



# HMIS Forum

## First Quarter 2013

Harris County Department of Education  
Thursday, March 21, 2013  
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.

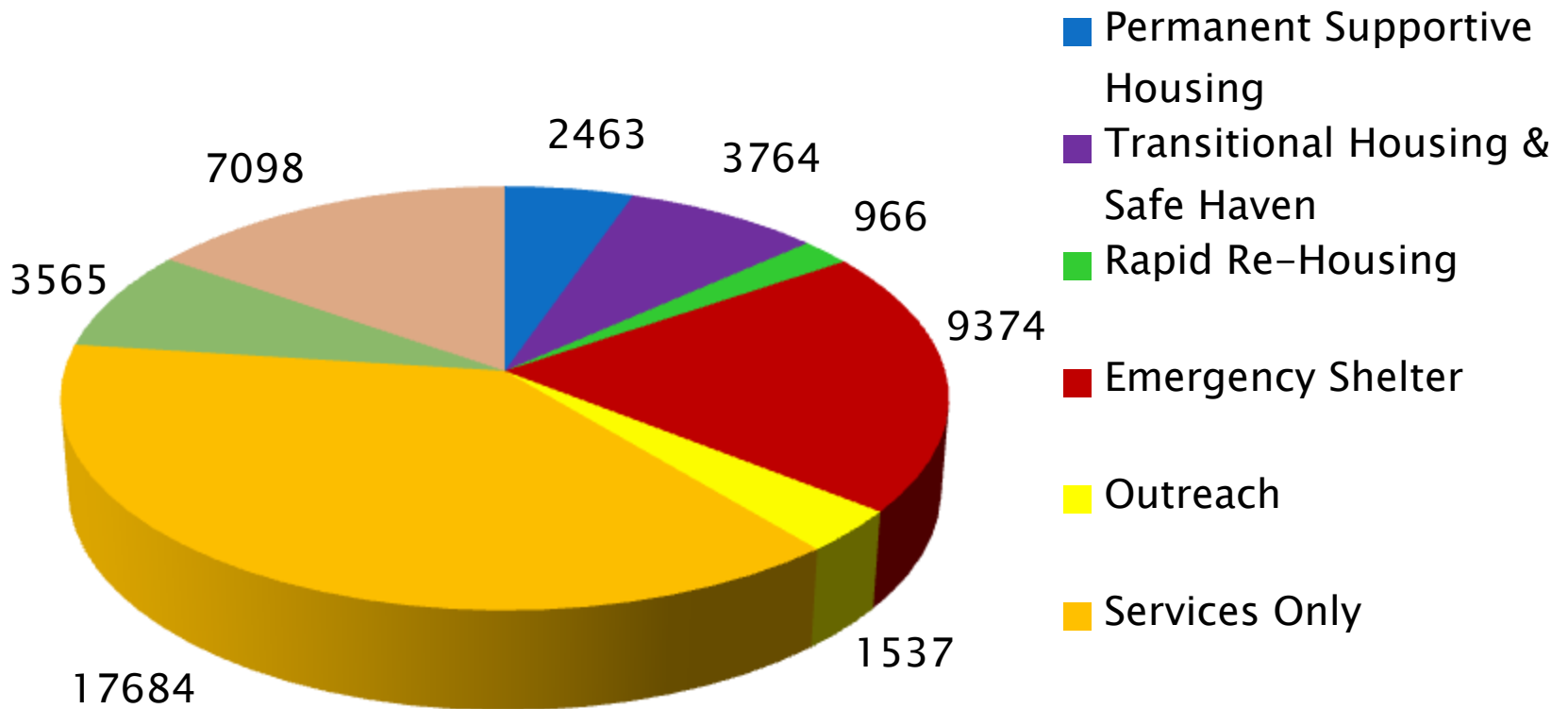
– We serve those who serve the homeless –



# HMIS Snapshot – March 2013

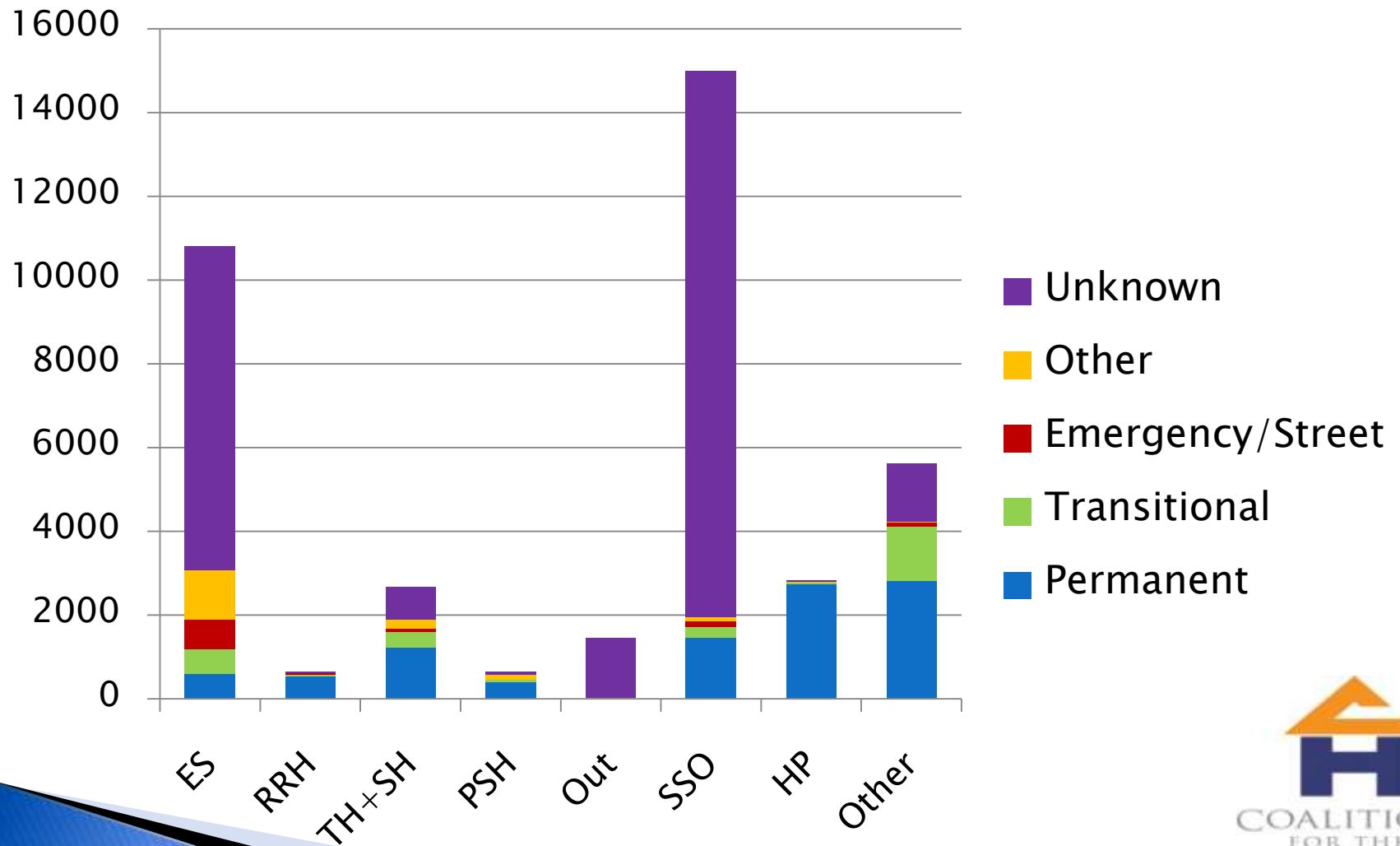
- ▶ 62 organizations with active users
  - Up by 4 since December 2012
- ▶ 151 programs with client enrollments
  - Up by 14 since December 2012
  - Increase mainly result of HP/RRH programs split
- ▶ 416 active users
  - Up by 11 since December 2012
- ▶ 166,914 unique client records (since 2004)
  - Up by 4,119 since December 2012

# 2012 HMIS Clients by Program Type



Total unduplicated clients: 35,595

# 2012 Exit Destinations



# HEARTH Performance Measures

## ► Why Performance Measurement?

- To ensure a common understanding of system intent and goals
- To understand how well CoC prevents and ends homelessness
- To understand how individual programs:
  - result in positive change for persons served
  - Impact overall CoC performance
- To identify areas of improvement
- To better target limited resources to programs and services that make the most impact

# HEARTH Performance Measures

## ► Why Performance Measurement?

- To ensure a common understanding of system intent and goals
- To understand how well CoC prevents and ends homelessness
- To understand how individual programs:
  - result in positive change for persons served
  - Impact overall CoC performance
- To identify areas of improvement
- To better target limited resources to programs and services that make the most impact

# Proposed Performance Measures

	Length of time homeless	Recidivism	Access/coverage	Overall reduction in number of homeless	Job and income growth	Reduction in first time homeless
Possible program types	ES, TH, RRH, SH (Out ?)	PSH, RRH	All	All	CoC (PSH, TH, SSO, SH), RRH	All
Possible data sources	HMIS (query, AHAR)	HMIS (query)	HMIS (?), HIC, PIT	HMIS (query), PIT	HMIS (query, APR)	HMIS (query), PIT



# PM – Length of Time Homeless

Program Type	Program Count	Exiting Clients	Average	Median	Max	Min
Emergency Shelter (Singles)	11	6135	21	2	702	0
Emergency Shelter (Families)	8	3012	41	20	736	0
Transitional Housing	35	2403	174	108	1959	0
Safe Haven	1	9	849	840	2038	208
Rapid Re-Housing	18	622	120	90	639	0
<b>All Programs (Unduplicated)</b>	<b>73</b>	<b>11354</b>	<b>66</b>	<b>16</b>	<b>2038</b>	<b>0</b>

Source: 2012 HMIS Enrollments

# PM – Recidivism

Program Type	Program Count	Exiting Clients	Exited to PH	Returned to Homelessness	%
Permanent Supportive Housing	24	483	272	60	12%
Rapid Re-Housing	24	1291	677	244	19%
All Programs (Unduplicated)	48	1768	948	302	17%

Source: 2011-2012 HMIS Enrollments

# PM – Reduction in Overall / New Homelessness

Calendar Year	Program Count	All Homeless	Avg. Clients per Program	New Homeless	Avg. New per Program
2012	121	23,225	192	10,322	85
2011	114	21,051	185	9,833	86
2010	94	14,695	156	7,352	78

Source: 2012 HMIS Enrollments

PIT Count	Homeless Persons
2012	7,167
2011	8,449

Source: Point-In-Time Count

# PM – Job & Income Growth

Program Type	Program Count	Total Clients	Clients for total income measurement	Achieved	%	Clients for job income measurement	Achieved	%
CoC Shelter Plus Care	10	775	590	137	23%	549	27	5%
CoC SHP Permanent	20	1250	812	287	35%	772	106	14%
CoC SHP Transitional	26	2056	1470	373	25%	1454	288	20%
CoC SHP Safe Haven	1	27	27	6	22%	N/A	N/A	–
CoC SHP Services Only w/o Outreach	4	1760	1562	564	36%	1538	475	31%
Rapid Re-Housing	18	622	406	220	54%	406	124	31%

Source: 2012 HMIS Financial Assessment @ Entry/Exit

# Individual Program Performance

What can cause low program performance compared to baseline measurements?



# Coordinated Access

- ▶ Common assessment tool
  - 100,000 Homes Campaign Vulnerability Index
    - Local Modifications?
    - Assessments will be completed May 6–8 2013
  - Assessment tool options:
    - Paper form
    - Online tool (open access?)
    - Tool built in ClientTrack HMIS
- ▶ Common waiting list
  - Which programs are required to use it?
  - How to handle DV providers?
  - Waiting list options:
    - Online list (limited access?)
    - Built in ClientTrack HMIS and linked to its Housing Inventory
- ▶ Referral options
  - Direct referral (phone, email, client escort, etc.)
  - Electronic referral via ClientTrack HMIS

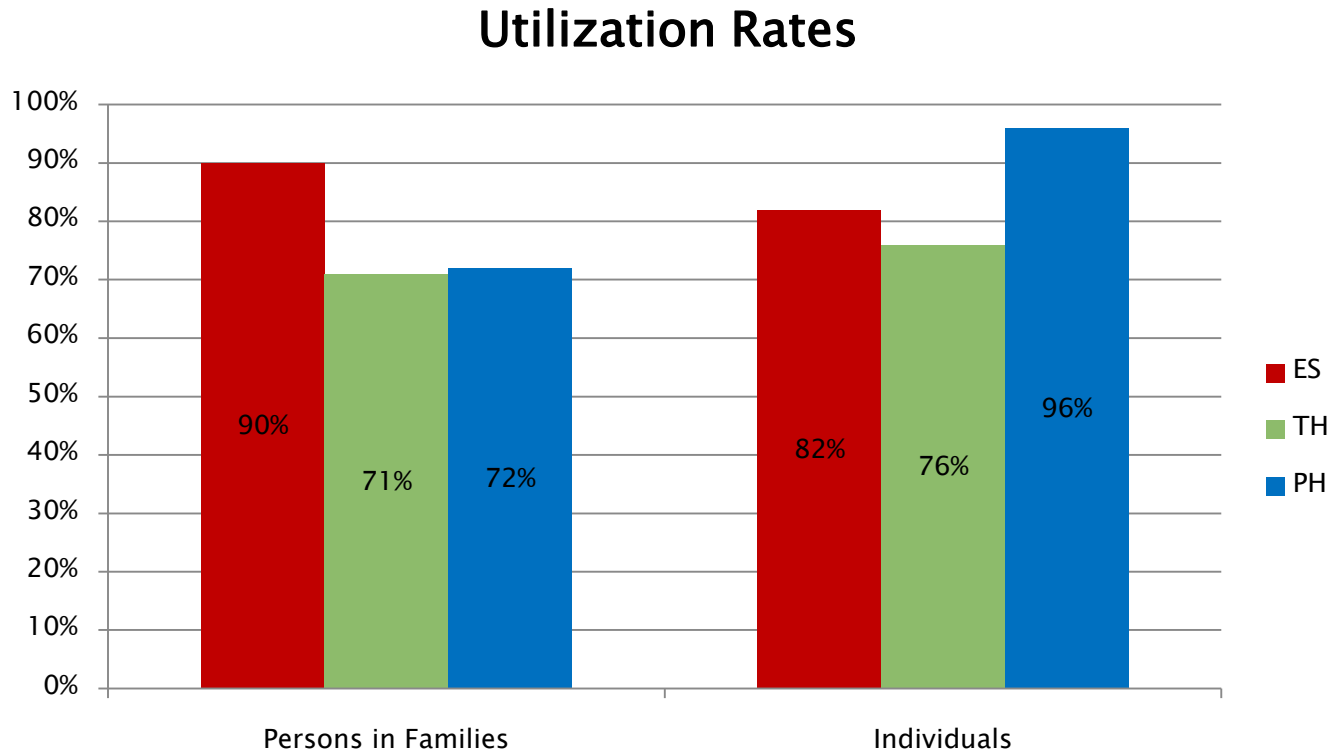
# Annual Homeless Assessment Report (AHAR)

- ▶ AHAR data is used to inform local and national understanding of homelessness as well as the importance and performance of homeless assistance programs. It allows our government to make informed decisions on where resources are needed and how to allocate them. Since 2007 CoC funding has been tied to participation in HMIS and the AHAR.

## Bed coverage rates: 2011 vs. 2012

Program Type	2011	2012
ES Family	100%	100%
ES Individual	55%	78%
TH Family	90%	72%
TH Individual	70%	98%
PH Family	91%	96%
PH Individual	90%	95%

# AHAR Utilization Rates



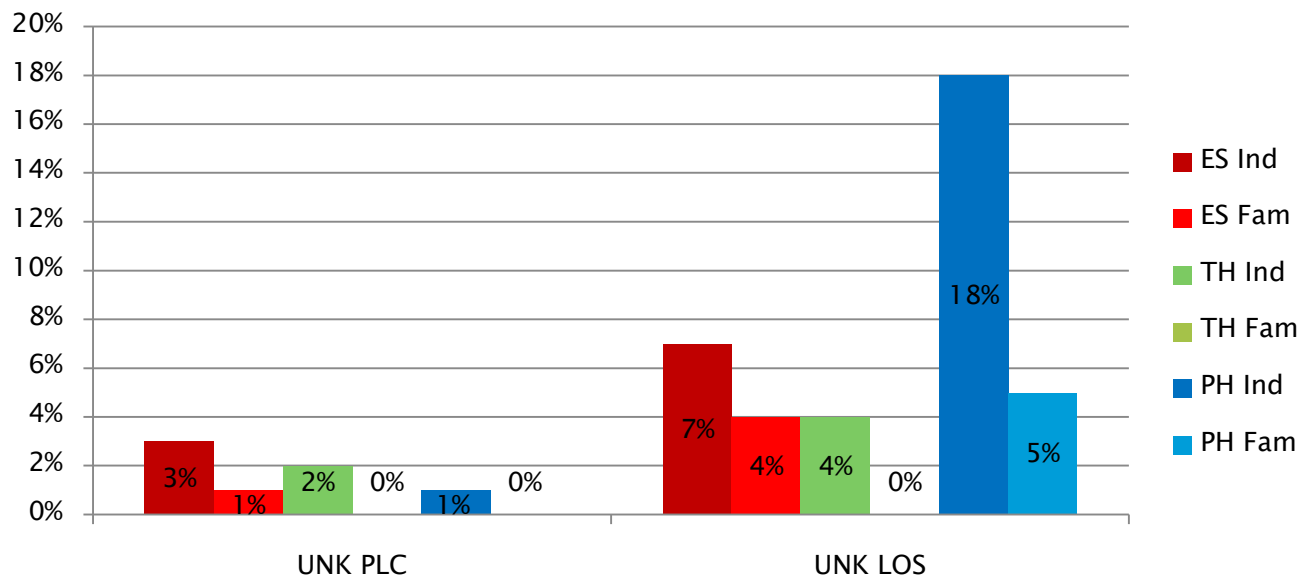
- ▶ Retrieved from HUD's 2012 AHAR
- ▶ Rates based on participating bed counts
- ▶ Compared to 2011 11% drop for TH families and 10% and 11% increase for ES and TH individuals, respectively



# AHAR Unknown Data Rates

- ▶ Unknown data rates 1% or less on the following categories: age, gender, race, ethnicity, veteran and disabling condition status. This includes those in emergency programs.
- ▶ Significant decline in unknown or missing data rates from previous years.

## Unknown Data Rates



- ▶ Chart refers to Prior living condition and length of stay unknown data rates

# 2013 Training Options

- ▶ Check the Coalition website for the **2013 training calendar!**
- ▶ New User Training
  - Required for all new users
  - 4 sessions a month (1<sup>st</sup> & 2<sup>nd</sup> Friday AM; 3<sup>rd</sup> & 4<sup>th</sup> Wednesday PM)
- ▶ Refresher/Reports
  - Optional, but encouraged
  - 2 sessions a month (3<sup>rd</sup> & 4<sup>th</sup> Friday PM)
- ▶ Data Explorer
  - Advanced users
  - 1 session a month (2<sup>nd</sup> Wednesday PM)
- ▶ Webinars via GoToWebinar
  - Increased capacity & more options

# 2013 User & Agency Agreements

- ▶ User License Agreement
  - All users who have not turned in their signed agreements have now been locked out
  - Reactivation fee will apply if a user turns in the agreement after 45 days of inactivity
- ▶ Agency Participation Agreement
  - Make sure your agency has returned the signed agreement
  - The deadline is **March 28!**
  - Agencies who don't respond by the deadline may be locked out entirely from the HMIS
- ▶ For all HMIS agreements and policies please go to:

[homelesshouston.org/HMIS](http://homelesshouston.org/HMIS)

# ESG Data Collection Requirements

- ▶ ESG Program Activities:
  - Homeless Prevention > Use ESG Entry/Exit workflow
  - Rapid Re-Housing > Use ESG Entry/Exit workflow
  - Shelter (including ES, TH & SSO) > Use Universal or HUD Program Entry/Exit workflow; do not co-enroll clients in multiple programs under this category
  - Street Outreach > Use Universal Entry/Exit workflow
  
- ▶ All ESG programs should start collecting these assessments:
  - Chronic Homelessness
  - Domestic Violence
  - HMIS Barriers

# ESG Reporting Requirements

- ▶ HUD CAPER reporting:
  - Adult/children count by ESG component & totals
  - Gender totals
  - Age totals (<18, 18–24, 25+)
  - Special Populations  
(Veterans, Chronic, DV, HIV+, Elderly, Disabling Conditions)
- ▶ Service reporting is not required by HUD
- ▶ Check with the local ESG funders for any additional reporting requirements:
  - TDHCA
  - City of Houston
  - Harris County
  - Ft. Bend County
  - City of Pasadena

# HMIS Support Committee

Committee Seat	Agency	Representative
Emergency shelter	Star of Hope	Joycelyn Carter
Transitional housing	Harmony House	Preston Witt
Permanent housing	HACS	Caroline Zorn Pickens
Day shelter	The Beacon	Mike Puccio
Veteran service provider	Career and Recovery Resources	Cheryl Turner
Health service provider	MHMRA	Cherie Steinberg
Prevention provider	The Salvation Army	Margot Durbin
Outreach provider	SEARCH	Takeshia Richardson
Domestic violence provider	HAWC	Chris Ledbetter
Local government grantee	***OPEN***	
Housing authority	Houston Housing Authority	Jessica Preheim
Consumer representative	N/A	Loretta Ray
HMIS Lead Agency	Coalition for the Homeless	Erol Fetahagic

# Recognitions!

## **Rising Star**

The Most Improved Agency or Program

## **Super Star**

The Best Agency or Program in Data Quality

## **Trailblazer**

The Most Valuable Player (Individual User)

# Your HMIS Team

Erol Fetahagic – System Administrator

Ryan R. Clay – Reporting Project Manager

Kelita Beechum – Technical Support & Monitor

Shameka Broomfield – Program Assistant & Monitor

Ashley Rosborough – Program Assistant

[www.homelesshouston.org](http://www.homelesshouston.org)

All slides © Coalition for the Homeless of Houston/Harris County

