



**CFTH**

**COALITION FOR THE HOMELESS  
OF HOUSTON/HARRIS COUNTY**



**The Way  
Home**

Making the homeless response system work – better.



# 1<sup>st</sup> Quarter 2026 HMIS Forum Agenda

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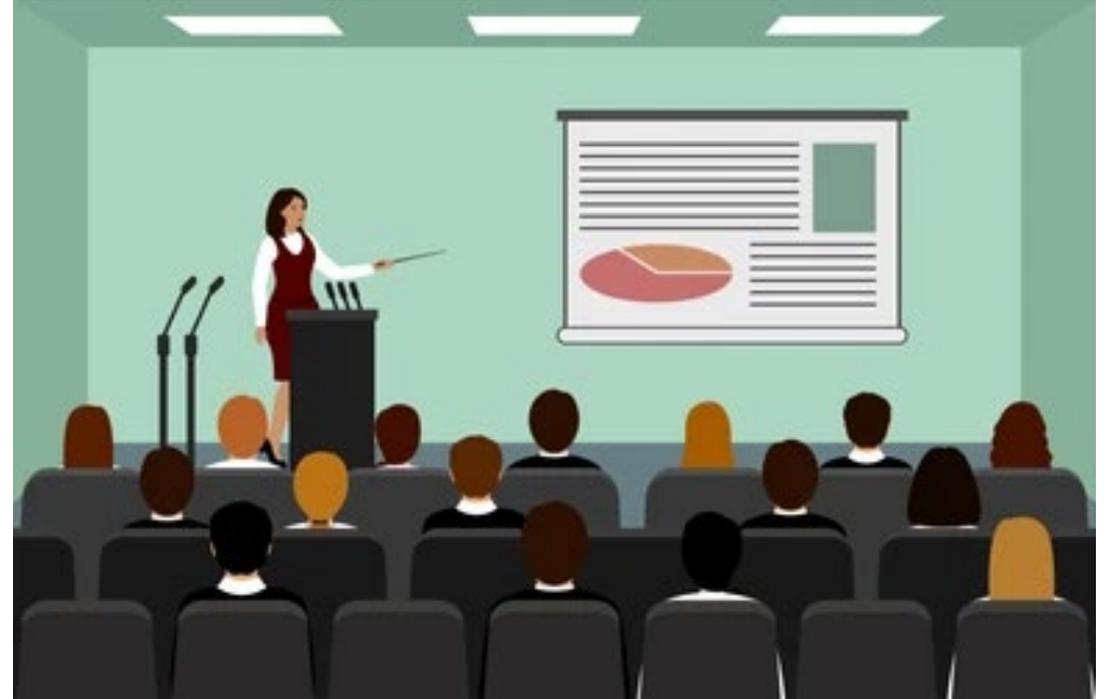
- 🕒 Welcome & Introduction
- 🕒 HMIS In Numbers & PH Placements
- 🕒 PIT Count Data Quality
- 🕒 Data Integrity
- 🕒 The Way Home Dashboard Update
- 🕒 YYA Assistance Form
- 🕒 2<sup>nd</sup> Annual HMIS Data Symposium!
- 🕒 Site Visits & Security Training
- 🕒 HMIS Support Committee
- 🕒 HMIS Reminders



# HMIS Forum Purpose

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- The purpose of the forum is to inform the HMIS community about recent data trends, ongoing system-wide activities, and important developments regarding the HMIS and our software ClientTrack.



# HMIS & Coordinated Entry Team

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Renee Cavazos –  
VP of Homeless  
Response System

Agnes Asigbey -  
Manager of Data  
Quality and  
Systems  
Reporting

Erol Fetahagic -  
Director of HMIS  
Administration

Kelita Beechum -  
Manager of HMIS  
External Partner  
Engagement

Yvette Fuentes –  
Manager of HMIS  
Administration

Heady Cassidy –  
Associate of HMIS  
Administration

Rand  
Chaqmaqchee –  
Associate of HMIS  
External Partner  
Engagement

Karen Flores –  
Associate of HMIS  
Data Quality and  
Systems Reporting

RaSara Rodriguez  
– Associate of  
HMIS External  
Partner  
Engagement

John Slimp –  
Senior Data  
Systems Engineer

Jordan Jupe  
Hassenflu –  
Senior Manager of  
Coordinated Entry  
and Intake

Scot More –  
Coordinated Entry  
Sr. Associate /  
Homeless  
Court Admin

Carmen Carreon –  
Coordinated Entry  
Associate



# Welcome New Agencies

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 The Encore

 New Purpose House



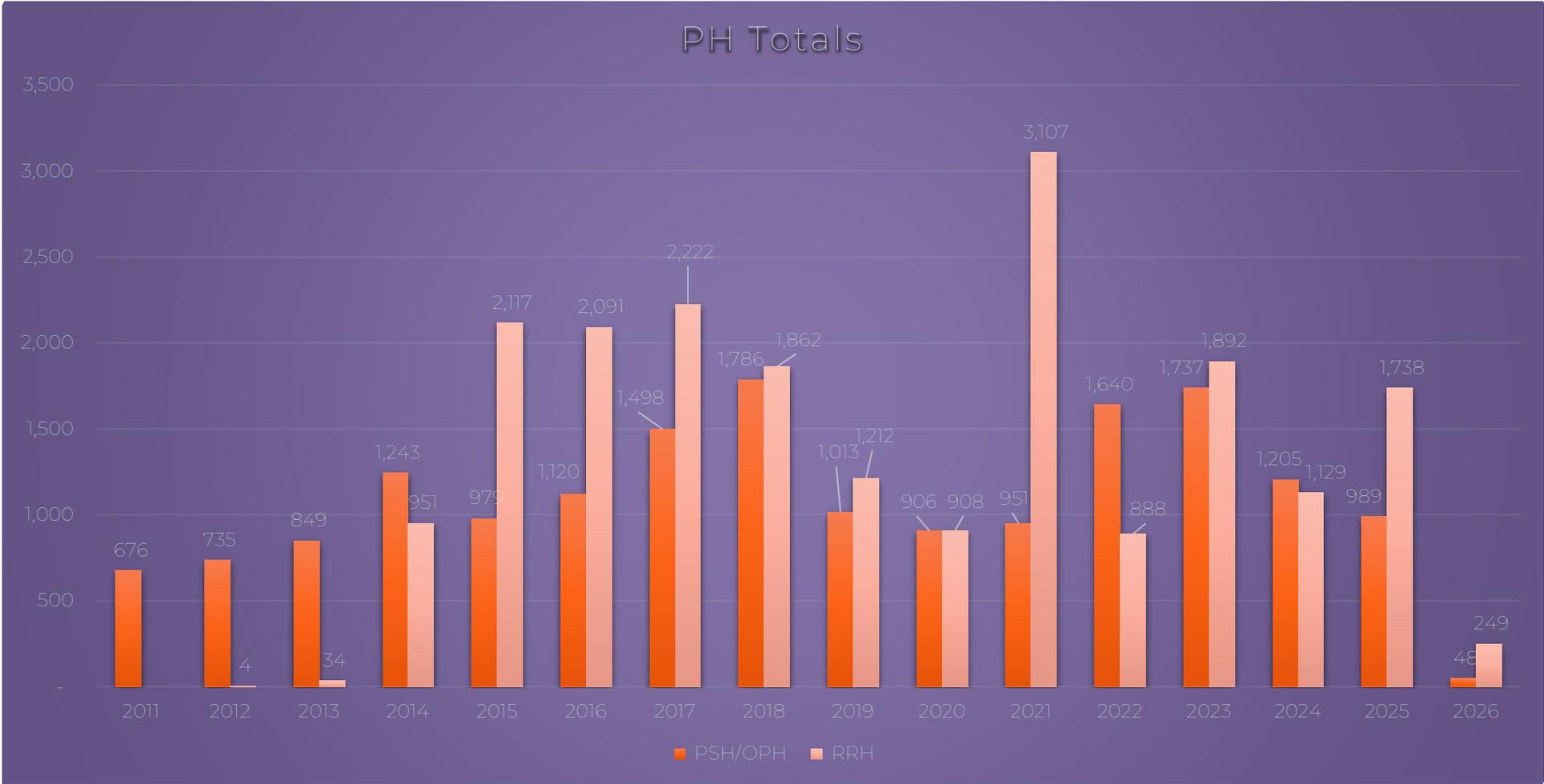
# HMIS in Numbers – March 2026

| Partner Organizations                          | 107    | ↗ |
|------------------------------------------------|--------|---|
| Active Projects                                | 243    | ↘ |
| HMIS Users                                     | 982    | ↘ |
| Clients in Shelters (ES, TH, SH)               | 1,618  | ↗ |
| Clients in Street Outreach                     | 2,474  | ↘ |
| Clients in Permanent Housing (PSH, RRH, OPH)   | 7,350  | ↗ |
| Clients in Other Projects (CE, HP, SSO, Other) | 22,513 | ↘ |
| Total Active Clients                           | 33,955 | ↘ |

↗ ↘ Trend since March 2025



# Housing Placement Trend



# Point-In-Time Count Data Quality

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- Sheltered Count during the night of February 23
  - ES, TH & SH count generated from HMIS data
  - DV data reported manually
- Unsheltered Count February 24-26
  - Day 1 – Inner Loop
  - Day 2 – West
  - Day 3 – East
- Data Quality Issues
  - Shelter data & DV reports
  - Surveys & Observations
- Final report expected in April -May



Have you participated in the PIT Count?



# Data Integrity

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## ○ What is Integrity?

- The quality of being honest, having strong moral principles, and maintaining consistency between actions and values, often defined as doing the right thing even when no one is watching. (AI Overview)

## ○ What is Data Integrity?

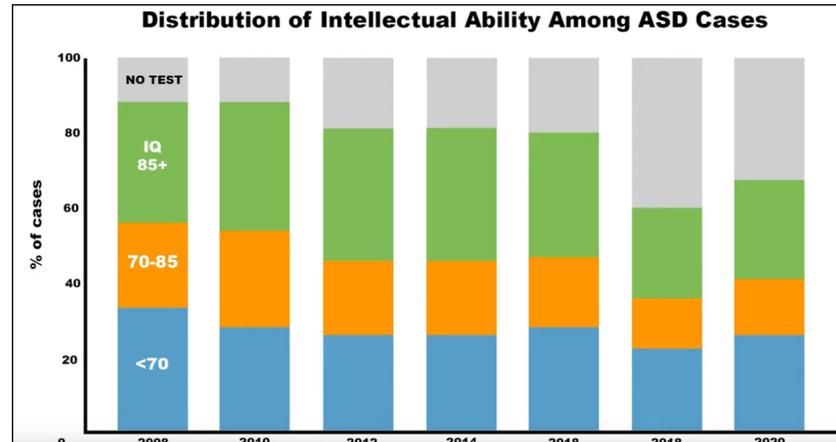
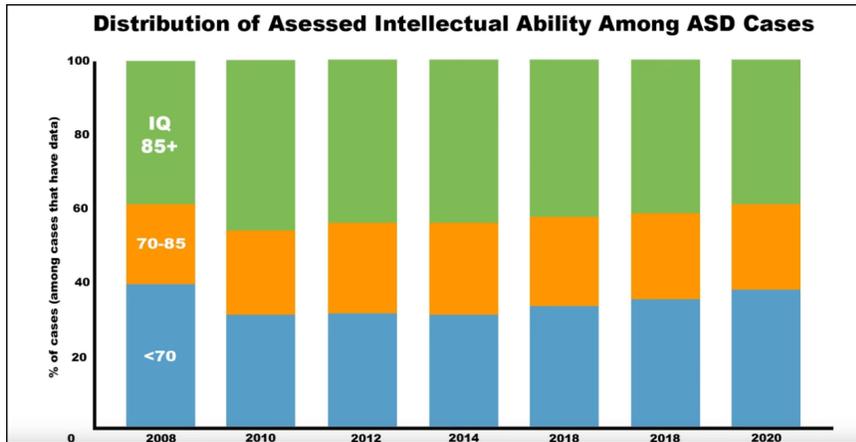
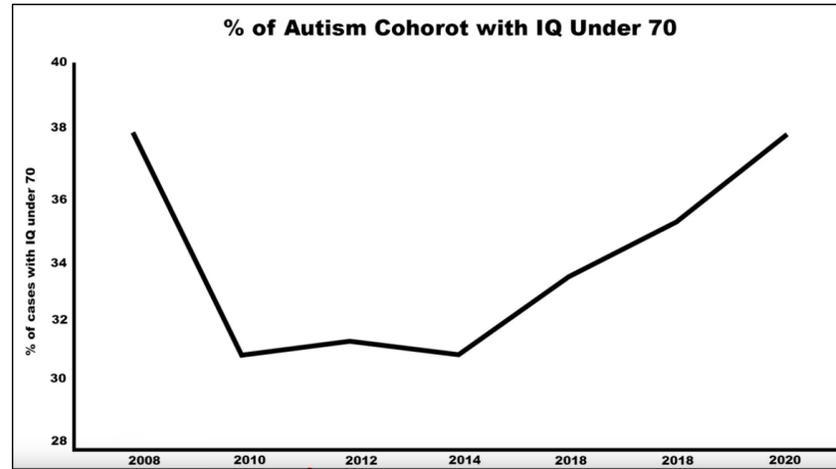
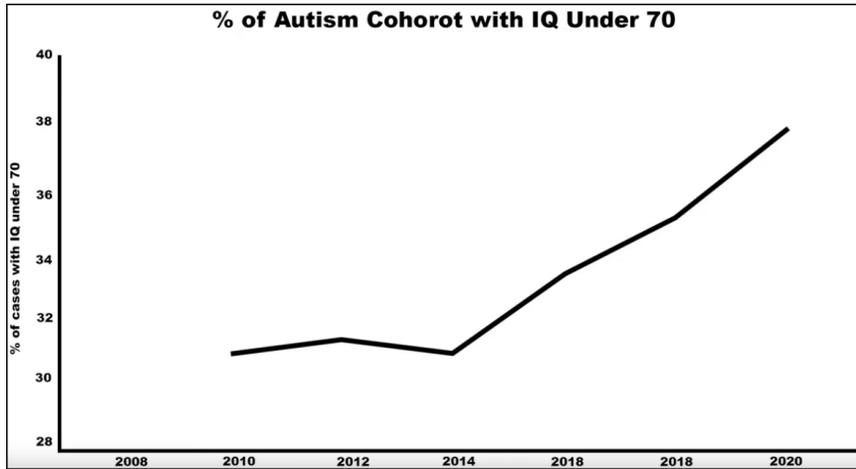
- The assurance of accuracy, consistency, and reliability of data throughout its entire lifecycle, from creation to deletion. (AI Overview)

## ○ What is Data Presentation Integrity?

- Honest, accurate, and transparent communication of data through visualizations and reports. It requires avoiding visual distortions, such as misleading axes or 3D effects, to ensure the audience interprets the data truthfully. (AI Overview)



# Data Presentation Examples



# The Way Home Dashboard Update

Demographics tab revamp

**Date Range** ⓘ

1/1/2025 12/31/2025

**Project Type** ⓘ

Select all

Coordinated Entry

Day Shelter

Emergency Shelter - Entry Exit

Emergency Shelter - Night-by-...

**Household Status**

Head of Household

Non-Head of Household

**Veteran**      **Disabling Condition**

No             No

Unknown       Unknown

Yes             Yes

**Ethnicity** ⓘ

Hispanic/Latina/o

Non-Hispanic/Latina/o

**Age Category**

Adults 25+

Children

Young Adults




**Total Unique Clients Served**

**12380**

**Average Unique Clients Served Per Month**

**2838**

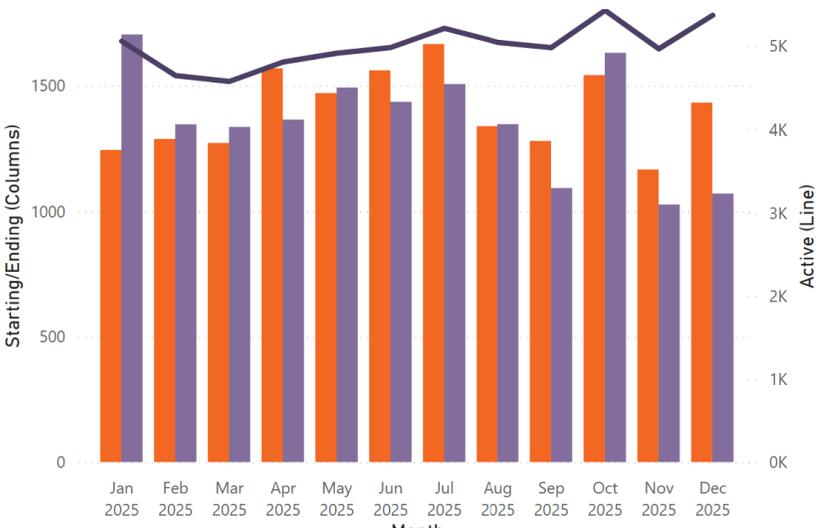
Are all of the clients represented here literally homeless? ⓘ

How is this data different from the annual Point in Time (PIT) Count? ⓘ

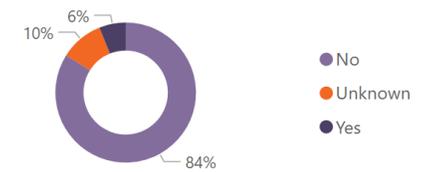
Where does this data come from? What does it show? ⓘ

Whom do I contact for more information? ⓘ

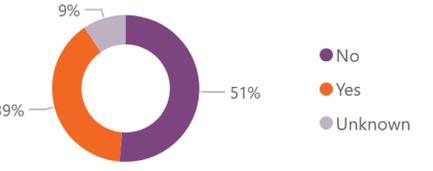
**Enrollments by Month**



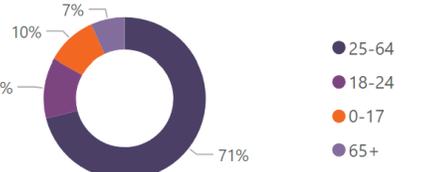
**Unique Veteran Clients**



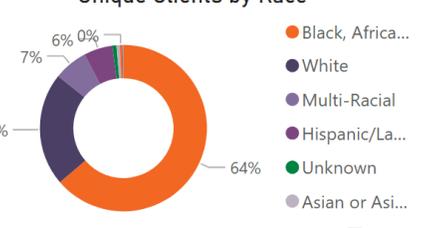
**Unique Clients with a Disabling Condition**



**Unique Clients by Age**



**Unique Clients by Race**



Microsoft Power BI

< 1 of 2 >

73%



# The Way Home Dashboard Update

 New Permanent Housing tab

**Date Range**

1/1/2025  12/31/2025 



**Housing View** 

In Housing

Move Ins Only

**Project Type**

All 

**Household Type**

All 

**Veteran**

All 

**Disabling Condition**

All 

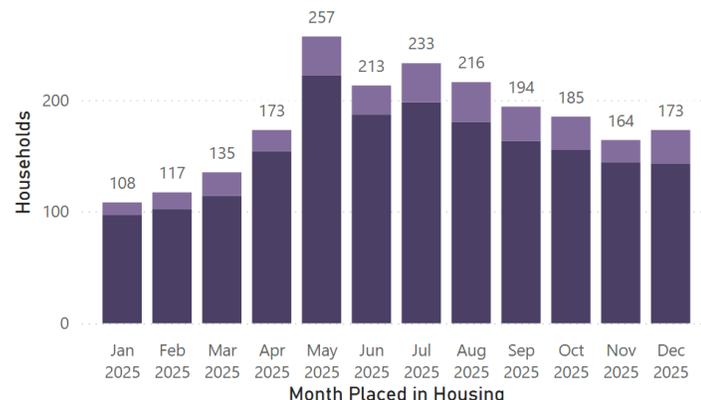
**Age Range**

All 

| Unique Multi-Person Households Housed | Unique Single Person Households Housed | Unique Total Households Housed | Total People Housed | Average Days From Referral to Enrollment | Average Days From Enrollment to Move In |
|---------------------------------------|----------------------------------------|--------------------------------|---------------------|------------------------------------------|-----------------------------------------|
| <b>309</b>                            | <b>1776</b>                            | <b>2085</b>                    | <b>2698</b>         | <b>19.9</b>                              | <b>44.1</b>                             |

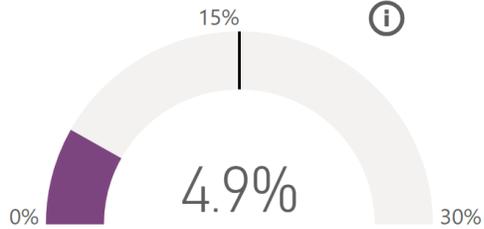
**Households Housed Over Time**

● Single Person ● Multi-Person

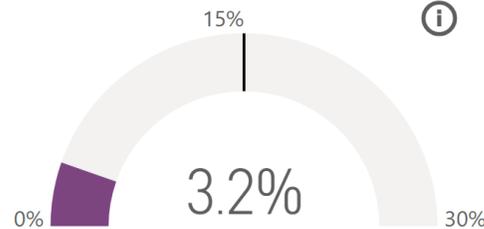


| Project Type              | Count |
|---------------------------|-------|
| PH - Rapid Re-Housing     | 1114  |
| PH - Permanent Support... | 721   |
| Single Person             | 1114  |
| Multi-Person              | 253   |
| PH - Other Permanent H..  | 171   |
| Single Person             | 171   |

**Percent of Households Increasing Income**



**Percent of Households Connected to Benefits**



Microsoft Power BI

< 2 of 2 >



# YYA Assistance Form

- The YYA Assistance Form was created to connect youth experiencing homelessness to outreach services.
- The form is now live, and the CFTH Youth team is working to distribute information about accessing it.
- The form can be reached from the CFTH website, and at this link:

A screenshot of the online form interface. At the top is the CFTH logo, which consists of two interlocking loops in orange and purple, with the text 'CFTH COALITION FOR THE HOMELESS OF HOUSTON/HARRIS COUNTY' below it. The title 'Youth and Young Adult Assistance Form' is centered. Below the title is a paragraph: 'This form was created to help connect youth and young adults age 13–24 at risk of or currently experiencing homelessness with outreach services. If you are not in this age group, please see the resources on our [website](#).' This is followed by another paragraph: 'The information you provide will remain confidential to CFTH and its relevant service providers in the homeless response system. After you submit the form, CFTH or one of its providers will reach out to you through the contact information provided. A confirmation email will be sent as well with details on how to access your request in the CFTH Public Portal.' Below this is a teal-colored box containing the text 'I understand that this help form is intended for youth and young adults under the age of 25.' and a green dropdown menu. A large teal button with a white arrow icon and the word 'SUBMIT' is centered below the dropdown. At the bottom of the form, a small italicized note reads: 'Your information will be kept confidential and only shared with relevant service providers. We typically respond within 1-2 business days.'

# 2nd Annual HMIS Data Symposium!

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Join us for an exciting 2nd Annual HMIS Data Symposium hosted by CFTH! This year's theme, "Data-Driven Solutions for Homeless Services Delivery," will explore how data-driven strategies improve homeless service delivery.

Event Details:

Date: Thursday, June 4, 2026

Registration and Check-In: 8 AM – 9 AM

Event Time: 9:00 AM – 4:00 PM

Location: United Way of Greater Houston, 50 Waugh Drive  
Houston, TX 77007

Parking: You may park at the United Way parking garage

Attire: Business attire

Cost: Free of charge

Additional Note: Breakfast and lunch will be provided



# What to Expect

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- The symposium will bring together technology professionals, software vendors, data experts, healthcare and criminal justice leaders, and homeless response providers to discuss data-informed decisions that transform our system to make it more accountable, equitable, and efficient. Presentations and panel discussions will cover:

- Data collection and Management – best practices for maintaining data quality

- Criminal Justice and Re-Entry - using data to support continuity of care

- Partnerships/Collaborations for Data Excellence - highlight the benefits of collaborations in achieving data-driven goals

- Data-driven enhancements – how agencies are using data to improve service delivery.

- Innovation in addressing homelessness – AI, API integrations, dashboards, and emerging technologies

- Limited seating– Registration coming soon. Participation in this symposium is by invitation only. Each partner agency may send up to five (5) representatives, including the CEO, Director/Manager, Data, and IT staff.

- If you would like to attend, please contact Agnes Asigbey at [agnes.asigbey@cfthhouston.org](mailto:agnes.asigbey@cfthhouston.org)



# Why Attend?

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- The symposium provides a platform for experts to share their work, knowledge, experiences, best practices, data models, and cutting-edge technologies that support addressing and ultimately ending homelessness. The symposium aims to achieve the following goals:
  - Bring leaders and stakeholders into alignment around what data-driven strategies mean to our homeless response system
  - Demonstrate the value of data investments and encourage continued innovation
  - Break down silos between data professionals, leadership, and service providers
  - Establish stronger connections for meaningful partnerships and future collaborations
- Event benefits
  - An opportunity to share your ideas with experts in the field
  - Increased visibility for your organization's contributions to ending homelessness
  - Valuable networking opportunities with leading professionals in the field
  - A chance to influence the direction of future service delivery models through data-driven approaches



# Symposium Presenters & Panelists

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## Presenters & Special Attendees

- Simtech Solutions, Inc.
- Fortell.AI
- University of Houston, College of Medicine
- United Way of Greater Houston
- Texas Homeless Network
- Coalition for the Homeless – HMIS
- Patient Care Intervention Center
- City of Houston Health Department
- Dallas City CoC(Housing Forward)
- El Paso CoC
- Fort Bend Women’s Center(DV)
- Houston Area Women’s Center(DV)



# HMIS Site Visits

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- Our HMIS team completes site visits with every participating agency to ensure ongoing HMIS compliance.
- Ensure agencies follow HMIS data standards
- Support staff with training and technical assistance
- Strengthen data quality and accuracy
- Protect client privacy and security
- Identify opportunities for improvement
- Maintain consistency across the CoC



# 2026 Annual Security Training

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- Mandatory: All HMIS end users must complete annual security training provided by HMIS staff.
- Deadline: must be completed by March 27, 2026.
- Access: The training is recorded and can be taken at any time before the deadline. Recorded training will be posted on March 9, 2026
- Requirements:
  - Review the entire training session.
  - Complete and submit the accompanying test.
- Tracking : HMIS will record attendance and test scores; no certificates will be issued this year.
- Additional Info: Training session details will be posted soon on the HMIS Bulletin Board and Training Calendar.



# HMIS Trainings

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- HMIS New User
- HMIS Refresher
- HMIS Reports
- HMIS HOPWA
- HMIS Housing
- HMIS Security Officer
- Eva Reports
- Data Explorer
- APR/CAPER Reports



# HMIS Support Committee

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**Role of 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.



**Homeless Management Information System Project Purpose** The HMIS is a database used to record and track client-level information on the characteristics and service needs of homeless persons and those at-risk of becoming homeless. HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.



# HMIS Support Committee

## Committee Leadership

Chair: Preston Witt — Harmony House

Vice Chair: Neysa Gavion — West Houston Assistance Ministries

Secretary: Dua Ata — Islamic Society of Greater Houston

## Committee Members

Eddie Jesse — The Harris Center

Morris Cole — Volunteers of America

Elizabeth Mellado — Star of Hope

Earnest Dyer — Salvation Army Greater Houston

Deborah Veals-Vann — Allies in Hope

Valerie Beckham — Wellsprings Village

Kelly Ward — SEARCH Homeless Services

Richard Alvarez — The Harris Center

Omar Sesay — The Harris Center

Nicholas Ables — City of Houston

Ashanni Rogers — Lived Experience

Yvonne Benamar — El Centro de Corazon

Charlotte Garner — Lived Experience



# HMIS Support Committee Dates

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## Location

- 2000 Crawford, 15<sup>th</sup> floor

## Time

- 2:15 – 3:30

## Dates

- February 18, 2026
- May 20, 2026
- August 19, 2026
- November 18, 2026



# Ice Breaker

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If HMIS were a person, how would you describe them today?



# HMIS Reminders and Access Compliance

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## User Access Monitoring

- Inactive users are locked out after 45 days to prevent unauthorized access and encourage system engagement.

## Account Security Responsibility

- Users must never share usernames or passwords to maintain audit trails and comply with data protection standards.

## Confidentiality Enforcement

- Potential confidentiality breaches lead to immediate access suspension, protecting clients and agencies legally.

## Timely Account Deactivation

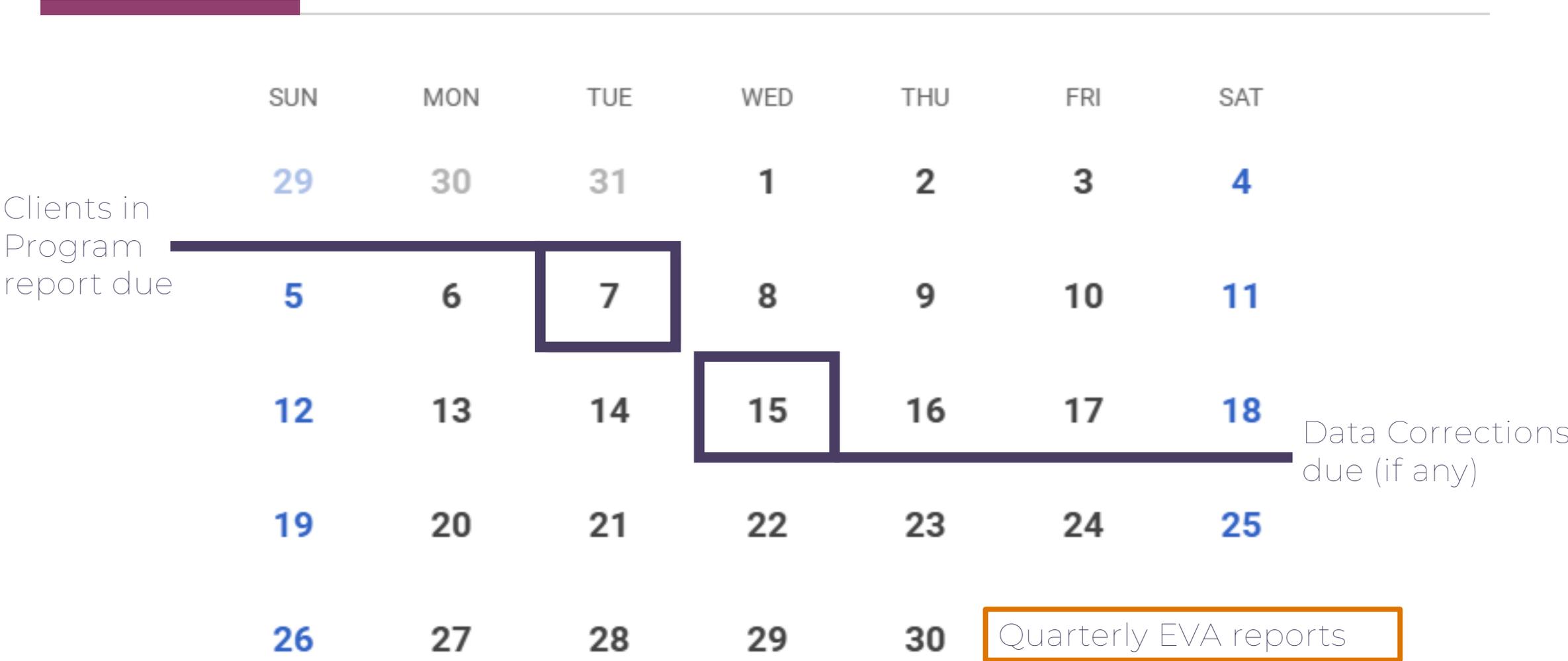
- Agencies must notify promptly when users leave to deactivate accounts and secure sensitive data.

## Controlled New User Access

- New User gain access only after training, official account setup, and signing user agreements.



# HMIS Important Due Dates



# We need a report for that



No matter the funding source – if you have a client enrolled in a project within your organization, we need a report for that



The Clients in Program Report for EACH project within your organization is due to [hmis.reports@cfthhouston.org](mailto:hmis.reports@cfthhouston.org) by the 7<sup>th</sup> of each month



Corrections (if any) are due by the 15<sup>th</sup> of each month with a follow up e-mail that includes the data quality report showing all zeros.

# Monthly Report Reminders

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- All HMIS participating agencies are required to submit the Clients in Programs (CIP) report by the 7<sup>th</sup> day of every month. Reports submitted are tracked, and the information is compiled for compliance and reporting purposes.
- Do not run the Client's In Program report for "credit."

## Run the CIP report for data accuracy

- Long enrollment length can mean – annuals due or exits need to be done
- An unexpected number of clients under the program total may be – forgotten enrollments

## Run the PH move-in date report for all PSH and RRH projects

- Look for missing move-in dates to see if one needs to be entered

## Run the Exit Destination Update report for all projects

- This report shows anyone with a negative exit who was housed within 3 months

## Unsure what any of these reports are

- register for reports training at [The Way Home Partner Portal](#)



# Annual Assessments

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## Annual Assessments

- Due annually based on the client's project start date
- An annual assessment must be completed within  $\pm 30$  days of the anniversary of the project start date

Example: If a client entered a project on May 10, 2024, the annual assessment window is: April 10 – June 9, 2025



# Eva Report Requirements

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| Category              | Details                                                                                                                 |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------|
| Quarterly Reporting   | Residential projects must submit Eva data quality reports quarterly beginning Jan 2025                                  |
| Deadlines             | Jan–Mar 2026 due Apr 30, 2026<br>Apr–Jun 2026 due Jul 31, 2026                                                          |
| Other Projects        | Encouraged to upload and review data starting Jan 2026                                                                  |
| Next Eva Training     | April 10, 2026 at 9 AM                                                                                                  |
| Training Registration | <a href="https://www.cfthouston.org/hmis-v2#HMISUserTrainings">https://www.cfthouston.org/hmis-v2#HMISUserTrainings</a> |
| Eva Website           | <a href="https://hmis.abtsites.com/eva/">https://hmis.abtsites.com/eva/</a>                                             |
| Advanced Sessions     | Data Explorer<br>APR/CAPER/SPM<br>One-on-One/Small Group Support                                                        |



# Overview of HUD Housing Inventory

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## Comprehensive Housing Inventory

HMIS tracks all beds and units serving homeless individuals and families within a Continuum of Care.

## Categorization by Household Type

Beds and units are categorized by household type, including adults-only, family, and child-only households.

## Dedicated vs Non-Dedicated Beds

Inventory distinguishes dedicated beds reserved for subpopulations, such as veterans, from non-dedicated beds.

## Annual Review and Reporting

The housing inventory is reviewed and updated annually (project descriptors report) before the Housing Inventory Count to ensure data accuracy.



# Project Descriptors Reminder

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🕒 Project descriptors were due 02/27/2026 for the following projects:

- Emergency Shelter (ES)
- Safe Haven (SH)
- Transitional Housing (TH)
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)

🕒 If you haven't turned it in (about 15 projects), do so ASAP



# HMIS Issue Tracking & Support

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## Key Requirements

- Issues must be tracked for reporting purposes.
- Do not email HMIS staff directly unless instructed.
- Submit and review tickets through <https://homelesshouston.issuetrak.com/Login.asp>
- If additional information is needed, log into your IssueTrak account to view updates or resolutions.
- All HMIS users have an IssueTrak username and password; contact HMIS Support if you need login details.

## HMIS Help Desk

- Phone: 832-531-6030 or 832-531-6031
- Hours: Monday–Thursday (excluding holidays)
  - 9:00 AM – 11:00 AM
  - 1:00 PM – 3:00 PM

When leaving a message, allow until close of business for a response



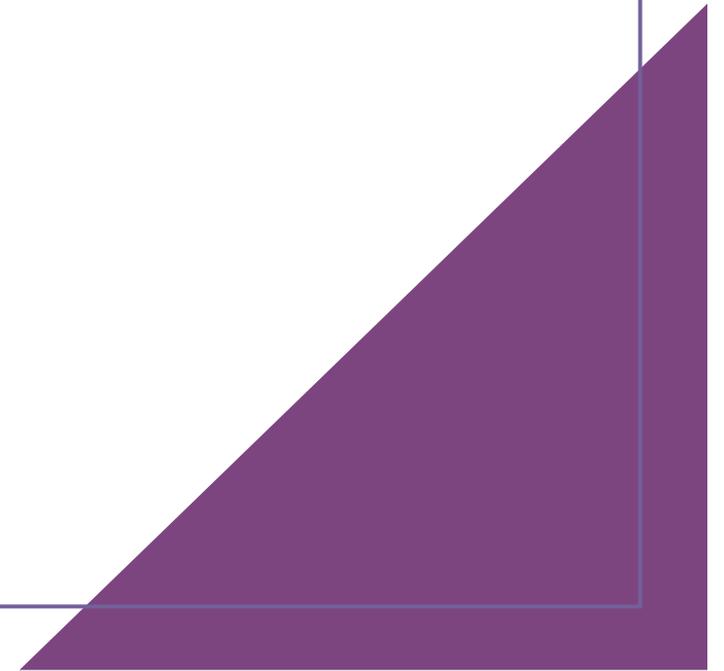
# HMIS Forum Dates

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- 🕒 Thursday, June 18, 2026
- 🕒 Thursday, September 10, 2026
- 🕒 Tuesday, December 15, 2026



# Coordinated Entry



# Case Conferencing Review Committee

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The CCRC Referral Form is used in rare situations where a household's vulnerability or urgency is not fully captured through the Coordinated Entry (CE) assessment. Only providers formally partnered with The Way Home and participating in CE may submit referrals.



Please complete all sections and send the form to [CE@cfthhouston.org](mailto:CE@cfthhouston.org).



This form is not for households already enrolled in a The Way Home housing program and is not a grievance tool. To file a complaint, please use the official TX-700 Grievance – Services/Housing Clients process.



# Anticipated Changes 2026

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Homeless History calculation



New Questions, designed to capture, strengths, vulnerability and acuity



Streamlined Workflow



Built in and expansion of referral options



# Research Opportunity for Women with Lived Experience

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- CFTH is working with 2 Rice University students
- Tegan is exploring how limited access to maternal health, childcare, and basic needs can increase vulnerability to homelessness or hinder the process of rehousing
- Caitlin is studying the intersectionality of women of color and the eviction process.
- Participants will be compensated.



Thank you

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@cfthouston

