HMIS Forum
Third Quarter 2014

Harris County Department of Education
Thursday, September 18, 2014
2:00 – 4:00 pm
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
- Karen Flores – HMIS Support Specialist

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

- HMIS Trial Period Projects
- Coordinated Access Update
- 2014 Data Standards Service Package
- HMIS Support Committee Update
- Awards & Recognitions
- Q&A
HMIS Pilot Projects

- Modification to Training Curriculum
- ClientTrack Navigation Cleanup
- Certification of Data Quality Reports
- Issue Management
- Helpdesk Open Hours
HMIS Open Hours

- Tuesday – Thursday
- 9:00AM – 11:00AM, 1:00PM – 2:00PM
- Call – 832.531.6029
Coordinated Access Phase 2

The image shows a software interface for housing program eligibility and capacity. The interface includes options for Waitlist, Eligibility, Program Details, and Unit Availability.

1. **Waitlist**: A column showing the programs where clients can be added to the waiting list.
2. **Eligibility**: A column indicating whether a program meets eligibility criteria with options like 'Passed' or 'Fail'.
3. **Program Details**: A column providing additional information about each program.
4. **Unit Availability**: A column showing the availability of units, such as '7 of 10 Bed(s) Available'.

The interface is designed to help users select the most suitable housing program for their needs, based on eligibility and available units.
Coordinated Access

- 353 clients assessed
- 94 clients placed in permanent housing
- Average of 52 days to “lease up”
- Ana Rausch – CA Project Manager
  (arausch@homelesshouston.org)
The Way Home

- News flash: “2,881 homeless veterans permanently housed since Jan–2012”
2014 HMIS Data Standards

- Final HMIS Data Standards released in May 2014
- Product of collaboration between HUD, HHS, and VA
- ClientTrack’s Data Standards Service Pack (DSSP) released for testing to CFTH on September 18th
- Deadline to implement in HMIS is October 1, 2014
- Additional guidance and info yet to be released
- New federal reports (for CoC, ESG, SSVF, PATH, etc.) will be required by October 1, 2015
2014 ClientTrack – Key Changes

- New and retired workgroups
- One consolidated Intake workflow for most programs
- Required assessments can no longer be edited outside of the workflow
- Veteran Status and Disabling Condition are now part of the Client Intake form
- Simplified family enrollment
- Health Insurance – separated from Non-Cash Benefits
- Grant field removed from the Enrollment screen* 

*CFTH is still assessing this change
# Workgroup Updates

<table>
<thead>
<tr>
<th>Retired Workgroup</th>
<th>New Workgroup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Managers Default</td>
<td>HMIS Programs, Emergency Shelter, or Outreach/PATH</td>
</tr>
<tr>
<td>Agency–specific workgroups</td>
<td>HMIS Programs, Emergency Shelter, or Outreach/PATH</td>
</tr>
<tr>
<td>SSVF</td>
<td>HMIS Programs</td>
</tr>
<tr>
<td>PATH</td>
<td>Outreach/PATH</td>
</tr>
<tr>
<td>Outreach</td>
<td>Outreach/PATH</td>
</tr>
<tr>
<td>Houston HOPWA</td>
<td>Houston HOPWA</td>
</tr>
<tr>
<td>Coordinated Access</td>
<td>Coordinated Access</td>
</tr>
</tbody>
</table>
Client Intake Form

Basic Client Demographics

- Birth Date: 07/08/1978
- Client Age: 36
- Date of Birth Quality:
  - Approximate or Partial DOB Reported
  - Full DOB Reported
  - Client doesn't know
  - Client refused
  - Data not collected
- Ethnicity: Non-Hispanic/Latino
- Race:
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Native Hawaiian or Other Pacific Islander
  - White
  - Client doesn't know
- Gender: Male
- Disabling Condition: Yes
- Veteran Status: Yes

Show Address and Contact Information: Check to expand

Family Information - Use this section to collect data about a client's family. The Family search field allows you to search for and select an existing family account. This is appropriate when adding a family member to an existing family.

- Family: Triage, Billy - 1978
- Relationship to Head of Household: Self (HoH)
Family Members Form

The selected client's family members are displayed below. You may search for existing clients to add to this family or add new clients to the database and associate them with this family.

It's important to note that family members are the people who the client is related to. Family isn't always the same as a client's household. According to HUD "a household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed)." (Data Manual)

This workflow will allow you to enroll all family members or select which family members you want to enroll.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Name Quality</th>
<th>Gender</th>
<th>Other Gender, please specify</th>
<th>Birth Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Full name reported</td>
<td>Male</td>
<td></td>
<td>07/08/1978</td>
</tr>
<tr>
<td>Billy</td>
<td>Triage</td>
<td></td>
<td>Full name reported</td>
<td>Female</td>
<td></td>
<td>06/05/1979</td>
</tr>
</tbody>
</table>

Check to add a family member

Add Lines: 1

Scroll to the right
Program Enrollment Form

Select the **Program** you are enrolling the client into. ClientTrack will display a list of clients in the client's family. Please select all the client you are enrolling.

**Program:** My Agency Program

**Enrollment Date:** 09/17/2014

### Household

*Excerpt from the HMIS Data Standards Manual* "A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed)."

<table>
<thead>
<tr>
<th>Name</th>
<th>Gender</th>
<th>Age</th>
<th>Relationship to Head of Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage, Billy</td>
<td>Male</td>
<td>26</td>
<td>Self (HoH)</td>
</tr>
<tr>
<td>Triage, Bonnie</td>
<td>Female</td>
<td>35</td>
<td>Spouse</td>
</tr>
</tbody>
</table>

2

**Restriction:**
- [ ] Restrict to Organization
- [ ] Restrict to User
- [x] Share with MOU/Info Release

Coalition for the Homeless
Leading Houston Home
Intake Assessments

- **Universal Data**
  - Housing Status: new homeless categories
  - Client Location: option to select another CoC
  - Updated questions for determining chronic homelessness
  - Health Insurance

- **Barriers**

- **Domestic Violence**

- **Income & Non-Cash Benefits**
  - Both lists on one page

- **Program-Specific Assessments**
  - SSVF, RHY
ClientTrack 2014 Changes

Live Demonstration
with
Q & A
# HMIS Support Committee Updates

- **Member Selection Process**
- **New Committee Look**

<table>
<thead>
<tr>
<th>Current Committee Members</th>
<th>New Committee Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Representative</td>
<td>Consumer Representative</td>
</tr>
<tr>
<td>Domestic Violence Service Provider</td>
<td>Emergency/Day Shelter</td>
</tr>
<tr>
<td>Emergency/Day Shelter</td>
<td>Health Service Provider</td>
</tr>
<tr>
<td>Health Service Provider</td>
<td>HMIS Lead Agency</td>
</tr>
<tr>
<td>HMIS Lead Agency</td>
<td>Local Government Grantee (2)</td>
</tr>
<tr>
<td>Housing Authority</td>
<td>Prevention/Rapid Re-housing</td>
</tr>
<tr>
<td>Local Government Grantee (2)</td>
<td>Transitional/Permanent Supportive Housing</td>
</tr>
<tr>
<td>Outreach Provider</td>
<td>Veteran Service Provider</td>
</tr>
<tr>
<td>Prevention/Rapid Re-housing Provider</td>
<td></td>
</tr>
<tr>
<td>Transitional/Permanent Supportive Housing</td>
<td></td>
</tr>
<tr>
<td>Veteran Service Provider</td>
<td></td>
</tr>
<tr>
<td>Youth Service Provider</td>
<td></td>
</tr>
</tbody>
</table>
Awards and Recognitions!