

HMIS Forum

1st Quarter 2020



GoToWebinar

March 19, 2020

2:00 – 4:00 p.m.



The Way Home

Your HMIS Team

- Agnes Asigbey – Data System Specialist
- Ana Rausch – VP of Program Operations
- Erol Fetahagic – Director of Analytics & Evaluation
- Karen Flores – Analyst Analytics & Evaluation
- Kelita Beechum – Data System Manager
- Lindsey Grubbs – Data System Specialist
- Yvette Fuentes – Associate Analytics & Evaluation



Agenda

- Welcome & Introductions
- System & Security Update
- System Performance Measures
- HMIS Site Visits
- HMIS Reminders & Changes
- Data Quality Issues
- Oops
- Q&A



The Way Home

Welcome to our newest HMIS Participating Agencies

- The Fresh Project



COVID-19 Info

- Coalition Blog: www.homelesshouston.org/covid19
 - Updated daily
 - Points of contact for each service type (Shelters, Outreach, Housing, etc.)
- HUD Exchange: <https://www.hudexchange.info>
 - Community planning
 - Emergency operations
 - Announcements, etc.



System Update – Annual Numbers

	2018	2019	Change
Organizations	88	91	+ 3.4%
Projects	286	268	- 6.3%
Users	1,038	1,060	+ 2.1%
All Clients	56,803	56,195	- 1.1%
Clients in Homeless Assistance Projects*	30,639	30,353	- 0.9%

* E. Shelter, Trans. Housing, PSH, RRH, Safe Haven, Street Outreach + Homeless in Services Only & Day Shelters



System Update – Assessed & Placed

	2018	2019	Change
Households Assessed by CA	5,267	6,380	+ 21.1%
Persons Placed in RRH	2,080	1,257	- 39.6%
Persons Placed in PSH	1,736	951	- 45.2%
Persons Exited to Permanent Housing*	5,874	5,187	- 11.7%

- Exits from E. Shelter, Trans. Housing, PSH, RRH, Safe Haven, and Street Outreach



The Way Home



The Way Home

Security Training Dates

- Security trainings were conducted throughout the months of January & February.
- Only approximately 65.3% of the more than 800 HMIS Users took the training (it's only 10 minutes).
- Participation is scored during site visits for funding.
- We will be offering two more trainings this month. This will be the LAST time you will be able to receive this training in 2020.



System Performance Measures

- Annual system report sent to HUD
- Includes all residential and street outreach projects
- Covers the last Fiscal Year (Oct 2018-Sep 2019)
- Affects annual CoC NOFA award amount



System Performance Measures

Length of Time Homeless

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2018	FY 2019	Submitted FY 2018	FY 2019	Difference	Submitted FY 2018	FY 2019	Difference
1.1 Persons in ES and SH	11185	9276	50	63	13	19	27	8
1.2 Persons in ES, SH, and TH	12178	10273	82	97	15	25	36	11

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2018	FY 2019	Submitted FY 2018	FY 2019	Difference	Submitted FY 2018	FY 2019	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	13610	11161	334	367	33	80	99	19
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	14595	12152	396	434	38	95	118	23



The Way Home

System Performance Measures

Returns to Homelessness

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2019	% of Returns	FY 2019	% of Returns	FY 2019	% of Returns	FY 2019	% of Returns
Exit was from SO	194	16	8%	10	5%	16	8%	42	22%
Exit was from ES	1742	305	18%	119	7%	130	7%	554	32%
Exit was from TH	818	115	14%	37	5%	42	5%	194	24%
Exit was from SH	0	0		0		0		0	
Exit was from PH	2034	126	6%	93	5%	135	7%	354	17%
TOTAL Returns to Homelessness	4788	562	12%	259	5%	323	7%	1144	24%



The Way Home

System Performance Measures

Number of Homeless

	January 2018 PIT Count	January 2019 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	4143	3938	-205
Emergency Shelter Total	1714	1662	-52
Safe Haven Total	0	39	39
Transitional Housing Total	815	623	-192
Total Sheltered Count	2529	2324	-205
Unsheltered Count	1614	1614	0

	Submitted FY 2018	FY 2019	Difference
Universe: Unduplicated Total sheltered homeless persons	12342	10273	-2069
Emergency Shelter Total	11386	9256	-2130
Safe Haven Total	91	67	-24
Transitional Housing Total	1520	1541	21



System Performance Measures

Income Growth (CoC projects)

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults (system stayers)	912	1158	246
Number of adults with increased total income	316	456	140
Percentage of adults who increased total income	35%	39%	4%

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults who exited (system leavers)	1153	1051	-102
Number of adults who exited with increased total income	430	372	-58
Percentage of adults who increased total income	37%	35%	-2%



System Performance Measures

First Time Homeless

	Submitted FY 2018	FY 2019	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	11472	9302	-2170
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	3099	2070	-1029
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	8373	7232	-1141

	Submitted FY 2018	FY 2019	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	15423	12373	-3050
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	4529	3621	-908
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	10894	8752	-2142



System Performance Measures

Successful Placements from Street Outreach

	Submitted FY 2018	FY 2019	Difference
Universe: Persons who exit Street Outreach	3300	3388	88
Of persons above, those who exited to temporary & some institutional destinations	27	758	731
Of the persons above, those who exited to permanent housing destinations	732	315	-417
% Successful exits	23%	32%	9%



The Way Home

System Performance Measures

Successful Placements/Retention

	Submitted FY 2018	FY 2019	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	11789	9623	-2166
Of the persons above, those who exited to permanent housing destinations	3309	3140	-169
% Successful exits	28%	33%	5%

	Submitted FY 2018	FY 2019	Difference
Universe: Persons in all PH projects except PH-RRH	3767	5386	1619
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	3492	5128	1636
% Successful exits/retention	93%	95%	2%



HMIS Site Visits

- This year HMIS Site Visits have been conducted for NOFA funded projects.
- Purpose was to confirm housing site setup for the Housing Inventory Chart (HIC) as well as to prepare scoring for the upcoming NOFA.
- If your agency did not receive a site visit please let Kelita Beechum know and she will follow up. All other agencies will receive a HMIS site visit later this year.



HMIS Reminders

- Clients in program (enrollment) report
 - Due by the 7th of each month for ALL programs to Karen Flores
 - Submitted with client detail
 - In PDF format
 - Enroll at any point NOT just new enrollments
 - Always for the previous month
- Program/grant end dates
- New programs
- SSO program/grant close out
- Collaborative grants



HMIS Changes

- HMIS staff should be immediately made aware of all changes
- Programs
 - All clients must be exited and checked out of program by program end date
- Housing
 - If program is HUD funded, approval of changes must accompany all request



Missing Housing Data

Housing Move-In Date

- Applies to Permanent Housing projects – PSH & RRH
- 116 clients were enrolled into PSH, checked in, but did NOT have a move-in date
- This affects PH placement reports and the HIC
- It must fall within the enrollment period
- It's only entered for the Head of Household
- If the household leaves the PH unit, the move-in date must not be deleted; rather, the exit destination should reflect the outcome
- If a client is transferred from one PH project to another, the second project's Housing Move-In Date should be the same as the Project Entry Date



Common Data Quality Issues

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	104	4	128	2.97%
Date of Birth (3.3)	8	0	226	2.94%
Race (3.4)	56	39		1.19%
Ethnicity (3.5)	31	9		0.50%
Gender (3.6)	1	0		0.01%
Overall Score				6.87%

Common Data Quality Issues

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	42	0.53%
Project Entry Date (3.10)	147	1.85%
Relationship to Head of Household (3.15)	11	0.14%
Client Location (3.16)	911	11.52%
Disabling Condition (3.8)	438	5.51%



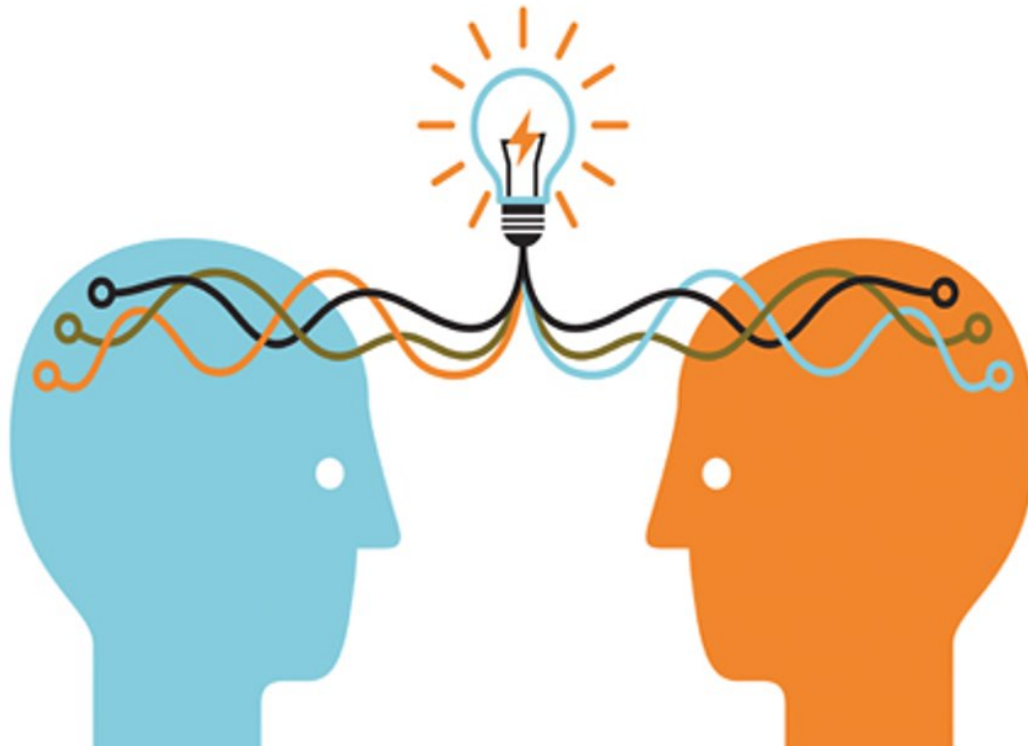
Common Data Quality Issues

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination (3.12)	0	0.00%
Income and Sources (4.2) at Entry	2	18.18%
Income and Sources (4.2) at Annual Assessment	11	100.00%
Income and Sources (4.2) at Exit	0	0.00%



Understanding the Clients in Program Report (CIP)



The Way Home

Agency A and B



Both A & B have Sally, Supportive Supervisor



Both A & B have Paul, Permanent Housing Supervisor



Both A & B have Raquel, Rapid Rehousing Supervisor



Both A & B have Allison, Administrative Staff



Before the 7th of each month Agency A – has Administrative staff send the CIP report



RUN THE CLIENTS IN
PROGRAM REPORT



REVIEW THE CLIENTS IN
PROGRAM REPORT



SEND ANY
QUESTIONABLE ITEMS
TO PROGRAM
SUPERVISORS



GET CORRECTIONS BACK
FROM PROGRAM
SUPERVISORS



SEND CLIENTS IN
PROGRAM REPORT TO
KAREN

Before the 7th of each month Agency B – has each Program Supervisor send the CIP report



RUN THE CLIENTS IN
PROGRAM REPORT



REVIEW THE CLIENTS
IN PROGRAM REPORT



SEND ANY
QUESTIONABLE ITEMS
TO CASE MANAGERS



GET CORRECTIONS
BACK FROM CASE
MANGERS



SEND CLIENTS IN
PROGRAM REPORT TO
KAREN



KAREN SENDS DQR TO
BOTH AGENCY A AND B

Both A & B make corrections and
send back to Karen



The Breakdown



**AGENCY A (THE ONE WITH THE ADMIN
SENDING THE CIP) WHEN THAT PERSON GETS
THE DQR NOTHING IS DONE WITH IT**



**AGENCY B (THE ONE WITH THE SUPERVISORS
CORRECTING OR GETTING CM TO CORRECT)
NEVER SENDS BACK TO KAREN**



Our 2020 & Beyond Goal

Both types of agencies

- to run the clients in program report
- Review it
- Send to HMIS
- Receive DQR from HMIS
- Run the detail report
- Correct the missing data elements
- E-mail HMIS acknowledging the corrections have been made.





The Way Home

HMIS Issues

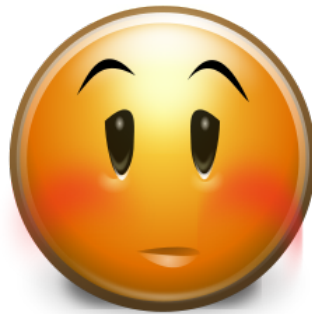
- Issues have to be tracked for reporting purposes.
- Do not email HMIS staff directly unless instructed to do so.
- Use any of the following methods for assistance:
 - Go to <https://hmissupport.homelesshouston.org>
 - Call the Help Desk
 - ☐ 832-531-6020 or 832-531-6014
 - ☐ Monday – Thursday
 - Send an email to hmis@homelesshouston.org
- Everyone has a user name and password



The Way Home

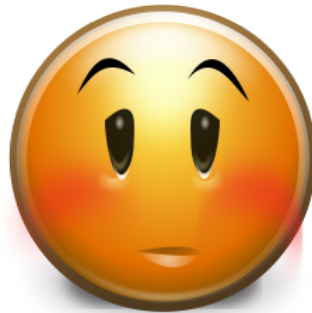
Oops!!

- Email:
 - There are several dates/times for you to choose from. Once you register for a date/time, I will send you a link to the webinar you selected.
 - Here is the link to register
<https://hmisusertraining.abilafundraisingonline.com>
- Response:
 - I'd like to schedule my training for tomorrow.



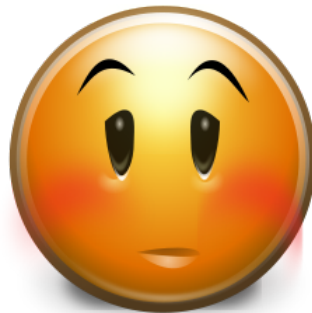
Oops!!

- Training:
 - Started at 9 am
- Email @ 9:05 am:
 - Can I still take the training?



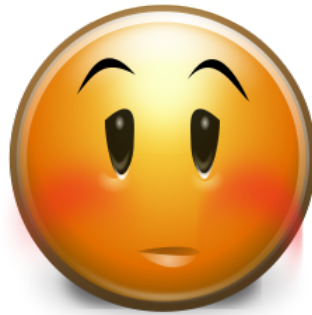
Oops!!

- Email:
 - Please complete the entire form, sign it, and return.
- Form is submitted with missing information and no signature.



Oops!!

- IssueTrak ticket submitted:
 - HMIS staff enter a note in the ticket with a resolution or requesting information.
- Ticket submitter contacts HMIS staff stating that no one has responded.



Coordinated Access Highlights

Access Points

- 13 Hubs
- Shelters, drop-in centers, ministries
- Outreach Teams dedicated to CA
- Call-in option
- 11,544 clients assessed since 2014

Assessments

- Match to PSH, RRH, Income, SOAR
- Consent is electronic
- Vulnerability tools prioritize populations
- 20+ Navigators
- 2,047 → PSH
- 3,250 → RRH

HMIS

- All matching
- Bed availability
- PSH, RRH, Income, & SOAR Waitlist prioritization
- Referral outcomes
- CA part of NOFA Scoring
- 1,139 → WFS



2020 HMIS Forum Dates

Mark your calendars!!!

United Way of Greater Houston:

- June 23, 2020, 2 pm
- September 22, 2020, 2 pm
- December 15, 2020, 2 pm



Q & A



The Way Home