



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 ◁

HMIS Team Update

Please welcome...

Takeshia Richardson – HMIS Senior Manager

Yvette Fuentes – HMIS Trainer

Yatta Bickham – HMIS Support Specialist

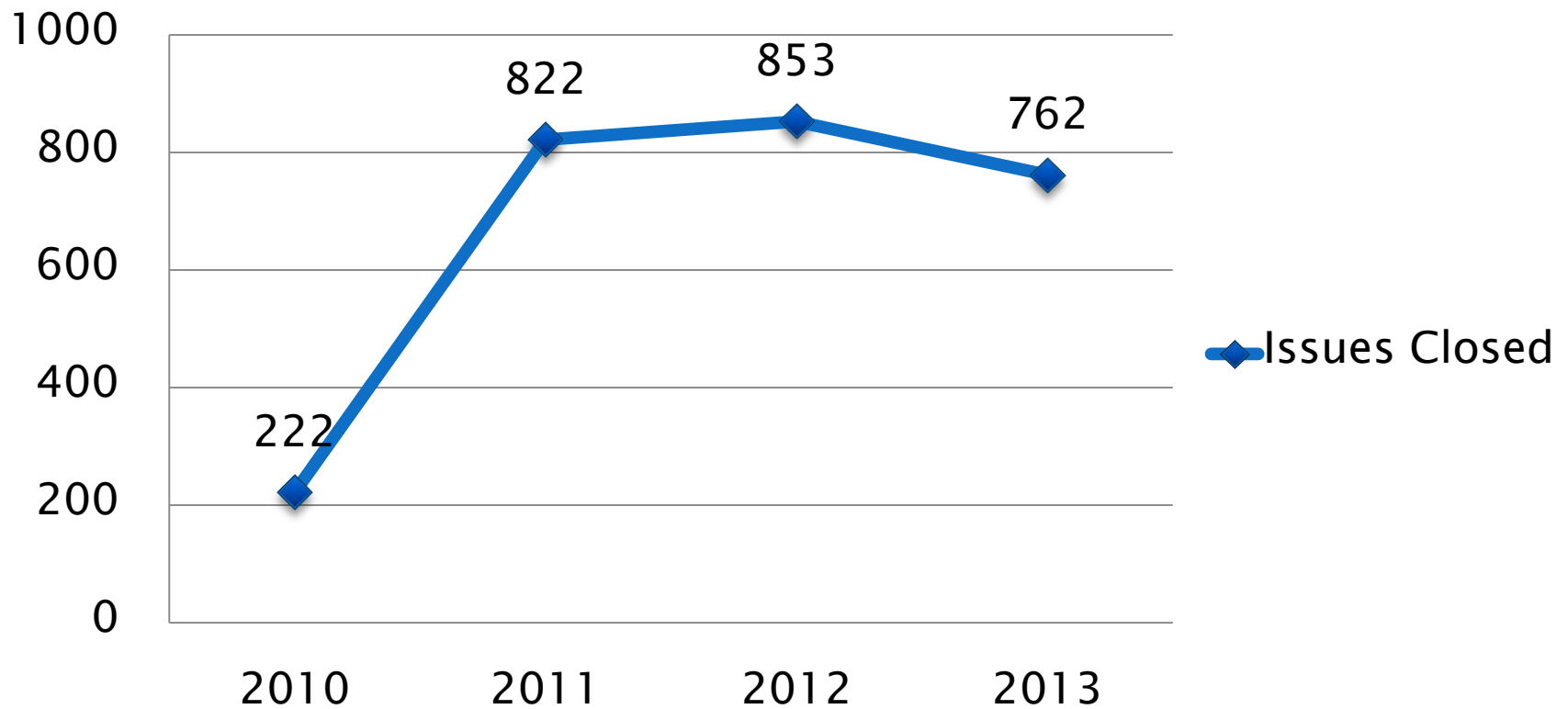
Helpdesk and Communications

▶ Issue Trak

1. Streamline the issue resolution process
2. Delegate issues more efficiently
3. Produce real-time reports to increase issue resolution productivity

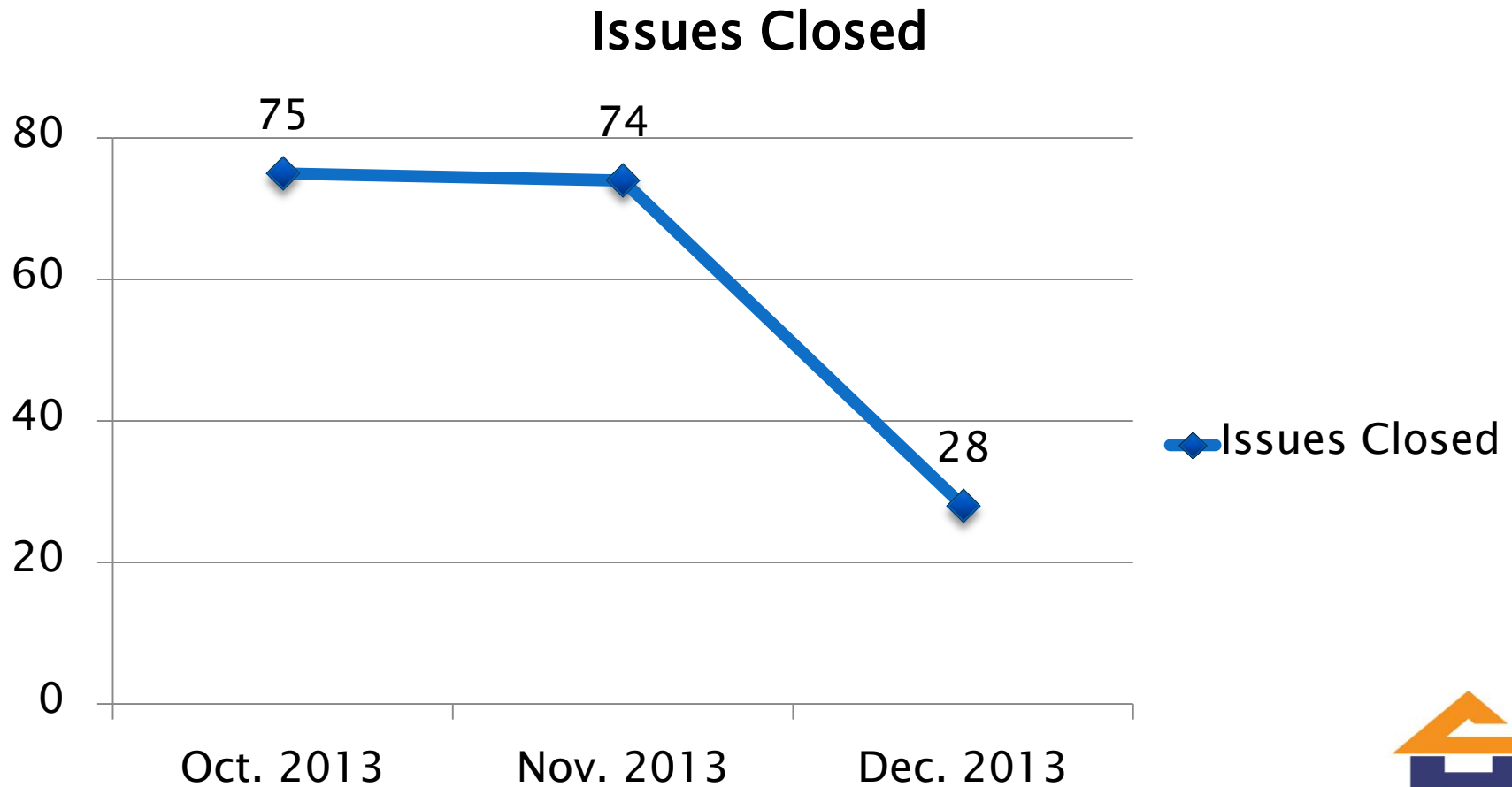
Issue Trak Yearly

Issues Closed



*Issue Trak was implemented in May 2010

Issue Trak Performance 4th Quarter



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

Issue Trak Knowledge Base

- ▶ Knowledge Base
 - convenient on-line reference area for ClientTrack

The screenshot displays the web interface for the Coalition for the Homeless of Houston/Harris County. At the top, there is a logo featuring a stylized orange 'A' above a blue 'H', followed by the text 'Coalition for the Homeless of Houston/Harris County'. Below this is a navigation bar with 'Home' and 'Main Menu' links. A left sidebar contains a list of options: 'My IssueTrak', 'Submit Issue', 'Search Issues', 'Lookup Issue #', 'Knowledge Base' (highlighted with a red arrow), 'Quick Search', 'List All', 'Search', and 'Log Out'. The main content area is titled 'List by Category' and includes a search section with an 'Article Nbr:' field, a 'Go' button, and a 'Quick Search:' field with a 'Search' button (indicated by a red arrow). Below the search section is a table with two columns: 'Category' and 'Sub Category'. The table currently displays the text 'No Category Listed (8)' (indicated by a red arrow).

Category	Sub Category
No Category Listed (8)	

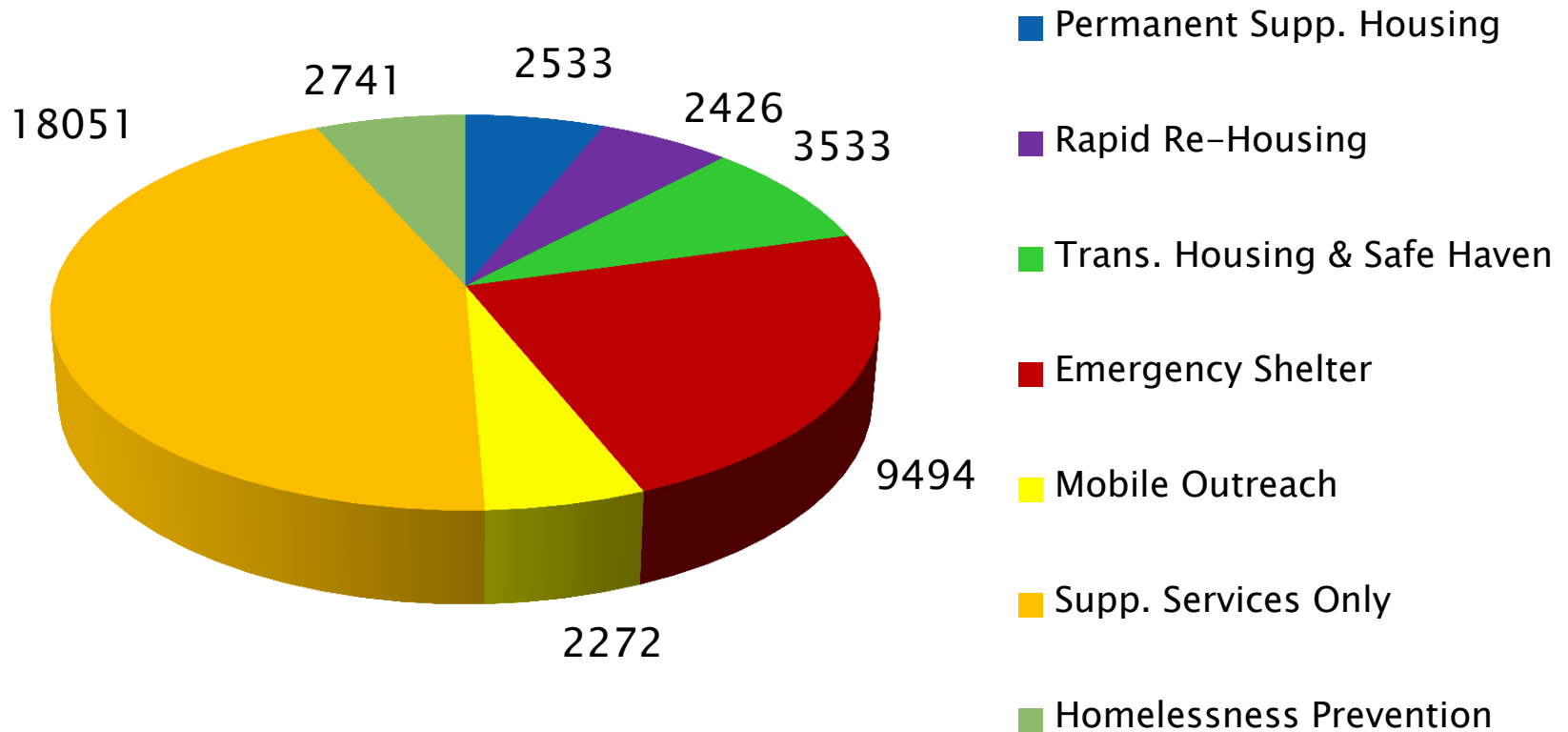
HMIS Did you know?

- ▶ 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

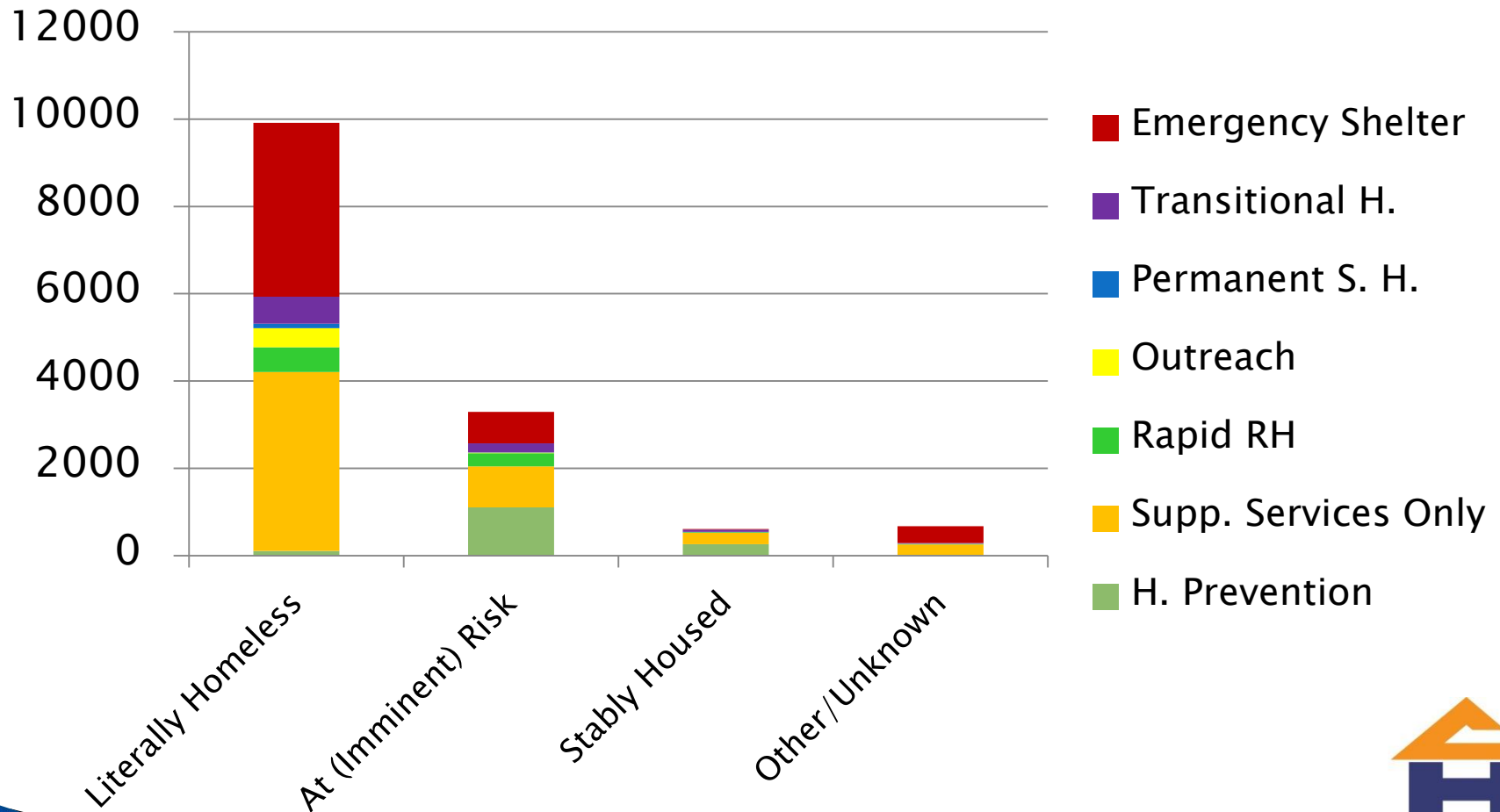
- ▶ 60 organizations (with active users)
- ▶ 162 programs (with client enrollments)
- ▶ 475 active users (logged in during the past 45 days)
- ▶ 181,585 total client records (since 2004)
- ▶ 38,628 active clients (enrolled in the past 12 months)

Jan – Dec 2013 Clients by Program Type



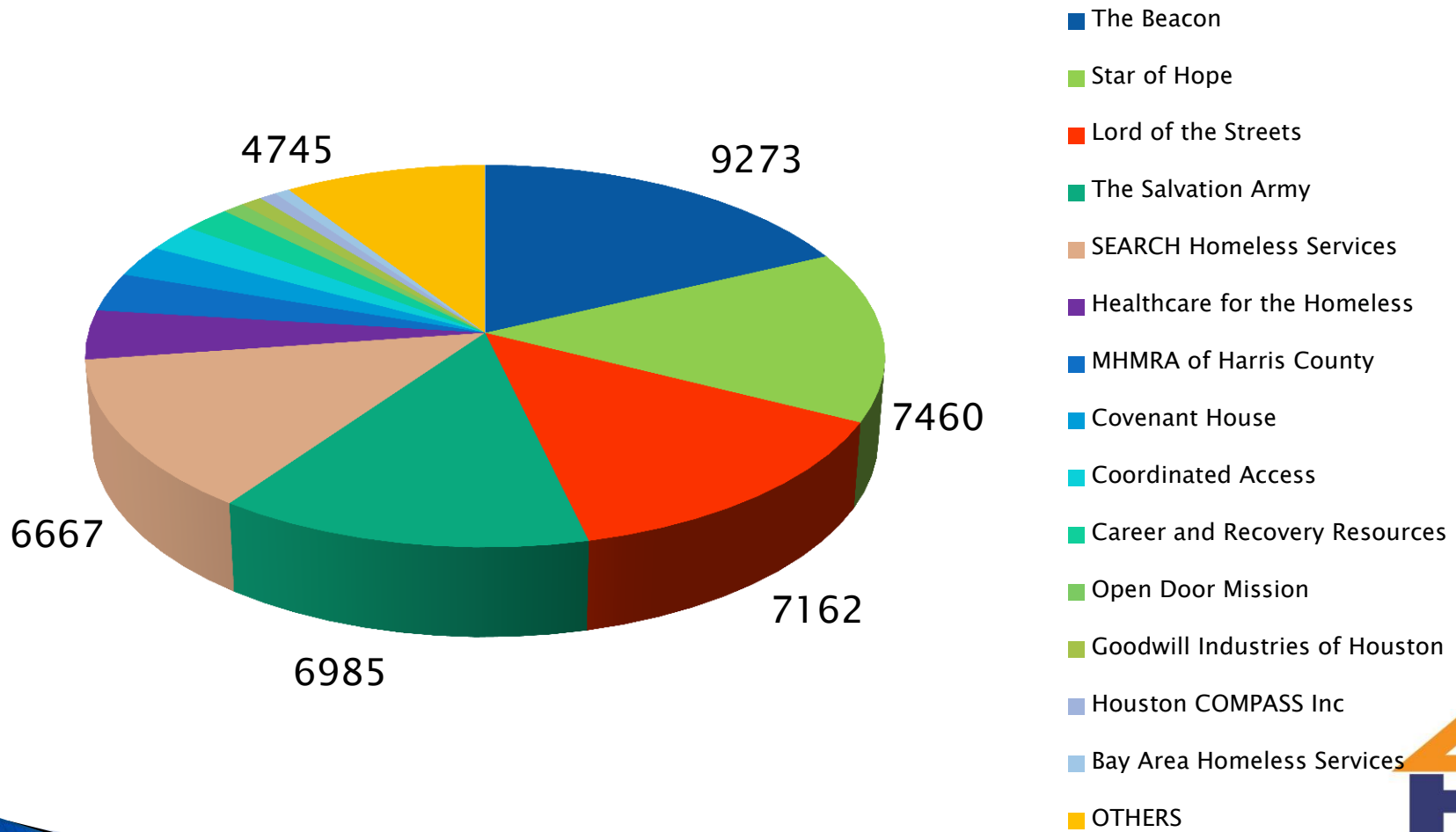
Total unduplicated: 30,899; Data through Dec. 10

Jan-Dec 2013 New Clients by Housing Status at Entry



Total unduplicated: 13,649

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

Data Quality/Monitoring

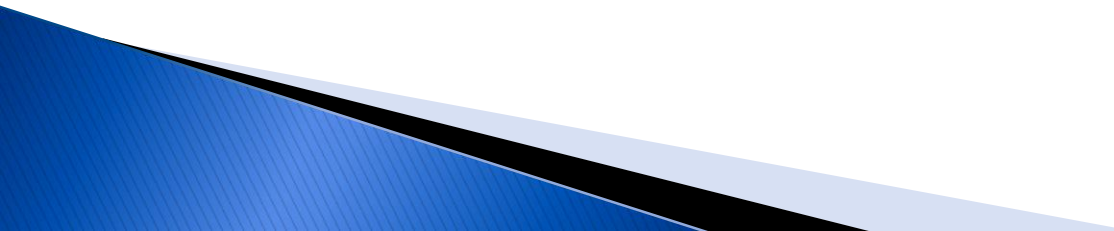
- ▶ Bad data is worse than no data
- ▶ Reports to monitor data quality
 - Clients in Programs
 - Check in Roster
 - APR
 - ESG CAPER
- ▶ Monthly reports will be provided; acknowledgement and corrections (where needed) will be required

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
- 

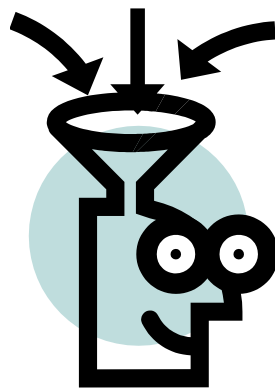
Recognitions!

Super Star

The Best Agency or Program in Data Quality



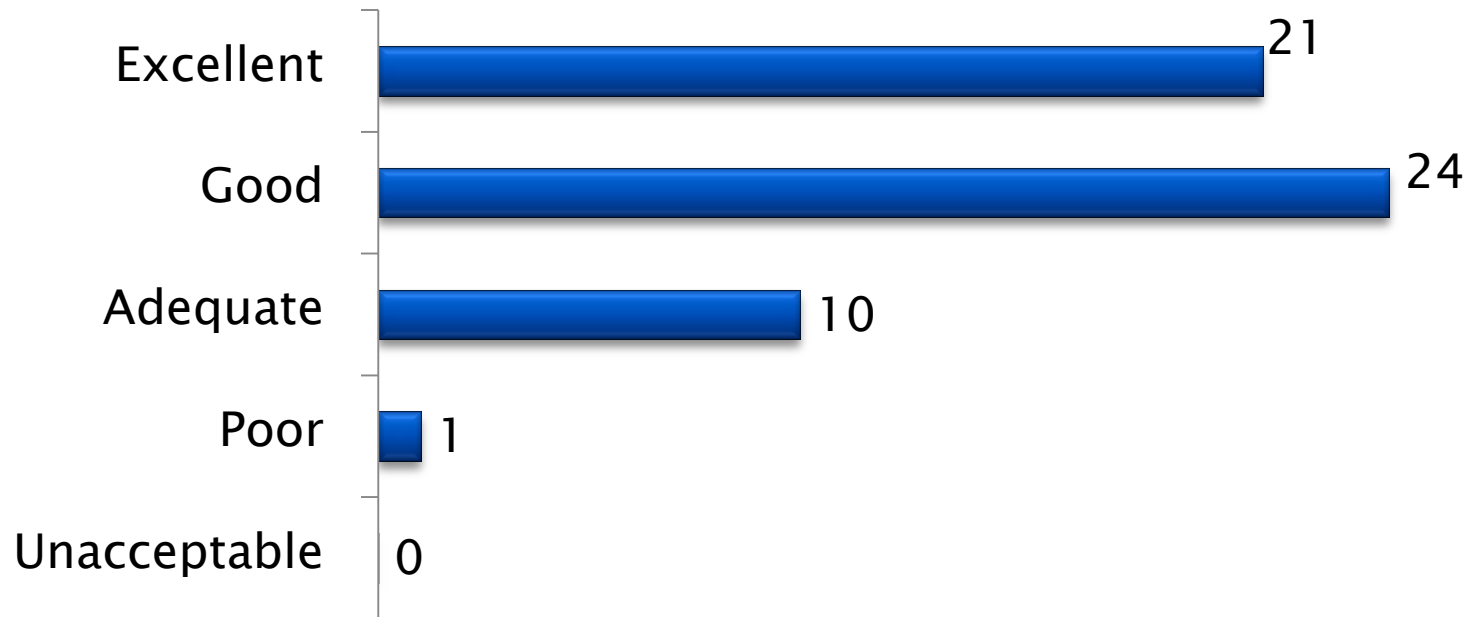
Play and Learn



Changes in 2014

User Survey

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



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

2013 HMIS Support Committee

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

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

