HMIS Forum

3rd Quarter 2017

City of Houston Housing & Community Development

September 28, 2017

11:30 a.m. – 1:30 p.m.

COALITION FOR THE HOMELESS

The Way Home
Changing the Path for Houston's Homeless

Your HMIS Team

- Ana Rausch – Senior Research Project Manager
- Erol Fetahagic – System Analyst
- Karen Flores – Program Analyst
- Kelita Beechum – Data Analyst
- Ryan R. Clay – Data Analyst
- Scot More – Program Analyst
- Yvette Fuentes – Program Analyst

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Agenda

- Welcome & Introductions
- 2017 HMIS Data Standards
- HMIS Training Reminders
- HUD Reports (CoC APR, ESG CAPER, Data Quality)
- Hurricane Harvey Response
- Housing Challenges Updates
- Q&A

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Welcome to our newest HMIS Participating Agencies

- 1960 Hope Center
- Haven of Hope
- Family Houston

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2017 HMIS Data Standards

- ClientTrack software update on September 30, 2017
- Review the new manuals at HUD Exchange: https://www.hudexchange.info/hmis/guides/
- CoC Resources:
  - CoC Program Manual, ESG Program Manual, HMIS Data Standards, APR/CAPER Programming Specs
- HMIS Federal Partner Grantees Resources
  - PATH, RHY, HOPWA, VA (SSVF & GPD), HUD-VASH

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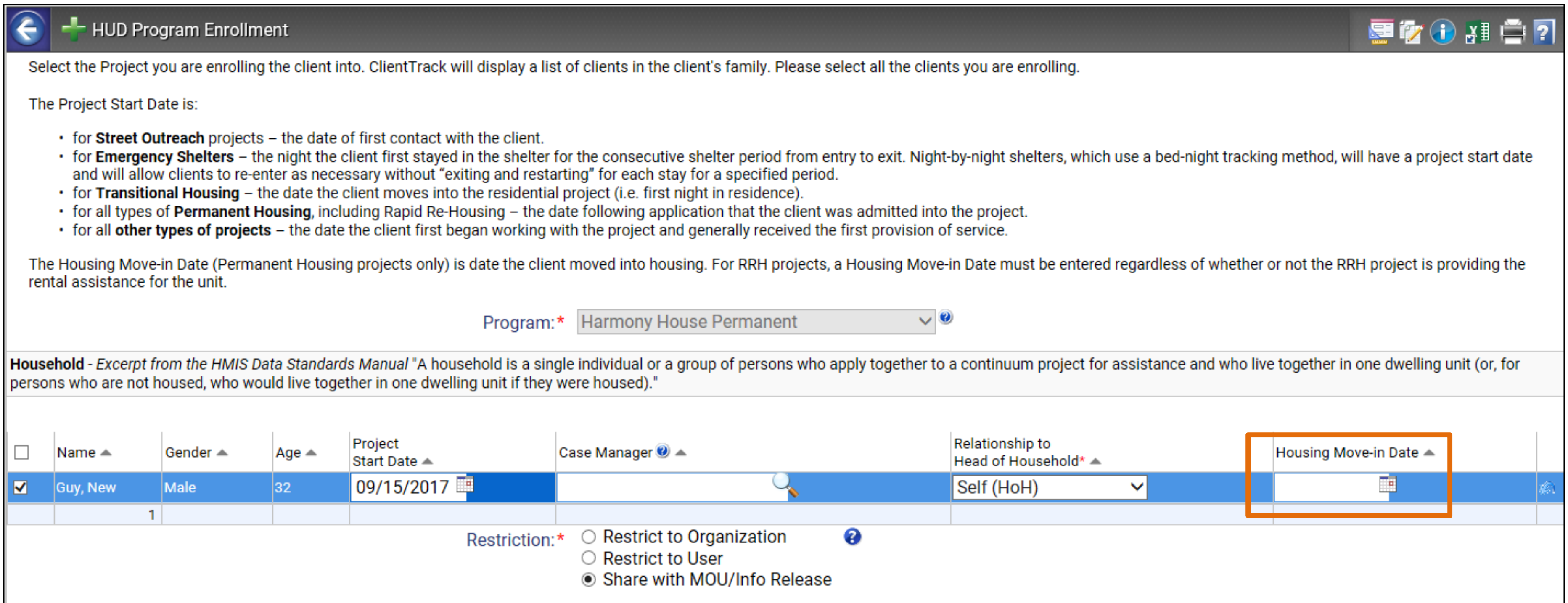
2017 HMIS Data Standards (cont.)

- Housing Move-in Date – all PH projects (RRH and PSH)
- Must be updated for HoH upon moving into a PH unit



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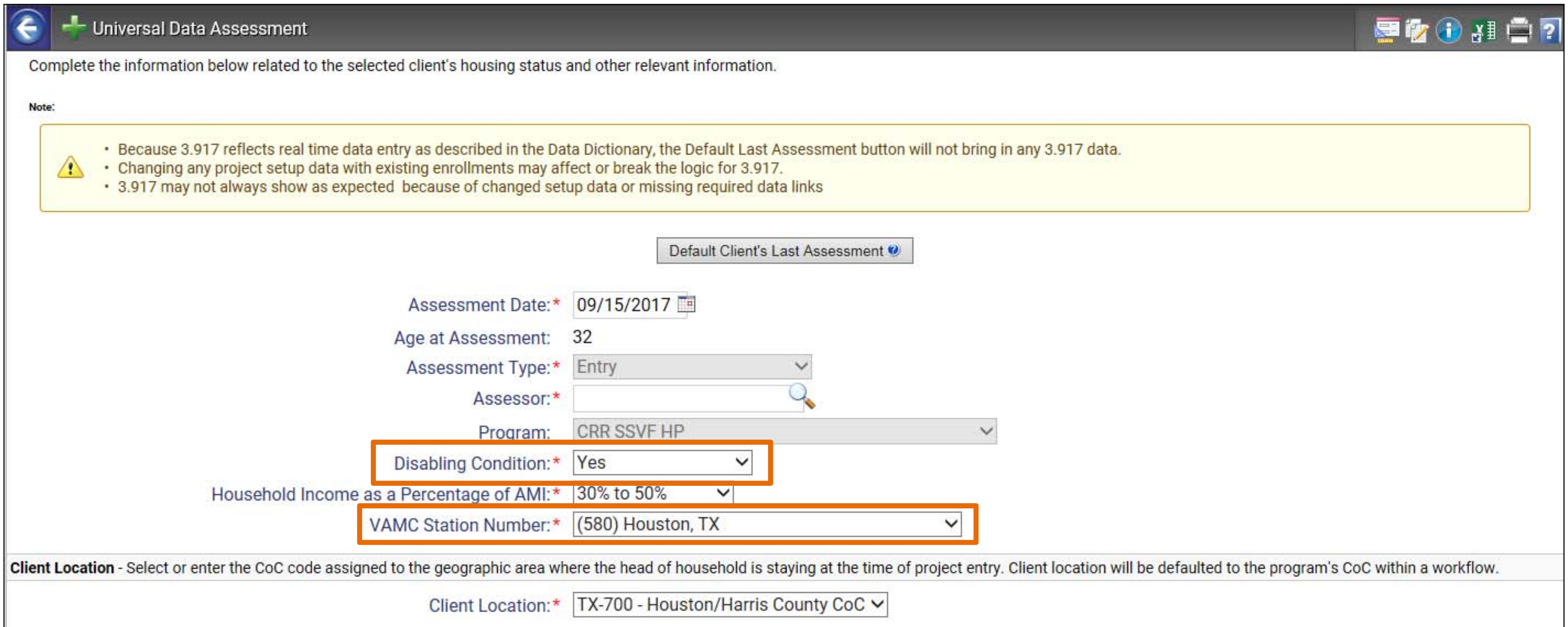
2017 HMIS Data Standards (cont.)

- Disabling Condition – moved to Universal Data Assessment
- VAMC Station Number (SSVF only) – new picklist



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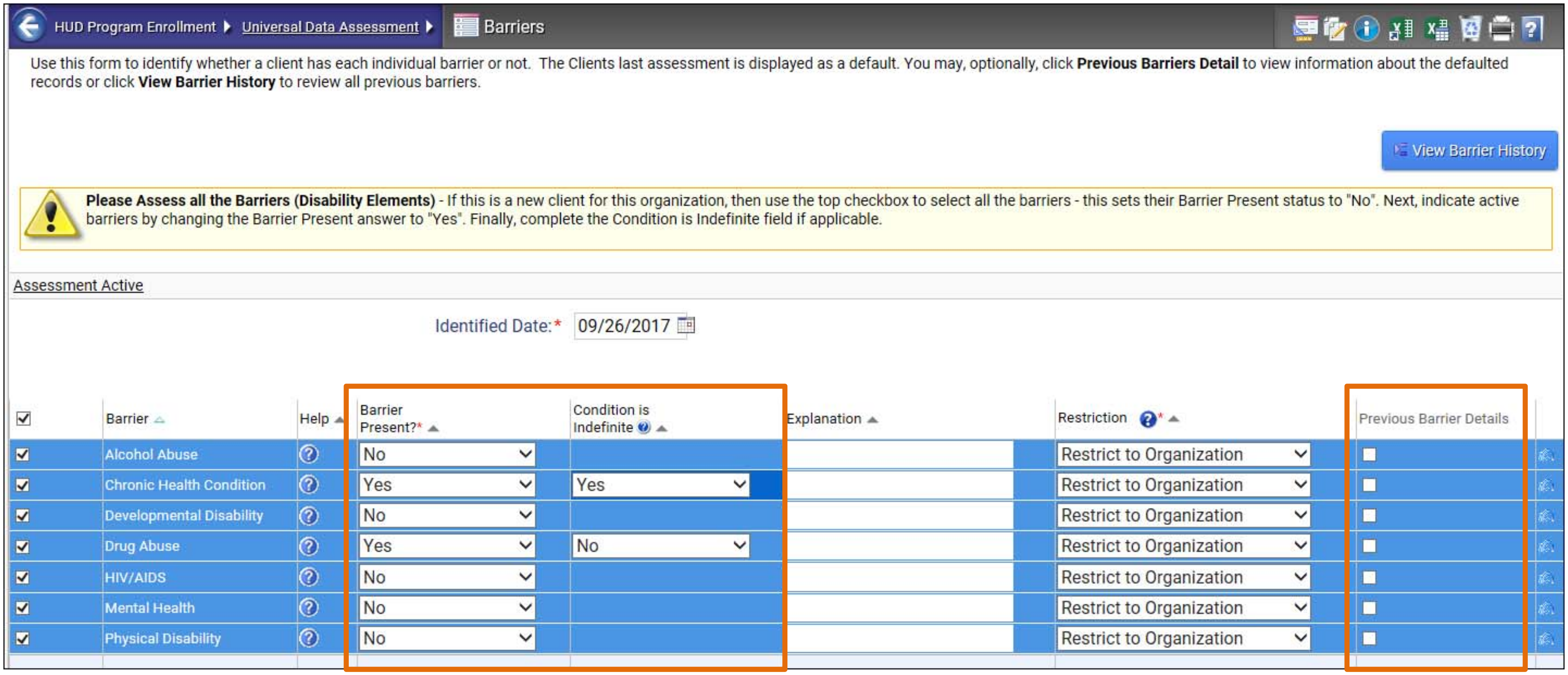
2017 HMIS Data Standards (cont.)

- Barriers – Simplified answers; History detail now available



HUD Program Enrollment ▸ Universal Data Assessment ▸ Barriers

Use this form to identify whether a client has each individual barrier or not. The Clients last assessment is displayed as a default. You may, optionally, click **Previous Barriers Detail** to view information about the defaulted records or click **View Barrier History** to review all previous barriers.

View Barrier History

Please Assess all the Barriers (Disability Elements) - If this is a new client for this organization, then use the top checkbox to select all the barriers - this sets their Barrier Present status to "No". Next, indicate active barriers by changing the Barrier Present answer to "Yes". Finally, complete the Condition is Indefinite field if applicable.

Assessment Active

Identified Date:* 09/26/2017

☑	Barrier	Help	Barrier Present?*	Condition is Indefinite	Explanation	Restriction *	Previous Barrier Details
☑	Alcohol Abuse	?	No			Restrict to Organization	☐
☑	Chronic Health Condition	?	Yes	Yes		Restrict to Organization	☐
☑	Developmental Disability	?	No			Restrict to Organization	☐
☑	Drug Abuse	?	Yes	No		Restrict to Organization	☐
☑	HIV/AIDS	?	No			Restrict to Organization	☐
☑	Mental Health	?	No			Restrict to Organization	☐
☑	Physical Disability	?	No			Restrict to Organization	☐

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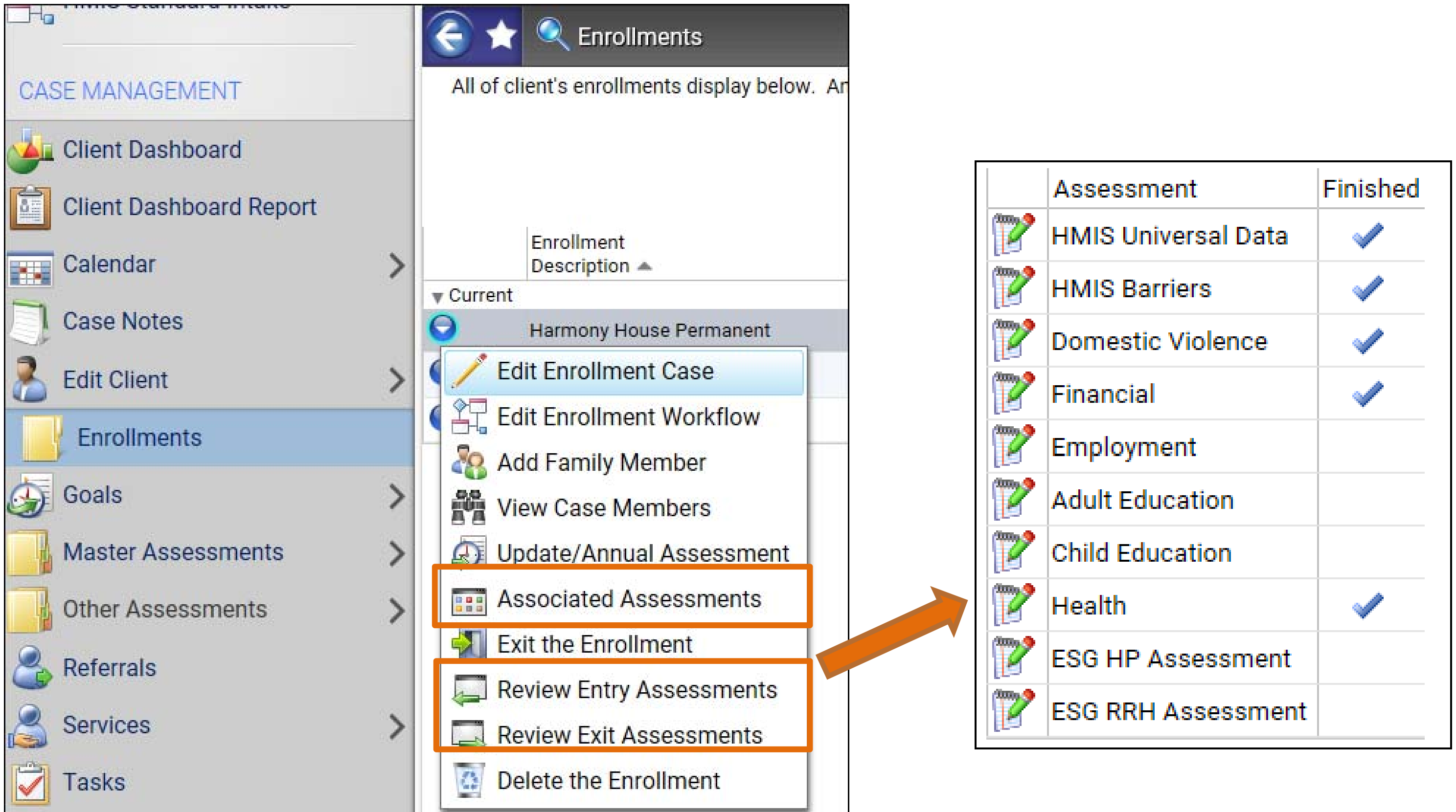
2017 HMIS Data Standards (cont.)

- Enrollment action menu – New options



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2017 HMIS Data Standards (cont.)

- Dropdown lists updates:
  - Gender (“Gender Non-Conforming”)
  - Prior Residence (“Rental by client, with GPD TIP subsidy”)
  - Exit Destinations (“Rental by client, with RRH or equivalent subsidy”)
  - RHY Referral Source
  - RHYMIS Service Types
  - Outreach Contact – Staying on Streets or in Emergency Shelter (“No”, “Yes”, “Worker unable to determine”)

2017 HMIS Data Standards (cont.)

- VA Updates
  - Veteran Assessment – one assessment per veteran
  - VASH Voucher Tracking (VASH only)
  - HUD-VASH Exit Information (VASH only)
- RHY Updates
  - Counseling Assessment – new assessment
  - Safe and Appropriate Exit – new assessment
  - Aftercare Plans – post exit; access from Enrollment menu
  - Referral Sources – responses simplified
  - Service Connections – responses simplified
  - RHY Referrals – deprecated

2017 HMIS Data Standards – Compliance Reports

- CoC APR Export – Use CSV 5.1 version for Sage uploads by September 30; use CSV 6.1 starting October 1, 2017
- ESG CAPER Export – Upcoming CSV 6.1 version
  - No more uploads to eCart after September 30, 2017
  - ESG sub-recipients will upload CSV files to Sage repository
- SSVF Export – FY 2017 final upload using CSV 5.1; version 6.1 upcoming for October upload
- RHY Export – Upcoming CSV 6.1 version
- PATH APR – No changes at this time
- HOPWA APR – No new report

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HMIS Training Reminders

- What do I bring to training?
  - User agreement, which is sent in the e-mail confirmation
- Where do I park?
  - In the parking lot across the street that is adjacent to St. John's. under the Pierce elevated
- Does it cost to park?
  - Not if you follow instruction provided in the confirmation e-mail AND print out the parking permit that is also sent in the e-mail confirmation
  - Valet Parking is an option but the Coalition will not validate
  - Meter parking is an option but is paid at owners expense

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HMIS Training Reminders

Thank you for registering for HMIS APR Training on Wednesday, September 27, 2017, at 1:00 pm. Training will be held at the Coalition for the Homeless office located at 2000 Crawford Street, Suite 700, Houston, TX 77002. The HMIS Training Room entrance is located to the left of the Seasons Dialysis office. As a reminder, food and drink are not permitted in the HMIS Training Lab.

Click here to view and download the User Agreement. You should print and sign this document and bring it to the training with you.

Please click here for a parking permit and park in the lot across the street (Crawford) that is adjacent to St. John's. As you enter the alley, the parking section is the first on the left under the Pierce elevated. Our reserved spots say "Reserved SJPB." Do not back into the parking spots; pull your vehicle in head-first.

If you have any questions or are not able to attend training, please email Yvette Fuentes at yfuentes@homelesshouston.org at least 24 hours prior to training. If you are registered for training and do not show up, your agency will be invoiced $50.00 per no-show.

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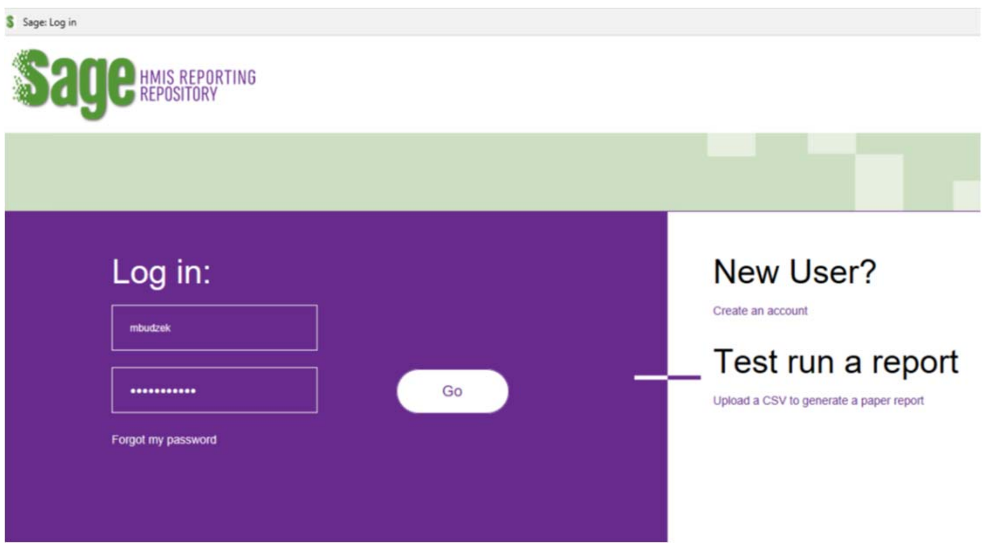
CoC APR & ESG CAPER

- All exports must be scheduled and retrieved from "Files on Server"
- CoC APR & ESG CAPER CSV files have to be compressed before the upload to Sage HMIS Repository
- www.sagehmis.info (new CoC users must be approved)



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CoC APR

Submission Launchpad

You Are Viewing the Submission for	7/1/2016 - 6/30/2017		(no other submissions to view)
Submission Status	7/6/2017	In Progress	VIEW
Imported Grant Information	9/24/2017	Completed	VIEW

APR Instructions

To complete an APR follow the Submission Steps below. To start – click on the ADD link for each submission section and add the information/data required for your APR. Each section will allow you to SAVE information in Sage. You may go back to the page and EDIT the information/data you entered at any time prior to your final submission to HUD. The on-screen status report shows you exactly what forms you have completed, what forms are missing information, and at the end what has been submitted to HUD.

SUBMISSION STEPS	DATE LAST INFORMATION RECORDED	STATUS	WORK
Grant Information	7/6/2017	Completed	VIEW EDIT
Contact Information	7/21/2017	Completed	VIEW EDIT
Financial Information		Missing	ADD
Performance Accomplishments		Missing	ADD
Additional Comments		Optional	ADD
CSV APR Upload	9/8/2017	Coordinated Access SSO	VIEW / PRINT EDIT
Sign and Submit	7/6/2017	In Progress	(you have some incomplete forms)

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ESG CAPER

- CSV-CAPERs exported from HMIS on or after 10/1/2017 must go into Sage – they will not work in eCart.
- ESG Subrecipients DO NOT create Sage accounts to upload their CSV files.
- Sage will send an email to Subrecipients with a link to upload a CSV-CAPER for *each* ESG-funded project
  - The link can only be used for the project specified by the ESG Recipient
  - The link may only be used ONE TIME
- Sage will validate the project type in **Q4a** to the project type the ESG Recipient selects. These MUST match in order to upload the CSV-CAPER.
- Submit an AAQ – My Question is related to: Sage>related to ESG CAPER

Note: Recipient training for Sage will be held in mid-October – keep an eye out for a listserv from HUD with registration info

Excerpt from HUD HMIS System Administrator webinar, September 27, 2017

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ESG CAPER

This link may only be used to upload the CSV-CAPER 2017 Report for:

Organization Name: CV Test Agency **Project Type:** Emergency Shelter **Project Name:** DV - Shelter

Program Year: 9/12/2017 to 12/31/2016

CSV-CAPER 2017 Exemption Template

You are being provided with a one-time exception from producing a CSV-CAPER Report directly from your comparable database or HMIS. For the submission next year you will need to be fully compliant with the requirements to use HMIS or a Comparable Database for the generation of this report. Click HERE to download the ESG-CAPER 2017 Exemption template.

Upload your CSV-CAPER Exemption

__ESG: Arlington - TX__ has provided you this link to upload your annual ESG Report that your recipient will submit to HUD as part of their Consolidated Annual Perfomance Evaluation Report (CAPER). Your annual ESG Report uploaded in Sage must be generated by your HMIS or comparable database named: "CSV-CAPER 2017 Report". Please follow these steps to upload your report:

1. *Follow the instructions in tab 1 of the CAPER 2017 Exemption Template and complete and save the entire template from data reported out through your HMIS or Comparable Database System*
2. *Click on the Browse… button below. Your computer's file directory will appear. Find the CSV-CAPER Report you saved and double click or open it. This will make your file available to Sage, and you will see the name of the file next to Browse.*
3. *Check the box next to "I am not a Robot" and follow the verification steps if necessary.*
4. *Click on "Upload CAPER" button to upload the file from your computer to Sage.*

Browse... No file selected.

I'm not a robot reCAPTCHA Privacy - Terms

Upload CAPER

Excerpt from HUD HMIS System Administrator webinar, September 27, 2017

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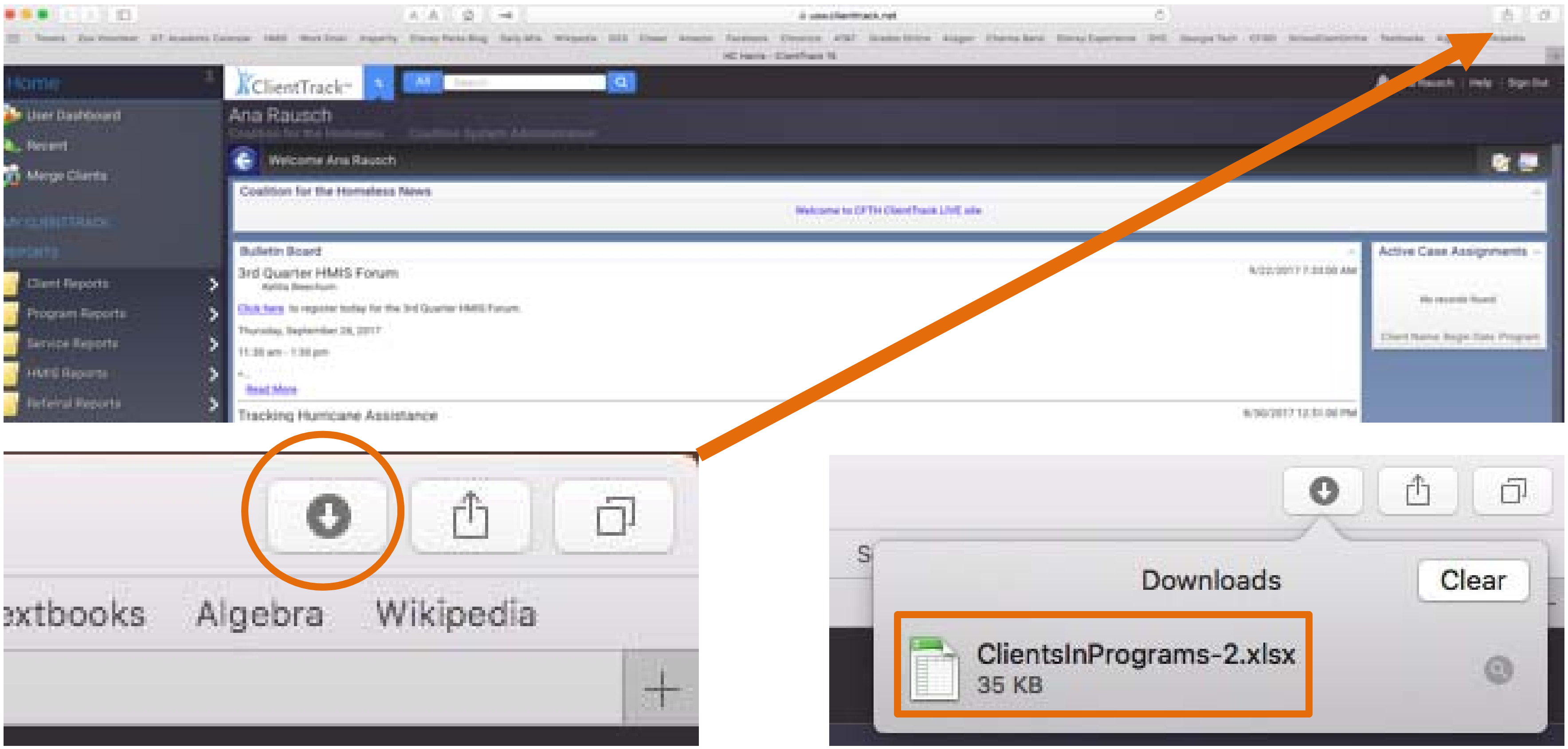
Data Quality Report

- Data Quality Report (summary report)
  - Works for all projects
  - Can be run immediately, or scheduled to process at a later time
  - Provides summary numbers and missing numbers and rates for PIIs, UDEs, Income & Destination, Chronic Homelessness, Timeliness, and Inactive Records for ES and SO
- Data Quality Detail Export
  - Works only for federally funded projects
  - Must be scheduled and retrieved from Files on Server
  - Provides data sheets with client details for the same sections as the DQ summary report

FAQ
How do I download reports on a Mac?



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Hurricane Harvey Response

- Many people affected by the storm were evacuated to two major (and largest) shelters:
  - GRB: Operated by the Red Cross & the City of Houston
    - 10K+ evacuees initially
  - NRG: Operated by Baker Ripley & Harris County
    - 2K+ evacuees initially
- TX-700 Continuum of Care received Disaster TA from HUD almost immediately

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Hurricane Harvey Response (cont.)

- Homeless response system leadership called to GRB the end of the week of August 31st
  - – Shelter census at 2400+
- Task – Develop an exit strategy for all residents at the GRB
  - – Call went out to all landlords from President of Texas Apartment Association and the Mayor
    - Almost 3K units volunteered by landlords
  - – New Residences on Emancipation opened by New Hope Housing
    - 295 beds in dormitory style living (4 per room)

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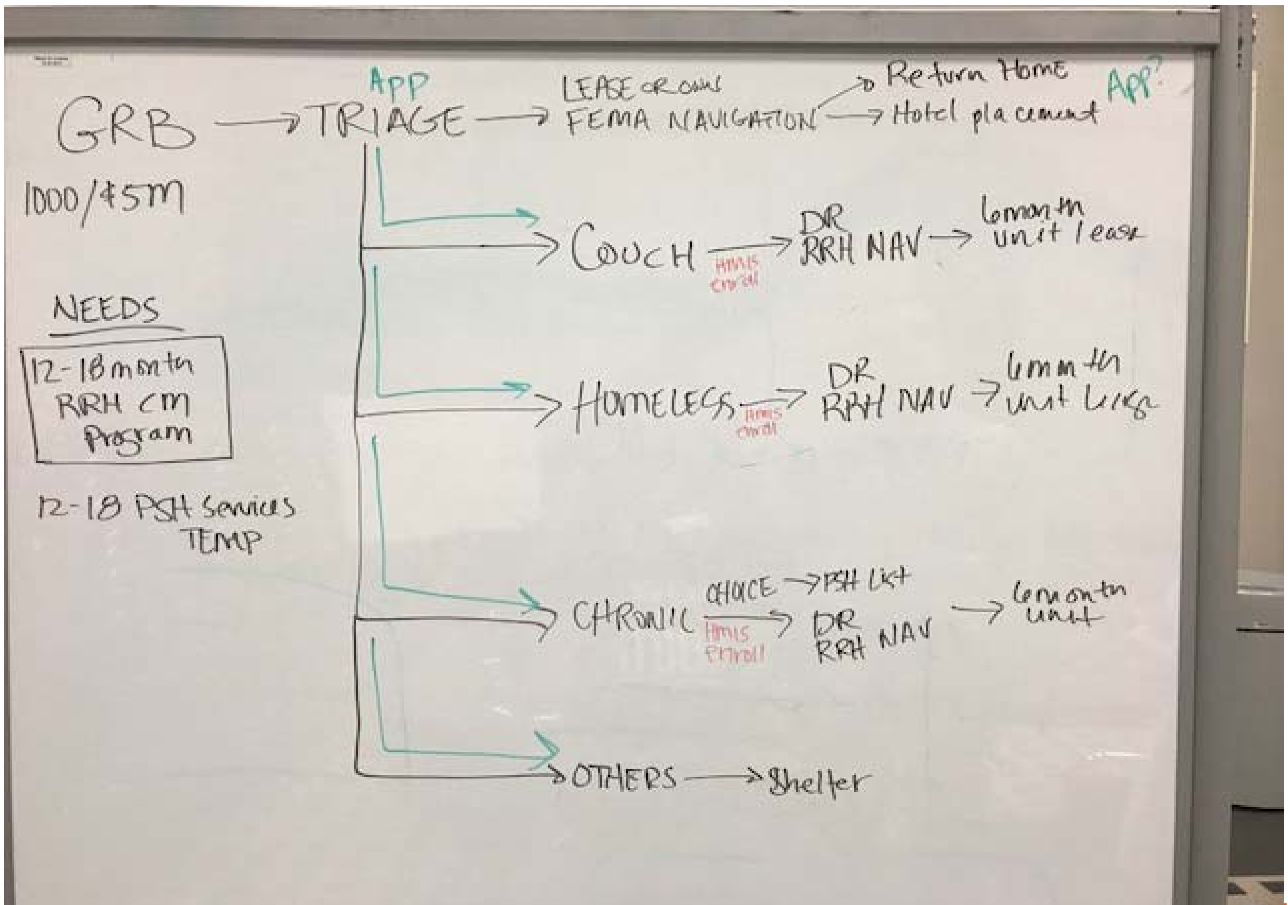
Hurricane Harvey Response (cont.)

Who were the people in the shelter?



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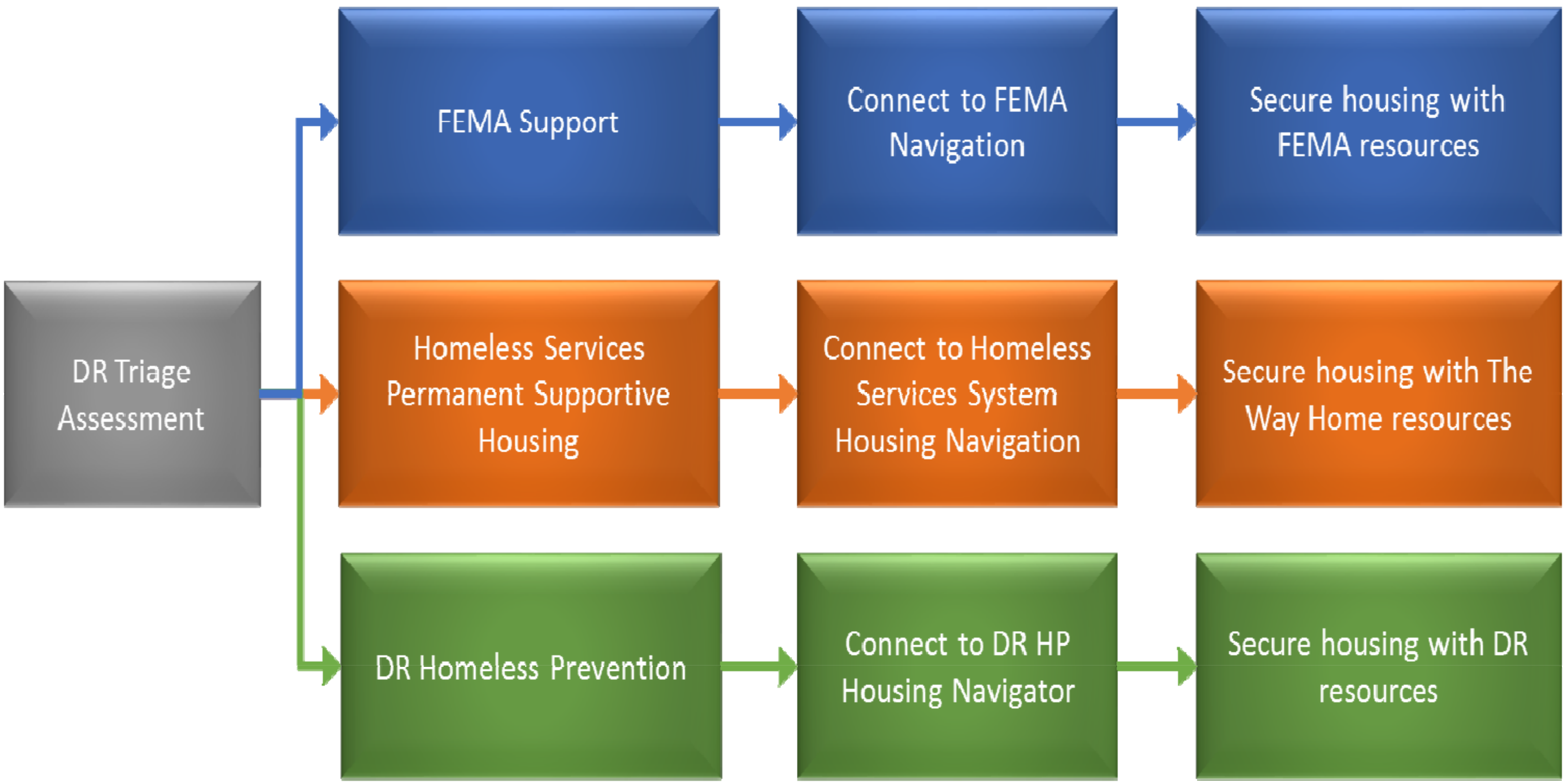
Hurricane Harvey Response (cont.)



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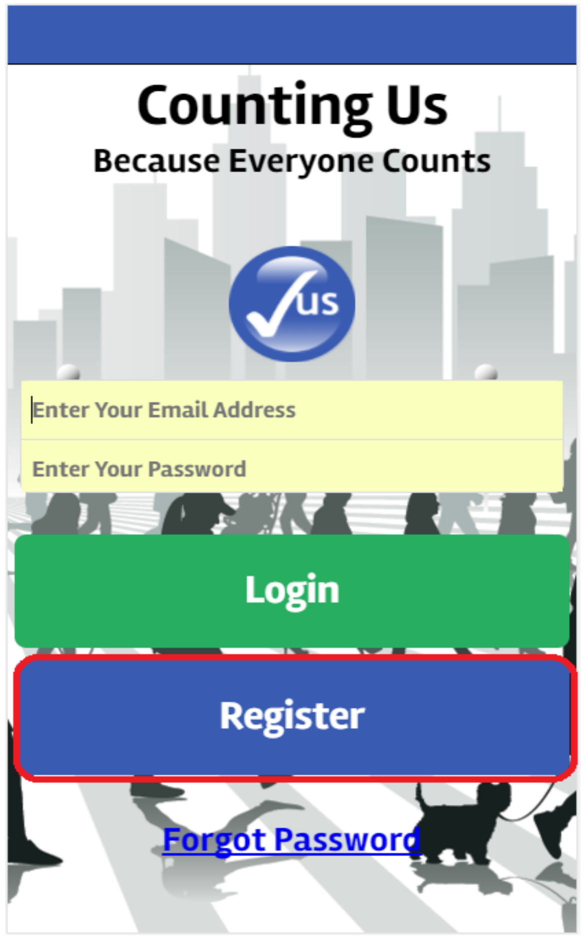
Hurricane Harvey Response (cont.)

How to triage fast without using HMIS?



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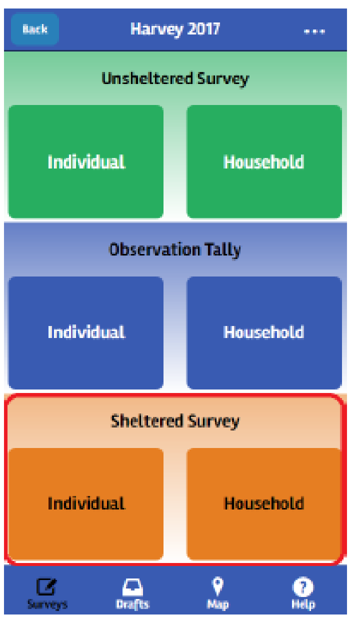
Hurricane Harvey Response (cont.)

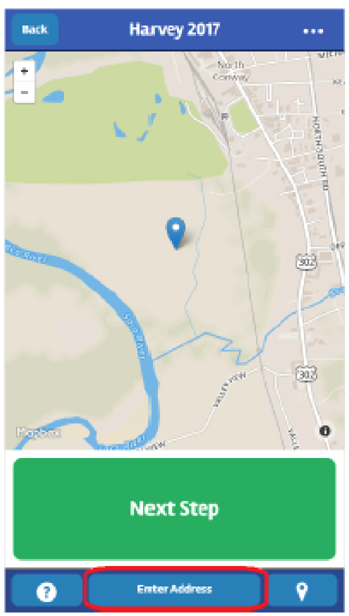
Step 7: Select Survey

Choose the appropriate "Sheltered Survey", either Individual or Household. If a household, enter the number of people in the household.



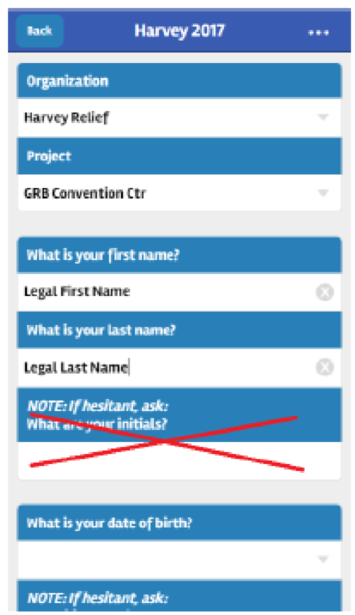
Step 8: Register

Ask ***"Were you either a homeowner, or on a lease, before the flooding?"*** If yes, tap "Enter Address" and enter their address information. If no, tap "Next Step".



Step 9: Conduct the Survey

Select "Harvey Relief" for the organization, "GRB Convention Ctr" for the Project, enter the legal first and last name, and date of birth and scroll down.

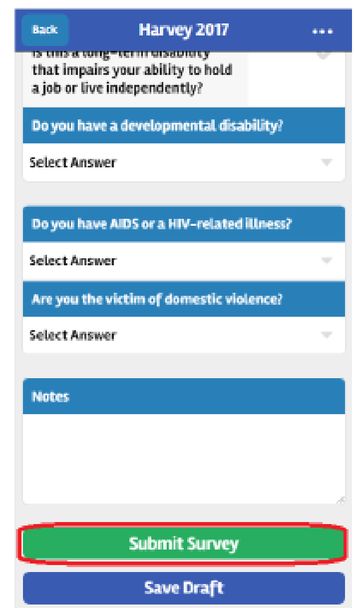


Step 10: First Time Homeless & Chronic

If the person was in housing before Harvey, enter "Yes" for "Is this the first time you have been homeless?" question. Otherwise, select "No".

Step 11: Submit the Survey

After completing the rest of the survey, if the person owned or leased, ask ***"Have you returned to your house and if so is it damaged?"*** Enter in either "Yes-Damaged", "Yes-No Damage", or "No" in the "Notes". Tap "Submit Survey".



Hurricane Harvey Response (cont.)

Harvey 2017

Summary | Surveys | Users & Teams

Surveys & Observations

Total Surveys Submitted: 3685

Total Interviews: 37

Total Observations: 4

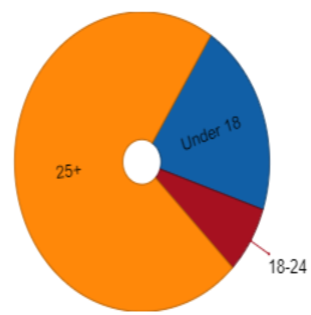
Gender

Gender	#
male	1695
female	1354
other	9
unknown	627

Users Breakdown

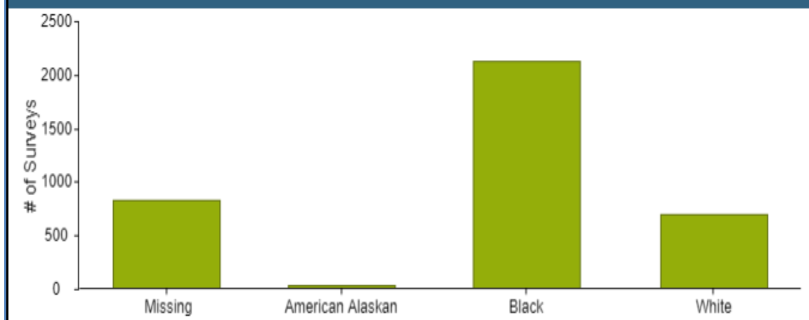
User	#
Adigwu,Agatha	9
Alcala,Eva	33
Almaraz ,Angelica	23
Arno,Katie	28
Arriaga,Belinda	7
Auguste,Gabrielle	110
Black,Pepper	28
Blacknell ,Gwendolyn	34
Burgoyne,Charles	2

Age

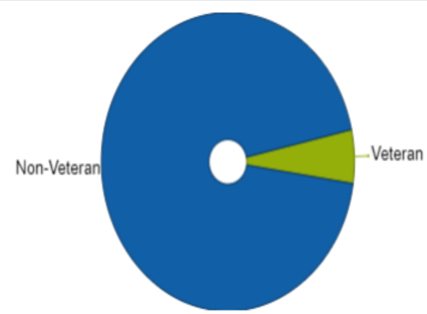


Age	#
unknown	0
Under 18	777
18-24	268
25+	2640

Race



Vet Status



Vet Status	#
Veteran	214
Non-Veteran	3471

Hurricane Harvey Response (cont.)

- HMIS Needs
  - Modified version of the CA Assessment to be used as Disaster Assessment
    - Harvey HMIS Assessment revised.pdf
  - Disaster Navigation program created to enroll those ready to be housed
  - Disaster RRH program created for case management for those already housed

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Hurricane Harvey Response (cont.)

- Update:
  - GRB & NRG shelters closed
    - 300 currently in Red Cross HCC
    - 100 currently in Red Cross Shell
    - 400 currently in Red Cross Greenspoint
    - 50 currently in St. Thomas More
  - 222 residents moved into Residences on Emancipation
  - 4 families moved into apartments
  - Households continue to be assessed & assigned to Navigators to be housed and then connected with long term Disaster Case Management

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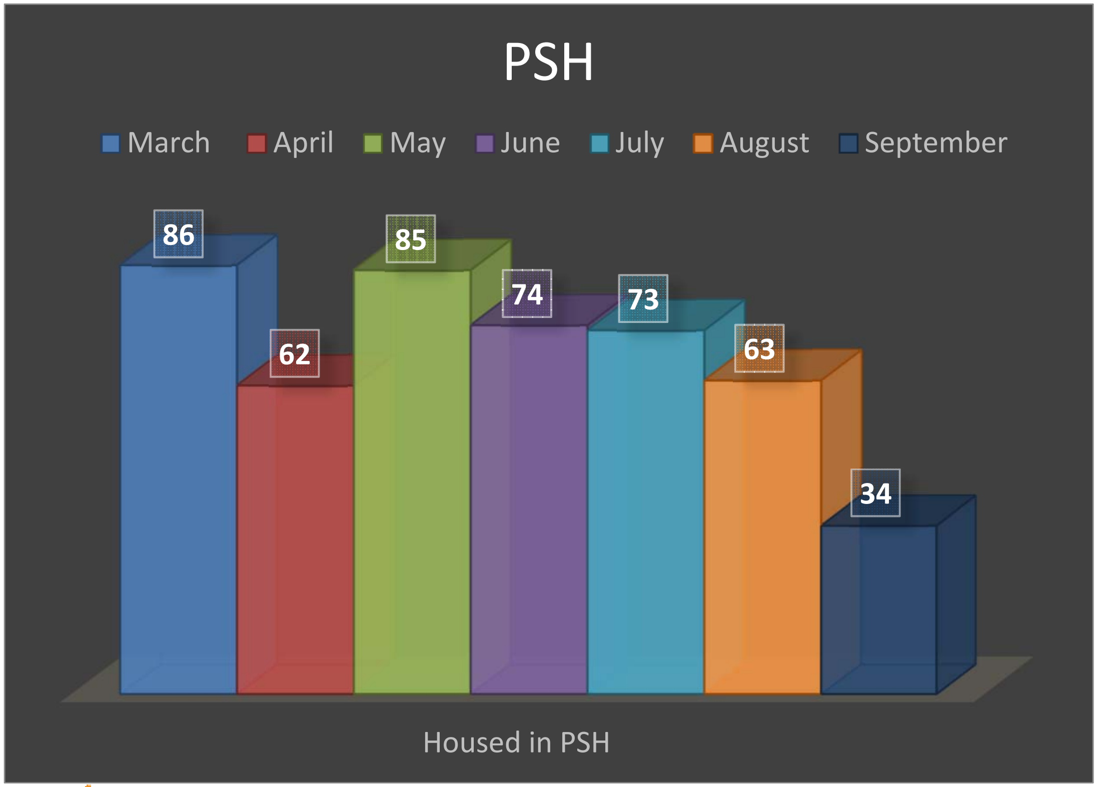
Mayor's Challenge/Ending Chronic Homelessness

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



Goal = 500
Total now = 477 (215)
Remaining = 23 (285)
Waitlist = 350 (428)
Target = Thanksgiving

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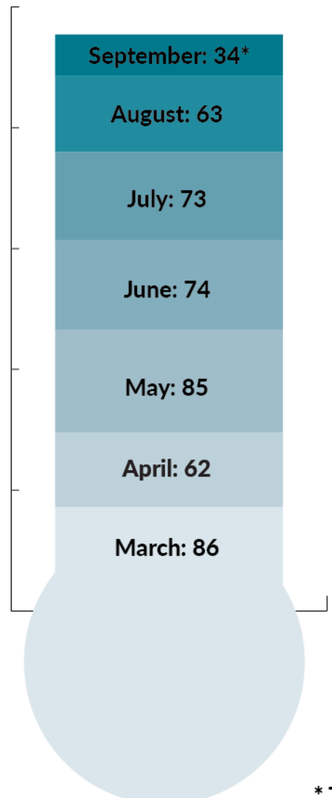
The Way Home

Mayor's Challenge to End Chronic Homelessness

GOAL: house 500 chronically homeless individuals by November 2017!



* To-Date

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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

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Q & A

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IT'S GAME TIME!

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2017 HMIS Forum Dates

Mark your calendars!

Final 2017 HMIS Forum:

December 21, 2017	**2:00PM – 4:00PM** **United Way of Greater Houston** **50 Waugh Dr, Houston, TX 77007**

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