HMIS Forum
2\textsuperscript{nd} Quarter 2020

GoToWebinar
June 23, 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
- COVID-19 in HMIS
- COVID-19 CARES Housing Program
- 2020 Homeless Count & Survey Results
- HMIS Trainings
- IssueTrak
- Q & A
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
COVID-19 Info

• Coalition Blog: [www.homelesshouston.org/covid-19](http://www.homelesshouston.org/covid-19)
  – Updated daily
  – Points of contact for each service type (Shelters, Outreach, Housing, etc.)

• HUD Exchange: [https://www.hudexchange.info](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

Coalition For The Homeless

The Way Home
Impact of COVID-19 on HMIS usage

Weekly New Enrollments in HMIS

- Emergency Shelter
- Day Shelter
- Homelessness Prevention
- Transitional Housing
- Permanent Supp. Housing
- Street Outreach
- Rapid Re-Housing
- Supportive Services Only
- Other

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.
COVID-19 in Enrollment Assessment

Enrollment assessment example:

<table>
<thead>
<tr>
<th>Natural Disaster (incl. COVID-19 Pandemic)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete this section if the client has recently been affected by a natural disaster.</td>
</tr>
<tr>
<td>Were you recently affected by a natural disaster?</td>
</tr>
<tr>
<td>Which natural disaster?</td>
</tr>
<tr>
<td>Were you or was your home directly impacted?</td>
</tr>
<tr>
<td>Were you indirectly impacted?</td>
</tr>
<tr>
<td>Did you utilize a HUD waiver for Fair Market Rent?</td>
</tr>
</tbody>
</table>
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.
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:

<table>
<thead>
<tr>
<th>Name: Test, Another</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age: 29</td>
</tr>
<tr>
<td>Gender: Male</td>
</tr>
<tr>
<td>Housing Assessment Date:</td>
</tr>
<tr>
<td>Waitlist Placement Date:</td>
</tr>
<tr>
<td>Housing Placement Date:</td>
</tr>
<tr>
<td>COVID Test Result: Positive</td>
</tr>
<tr>
<td>COVID Quarantine Date: 4/6/2020</td>
</tr>
<tr>
<td>COVID Recovery: Recovered</td>
</tr>
</tbody>
</table>

- Race: Non-Hispanic/Latino
- Ethnicity: American Indian or Alaska Native, Asian
- Veteran Status: Yes
- Triage Score: |
- Chronically Homeless: No
- Frequent: |
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
## Pre COVID-Landscape Need

<table>
<thead>
<tr>
<th>Program Types</th>
<th>Current System (Units)</th>
<th>Demand</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH for Singles</td>
<td>459</td>
<td>2,075</td>
<td>-1616</td>
</tr>
<tr>
<td>RHH for Families</td>
<td>553</td>
<td>948</td>
<td>-395</td>
</tr>
<tr>
<td>PSH for Singles</td>
<td>5,078</td>
<td>7,377</td>
<td>-2,299</td>
</tr>
<tr>
<td>PSH for Families</td>
<td>117</td>
<td>86</td>
<td>+31</td>
</tr>
</tbody>
</table>
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.
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
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
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
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
<table>
<thead>
<tr>
<th>Housing Situation</th>
<th>Intervention Used</th>
<th>Services Provide (All)</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Imminent Risk of Losing Housing (precariously housed &amp; not yet homeless)</td>
<td>Prevention</td>
<td>Housing Search Rental Subsidy Other Financial Assistance Case Management Mediation Connection to Mainstream Resources Legal Services</td>
</tr>
<tr>
<td>Requesting Shelter (at the &quot;front door&quot; or another program/system entry point seeking a place to stay)</td>
<td>Diversion</td>
<td></td>
</tr>
<tr>
<td>In Shelter (homeless/in the homeless assistance system)</td>
<td>Rapid Re-Housing</td>
<td></td>
</tr>
</tbody>
</table>
Diversion Services

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

The Way Home
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
Rewards Vs Risks

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

Rewards
Risks

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Coalition for the Homeless
24 Month Impact

- House 5,000 people with a 95% retention rate
- End chronic homelessness
- Reduce encampments
- Create up to 150 jobs
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

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

Figure 1
PIT Counts 2017-2020*

*includes data from total Continuum of Care geographic area

Figure 3

2017:
- Sheltered: 2,477
- Unsheltered: 1,128
Total: 3,605

2018:
- Sheltered: 2,529
- Unsheltered: 1,614
Total: 4,143

2019:
- Sheltered: 2,324
- Unsheltered: 1,614
Total: 3,938

2020:
- Sheltered: 2,318
- Unsheltered: 1,656
Total: 3,974
PIT Counts 2011-2020*

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

Figure 4
Persons Placed in Permanent Housing

- Rapid Re-housing
- Permanent Supportive Housing

Figure 5
Racial/Ethnic Breakdown of those Experiencing Homelessness

Figure 12

Coalition for the Homeless

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

Table 1

*asked separately from racial identity

In the US, half of all people experiencing homelessness did so in 1 of 5 states*
Total Point-In-Time Homeless Count Data by Major Texas City, 2011-2020

- Houston
- Dallas
- San Antonio
- Austin

- 2011: Houston - 8,538
- 2012: Houston - 3,540
- 2013: Houston - 3,222
- 2014: Houston - 3,222
- 2015: Houston - 3,222
- 2016: Houston - 3,222
- 2017: Houston - 3,222
- 2018: Houston - 3,974
- 2019: Houston - 4,471
- 2020: Houston - 4,471

- 2011: Dallas - 2,362
- 2012: Dallas - 2,362
- 2013: Dallas - 2,362
- 2014: Dallas - 2,362
- 2015: Dallas - 2,362
- 2016: Dallas - 2,362
- 2017: Dallas - 2,362
- 2018: Dallas - 2,932
- 2019: Dallas - 2,932
- 2020: Dallas - 2,932

- 2011: San Antonio - 2,506
- 2012: San Antonio - 2,506
- 2013: San Antonio - 2,506
- 2014: San Antonio - 2,506
- 2015: San Antonio - 2,506
- 2016: San Antonio - 2,506
- 2017: San Antonio - 2,506
- 2018: San Antonio - 2,506
- 2019: San Antonio - 2,506
- 2020: San Antonio - 2,506

- 2011: Austin - 2,506
- 2012: Austin - 2,506
- 2013: Austin - 2,506
- 2014: Austin - 2,506
- 2015: Austin - 2,506
- 2016: Austin - 2,506
- 2017: Austin - 2,506
- 2018: Austin - 2,506
- 2019: Austin - 2,506
- 2020: Austin - 2,506
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
Total Number of Trainings
January - May 2020

41
HMIS Trainings

• Register for virtual trainings online.
  ➢ https://www.homelesshouston.org/hmis-v2#HMISUserTrainings
  ➢ Bring COMPLETED User Agreement with you.
What day do you need to turn in the Clients In Program Report in by to Karen Flores?
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.

“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](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](mailto: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
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!!

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