HMIS Forum
Fourth Quarter 2013

Harris County Department of Education
Thursday, December 12, 2013
2:00 – 4:00 pm
Coalition for the Homeless of Houston/Harris County

The Coalition’s mission is to provide leadership in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

▷ We serve those who serve the homeless ◁
Please welcome…

Takeshia Richardson – HMIS Senior Manager
Yvette Fuentes – HMIS Trainer
Yatta Bickham – HMIS Support Specialist
Helpdesk and Communications

- Issue Trak
  1. Streamline the issue resolution process
  2. Delegate issues more efficiently
  3. Produce real-time reports to increase issue resolution productivity
*Issue Trak was implemented in May 2010
Issue Trak Performance 4th Quarter

Issues Closed

Oct. 2013: 75
Nov. 2013: 74
Dec. 2013: 28
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
Knowledge Base

- convenient on-line reference area for ClientTrack
Monthly HMIS Tips and Reminders

1. Tips to improve and enhance data quality
2. Common data entry mistakes
3. ClientTrack Shortcuts
HMIS Snapshot – December 2013

- 60 organizations (with active users)
- 162 programs (with client enrollments)
- 475 active users (logged in during the past 45 days)
- 181,585 total client records (since 2004)
- 38,628 active clients (enrolled in the past 12 months)
Jan – Dec 2013 Clients by Program Type

- Permanent Supp. Housing: 18,051
- Rapid Re-Housing: 2,741
- Trans. Housing & Safe Haven: 2,533
- Emergency Shelter: 2,426
- Mobile Outreach: 3,533
- Supp. Services Only: 9,494
- Homelessness Prevention: 2,272

Total unduplicated: 30,899; Data through Dec. 10
Jan–Dec 2013 New Clients by Housing Status at Entry

- Total unduplicated: 13,649

- Literally Homeless
- At (Imminent) Risk
- Stably Housed
- Other/Unknown

- Emergency Shelter
- Transitional H.
- Permanent S. H.
- Outreach
- Rapid RH
- Supp. Services Only
- H. Prevention

Coalition for the Homeless
Leading Houston Home
Jan–Dec 2013 Clients Served by Agencies

Direct service data; shared clients are counted multiple times
Recognitions!

Rising Star
The Most Improved Agency or Program
Bad data is worse than no data

Reports to monitor data quality
  ◦ Clients in Programs
  ◦ Check in Roster
  ◦ APR
  ◦ ESG CAPER

Monthly reports will be provided; acknowledgement and corrections (where needed) will be required
AHAR / PIT

AHAR:
- Submitted for Houston Only (all categories)
- Most “missing” data rates 10% or below

PIT:
- For all HMIS participating agencies, PIT data will be retrieved only from HMIS
- Accurate housing is crucial to PIT, HIC, and AHAR
- Data is no good if not of useable quality
Recognitions!

Super Star
The Best Agency or Program in Data Quality
Play and Learn
Changes in 2014
Overall, how do you rate the quality of service provided by the HMIS team?

- Excellent: 21
- Good: 24
- Adequate: 10
- Poor: 1
- Unacceptable: 0
HMIS User Trainings

- New registration form
- Offer more trainings
  - Webinars
  - Field trainings
  - Module specific
Data Sharing

- Interested agencies
- HMIS Support Committee involvement
  - Standardized services
- CoC Steering Committee approval
<table>
<thead>
<tr>
<th>Committee Seat</th>
<th>Current Member</th>
<th>Representative</th>
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<tbody>
<tr>
<td>1  Emergency shelter/Day shelter</td>
<td>Star of Hope</td>
<td>Erika Wise</td>
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<tr>
<td>2  Trans./Perm. Supp. housing</td>
<td>Harmony House</td>
<td>Preston Witt</td>
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<tr>
<td>3  Prevention/Rapid re-housing</td>
<td>The Salvation Army</td>
<td>Margot Durbin</td>
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<tr>
<td>4  Outreach provider</td>
<td>SEARCH</td>
<td>?</td>
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<tr>
<td>5  Veteran service provider</td>
<td>Career and Recovery Resources</td>
<td>Cheryl Turner</td>
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<td>6  Health service provider</td>
<td>MHMRA</td>
<td>Cheri Steinberg</td>
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<td>7  Youth service provider</td>
<td>Covenant House</td>
<td>Kim Upchurch</td>
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<tr>
<td>8  Domestic violence provider</td>
<td>HAWC</td>
<td>Chris Ledbetter</td>
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<tr>
<td>9  Local government grantee</td>
<td>City of Houston HCDD</td>
<td>Melody Barr</td>
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<tr>
<td>10 Local government grantee</td>
<td>Harris County CSD</td>
<td>Esmeralda Gonzalez</td>
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<td>11 Housing authority</td>
<td>Houston Housing Authority</td>
<td>Jessica Preheim</td>
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<tr>
<td>12 Consumer representative</td>
<td>N/A</td>
<td>Loretta Ray</td>
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<tr>
<td>HMIS Lead Agency</td>
<td>Coalition for the Homeless</td>
<td>Erol Fetahagic &amp; Ryan Clay</td>
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Coordinated Access Flow

- Currently in HMIS setup phase
  - Samantha Maggiani (CSH Intern) contacting PSH providers
- Pilot starts January 6, 2014
Recognitions!

Trailblazer
The Most Valuable Player (Individual User)
Q & A
Your HMIS Team

- Takeshia Richardson – HMIS Senior Manager
- Erol Fetahagic – System Administrator/Analyst
- Ryan R. Clay – Reporting Manager
- Kelita Beechum – Support Manager
- Yvette Fuentes – HMIS Trainer
- Yatta Bickham – HMIS Support Specialist

www.homelesshouston.org/HMIS/user-support

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