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 –
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
Total unduplicated clients: 35,595

- Permanent Supportive Housing: 2,463
- Transitional Housing & Safe Haven: 3,764
- Rapid Re-Housing: 966
- Emergency Shelter: 9,374
- Outreach: 17,684
- Services Only: 1,537
- Homelessness Prevention: 7,098
- Other: 3,565

Total unduplicated clients: 35,595
2012 Exit Destinations

- Unknown
- Other
- Emergency/Street
- Transitional
- Permanent
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

<table>
<thead>
<tr>
<th>Possible program types</th>
<th>Length of time homeless</th>
<th>Recidivism</th>
<th>Access/coverage</th>
<th>Overall reduction in number of homeless</th>
<th>Job and income growth</th>
<th>Reduction in first time homeless</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES, TH, RRH, SH (Out ?)</td>
<td>PSH, RRH</td>
<td>All</td>
<td>All</td>
<td>All</td>
<td>CoC (PSH, TH, SSO, SH), RRH</td>
<td>All</td>
</tr>
<tr>
<td>HMIS (query, AHAR)</td>
<td>HMIS (query)</td>
<td>HMIS (?) (query), HIC, PIT</td>
<td>HMIS (query), PIT</td>
<td>HMIS (query, APR)</td>
<td>HMIS (query), PIT</td>
<td></td>
</tr>
</tbody>
</table>
# PM – Length of Time Homeless

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

Source: 2012 HMIS Enrollments
## PM – Recidivism

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

Source: 2011-2012 HMIS Enrollments
**PM – Reduction in Overall / New Homelessness**

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

Source: 2012 HMIS Enrollments

<table>
<thead>
<tr>
<th>PIT Count</th>
<th>Homeless Persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>7,167</td>
</tr>
<tr>
<td>2011</td>
<td>8,449</td>
</tr>
</tbody>
</table>

Source: Point-In-Time Count
## PM – Job & Income Growth

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

Source: 2012 HMIS Financial Assessment @ Entry/Exit
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
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.


<table>
<thead>
<tr>
<th>Program Type</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES Family</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>ES Individual</td>
<td>55%</td>
<td>78%</td>
</tr>
<tr>
<td>TH Family</td>
<td>90%</td>
<td>72%</td>
</tr>
<tr>
<td>TH Individual</td>
<td>70%</td>
<td>98%</td>
</tr>
<tr>
<td>PH Family</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>PH Individual</td>
<td>90%</td>
<td>95%</td>
</tr>
</tbody>
</table>
AHAR Utilization Rates

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 (1st & 2nd Friday AM; 3rd & 4th Wednesday PM)

- Refresher/Reports
  - Optional, but encouraged
  - 2 sessions a month (3rd & 4th Friday PM)

- Data Explorer
  - Advanced users
  - 1 session a month (2nd 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
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
<table>
<thead>
<tr>
<th>Committee Seat</th>
<th>Agency</th>
<th>Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter</td>
<td>Star of Hope</td>
<td>Joycelyn Carter</td>
</tr>
<tr>
<td>Transitional housing</td>
<td>Harmony House</td>
<td>Preston Witt</td>
</tr>
<tr>
<td>Permanent housing</td>
<td>HACS</td>
<td>Caroline Zorn Pickens</td>
</tr>
<tr>
<td>Day shelter</td>
<td>The Beacon</td>
<td>Mike Puccio</td>
</tr>
<tr>
<td>Veteran service provider</td>
<td>Career and Recovery Resources</td>
<td>Cheryl Turner</td>
</tr>
<tr>
<td>Health service provider</td>
<td>MHMRA</td>
<td>Cherie Steinberg</td>
</tr>
<tr>
<td>Prevention provider</td>
<td>The Salvation Army</td>
<td>Margot Durbin</td>
</tr>
<tr>
<td>Outreach provider</td>
<td>SEARCH</td>
<td>Takeshia Richardson</td>
</tr>
<tr>
<td>Domestic violence provider</td>
<td>HAWC</td>
<td>Chris Ledbetter</td>
</tr>
<tr>
<td>Local government grantee</td>
<td><em><strong>OPEN</strong></em></td>
<td></td>
</tr>
<tr>
<td>Housing authority</td>
<td>Houston Housing Authority</td>
<td>Jessica Preheim</td>
</tr>
<tr>
<td>Consumer representative</td>
<td>N/A</td>
<td>Loretta Ray</td>
</tr>
<tr>
<td>HMIS Lead Agency</td>
<td>Coalition for the Homeless</td>
<td>Erol Fetahagic</td>
</tr>
</tbody>
</table>
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

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