# HMIS Forum
## 1st Quarter 2012

Harris County Department of Education
Monday, April 2, 2012
2:00 – 4:00 pm

COALITION
FOR THE
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# Coalition for the Homeless of Houston/Harris County

The Coalition's mission is to lead in the development and implementation of community strategies to prevent and end homelessness.

- We serve those who serve the homeless -

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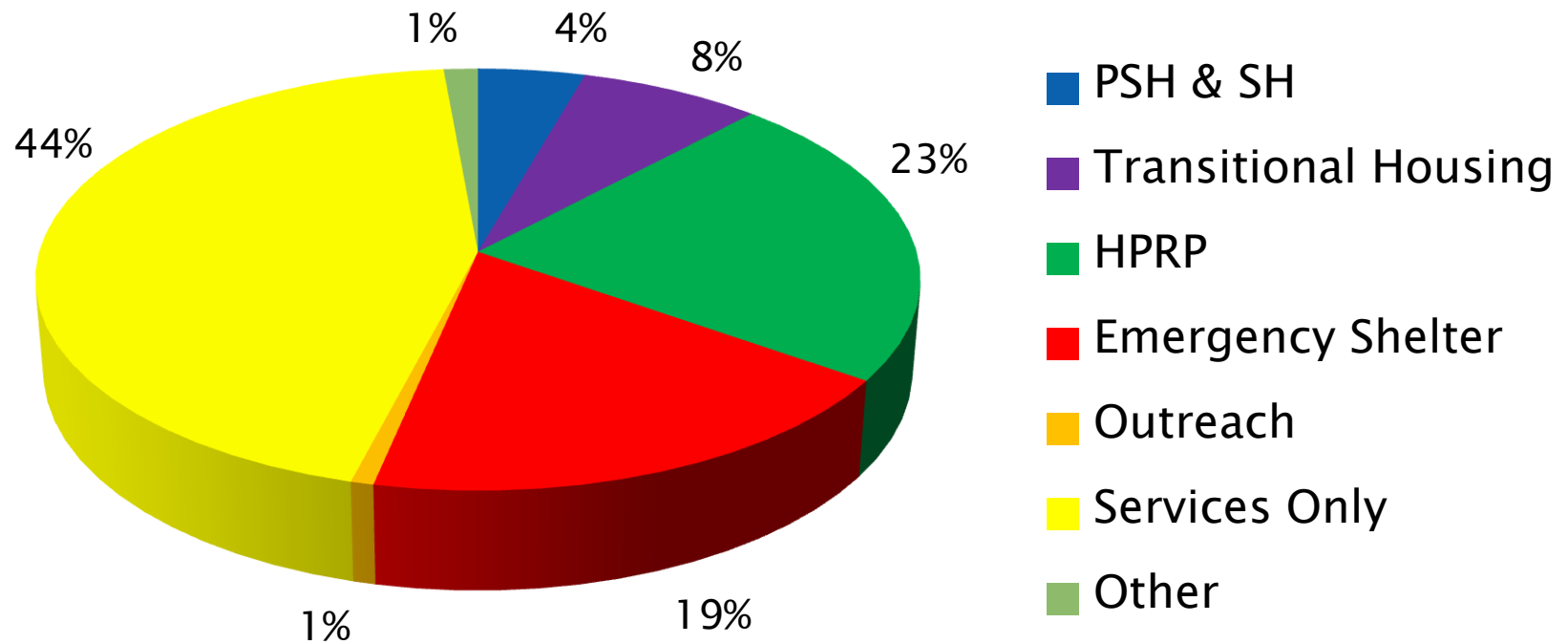FOR THE
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# HMIS Community – March 2012

- 59 Organizations with active users

- 137 Programs with client enrollments

- 403 Active users

- 149,310 Active client records

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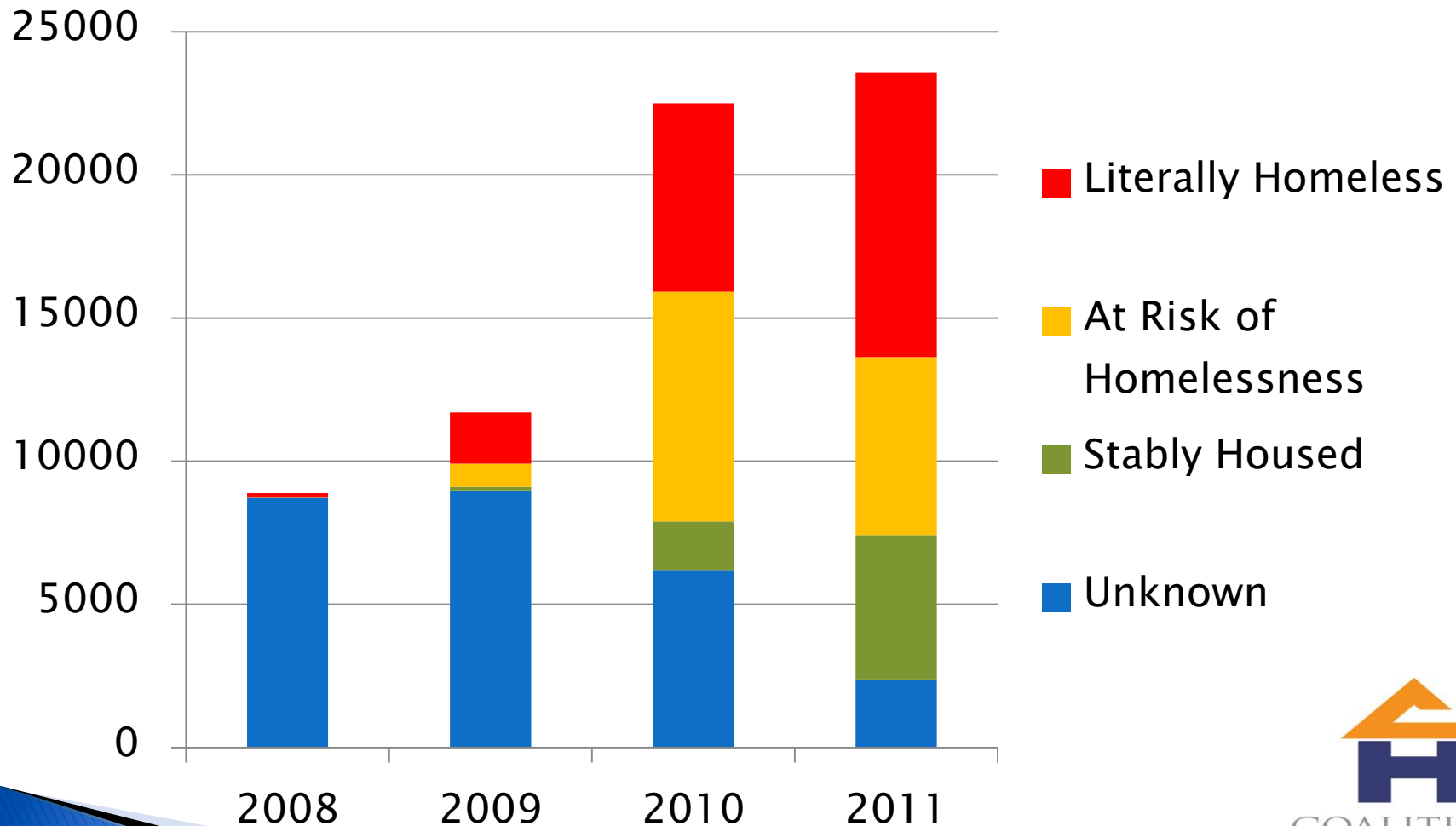
# 2012-Q1 Clients in Programs
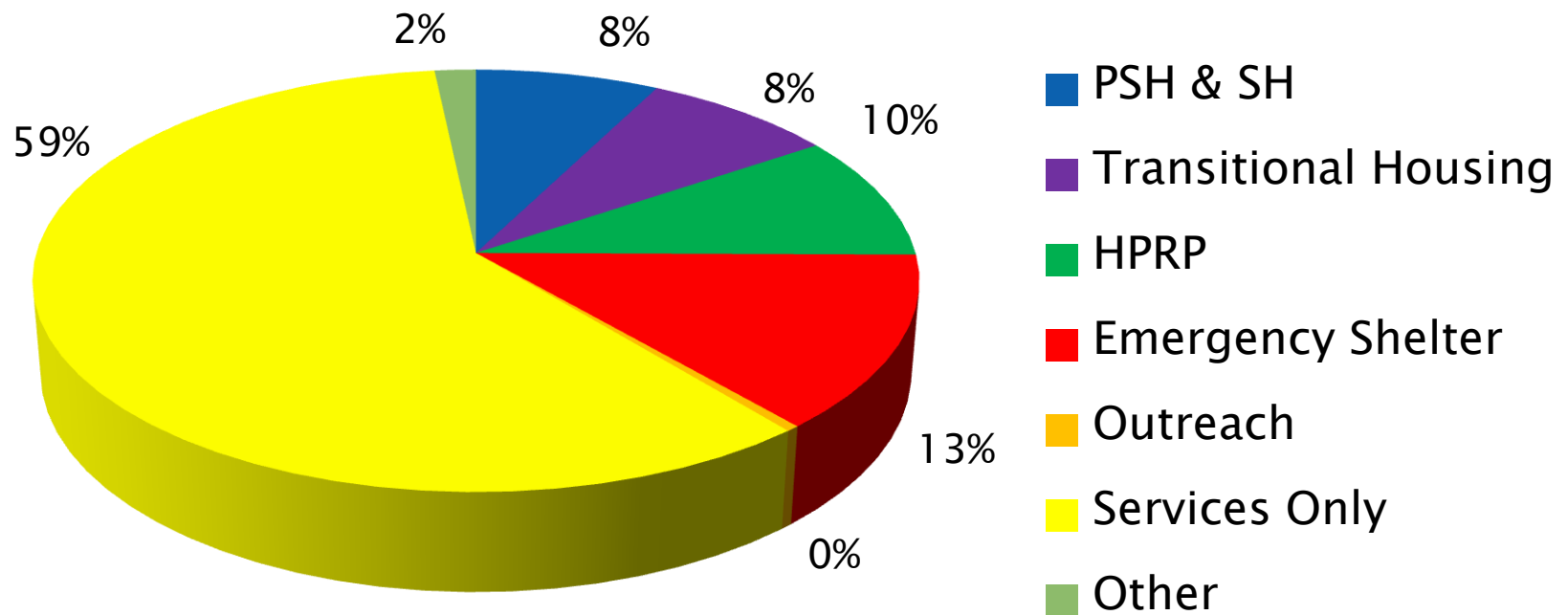


Total unduplicated: 19,825

# 2011 Clients in Programs



Total unduplicated: 36,490

# New HMIS Clients by Housing Status

# 2011 Clients Served by Agencies*



Pie chart values: 9001, 7683, 6904, 6060, 3196, 5733

**Legend:**
- The Beacon (CHOM)
- SEARCH Homeless Services
- Star of Hope
- The Salvation Army
- Bread of Life
- Healthcare for the Homeless
- Prevent Blindness Texas
- Palmer Episcopal Church
- City of Houston DHHS
- Career and Recovery Resources
- Harris County Community Services Dept.
- AIDS Foundation Houston
- Catholic Charities
- Lord of the Streets
- OTHERS

\* Based on direct services; shared clients are counted multiple times

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# 2011 Exit Destinations
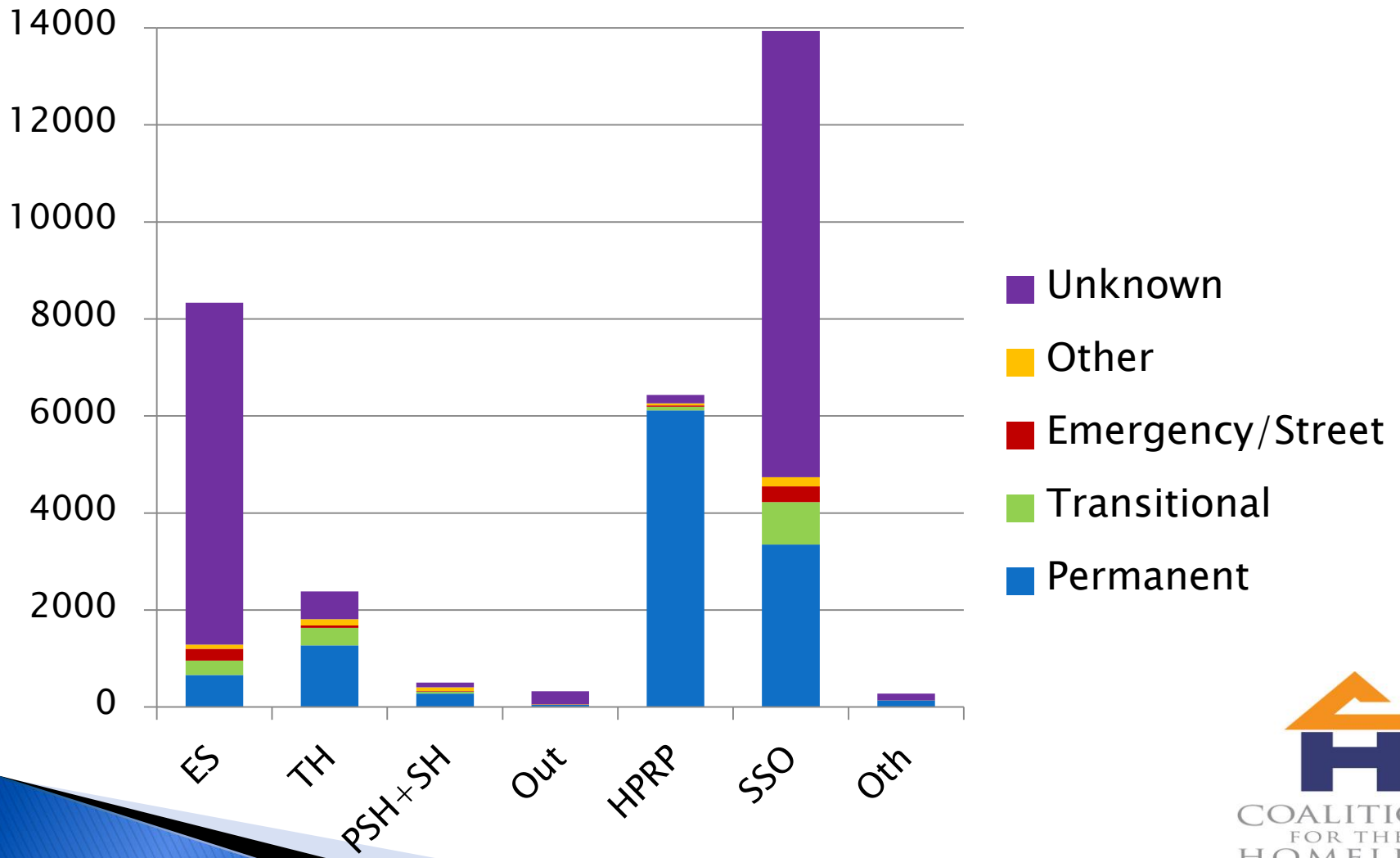
# HPRP Update (GTD, incl. Q11)

| HPRP Clients | Homelessness Prevention | | Homeless Assistance | |
|---|---|---|---|---|
| Still in Program | 791 | | 188 | |
| Exited* | 10,796 | | 1,460 | |
| > Permanent Housing | 10,220 | 95% | 1,239 | 85% |
| > Transitional Housing | 121 | 1% | 68 | 5% |
| > Other Destination | 51 | 0% | 71 | 5% |
| > Unknown Destination | 404 | 4% | 92 | 6% |

* Unduplicated

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# HPRP Spending



HPRP Financial Services

Legend:
- Houston
- Harris Co.
- Pasadena
- Ft. Bend Co.
- TDHCA
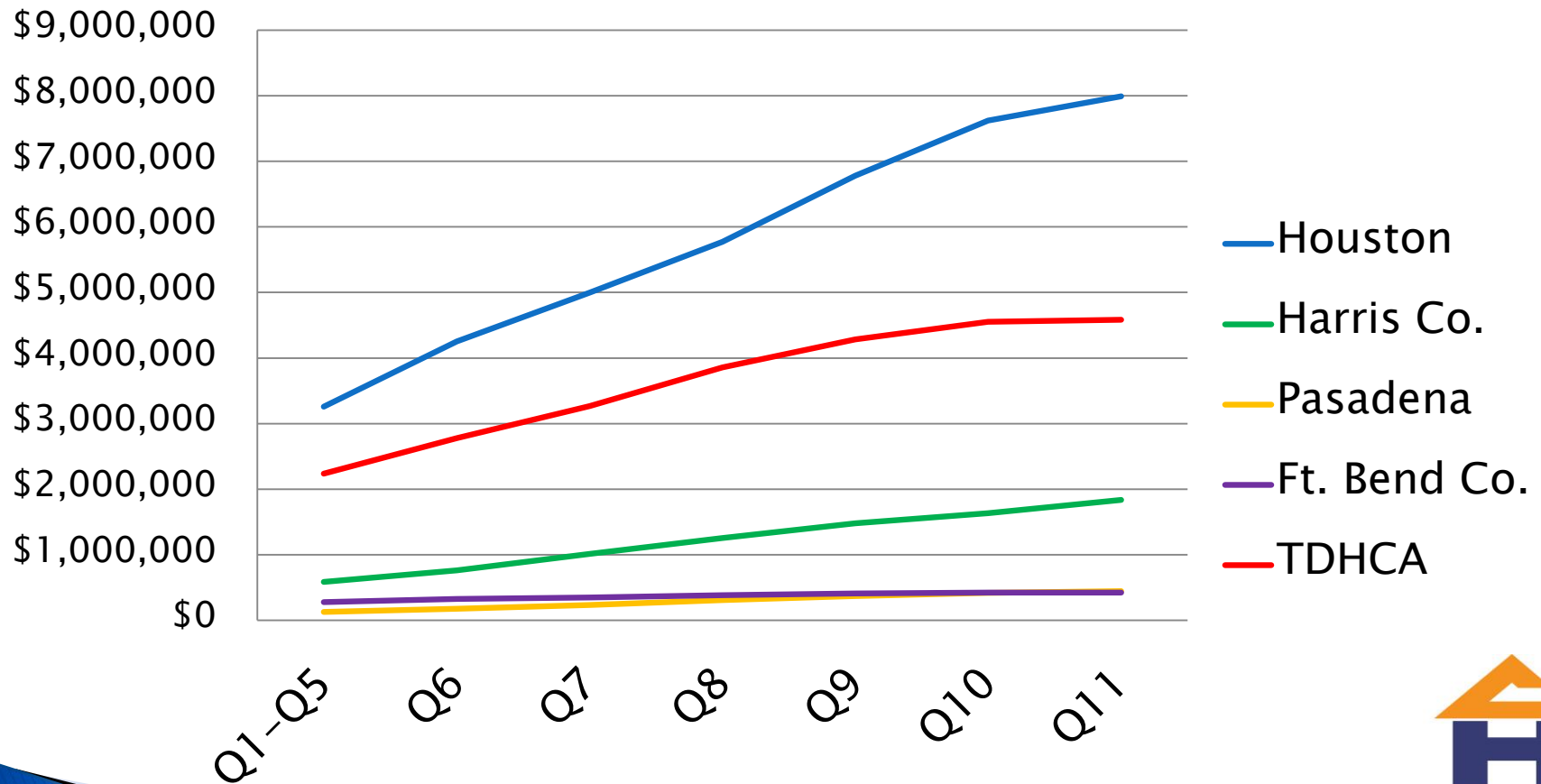
# New Developments

- **SSVF & VA Repository**
  - First XML upload: March 2012

- **ESG Applications & HMIS Certificates**
  - HCCSD – completed
  - TDHCA – ongoing

- **HMIS Proposed Rule**
  - Closed for comments
  - Final Rule – pending

- **HUD Priority Community TA**
  - March 2012 – March 2013

- **TDHCA Data Warehouse Project**
  - Governing Body established
  - HUD TA approved

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# Annual Homeless Assessment Report (AHAR)

| Bed Coverage Rate | 2008 | 2009 | 2010** | 2011 |
|---|---|---|---|---|
| ES-IND | * | 68% | 59% | 55% |
| TH-IND | * | 50% | 55% | 70% |
| PSH-IND | N/A | N/A | 86% | 90% |
| ES-FAM | * | 71% | 75% | 100% |
| TH-FAM | * | 94% | 100% | 90% |
| PSH-FAM | N/A | N/A | 96% | 91% |

**\*Data not useable or not complete**
**\*\*First year PSH data included in AHAR**

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# Annual Homeless Assessment Report (AHAR)

| Average Bed Utilization | 2008 | 2009 | 2010** | 2011 |
|---|---|---|---|---|
| ES-IND | * | * | * | 74% |
| TH-IND | * | * | 78% | 68% |
| PSH-IND | * | * | 91% | 92% |
| ES-FAM | * | * | 74% | 90% |
| TH-FAM | * | * | 94% | 80% |
| PSH-FAM | * | * | 75% | 89% |

**\*Data not useable or not complete**
**\*\*First year PSH data included in AHAR**

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# Pulse Project

| Quarter | All Persons Emergency (point-in-time) | All Persons Transitional (point-in-time) | New Persons Emergency (entire quarter) | New Persons Transitional (entire quarter) |
|---|---|---|---|---|
| 2011 Quarter 4 | 727 | 1388 | 931 | 244 |
| 2011 Quarter 3 | 645 | 1534 | 1121 | 348 |
| 2011 Quarter 2 | 753 | 1432 | 1123 | 304 |
| 2011 Quarter 1 | 920 | 1491 | 1103 | 343 |

# AHAR/Pulse Data Elements

| Data Elements | Report |
|---|---|
| Date of Birth (Age) | Both |
| Gender | Both |
| Ethnicity | Both |
| Race | Both |
| Veteran Status | Both |
| Disabling Condition | Both |
| Prior Living Condition | Both |
| Length of Stay | Both |
| Prior Zip Code | AHAR |
| Exit Destination | AHAR (Permanent Only) |
| Disability Type | AHAR (Permanent Only) |

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# Privacy & Data Collection

▶ Users must obtain consent upon the initial visit before they collect any client data. The consent can be:
  ◦ Written: signed release of information (ROI) form kept in a local file
  ◦ Verbal: the client gives oral permission to the witness (intake worker/CM)
  ◦ Inferred: the agency must post a visible privacy sign at the service site

  ◦ The Coalition can provide the template for the ROI/privacy posting, but the agencies are responsible for implementation. The inferred consent is a baseline requirement.

▶ All participating agencies must:
  ◦ Assign an HMIS security/compliance officer and have a written grievance procedure
  ◦ Let the client inspect and correct own personal HMIS record upon request
  ◦ Obtain client's signed ROI before releasing any client data to a third party
  ◦ Comply with the applicable confidentiality laws and ethical standards
  ◦ Review and comply with the latest HMIS Privacy Policy (available at the Coalition website)

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# Security & Access

▶ Participating agencies must meet the three levels of security:
- ◦ Products: Physical security (door locks, computer screen view, local network passwords, firewall, updated anti-virus software, hardware disposal policy, protected hard copy files)
- ◦ People: Personnel security (authorized users only, local oversight of usage)
- ◦ Procedures: Organizational security (policies and procedures are in place)

▶ User access:
- ◦ Password sharing is strictly prohibited!
- ◦ Use strong passwords; do not keep written passwords in the workstation area
- ◦ Log out from the HMIS when stepping out of the office
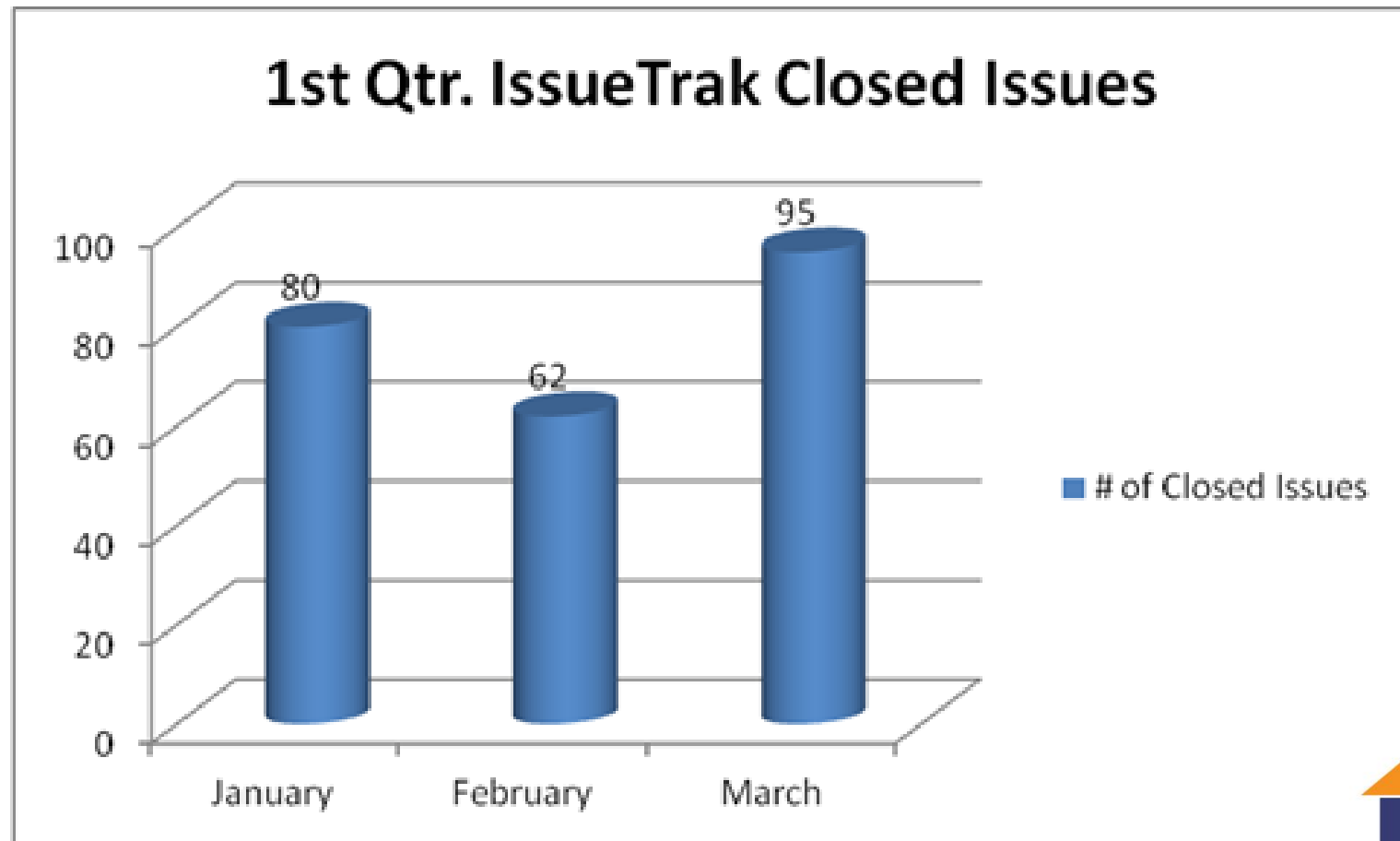- ◦ Access the HMIS only from authorized computers

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# Privacy & Security Documentation

▶ **System level: HMIS Privacy Policy**
  ◦ Posted at HomelessHouston.org > HMIS

▶ **Agency level: HMIS Agency Participation Agreement**
  ◦ Renewed annually

▶ **User level: HMIS User License Agreement**
  ◦ Signed by all users before getting HMIS access

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# IssueTrak

- A web-based application designed to capture any request, questions, suggestions or problems that HMIS users might have regarding ClientTrack. IssueTrak streamlines the ClientTrack issue resolution process, delegates issues more efficiently, and produces real-time reports to increase issue resolution productivity.

- IssueTrak Submissions
  - 24 hours to respond
  - 48 hours to resolve
  - 72 hours total open time

- Top IssueTrak Types Submitted
  - Duplicates
  - Report Assistance
  - Housing Check In
  - Password Reset

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# Ticket Resolutions



1st Qtr. IssueTrak Closed Issues

January: 80
February: 62
March: 95

# of Closed Issues

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# Site Visits

- HMIS support staff will perform a yearly visit at all participating programs/sites

- The support staff will go over various aspects of data entry and data quality requirements, according to HMIS policies and procedures

- During the visit, the support staff will be available for agency-specific questions

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# Training Options

▶ New User Training
  ◦ Required for all new users
  ◦ 3 sessions a month

▶ Refresher/Reports
  ◦ Optional, but encouraged
  ◦ 3 sessions a month

▶ Data Explorer
  ◦ Advanced users
  ◦ 1 session a month

▶ Webinars (via GoToMeeting)
  ◦ Program specific, up to 15 connections at a time
  ◦ As needed

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# Your HMIS Team

Erol Fetahagic – System Administrator
Ryan R. Clay – Reporting Project Manager
Ahmed Mansour – Data Analyst
Kelita Beechum – Technical Support & Monitor
Shameka Broomfield – Program Assistant & Monitor
Ashley Rosborough – Program Assistant

www.homelesshouston.org

# Q & A