HMIS Forum
2nd Quarter 2012

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

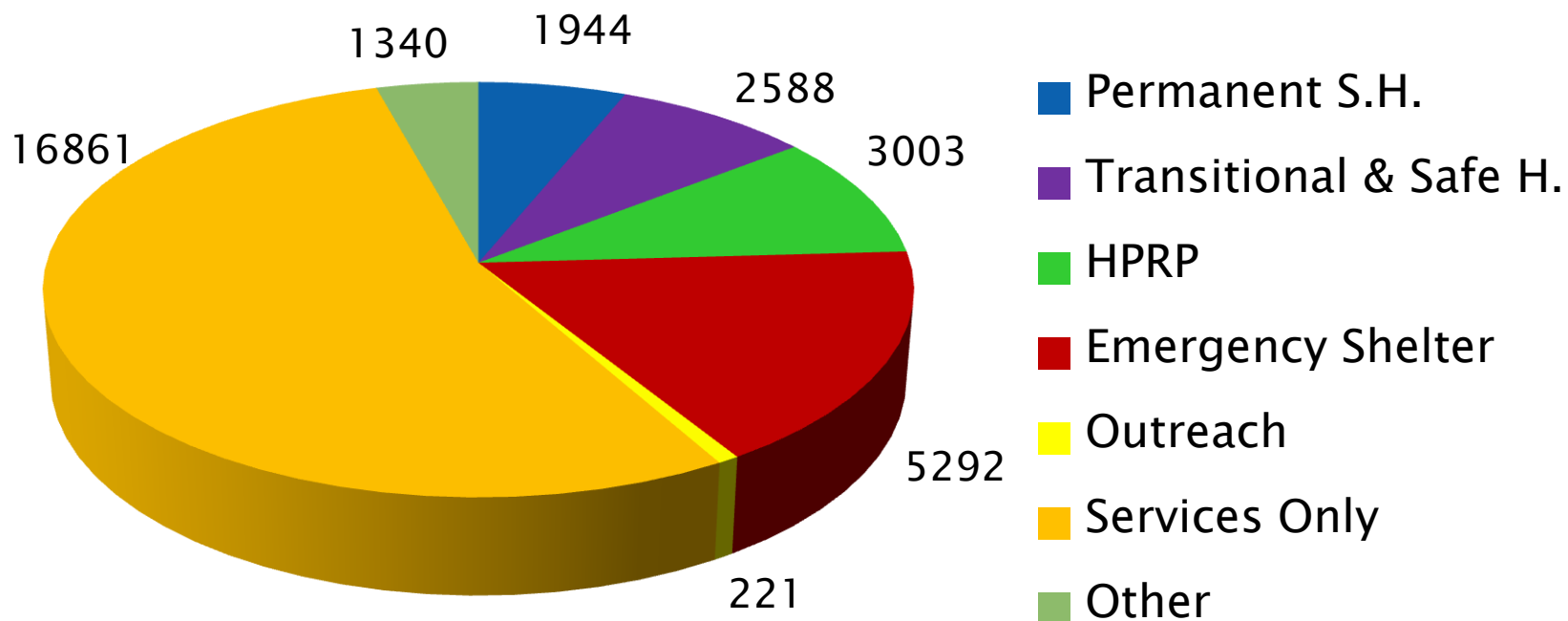# Coalition for the Homeless of Houston/Harris County

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
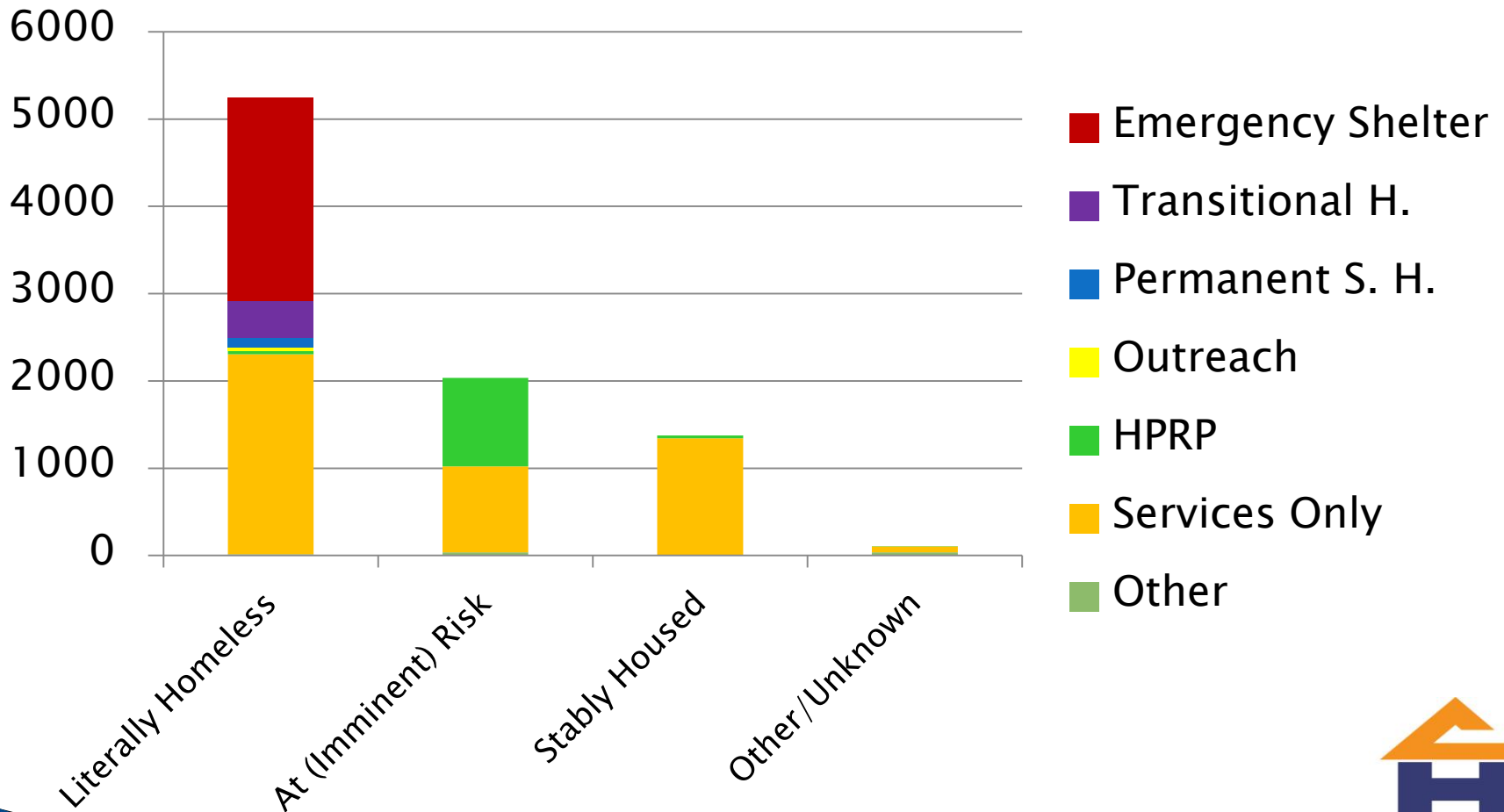HOMELESS
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HMIS Snapshot – June 2012

▶ 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

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Jan–Jun 2012 Clients by Program Type

1340 1944 2588 3003 16861 5292 221

- Permanent S.H.
- Transitional & Safe H.
- HPRP
- Emergency Shelter
- Outreach
- Services Only
- Other

Total unduplicated: 26,401

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Jan–Jun 2012 New Clients by Housing Status at Entry

Legend:
- Emergency Shelter
- Transitional H.
- Permanent S. H.
- Outreach
- HPRP
- Services Only
- Other

Total unduplicated: 8,768

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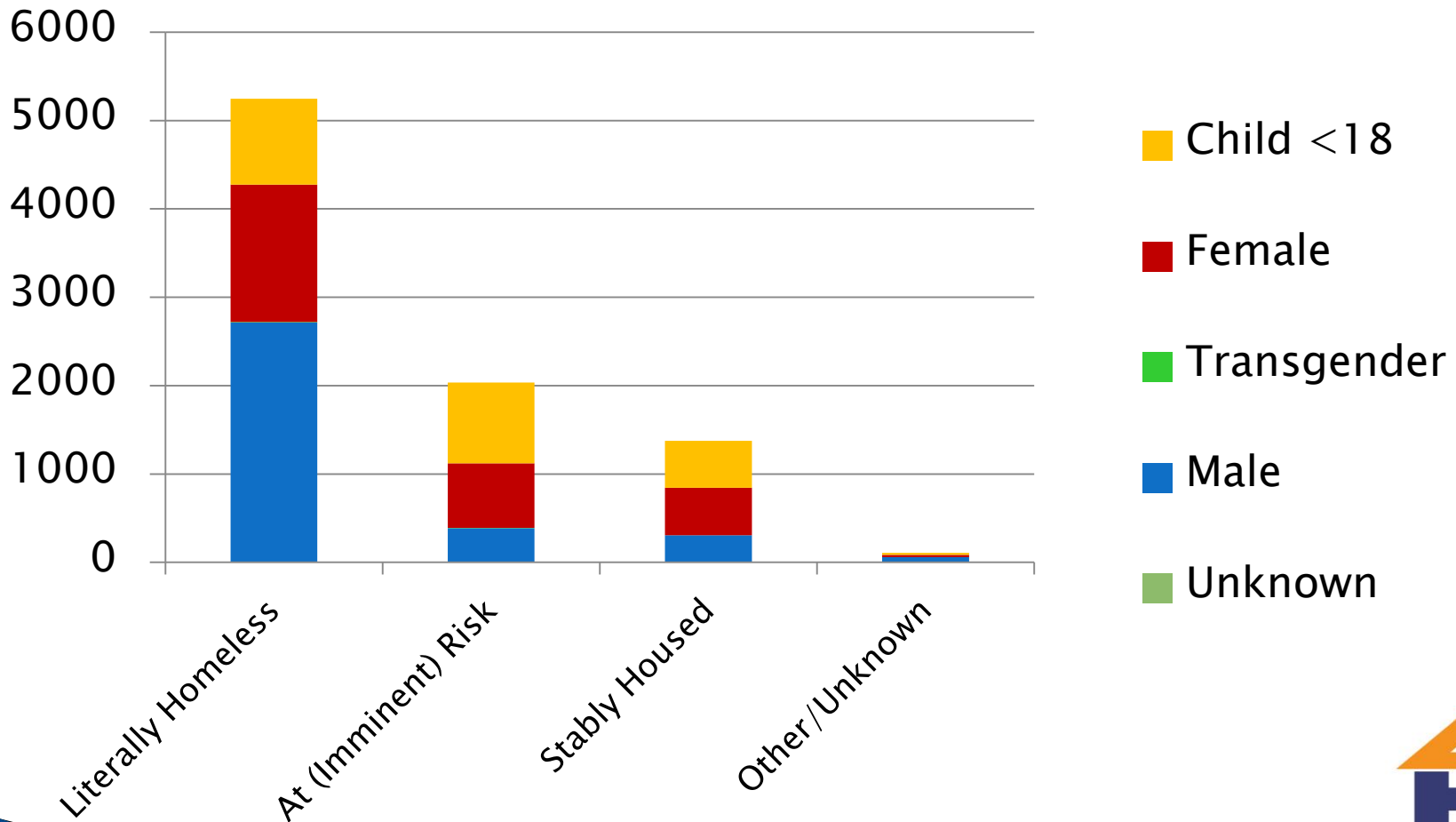
Total unduplicated: 8,768

Jan–Jun 2012 Clients Served by Agencies

- The Beacon — 6086
- SEARCH Homeless Services — 6036
- Star of Hope — 4531
- The Salvation Army — 2849
- Healthcare for the Homeless — 1493
- Bread of Life
- Prevent Blindness Texas
- AIDS Foundation Houston
- Open Door Mission
- Career and Recovery Resources
- City of Houston DHHS
- Mission of Yahweh
- Houston Area Community Services
- Harris County CSD
- OTHERS — 4103
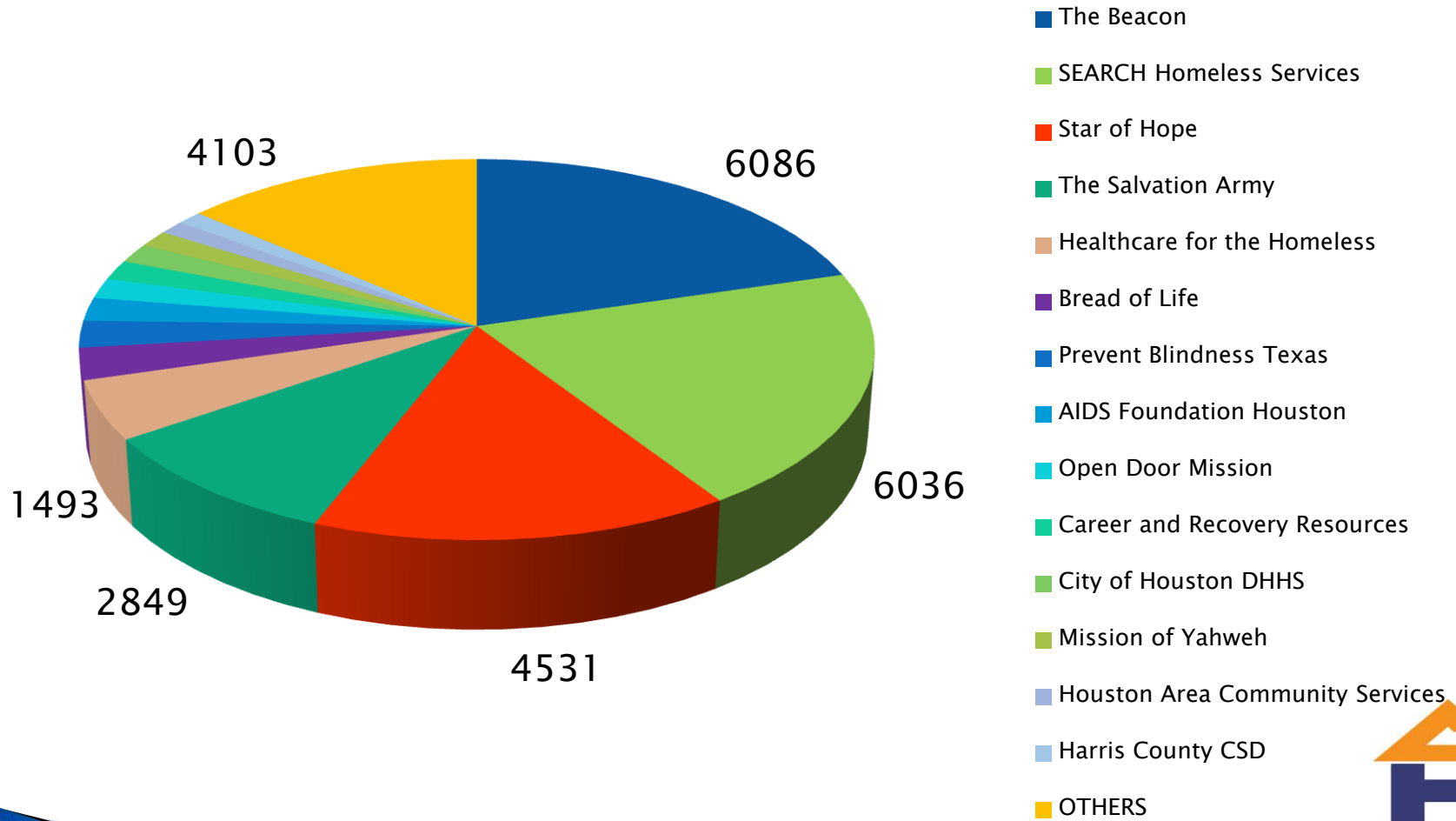
Direct service data; shared clients are counted multiple times

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HPRP Q12 Update (GTD by 6/30/12)

HPRP Client Enrollments	Homelessness Prevention		Homeless Assistance	
Still in Program	1,229		95	
Exited*	11,084		1,580	
> Permanent Housing	10,537	94%	1,331	83%
> Transitional Housing	140	1%	79	5%
> Other Destination	60	1%	93	6%
> Unknown Destination	434	4%	96	6%

* Unduplicated

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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

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New Developments

- ClientTrack 2012 Upgrade
  - Completed July 2nd
  - 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

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Homelessness Verification

ClientTrack™

Client Name:
Client ID: Date of Birth:
Current Address: Houston

This report shows client's enrollment history in HMIS and can be used when determining homelessness status.

Program Type	Enroll Date	Exit Date	Housing Status	Prior Residence	Veteran	Program Name	Organization
Emergency shelter	6/29/2012		Don't Know	Don't Know	Don't Know	SOH - Women and Family Overnight	Star of Hope

No Exit Date = still there!

Program Type	Enroll Date	Exit Date	Housing Status	Prior Residence	Veteran	Program Name	Organization
Services-only type of program	6/14/2012		Literally Homeless	Emergency shelter	Yes	Housing Corp SSVF	US Veterans Initiative

Program Type	Enroll Date	Exit Date	Housing Status	Prior Residence	Veteran	Program Name	Organization
Emergency shelter	4/9/2012	6/25/2012	Literally Homeless	Rental by client, no ongoing housing subsidy	No	SOH - Women and Family	Star of Hope

Program Type	Enroll Date	Exit Date	Housing Status	Prior Residence	Veteran	Program Name	Organization
Services-only type of program	4/7/2012		Literally Homeless	Place not meant for habitation	Yes	The Beacon ESG 2012	The Beacon

Program Type	Enroll Date	Exit Date	Housing Status	Prior Residence	Veteran	Program Name	Organization

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Erol Fetahagic
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.

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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

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HMIS Support Committee

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

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HMIS Structure

- CoC – governance
- HMIS Lead Agency – administration
- HMIS Support Committee – recommendations
- HMIS Providers – operation
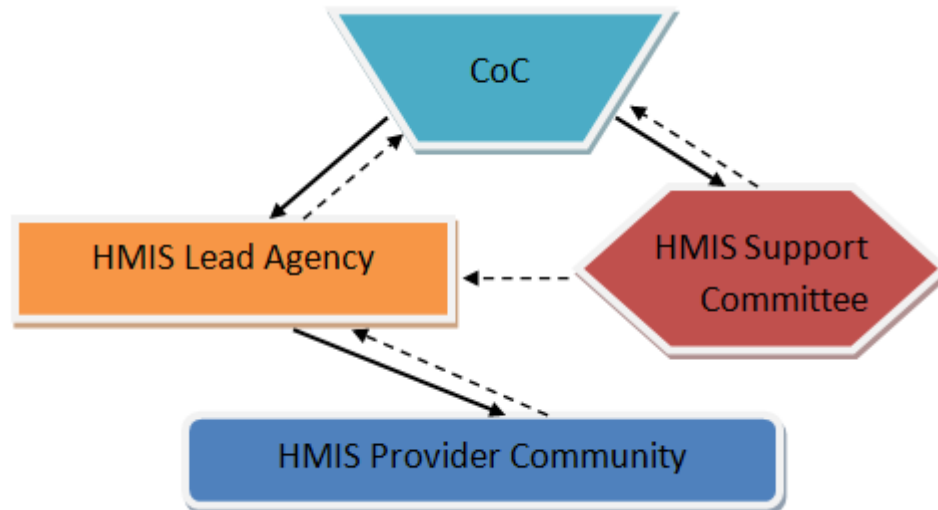
Solid arrow – decision/administration
Dashed arrow – advice/recommendation/feedback

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.

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Data Quality Characteristics Cont'd.

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

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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

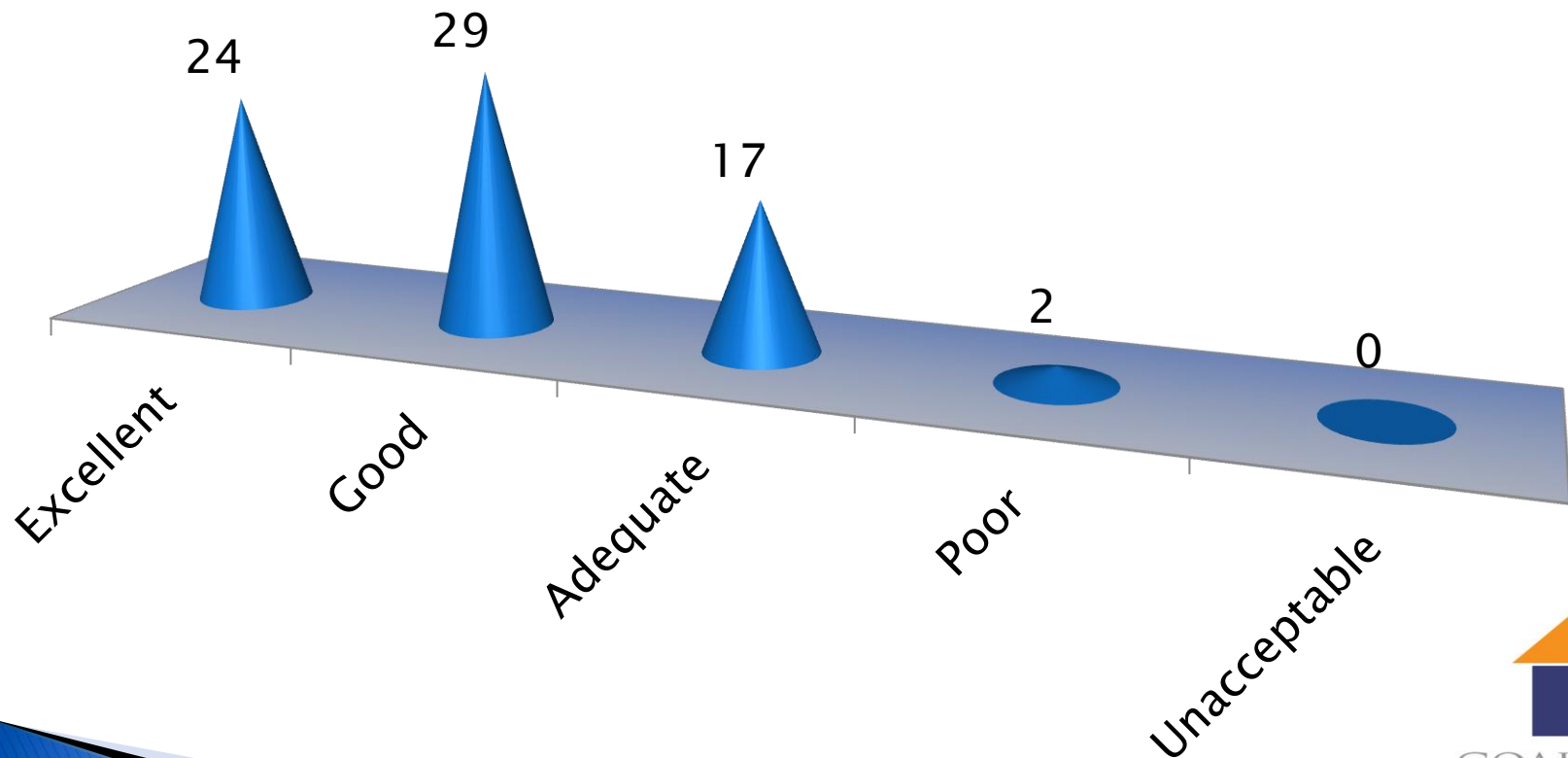➤ **Duplicates**—generates a list of duplicate clients within the organization based on search parameters

IssueTrak
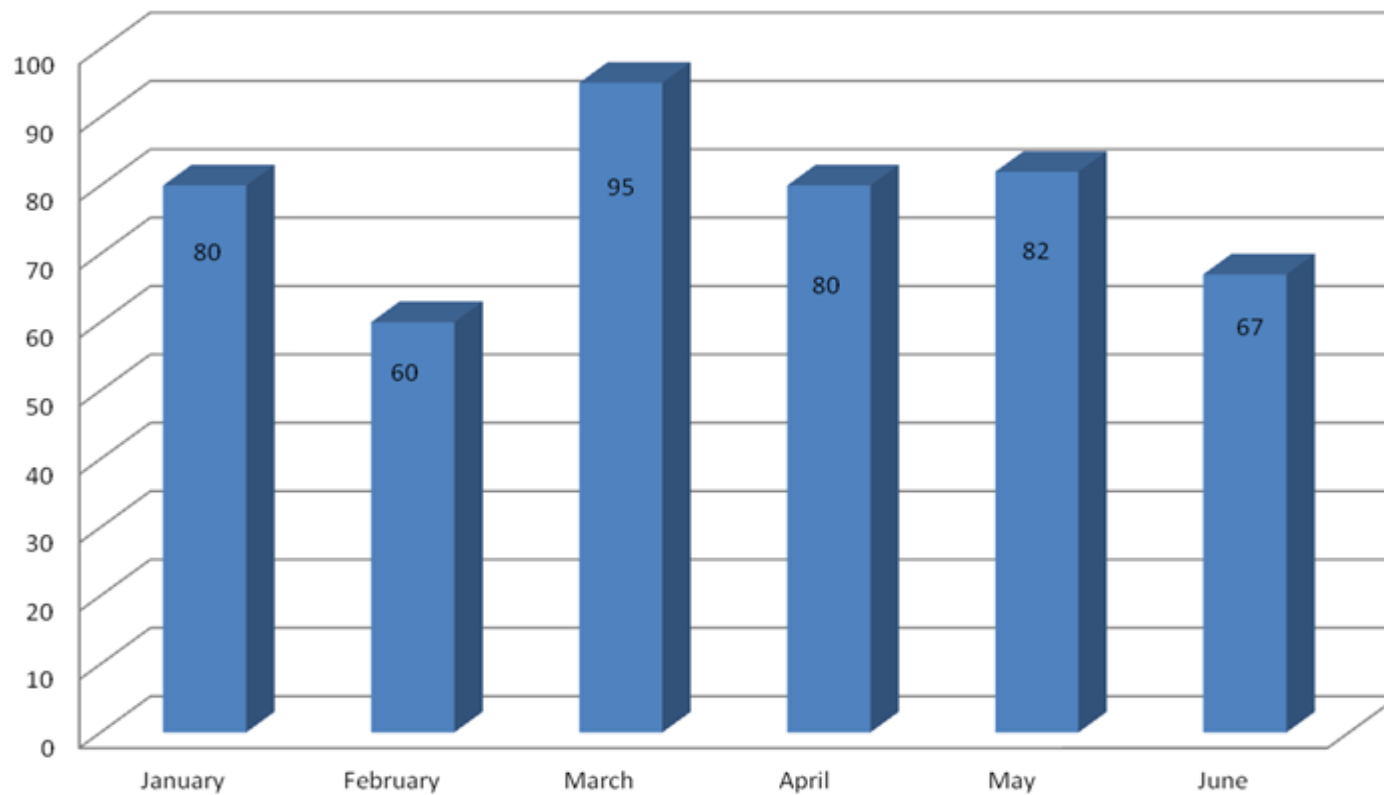
User Survey

Survey Question: Overall, how do you rate the quality of service provided by the HMIS team?

24 — Excellent
29 — Good
17 — Adequate
2 — Poor
0 — Unacceptable

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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

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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, 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.

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Recognitions!

Rising Star
The Most Improved Agency or Program

Super Star
The Best Agency in Data Quality

Trailblazer
The Most Valuable Player (Individual User)

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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

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