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# 1st Annual HMIS Data Symposium

**Data-Informed Decision Models  
Enhancing Service Delivery**

United Way of  
Greater Houston





April 3, 2025





CFTH acts as a catalyst, uniting partners and maximizing resources to move people experiencing homelessness into permanent housing with supportive services. Founded in 1982 and incorporated as a 501(c)(3) nonprofit organization in 1988; CFTH has a long-standing history as a leader of the local homeless response system. CFTH seeks to provide equitable access to housing and services for all individuals in need. Our policies and practices are designed to be non-discriminatory, ensuring that assistance is available to everyone, regardless of background.

How we work:

-  **We're rooted in data.** We focus on the system-level view, tracking trends, and identifying needs in Houston and surrounding areas.
-  **We're pragmatic problem solvers.** We champion housing with stability services as the solution to homelessness — because it works.
-  **We're strategic.** We focus on building relationships, leveraging available resources, and optimizing funding for maximum impact.
-  **We're collaborative.** We coordinate one of the nation's most effective homeless response systems, The Way Home, with over 100 partners.

**The Homeless Management Information System (HMIS)** is a database that records and tracks client-level information on the characteristics and service needs of people experiencing homelessness. HMIS ties homeless service providers within our community to help create a more coordinated and effective housing and service delivery system. Our homeless response system is The Way Home, encompassing the City of Houston and Harris, Fort Bend, and Montgomery counties in Texas. It's a public-private partnership of dozens of organizations, over 250 active projects, over 1,000 active users, and close to 38,000 individuals participating in HMIS; of these, close to 12,000 clients are served in homeless-specific projects. We've housed many homeless people, but there is still a lot more work to do.



**The 1st Annual HMIS Data Symposium** explores how data-informed decision-making improves homeless service delivery to ensure that everyone has a safe place to call home. This gathering brings together technology professionals, software vendors, data experts, esteemed partners, community leaders, and homeless assistance providers to discuss innovative ideas and solutions in the field. Presentations and discussions include the following topic(s):

1. **Data Collection and Management:** How organizations collect and manage data, including best practices for maintaining data quality.
2. **Data-Driven Enhancements:** How data-informed decisions have improved service delivery, with examples from their work.
3. **Innovation in Addressing Homelessness:** How agencies plan to incorporate innovations such as API/AI integrations, import/export processes, special dashboards, and other technologies to further address homelessness.

#### **Presenters and attendees' 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.

**Thank you for attending and supporting this crucial collaborative event!  
Together, we can make homelessness brief and non-recurring.**



# Symposium Agenda

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9:00 AM - 10:00 AM

**Registration & Light Breakfast**

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10:00 AM - 10:20 AM

**Welcome & Opening Remarks**

**Coalition for the Homeless (CFTH)**

Kelly Young, President & CEO

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10:20 AM - 10:50 AM

**From Data to Action: Strategies for Quality,  
Usability, and Impact**

**United Way of Greater Houston**

Jessica Davison, Sr. Director of Mission & Strategy

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10:50 AM - 11:20 AM

**The Ongoing Efforts of the THDSN and Its Crucial  
Role in Revolutionizing Homeless Response**

**Texas Homeless Network**

Eric Samuels, President & CEO

Anja Taylor, THDSN Project Manager

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11:20 AM - 11:25 AM

**Break**

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11:25 AM - 12:00 PM

**Piecing It Together: Rethinking the  
Homeless Response Framework**

**Simtech Solutions, Inc.**

Kevin Charoenworawat, Developer

Nathan Andrade, Developer

**Coalition for the Homeless (CFTH)**

John Slimp, Senior Data Systems Engineer

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12:00 PM - 12:15 PM

**Lunch Break**

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# Symposium Agenda

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**12:15 PM - 1:15 PM**

**Data in Action: Driving Impact and Outcomes  
through Collaboration**

**Coalition for the Homeless (CFTH)**

Erol Fetahagic, Director of HMIS Administration

**Patient Care Intervention Center (PCIC)**

Li (Betty) Gai, Director of Data Services

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**1:15 PM - 2:00 PM**

**Panel Discussion: Utilizing Data Insights to Improve  
Outcomes in Housing and Support Services**

**City of Houston Housing &  
Community Development Department**

Melody Barr, Assistant Director

**The Beacon, Provider Representative**

Stephanie Truong, Chief Program Officer

**Harris County Domestic Violence Coordinating Council**

Shannon Falk, Grants Compliance Project Manager

**Harmony House Inc., Provider &  
HMIS Committee Representative**

Preston Witt, Chief Operating Officer

**Harris County Housing & Community Development**

Tanesha Franks, Deputy Assistant Director

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**2:00 PM**

**Closing Remarks & Networking**

**Coalition for the Homeless (CFTH)**

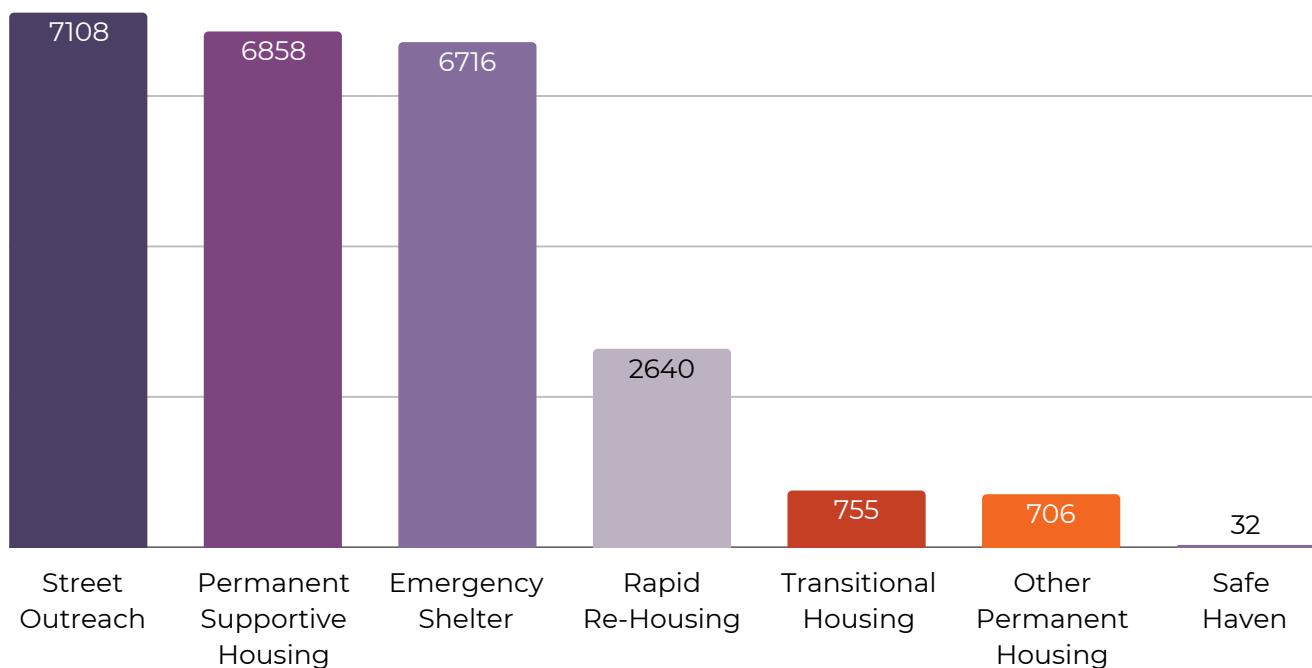
Agnes Asigbey, Manager of HMIS Data Quality & System Reporting

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# CFTH 2024 Snapshots on Ending Homelessness



## Annual Participation in Homeless Assistance Projects







## Special Thanks

We want to extend our sincere gratitude and appreciation to:

- Kelly Young, CFTH President/CEO
- Renee Cavazos, Vice President of The Homeless Response System (HRS)
- Erol Fetahagic, Director of HMIS Administration
- Caybryn Southern, Senior Manager of HRS & CoC Coordination
- Ashlie Young, Facilitator
- Preston Witt, Moderator
- Arielle White, HRS Associate
- CFTH Communications Team
- HMIS Staff
- Presenters and Panelists
- Simtech Solutions, Inc., event sponsor
- Texas Homeless Network
- United Way of Greater Houston
- The City of Houston
- Harris County
- The Beacon
- Harmony House
- Harris County Domestic Violence Coordinating Council
- Patient Care Intervention Center (PCIC)
- All Partners and Providers of the Continuum of Care

Your contributions have been invaluable to this event. Your dedication, expertise, and willingness to help have made a significant impact. We are truly thankful for your support.

Please know that your efforts have not gone unnoticed, and we are honored to have had the opportunity to work with you.

### Sponsored by:





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