HMIS Forum
3rd Quarter 2020

GoToWebinar
September 22, 2020
2:00 – 4:00 p.m.

The Way Home
Agenda

• Welcome & Introductions
• HMIS Benefits
• Federal Grant Reports
• Coordinated Access & Street Outreach Update
• System Reports to HUD
• CCHP
• Other Updates
• Q&A
Welcome to our newest HMIS Participating Agencies

- Collaborating Voices Foundation
- Montrose Grace Place
- Veteran Advocates Services & Training
- Talent Yield Coalition Inc.
- Harris County Public Defenders Office
- Community Family Centers
HMIS Benefits

• Having access to the HMIS represents a strategic advantage for service providers. The HMIS software we use allows multi-level client data sharing between organizations, as well as client case coordination, and electronic referrals. Our locally developed information sharing model can prevent service duplications and enable collaboration between various homeless service providers, while limiting access to sensitive data. Client privacy is important to us.

• Lastly, providers that use the HMIS are better positioned to apply for future funding opportunities, as many national and local funders now require HMIS participation.
Federal Grant Reports

The following federal grants require participation and annual reports generated from the HMIS (or a comparable database*) :

- HUD CoC APR
- HUD ESG CAPER (incl. ESG-CV CAPER)
- HUD HOPWA**
- HHS PATH
- HHS RHY
- VA SSVF

* Domestic violence providers only
** Participation recommended by HUD, but required by City of Houston
HUD Reporting Updates

- **HUD CoC APR**
  - No changes; continue to use the 2020 version
- **HUD ESG CAPER**
  - No changes; continue to use the 2020 version
- **HUD ESG-CV CAPER (CARES funding)**
  - Lead Agency (CFTH) is required to submit quarterly CV CAPERs, instead of the sub-recipients
- **HUD HOPWA**
  - No changes; HUD has still not published HOPWA APR specifications
HHS PATH Reporting Update

PATH Report Updates

› Version 3.3 (current version) *allowable* until November 30
› Version 3.4 *required* on and after December 1
› From October 1 to November 30 use prefix for an upload to be accepted
  – “v3.3” for CSV aligned to PDX Programming Specs v3.3
  – “v3.4” for CSV aligned to PDX Programming Specs v3.4
› Version 3.4 includes:
  – Q13b – Number of new persons contacted this reporting period who could not be enrolled because provider was unable to locate the client
  – Q26k – Domestic violence history (adults only)
  – Renumber Q13 to Q13a
  – Updated Q26e to limit to adults only
  – Updated to Data Standards responses throughout

The above information provided at the HUD HMIS Leads webinar on September 16
HHS RHY Reporting Update

RHY FY 2020 Uploads

› Upload Dates:
  – September 7th through 25th (For grantees with grants ending FY 2020)
  – October 26th – November 16th (For grantees with grants NOT ending FY 2020)

› Report Period:
  – All of FY 2020 (October 1, 2019 through September 30, 2020)

› Upload error was resolved yesterday that was affecting a few grantees – all files should now be accepted if based upon HMIS Data Standards, CSV Specifications, and RHY Data Collection requirements

RHY Help Desk:
› [www.RHYMISServiceDesk.net](http://www.RHYMISServiceDesk.net)

The above information provided at the HUD HMIS Leads webinar on September 16
VA SSVF Reporting Update

VA FY 2020 Uploads

› Upload Dates: October 1 through October 9, 2020
› Report Period: all of FY 2020 (October 1, 2019 – September 30, 2020)
› 99.7% success in September – the only 2 uploads not completed were “VAMC Station” errors which are easily fixed with HMIS Admin help
› Please send SSVF upload reminders locally and be on the lookout for SSVF Upload questions from your grantees

VA Help Desk:
› ssvfhmis@abtassoc.com

The above information provided at the HUD HMIS Leads webinar on September 16
Coordinated Access Update

Coordinated Entry Data Element Reminder

› October 1, 2020 Deadline Approaching
› 4.19 Coordinated Entry Assessment
› 4.20 Coordinated Entry Event
› If you are funded by HUD with a CoC CE-SSO grant, you need to use HMIS to collect data on served clients and report using the CE-SSO APR starting October 1, 2021
› CE-SSO APR looks at every project in which these elements are recorded and wants you to report on the whole CE system, not just the HUD-funded clients.
› [CE APR Specifications](#)

The above information provided at the HUD HMIS Leads webinar on September 16
Coordinated Access Update, cont.

• Starting October 1, all new clients assessed must be enrolled in the Coordinated Access project

• Based on the workflow answers, the clients will be either:
  ➢ Further assessed for housing needs and placed on the prioritization list
  ➢ Referred to a homelessness diversion project
  ➢ Offered other assistance, if applicable

• The new CA workflow includes the Universal Data Assessment, the Current Living Situation element, and the CE Assessment elements

• CA referrals and activities are mapped to the matching CE Events; some these events will require follow-up answers

• Please visit HUD Exchange for more details (search for: “HMIS data standards” or “Coordinated Entry data elements”)
Street Outreach Update

- “Find Client” form has been updated to search for any keyword in Nickname, Identifying Features, and Location of Encounter.
- Areas of Encounter list has been added (Downtown, NW, SW, etc.).
- The above information must be entered in the Outreach Assessment in order to be searchable.
- All outreach clients must be enrolled during the initial encounter; the Engagement Date should be added upon engagement.
- Each encounter should be recorded with a Contact & Living Situation form; this will create an Outreach Contact service.
- Clients should be exited after a housing placement, or after a set period of inactivity.
System Reports to HUD

- Longitudinal Systems Analysis
- System Performance Measures
- Point in Time and Housing Inventory Count
• The Longitudinal Systems Analysis (LSA) report, produced from a CoC's Homelessness Management Information System (HMIS) and submitted annually to HUD via the HDX 2.0, provides HUD and Continuums of Care (CoCs) with critical information about how people experiencing homelessness use their system of care.
System Performance Measures

• A critical aspect of the McKinney-Vento Homeless Assistance Act, as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

• The Act has established a set of selection criteria for HUD to use in awarding CoC funding in section 427 that require CoCs to report to HUD their system-level performance. The intent of these selection criteria are to encourage CoCs, in coordination with ESG Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD.
Point-in-Time Count and Housing Inventory Count

- The Point-in-Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night. Continuums of Care also must conduct a count of unsheltered people experiencing homelessness every other year (odd numbered years). Each count is planned, coordinated, and carried out locally. The Housing Inventory Count (HIC) is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness (and, for permanent housing projects, where homeless at entry, per the HUD homeless definition), categorized by five Program Types: Emergency Shelter; Transitional Housing; Rapid Re-housing; Safe Haven; and Permanent Supportive Housing.

- Data for the PIT count and HIC are submitted to HUD via the online data submission [Homelessness Data Exchange (HDX)](https://hdx.hud.gov/). New users of the HDX should view the [HUD HDX Training Modules](https://hdx.hud.gov/), a series of six user-friendly HDX training modules to help communities use the HDX and gain the most out of their data.
How many days of inactivity in ClientTrack will cause a user to be locked out?
Spotlight Award

Brandon Lewis
Avenue 360 Health & Wellness

Thank you for going above and beyond your everyday responsibilities.
Community-wide COVID-19 Housing Program (CCHP)
## Pre-COVID Housing 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>RRH 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>
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.
Overview

- On July 1, Houston, Harris County, Coalition announced $65M plan to house 5,000 people over the next two years
- Housing is healthcare
Proposed Strategy

- Bridge to Permanent Supportive Housing
- 12-Month Rapid Re-housing
- Diversion
- Auxiliary/Social Distancing Emergency Shelter
- Mental Health Case Management
- Enhanced Street Outreach
- PSH Housing Preservation
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 Homelessness Prevention vs RRH

<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 Utility 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
CA Proposed Diversion Workflow

Where did you stay last night?

Homeless
- Housing Assessment
  - Placed on waitlist
  - Referred to agency

Not Homeless
- Diversion Referral
  - Brief Diversion Conversation
    - Approved for Diversion
      - Enrollment in Workflow Diversion/Administer Services
    - Not eligible / Decline Diversion
      - Recommend 211??

Not eligible for either, recommend 211??

CA Assessment Hub or Intake Line
Risks | vs | Rewards
---|---|---
Massive surge will tax system | House 5,000 people
New partnerships/behaviors | End chronic homelessness
$8M funding gap | Reduce encampments
Increased public scrutiny | Create up to 150 jobs
## Budget

<table>
<thead>
<tr>
<th>$65 million total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>$58 million in public funds committed</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>$8 million gap remaining</td>
</tr>
</tbody>
</table>
CCHP Fund

• Established a CCHP Fund at the Coalition restricted to use to support the implementation of the CCHP

• Currently un-funded line items are:
  – CCHP Project Management Team ~$1.6M
  – Landlord Incentive Fees ~$3.4M
  – Diversion (private/flexible) ~$1.5M
  – Basic Needs in Housing ~$1.5M
Private Funding Updates

Need: $8,016,294
Funding Secured: $1,286,270
Requests Under Review: $3,400,000
Mid-July
- First RFP deadline; first round of 18 applicants reviewed.
- Program management positions at the Coalition for the Homeless posted and 30 applicants interviewed.
- Overall program organization and design finalized.

Late July
- First Client(s) housed.
- First 100 units inspected and under contract.
- Encampment strategy finalized.

Mid-September
- Programmatic milestones/goals developed for the first 6 months of the Program.
- RRH and PSH workgroups develop and finalize policies and procedures.
- Landlord recruitment process begins.
- First 10 funding contracts drafted; negotiations with applicant agencies begin.

Late September
- Case management and housing navigation program training begins for first 100 subrecipient staff.
- 48-hr unit inspection process developed.

Early October
- First Client(s) housed.
- First 100 units inspected and under contract.
- Encampment strategy finalized.
By March 2021, we will have housed:

- 410 people who have experienced long-term homelessness (via Bridge to Permanent Supportive Housing)
- 585 people who were newly homeless because of COVID (via Rapid Re-Housing)
- 415 people who were on the verge of becoming homeless (via Diversion)

Total: 1,410 people

By October 2022, we will have housed:

- 1,000 people who have experienced long-term homelessness (via Bridge to PSH)
- 1,700 people who were newly homeless because of COVID (via RRH)
- 2,100 people who were on the verge of becoming homeless (via Diversion)
- 200 people who were in danger of falling back into homelessness (via PSH Housing Preservation)

Total: Approximately 5,000 people
Penny Wilson @ Montgomery County Youth Services

Penny let us know about issues in the system by submitting a ticket via Issuetrak.
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/Login.asp
  ➢ Send an email to hmis@homelesshouston.org
• Everyone has a user name and password for IssueTrak
HMIS Trainings

- Register for training online
  - [http://www.homelesshouston.org/hmis/user-training/](http://www.homelesshouston.org/hmis/user-training/)
What should happen if your agency is awarded a new grant or a grant was renewed?
Akilah Davis
@ The Beacon

Akilah let us know about issues in the system by submitting a ticket via Issuetrak.
Coming Soon

• Suggestions for the HMIS department please email kbeechum@homelesshouston.org
Thank You!!!

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

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