HMIS Forum
1st Quarter 2018

United Way of Greater Houston

March 8, 2018

2:00 – 4:00 p.m.

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

	2016	2017	Change
Organizations	75	82	+ 9.3%
Projects	264	294	+ 11.4%
Users	1,002	1,050	+ 4.8%
All Clients	47,838	51,779	+ 8.2%
Clients in Homeless Assistance Projects*	29,624	29,995	+ 1.3%

* E. Shelter, Trans. Housing, PSH, RRH, Street Outreach + Homeless in Services Only & Day Shelters

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System Update – Assessed & Placed

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

- HMIS raw data for annual comparisons only

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:
  - https://www.hudexchange.info/resources/documents/HMISBaselineandAdditionalSecurityStandards.pdf

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.

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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

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Common Data Quality Issues

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	104	4	128	2.97%
Date of Birth (3.3)	8	0	226	2.94%
Race (3.4)	56	39		1.19%
Ethnicity (3.5)	31	9		0.50%
Gender (3.6)	1	0		0.01%
Overall Score				6.87%

Common Data Quality Issues

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	42	0.53%
Project Entry Date (3.10)	147	1.85%
Relationship to Head of Household (3.15)	11	0.14%
Client Location (3.16)	911	11.52%
Disabling Condition (3.8)	438	5.51%

Common Data Quality Issues

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination (3.12)	0	0.00%
Income and Sources (4.2) at Entry	2	18.18%
Income and Sources (4.2) at Annual Assessment	11	100.00%
Income and Sources (4.2) at Exit	0	0.00%

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Spotlight

How is HMIS helping me/my program?

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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

- 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

- Response:

  - I'd like to schedule my training for tomorrow.

Oops!!

- Training:
  - Started at 9 am
- Email @ 9:05 am:
  - Can I still take the training?

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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

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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

Q & A