HMIS Forum
2nd Quarter 2017

United Way
June 15, 2017
11:30 a.m. – 1:30 p.m.
Your HMIS Team

• Ana Rausch – Senior Research Project Manager
• Erol Fetahagic – System Administrator/Analyst
• Karen Flores – HMIS Support Specialist
• Kelita Beechum – Support Manager
• Ryan R. Clay – Reporting Manager
• Yvette Fuentes – HMIS Training Manager
Agenda

• Welcome & Introductions
• HUD System Performance Measures
• APR & Data Quality
• Mayor’s Challenge
• Data Integrity
• Issue Trak
• Dashboards
• Q&A
Welcome to our newest HMIS Participating Agencies

• Crosswalk Center
• Houston Police Department Homeless Outreach Team
**KEEP CALM IT'S RAFFLE TIME!**
HUD System Performance Measures

Exits to PSH & RRH

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2015</th>
<th>FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>SO: All Exits</td>
<td>923</td>
<td>12,320</td>
</tr>
<tr>
<td>SO: Exits to PH</td>
<td>104</td>
<td>3,535</td>
</tr>
<tr>
<td>SO: Not Reported</td>
<td>513</td>
<td>6795</td>
</tr>
<tr>
<td>ES/TH/PH: All Exits</td>
<td>649</td>
<td>6795</td>
</tr>
<tr>
<td>ES/TH/PH: Exits to PH</td>
<td>2,957</td>
<td>12,320</td>
</tr>
<tr>
<td>ES/TH/PH: Not Reported</td>
<td>3,904</td>
<td>8,744</td>
</tr>
</tbody>
</table>
% Successful Exits to PSH & RRH

FY2015
- SO = 30%
- ES/TH/PH = 50%

FY2016
- SO = 16%
- ES/TH/PH = 29%
Change in Income for System Stayers

- **All Stayers**
  - FY2016: 906
  - FY2015: 739

- **Non-Employment Income**
  - FY2016: 131
  - FY2015: 128

- **Earned Income**
  - FY2016: 84
  - FY2015: 52

The Way Home
Changing the Path for Houston’s Homeless
% Increase in Income

FY2015
- Stayers Earned = 7%
- Stayers Non = 17%
- Leavers Earned = 31%
- Leavers Non = 22%

FY2016
- Stayers Earned = 9%
- Stayers Non = 14%
- Leavers Earned = 32%
- Leavers Non = 16%
Change in Income for System Leavers

- Non-Employment Income:
  - FY2015: 221
  - FY2016: 142

- Earned Income:
  - FY2015: 308
  - FY2016: 292

- All Leavers:
  - FY2015: 990
  - FY2016: 909
Changes from 2015 - 2016

Added from MoCo

• 11 ES
• 5 TH
• 7 SO
• 7 RRH
• 7 PSH

HMIS

• 3 Programs converted from TH to ES
• Auto exits
KEEP CALM
IT'S
RAFFLE TIME!
APR & Data Quality

- Process to pull these reports have changed
- New APR CSV Export – must be scheduled
- Upload Data to Sage HMIS Repository
- [www.sagehmis.info](http://www.sagehmis.info) (user ID & password required)
Data Quality Report Sections

- Q1 Validation
- Q2 PII (Name, DOB, SSN, Race, Ethnicity, Gender)
- Q3 UDE (Veteran, Dis. Condition, Relationship, Location…)
- Q4 Income & Housing Destination
- Q5 Chronic Homelessness
- Q6 Timeliness (Entry & Exit)
- Q7 Inactive Records in SO & ES
Data Quality Reports
Select from a predefined date range OR type in the date you want the report to pull from

Your organization will be selected

Select your Grant

Select the Program Type

Then, filter by the Program

Select Houston/Harris Co. CoC
Reflects only summary totals

HUD Data Quality Report
6/20/2016 to 6/20/2017

Report Criteria
Organizations: Houston Area Community Services
Programs: HACS - ACE
Grants: HACS - ACE
Program Types: PH - Permanent Supportive Housing (disability required for entry)
CoC: Houston/Harris County CoC

Q1. Report Validation Table

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Persons Served</td>
<td>582</td>
</tr>
<tr>
<td>Number of Adults (age 18 or over)</td>
<td>455</td>
</tr>
<tr>
<td>Number of Children (under age 18)</td>
<td>123</td>
</tr>
<tr>
<td>Number of Persons with Unknown Age</td>
<td>4</td>
</tr>
<tr>
<td>Number of leavers</td>
<td>34</td>
</tr>
<tr>
<td>Number of adult leavers</td>
<td>31</td>
</tr>
<tr>
<td>Number of adult and head of household leavers</td>
<td>31</td>
</tr>
<tr>
<td>Total Number of Stayers</td>
<td>548</td>
</tr>
<tr>
<td>Number of Adult Stayers</td>
<td>424</td>
</tr>
<tr>
<td>Number of Veterans</td>
<td>226</td>
</tr>
<tr>
<td>Number of Chronically Homeless Persons</td>
<td>108</td>
</tr>
<tr>
<td>Number of youth under age 25</td>
<td>66</td>
</tr>
<tr>
<td>Number of parenting youth under age 25 with children</td>
<td>9</td>
</tr>
<tr>
<td>Number of Adult Heads of Household</td>
<td>437</td>
</tr>
<tr>
<td>Number of child and unknown-age heads of household</td>
<td>19</td>
</tr>
<tr>
<td>Heads of households and adult stayers in the project 365 days or more</td>
<td>95</td>
</tr>
</tbody>
</table>
Questions that were answered Don’t Know or Refused will show up in one column. Answers that weren’t completed or Data Not Collected was selected, will show up in the information missing column.

### Q2. Personally Identifiable Information (PII)

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Client Doesn’t Know / Refused</th>
<th>Information Missing</th>
<th>Data Issues</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (3.1)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Social Security Number (3.2)</td>
<td>16</td>
<td>0</td>
<td>195</td>
<td>36.25%</td>
</tr>
<tr>
<td>Date of Birth (3.3)</td>
<td>4</td>
<td>0</td>
<td>7</td>
<td>1.89%</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>11</td>
<td>3</td>
<td>0</td>
<td>2.41%</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>11</td>
<td>2</td>
<td>0</td>
<td>2.23%</td>
</tr>
<tr>
<td>Gender (3.6)</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0.69%</td>
</tr>
<tr>
<td>Overall Score</td>
<td></td>
<td></td>
<td></td>
<td>38.83%</td>
</tr>
</tbody>
</table>

### Q3. Universal Data Elements

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Error Count</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran Status (3.7)</td>
<td>4</td>
<td>0.69%</td>
</tr>
<tr>
<td>Project Entry Date (3.10)</td>
<td>1</td>
<td>0.17%</td>
</tr>
<tr>
<td>Relationship to Head of Household (3.15)</td>
<td>4</td>
<td>0.69%</td>
</tr>
<tr>
<td>Client Location (3.16)</td>
<td>43</td>
<td>9.43%</td>
</tr>
</tbody>
</table>
### Q4. Income and Housing Data Quality

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Error Count</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabling Condition (3.8)</td>
<td>39</td>
<td>6.70%</td>
</tr>
<tr>
<td>Destination (3.12)</td>
<td>2</td>
<td>5.88%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Entry</td>
<td>20</td>
<td>4.22%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Annual Assessment</td>
<td>94</td>
<td>98.95%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Exit</td>
<td>14</td>
<td>45.16%</td>
</tr>
</tbody>
</table>

### Q5. Chronic Homelessness

<table>
<thead>
<tr>
<th>Entering into project type</th>
<th>Count of total records</th>
<th>Missing time in institution (3.917.2)</th>
<th>Missing time in housing (3.917.2)</th>
<th>Approximate Date started (3.917.3) DK/R/missing</th>
<th>Number of times (3.917.4) DK/R/missing</th>
<th>Number of months (3.917.5) DK/R/missing</th>
<th>% of records unable to calculate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES, SH, Street Outreach</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>TH</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>PH (all)</td>
<td>474</td>
<td>0</td>
<td>17</td>
<td>150</td>
<td>2</td>
<td>153</td>
<td>36.08%</td>
</tr>
<tr>
<td>Total</td>
<td>474</td>
<td>0</td>
<td>17</td>
<td>150</td>
<td>2</td>
<td>153</td>
<td>36.08%</td>
</tr>
</tbody>
</table>

Pg. 2 shows the error count. When the DQ detail report is ran, it will display the names.
### Q6. Timeliness

<table>
<thead>
<tr>
<th>Time for Record Entry</th>
<th>Number of Project Entry Records</th>
<th>Number of Project Exit Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 days</td>
<td>581</td>
<td>20</td>
</tr>
<tr>
<td>1-3 Days</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>4-6 days</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>7-10 days</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11+ days</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>

### Q7. Inactive Records: Street Outreach & Emergency Shelter

<table>
<thead>
<tr>
<th>Data Element</th>
<th># of Records</th>
<th># of Inactive Records</th>
<th>% of Inactive Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact (Adults and Heads of Household in Street Outreach or ES - NBN)</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Bed Night (All clients in ES - NBN)</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Yvette Fuentes

ClientTrack™ Reports

Page 2 of 2

6/15/2017 8:03 AM
Complete the form and click on Run Report. This report will not generate immediately.
Create a password, check both boxes & click done

Export Encryption

If you encrypt the export, the generated exports will be zipped and encrypted using 256 bit AES encryption that can only be decrypted using the password you provide. Strong passwords are not enforced here, but the password you provide must be at least 8 characters long.

If you choose to not to encrypt your export, the file exported may contain personal identifying information in plain text. All appropriate precautions should be exercised to ensure the protection of this information.

Indicate if the exported file(s) should include a header line at the beginning of the file that indicates what each of the values in the CSV file represent and if values in the CSV should always be enclosed in double-quotes.

Encrypt Export:  
Password:* **********
Confirm Password:* **********

Include Header Row in CSV
File(s):

Always Quote CSV Values(s): ☑
A pop up will display, showing the export has been queued

west.clienttrack.net says:
Your export has been queued and will be processed at the next available time.

OK
To retrieve the download
When you click the file to download, a warning message will open. Run anyway.

Windows protected your PC

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: APR Detail_20170620134840 (3).exe
Publisher: Unknown publisher

Run anyway  Don’t run
Enter the password to extract the file(s):

These files have been encrypted to protect personally identifying information. Once the file(s) have been extracted and decrypted, they may contain personally identifying information in plain text. All appropriate cautions should be exercised to ensure the continued protection of this information. Data Systems International (DSI) is not responsible for the protection, use, or misuse of the information contained within the file(s). By checking the following box, you acknowledge that you will assume the full responsibility of ensuring the security of the file(s) and any data contained within, including the responsibility of properly deleting this data once it is no longer needed. Users of this extraction tool should consult their employer's policies, procedures, and applicable local, state, and federal laws governing the protection of personally identifying information for additional guidance.

I assume responsibility for the security of the extracted file(s)

Enter or select the directory to extract to:

C:\Users\fuentes\Downloads

View files after extracting

If the file(s) already exist: Overwrite silently

Extract
Downloaded files will appear

<table>
<thead>
<tr>
<th>Name</th>
<th>Date modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>APR Detail_20170620134840 (1)</td>
<td>6/20/2017 10:58 AM</td>
<td>Application</td>
<td>1,873 KB</td>
</tr>
<tr>
<td>APR Detail_20170620134840 (4)</td>
<td>6/20/2017 10:43 AM</td>
<td>Application</td>
<td>1,873 KB</td>
</tr>
<tr>
<td>Data (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>265 KB</td>
</tr>
<tr>
<td>Data DQ 2 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>14 KB</td>
</tr>
<tr>
<td>Data DQ 3 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>5 KB</td>
</tr>
<tr>
<td>Data DQ 4 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>9 KB</td>
</tr>
<tr>
<td>Data DQ 5 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>19 KB</td>
</tr>
<tr>
<td>Data DQ 6 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>95 KB</td>
</tr>
<tr>
<td>Data DQ 7 (Validation Only)</td>
<td>6/20/2017 8:48 AM</td>
<td>Microsoft Excel C...</td>
<td>1 KB</td>
</tr>
</tbody>
</table>
Data Quality Report Sections

• Q1 Validation
• Q2 PII (Name, DOB, SSN, Race, Ethnicity, Gender)
• Q3 UDE (Veteran, Dis. Condition, Relationship, Location…) 
• Q4 Income & Housing Destination
• Q5 Chronic Homelessness
• Q6 Timeliness (Entry & Exit)
• Q7 Inactive Records in SO & ES
In the sample, Data DQ 2 personally identifiable information (PPI) export was opened. After the filter for missing data you can see 3 races and 2 ethnicities were missing. This should match the summary totals (slide 20).

<table>
<thead>
<tr>
<th>Data Element</th>
<th>clientid</th>
<th>Name</th>
<th>dataiss</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race (3.4)</td>
<td>1526</td>
<td>Apple, Sweet</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>1792</td>
<td>Frog, Green</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>1796</td>
<td>Ice, White</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>1792</td>
<td>Snapper, Red</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>1796</td>
<td>Snoopy, Charlie</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>
Complete the form

This report WILL NOT generate immediately
Create a password, check both boxes & click done
A pop up will display, showing the export has been queued

west.clienttrack.net says:
Your export has been queued and will be processed at the next available time.

OK
To retrieve the download

Open this export
Delete this export
### Files on Server

Displayed below is a list of the files available for you to download. Files may be available for a limited time they expire, and will be automatically removed. To download a file from the server, click the download link. To remove the file from the server, click the delete link. The file will no longer be available for download by any user or be available for processing.

**Click to view** the status of export or import tasks.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Creator</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS APR v5.1 Export_20170621145039.exe</td>
<td>Yvette Fuentes</td>
<td>6/21/2017 2:58 PM</td>
</tr>
<tr>
<td>HMIS APR v5.1 - Populate Staging Tables_20170621145039.exe</td>
<td>Yvette Fuentes</td>
<td>6/21/2017 2:58 PM</td>
</tr>
</tbody>
</table>

---

**Windows protected your PC**

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

**App:** HMIS APR v5.1 Export_20170621145039.exe

**Publisher:** Unknown publisher

[Run anyway] [Don’t run]
Enter the password to extract the file(s)

These files have been encrypted to protect personally identifying information. Once the file(s) have been extracted and decrypted, they may contain personally identifying information in plain text. All appropriate cautions should be exercised to ensure the continued protection of this information. Data Systems International (DSI) is not responsible for the protection, use, or misuse of the information contained within the file(s). By checking the following box, you acknowledge that you will assume the full responsibility of ensuring the security of the file(s) and any data contained within, including the responsibility of properly deleting this data once it is no longer needed. Users of this extraction tool should consult their employer’s policies, procedures, and applicable local, state, and federal laws governing the protection of personally identifying information for additional guidance.

I assume responsibility for the security of the extracted file(s).

Enter or select the directory to extract to

C:\Users\fuentes\Downloads

View files after extracting

If the file(s) already exist: Overwrite silently

[Button] Extract
Finished extracting 65 entries.

File 64 of 65
Select all the exported files (Ctrl + A)
Rename the zip file. HUD recommends referencing grant # and the date.
KEEP CALM IT'S RAFFLE TIME!
Mayor’s Challenge/Ending Chronic Homelessness

- $2.4 million City of Houston HOME funds to cover voucher gap.
- Process similar to Housing Choice Voucher applications (HHA).

Goal = 500
Total now = 215
Remaining = 285
Waitlist = 428
Target = Thanksgiving
Data Integrity

- Chronic history not accurate in entry assessment
  - Should match referral received

- HMIS Program Verification Process
  - Agencies not informing HMIS when programs end
  - 936 clients enrolled in programs that have been closed at least two years
  - This affected System Performance Measures
  - All clients enrolled in closed programs will be auto-exited
PIT Results

2017 Homeless Count

Montgomery County joined The Way Home in 2016, and was included in the 2017 Homeless Count and Survey. For accurate historical comparisons, only 2017 Count data from Houston, Harris County and Fort Bend County will be used. Montgomery County data gathered in 2017 provides a benchmark for measuring homelessness in that area and will be used in future comparisons.

Total: 3,605

- Montgomery County: 44
- Harris County: 1,078
- Fort Bend County: 2,483

Key Findings:
- In Houston, Harris County, and Fort Bend County, 60% decrease in overall homelessness since 2011.
- 82% decrease in unsheltered chronic homelessness since 2011.
- 39% of unsheltered homeless individuals had a high school diploma or GED, 21% had some college or a college degree or higher.
- 78% of unsheltered homeless individuals became homeless in Houston.
- 25% of unsheltered homeless individuals reported no income, while 20% reported panhandling for income.

Comparing the Counts

- In Houston, Harris County, and Fort Bend County.

Permanent Housing Placements since 2012

- Permanent Supportive Housing: 6,172
- Rapid Re-housing: 5,064

The annual Homeless Count was organized and led by the Coalition for the Homeless in consultation with the University of Texas School of Public Health and the Houston Department of Health and Human Services. For a full executive summary, visit: www.homelesshouston.org

Coalition for the Homeless

The Way Home

Changing the Path for Houston's Homeless
PIT Results

- On 23 January 2017, there were 3,605 people experiencing homelessness in Houston/Harris County/Ft Bend County/Montgomery County
  - 1 in 4 identified as chronically homeless
  - No unsheltered and 1 sheltered chronically homeless families identified
  - 2 in 5 had substance abuse problems
  - 1 in 3 had mental health issues
  - 1 in 7 was a veteran; lower than expected
HMIS Issues

• Issues have to be tracked for reporting purposes.
• Do not email HMIS staff directly unless instructed to do so.
• Use any of the following methods for assistance:
  – Go to https://hmissupport.homelesshouston.org/Login.asp
  – Call the Help Desk
    • 832-531-6029
    • Monday – Friday,
  – Send an email to hmis@homelesshouston.org
KEEP CALM
IT'S RAFFLE TIME!
System Dashboards

The Way Home System Dashboard, May 2017

82 Homeless individuals and families assessed in May 2017

544 for a total of 426 individuals on the PSH Waitlist.

187 for a total of 711 individuals on the RRH Waitlist.

Average number of days on the PSH waitlist: 178
Average number of days on the RRH waitlist: 111

136 individuals referred to PSH in May 2017.
253 individuals referred to RRH in May 2017.

69 individuals moved into PSH in May 2017.
10 individuals moved into RRH in May 2017.

Coalition for the Homeless

The Way Home
Changing the Path for Houston's Homeless
System Dashboards

- https://public.tableau.com/profile/thewayhome#!/ 
- Will go live on Coalition’s website at the end of June 2017.
KEEP CALM
IT'S RAFFLE TIME!
Q & A
****

IT'S GAME TIME!

Coalition for the Homeless

The Way Home
Changing the Path for Houston's Homeless
# 2017 HMIS Forum Dates

- Mark your calendars!

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 23, 2017</td>
<td>9:00AM – 11:00AM</td>
<td>CoH</td>
</tr>
<tr>
<td>June 15, 2017</td>
<td>11:30AM – 1:30PM</td>
<td>UW</td>
</tr>
<tr>
<td>September 28, 2017</td>
<td>11:30AM – 1:30PM</td>
<td>CoH</td>
</tr>
<tr>
<td>December 21, 2017</td>
<td>2:00PM – 4:00PM</td>
<td>UW</td>
</tr>
</tbody>
</table>

New locations – United Way & City of Houston!