



# HMIS Forum

## Third Quarter 2015

Harris County Department of Education

Thursday, September 17, 2015

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

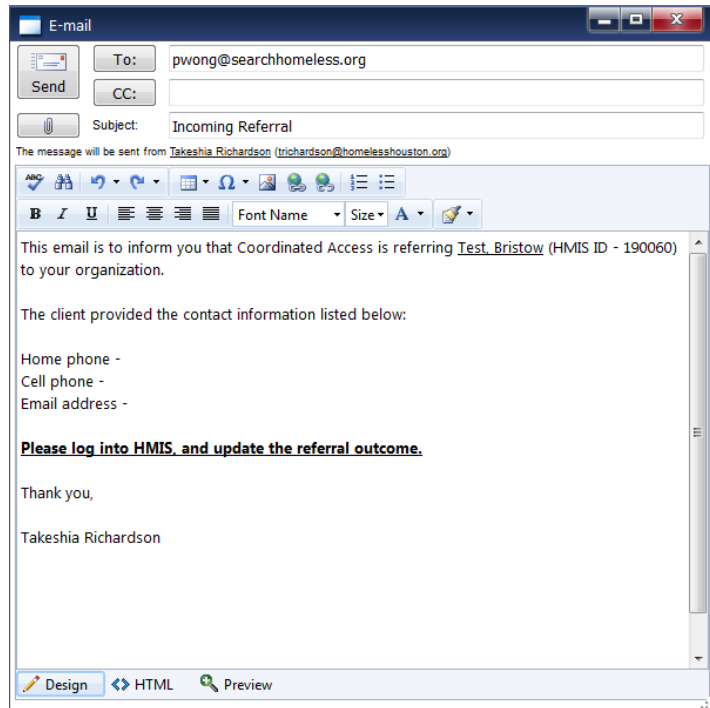
# Agenda

- Coordinated Access Update
- CoC Project Performance
- 2015 HMIS Data Standards
- ClientTrack 15 Q&A

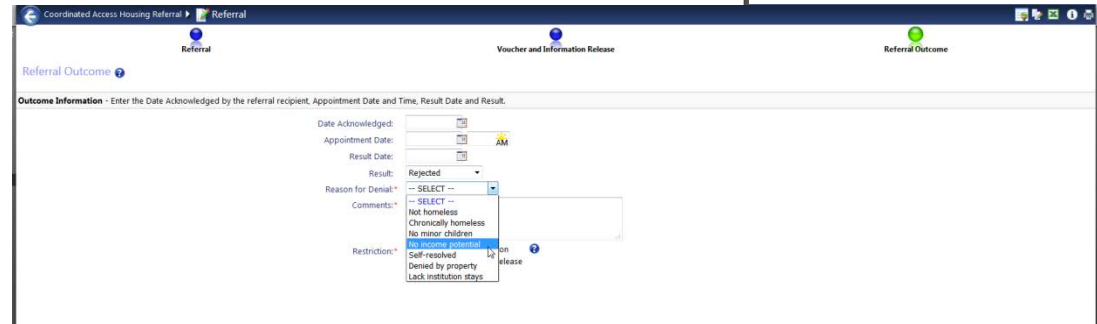
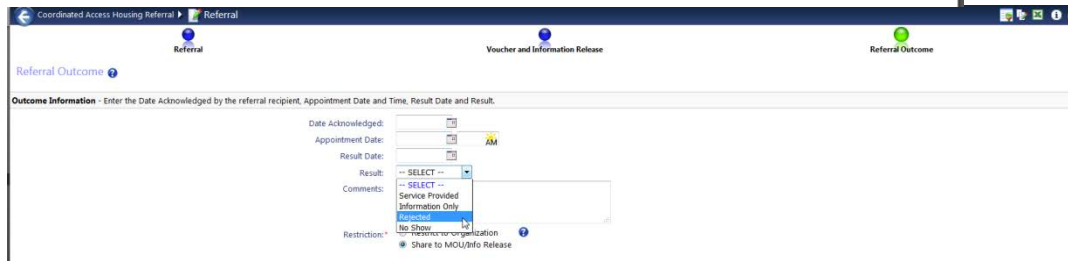
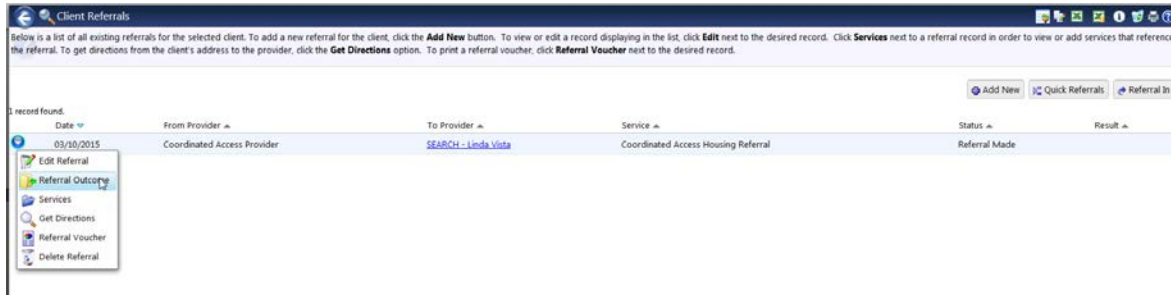
# Coordinated Access Stats

- 2870 clients assessed
- 422 clients housed in PSH
- 135 clients housed in RRH
- PSH Average days from assessment to move-in = 86
- PSH Average days from referral to move-in = 75
- RRH Average days from assessment to move-in = 100
- RRH Average days from referral to move-in = 83
- 76 clients currently working with Navigators
- 300 have left the system

# Coordinated Access Referrals



# Updating Referral Outcomes



# Coordinated Access Fact Sheet



**Coordinated Access** is a centralized or collaborative process designed to coordinate program participant intake, assessments, and referrals to housing.

The Department of Housing and Urban Development (HUD)'s new regulations require that all Continuums of Care (CoCs) develop and implement a coordinated access and assessment system for all HUD-funded programs.

#### Assessment

- A common screening tool that collects a participant's homeless history, disability history, criminal background history, etc. to determine the best housing intervention (Permanent Supportive Housing (PSH) or Rapid Re-housing (RRH)) for that participant.
- The **only way** to access PSH or RRH in our CoC is through Coordinated Access.



**PSH:** has been prioritized for participants who are chronically homeless. If a participant does not meet the HUD definition of chronic homelessness, they will not be eligible for any PSH program.



**RRH:** is being rolled out and will go to scale later in 2015. Once available, only participants residing in emergency shelters or places not meant for human habitation will be eligible.

*The only way to access PSH or RRH in Houston, Harris County, and Fort Bend County is through Coordinated Access.*

#### Locations:

There are currently 3 Coordinated Access Hubs that assess for PSH:

**The Beacon, 1212 Prairie St.**  
Monday-Friday, 9:00 am - 4:00 pm  
Participants must come in person and will be seen on a first come, first served basis.

**VA Drop-in Center, 1418 Preston St.**  
This location is for Veterans only.

**Star of Hope Women & Family, Walk-ins not accepted**  
Only households residing in the shelter will be assessed.

Virtual assessments over the phone are limited to select programs at this time; however, a full-scale call-in option for case managers is being developed. Clients will always need to be connected with a case manager to call in and receive a virtual Coordinated Access assessment.

#### What Coordinated Access ISN'T:

It is not a program...

... it is an entry point to determine an individual's housing eligibility.

It does not increase housing inventory...

... it helps us access the existing inventory more efficiently.

It does not eliminate program eligibility...

... clients still need to meet programs' and landlords' eligibility criteria.

FOR MORE INFORMATION VISIT [WWW.THEWAYHOMEHOUSTON.ORG](http://WWW.THEWAYHOMEHOUSTON.ORG)

# CoC Project Performance - PSH

Performance Measure	CoC Target	Actual Average (Mar – Aug 2015)
PH Retention	80%	95%
Occupancy Rate	90%	97%
Employment Income - Stayers	20%	12%
Other Income - Stayers	30%	20%
Employment Income - Leavers	20%	15%
Other Income - Leavers	56%	27%



# CoC Project Performance - TH

Performance Measure	CoC Target	Actual Average (Mar – Aug 2015)
Exit to PH	80%	61%
Occupancy Rate	90%	88%
Employment Income - Stayers	40%	26%
Other Income - Stayers	10%	3%
Employment Income - Leavers	40%	43%
Other Income - Leavers	30%	8%

# 2015 Data Standards Changes

- Universal Data Assessment

**Time on Streets, Emergency Shelter, or ~~Safe Haven~~** Data in this section are used, along with disabling condition, to determine whether or not a client is chronically homeless. Hover over the help icon to see instructions from the HMIS Data Manual for each of these fields.

Client entering from the streets, ES, or ~~SH~~:  

Approximate date started: \*   

Regardless of where they stayed last night -- \*

Number of times the client has been on the streets, in ES, or SH in the past three years including today:

Total number of months homeless on the street, in ES, or SH in the past three years :



*\*No Safe Haven projects in our CoC*

# 2015 Data Standards Changes

- SSVF Only:
  - HP Screening Score
  - VAMC Station Number (default: 580)
- RHY Only:
  - Commercial Sexual Exploitation
  - Commercial Labor Exploitation

# 2015 Data Standards Changes

- DV Assessment
  - “Currently fleeing?”
- HOPWA only:
  - T-Cell/Viral Load Assessment

# ClientTrack 15

- Upgrade to live site on October 2, 2015

**System will be down from 7:00am – 4:00pm**

- Training Schedule

- September 25, 2015
  - Star of Hope – Transitional Living Center
- September 28, 2015
  - Catholic Charities
- To register for trainings contact:

Yvette Fuentes

yfuentes@homelesshouston.org

# 2015 HMIS Forum Dates

- Mark your calendars!

September 17, 2015

December 17, 2015

Same spot – thanks HCDE!



Security Training

# HUD Standards

- Training is based on privacy and security standards set forth in the HUD Data Standards
- HMIS security training is required annually
- Everyone who uses HMIS on a computer or mobile device needs to understand how to keep their computer, device and data secure



# Passwords

- Passwords are like toothbrushes
  - Choose a good one (8 characters long, with a minimum of 1 number and a symbol)
  - Don't share with anyone (even the computer)
  - Change it occasionally





# Client Information

- Always be on time with data entry make sure all required data fields are input in a timely manner
- Set a high standard of data quality by accurately answering all the HUD Data Elements for every person entered into HMIS (\* asterisk)
- Inform clients about the agency's use of HMIS

# Client Information



- At the end of the day
  - lock files in a secure area
  - Lock up portable equipment and all sensitive materials
  - Take keys out of drawers
  - Don't leave sensitive information lying around, including on printers, fax machines, or copiers

# Work Stations

- All workstations will have
  - a user name / password
  - an individual or network firewall
- Secure your work area before leaving
  - Shut down, lock, log off, or put computer/ other devices to sleep before leaving them unattended
  - Make sure they require a secure password to start up or wake-up



# User Responsibilities

- Take appropriate measures to prevent unauthorized data disclosure
- Report any security violations (such as sharing passwords)
- Comply with relevant policies and procedures
- Notify HMIS staff once an employee is no longer employed
- Read the HMIS monthly newsletters for current or upcoming information