navigation

Housing!
How does the Nav Center fit in?

• Clients from encampments are given the opportunity to work on their housing process while waiting at the Navigation Center

• Having the Navigation Center gives people a safe place to stay, access services, complete paperwork and meet with caseworkers while they wait for their housing to be ready.
What is the Navigation Center?

- The Navigation Center is not a shelter
- Clients are only admitted to the Navigation Center through an approved referral*
- Clients must meet with their caseworker and actively working towards housing in order to stay at the center
Navigation Center Operations
Harmony House role in the Navigation Center

- Operating the Temporary Navigation Center
- Responsible for the administration, reporting and 24/7 operation of the Housing Navigation Center
- Providing a safe and clean location with case management, meals, security and navigation services
- Services will be provided as homeless individuals await placement into permanent housing
- Only serve clients who are referred through the coordinated access system and who are eligible for services in accordance with the Jensen Navigation Center operations manual.
General Overview

• The Navigation Center will not only serve people experiencing homelessness but will also have separate services for the community.
• Walk ups of people experiencing homelessness looking to enter the Center will not be accepted. Referred to outreach.
• Violence, inappropriate behavior or substance abuse at the facility will not be tolerated.
Intake Process

Residents are required to sign an intake form (Welcome Packet) indicating they agree to abide the rules and understand their responsibilities.

Upon entry into the center, all residents' personal belongings will be inspected and must go through a bedbug treatment as well as all clothing must be laundered.

Access to the Navigation Center is based on a direct referral from the Coalition and/or through law enforcement as designated by the City of Houston.

Residents of the Navigation Center are not allowed to bring other individual to the facility.

If a resident did not arrive with a pet at enrollment time, the resident will not be able to acquire one while at the center.

Residents must check in with their Harmony House Case Manager daily.
Accommodations and Services for Residents

- All means and snacks will be provided to residents
- Washer / dryers are available
- Potential residents who have a pet with them at an encampment will be allowed to bring their pets to the facility but must follow the pet policy
- Harris Health, The Harris Center and Houston Recovery Center will provide healthcare, mental health and substance use disorder services to residents on-site when appropriate
- Case workers will be on site assisting clients on their journey to re-enter housing
Safety and Security Measures

- Sex offenders will not be allowed to enter the Navigation Center
- 24-hour security will be on site and will be responsible for the safety of the residents as well as the neighbors
- Resident belongings will be checked upon entry. No drugs, alcohol or weapons will be allowed inside the building
- We are working with HPD for additional patrols in the neighborhood
Community Resources at the Navigation Center

• The Navigation Center is partnering with several community service providers to provide services to the community. These programs are being finalized but we are working towards:
  • Maternal healthcare
  • Dental Care
  • Employment & Job training programs
Coordinated Access 101

Coalition for the Homeless
The Way Home

• The collaborative model to prevent and end homelessness in Harris, Fort Bend, and Montgomery Counties
• Comprised of 100+ stakeholder partners from all sectors of the community
Access to Housing in the Past

Street Outreach
Drop-In Centers
Meal Programs
Healthcare & MH Providers
Faith-Based Programs and Ministries
211 United Way
The VA
Criminal Justice System

DV/Sexual Assault Crisis Centers and Shelters
Emergency Shelter
Safe Havens
Transitional Housing
Permanent Supportive Housing
Affordable/Fair Market Housing
Access to Housing Today

- Assessment (Housing Prioritization Tool)
- Referral
- Waitlist
- Navigation/Housing

- Hospitals
- County Jail
- VA
- Outreach Teams
- Targeted Hubs
- Call Center

Matching
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

• The only way to access housing in our CoC
Housing Prioritization

Chronically Homeless = PSH  
Non-Chronic Disabled = RRH or other PH  
Non-Disabled = RRH  
<10 = Diversion

Purpose:
To ensure that homeless individuals and families assessed through Coordinated Access receive services in the most expedient way possible and that access to homeless assistance prioritizes those with the greatest needs who are least likely to end their homelessness in the absence of CoC support.

Policy:
It is the policy of The Way Home that individuals and families with the most severe service needs and the longest lengths of time homeless are prioritized for housing.

Procedure:
The Harris, Montgomery, and Fort Bend County Continuum of Care and The Way Home, with the input from area homeless providers, have established guidelines that outline the order of priority for housing homeless individuals and families. All current and newly developed Permanent Supportive Housing beds have been dedicated to individuals and families that are chronically homeless. All Permanent Supportive Housing turn-over beds have been prioritized for individuals and families that are chronically homeless. All Rapid Rehousing beds have been dedicated to literally homeless individuals and families. The goal of this policy is to ensure that those individuals and families who have spent the longest times in places not meant for human habitation or in emergency shelters, and who have the most severe service needs are prioritized for housing. Severity of service needs refers to individuals or families who have a history of high utilization of crisis services such as emergency rooms, jails, and psychiatric facilities and significant health or behavioral challenges such as substance use disorders or functional impairments.
How to access Coordinated Access

At a Service Provider Locations
- https://www.homelesshouston.org/help-card

211

CA Intake Line
- M-F, 9 am – 1 pm
- 832-531-6041

Who can access?
- Any individual in the CoC that meets one of the eligible HUD homeless definitions can access CA
- Housing is available in all 3 counties; however, units must meet FMR
What happens after my client is assessed?

Client is placed on the waitlist
- Immediately referral rarely happens

Slot opens
- PSH, RRH, Diversion or Other PH.

Client with the highest HPT score gets referred to the project they are eligible for.

Navigator works with client to gather documents & secure unit

Client moves in or receives assistance
Interventions through Coordinated Access

• Permanent Supportive Services (PSH)
  ➢ A housing intervention for singles or heads of households with disabilities that combines rental assistance paired with intensive supportive services.
  ➢ Is permanent and designed to serve the most vulnerable in a community.
  ➢ In order to be eligible for PSH an individual or family must be chronically homeless.

• Rapid Rehousing (RRH)
  ➢ A housing intervention designed to provide rental assistance & case management to help singles and families that don’t need intensive and ongoing supports to quickly exit homelessness & return to permanent housing.
  ➢ Is a temporary intervention.
  ➢ In order to be eligible for RRH an individual or family must be literally homeless, even if it’s just one day.

• Diversion
  ➢ Short-term intervention focused on identifying immediate safe housing arrangements, often using conflict resolution & mediation skills to reconnect individuals to their support system.
Questions
CONTEST!

• Coordinated Access Intake Line Rebrand!
• SA – Homeless Connections Hotline

• Complete SurveyMonkey by 10/15/2024
### Coordinated Access Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Toni Benson-Atkinson</td>
</tr>
<tr>
<td>Manager</td>
<td>Jordan Jupe, LMSW</td>
</tr>
<tr>
<td>Senior Associate</td>
<td>Scot More</td>
</tr>
<tr>
<td>Associate</td>
<td>Carmen Carreon</td>
</tr>
<tr>
<td>Coordinator</td>
<td>Glenice Thomas</td>
</tr>
<tr>
<td>Coordinator</td>
<td>Tatiana Butler</td>
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</table>
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

• November 15

• Virtual Meeting time @ 2:30-3:45 pm
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
  • 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. 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](https://www.homelesshouston.org/hmis-v2#HMISUserTrainings)
Last 2023 HMIS Forum

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