HMIS Forum
Third Quarter 2013

Harris County Department of Education
Thursday, September 19, 2013
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 Team Update

Please welcome…

Eva Thibaudeau–Graczyk
CFTH Director of Programs
HMIS Snapshot - September 2013

- 62 organizations (with active users)
  - Same number since March

- 164 programs (with client enrollments)
  - Up by 1 since June

- 468 active users (logged in during the past 45 days)
  - Up by 16 since June

- 177,771 total client records (since 2004)
  - Up by 5,831 since June

- 34,016 active clients (enrolled in the past 12 months)
## 2013 HMIS Support Committee

<table>
<thead>
<tr>
<th>Committee Seat</th>
<th>Current Member</th>
<th>Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Emergency shelter/Day shelter</td>
<td>Star of Hope</td>
<td>Erika Wise</td>
</tr>
<tr>
<td>2 Trans./Perm. Supp. housing</td>
<td>Harmony House</td>
<td>Preston Witt</td>
</tr>
<tr>
<td>3 Prevention/Rapid re-housing</td>
<td>The Salvation Army</td>
<td>Margot Durbin</td>
</tr>
<tr>
<td>4 Outreach provider</td>
<td>SEARCH</td>
<td>Takeshia Richardson</td>
</tr>
<tr>
<td>5 Veteran service provider</td>
<td>Career and Recovery Resources</td>
<td>Cheryl Turner</td>
</tr>
<tr>
<td>6 Health service provider</td>
<td>MHMRA</td>
<td>Cheri Steinberg</td>
</tr>
<tr>
<td>7 Youth service provider</td>
<td>Covenant House</td>
<td>Kim Upchurch</td>
</tr>
<tr>
<td>8 Domestic violence provider</td>
<td>HAWC</td>
<td>Chris Ledbetter</td>
</tr>
<tr>
<td>9 Local government grantee</td>
<td>City of Houston HCDD</td>
<td>Melody Barr</td>
</tr>
<tr>
<td>10 Local government grantee</td>
<td>Harris County CSD</td>
<td>Esmeralda Gonzalez</td>
</tr>
<tr>
<td>11 Housing authority</td>
<td>Houston Housing Authority</td>
<td>Jessica Preheim</td>
</tr>
<tr>
<td>12 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 &amp; Ryan Clay</td>
</tr>
</tbody>
</table>
News Flash

- Houston/Harris County CoC joined the 100,000 Homes Campaign’s “2.5% Club”

- **Housing Houston Heroes** exceeded its goal of housing 300 veterans in 100 days

- Over 1,200 clients have been assessed for **Housing Prioritization** since May

- Training database has been upgraded to **ClientTrack 13**
# Houston’s July Housing Placement Feedback Report

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>July 2013 Housing Placements Target</td>
<td>30</td>
</tr>
<tr>
<td>July 2013 Actual Housing Placements</td>
<td>120</td>
</tr>
<tr>
<td>Total Housed to Date</td>
<td>937</td>
</tr>
<tr>
<td>Total Remaining to be Housed</td>
<td>1,563</td>
</tr>
<tr>
<td>Monthly Number Needing to be Housed to Meet 2.5% Target</td>
<td>63</td>
</tr>
<tr>
<td>August 2013 Housing Placement Target</td>
<td>37</td>
</tr>
<tr>
<td>September 2013 Housing Placement Target</td>
<td>46</td>
</tr>
<tr>
<td>October 2013 Housing Placement Target</td>
<td>57</td>
</tr>
</tbody>
</table>

Data sources include HMIS (PSH) & two HAs (VASH & Housing Choice)
Community Comparison: # Housed Past 4 Months

Source: 100,000 Homes Campaign
In 100 days, we housed 357 homeless veterans, 195 of them chronically homeless.

<table>
<thead>
<tr>
<th>300 in 100 HHH</th>
<th>HCHA</th>
<th>HHA</th>
<th>HMIS</th>
<th>Total</th>
<th>Goals</th>
<th>VASH Only Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housed</td>
<td>71</td>
<td>137</td>
<td>149</td>
<td>357</td>
<td>300</td>
<td>208</td>
</tr>
<tr>
<td>Chronic</td>
<td>60</td>
<td>122</td>
<td>13</td>
<td>195</td>
<td>NA</td>
<td>182</td>
</tr>
<tr>
<td>%</td>
<td>84.5%</td>
<td>89.0%</td>
<td>8.7%</td>
<td>54.6%</td>
<td>NA</td>
<td>87.5%</td>
</tr>
</tbody>
</table>

Source: Houston Housing Authority
Software Upgrade: CT13

- Training database has been upgraded and testing is now underway
- Production database upgrade is planned for early October

Some of the new features:
- User Password Reset
- Dashboard Forms Include Search Result Buttons
- Add Family Member to Enrollment
- Delete Button Access and Undo
- Overlapping Residential Enrollment Validation
- Added Support for Webcams
- Data Visualization – increased use of charts
# Performance Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>2012 Baseline</th>
<th>2020 Goal</th>
<th>Data source</th>
<th>Programs Measured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction in Homelessness</td>
<td>7,187</td>
<td>4,371</td>
<td>PIT count</td>
<td>All CoC</td>
</tr>
<tr>
<td>Reduction in First Time Homelessness</td>
<td>10,322</td>
<td>5,273</td>
<td>HMIS – new homeless clients</td>
<td>Homeless Assistance</td>
</tr>
<tr>
<td>Recidivism</td>
<td>19%</td>
<td>10%</td>
<td>HMIS – Rec. Report</td>
<td>PSH, TH, RRH</td>
</tr>
<tr>
<td>Job and Income Growth</td>
<td>33% (all)</td>
<td>43%</td>
<td>HMIS – APR &amp; Income Report</td>
<td>PSH, TH, RRH, SH, SSO</td>
</tr>
<tr>
<td></td>
<td>22% (job)</td>
<td>27%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Length of Time Homeless</td>
<td>66 days avg.</td>
<td>30 days</td>
<td>HMIS – Enroll. Reports</td>
<td>ES, TH, RRH, SH, Out</td>
</tr>
<tr>
<td>Access/Coverage</td>
<td>–</td>
<td>TBD</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>

PMs are subject to revisions and approval by the CoC
Performance Measures

Income Growth (All Sources)

Agency A: 43%
Agency B: 47%
Agency C: 7%
Agency D: 37%
Agency E: 50%
Agency F: 54%
Agency G: 67%

Baseline: 33%
Goal: 43%
Performance Measures

Rate of Recidivism

- Agency A: 24%
- Agency B: 67%
- Agency C: 35%
- Agency D: 19%
- Agency E: 49%
- Agency F: 0%
- Agency G: 17%

19% -- BASELINE
10% -- GOAL
Coordinated Access (CA) & Housing Placement

- CA Assessment
  - VI assessment – used since May for PSH
  - Family assessment – not yet available
  - CA triage workflow – to be developed

- CA Client Registry
  - Currently used to target chronic/vulnerable for PSH
  - Can be expanded to track housing progress for all assessed clients

- Housing Match & Placement
  - All housing providers in HMIS are being set up with eligibility rules
  - HMIS will match up clients with eligible housing
  - HMIS referral & waiting list will be used for selected housing
Coordinated Access Flow

Homeless clients are outreach and connected with the CA system → The CA team assesses clients using a standard tool (triage and VI assessment if PSH) → CA assessments are entered in the HMIS; the system calculates clients’ prioritization scores

Client prioritization list and the housing programs’ criteria are maintained in the HMIS → The HMIS matches up individual clients with available housing based on the eligibility criteria → Clients are referred to housing programs according to their scores & needs (PH, TH, RRH)
Coordinated Access In Action

– Live Demonstration –

Cast:

- Homeless client
- CA assessor
- System navigator
- Housing staff
- HMIS (as itself)
Play and Learn
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/Analyst
Ryan R. Clay – Reporting Manager
Kelita Beechum – Support Manager
Susan King – Administrative Assistant

www.homelesshouston.org/HMIS/user-support

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