HMIS Forum
2nd Quarter 2020

GoToWebinar

June 23, 2020

2:00 – 4:00 p.m.

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

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Agenda

- Welcome & Introductions

- COVID-19 in HMIS

- COVID-19 CARES Housing Program

- 2020 Homeless Count & Survey Results

- HMIS Trainings

- IssueTrak

- Q & A

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Welcome to our newest HMIS Participating Agencies

- Queen of Safety Supply Co. LLC

- Waller Assistance & Restoration Ministries, Inc.

- Bayou Bread & Butter Outreach Services

- Hope for Three

- Epiphany Community Health Outreach Services

- United Healthcare Partners

- My Brother's Keeper Outreach Center

- Main Street Ministries

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COVID-19 Info

- Coalition Blog: www.homelesshouston.org/covid-19

  - 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.

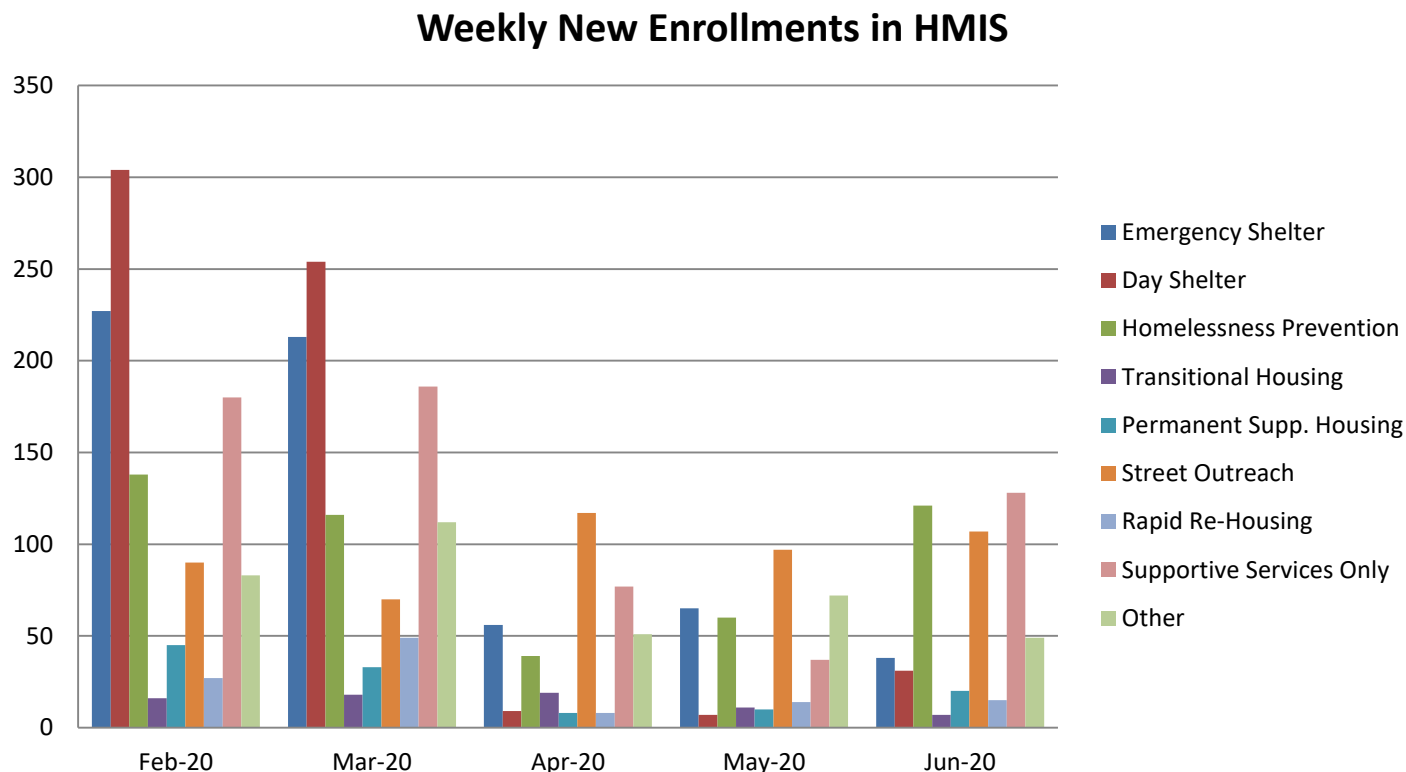# Impact of COVID-19 on HMIS usage

- Because of social distancing, project closures, quarantining, work from home, and other issues related to COVID-19, the HMIS data shows significant decrease of new enrollments and services provided since March 2020

- We expect that the number of enrollments due to resumed operations and new CARES funding will increase in the upcoming months

- These temporary system trends should not be used to measure the impact of COVID-19 on homelessness at this time

Impact of COVID-19 on HMIS usage

Daily HMIS Users During COVID-19
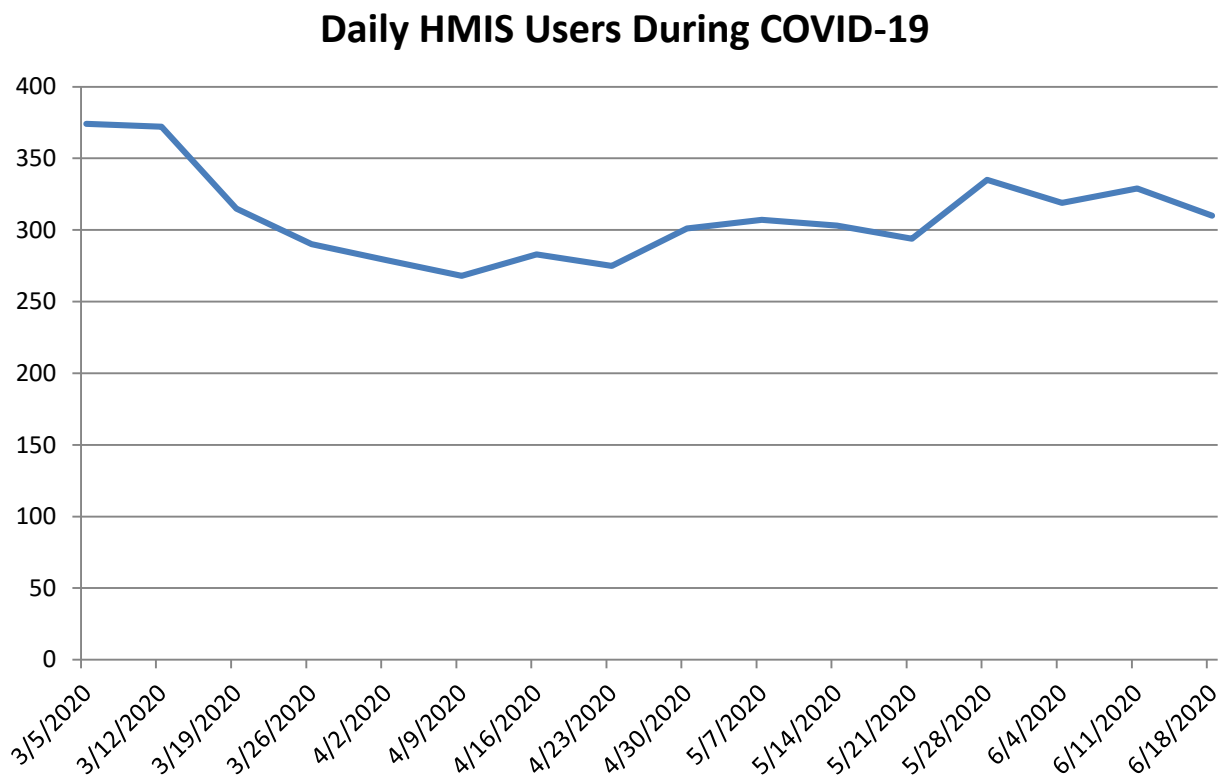
Number of users active in HMIS on each Thursday since March

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Impact of COVID-19 on HMIS usage

Weekly New Enrollments in HMIS

New client enrollment counts during the first week of the month

Tracking the Impact of COVID-19 in the Enrollment Assessment

- HMIS Projects should record the impact of COVID-19 on individual clients in the Universal Data Assessment during the project enrollment workflow

- Complete only for clients who were personally affected by COVID-19 (dislocated, infected, quarantined, lost job, evicted, etc.)

- This data (together with other natural disaster data) is available in the Data Explorer reporting tool - Enrollment Plus domain.

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COVID-19 in Enrollment Assessment

Enrollment assessment example:

COVID-19 Isolation & Recovery Center

- The system was updated on April 8, 2020 to include modification of client dashboard; HMIS users are able to see information related to client's stay at the Homeless Medical Isolation & Recovery Center due to COVID-19 symptoms.

- Clients who are symptomatic and tested for COVID-19 are taken to the Homeless Medical Isolation & Recovery Center, where they await test results

- Clients whose test results return as negative are exited from this facility

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COVID-19 Isolation & Recovery Center

- A client whose test was positive, but who hasn't recovered and hasn't been exited from the Homeless Medical Isolation & Recovery Center may still be contagious, so please use extra caution if you encounter such a person. They should be strongly reminded to return to the isolation center.

- At this time, only Homeless Medical Isolation & Recovery Center staff record COVID-19 data shown on the dashboard

COVID-19 Isolation & Recovery Center

Client dashboard example:

Name:	Test, Another	**Race:**	American Indian or Alaska Native, Asian
Age:	29	**Ethnicity:**	Non-Hispanic/Latino
Gender:	Male	**Veteran Status:**	Yes
Housing Assessment Date:	ℹ	**Triage Score:**	ℹ
Waitlist Placement Date:	ℹ	**Chronically Homeless:**	ℹ
Housing Placement Date:	ℹ	**Frequent:**	No ℹ
COVID Test Result:	Positive	**COVID Quarantine Date:** 4/6/2020	**COVID Recovery?** Recovered

COVID-19 CARES Housing Program (CCHP)

The Way Home Continuum of Care

Houston and Harris, Montgomery and Fort Bend counties, Texas

Opportunities

FEMA

CARES Act Treasury

ESG – CV

CDBG-CV

CDBG-DR

HOME

Private

Ballpark $50-75M

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Pre COVID-Landscape Need

Program Types	Current System (Units)	Demand	Difference
RRH for Singles	459	2,075	**-1616**
RHH for Families	553	948	**-395**
PSH for Singles	5,078	7,377	**-2,299**
PSH for Families	117	86	**+31**

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Synthesizing the Plans

THE WAY HOME CONTINUUM OF CARE (COC) HAS BEEN DEVELOPING A **FIVE-YEAR STRATEGIC PLAN** TO PREVENT AND END HOMELESSNESS IN HOUSTON AND HARRIS, FORT BEND, AND MONTGOMERY COUNTIES.

THE PROPOSED **CARES COMMUNITY-WIDE HOUSING PLAN** OUTLINES A WAY TO USE NEW FEDERAL FUNDING COMING TO OUR REGION TO **SLOW THE SPREAD OF THE CORONAVIRUS** BY IMPLEMENTING THE HOUSING INTERVENTIONS THAT WERE ALREADY PART OF THE FIVE-YEAR PLAN ON AN EXPEDITED TIMELINE.

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Proposed 2-Year Strategy
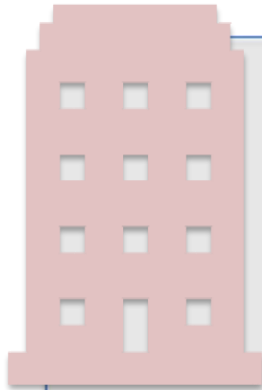
COVID Emergency Shelter

- ~300 people
- Modify existing shelters to add space that allows for social distancing, enhanced intake, etc.
- Hotel rooms for DV partners
- Not COVID sheltering covered by FEMA
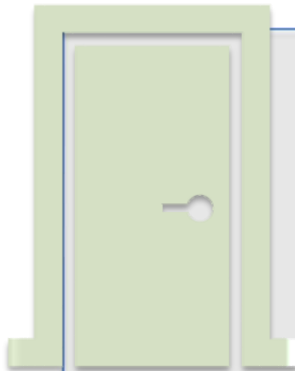
Bridge to PSH

- ~1000 people
- Rapidly rehouse all PEH that need PSH over the next 12 months while they await a PSH turnover unit
- As PSH units turn over, convert/move clients to a PSH unit by the end of month 24
- 10 Navigators, 49 Case Managers

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Proposed 2-Year Strategy
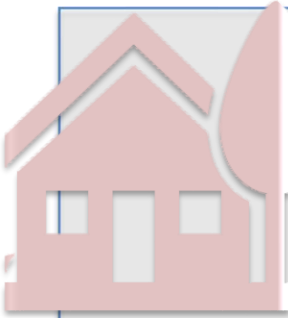
12 Month RRH

- ~1,700 people
- Rapidly house PEH using a 12-month shallow subsidy to those that match to RRH
- 17 Navigators, 52 Case Managers

Diversion

- ~2,000 people
- Provide rental or financial assistance to divert people from shelter
- Provide conflict mediation towards family reunification
- 80 Case Managers

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Proposed 2-Year Strategy

Mental Health CM for High Risk

- Provide enhanced mental health services to prevent high risk individuals recently housed from eviction and maintain connection to care

Homeless Outreach

- Expand homeless outreach to those living unsheltered outside of the inner-city core

PSH Homeless Prevention

- ~200 people
- Provide ongoing rental assistance & wraparound services

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Bridge to PSH

- There are ~5,000 PSH slots in the CoC (subsidy + services)
  - These turn over at ~40-50 per month (1,000 over 2 yrs)
  - We will do this in one year instead of two
- RRH can be used as a "bridge" to PSH
  - Instead of sitting on a waitlist & waiting for the PSH slot to turn over, clients can be housed immediately
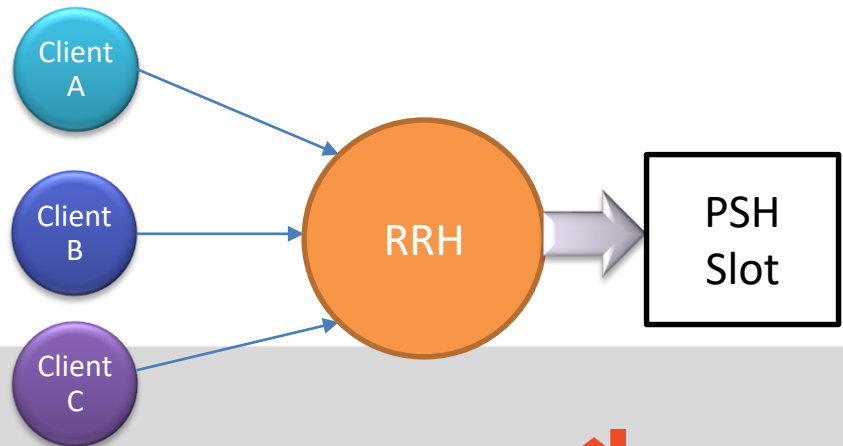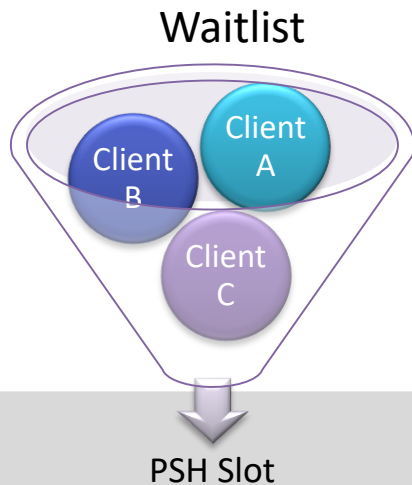
12 Months RRH

- ~17 RRH slots in the CoC turn over per month (subsidy + services)

- CARES RRH funds can be used to add capacity to current system

- Households who lost income due to COVID

- Employed within the past year

- Potential to house close to 1,700 people

Diversion

- Strategy that prevents homelessness for people seeking shelter
- Helps with identifying immediate alternate housing arrangements
- Connects with services & financial assistance to help return to permanent housing
- Can reduce the number of people becoming homeless, the demand for shelter beds, & the size of program wait lists
- Helps communities achieve better outcomes
  - First time homeless
  - Returns to homelessness
  - More competitive for federal funding

Diversion vs HP vs RRH

Housing Situation	Intervention Used	Services Provide (All)
At Imminent Risk of Losing Housing (precariously housed & not yet homeless)	Prevention	Housing Search Rental Subsidy Other Financial Assistance Utility Assistance Case Management Mediation Connection to Mainstream Resources Legal Services
Requesting Shelter (at the "front door" or another program/system entry point seeking a place to stay)	Diversion	
In Shelter (homeless/in the homeless assistance system)	Rapid Re-Housing	

Source: NAEH

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Diversion Services

- Financial, utility, and/or rental assistance
- Short-term case management
- Conflict mediation
- Connection to mainstream services and/or benefits
- Housing search

Proposed Sources of Funding

≈$29M City of Houston
- ESG-CV = $6,527,297
- CDBG-CV = $11,618,993
- HOME TBRA = $8,000,000
- CARES Treasury = $5,661,242

≈$18M Harris County
- CDBG = $5,800,000
- ESG-CV1 = $3,500,000
- ESG-CV2 = $6,900,000
- ESG-CV = $1,800,000

≈$9M private philanthropy
- Proposals submitted
- Interest expressed after city/county infusion

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Rewards Vs Risks

Rewards ↑

End Chronic Homelessness and open PSH to most vulnerable regardless of time homeless

Massive rehousing surge should dramatically reduce PIT

Houston Touted as a National Model Again!

Serve ~5000 PEH in 24 months

Massive temporary expansion will tax system and require new partnerships/behaviors that could be rejected/fail

Need relatively modest private partnership ~$4-8M to succeed

Political will to rehouse the homeless may fall short

Risks ↓

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24 Month Impact

House 5,000 people with a 95% retention rate

End chronic homelessness

Reduce encampments

Create up to 150 jobs

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Next Steps

SECURE CITY OF HOUSTON AND HARRIS COUNTY FINANCIAL COMMITMENTS

ENSURE QUALIFIED SERVICE PROVIDERS HAVE THE OPPORTUNITY TO APPLY FOR FUNDING

EXECUTE CONTRACTS

OPERATIONALIZE PLAN

Coalition for the Homeless
2020 Homeless Count & Survey Results

Presenters:

Michael C. Nichols, President and CEO

Ana Rausch, Vice President of Program Operations

Coalition for the Homeless

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

For more information, visit www.homelesshouston.org

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris, Ft. Bend, & Montgomery Counties.

For more information, visit www.thewayhomehouston.org

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2020 PIT Count

- Where:
  - All of Houston, Harris, Fort Bend, & Montgomery Counties
- When:
  - Official sheltered count (night of the count) for HUD January 27, 2020
  - Unsheltered Count – January 28, 29, 30
- How:
  - Assign map area
  - Drive
  - Walk areas with likelihood of find homeless persons
  - Survey with mobile app, Counting Us

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Why do we count?

- Report an accurate number of homeless persons in the Houston, Harris, Fort Bend, & Montgomery counties

- These numbers are reported to the U.S. Department of Housing and Urban Development in order to:
  - Determine progress/success (are the numbers decreasing?)
  - Determine the amount of federal, state, & local funding that will come into our community
  - Determine sub-populations among the homeless (i.e. youth, veterans, domestic violence, etc.)
  - Identify areas with a dense homeless presence (encampments, etc.)
  - Improve services & housing
  - Determine what additional services are needed

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Homeless Definitions

Sheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, meaning they are living in a publicly or privately operated shelter designed to provide temporary living arrangements.

Unsheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, meaning they are living in a place not meant for human habitation.

Chronic Homelessness

- A person with a disability that has either (1) been continually homeless for a year or more **OR** (2) had 4 or more occasions of homelessness in the last 3 years.

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2020 Homeless Count Results

- 3,974 persons experiencing homeless were counted
  - 1,656 (42%) staying place not meant for human habitation
  - 2,318 (58%) staying in emergency shelters, transitional housing, or safe haven that evening.

- 2020 PIT count represents:
  - Plateau compared to 2019 (for last 3-4 years)
  - 54% decrease since 2011

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Characteristics - 2020

➢ 30% were chronically homeless

➢ Almost one of three (32%) had self-reported serious mental illness and/or substance use disorder (26%; alcohol and/or other drugs)

➢ 10% experienced domestic violence

➢ 7% were Veterans (29% decrease)

➢ 19% of unsheltered were homeless for the 1st time

➢ 6% unsheltered due to a natural disaster

➢ 7% of unsheltered became homeless outside of the CoC

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Total Number of those Experiencing Homelessness by Interview Location, N = 3,974

Legend:
- Unsheltered Fort Bend County
- Sheltered Fort Bend County
- Unsheltered Montgomery County
- Sheltered Montgomery County
- Unsheltered Harris County
- Sheltered Harris County

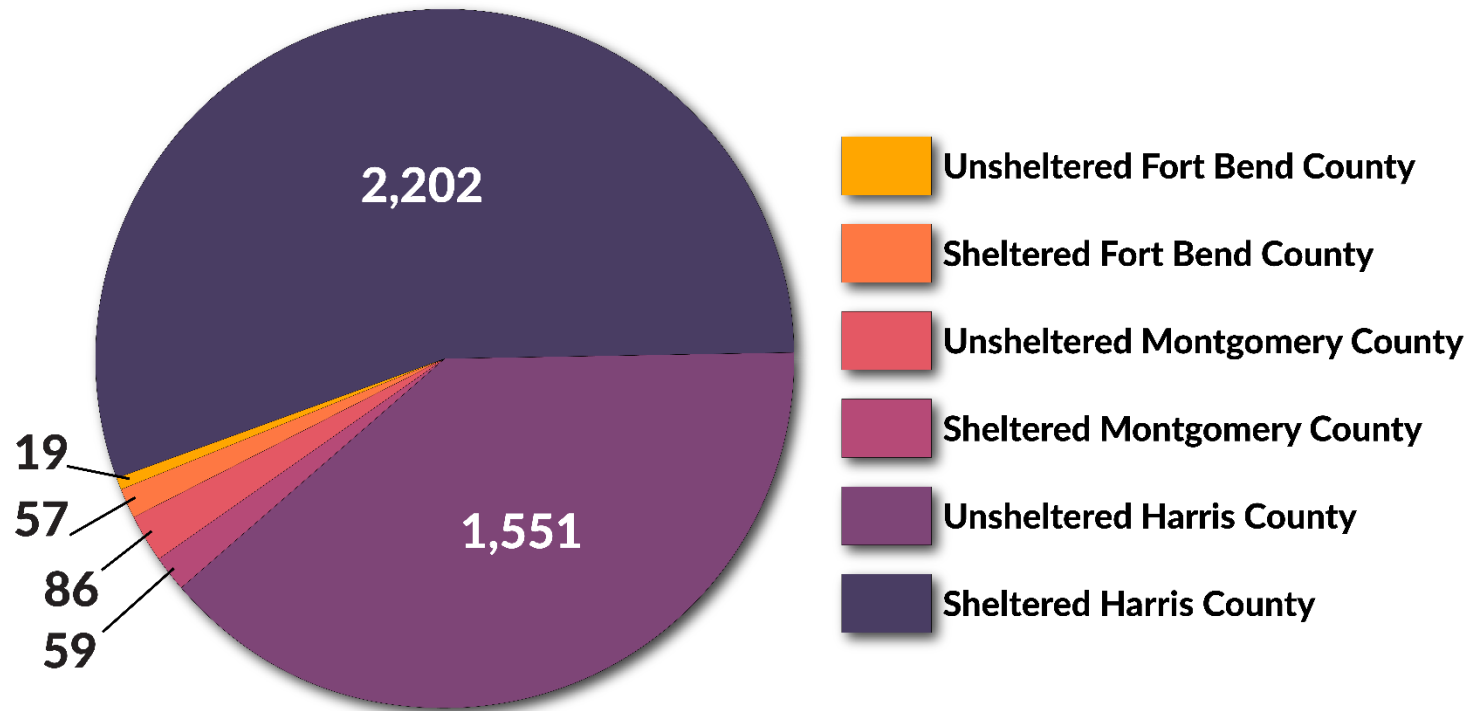Pie chart values: 2,202; 1,551; 19; 57; 86; 59

Figure 1

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PIT Counts 2017-2020*

includes data from total Continuum of Care geographic area
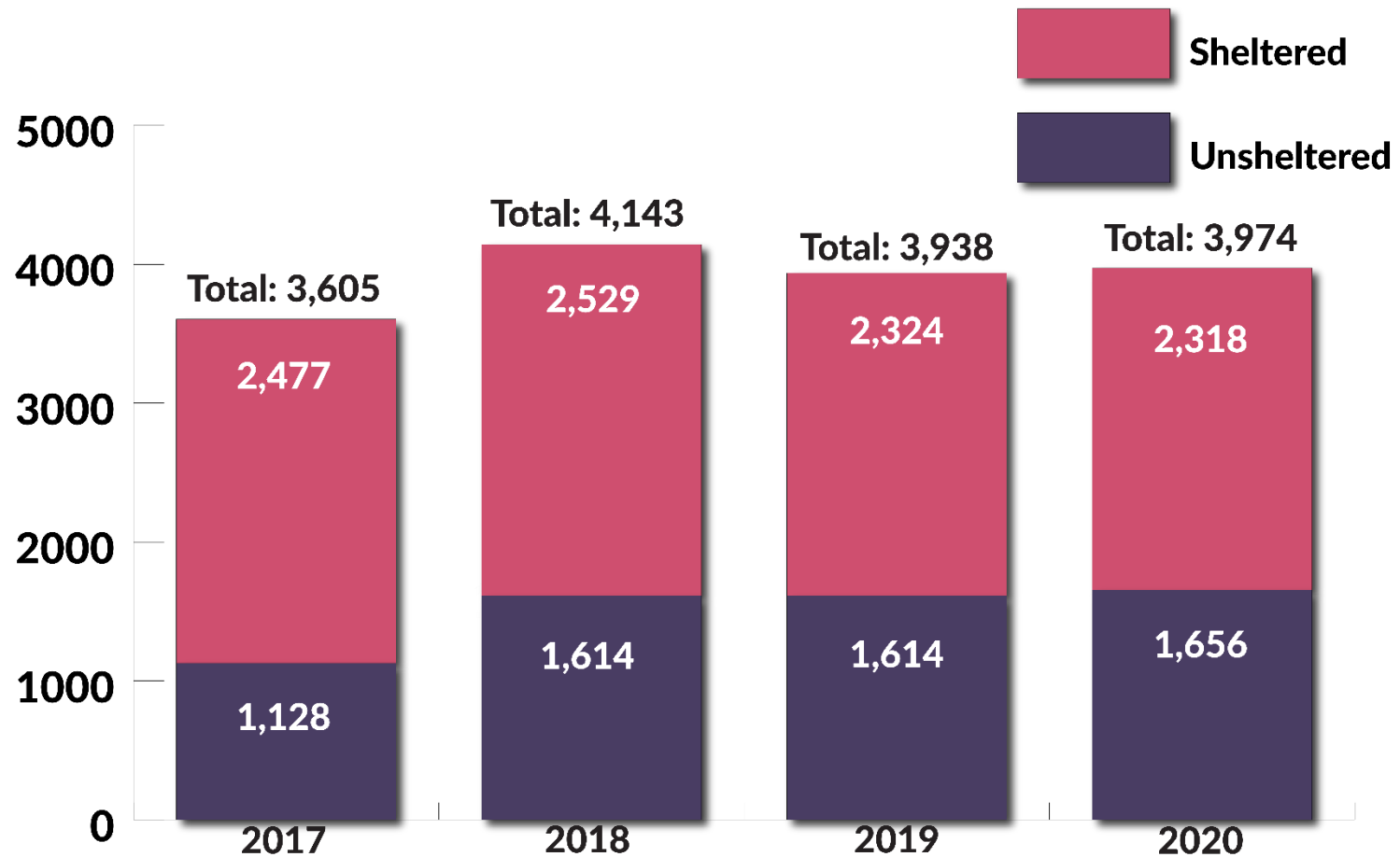
Figure 3

PIT Counts 2011-2020*

includes data from Houston, Pasadena, Harris County, and Fort Bend County only for comparison purposes with previous years
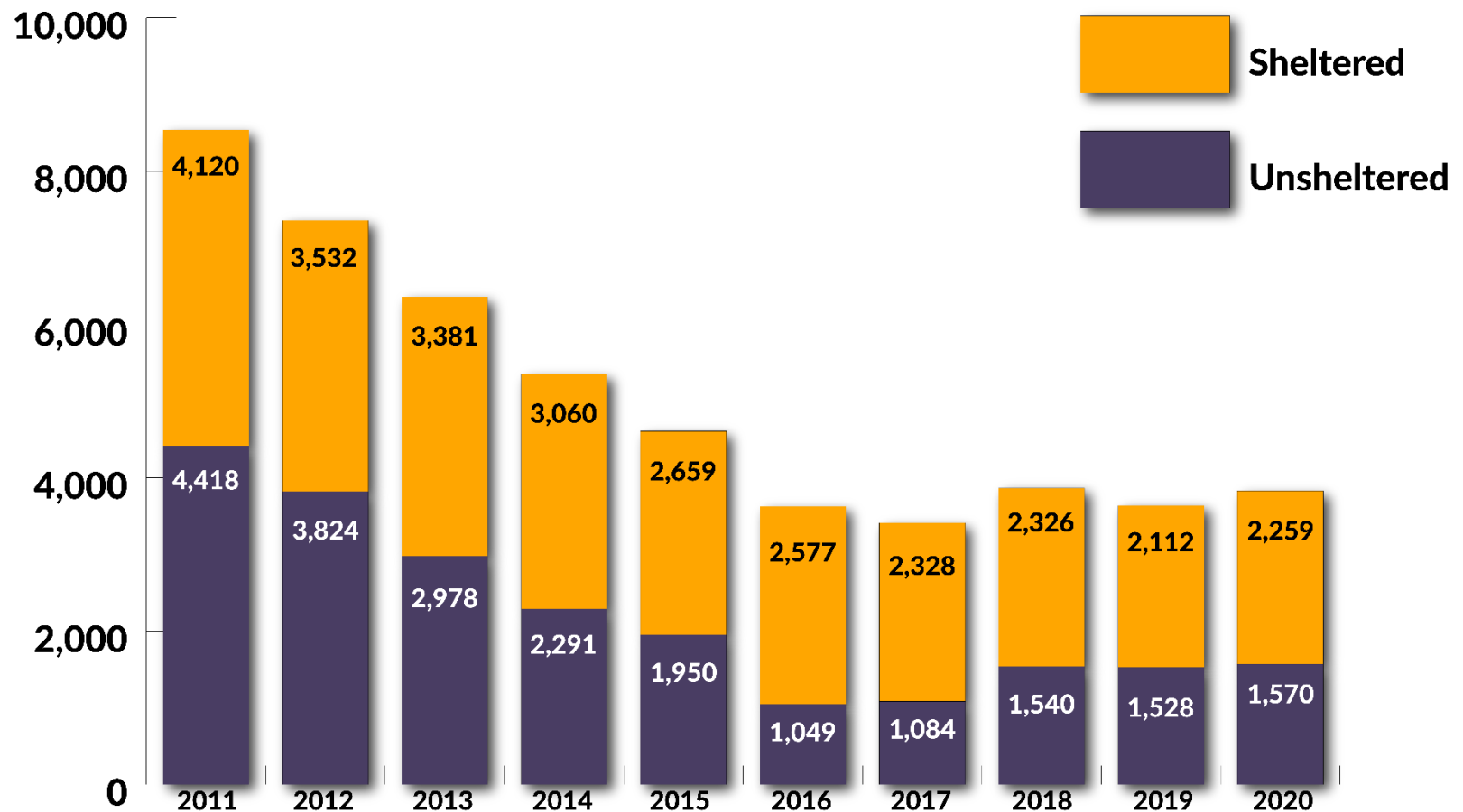

	Sheltered	Unsheltered
2011	4,120	4,418
2012	3,532	3,824
2013	3,381	2,978
2014	3,060	2,291
2015	2,659	1,950
2016	2,577	1,049
2017	2,328	1,084
2018	2,326	1,540
2019	2,112	1,528
2020	2,259	1,570

Figure 4

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Persons Placed in Permanent Housing
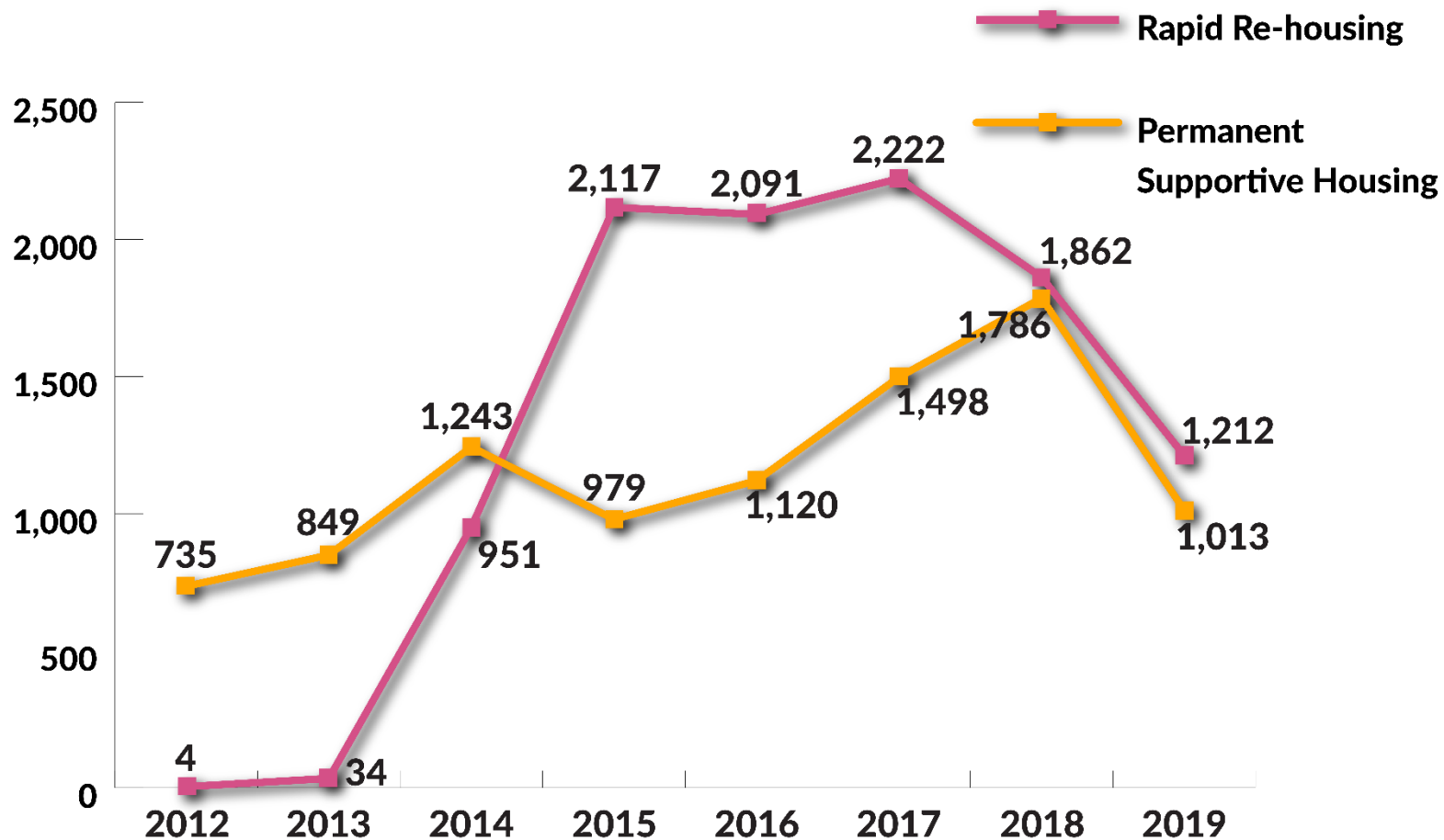
Figure 5

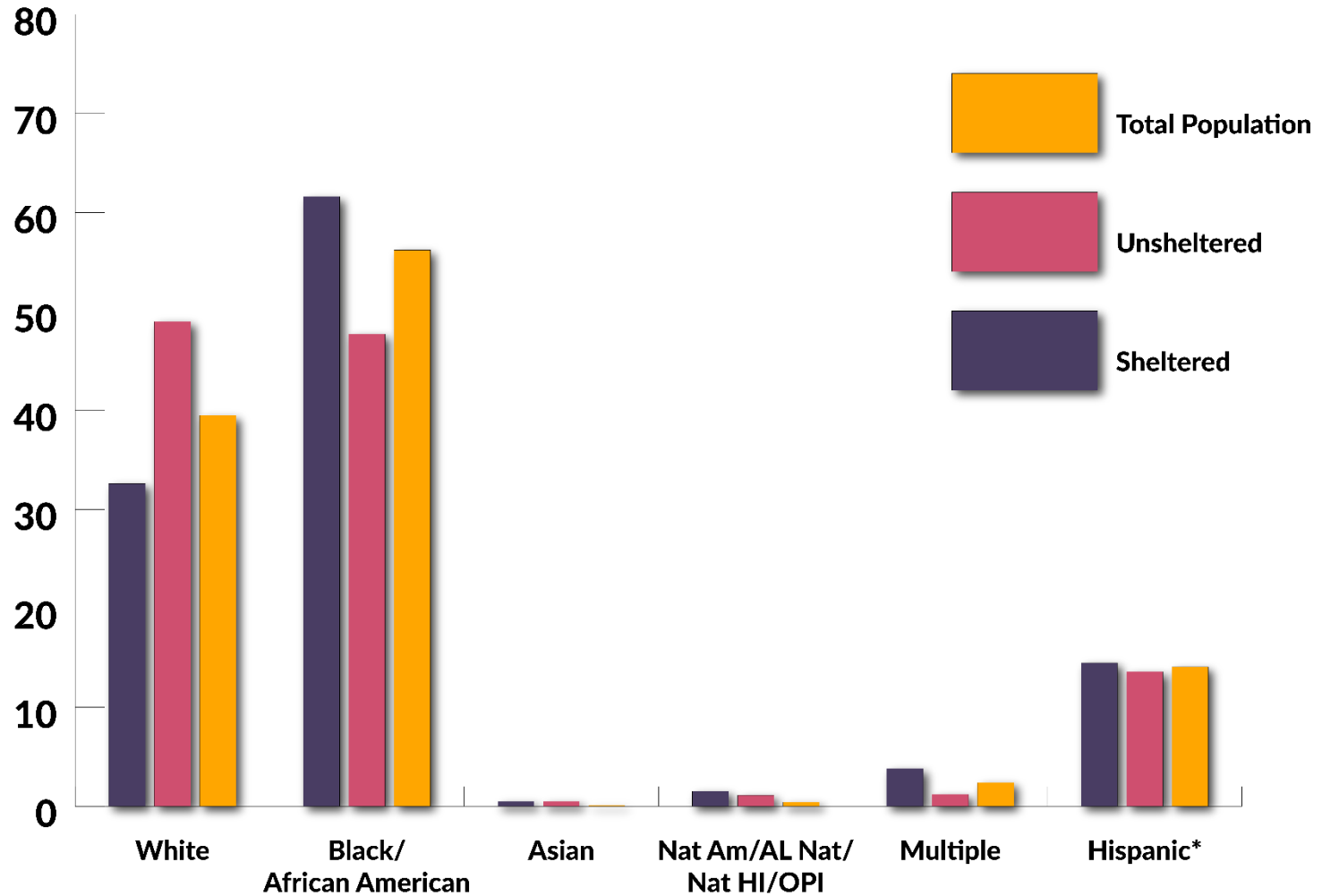# Racial/Ethnic Breakdown of those Experiencing Homelessness
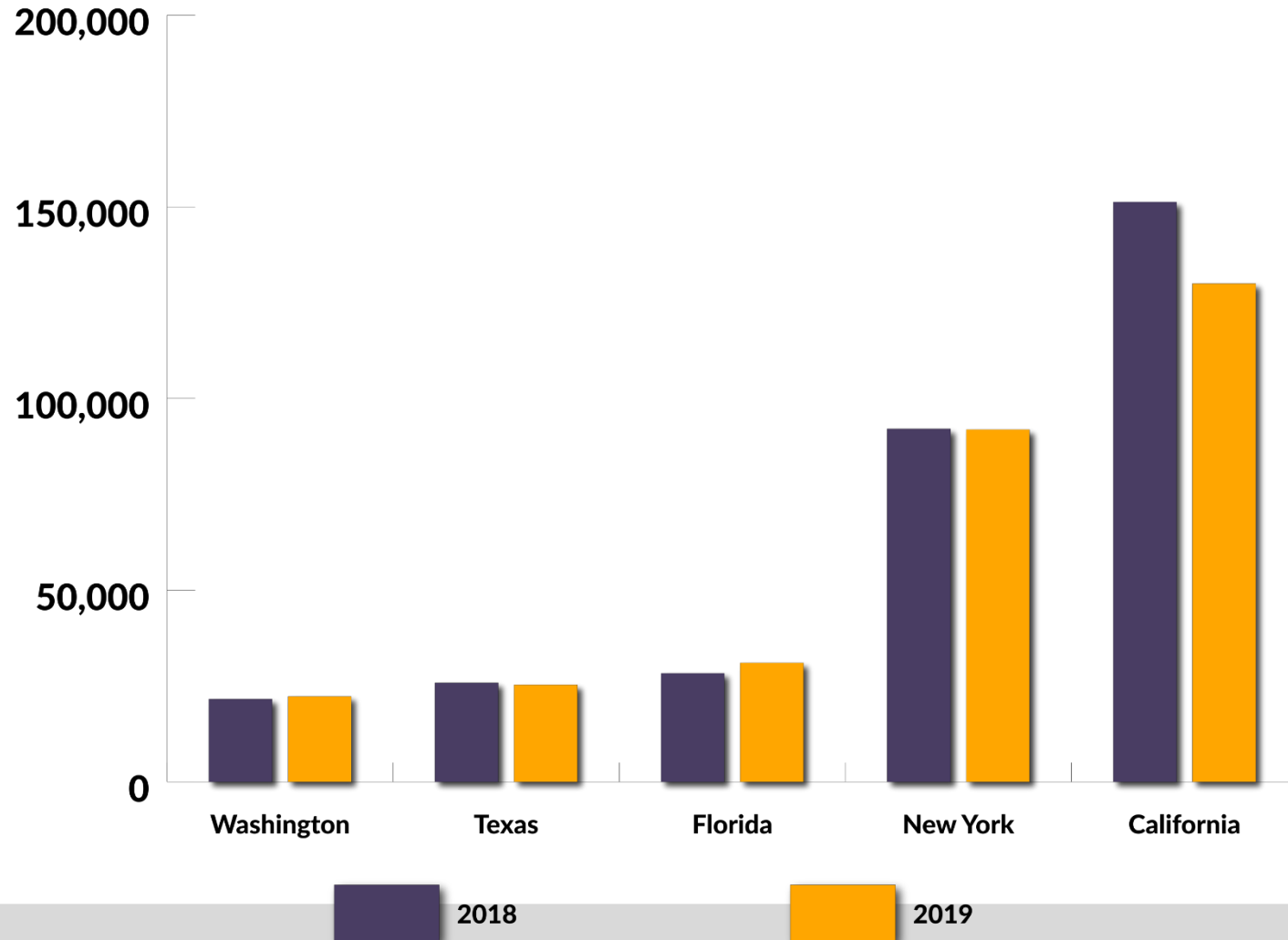

Figure 12

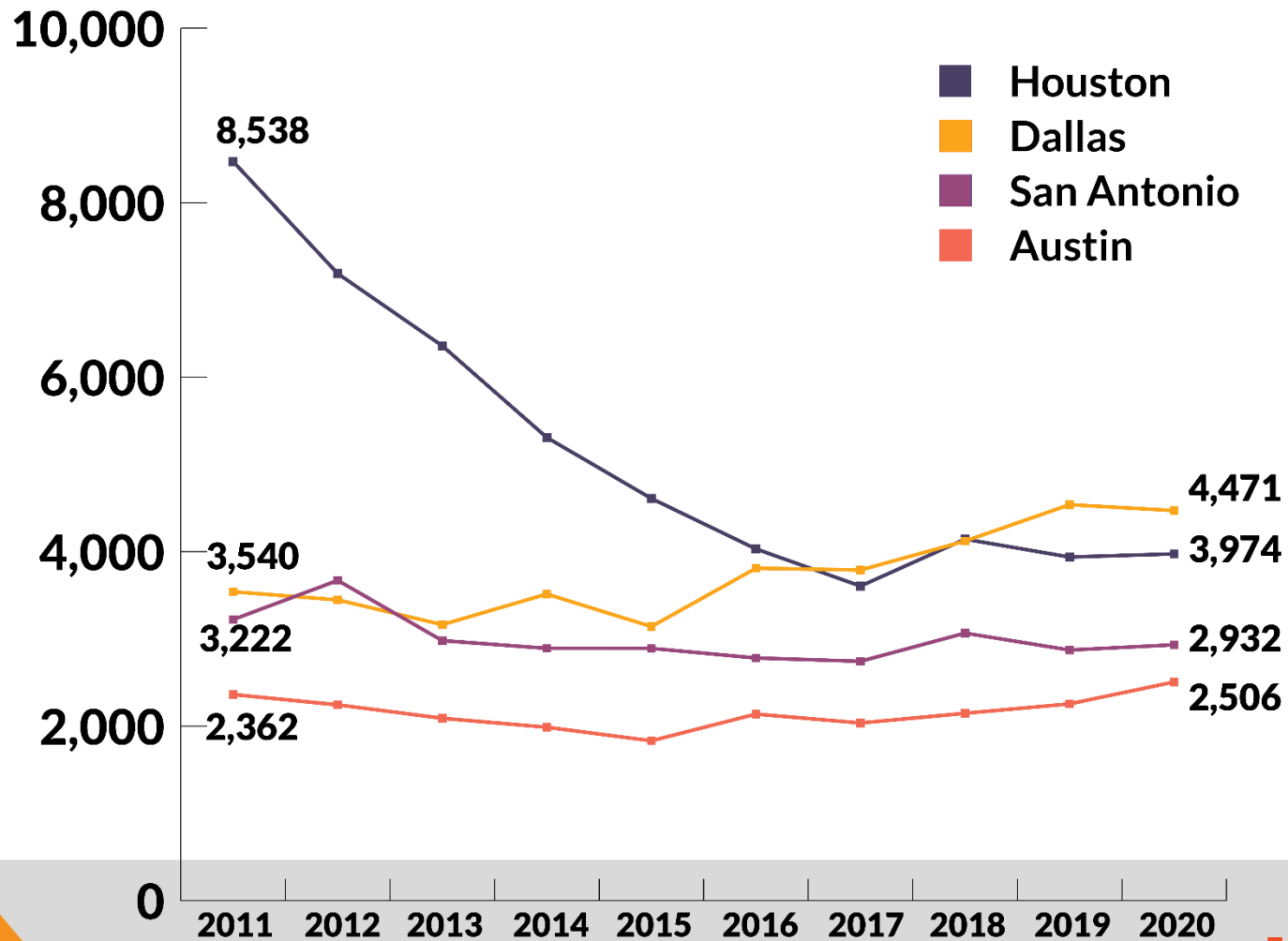| Race/Ethnicity[1]	Harris Co. population 7/1/2019	Total population experiencing homelessness	Sheltered people experiencing homelessness	Unsheltered people experiencing homelessness	Young Adults experiencing homelessness
White	69.6%	39.9%	32.6%	49%	29%
Black/African American	19.9%	56.2%	62.1%	47.5%	65.1%
Asian	7.4%	0.05%	1.1%	1%	1.2%
American Indian/ Alaska Native/ Native Hawaiian/ Pacific Islander	1.2%	0.4%	0.9%	0.7%	0.6%
Multiple Races	1.9%	2.4%	3.3%	1.2%	4.1%
Hispanic*	43.3%	14.1%	14.5%	13.5%	14.5%

Table 1

asked separately from racial identity

1   https://www.census.gov/quickfacts/fact/table/harriscountytexas,US

In the US, half of all people experiencing homelessness did so in 1 of 5 states*

	2018	2019

* HUD 2019 AHAR Part 1

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Total Point-In-Time Homeless Count Data
by Major Texas City, 2011-2020

Legend:
- Houston
- Dallas
- San Antonio
- Austin

10,000

8,538

8,000

6,000

4,471

4,000
3,974

3,540

3,222
2,932

2,506

2,000

2,362

0

2011 2012 2013 2014 2015 2016 2017 2018 2019 2020

Homeless Count Population Comparison
per 1,000 Residents

City	Value
New York City	9.43
San Francisco	9.11
Los Angeles	5.34
San Diego	3.43
Seattle	3.26
Dallas	3.23
Chicago	1.96
San Antonio	1.50
Austin	1.22
Houston	0.80

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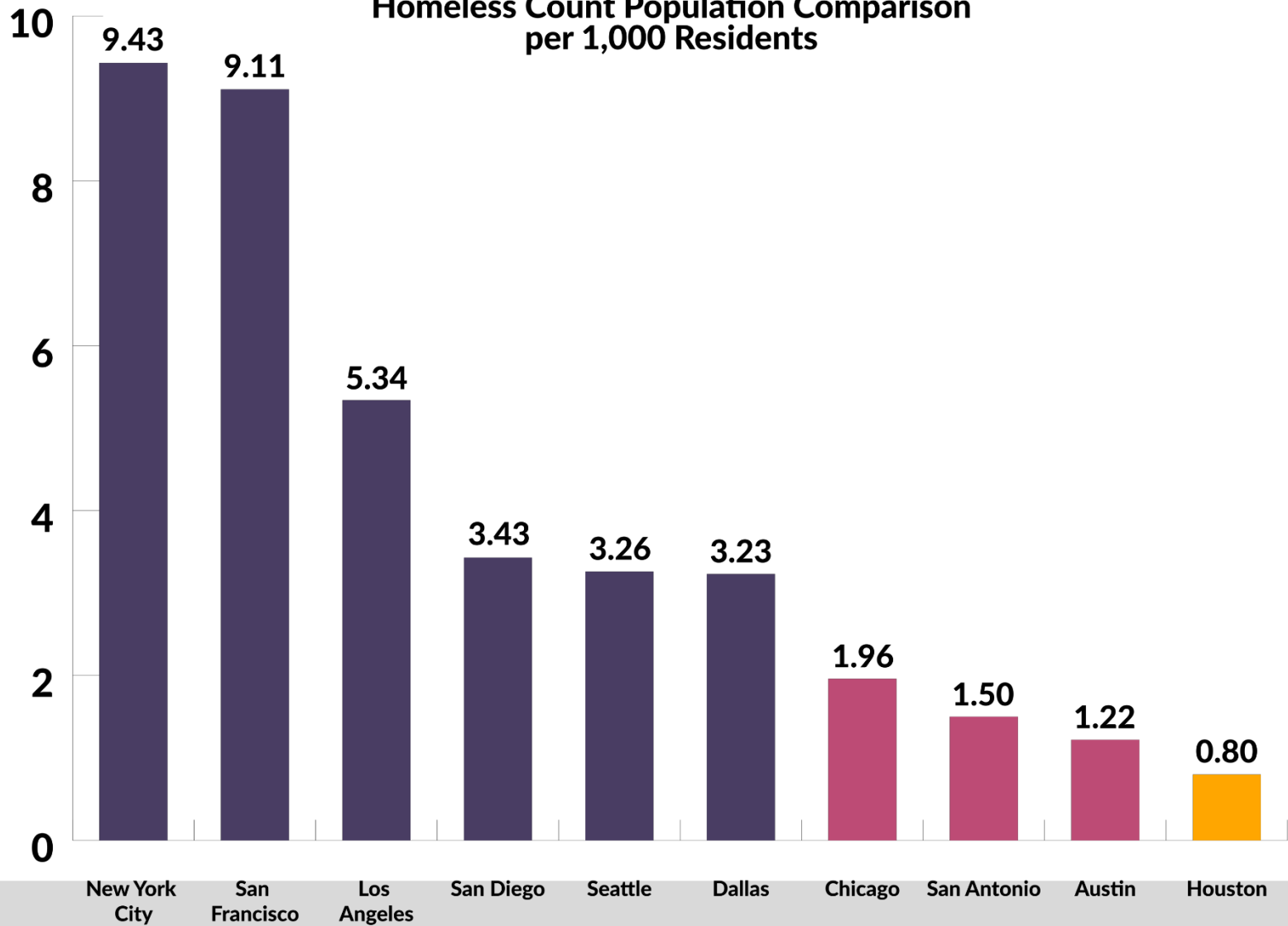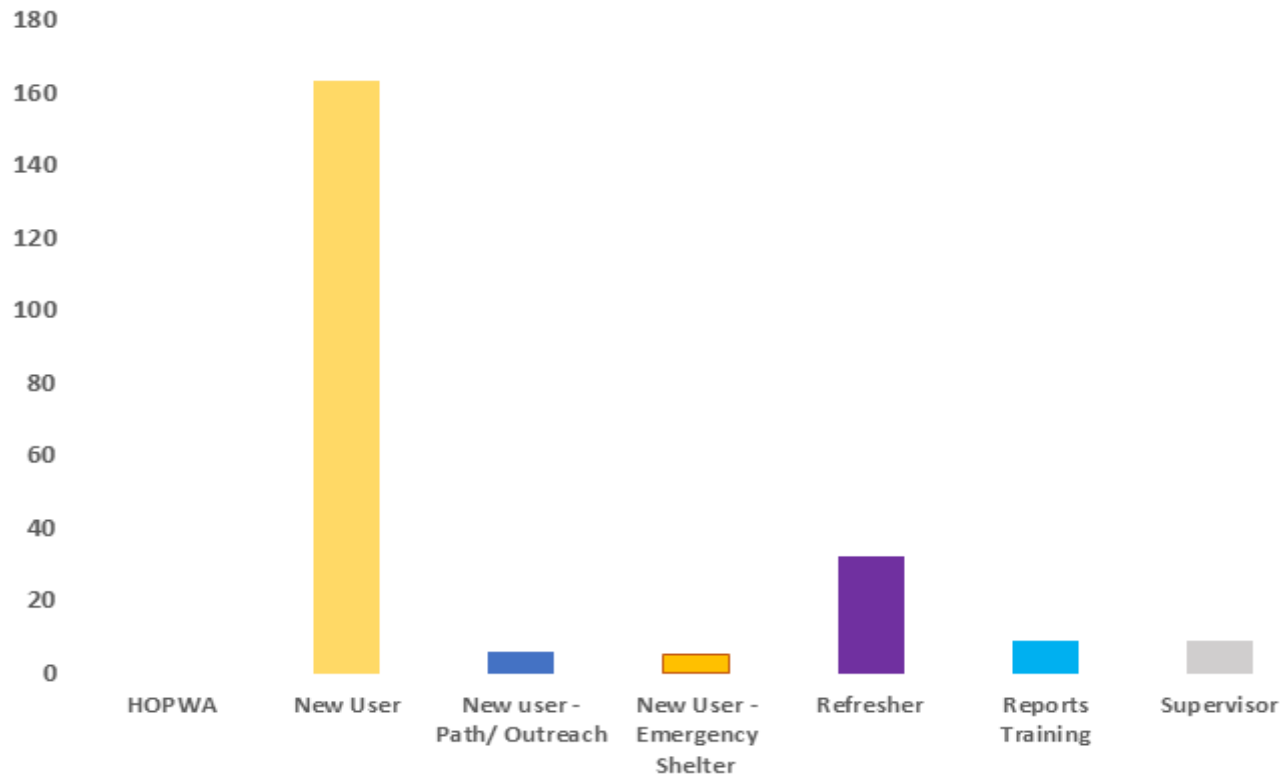
Things to think about…

➢ 19,716 housed since 2012

➢ Permanent housing + supportive services is key to solving homelessness

➢ It costs $41,000 per person per year to leave someone unsheltered, but only $17,000 per person per year for housing & supportive services

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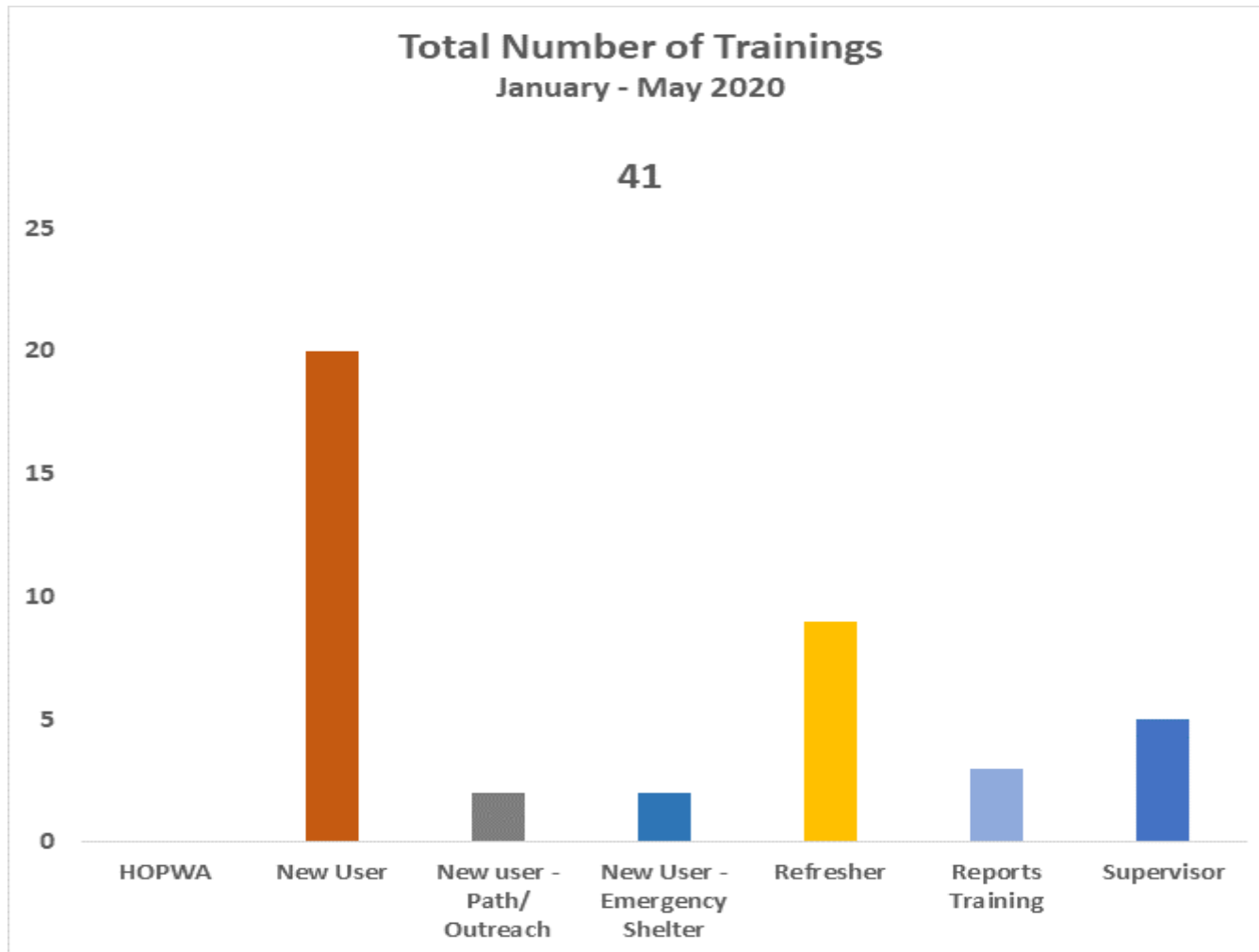
HMIS Trainings

- Register for virtual trainings online.
  - ➤ https://www.homelesshouston.org/hmis-v2#HMISUserTrainings
  - ➤ Bring COMPLETED User Agreement with you.
  - ➤ https://irp-cdn.multiscreensite.com/2d521d2c/files/uploaded/HMIS%20Docs%20-%20User-License-Agreement-Final.pdf
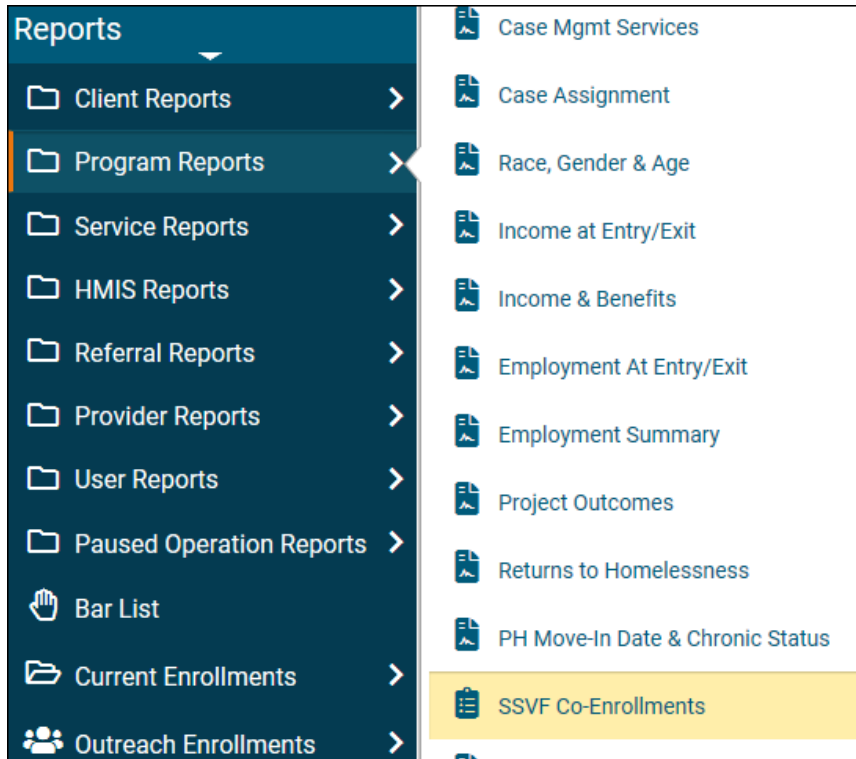
The More You Know

IT DOESN'T ADD UP!

What day do you need to turn in the Clients In Program Report in by to Karen Flores?

SSVF Co-Enrollments Report

- This report should be used to check if any of the clients enrolled in a SSVF project is also enrolled in another SSVF project (RRH or HP) within our CoC
- SSVF staff should run this report frequently to prevent service duplication
- Available in live database on Friday, June 26, 2020

"The Plural of Anecdote Is Not Data"

- Anecdote - a short amusing or interesting story about a real incident or person

- Data - facts and statistics collected together for reference or analysis

- "Each datum in a collection of data may be considered a story. Yet, it is often difficult to make rigorous conclusions based on a motley collection of anecdotes. Scientific data should be collected in a methodical manner according to a well-specified protocol." – quoteinvestigator.com

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://www.homelesshouston.org/hmisv2#HMISUserTrainings
  - ➢ Call the Help Desk
    - ❑ (832) 531-6020 or (832) 531-6014
    - ❑ Tuesday – Thursday 9AM-11AM and 1PM-2PM
  - ➢ Send an email to hmis@homelesshouston.org
- Everyone has a user name and password

IssueTrak Tickets

Closed 794 issues this year

- ■ Opened Before 01/01/2020
- ■ Opened In Period
- ■ Closed In Period
- ■ Currently Open
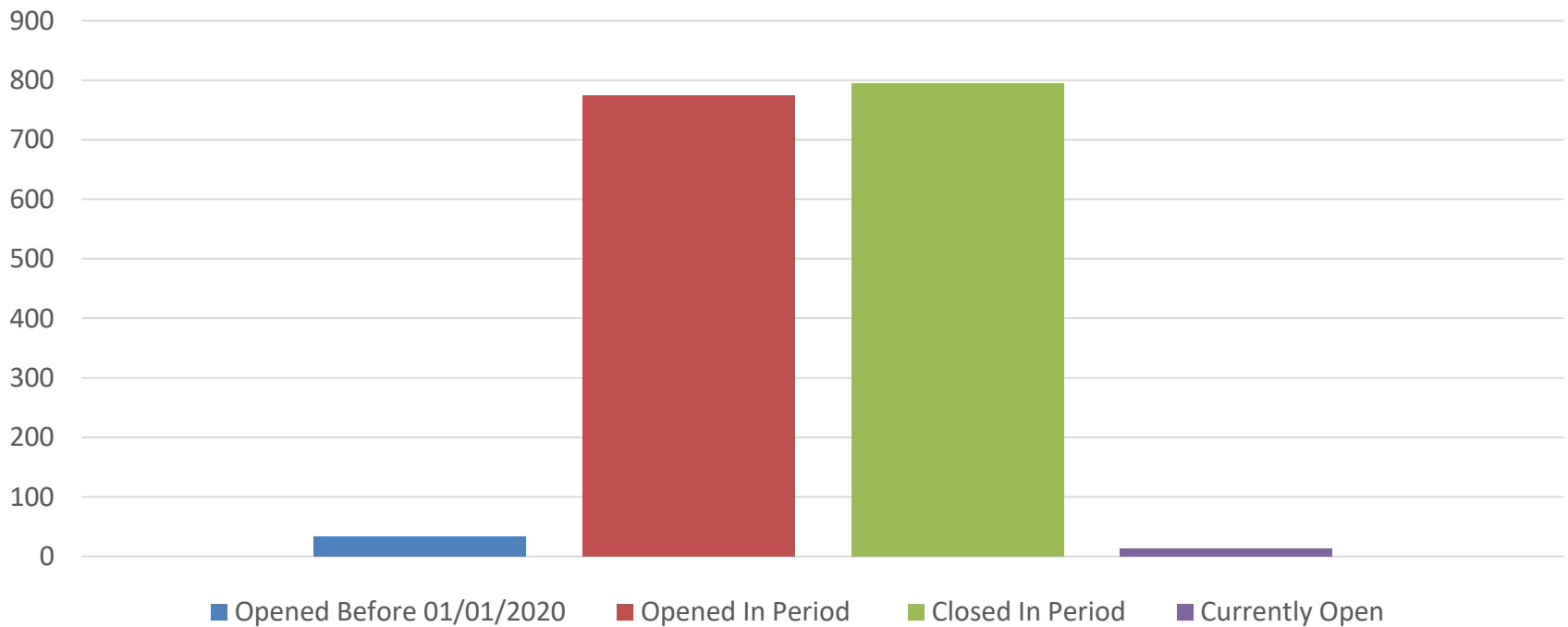
The More You Know

What should happen if your agency is awarded a new grant or a grant was renewed?

Remaining 2020 HMIS Forum Dates

September 22, 2020, 2 pm

December 15, 2020, 2 pm

Thank You!!

For more information, contact:

- Ana Rausch, Vice President of Program Operations, Coalition for the Homeless, arausch@homelesshouston.org

Media contacts:

- Julia Davis, The CKP Group, julia@theckpgroup.com
- Catherine Villarreal, Director of Communications, Coalition for the Homeless, cvillarreal@homelesshouston.org

Thank You!!

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

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