



COALITION FOR THE HOMELESS
OF HOUSTON/HARRIS COUNTY



The Way
Home



Making the homeless response system work – better.

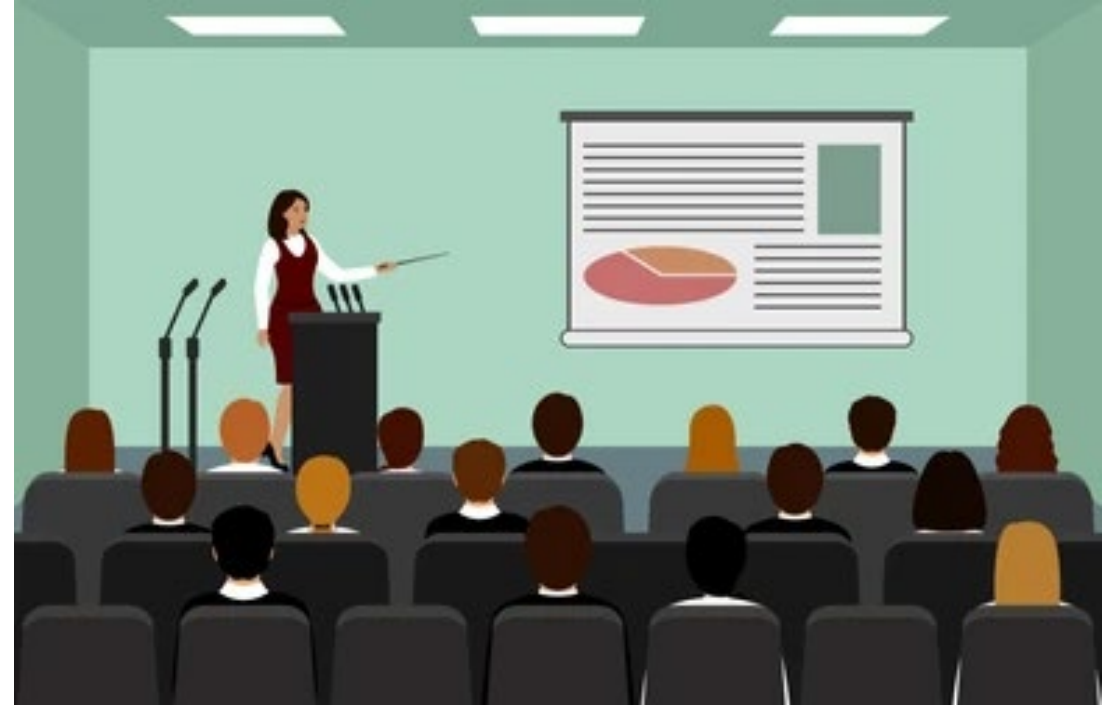
3rd Quarter 2026 HMIS Forum Agenda

- 🌀 Welcome & Introduction
- 🌀 Icebreaker
- 🌀 Central Identity & Cara AI
- 🌀 HMIS Data Standards
- 🌀 Guest Speaker
- 🌀 HMIS Support Committee
- 🌀 HMIS Reporting
- 🌀 Coordinated Entry
- 🌀 HMIS Utilization Survey Results



HMIS Forum Purpose

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 – Senior HMIS Administrator

HMIS Operations Team

- Yvette Fuentes – HMIS Operations Manager
- Heady Cassidy – HMIS Operations Associate

HMIS Data Quality Team

- Agnes Asigbey - HMIS Data Quality Manager
- Karen Flores – HMIS Data Quality Manager Associate

HMIS External Engagement Team

- Kelita Beechum - HMIS Training & Engagement Manager
- RaSara Rodriguez – HMIS Training & Engagement Associate
- Rand Chaqmaqchee – HMIS Training & Engagement Associate

Cross-Functional Data Systems Team

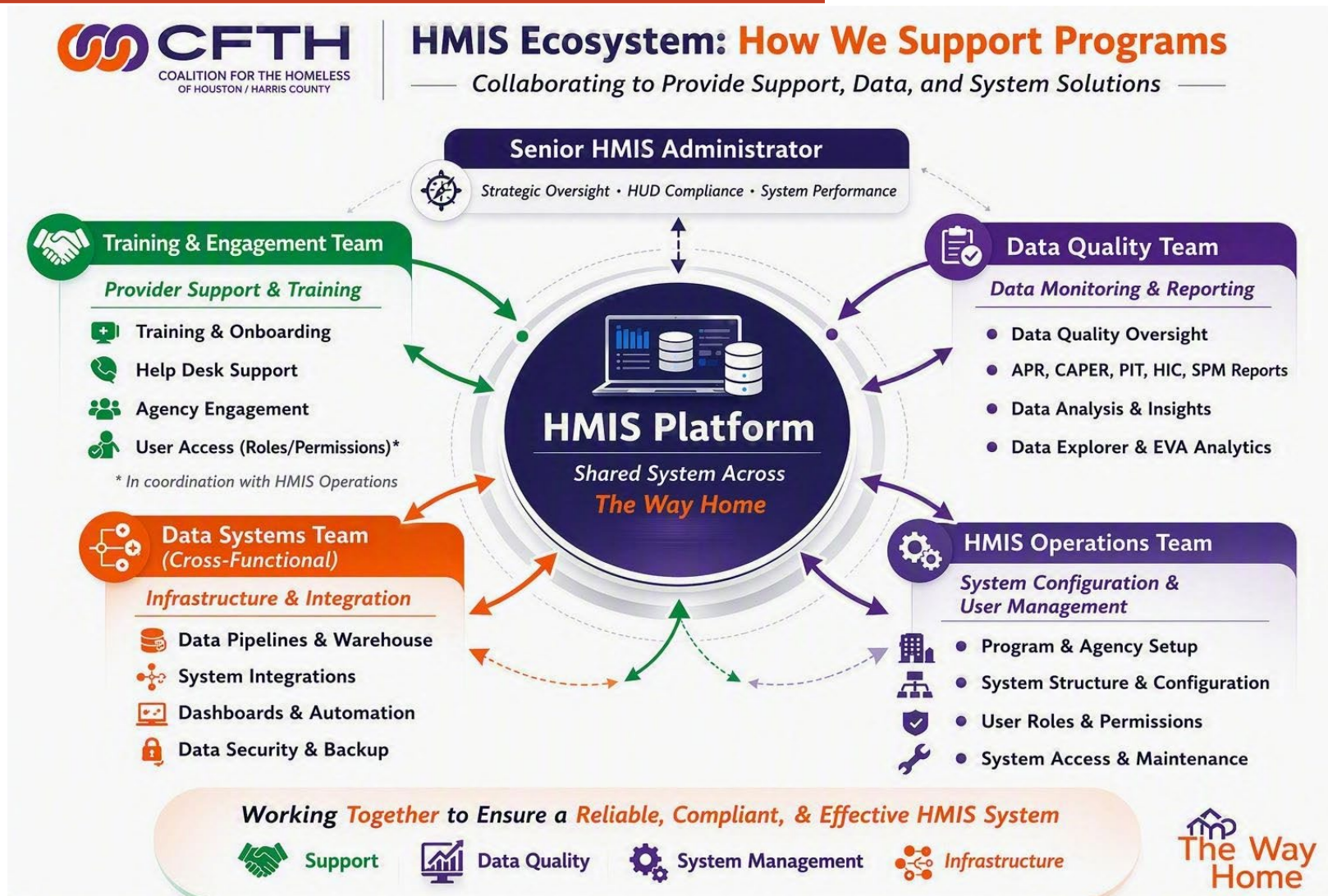
- John Slimp – Senior Data Systems Engineer
- Camille Ruff – Data Systems Analyst

Coordinated Entry Team

- Jordan Jupe Hassenflu – Director, System Access & Navigation
- Scot More – Senior Coordinated Entry Associate
- Carmen Carreon – Coordinated Entry Associate
- Lisa Leal – Coordinated Entry Associate



How the HMIS Team Works



Icebreaker

We Rely On... ..

I wish others knew... ..



ClientTrack Features

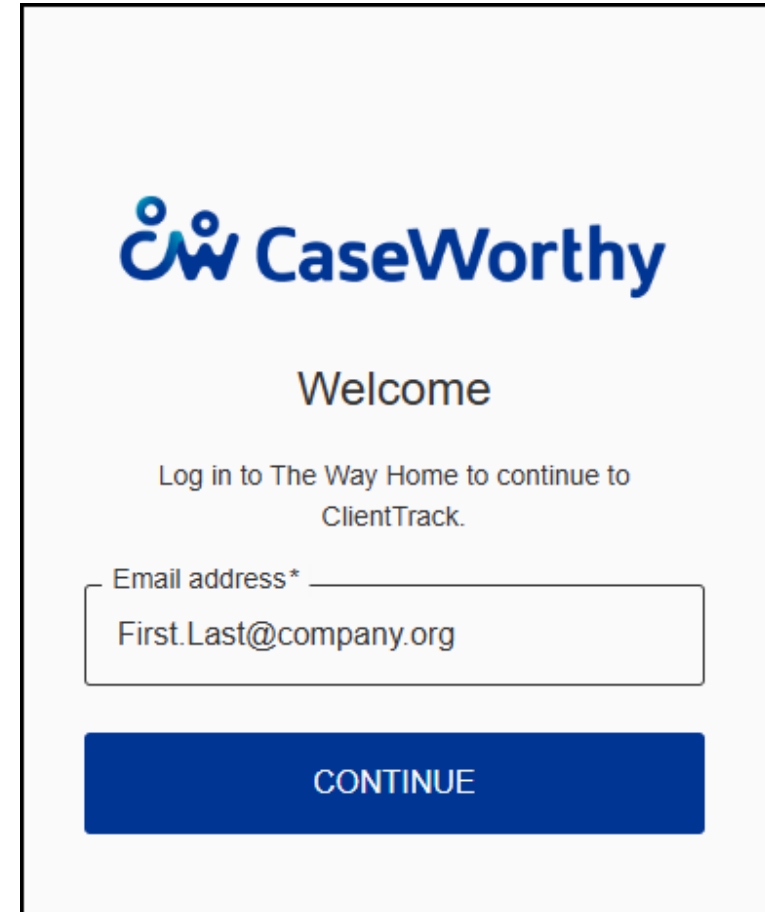
Central
Identity

Cara AI



What is Central Identity?

- Central Identity is CaseWorthy's new authentication and user management system
- HMIS login:
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

A screenshot of the CaseWorthy login interface. 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 large blue button with the word 'CONTINUE' in white capital letters.

CaseWorthy

Welcome

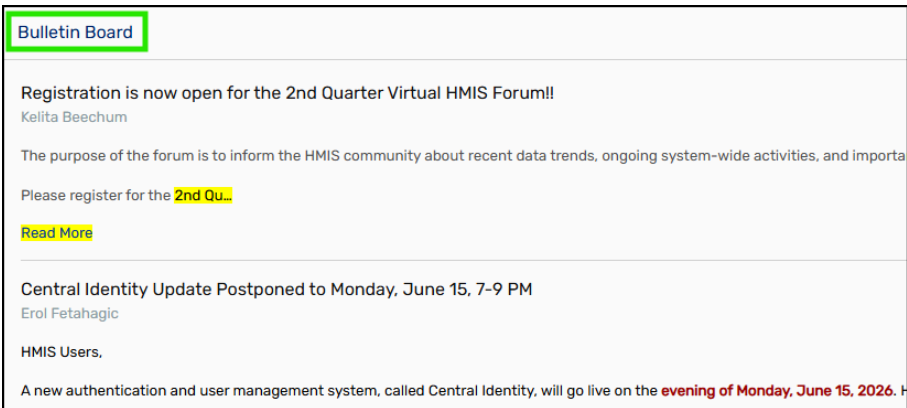
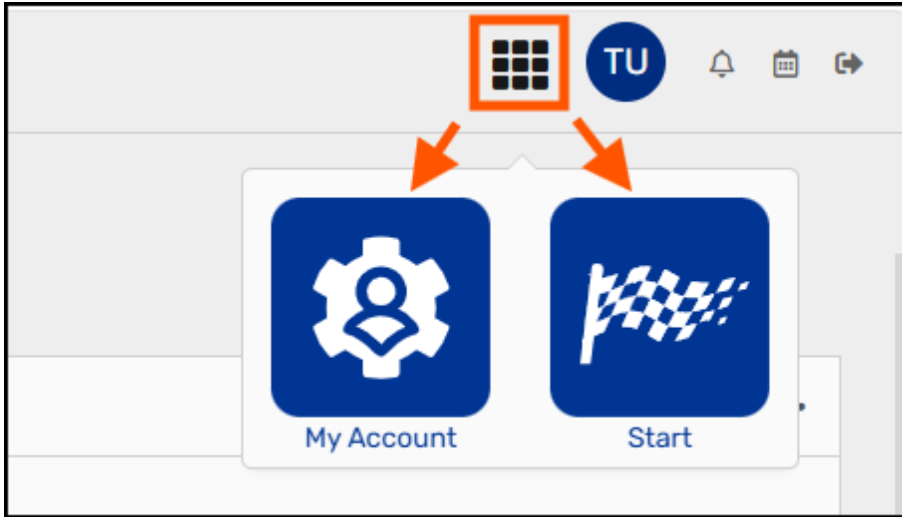
Log in to The Way Home to continue to ClientTrack.

Email address*

CONTINUE



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 AI Assistant

She gets smarter. Your data still never leaves.

BIG CARA



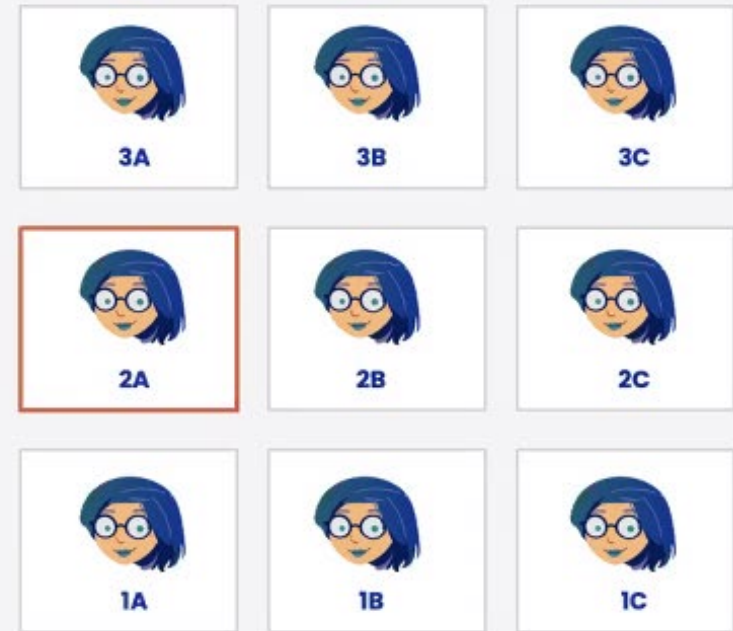
Smarter skills flow IN



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 AI 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.

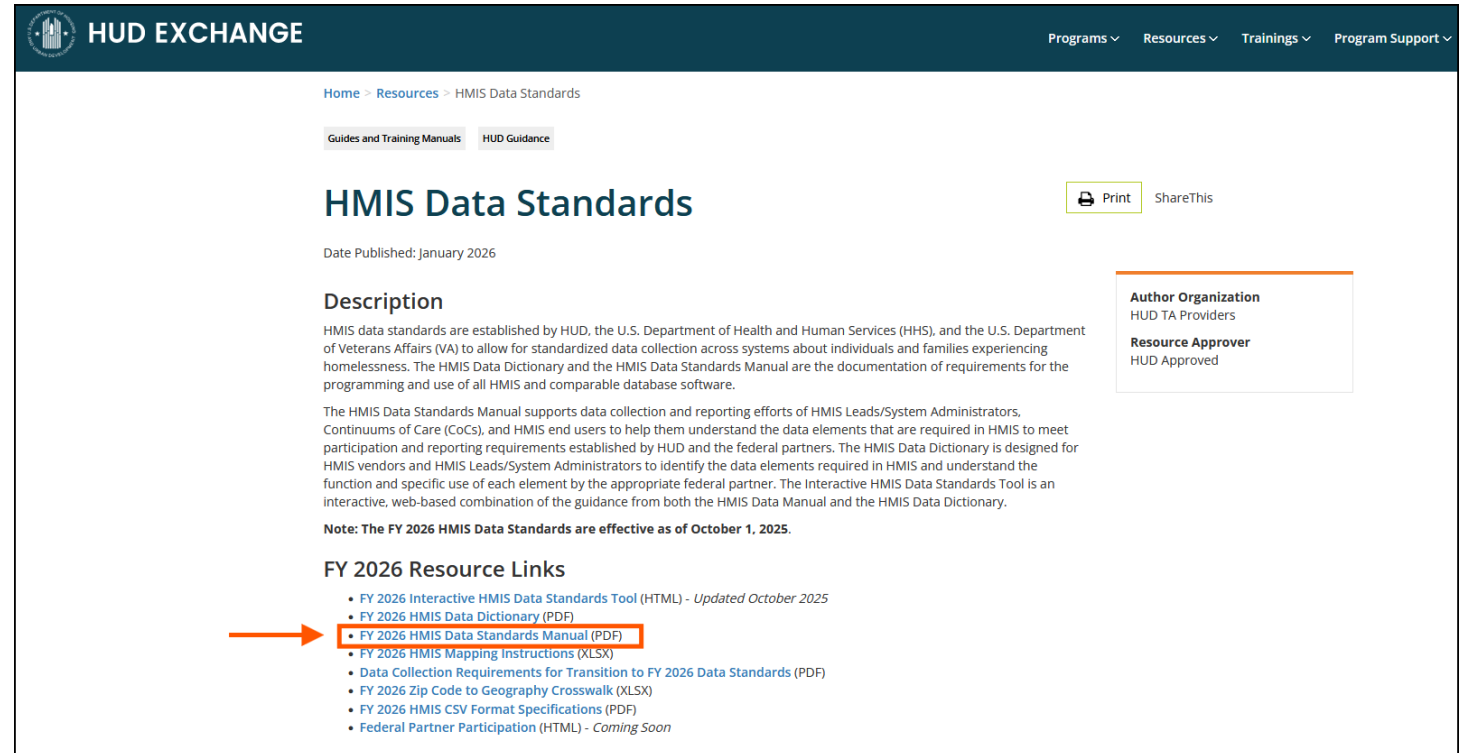


Cara AI · Your data stays home



Back to the Basics:

HMIS Data Standards



HUD EXCHANGE

Programs ▾ Resources ▾ Trainings ▾ Program Support ▾

Home > Resources > HMIS Data Standards

Guides and Training Manuals HUD Guidance

HMIS Data Standards

 Print  ShareThis

Date Published: January 2026

Description

HMIS data standards are established by HUD, the U.S. Department of Health and Human Services (HHS), and the U.S. Department of Veterans Affairs (VA) to allow for standardized data collection across systems about individuals and families experiencing homelessness. The HMIS Data Dictionary and the HMIS Data Standards Manual are the documentation of requirements for the programming and use of all HMIS and comparable database software.

The HMIS Data Standards Manual supports data collection and reporting efforts of HMIS Leads/System Administrators, Continuums of Care (CoCs), and HMIS end users to help them understand the data elements that are required in HMIS to meet participation and reporting requirements established by HUD and the federal partners. The HMIS Data Dictionary is designed for HMIS vendors and HMIS Leads/System Administrators to identify the data elements required in HMIS and understand the function and specific use of each element by the appropriate federal partner. The Interactive HMIS Data Standards Tool is an interactive, web-based combination of the guidance from both the HMIS Data Manual and the HMIS Data Dictionary.

Note: The FY 2026 HMIS Data Standards are effective as of October 1, 2025.

FY 2026 Resource Links

- [FY 2026 Interactive HMIS Data Standards Tool \(HTML\)](#) - Updated October 2025
- [FY 2026 HMIS Data Dictionary \(PDF\)](#)
- [FY 2026 HMIS Data Standards Manual \(PDF\)](#)
- [FY 2026 HMIS Mapping Instructions \(XLSX\)](#)
- [Data Collection Requirements for Transition to FY 2026 Data Standards \(PDF\)](#)
- [FY 2026 Zip Code to Geography Crosswalk \(XLSX\)](#)
- [FY 2026 HMIS CSV Format Specifications \(PDF\)](#)
- [Federal Partner Participation \(HTML\)](#) - Coming Soon

Author Organization
HUD TA Providers

Resource Approver
HUD Approved

<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>
<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards.pdf>



Sample question:

- My project is funded by ESG and provides eviction prevention assistance; what should be its project type?

HMIS Enrollments								
Case Name	Start Date	Move-In Date	Exit Date	Case Members	Case Manager	Project Name	Project Type	Organization
Plant, Randy	9/8/2026			1	Yvette Fuentes	Prevent Homelessness in Texas	Homelessness Prevention	Prevent Inc
Plant, Randy	9/2/2026			1	Fortell Intake	CE HP Test	Coordinated Entry	Coordinated Entry System
plant, randy	1/18/2017		1/18/2017	1	Case 2	Mobile Outreach Non-ESG Test	Street outreach	XYZ Homeless Services

Element 2.02: Project Information

Response/Data Type	Description
Day Shelter	A project that offers daytime facilities and services (no lodging) for people experiencing homelessness.
Homelessness Prevention	A project that offers services and/or financial assistance necessary to prevent a person from entering an emergency shelter or place not meant for human habitation.
PH – Rapid Re-Housing	A permanent housing project that provides housing relocation and stabilization services and/or short- and/or medium-term rental assistance as necessary to help an individual or family experiencing homelessness move as quickly as possible into permanent housing and achieve stability in that housing.

Emergency Solutions Grant (ESG) can only fund:

- Street outreach
- Emergency shelter
- Rapid re-housing
- Homelessness prevention



Sample question:

- What should I do if the client gives me their age but does not know or does not wish to provide the exact date of birth?

Birth Date: * 01/01/1991  

Client Age: 35

Date of Birth Quality: * ☒ Approximate or Partial DOB Reported

☐ Full DOB Reported

☐ Client doesn't know

☐ Client prefers not to answer

☐ Data not collected

Element 3.03: Date of Birth

3.03 Date of Birth

Rationale

To calculate the age of persons served at the time of project start or at any point during project enrollment and to support the unique identification of each person served.

Data Collection Instruction

Header	Instructions
Data Collected About	All Clients
Funder: Component - Program	All Programs - All Components
Project Type Applicability	All HMIS Project Types
Collection Point	Record creation

Record the month, day, and year of birth for every person served. When enrolling a client who already has a record in the HMIS, verify that the 'Date of Birth' is accurate and complete and correct it if it is not.

If the client cannot remember their birth year, it may be estimated by asking the person's age and calculating the approximate year of birth. If a client cannot remember the month or day of birth, record an approximate date of '01' for month and '01' for day. CoCs that already have a policy of entering another approximate date may continue to use their existing Date of Birth (DOB) policy. For 'DOB Data Quality', select "Approximate or partial DOB reported"

Approximate or partial DOB reported:
The client cannot provide their full or exact date of birth but is able to provide their age within one year.



Common Data Issues

- Demographics: Name, DOB, SSN, Race & Ethnicity
- Approximate Date Homelessness Started & Number of Times/Months Homeless
- Permanent Housing Move-In Date
- Enrollment Length
- Overlapping Residential Enrollments
- Project Transfers
- Street Outreach Contact & Living Situation
- Project Type & Funding Setup
- Bed & Unit Inventories
- Referral Outcomes
- Release of Information



HMIS Trivia

Within the HMIS team, which colleague I known for driving a black vehicle?
(think about who has most often mentioned arriving to meetings in a dark colored car)

- A. Senior HMIS Administrator
- B. HMIS Training & Engagement Associate
- C. HMIS Training & Engagement Manager
- D. B&C





Guest Speaker
Charlotte Garner

HMIS Support Committee Member

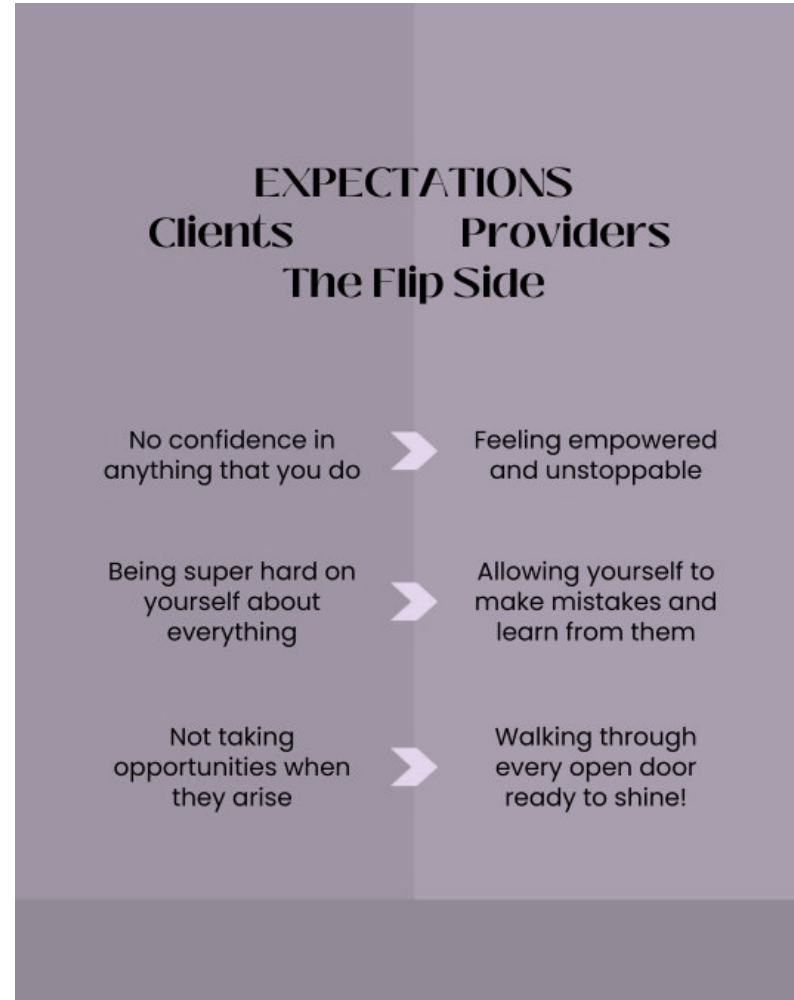


Can we see people before circumstances?

What is the first thing you notice about a client?



Role Reversal



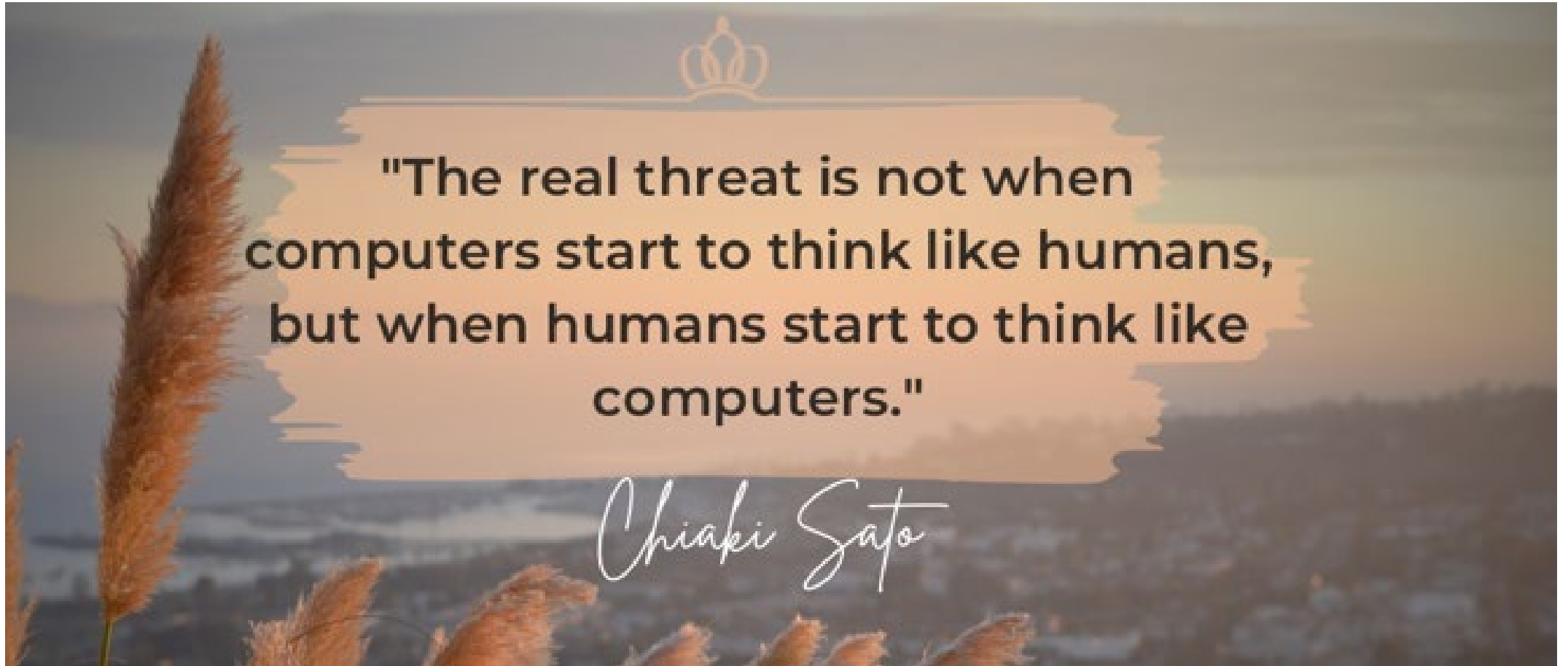
Working Better, Means Working Together



Building Bridges,
Credible Partners



Your Data Has a Name



HMIS Support Committee



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:

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

Location

- 2000 Crawford, 15th floor

Time

- 2:00 – 3:00

Dates

- November 18, 2026



HMIS Support Committee By-Laws

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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 By-Laws

Duties and Authority

- Provide input on the various topics covered
- Participate in decision-making, recommend policies, and develop procedures
- Support coordination of statewide activities
- Assist in the creation of printed materials, brochures, and mailings
- Disseminate information about the committee and the HMIS



HMIS Support Committee By-Laws

Meeting

- The HMIS Support Committee meets quarterly when policies pertaining to HMIS need to be reviewed and/or revised.
- Meeting dates will be scheduled at that time.
- The HMIS Lead Agency Representative will e-mail committee members the agenda for each meeting, as well as any additional HMIS updates released by HUD as they become available.



Elections and Appointments

The HMIS user community nominates committee members at least a month prior to the third quarter HMIS forum. HMIS users who are unable to attend the HMIS Forum are able to cast an absentee vote. The election of the new committee members is held during the third quarter HMIS Forum of the current year and announced at the fourth quarter HMIS forum of the current year.

However, the new committee members do not take office until January 1 of the following year. In the event of a tie vote of the HMIS user community the Lead Agency HMIS Project Team shall have the casting vote.



Elections and Appointments

Officers

1. Chair of the HMIS Support Committee The Chair of the Support Committee shall preside at all meetings. The Chair shall lead the committee in its duties and responsibilities. In the absence of the Chair, the Vice-Chair will assume the responsibilities of the Chair.

2. Vice-Chair of the HMIS Support Committee The Vice-Chair shall assist the Chair as necessary, leading the committee in its duties and responsibilities in the absence of the Chair, as well as performing such duties as may be assigned by the Chair.

3. Secretary of the HMIS Support Committee The Secretary shall assist the Committee and the HMIS Lead Agency Representative in documenting and dispersing that documentation of the proceedings of the meetings and other documentation.



HMIS Trivia

🕒 In HMIS, what does the acronym ROI stand for?

- A. Referral Order Index
- B. Report on individuals
- C. Record of intake
- D. NONE



HMIS Data Quality Reporting!



New HMIS Data Quality Process Launching



For more than a decade, agencies have submitted a Clients in Program Report by the 7th of each month, with corrections due by the 15th.



While many corrections were successfully completed, HMIS staff still needed to run additional Data Quality Reports to verify the updates, often resulting in repeated follow-ups



What's Changing?

Run & Submit	By the 7th : Run and submit each project <i>Data-Quality-Report</i>
No Errors	Stop the presses! You are done
Correct	Between the 7th – 15th : correct all identified data errors
Submit	By the 15th : submit a DQR showing zero errors



Run it. Fix it. Submit it

More Accountability – Agencies verify and correct their own data

Faster Resolution – Errors are identified and corrected earlier

Improved Data Quality – Reduces back and forth communications

More efficient for Everyone – Less time spent re-running reports and validating corrections



October 1, 2026: DQR Replaces CIP

How to run the DQ report

1. Go to Reports > HMIS Reports > 2026 Data Quality Report
2. Set the report date to the previous month
3. Export the report as a PDF, save it, and email it to hmis.reports@cfthhouston.org



Data Quality Report (Summary)

HUD Data Quality Report FY2026

7/1/2026 to 7/31/2026

Report Criteria

Organizations: Training Class

Programs: Training Class PSH



Q1. Report Validation Table

Category	Count of Clients For DQ	Count of Clients
Total Number of Persons Served	152	152
Number of Adults (age 18 or over)	143	143
Number of Children (under age 18)	8	8
Number of Persons with Unknown Age	1	1
Number of leavers	2	2
Number of adult leavers	2	2
Number of adult and head of household leavers	2	2
Total Number of Stayers	150	150
Number of Adult Stayers	141	141
Number of Veterans	33	33
Number of Chronically Homeless Persons	95	95
Number of youth under age 25	0	0
Number of parenting youth under age 25 with children	0	0
Number of Adult Heads of Household	135	135
Number of child and unknown-age heads of household	1	1
Heads of households and adult stayers in the project 365 days or more	92	92

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.1)	0	0	0	0	0.00%
Social Security Number (3.2)	11	5	29	45	29.61%
Date of Birth (3.3)	1	0	1	2	1.32%
Race and Ethnicity (3.4)	1	5		6	3.95%
Overall Score				46	30.26%

ClientTrack™ Reports

Page 1 of 4

Agnes Asigbey
8/8/2026 4:12 PM

HUD Data Quality Report FY2026

7/1/2026 to 7/31/2026



Q3. Universal Data Elements

Data Element	Client Doesn't Know / Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	1	0	0	1	0.66%
Project Entry Date (3.10)			1	1	0.66%
Relationship to Head of Household (3.15)		0	0	0	0.00%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.8)	1	1	0	2	1.32%



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



Agencies will submit their own DQR by the 7th of the month



The DQR for EACH project within your organization is due to hmis.reports@cfthhouston.org by the 15th of each month showing no data errors

HMIS Important Due Dates

SUN	MON	TUE	WED	THU	FRI	SAT
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Legend:

- 7th turn in DQR
- 8th -14th data corrections
- 15th turn in corrected DQR
- Quarterly EVA reports

Data Quality Plan Training

What the training covers

- Provides a community-level framework for data quality expectations across:
 - The CoC
 - Participating agencies and end users

Format and scheduling

- Recording will be available in the CoC Learning Management System
- An announcement will be posted on the HMIS Bulletin Board



Annual Assessments

Annual Assessments

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

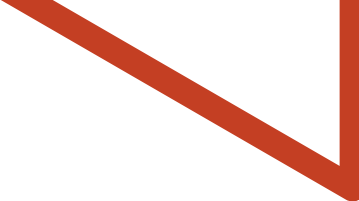
Example: If a client entered a project on May 10, 2024, the annual assessment window is: April 10 – June 9, 2025



Eva Report Requirements

Category	Details
Quarterly Reporting	All residential projects must submit Eva data quality reports quarterly.
Deadlines	July - September 2026 due by Oct. 31, 2026
Other Projects	Encouraged to upload and review data
Training Registration	https://www.cfthhouston.org/hmis-v2#HMISUserTrainings
Eva Website	https://hmis.abtsites.com/eva/
Advanced Sessions	Data Explorer APR/CAPER/SPM One-on-One/Small Group Support





HMIS Trivia

Which federal department oversees HMIS standards?

- Department of Health and Human Services
 - Department of Homeland Security
 - Department of Housing and Urban Development (HUD)
 - NONE
- 
- 

Meet the CFTH Coordinated Entry Team



Jordan Jupe Hassenflu
Director, System
Access &
Navigation



Scot More
Senior Associate of CE –
Data Quality / Homeless
Court Administrator



Carmen Carreon
Associate of
Coordinated Entry -
CE Partnership and
In-Reach



Lisa Leal
Associate of
Coordinated Entry -
Training and
Navigation

Become a Coordinated Entry Access Point

Coordinated Entry prioritizes resources based on vulnerability and housing need. To protect the integrity of that process, agencies must meet three minimum criteria to gain CE access. Think your agency qualifies? We want to hear from you.

1

Be a Way Home Partner

Agencies must be active partners in The Way Home Continuum of Care, aligned with the system's policies, procedures, and collective goals.

2

Serve People Experiencing Homelessness

Homeless services must be central to your mission and delivered in settings where staff can directly witness and document clients' experiences.

3

Participate in HMIS

Agencies must have an HMIS project where these services are actively recorded and archived for a minimum of 90 days.



Expanded Coordinated Entry System

In partnership with Fortell, two new tools, a 24/7 digital agent and web form give households at risk of homelessness one streamlined way to reach the Homeless Response System Coordinated Entry Process and be screened in minutes — no multiple providers, no repeat in-person visits.



Why Now

Prevention programs have had no centralized access, intake, or referral path — we will be in pilot phase through December 2026.



Built Into HMIS

Both tools integrate with existing Coordinated Entry infrastructure — no duplicate data entry, and compliant with HMIS, CE, and HUD requirements.



Coordination, Not Takeover

We are coordinating existing TWH prevention resources, not replacing them. Partners like 211 and ACAM remain essential referral options. ESG HP programs will be required to utilize this new CE process.





Project Access Transportation Program

Connecting you to services across Houston.

We provide safe, reliable, and no-cost transportation to help individuals access the essential services they need.



No cost to you.
Rides are always free.



Easy to use.
Register online or with a partner agency.



Access the services you need.
Get to housing, healthcare, food, and more.

HOW TO REGISTER



Register online at
projectaccess.homeless-healthcare.org



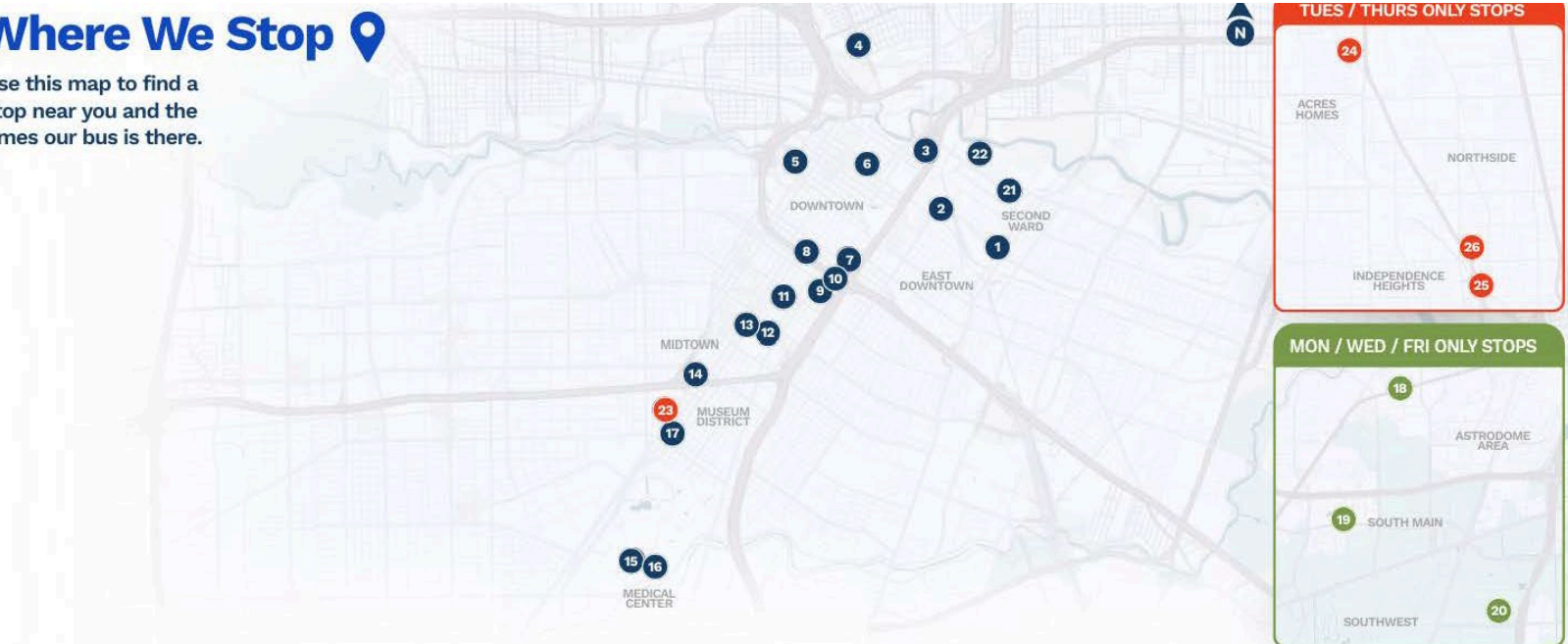
Need help? Visit one of our clinics or ask a partner agency staff member to assist you.



For questions or additional support, please call our clinic at 713-286-6000.

Where We Stop

Use this map to find a stop near you and the times our bus is there.



DAILY STOPS MONDAY - FRIDAY

- 1 New Hope Housing Harrisburg**
3315 Harrisburg Blvd | HTX | 77003
⌚ 7:00 AM ⌚ 11:25 AM
- 2 Emancipation**
419 Emancipation | HTX | 77003
⌚ 7:05 AM ⌚ 11:30 AM
- 3 Star of Hope**
1811 Ruiz St | HTX | 77002
⌚ 7:15 AM ⌚ 11:40 AM ⌚ 4:10 PM
- 4 Casa de Amigos Health Center**
1615 North Main St | HTX | 77009
⌚ 7:30 AM ⌚ 11:45 AM

- 5 Houston Public Library Downtown**
500 McKinney St | HTX | 77002
⌚ 7:40 AM ⌚ 1:00 PM ⌚ 4:20 PM
- 6 The Beacon / HHH Cathedral Clinic**
1212 Prairie St | HTX | 77002
⌚ 7:50 AM ⌚ 1:10 PM
- 7 SEARCH Homeless Services**
1712 Pease St | HTX | 77003
⌚ 8:00 AM ⌚ 1:20 PM ⌚ 4:30 PM
- 8 HHH Caroline St Clinic**
1934 Caroline St | HTX | 77002
⌚ 8:10 AM ⌚ 1:30 PM ⌚ 4:45 PM
- 9 V.A. Resource Center**
1700 Webster St | HTX | 77003
⌚ 8:20 AM ⌚ 1:40 PM

- 10 Temenos CDC**
1719 Gray St | HTX | 77002
⌚ 8:25 AM ⌚ 1:45 PM
- 11 The Bristow Center**
2627 Caroline St | HTX | 77004
⌚ 8:35 AM ⌚ 1:55 PM
- 12 Magnificat House**
3300 Caroline St | HTX | 77004
⌚ 8:40 AM ⌚ 2:05 PM
- 13 Lord of the Streets**
3401 Fannin St | HTX | 77004
⌚ 8:45 AM ⌚ 2:10 PM
- 14 Wheeler Ave Transit Center**
4590 Main St | HTX | 77001
⌚ 8:50 AM ⌚ 2:15 PM

- 15 Ben Taub Hospital**
1504 Taub Loop | HTX | 77030
⌚ 9:00 AM ⌚ 2:25 PM
- 16 V.A. Hospital**
2002 Holcombe | HTX | 77030
⌚ 9:15 AM ⌚ 2:40 PM
- 17 Emergency Aid Coalition**
5401 Fannin St | HTX | 77004
⌚ 9:20 AM
- 21 Navigation Center**
3003 Navigation | HTX | 77003
⌚ 11:20 AM ⌚ 3:50 PM
- 22 Martha's Kitchen**
322 S Jensen Dr | HTX | 77003
⌚ 11:35 AM ⌚ 4:00 PM

MON / WED / FRI ONLY STOPS

- 18 Bureau of Vital Statistics**
8000 N Stadium | HTX | 77054
⌚ 9:35 AM ⌚ 2:55 PM
- 19 Social Security Office**
8989 Lakes at 610 | HTX | 77054
⌚ 9:45 AM ⌚ 3:10 PM
- 20 HHH Reed Clinic**
2605 Reed Rd. | HTX | 77051
⌚ 10:15 AM ⌚ 3:25 PM

TUES / THURS ONLY STOPS

- 23 Operation ID**
5100 Travis St | HTX | 77006
⌚ 2:20 PM
- 24 Department of Public Safety**
8418 Veterans Mem | HTX | 77051
⌚ 10:00 AM ⌚ 3:00 PM
- 25 Health and Human Services**
3880 North Fwy | HTX | 77022
⌚ 10:45 AM ⌚ 3:15 PM
- 26 Workforce Solutions**
4424 North Fwy | HTX | 77022
⌚ 11:00 AM ⌚ 3:25 PM



PROJECT ACCESS TRANSPORTATION PROGRAM

Connecting you to housing, healthcare, food, and opportunity.

No tickets. Just **register**, check in, and ride.



Times are approximate. Please arrive 5 minutes early.



We connect people to what matters most.

HHH promotes health, hope, and dignity for those affected by homelessness through comprehensive and accessible quality care.

projectaccess.homeless-healthcare.org



Houston Homeless Response Resources

Scan for The Way Home Help Card and Coordinated Entry Information.
www.cfthouston.org/gethelp



Generously supported by the City of Houston Housing and Community Development Department.

Where You Can Go & What's Available

Use this directory to see the services available at each stop.



- | Stop | Location | Services Available |
|------|--|---|
| 1 | New Hope Housing Harrisburg
3315 Harrisburg Blvd HTX 77003 | Housing & Shelter |
| 2 | Emancipation
419 Emancipation HTX 77003 | Housing & Shelter, Healthcare & Mental Health, Food & Basic Needs, Social Services & Navigation |
| 3 | Star of Hope
1811 Ruiz St HTX 77002 | Housing & Shelter, Social Services & Navigation |
| 4 | Casa de Amigos Health Center
1615 North Main St HTX 77009 | Healthcare & Mental Health, Social Services & Navigation |
| 5 | Houston Public Library Downtown
500 McKinney St HTX 77002 | Food & Basic Needs, Social Services & Navigation |
| 6 | The Beacon / HHH Cathedral Clinic
1212 Prairie St HTX 77002 | Housing & Shelter, Healthcare & Mental Health, Food & Basic Needs, Employment & Job Support, Social Services & Navigation |
| 7 | SEARCH Homeless Services
1712 Pease St HTX 77003 | Housing & Shelter, Employment & Job Support, Social Services & Navigation |
| 8 | HHH Caroline St Clinic
1934 Caroline St HTX 77002 | Healthcare & Mental Health, Social Services & Navigation |
| 9 | V.A. Resource Center
1700 Webster St HTX 77003 | Housing & Shelter, Employment & Job Support, Social Services & Navigation |
| 10 | Temenos CDC
1719 Gray St HTX 77002 | Housing & Shelter |
| 11 | The Bristow Center
2627 Caroline St HTX 77004 | Healthcare & Mental Health, Housing & Shelter |

12 Magnificat House
3300 Caroline St | HTX | 77004



13 Lord of the Streets
3401 Fannin St | HTX | 77004



14 Wheeler Ave Transit Center
4590 Main St | HTX | 77001

15 Ben Taub Hospital
1504 Taub Loop | HTX | 77030



16 V.A. Hospital
2002 Holcombe Blvd | HTX | 77030



17 Emergency Aid Coalition
5401 Fannin St | HTX | 77004



18 Bureau of Vital Statistics
8000 N Stadium | HTX | 77054



19 Social Security Office
8989 Lakes at 610 | HTX | 77054



20 HHH Reed Clinic
2605 Reed Rd. | HTX | 77051



21 Navigation Center
3003 Navigation | HTX | 77003



22 Martha's Kitchen
322 S Jensen Dr | HTX | 77003



23 Operation ID
5100 Travis St | HTX | 77006



24 Department of Public Safety
8418 Veterans Memorial | HTX | 77051



25 Health and Human Services
3880 North Fwy | HTX | 77022



26 Workforce Solutions
4424 North Fwy | HTX | 77022



PROJECT ACCESS TRANSPORTATION PROGRAM

Your Ride to Services Across Houston

Connecting you to housing, healthcare, food, and opportunity.



No tickets.
Just register, check in, and ride.

Learn more and register today!



For information on Coordinated Entry or to request a status check or provide updates (like contact information, income or other changes) to your existing assessment with The Way Home, email: CE@CFTHHOUSTON.ORG.



Scan the QR code for shelters, day centers, and in-person help.

HMIS Utilization Survey

Scan to read the
survey brief!



157 Responses. One Clear Message.

What providers want:

- 87% — Better case management functionality
- 73% — Integration & interoperability
- 62% — More data customization

Findings are informing conversations today, and we will keep listening through an annual longitudinal survey.

Thank you for sharing your experience and helping shape what comes next!



HMIS Issue Tracking & Support

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

 Tuesday, December 15, 2026



HMIS TRIVIA

What is the primary purpose of a Universal Data Element (UDE)?

- A. To track staff performance
- B. To calculate agency funding
- C. To monitor shelter bed availability
- D. NONE



Thank you





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