

HMIS Forum 3rd Quarter

September 28, 2023



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



HMIS & Coordinated Access Team

Ana Rausch – VP
of Program
Operations

Heady Cassidy –
Program
Operations
Coordinator

Erol Fetahagic –
Director of
Analytics &
Evaluation

Kelita Beechum –
Data System
Manager

Agnes Asigbey –
Manager of
Analytics and
Evaluation

John Slimp –
Data Systems
Engineer

Karen Flores –
Analytics &
Evaluation
Specialist

Yvette Fuentes –
Analytics &
Evaluation
Associate

Sheila Green –
Training &
Support
Specialist

RaSara Rodriguez
– Training &
Support
Specialist

Scot More – CA
Senior Associate/
Homeless Court

Jordan Jupe – CA
Manager

Carmen Carreon
- CA Associate

Tatiana Butler -
CA Coordinator

Glenice Thomas -
CA Coordinator

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

The screenshot shows a survey form with the following sections:

- Race and Ethnicity: *** A dropdown menu with the following options: "Asian or Asian American", "✓ Black, African American, or African", "✓ Hispanic/Latina/e/o", "Middle Eastern or North African", and "Native Hawaiian or Pacific Islander". An information icon (i) is located to the right of the dropdown.
- Additional Race and Ethnicity Detail:** A text input field with an information icon (i) to its right.
- Gender: *** A dropdown menu with the following options: "✓ Woman (Girl, if child)", "Man (Boy, if child)", "Culturally Specific Identity (e.g., Two-Spirit)", and "✓ Transgender". An information icon (i) is located to the right of the dropdown.
- Please Specify: *** A text input field with an information icon (i) to its right.



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

Translation Assistance Assessment

Select the appropriate translation assistance needed option at the time of assessment. If the client needs translation assistance, select the appropriate language.

Default Client's Last Assessment 

Assessment Active

Assessment Date: * 09/27/2023 

Translation Assistance Needed: * Yes

Preferred Language: * Different Preferred Language

If Different Preferred Language, please specify: *

Restriction: *

-- SELECT --

American Sign Language

Arabic

Cambodian

Cantonese

French

Hmong

Japanese

Korean

Mandarin

Mien

Mixteco

Russian

Samoan

Spanish

Tagalog

Thai

Turkish

Vietnamese

Different Preferred Language



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

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: *

Rental by client, with ongoing housing subsidy

Rental Subsidy Type: *

Other permanent housing dedicated for formerly homeless persons

Did you stay less than 7 nights? *

Length of stay in the prior living situation: *

-- SELECT --
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

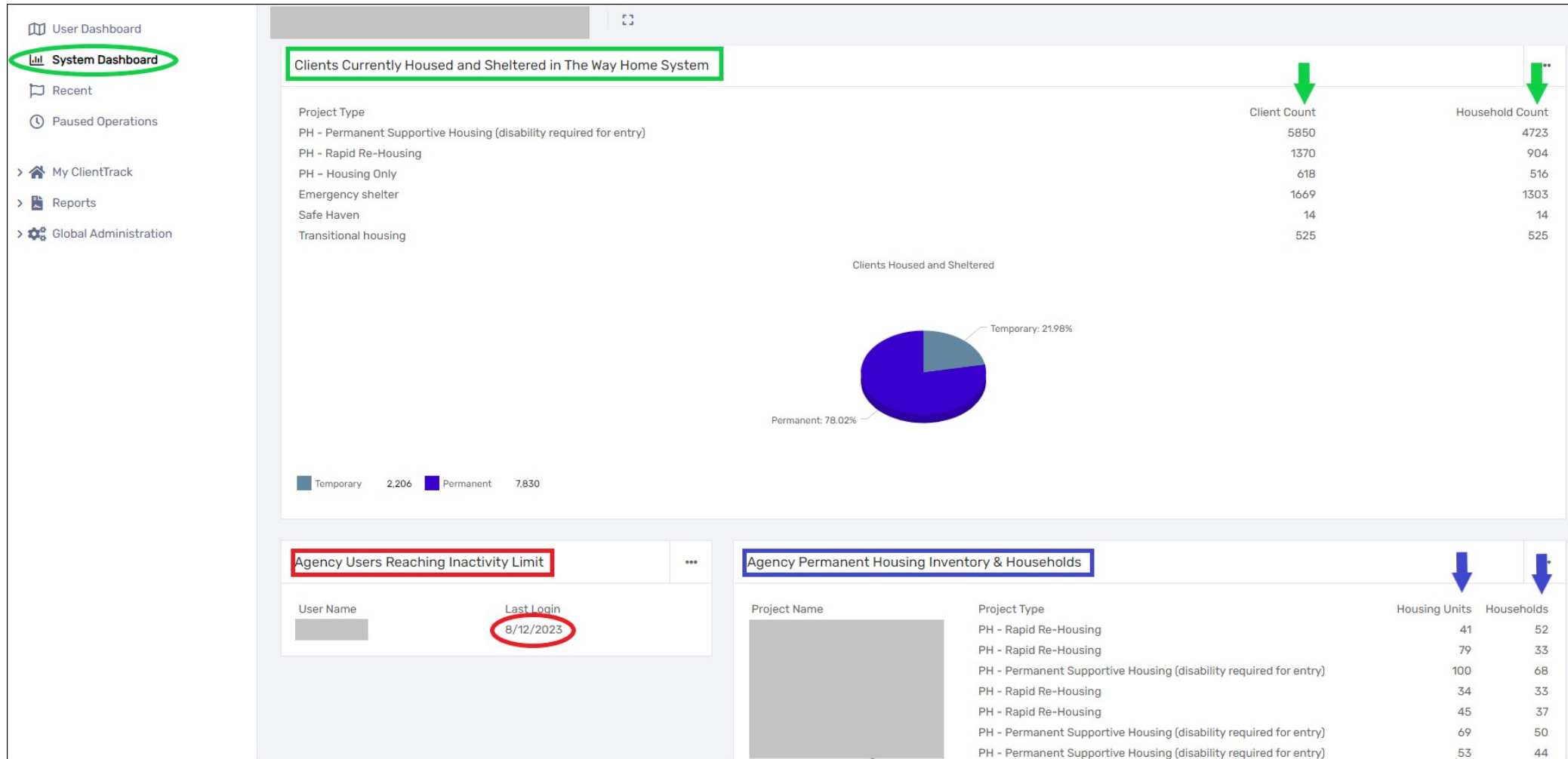
Health Insurance

Please indicate whether or not the client is covered by health insurance. If so, you



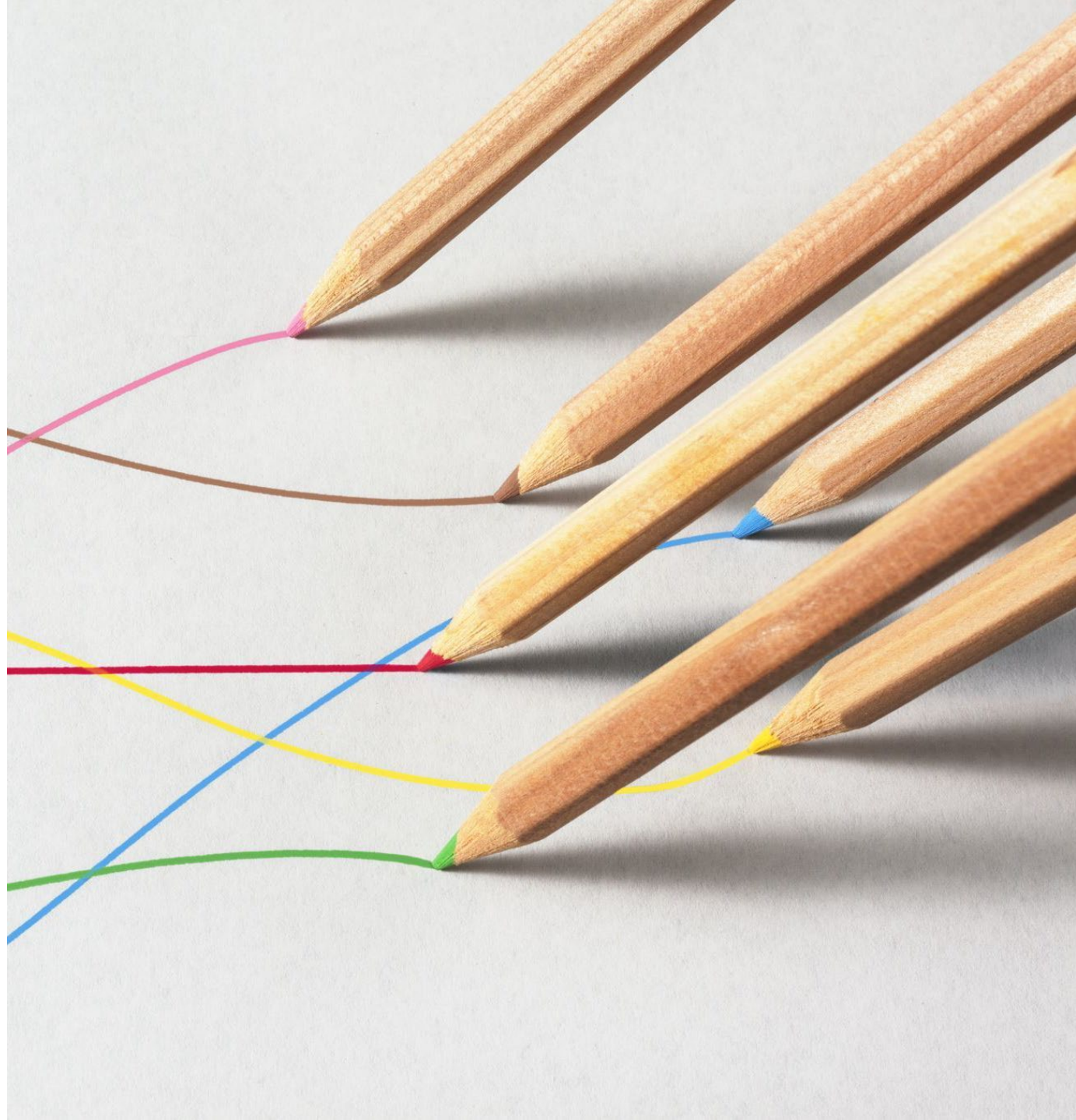
HMIS Data Support

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

Case Name	Start Date	Exit Date	Case Members	Case Manager	Project Name	Project Type
	3/1/2021		1			PH - Permanent Supportive Housing (disability required for entry)
	11/5/2020	4/24/2018	1			Services Only
	1/17/2020	2/28/2021	1			PH - Permanent Supportive Housing (disability required for entry)
	12/26/2019	1/17/2020	1			Emergency shelter
	3/21/2019	12/20/2019	1			Emergency shelter
	1/4/2019	3/8/2019	1			Emergency shelter
	4/5/2018	4/5/2018	1			Other
	3/23/2018	12/14/2018	1			Emergency shelter
	3/9/2018	4/4/2018	1			Services Only
	10/27/2017	3/23/2018	1			PH - Rapid Re-Housing
	5/31/2017	8/31/2017	1			Emergency shelter
	5/4/2017	5/19/2017	1			Emergency shelter
	3/23/2017	3/30/2017	1			Emergency shelter
	10/10/2016	3/15/2017	1			Emergency shelter

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.

The Way Home Homeless Housing Inventory

Please review this form carefully to be sure that the information is accurate. Please make any necessary changes, and indicate the changes went into effect. Thank you for taking the time to complete this form.

Agency, Project/Program, and Address Info

Organization Name			
Project Name			
Organization Mailing Address			
Geocode	489157-Fort Bend County <input type="checkbox"/>	489201- Harris County <input type="checkbox"/>	48251- Harris County <input type="checkbox"/>
	484068- Pasadena <input type="checkbox"/>	489339- Montgomery County <input type="checkbox"/>	4803- Montgomery County <input type="checkbox"/>
Physical Address of Project (Street name, city, state, and zip only):			

Program funding and reporting requirements

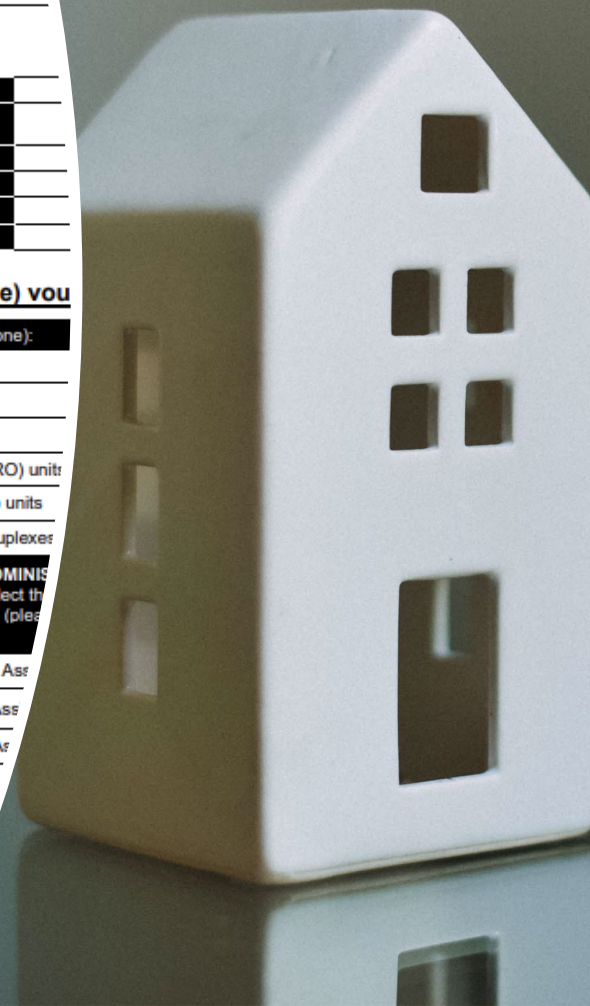
Does this project receive ongoing McKinney Vento Funds (ESG or CoC Renewal)? (Y/N)	
Does this project receive McKinney Vento Funds (CoC) for Construction, Acquisition, or Building Rehabilitation?	
Does this project receive other Federal funding? (Y/N) If so, what kind? (i.e. HOPWA, GPD, SSVF, etc)	
Do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

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

Operating Status (check one only):		Housing Type (choose only one):	
Operating	<input type="checkbox"/>	Mass shelter/barracks	
Planned/Date of opening:	<input type="checkbox"/>	Dormitory/hotel/motel	
Development/Anticipated Occupancy Date:	<input type="checkbox"/>	Shared Housing	
Closed/Date of Closure:	<input type="checkbox"/>	Single Room Occupancy (SRO) units	
Housing Type (choose only one):		Single Apartment (non-SRO) units	
Shelter (ES)	<input type="checkbox"/>	Single homes/townhouses/duplexes	
Transitional Housing (TH)	<input type="checkbox"/>	FOR PROGRAMS THAT ADMINISTER VOUCHERS (e.g. BRAP, S+C, etc.), please select the type of voucher per grant):	
Project-based Supportive Housing (SH)	<input type="checkbox"/>		
Project-based Supportive Housing	<input type="checkbox"/>		
Project-based Supportive Housing (RRH)	<input type="checkbox"/>	SRA (Sponsor-based Rental Assistance)	
Project-based Supportive Housing (e.g. ModRehab SRO, subsidized housing without SRO units)	<input type="checkbox"/>	TRA (Tenant-based Rental Assistance)	
		PRA (Project-based Rental Assistance)	
		SRO (Single Room Occupancy)	

Project/Program site configuration, site type and HMIS status

Please select the option that best describes the site type:		HMIS Status	
Residential special needs and non-special needs	<input type="checkbox"/>	Currently entering data into HMIS	
Residential: special needs only	<input type="checkbox"/>	Do not plan to use HMIS	



Good HMIS Monthly Habits

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					★	
	★				★	
	★				★	
	★					

- 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

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?

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
xxx-xx-1234

Client ID 987654

Yellow Sunflower's Dashboard

Client Dashboard



Name:

Sunflower, Yellow

Age:

24

Gender:

Male

CA Assessment Date:

10/11/2022

Waitlist Placement Date:

Housing Placement Date:

Race:

White

Ethnicity:

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

Veteran Status:

No

Triage Score:

16

Chronically Homeless:

No

Frequent:

No

Case Name	Enroll Date	Exit Date	Case Members	Case Manager	Project Name	Project Type	Organization
Sunflower, Yellow	10/21/2022		1	Case Mgr. 1	Day Center	Other	Organization 1
Sun-Flower, Yellow	10/21/2022	02/03/2023	1	Case Mgr. 1	Income	Services Only	Organization 1
Sunflower, Yellow	10/11/2022		1	Case Mgr. 2	CA	Coordinated Entry	Organization 2
Yellow, Sunflower	02/25/2022		1	Case Mgr. 3	ESG Outreach	Outreach	Organization 3
Yellow, Sun-Flower	02/25/2022		1	Case Mgr. 4	CA	Coordinated Entry	Organization 2

Search

Client Dashboard

Find Client

HMIS Standard Intake

Case Management

Housing

Housing Assistance Requests

Lease Detail

Reservation/Check In

Check In History

Clients / Housing Facilities



Salvation Army Houston Center of Hope VA Bridge

Transitional Housing Facility * Single Males (18 years and older)

0 on Waiting List



Date 08/28/2023



Update



Permanent Supportive Scattered Site * Single Males and Females (18 years and older)

0 on Waiting List



Salvation Army Social Services SHP SRO

Permanent Supportive Scattered Site * Single Males and Females (18 years and older)

0 of 20 Unit(s) Available

0 on Waiting List



San Jacinto Apartments

Permanent Supportive Facility * Single Males and Females (18 years and older)

4 of 33 Unit(s) Available

0 on Waiting List [Reservation](#) [Check In](#)



Santa Maria Emergency Shelter

Emergency Shelter Program Units * Single Females (18 years and older)

8 of 8 Bed(s) Available

0 on Waiting List

Don't see a bed? You can still check them in

San Jacinto Apartments » Unit 01 - Unit



Date 08/28/2023



Update



+ New Check In

+ New Reservation

Bed Unassigned Clients with 0 occupant(s)

Family

Select a client to load the family members



Housing Placement Date

Age: 49 Ethnicity: Hispanic/Latin(a)(o)(x)
Gender: Female Veteran Status: No
CA Assessment Date: 2/17/2023 
Waitlist Placement Date: 
Housing Placement Date: 7/26/2023  Triage Score: 34 
Chronically Homeless: Yes 
Frequent: No 



Displaying 1-10 of 24 results.

Next Last

Project Type	Members	Enroll Date 	Move-In Date	Exit Date	CaseID	EnrollID 	EntryAssessID	ExitAssessID	CreatedBy	CreatedDate	UpdatedBy	UpdatedDate
PH - Permanent Supportive Housing (disability required for entry)	1	07/26/2023	07/26/2023		847758	1055867	1417505		CNV	06/13/2023 3:01PM	CNV	09/20/2023 11:14AM

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

Challenges

- Make template more attractive, not so generic
- Would like to see CM contact info
- Add a draft button
- Case notes don't save automatically if the system times out
- Release exceptions next to referral / aren't automatic
- Would like to see other case notes
- Times out – doesn't save work
- Project names don't match grant name
- Data query not user friendly
- Warning on when you are reaching inactivity limit

Solutions

- We can offer a default, high contrast or a dark theme
- This was loudly spoken, and contact info is now shown
- Pause option is available
- HMIS times out after 15 minutes of no activity as a security measure
- HMIS now has auto releases
- Users can change default setting and share individual case notes
- It saves work under paused operations found in home screen
- Project names are based on the project set up form
- The more it is used, the easier it gets
- Users reaching inactivity – Home screen, System dashboard

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

ClientID

Dashboard

's Information



Name:

Race:

Black, African American, or African

Age:

63

Ethnicity:

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

Gender:

Male

Veteran Status:

No

CA Assessment Date:

i

Triage Score:

i

Waitlist Placement Date:

i

Chronically Homeless:

i

Housing Placement Date:

6/4/2021

i

Frequent:

No

i

Enrollments

7 results found.

Case Name	Project Name	Project Type	Members	Enroll Date	Move-In Date	Exit Date	CaseID	EnrollID	EntryAssessID	ExitAssessID	CreatedBy	CreatedDate	UpdatedBy	UpdatedDate	Org ID
...		PH - Permanent Supportive Housing (disability required for entry)	1	06/04/2021	06/04/2021		731220	900416	1158245			05/28/2021 1:56PM		05/28/2021 1:56PM	

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.

Client Location: * 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: One time ▼

Total number of months homeless on the streets, in ES, or SH in the past *
three years: More than 12 months ▼

HMIS Eva Report Training Dates

What

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.

Who

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.

When

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*
-



Encampment Decommissioning

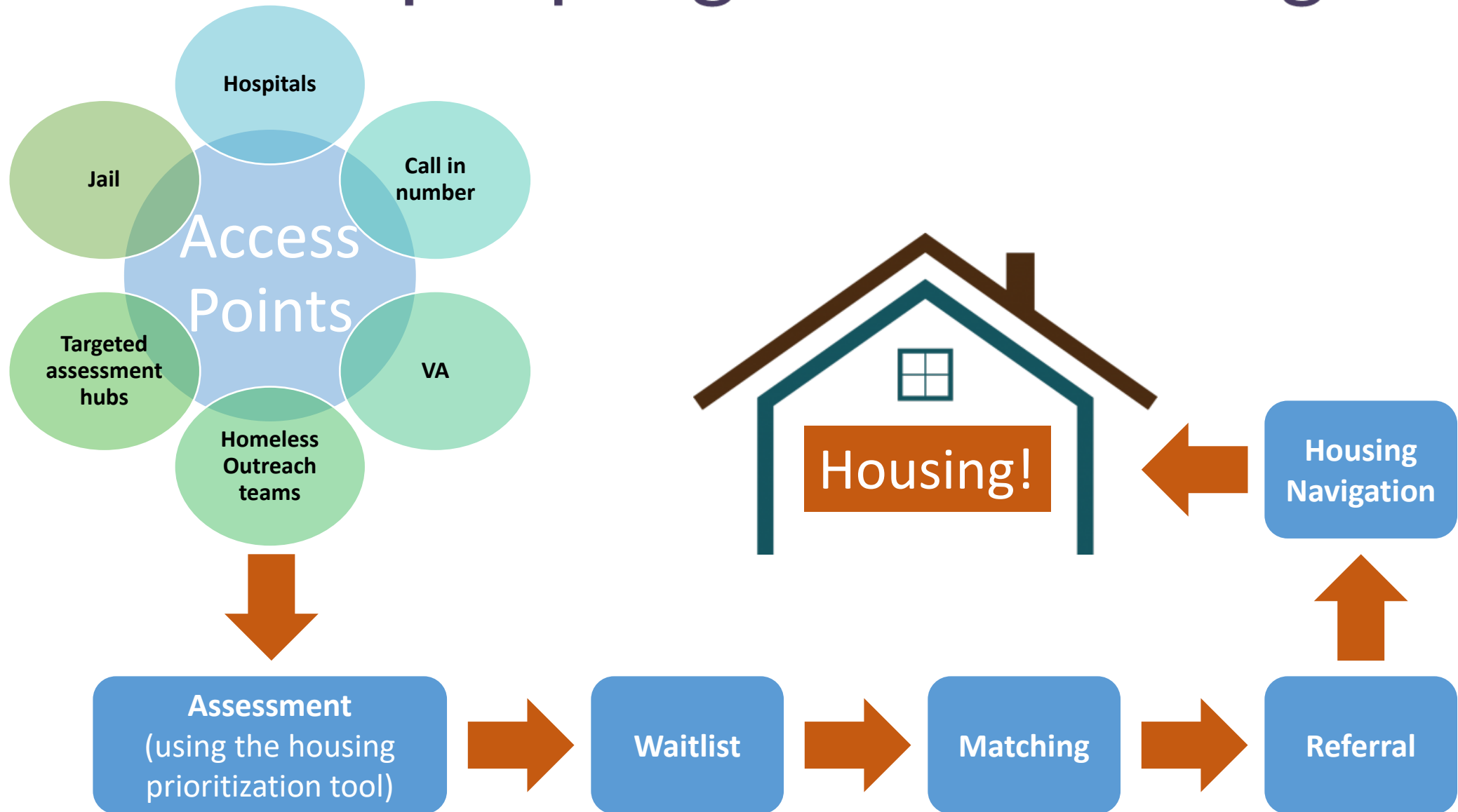
“Decommissioning encampments is a **community response** that uses a **system strategy of coordination** across multiple partners and jurisdictions.”

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





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



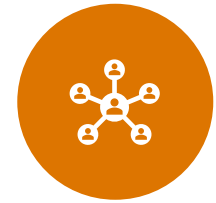
ACCESS TO THE NAVIGATION CENTER IS BASED ON A DIRECT REFERRAL FROM THE COALITION AND/OR THROUGH LAW ENFORCEMENT AS DESIGNATED BY THE CITY OF HOUSTON



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 meals 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

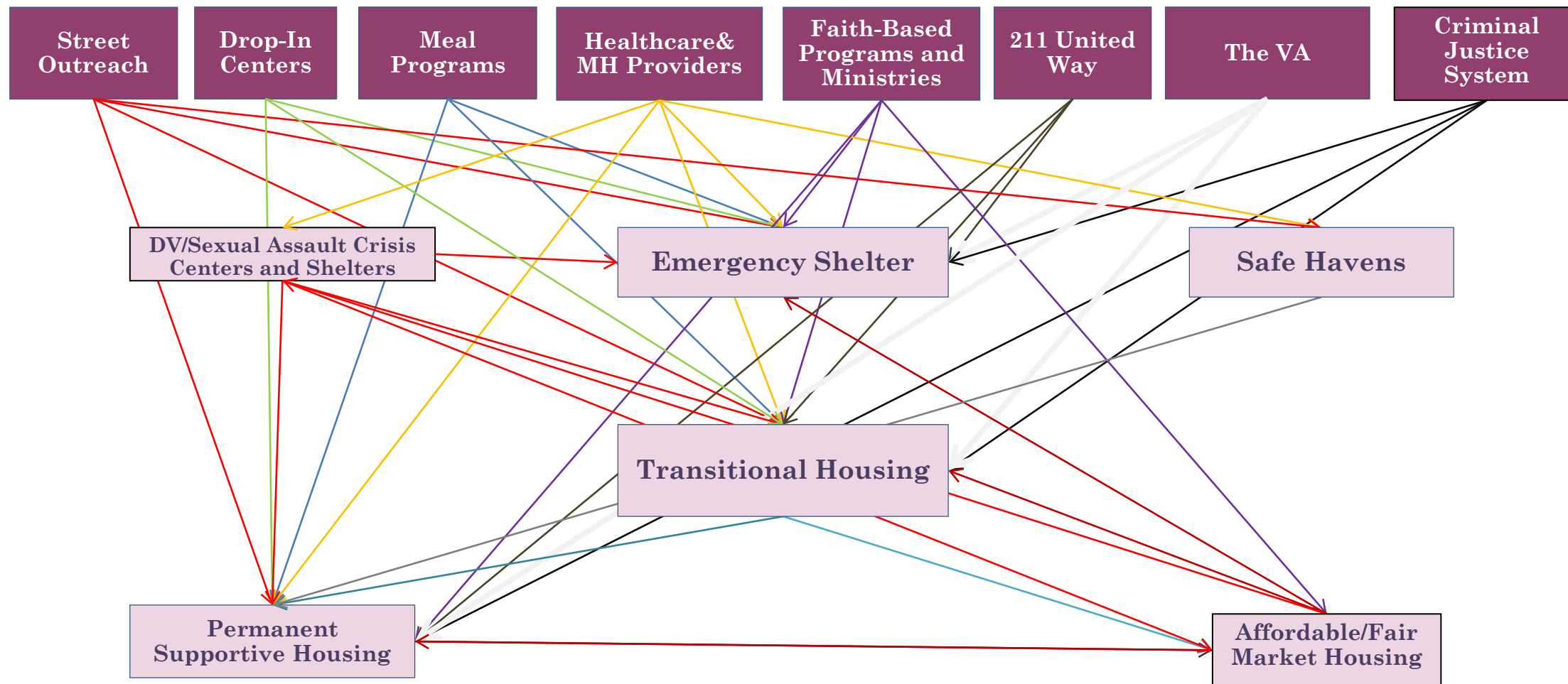


The Way Home

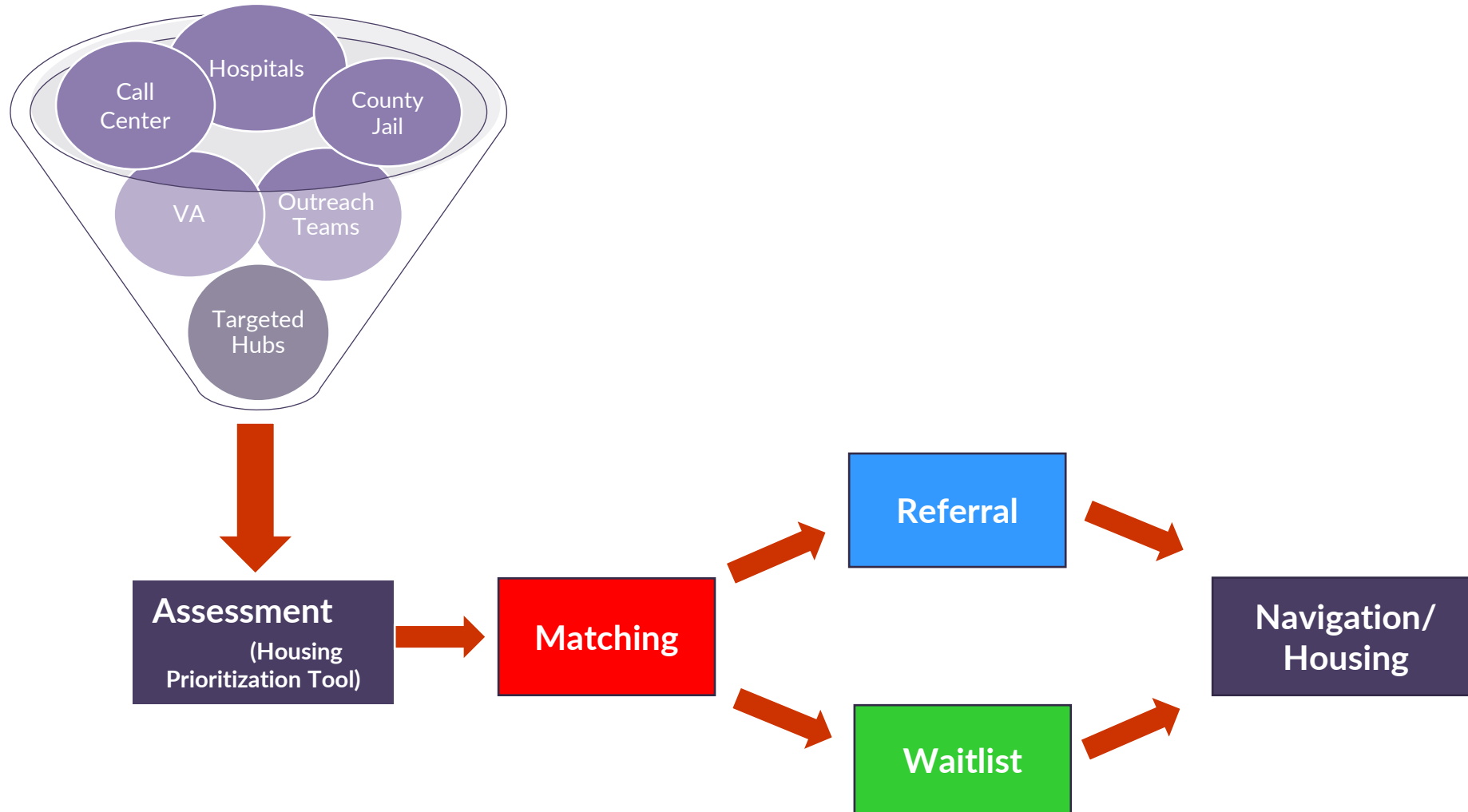
An orange icon of a house roof, positioned above the word "Home" in the title.

- 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



Access to Housing Today



- 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

Coordinated Access – What is it?


Housing Prioritization

Chronically Homeless = PSH

Non-Chronic Disabled = RRH or other PH

Non-Disabled = RRH

<10 = Diversion

	Coalition for the Homeless of Houston/Harris County Subject: Service Delivery <i>Applies to: The Way Home</i>	Housing Prioritization <i>Effective: 12/16/22</i>
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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

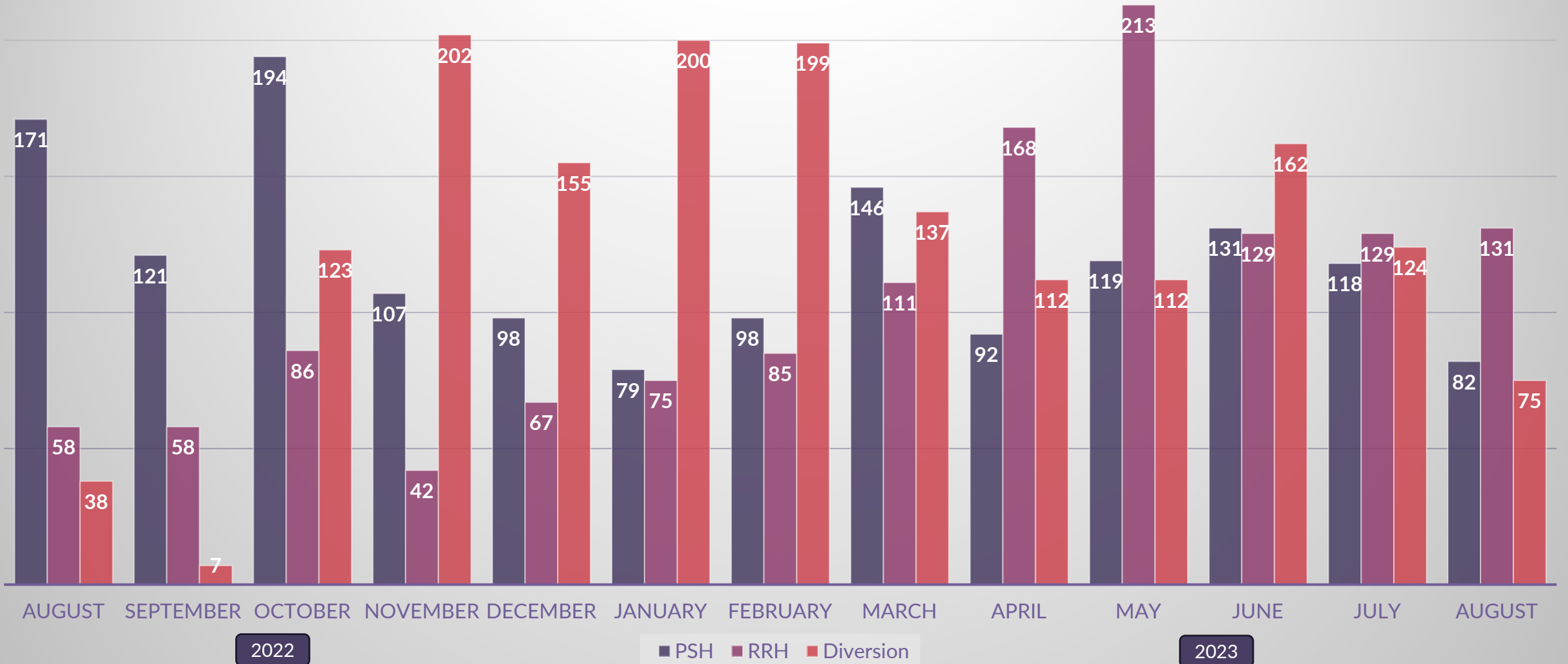
What happens after my client is assessed?



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.

Monthly Placements





Questions



CONTEST!

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



- Complete SurveyMonkey by 10/15/2024

Coordinated Access Team

Director Toni Benson-Atkinson

Manager Jordan Jupe, LMSW

Senior Associate Scot More

Associate Carmen Carreon

Coordinator Glenice Thomas

Coordinator Tatiana Butler

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

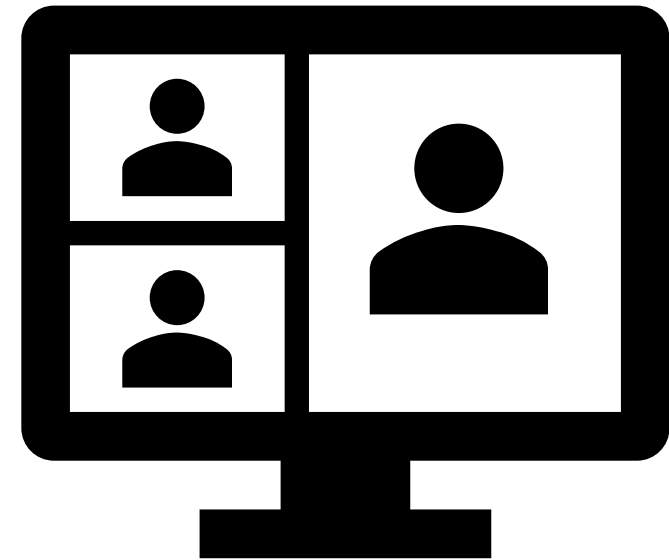
Tamela Olive – Star of Hope

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.



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>



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



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