HMIS Forum
1st Quarter 2018

United Way of Greater Houston
March 8, 2018
2:00 – 4:00 p.m.

Coalition for the Homeless
The Way Home
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
Agenda

• Welcome & Introductions
• System & Security Update
• HMIS Site Visits
• HMIS Reminders & Changes
• Data Quality Issues
• Oops
• Q&A
Welcome to our newest HMIS Participating Agencies

• Magnificat House
# System Update – Annual Numbers

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizations</td>
<td>75</td>
<td>82</td>
<td>+ 9.3%</td>
</tr>
<tr>
<td>Projects</td>
<td>264</td>
<td>294</td>
<td>+ 11.4%</td>
</tr>
<tr>
<td>Users</td>
<td>1,002</td>
<td>1,050</td>
<td>+ 4.8%</td>
</tr>
<tr>
<td>All Clients</td>
<td>47,838</td>
<td>51,779</td>
<td>+ 8.2%</td>
</tr>
<tr>
<td>Clients in Homeless Assistance Projects*</td>
<td>29,624</td>
<td>29,995</td>
<td>+ 1.3%</td>
</tr>
</tbody>
</table>

* E. Shelter, Trans. Housing, PSH, RRH, Street Outreach + Homeless in Services Only & Day Shelters
## System Update – Assessed & Placed

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Assessed by CA</td>
<td>4,358</td>
<td>5,301</td>
<td>+ 21.6%</td>
</tr>
<tr>
<td>Persons Placed in RRH</td>
<td>6,090</td>
<td>4,160</td>
<td>- 31.7%</td>
</tr>
<tr>
<td>Persons Placed in PSH</td>
<td>889</td>
<td>1,146</td>
<td>+ 28.9%</td>
</tr>
<tr>
<td>Persons Exited to Permanent Housing</td>
<td>8,969</td>
<td>10,679</td>
<td>+ 19.1%</td>
</tr>
</tbody>
</table>

- HMIS raw data for annual comparisons only
KEEP CALM
IT'S RAFFLE TIME!

The Way Home
Security Training Purpose

• All HMIS users are required to attend the security training annually, to maintain their HMIS license.

• The Coalition for the Homeless (CFTH) takes this very seriously and we want our staff members as well as all ClientTrack Users to understand their responsibilities.

• Training is based on privacy and security standards set forth on HUD exchange.

• HUD HMIS Baseline and Additional security Standards:
Security Training Dates

- Security trainings were conducted throughout the months of January & February.
- Only approximately 50% of the more than 800 HMIS Users took the training (it’s only 10 minutes).
- Participation is scored during site visits for funding.
- We will be offering more training dates in March. This will be the LAST time you will be able to receive this training in 2018.
HMIS Site Visits

• This year HMIS Site Visits were conducted prior to the PIT.

• Purpose was to confirm housing site setup for the Housing Inventory Chart (HIC) as well as to prepare scoring for the upcoming NOFA.

• Please sign up if your agency did not receive a site visit and Kelita Beechum will follow up.
HMIS Reminders

• Clients in program (enrollment) report
  – Due by the 7th of each month for ALL programs
  – Submitted with client detail
  – In PDF format
  – Enroll at any point NOT just new enrollments
  – Always for the previous month

• Program/grant end dates

• New programs

• SSO program/grant close out

• Collaborative grants
HMIS Changes

• HMIS staff should be immediately made aware of all changes

• Programs
  – All clients must be exited and checked out of program by program end date

• Housing
  – If program is HUD funded, approval of changes must accompany all request
Missing Housing Data

Housing Move-In Date

• Applies to Permanent Housing projects – PSH & RRH
• 116 clients were enrolled into PSH, checked in, but did NOT have a move-in date
• This affects PH placement reports and the HIC
• It must fall within the enrollment period
• It’s only entered for the Head of Household
• If the household leaves the PH unit, the move-in date must not be deleted; rather, the exit destination should reflect the outcome
• If a client is transferred from one PH project to another, the second project’s Housing Move-In Date should be the same as the Project Entry Date
## Common Data Quality Issues

**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>104</td>
<td>4</td>
<td>128</td>
<td>2.97%</td>
</tr>
<tr>
<td>Date of Birth (3.3)</td>
<td>8</td>
<td>0</td>
<td>226</td>
<td>2.94%</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>56</td>
<td>39</td>
<td></td>
<td>1.19%</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>31</td>
<td>9</td>
<td></td>
<td>0.50%</td>
</tr>
<tr>
<td>Gender (3.6)</td>
<td>1</td>
<td>0</td>
<td></td>
<td>0.01%</td>
</tr>
<tr>
<td>Overall Score</td>
<td></td>
<td></td>
<td></td>
<td>6.87%</td>
</tr>
</tbody>
</table>
# Common Data Quality Issues

## 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>42</td>
<td>0.53%</td>
</tr>
<tr>
<td>Project Entry Date (3.10)</td>
<td>147</td>
<td>1.85%</td>
</tr>
<tr>
<td>Relationship to Head of Household (3.15)</td>
<td>11</td>
<td>0.14%</td>
</tr>
<tr>
<td>Client Location (3.16)</td>
<td>911</td>
<td>11.52%</td>
</tr>
<tr>
<td>Disabling Condition (3.8)</td>
<td>438</td>
<td>5.51%</td>
</tr>
</tbody>
</table>
Common Data Quality Issues

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>Destination (3.12)</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Entry</td>
<td>2</td>
<td>18.18%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Annual Assessment</td>
<td>11</td>
<td>100.00%</td>
</tr>
<tr>
<td>Income and Sources (4.2) at Exit</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
KEEP CALM
IT'S RAFFLE TIME!
Spotlight

How is HMIS helping me/my program?
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
• Everyone has a user name and password
HMIS Issues

• IssueTrak Winners:
  – Chelsey Gutierrez, The Women’s Home
  – Michelle Brown, Catholic Charities
  – Jessica Ognian, SEARCH
Oops!!

• Email:
  – There are several dates/times for you to choose from. Once you register for a date/time, I will send you a link to the webinar you selected.
  – Here is the link to register
    [https://hmisusertraining.abilafundraisingonline.com](https://hmisusertraining.abilafundraisingonline.com)

• Response:
  – I’d like to schedule my training for tomorrow.
• Training:
  – Started at 9 am
• Email @ 9:05 am:
  – Can I still take the training?

Oops!!
Oops!!

• Email:
  – Please complete the entire form, sign it, and return.

• Form is submitted with missing information and no signature.
Oops!!

- IssueTrak ticket submitted:
  - HMIS staff enter a note in the ticket with a resolution or requesting information.
- Ticket submitter contacts HMIS staff stating that no one has responded.
## Coordinated Access Highlights

### Access Points
- 13 Hubs
- Shelters, drop-in centers, ministries
- Outreach Teams dedicated to CA
- Call-in option
- 11,544 clients assessed since 2014

### Assessments
- Match to PSH, RRH, Income, SOAR
- Consent is electronic
- Vulnerability tools prioritize populations
- 20+ Navigators
- 2,047 → PSH
- 3,250 → RRH

### HMIS
- All matching
- Bed availability
- PSH, RRH, Income, & SOAR Waitlist prioritization
- Referral outcomes
- CA part of NOFA Scoring
- 1,139 → WFS
2018 HMIS Forum Dates

Mark your calendars!!!

United Way of Greater Houston:
- March 8, 2018, 2 pm
- June 21, 2018, 2 pm
- September 25, 2018, 2 pm
- December 13, 2018, 1 pm
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IT'S GAME TIME!

Coalition for the Homeless

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