HMIS Forum
2nd Quarter 2018

United Way of Greater Houston
June 21, 2018
2:00 – 4:00 p.m.

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

Coalition for the Homeless

The Way Home
Agenda

• Welcome & Introductions
• HUD System Performance Measures
• HMIS Reminders
• Data Integrity
  – Disabling Condition
  – Non-Chronics in PSH
  – Transfers
  – Permanent Housing Move-In Date
• 2018 PIT Results
• Common Report Issues
• Issue Track
• Dashboards
• Q&A
Welcome to our newest HMIS Participating Agencies

- Harris County Sheriff’s Office
KEEP CALM
IT'S
RAFFLE
TIME!

Coalition for the Homeless
The Way Home
HUD System Performance Measures

Exits to PSH & RRH

- SO-All Exits: FY2016 (3534), FY2017 (4611)
- SO Exits to PH: FY2016 (513), FY2017 (2022)
- SO Temporary Dest.: FY2016 (65), FY2017 (63)
- ES/TH/PH-All Exits: FY2016 (1231), FY2017 (2761)
- ES/TH/PH-Exits to PH: FY2016 (3597), FY2017 (3453)
- ES/TH/PH-Remaining: FY2016 (2737), FY2017 (3305)
- PH Remaining-Exit to PH: FY2016 (2511), FY2017 (3052)
% Successful Exits to PSH & RRH

FY2016
- SO = 16%
- ES/TH/PH = 29%

FY2017
- SO = 45%
- ES/TH/PH = 27%
Change in Income for System Stayers

- Non-Employment Income
  - FY2017: 261
  - FY2016: 131

- Earned Income
  - FY2017: 151
  - FY2016: 84

- All Stayers
  - FY2017: 959
  - FY2016: 906

The Way Home
% Increase in Income

FY2016
- Stayers Earned = 9%
- Stayers Non = 15%
- Leavers Earned = 32%
- Leavers Non = 16%

FY2017
- Stayers Earned = 16%
- Stayers Non = 27%
- Leavers Earned = 25%
- Leavers Non = 21%
HUD System Performance Measures

- HUD FY2017 CoC NOFA CoC lost money and desired projects
  - $3 million lost
- HUD made shift from relying on consolidated application narrative for scoring to looking at system performance measures (SPM) as recorded in HMIS (except for DV aggregate reporting)
- The Way Home overall score in competition was 157.25 (total points available = 200)
- Median score across country = 147.5
- Weighted median = 159.75
- CoC’s scoring below the weighted median had Annual Renewal Demand (ARD) cut
**HUD System Performance Measures**

- CoC scoring above the weighted median had ARD maintained or increased
- Lost points for Length of Time Homeless (5/11 possible points)
- Successful PH Placement and Retention (0/9 possible points)
- Job and Income Growth (.5/4 possible points)
- CoC’s re-housing families w/ minor children within 30 day (0/3 possible points)
- Street outreach performance and coordination (0/3 possible points)
- CoC Performance (55/82 possible points)
HUD System Performance Measures

Strategy 1:
• Discontinue auto-exits for any housing program & outreach (not day shelters)
  – CoC Steering Committee approved this on 6/14/18
• Agencies/programs impacted:
  – Salvation Army
  – Star of Hope
  – Harris Center all outreach
  – SEARCH all outreach
  – Lord of the Streets outreach
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The Way Home
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
  – Should be set up NO LATER than 30 days from grant start-date
  – Forms submitted after this will not be honored
Disabling Condition

• There is one and only one data collection point for this data element – Project Start.
• If additional or new information is learned, element must be edited to reflect new information (not a new data collection stage).
• A “yes” response to both questions in data elements 4.5-4.10 (HMIS Barriers) will change the Disabling Condition answer to “yes”.

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The Way Home
Disabling Condition

- Save the form twice to update the Disabling Condition.
Non-Chronics in PSH

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

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<th>Organization</th>
<th>Chronic</th>
<th>Clients</th>
<th>%</th>
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<td><strong>524</strong></td>
<td><strong>832</strong></td>
<td><strong>63%</strong></td>
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KEEP CALM
IT'S RAFFLE TIME!

COALITION FOR THE HOMELESS

The Way Home
Permanent Housing Transfers

1. Individual is enrolled in a scattered site PSH program and is evicted. The PSH program is still providing case management & other services and assists the client in finding/securing a new unit. They are able to find a unit BEFORE the client actually leaves the first unit. Does the client need to be exited and re-enrolled?
   – No, do not create a second program enrollment in HMIS (assuming the client moved directly from one unit to another and never lost housing/became homeless)
2. Individual is enrolled in a scattered site PSH program and is evicted. The PSH program is still providing case management & other services and assists the client in finding/securing a new unit. The client stays with friends/family in between units, which is less than 30 days. Does the client need to be exited and re-enrolled?

– No, do not create a second program enrollment in HMIS (assuming the client moved directly from permanent housing to the temporary situation, then directly back into permanent housing, and never lost housing/became homeless)
3. Individual is enrolled in a scattered site PSH program and is evicted. The PSH program is still providing case management & other services and assists the client in finding/securing a new unit. The client stays in an emergency shelter in between units, which is less than 30 days. Does the client need to be exited and re-enrolled?

– Yes, the clients should be exited from the project and re-enrolled on whatever day the program begins to work with the client again to re-establish housing.

– Continue working with the client until a new unit is found, at which point a new housing move-in date would be recorded.

– There should only be ONE housing move-in date per enrollment.
Housing Move-In Date

- Applies only to Perm. Housing projects – PSH and RRH
- Entered for Head of Household only
- Always between (or on) Project Start and Project Exit
- Never erase/correct/update a true date – if housing is lost, start a new project record
- Not an outcome in and of itself – merely a point-in-time accounting of housed within the boundaries of a PH project
- Whether you enter a Housing Move-In Date or not depends on each situation
- Review the HMIS Data Manual carefully for guidance
Who is Homeless?

Scenario A
- Project Start Date
- Today’s Date
- Project Exit Date
- Housing Move-In Date

Scenario B
- Project Start Date
- Today’s Date
- Project Exit Date
- Housing Move-In Date

Scenario C
- Project Start Date
- Today’s Date
- Project Exit Date
- Housing Move-In Date
Housing Move-In Date (2\textsuperscript{nd} time)
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COALITION FOR THE HOMELESS

The Way Home
Spotlight

How is HMIS helping me/my program?
PIT Results

2018 Homeless Count & Survey

Total: 4,143
- Harris County Unsheltered: 1,528
- Montgomery County Unsheltered: 203
- Montgomery County Sheltered: 74
- Fort Bend County Unsheltered: 12
- Fort Bend County Sheltered: 55

Permanent Housing Placements since 2012
- Permanent Supportive Housing: 7,937
- Rapid Re-housing: 6,566

Comparing the Counts 2011-2018

Coalition for the Homeless
The Way Home
PIT Results

Interview Location of Those Experiencing Homeless
N = 4,143

Unsheltered, Harris Co., 1,528
Unsheltered, Ft Bend Co., 12
Sheltered, Ft Bend Co., 55
Sheltered, Harris Co., 2,271
Sheltered, Montgomery Co., 203
Unsheltered, Montgomery Co., 74
• On 22 January 2018, there were 4,143 people experiencing homelessness in Houston/Harris County/Ft Bend County/Montgomery County
  • 1,614 (39%) unsheltered, 2,529 (61%) sheltered
  • 55% decrease since 2011, 15% increase since 2017
  • No unsheltered homeless families identified
  • 1 in 4 were chronically homeless
  • 1 in 3 had mental health & substance abuse issues
  • 1 in 5 (18%) homeless due to Harvey
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Common Report Issues

(not all - just common issues)
DQ2 DOB (3.3) Race (3.4), Ethnicity (3.5) or Gender (3.6)
Click on Edit Client, make sure a response is selected.
DQ3 Veteran Status (3.7)
DQ3 Client Location (3.16) Disabling Condition (3.8)
DQ5 PH (all) Click on Enrollments, click on blue action circle, select Review Entry Assessments, Click on edit icon (pad w/pencil) on HMIS Universal Data – select a response
If you followed previous steps and there is still an error for Disabling Condition, Click on edit icon (pad w/pencil) on HMIS Barriers – make sure this response is the same as the Universal Data response.
DQ4 Income and Sources at Start (4.2)
Make sure Enrollment & Assessment dates are the same.
If you followed previous steps and there is still an error, Click on edit icon (pad w/ pencil) on HMIS Financial – make sure this date is the same as the Enrollment & Master Assessment.
DQ4 Income and Sources at Annual (4.2)
Go to Master Assessments if you do not see Annual – complete one. Making sure it falls within date range

HUD allows 30 days before or after the one-year anniversary of the head of household’s Project Start (entry) 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
- Everyone has a user name and password
HMIS Issues

• IssueTrak Winners:
  – Kim Upchurch, Covenant House
  – Carmen Jones, Santa Maria Hostel
  – Myrna Sanchez, Wesley Community Center
System Dashboards

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
NATIONAL SELFIE DAY...

Because we're in love with ourselves, and have nothing else better to do

#2020AndBeyond

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Q & A