

HMIS Forum 4th Quarter

December 7, 2023



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 –
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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

Agenda



- Welcome & Introductions
- HIC/PIT
- HMIS Data Support
- HMIS Updates
- Coordinated Access
- Play & Learn
- Q & A

Welcome our newest HMIS Participating Agencies

Compassion United Inc
Cohap Outreach Corporation



Reminders

All changes and required fields related to the HMIS Data Standards come from HUD, HSS, and VA, and not the HMIS department or CFTH




HIC/PIT

- The **Point-in-Time (PIT) Count** is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.(during the last ten days in January)The sheltered numbers are pulled from the HMIS and DV comparable databases for the night of the count.
- The **Housing Inventory Count (HIC)** is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness. CoCs are required to submit their PIT count data through the HUD HDX website.
- Housing projects reported in the HIC:
 - Emergency shelters
 - Transitional Housing
 - Safe Haven
 - Housing (PSH, RRH, OPH)
 - ❖ Only clients with move-in dates are counted for PH occupancy & bed utilization




Housing Inventory Information

Thank you for all you do!! We are gearing up for the Housing Inventory information and sheltered count (January 22, 2024) process for the year. We believe having a dedicated point of contact will make this process more efficient and move much faster. If you can let us know who that person should be for each housing facility at your agency it would be appreciated.



Please let us know the setup information for your housing facilities. You must complete the Project Bed and Unit Inventory Information table. This table must reflect the number of beds and units in your physical inventory. (if there are any housing inventory forms for your facilities that you haven't received, please let us know.)



Once completed, return a signed copy of the HMIS Project/Grant/Housing Setup forms to Agnes Asigbey aasigbey@homelesshouston.org or kbeechum@homelesshouston.org. All forms are due no later than 5:00PM on January 29, 2024.



PIT/HIC Changes

- Per updates to the FY2024 HMIS Data Standards, HUD combined the race and ethnicity options into a single element that now allows for the response options below.
 - 1) American Indian, Alaska Native, or Indigenous
 - 2) Asian or Asian American
 - 3) Black, African American, or African
 - 4) Hispanic/Latina/e/o
 - 5) Middle Eastern or North African
 - 6) Native Hawaiian or Pacific Islander
 - 7) White

Types of Homeless Projects to Include in the HIC

- Beds and units included on the HIC are considered part of the CoC homeless assistance system. Beds and units in the HIC must be dedicated to serving persons experiencing homelessness, or for permanent housing projects, dedicated for persons who were homeless at entry. For the purposes of the HIC, a project with dedicated beds/units is one where:
 - A. The primary intent of the project is to serve persons experiencing homelessness;
 - B. The project verifies homeless status as part of its eligibility determination; and
 - C. The actual project clients are predominantly people experiencing homelessness (or, for permanent housing, were experiencing homelessness at entry).



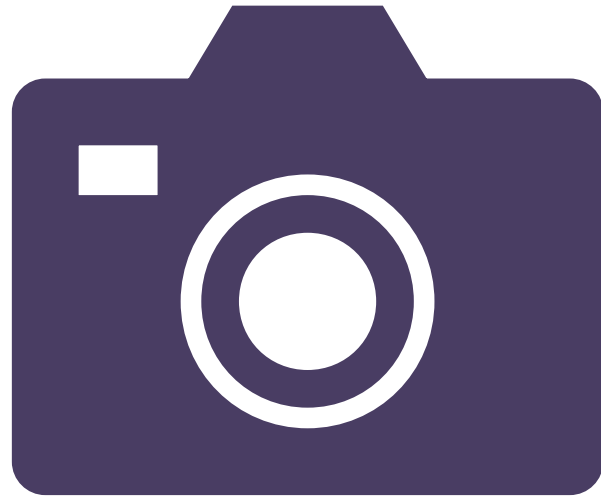
Did you know?

Information entered into a domestic violence comparable database must **not** be entered into or provided to an HMIS.





HMIS Data Support

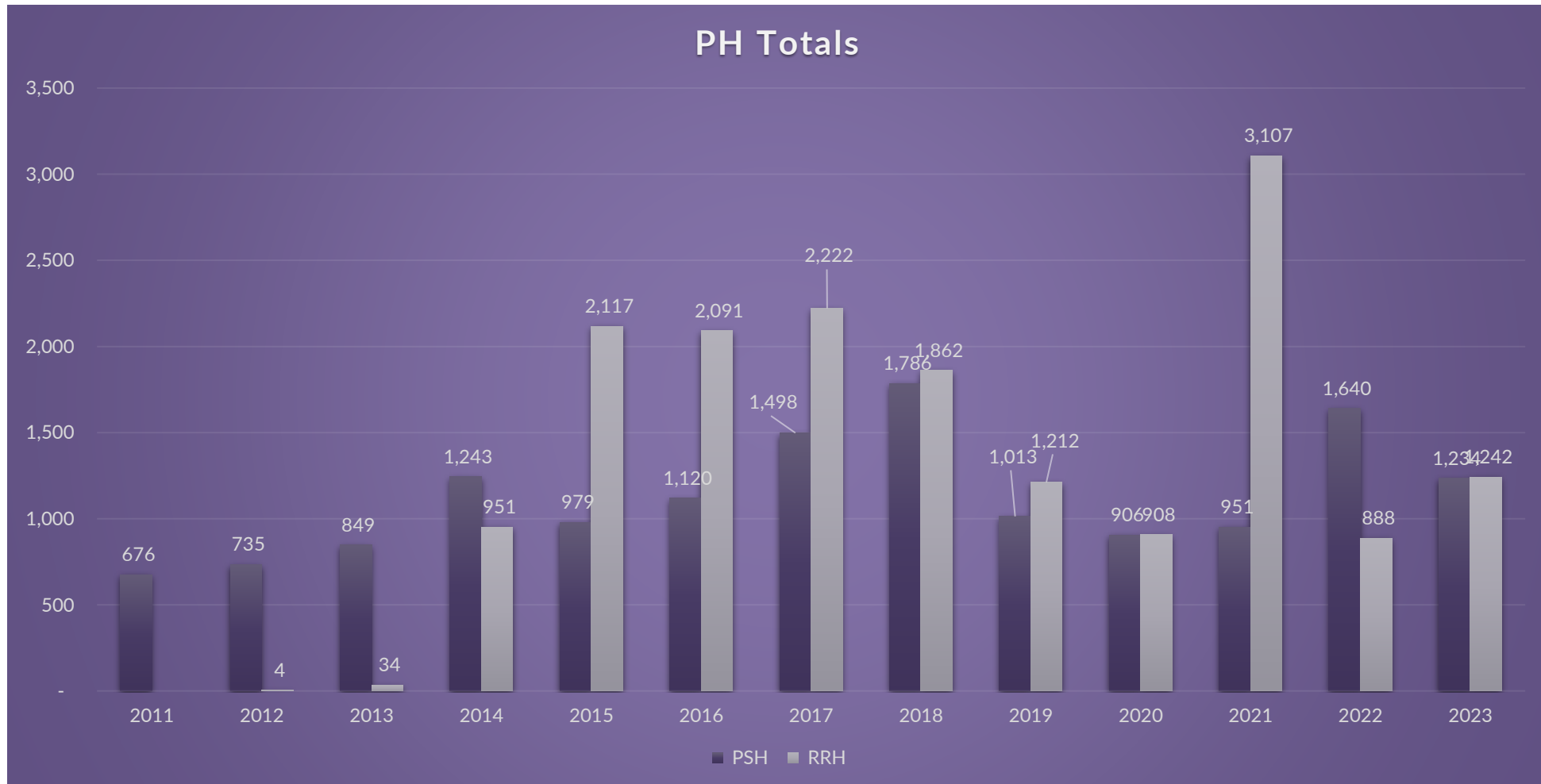


HMIS Snapshot

- 1072 Active Users
 - 267 Projects
 - 109 Organizations
 - 36,757 Active Clients
 - 14,027 Clients in Homeless Assistance Projects
- *

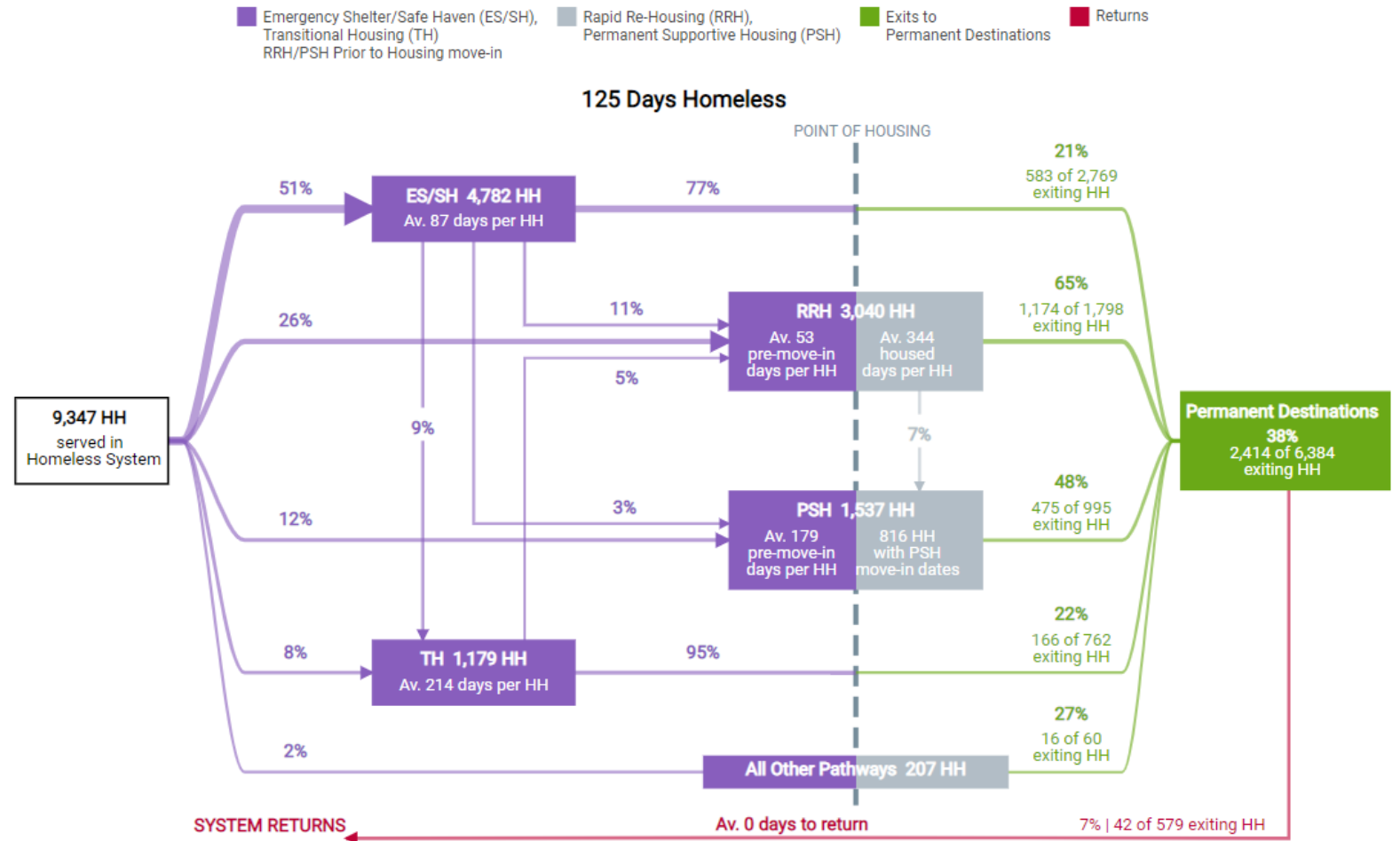
*Outreach, Shelters & Housing

Permanent Housing Placement Tally

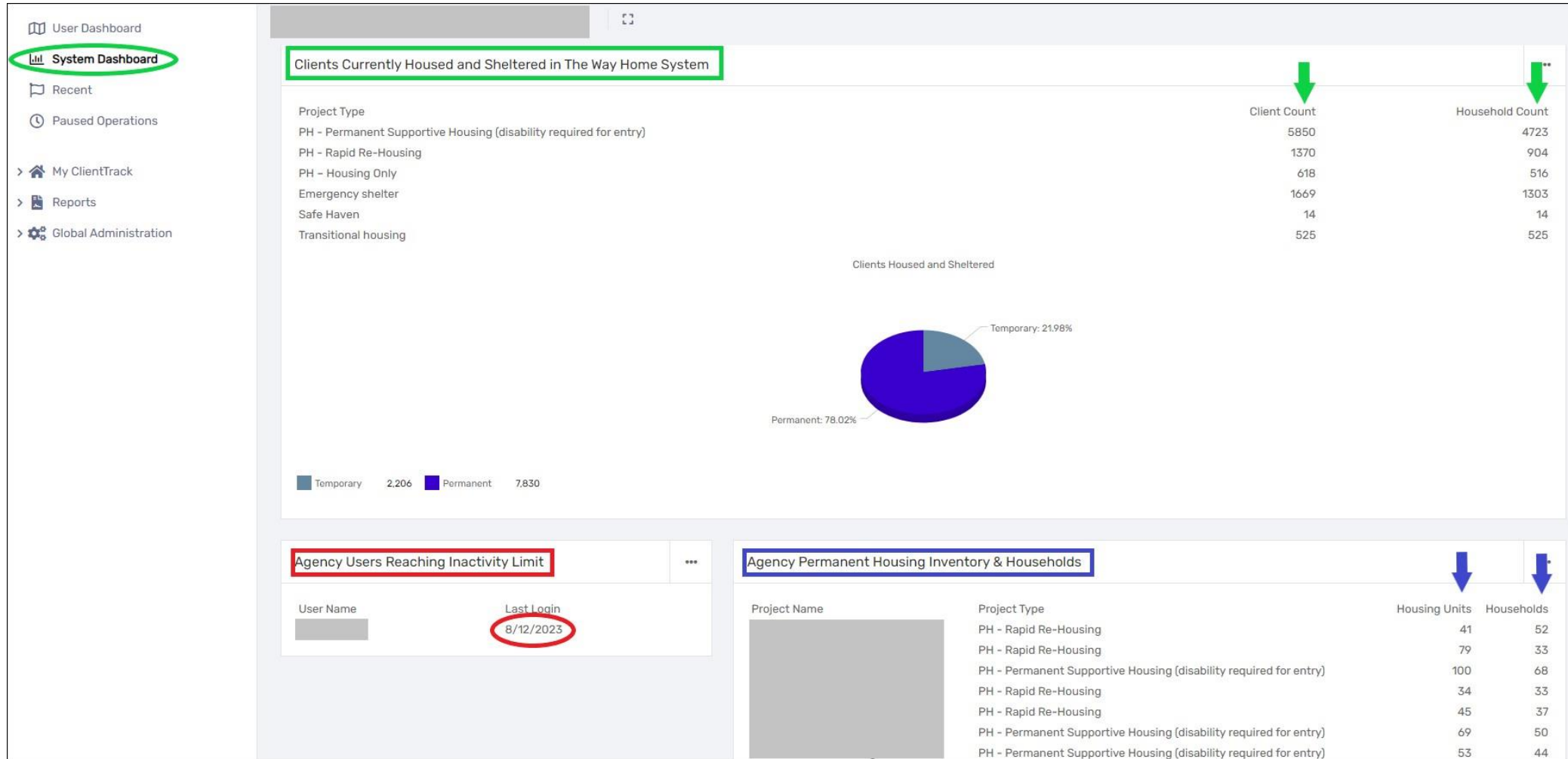


CoC System Performance Map

- Based on the CoC data uploaded to HUD's LSA tool
- Shows key performance indicators
- Only residential projects
- Useful for annual comparisons
- The next update in spring 2024



System Dashboard – Have you seen it?



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

Exit Destinations

Enrollment Exit

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

Exit Date: * 07/18/2023

Destination: * Other

Exit Reason: Other

Other Exit Reason: * Client received a voucher

Other Destination: * Client received a voucher

Case Manager Assignment:

End Case Assignment: ☐

Housing Move-in Date:

MM/DD/YYYY

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

Exit Date: * 07/18/2023

Destination: * Other

Exit Reason:

Other Exit Reason: *

Other Destination: *

Case Manager Assignment:

End Case Assignment: ☐

Housing Move-in Date:

Staying or living with family, temporary tenure (e.g., room, apartment or house)
Staying or living with friends, temporary tenure (e.g., room, apartment or house)
Moved from one HOPWA funded project to HOPWA TH

Permanent Housing Situation

Staying or living with family, permanent tenure
Staying or living with friends, permanent tenure
Moved from one HOPWA funded project to HOPWA PH
Rental by client, no ongoing housing subsidy
Rental by client, with HCV voucher (tenant or project based)
Rental by client in a public housing unit
Rental by client, VASH housing Subsidy
Rental by client, with GPD TIP housing subsidy
Rental by client, with ongoing housing subsidy
Permanent housing (other than RRH) for formerly homeless persons
Rental by client with RRH or equivalent subsidy
Owned by client, with ongoing housing subsidy
Owned by client, no ongoing housing subsidy

Exit Destinations

Enrollment Exit

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

Exit Date: * 09/28/2023



Destination: * Other

Exit Reason: * Other

Other Exit Reason: * The CL is being transferred

Other Destination: * The CL will continue to be

Case Manager Assignment: [Redacted]

End Case Assignment: ☐

Housing Move-in Date: 01/19/2023

Enrollment Exit

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

Exit Date: * 09/28/2023



Destination: * Permanent housing (other than RRH) for formerly homeless persons

Exit Reason: * Substance abuse treatment or detox center

Temporary Housing Situations

Transitional housing for homeless persons (including homeless youth)

Residential project or halfway house with no homeless criteria

Hotel or motel paid for without emergency shelter voucher

Host Home (non-crisis)

Staying or living with family, temporary tenure (e.g., room, apartment or house)

Staying or living with friends, temporary tenure (e.g., room, apartment or house)

Moved from one HOPWA funded project to HOPWA TH

Permanent Housing Situation

Staying or living with family, permanent tenure

Staying or living with friends, permanent tenure

Moved from one HOPWA funded project to HOPWA PH

Rental by client, no ongoing housing subsidy

Rental by client, with HCV voucher (tenant or project based)

Rental by client in a public housing unit

Rental by client, VASH housing Subsidy

Rental by client, with GPD TIP housing subsidy

Rental by client, with ongoing housing subsidy

Permanent housing (other than RRH) for formerly homeless persons

HMIS Support Committee

Preston Witt - [Harmony House](#)

Neysa Gavion - [West Houston Assistance Ministries](#)

Earnest Dyer - [The Salvation Army of Greater Houston](#)

Yvonne Benmar Gonzalez - [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 - [Volunteers of America](#)

Kelly Ward - [SEARCH](#)

HMIS Trainings

- HMIS New User Training
- HMIS Refresher Training
- HMIS HOPWA Training
- HMIS EVA Training
- HMIS Security Officer Training
- HMIS Housing Training
- HMIS Data Explorer Training
- HMIS Reports Training



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>



Training Snapshot for November

November		
<u>Training</u>	<u># of Training</u>	<u>Total Attendees</u>
HOPWA	1	5
New User	6	47
Refresher	2	27
Reports / APR Training	1	3
Data Explorer	1	9
Supervisor Support	1	5
Housing Training for Providers	1	6
EVA	1	23
	<u>Total Trainings</u>	<u>Total New Attendees</u>
	14	125



Refresher Training

Helps 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. **Refresher training is required of all new users three months after initial training.** **Accounts will be deactivated if the refresher is not attended.*



Refresher!

Eva Reports Reminders

Effective January 1, 2024

- Upload your data monthly
- Address High Priority issues immediately
- Fix Errors and any discrepancies in your data
- Reach out to us for assistance if needed
- Attend Eva trainings quarterly for updates

Eva training information is available at <https://www.homelesshouston.org/hmis-v2#HMISUserTrainings>



Question

When is the 2024 PIT Scheduled?

A. Jan 15

B. Jan 22

C. Feb 3

D. None of the above

HMIS Site Visits

HMIS Site Visits are being scheduled for all agencies that use the HMIS system.

Purpose is to confirm your agency is completing the data entry correctly in HMIS.




Coordinated Access

Coordinated Access Prioritization Policy Updates

The CFTH is recommending the following key revisions to The Way Home's Coordinated Access (CA) Prioritization Policy:

- Remove “score” categories from the prioritization policy
- Adjust the Diversion prioritization to prioritize first those who are experiencing literal homelessness, then those at imminent risk.
- Expound upon the purpose, policy and procedure of the CA Prioritization Policy

Prioritization Policy

	Coalition for the Homeless of Houston/Harris County	Housing Prioritization
	Subject: Service Delivery	
	Applies to: The Way Home CoC	Effective: 11/13/2023

PURPOSE:
To ensure that homeless and at-risk individuals and families identified through The Way Home’s Coordinated Access Assessment Process receive services in a standard and expedient way, while ensuring the most efficient allocation of system resources.

POLICY:
It is the policy of The Way Home that individuals and families with the most severe homeless service needs with the longest documented lengths of time homeless, and who are least likely to end their homelessness in the absence of CoC support as identified by the Coordinate Access Process, are prioritized for housing. Homeless individuals with unsheltered status in locations deemed as posing an immediate health and safety risk to both the individual and the community at large will be our foremost priority, and they will be paired with housing pathways tailored to their specific needs.

PROCEDURE:
The Way Home Continuum of Care (TX-700) has established guidelines that outline the order of priority for housing homeless individuals and families. The coordinated access process consist of standardized assessments to assess one’s needs, generate a vulnerability score and collection of eligibility documentation. 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 shelters, street outreach, day centers, emergency rooms, jails, and psychiatric facilities as well as significant health or behavioral challenges, such as substance use disorders or functional impairments.

ORDER OF PRIORITY IN CoC PROGRAM FUNDED PERMANENT SUPPORTIVE HOUSING

1. Chronically homeless individuals and families with the longest documented history of homelessness and the highest vulnerability score of those exhibiting the most severe homeless service needs.
2. Literally homeless individuals and families with a disability with the longest documented history of homelessness and the high vulnerability score of those exhibiting the most severe homeless service needs.
 - a. The CoC has not identified any chronically homeless individuals and families who meets all of the criteria for housing under the first priority.
3. Third Priority – Literally homeless individuals and families with the longest documented history of homelessness and the highest vulnerability score of those exhibiting the most severe homeless service needs.
 - a. The CoC has not identified any chronically homeless individuals, families, or youth who meets all of the criteria for housing under the first priority.
 - b. The CoC has not identified any chronically homeless individuals, families, or youth who meet all of the criteria for the housing under the second priority.

ORDER OF PRIORITY IN CoC AND ESG PROGRAM FUNDED RAPID REHOUSING

1. First Priority – Literally homeless individuals and families with a disability with the longest documented history of homelessness and the high vulnerability score of those exhibiting the most severe homeless service needs.
 - a. The literally homeless individual, head of household of a family, or youth who has previously received RRH rental assistance is eligible for a new RRH referral twelve (12) calendar months after the RRH exit. This group will remain eligible for Diversion.
2. Second Priority – Literally homeless individuals and families with the longest documented history of homelessness and the highest vulnerability score of those exhibiting the most severe homeless service needs.
 - a. The literally homeless individual, head of household of a family, or youth who has previously received RRH rental assistance is eligible for a new RRH referral twelve (12) calendar months after the RRH exit. This group will remain eligible for Diversion.

ORDER OF PRIORITY IN CoC, ESG, & HOME PROGRAM FUNDED HOMELESS PREVENTION & DIVERSION

1. First Priority – Literally Homeless individuals and families with the highest vulnerability score of those exhibiting the most severe homeless service needs.
2. Second Priority – Imminently at Risk
 - a. The imminently at risk of homelessness individual, head of household of a family, or youth, when assessed through Coordinated Access, do not receive a score due to not being literally homeless.


Coordinated Access Tool Updates

- New Max score for chronic and non-chronic.
 - Only chronic individuals will be eligible for PSH. ("yes on dashboard next to "chronic").
 - Anyone who is not chronic will be referred to the first available housing slot they are eligible for. Either local supportive housing or rapid rehousing.
- Scores of 10+ will be considered "eligible" for Housing (this is not a change).
 - This does not guarantee a referral.
- Below ten will still be placed on Diversion (this is not a change).
 - We are still not assessing individuals at imminent risk of homelessness.

FY2024 Housing Prioritization Tool

		Answer	Score
1	Where did you sleep last night?	Streets	
		Shelter	
2	Have you been homeless in the past?	Yes	
3	How many times have you been homeless in the past 3 years?	4+	
4	Frequent service user (calculated)	Yes	
5	Do you or anyone in your household have a disabling condition?	Yes	
6	How many times in the past 6 months have you accessed medical services in the ER?	1	
		2-3	
		4+	
7	Do you have a serious physical health diagnosis that requires palliative care, hospice or terminal illness treatment? (Examples: symptomatic AIDS, cancer, tracheotomy, colostomy, open wounds with instructions to keep clean, end-stage renal disease, end-stage liver disease, amyotrophic lateral sclerosis (ALS or Lou Gherig's disease) terminal illness, or in hospice)	Yes	
8	Have you ever been involuntarily hospitalized for mental health condition?	Yes	
9	In the past year, have your drugs or alcohol usage had a negative impact on your life?	Yes	
10	Have you ever been involved in the foster care system?	Yes	
11	Have you ever been involved in the juvenile justice system?	Yes	
12	How many times in the past year have you been arrested or been in jail/prison/juvenile detention?	1	
		2-3	
		4+	
13	Are you homeless or do you remain homeless because someone is hurting you?	Yes	
14	Has someone asked (or forced) you to have sex or sell anything in exchange for something?	Yes	
15	Is someone threatening to harm you or your family if you don't do what they ask?	Yes	
16	Do you have income?	No	

Max Score: 36

Chronically Homeless: No 

Frequent: No 

Simplifying Eligibility

- ~~>10 Diversion~~
- ~~10-17 RRH~~
- ~~17-28 ABYS/DED +~~
- ~~28+ PSH~~

> 10 Diversion

Non-Chronic Non-Disabled = RRH

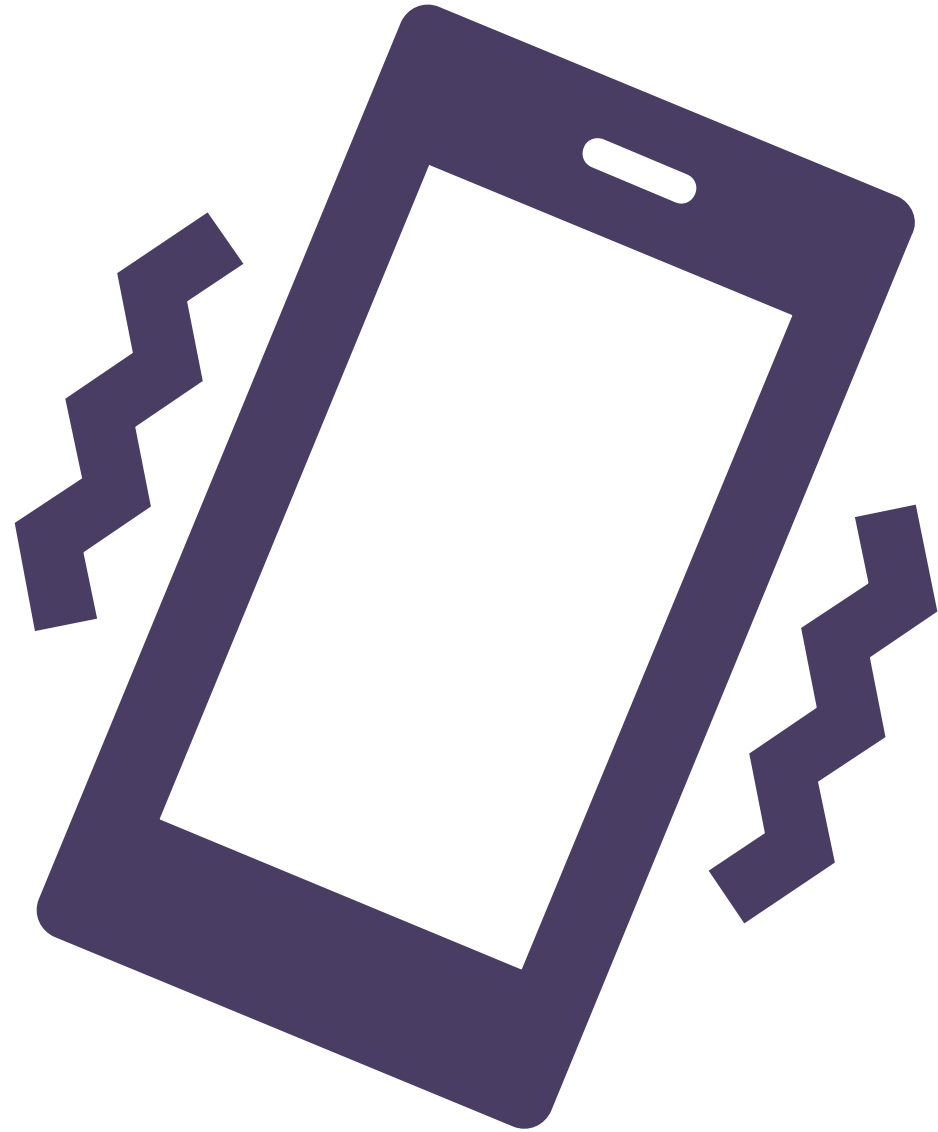
Disabled Non-Chronic = RRH or “Local Supportive Housing Funding”

Chronic = PSH

Score equals vulnerability, not eligibility.

CA Intake Line Changes 2024

- CFTH is actively working towards implementing changes to the CA intake line for the 2024 calendar year.
- Anticipate changes to
 - Accessibility
 - Process
 - Services provided
 - Criteria to complete assessment through intake line



See something, say something

- You need contact information
- Client's referral was recently closed out (30 days)
- Your site needs support with completing assessments or in-reach
- A workflow or assessment function is not working

CA@homelesshouston.org



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 Quarterly Forums

- Agency responsibility - Attend HMIS quarterly Forums for current or upcoming information. Have one person from your department and attend, then have them go back and share information learned at a staff meeting.



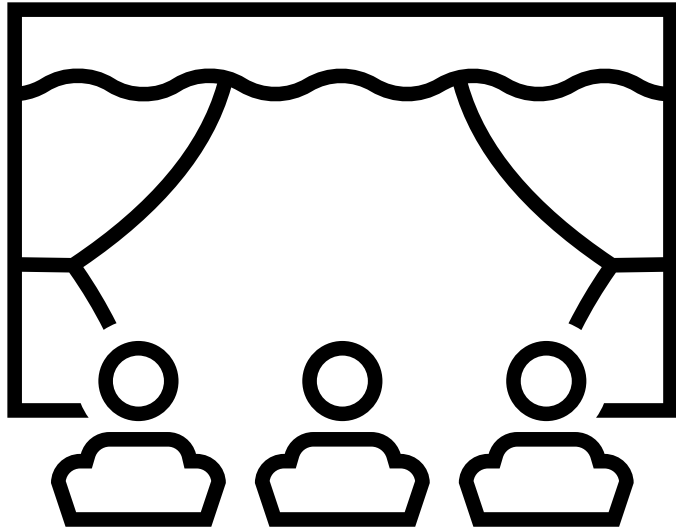
2024 HMIS Forums

- March 19, 2024
- June 25, 2024
- September 19, 2024
- December 05, 2024
- 2-4 PM

Location- United Way of Greater Houston
50 Waugh Dr., Houston, TX 77007







PLAY AND LEARN

HMIS Jeopardy! Rules

- We need five teams of five people
- Each team must choose a captain who will provide the answers
- The teams will take turns selecting a question from the grid
- After the question is displayed, the team has 15 seconds to provide the answer
- The team that scores the highest wins!
- The Final Jeopardy! will be played only if there's a tie



2024 Security Training

- Each end user must complete annual security training provided by HMIS Staff. Failure to complete this training will result in user account suspension until the training has been completed. Refresher training is required of all new users three months after initial training. Accounts will be deactivated if the refresher is not attended.
- This training will start in February 2024 (will be recorded)

Thank You!!

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris, Ft. Bend, & Montgomery Counties.
For more information visit www.thewayhomehouston.org



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