



COALITION FOR THE HOMELESS  
OF HOUSTON/HARRIS COUNTY

  
The Way  
Home

Making the homeless response system work – better.

# 2<sup>nd</sup> Quarter 2026 HMIS Forum Agenda

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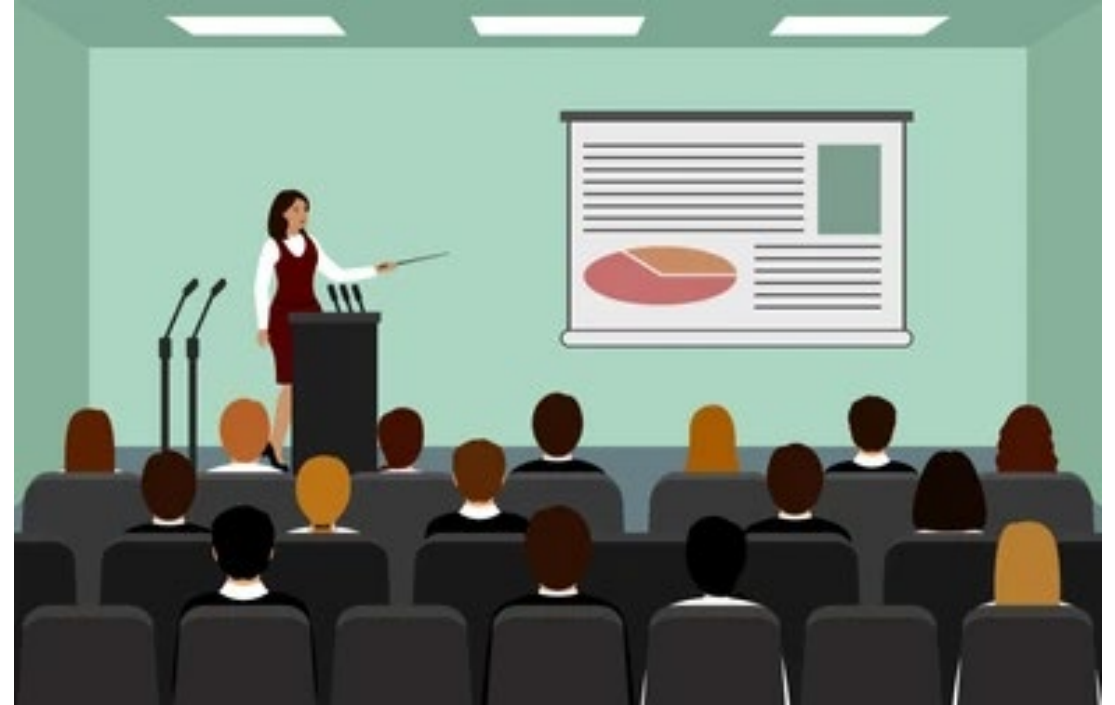
- 🌀 Welcome & Introduction
- 🌀 2026 PIT Count & Annual Trends
- 🌀 Central Identity
- 🌀 Cara AI
- 🌀 HMIS Site Visits
- 🌀 HMIS Support Committee
- 🌀 Symposium Highlights
- 🌀 HMIS Usage Survey



# 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, Data Systems & Coordinated Entry

Renee Cavazos – VP of Homeless Response System

Erol Fetahagic - HMIS Director

HMIS Administration Team

- Yvette Fuentes – Manager of HMIS Administration
- Heady Cassidy – Associate of HMIS Administration

HMIS Data Quality Team

- Agnes Asigbey - Manager of Data Quality and Systems Reporting
- Karen Flores – Associate of HMIS Data Quality and Systems Reporting

HMIS External Engagement Team

- Kelita Beechum - Manager of HMIS External Partner Engagement
- RaSara Rodriguez – Associate of HMIS External Partner Engagement
- Rand Chaqmaqchee – Associate of HMIS External Partner Engagement

Cross-Functional Data Systems Team

- John Slimp – Senior Data Systems Engineer
- Camille Ruff - HRS System Performance Analyst

Coordinated Entry Team

- Jordan Jupe Hassenflu – Senior Manager of Coordinated Entry and Intake
- Scot More – Coordinated Entry Sr. Associate / Homeless Court Admin
- Carmen Carreon – Coordinated Entry Associate

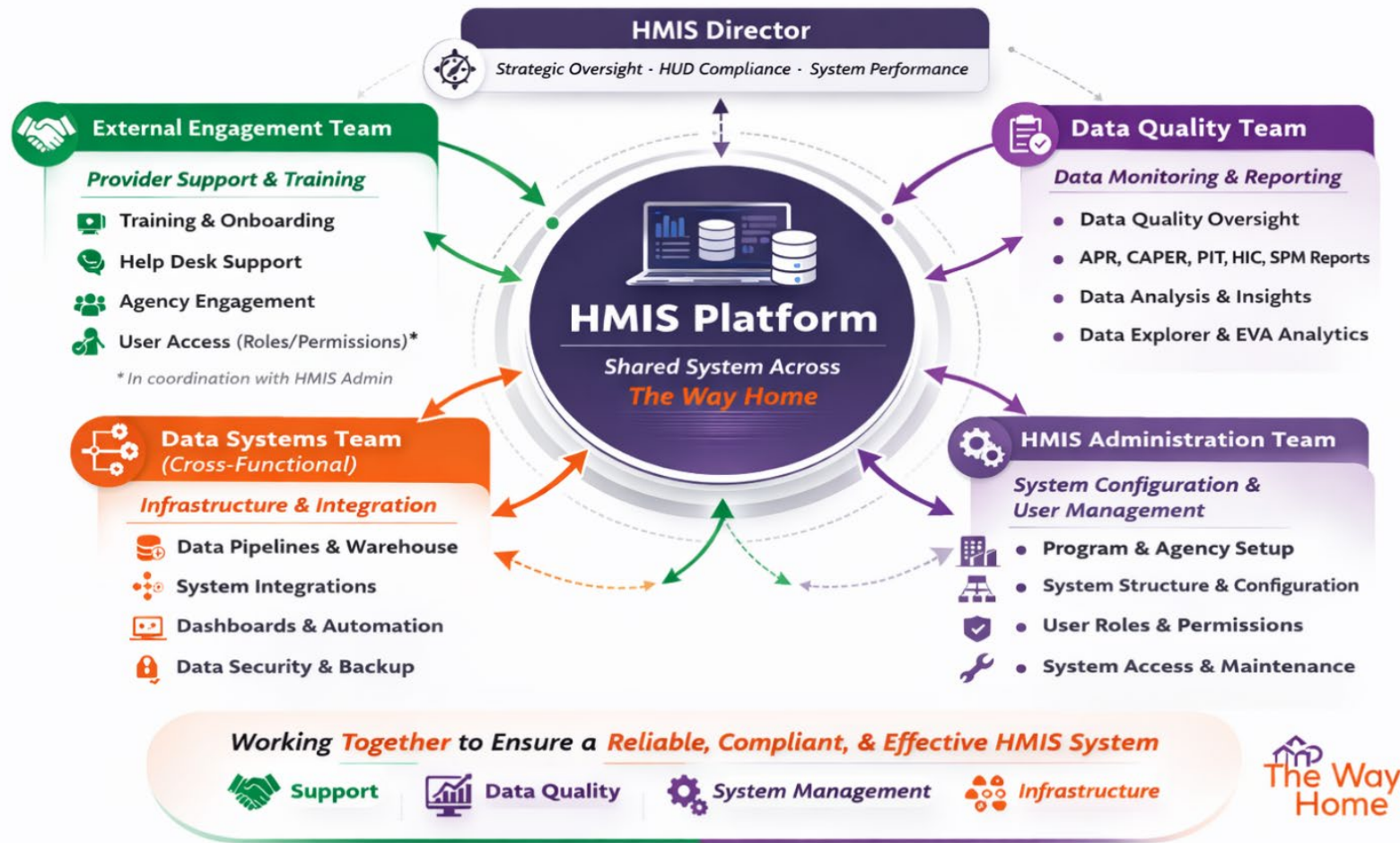


# How the HMIS Team Works



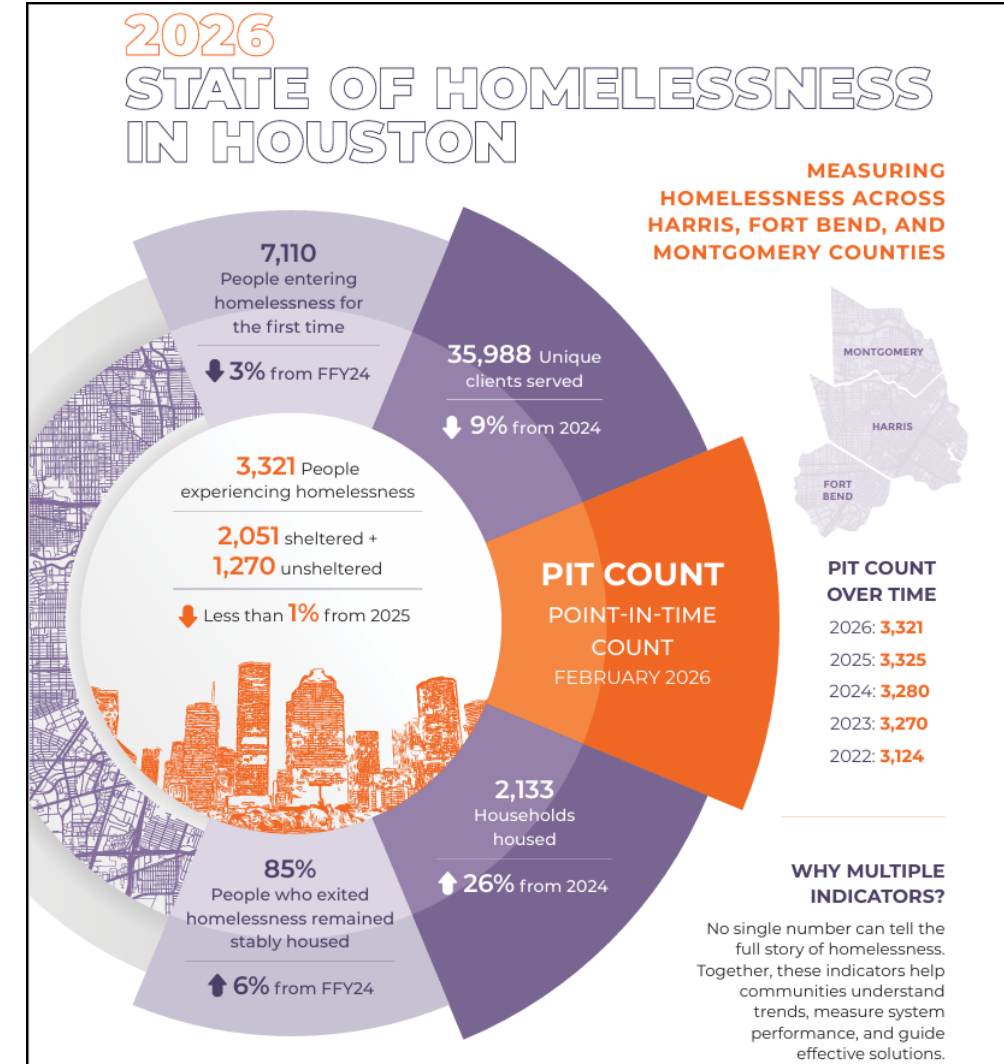
## HMIS Ecosystem: How We Support Programs

— Collaborating to Provide Support, Data, and System Solutions —



# 2026 PIT Count & Annual Trends

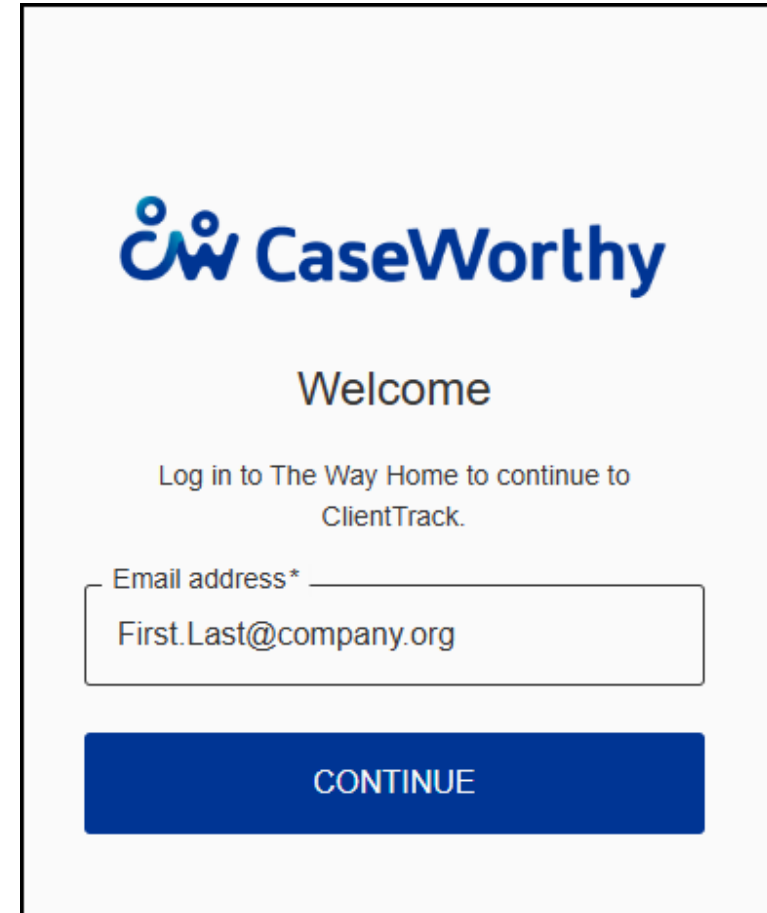
- 2026 PIT Count Released: 3,321
- Overall trend is flat (<1% decrease)
- Similar ratio of Unsheltered vs. Sheltered Persons
- Increased housing placements
- Fewer newly homeless persons and fewer total annual homeless persons
- Placements to PH and retention of PH remain high



# What is Central Identity?

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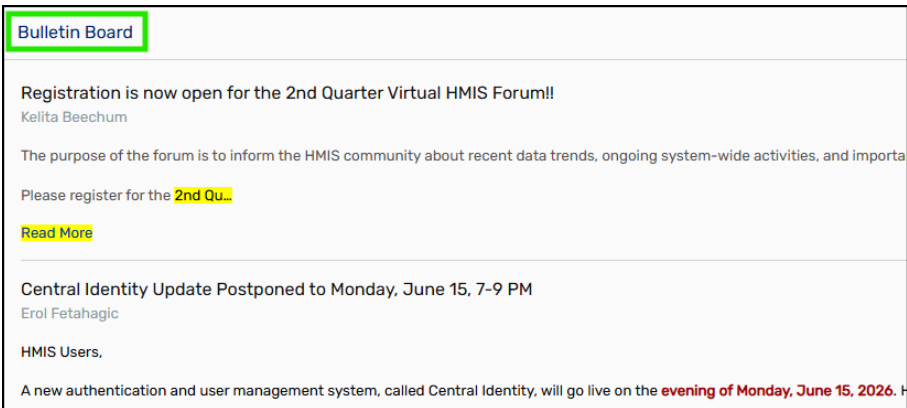
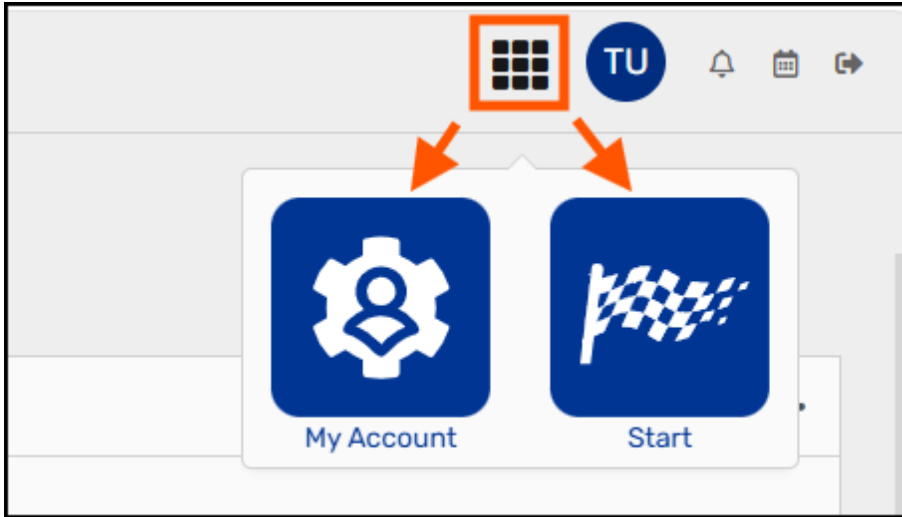
- Central Identity is CaseWorthy's new authentication and user management system
- HMIS login:  
[https://ct.caseworthy.net/login/HC\\_Harris](https://ct.caseworthy.net/login/HC_Harris)
- Username: your business email
- Password: unchanged
- Start Page (optional):  
<https://start.caseworthy.net>
- Company Code for Start Page: HC\_Harris
- New App Launcher link



The image shows a login screen for CaseWorthy. At the top is the CaseWorthy logo, which consists of a stylized 'CW' icon followed by the text 'CaseWorthy'. Below the logo is the word 'Welcome'. Underneath that is the instruction 'Log in to The Way Home to continue to ClientTrack.' There is a text input field labeled 'Email address\*' with the placeholder text 'First.Last@company.org'. Below the input field is a blue button with the text 'CONTINUE' in white capital letters.



# Central Identity Options



App Launcher

My Account

- Allows you to set Multi-Factor Authentication (please don't use it yet)

Start

- Provides links to the environments you are assigned to (currently only HC\_Harris live/production site)

Please stay tuned for updates by checking the Bulletin Board upon daily login



# Cara IA Assistant

**She gets smarter. Your data still never leaves.**

BIG CARA



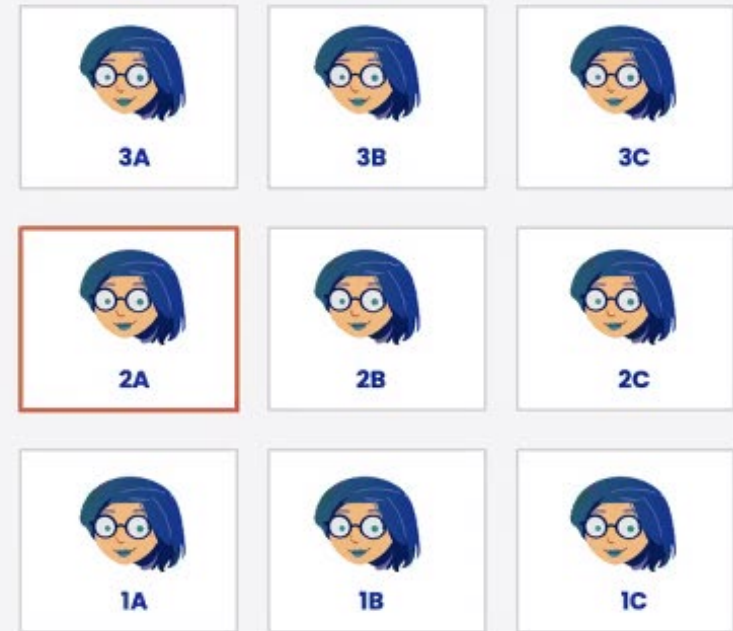
Smarter skills flow IN



Your data never gets OUT



Anything your Cara learns from your work inside 2A stays inside 2A. It never travels back to "big Cara," and it never reaches your neighbors.



# Cara IA Assistant

WHAT THIS MEANS FOR YOU

## Truly your own assistant.



### Stays in your Environment

Your data never leaves CaseWorthy. Cara works inside your tenant — not in a public AI tool.



### Private to You

Your neighbors don't know anything about your Cara — what she's working on or what she's learned from you.



### Gets Better Over Time

As we make Cara smarter, your private copy gets those new capabilities too — without sharing your information.



### Protected and Governed

Same security standards as your case management data. People review every recommendation. You can turn it off anytime.



Cara AI · Your data stays home



# 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



# 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 — YWCA

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

Yvonne Benamar — El Centro de Corazon

Charlotte Garner



# 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





# 2<sup>nd</sup> Annual HMIS Data Symposium Highlights

# Symposium Highlights

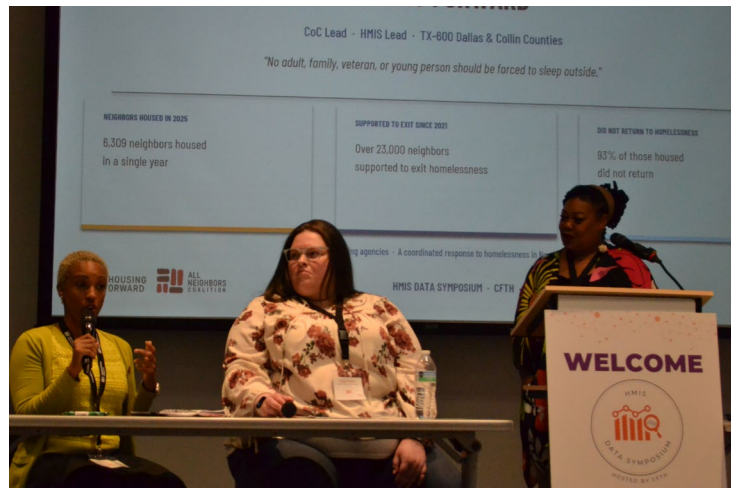
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- This year's symposium was held on June 4, 2026, at the United Way of Greater Houston.
- The event provided a platform for experts to share their work, knowledge, experiences, best practices, and cutting-edge technologies. The sessions sparked new insights and conversations that will continue well beyond the event, demonstrating that CFTH is committed to providing quality events that foster learning, engagement, collaboration, innovation, and networking to support partners in addressing homelessness.
  - It was a huge success, with 167 participants
  - Attendees joined from different counties, states, and countries
  - It featured 7 presentations, 2 panel discussions, 13 presenters, and 5 panelists
  - Ashlie Young, Manager of Landlord Engagement, CFTH, facilitated the event
  - Kelly Young, President/CEO, CFTH, gave the opening remarks
  - Simtech Solutions Inc. was the primary sponsor, and CaseWorthy sponsored the breakfast
- Special thank you to all volunteers, partners, providers, sponsors, and stakeholders of the Continuum of Care!
- More information will be posted soon at <https://www.cfthhouston.org/thewayhome#DataSymposium>.



# Symposium Highlights



# 3<sup>rd</sup> Annual HMIS Data Symposium

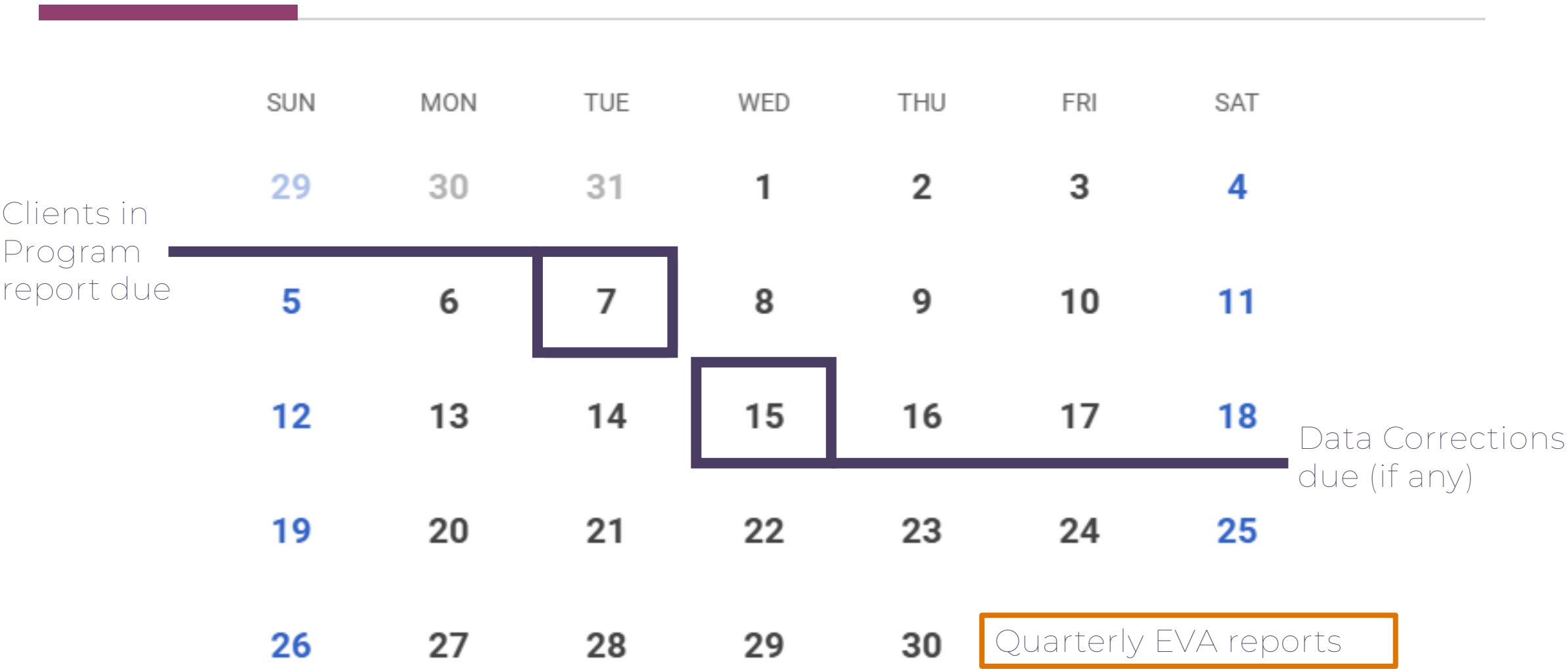
Thursday, May 6, 2027



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The V  
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# 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                                                                    |
| Training Registration | <a href="https://www.cfthhouston.org/hmis-v2#HMISUserTrainings">https://www.cfthhouston.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                                                          |



# 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



# We Want Your Feedback!

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Help us understand how your agency uses HMIS by completing the HMIS Usage Survey.

- 🕒 Takes less than 15 minutes to complete
- 👤 Ensures your experience is represented
- 🔗 Helps improve data management and coordination

Scan the QR code or visit:

<https://forms.office.com/r/9yiyW8x2Dz?origin=IprLink>



Thank you for your participation and for the important work your agency does in our community!



# HMIS Forum Dates

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🕒 Thursday, September 10, 2026

🕒 Tuesday, December 15, 2026



# Thank you

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@cfthhouston

