HMIS Forum
2nd Quarter 2012

Harris County Department of Education
Tuesday, July 24, 2012
2:00 – 4:00 pm
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 –
HMIS Snapshot - June 2012

- 61 organizations with active users
  - Up by 2 since March 2012

- 141 programs with client enrollments
  - Up by 4 since March 2012

- 398 active users
  - Down by 5 since March 2012

- 154,006 unique client records
  - Up by 4,696 since March 2012
  - Up by 21,384 since June 2011
Jan–Jun 2012 Clients by Program Type

Total unduplicated: 26,401
Jan–Jun 2012 New Clients by Housing Status at Entry

Total unduplicated: 8,768
Jan–Jun 2012 New Clients by Age & Gender

Total unduplicated: 8,768
Jan–Jun 2012 Clients Served by Agencies

Direct service data; shared clients are counted multiple times
<table>
<thead>
<tr>
<th>HPRP Client Enrollments</th>
<th>Homelessness Prevention</th>
<th>Homeless Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Still in Program</td>
<td>1,229</td>
<td>95</td>
</tr>
<tr>
<td>Exited*</td>
<td>11,084</td>
<td>1,580</td>
</tr>
<tr>
<td>&gt; Permanent Housing</td>
<td>10,537</td>
<td>94%</td>
</tr>
<tr>
<td>&gt; Transitional Housing</td>
<td>140</td>
<td>1%</td>
</tr>
<tr>
<td>&gt; Other Destination</td>
<td>60</td>
<td>1%</td>
</tr>
<tr>
<td>&gt; Unknown Destination</td>
<td>434</td>
<td>4%</td>
</tr>
</tbody>
</table>

* Unduplicated
HPRP Closeout in HMIS

After the program ends or funds are exhausted:

- Exit all HPRP clients in HMIS
- Run Q12 QPR (April 1 – June 30, 2012)
- Run Yr3 APR (October 1, 2011 – end date)
- Check the reports for any missing/incorrect data
- Report the program closeout date and any user changes to the CFTH team
New Developments

- **ClientTrack 2012 Upgrade**
  - Completed July 2\(^{nd}\)
  - Updated multi-edit forms
  - New reporting services

- **ESG Workflows**
  - Entry & Exit workflows customized by CFTH
  - Prevention Assessment

- **HMIS Homelessness Verification (upcoming)**
  - Used to determine & document homeless/chronic status
  - Shows HMIS program enrollment history
  - Data accuracy & timeliness are essential
# Homelessness Verification

7/19/2012 3:27 PM

## Client Information
- **Client Name:** [Blank]
- **Client ID:** [Blank]
- **Current Address:** Houston
- **Date of Birth:** [Blank]

## Enrollment History

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Housing Status</th>
<th>Prior Residence</th>
<th>Veteran</th>
<th>Program Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter</td>
<td>6/29/2012</td>
<td></td>
<td></td>
<td>Don't Know</td>
<td>Don't Know</td>
<td>SOH - Women and Family Overnight</td>
<td>Star of Hope</td>
</tr>
</tbody>
</table>

*No Exit Date = still there!*

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Housing Status</th>
<th>Prior Residence</th>
<th>Veteran</th>
<th>Program Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services only type of program</td>
<td>6/14/2012</td>
<td></td>
<td>Literally Homeless</td>
<td>Emergency shelter</td>
<td>Yes</td>
<td>Housing Corp SSVF</td>
<td>US Veterans Initiative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Housing Status</th>
<th>Prior Residence</th>
<th>Veteran</th>
<th>Program Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter</td>
<td>4/8/2012</td>
<td>6/25/2012</td>
<td>Literally Homeless</td>
<td>Rental by client, no ongoing housing subsidy</td>
<td>No</td>
<td>SOH - Women and Family</td>
<td>Star of Hope</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Enroll Date</th>
<th>Exit Date</th>
<th>Housing Status</th>
<th>Prior Residence</th>
<th>Veteran</th>
<th>Program Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services only type of program</td>
<td>4/7/2012</td>
<td></td>
<td>Literally Homeless</td>
<td>Place not meant for habitation</td>
<td>Yes</td>
<td>The Beacon ESG 2012</td>
<td>The Beacon</td>
</tr>
</tbody>
</table>


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**Coalition for the Homeless**

Leading Houston Home

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**ClientTrack™ Reports**

Page 1 of 2

**End Fetalactic**

7/19/2012 3:27 PM
HUD TA Recommendations

- HMIS Assessment Report
  - Executive Summary posted on CFTH website

- Some of the Key Recommendations:
  - Form and utilize a stakeholder group to support, assist and provide feedback on HMIS policies, procedures, planning and implementation.
  - Complete the Data Quality Plan as required in the Proposed HMIS Rules published December 9, 2011, and have it reviewed and approved by the CoC.
  - Develop a system wide data quality report indicating both the missing (null) and "don’t know/refused" responses to the Universal Data Elements (UDEs).
  - Develop a data query to track and report client data entered after the timeliness deadlines.
HMIS Support Committee

Kickoff
HMIS Support Committee

Functions
- Provide input, review and support for developing and implementing HMIS Policies and Procedures
- Recommend policies and procedures to the CoC Decision Making Body
- Communicate with provider organizations and other community stakeholders
- Provide community feedback to the HMIS Lead Agency
- Assist the HMIS Lead Agency with software related issues

Structure
- The HMIS Support Committee is made up of twelve community representatives, plus one seat reserved for the HMIS lead agency
- Member organizations are elected to one-year terms
- One organization may occupy only one seat
- The CoC will approve annual committee makeup (FY: July–June)
- Other stakeholders (such as funders, government agencies, NGOs, IT specialists, analysts, researchers, etc.) may participate in committee sessions but will not hold a permanent seat
## HMIS Support Committee

<table>
<thead>
<tr>
<th>Committee Seat</th>
<th>In HMIS?</th>
<th>Candidate Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter/TH provider</td>
<td>Yes</td>
<td>Star of Hope, Sal. Army, Mission of Yahweh, ODM, S. Maria…</td>
</tr>
<tr>
<td>PSH Provider</td>
<td>Yes</td>
<td>AFH, HACS, Housing Corp, SEARCH, Star of Hope…</td>
</tr>
<tr>
<td>Multi-service provider</td>
<td>Yes</td>
<td>SEARCH, Sal. Army, Career &amp; Recovery, NAM, AFH, HACS…</td>
</tr>
<tr>
<td>Day shelter provider</td>
<td>Yes</td>
<td>The Beacon, SEARCH, Palmer, COTS…</td>
</tr>
<tr>
<td>Veteran service provider</td>
<td>Yes</td>
<td>US Vets, Career &amp; Recovery, Housing Corp…</td>
</tr>
<tr>
<td>Health service provider</td>
<td>Yes</td>
<td>HHH, MHMRA, HACS, CoH DHHS, Harmony House…</td>
</tr>
<tr>
<td>Prevention provider</td>
<td>Yes</td>
<td>NAM, C. Charities, Sal. Army, HAAM, HCCSD, CoH DHHS…</td>
</tr>
<tr>
<td>Outreach provider</td>
<td>Yes</td>
<td>SEARCH, MHMRA, Cy-Fair HH, Career &amp; Recovery…</td>
</tr>
<tr>
<td>Domestic violence provider</td>
<td>No</td>
<td>HAWC, FBCWC, Montrose CC, The Bridge</td>
</tr>
<tr>
<td>Local government grantee</td>
<td>Maybe</td>
<td>HCCSD, CoH HCDD, FBC</td>
</tr>
<tr>
<td>Housing authority</td>
<td>Maybe</td>
<td>HHA, HCHA</td>
</tr>
<tr>
<td>Consumer representative</td>
<td>Maybe</td>
<td>(former client, preferably current volunteer/staff)</td>
</tr>
<tr>
<td>HMIS Lead Agency</td>
<td>Yes</td>
<td>Coalition for the Homeless</td>
</tr>
</tbody>
</table>
HMIS Structure

- CoC – governance
- HMIS Lead Agency – administration
- HMIS Support Committee – recommendations
- HMIS Providers – operation

Solid arrow – decision/administration
Dashed arrow – advice/recommendation/feedback
5 Data Quality Characteristics

Good data quality means that all master data is accurate, complete, consistent, time stamped, and based on industry standards

1. Accuracy—Information needs to be of high quality to be useful. Information entered into ClientTrack is deemed to be “perfect” as well as reliable

2. Completeness—Incomplete data is as good as no data because it is not useful

3. Consistency—Should reflect stable and consistent data collection processes across collection points and over time.
4. Uniqueness—Information must be unique and distinctive in order to be of value or use to any organization/program.

5. Timeliness—New and current data is always more useful than old outdated information. Data must be available quickly and frequently enough to support information needs and to influence service or management decisions.
ClientTrack Reports

- **Clients in Programs**—confirm/verify client enrollment and exit into a specific program(s) and corresponding date(s)

- **Income at Entry/Exit**—provide client(s) reported income at program entry and exit

- **Program Outcomes**—provides housing status at program entry and exit as well exit destination
ClientTrack Reports

- **Universal Data Quality**—focuses on HUD universal data quality elements; allows user to easily identify missing data

- **Service Summary**—provides a count and associated dollar value of all services provided by the organization/program within specified report parameters

- **Duplicates**—generates a list of duplicate clients within the organization based on search parameters
IssueTrak

IssueTrak Closed Issues
2012

January: 80
February: 60
March: 95
April: 80
May: 82
June: 67
Survey Question: Overall, how do you rate the quality of service provided by the HMIS team?
Site Visits

- HMIS support team will perform a yearly visit at all participating programs/sites.
- The support team will go over various aspects of data entry and data quality requirements.
- The team will check if the site is in compliance with the HMIS privacy & security standards.
- During the visit, the support staff will be available for agency-specific questions.
- Site visits will be a key part of the upcoming Data Quality Monitoring Plan.
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, up to 15 connections at a time)*
  - Program specific – SHP, ESG, SSVF, etc.
  - Software specific – How to correctly: record income, add family members, review/modify existing data, set reminders, etc.
Recognitions!

**Rising Star**
The Most Improved Agency or Program

**Super Star**
The Best Agency in Data Quality

**Trailblazer**
The Most Valuable Player (Individual User)
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

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