

HMIS Forum

2nd Quarter 2018



United Way of Greater Houston

June 21, 2018

2:00 – 4:00 p.m.



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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
- 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



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Welcome to our newest HMIS Participating Agencies

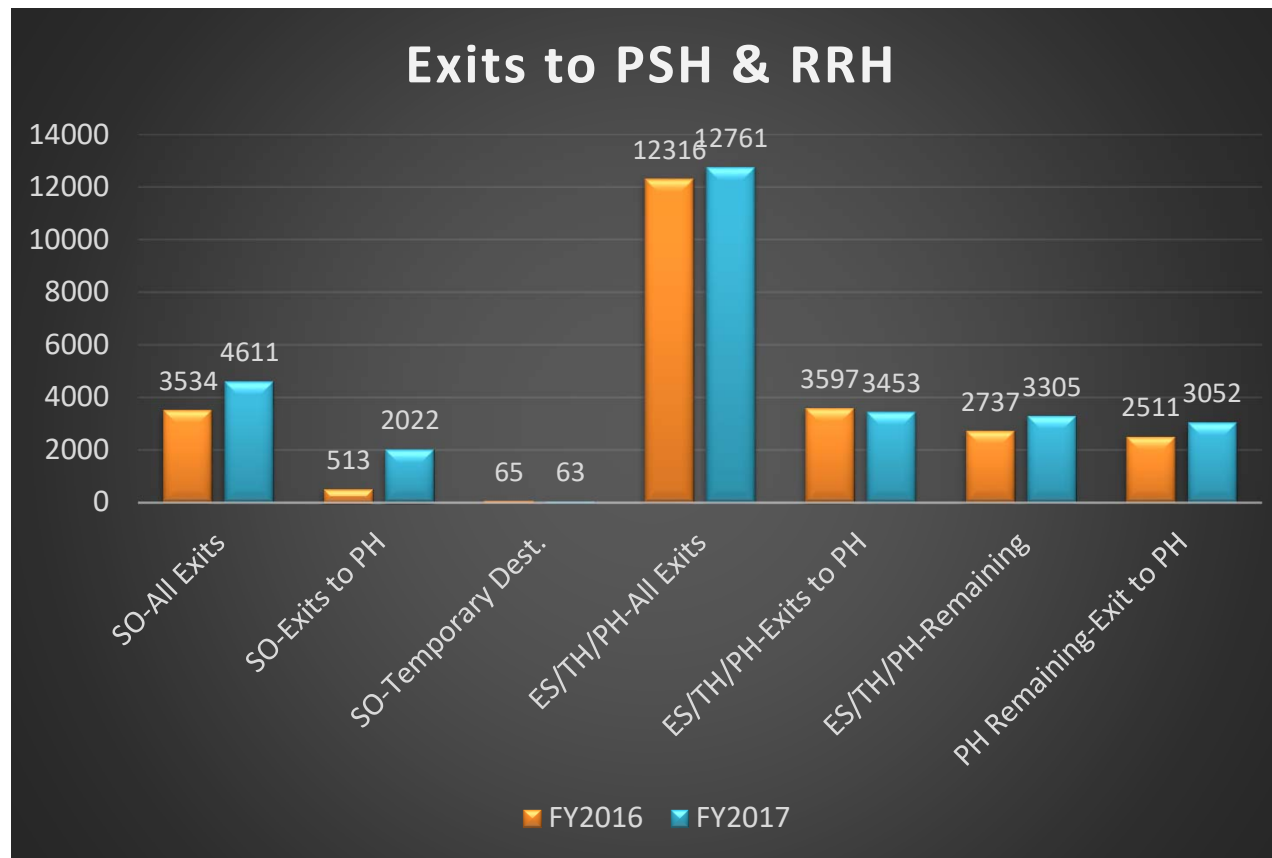
- Harris County Sheriff's Office





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HUD System Performance Measures



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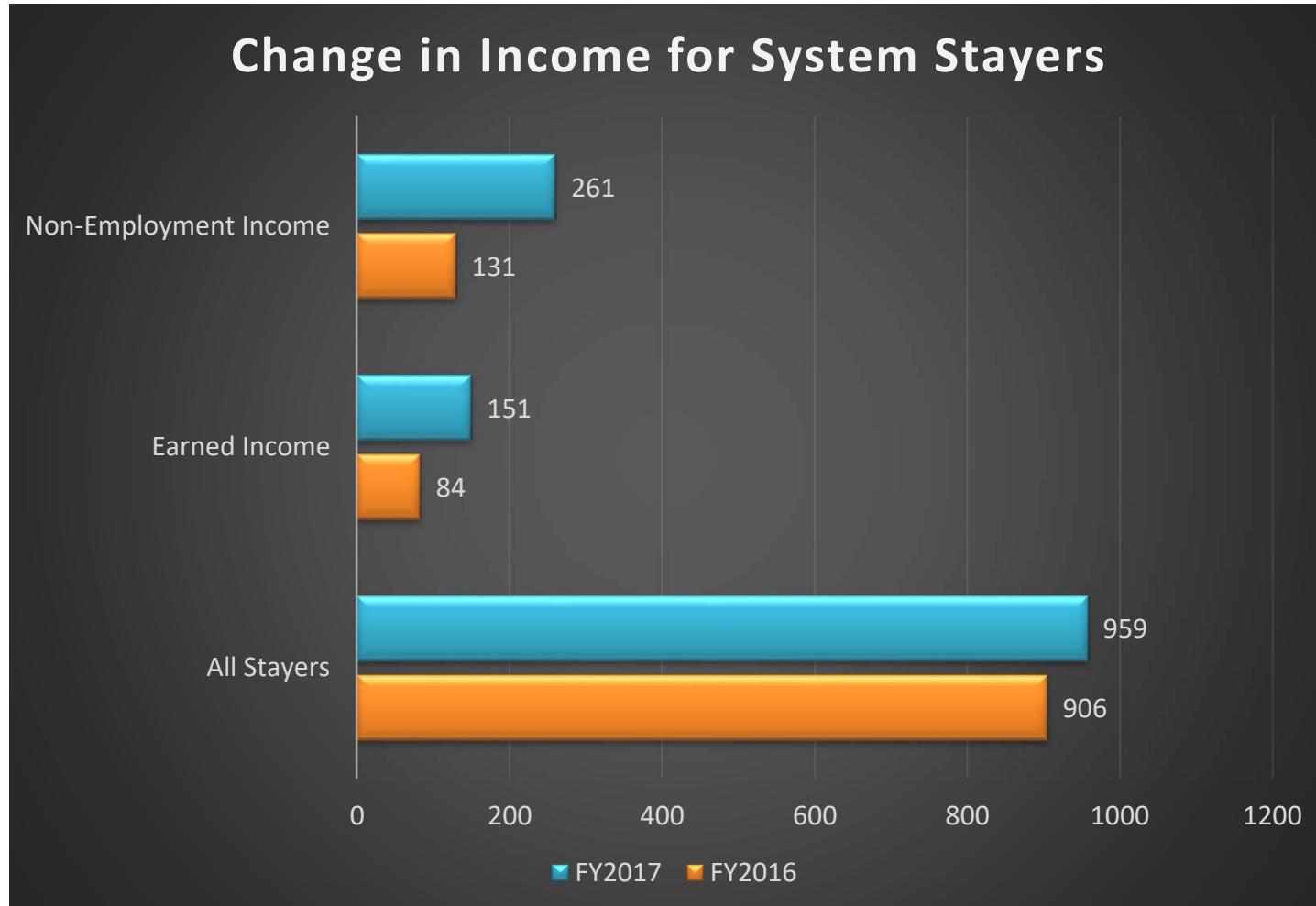
% Successful Exits to PSH & RRH

FY2016

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

FY2017

- SO = 45%
- ES/TH/PH = 27%



% 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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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”.



Disabling Condition

Universal Data Assessment > Barriers

Please address the following:

❗ There is 1 row in the result set that requires attention.

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](#)

Assessment Active

Identified Date: 06/07/2018

Disabling Condition: No

<input type="checkbox"/>	Barrier	Help	Barrier Present?	Condition is Indefinite	Explanation	Restriction	Previous Barrier Details
<input checked="" type="checkbox"/>	Alcohol Abuse	?	Yes	Yes		Restrict to Organization	✓ Previous Barrier ❗
<input checked="" type="checkbox"/>	Chronic Health Condition	?	No			Restrict to Organization	✓ Previous Barrier
<input checked="" type="checkbox"/>	Developmental Disability	?	No			Restrict to Organization	✓ Previous Barrier
<input checked="" type="checkbox"/>	Drug Abuse	?	No			Restrict to Organization	✓ Previous Barrier
<input checked="" type="checkbox"/>	HIV/AIDS	?	No			Restrict to Organization	✓ Previous Barrier
<input checked="" type="checkbox"/>	Mental Health	?	No			Restrict to Organization	✓ Previous Barrier
<input checked="" type="checkbox"/>	Physical Disability	?	No			Restrict to Organization	✓ Previous Barrier

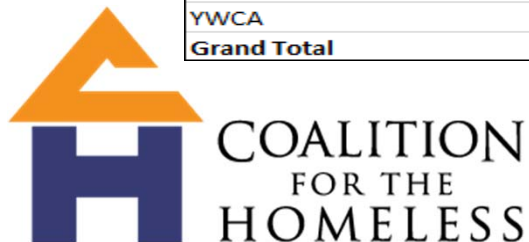
- Save the form twice to update the Disabling Condition.



Non-Chronics in PSH

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

Organization	Chronic	Clients	%
A Caring Safe Place	0	1	0%
AIDS Foundation Houston	33	65	51%
Avenue 360 Health & Wellness (HACS)	40	44	91%
Catholic Charities	2	2	100%
Change Happens!	9	9	100%
Crisis Assistance Center	0	1	0%
Harmony House	46	46	100%
Harris County Community Services Dept	29	37	78%
Housing Corp./Corder Place Apartments	6	13	46%
Housing Corp./DeGeorge at Union Station	2	11	18%
Housing Corp./Jackson Hinds Gardens	5	9	56%
Housing Corp./San Jacinto Apartments	1	15	7%
Northline SRO	15	15	100%
Northwest Assistance Ministries	3	3	100%
SEARCH Homeless Services	211	365	58%
Star of Hope	16	18	89%
Temenos Community Development Corp	20	20	100%
The Harris Center	3	3	100%
The Salvation Army	4	9	44%
The Women's Home	4	9	44%
US VETS	18	29	62%
VA Medical Center	9	45	20%
Volunteers of America	27	27	100%
YWCA	21	36	58%
Grand Total	524	832	63%





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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)



Permanent Housing Transfers

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)



Permanent Housing Transfers

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?



Housing Move-In Date (2nd time)





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Spotlight



How is HMIS helping me/my program?



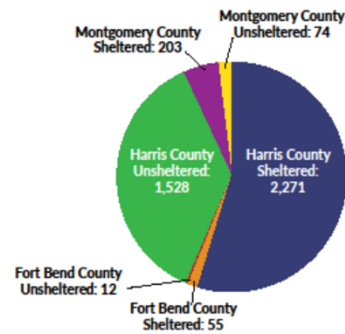
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PIT Results

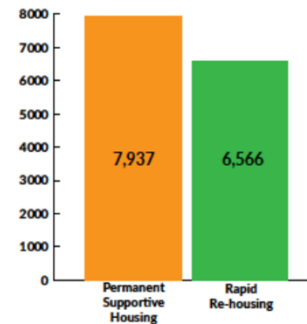
2018 Homeless Count & Survey



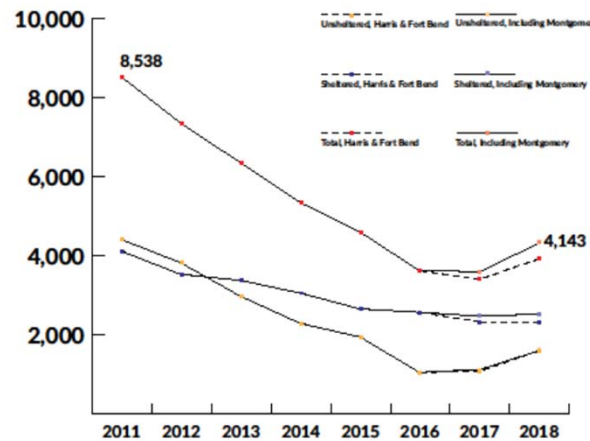
Total: 4,143



Permanent Housing Placements since 2012

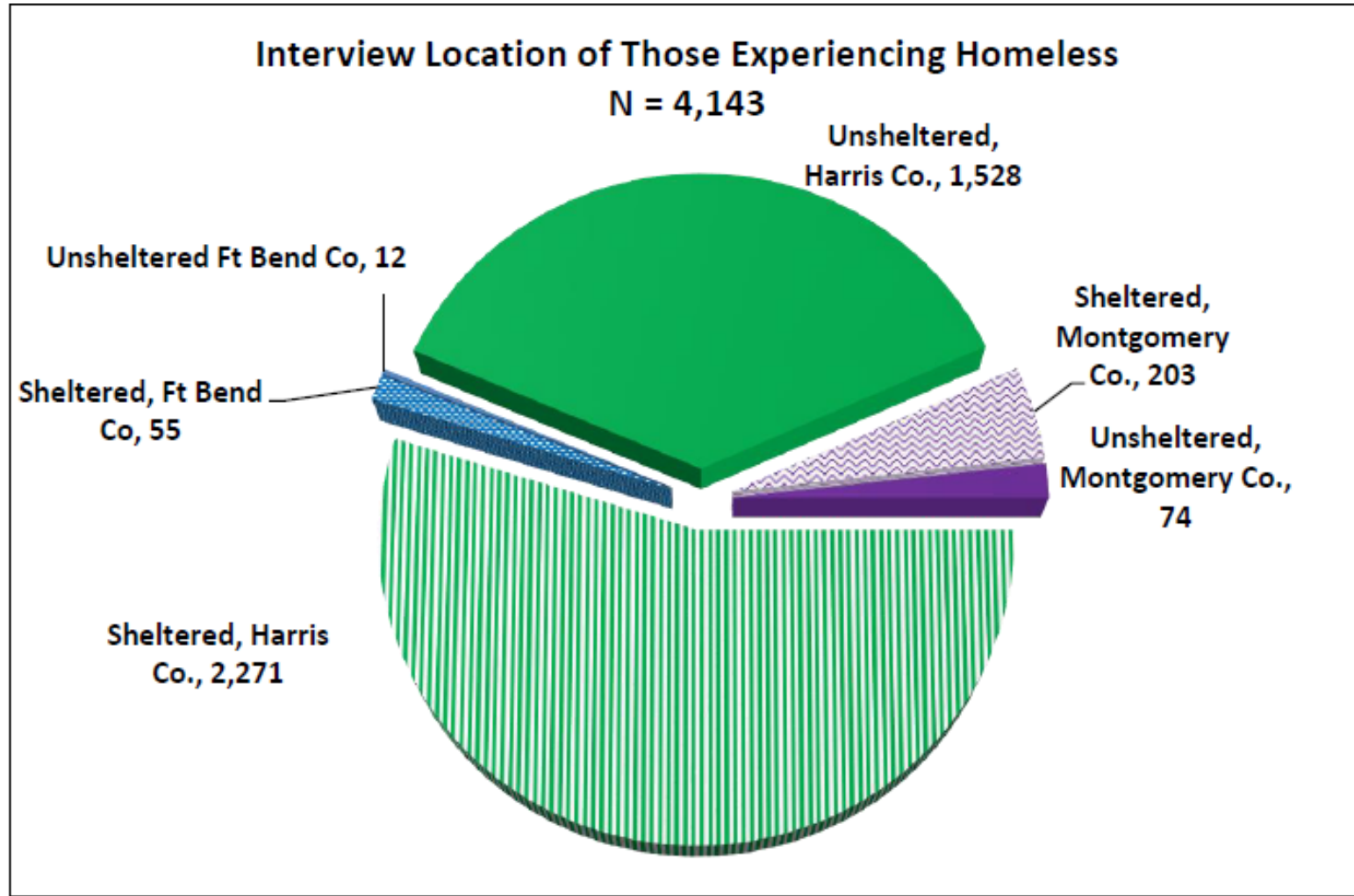


Comparing the Counts 2011-2018



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PIT Results



PIT Results

- On 22 January 2018, there were 4,143 people experiencing homelessness in Houston/Harris County/Ft Bend County/Montgomery County
 - 1,614 (39%) unsheltered, 2529 (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)



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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)

Find Client

HMIS Standard Intake

Enrollments

CASE MANAGEMENT

Client Dashboard

Client Dashboard Report

Calendar

Case Notes

Edit Client

Enrollments

Goals

Master Assessments

Other Assessments

Referrals

Services

Tasks

Contact Log

HOUSING

Buddy Love

456-78-9123

Client Information

BASIC CLIENT INFORMATION

Complete the client's identifying information. Name and social security number have associated data quality fields. Data quality fields are used to indicate the reason full allow users to indicate when a client doesn't know or refuses to provide information. If the required data is collected then ClientTrack automatically records that full data

First Name:*

Buddy

Middle Name:

Last Name:*

Love

Suffix:

Name Quality:*

Full name reported

Social Security Number:

456 - 78 - 9123

Basic Client Demographics

Birth Date:*

08/15/1975

Client Age:

42

Date of Birth Quality:*

☐ Approximate or Partial DOB Reported
 ☒ Full DOB Reported
 ☐ Client doesn't know
 ☐ Client refused
 ☐ Data not collected

Ethnicity:*

Non-Hispanic/Latino

Race:*

☐ American Indian or Alaska Native
 ☐ Asian
 ☒ Black or African American
 ☐ Native Hawaiian or Other Pacific Islander
 ☐ White
 ☐ Client doesn't know
 ☐ Client refused

Gender:*

Female

Veteran Status:*

No

Primary Language:

-- SELECT --

Client Contact Information

Address:

12345 butter love lane

Address 2:

City, State, Zip Code:

Houston

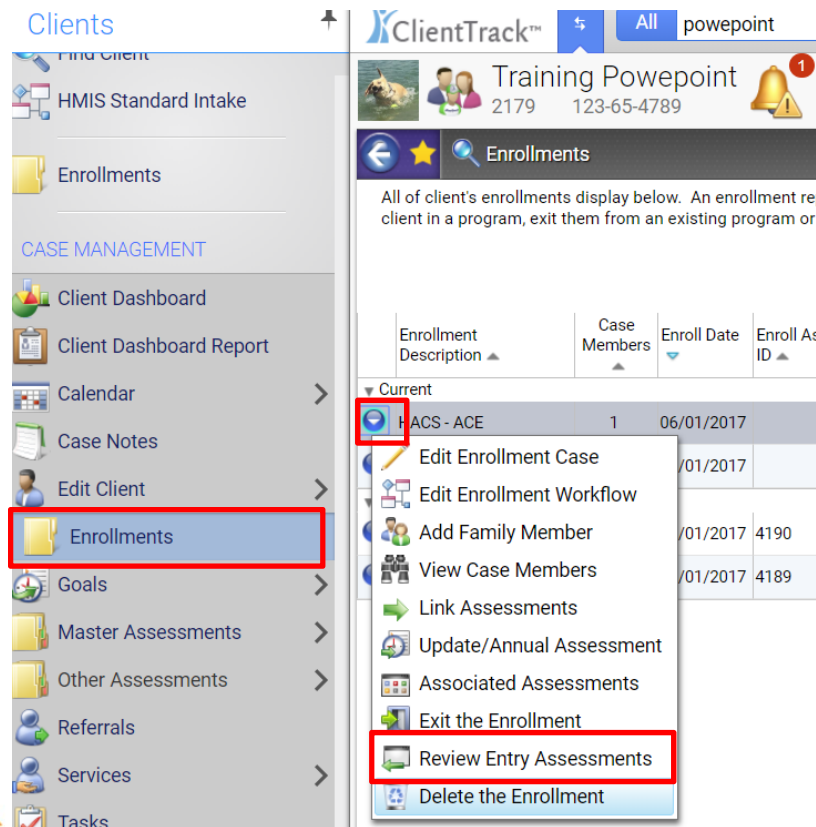
TX











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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



Assessment	Finished
 HMIS Universal Data	✓
 HMIS Barriers	✓
 Domestic Violence	✓
 Financial	✓
 Employment	✓
 Adult Education	✓
 Child Education	✓
 Health	✓
 ESG HP Assessment	
 ESG RRH Assessment	

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.

The screenshot shows the ClientTrack software interface. On the left sidebar, the 'Enrollments' menu item is highlighted with a red box. The main area displays a client profile for 'Training Poweppoint' (ID: 2179, Phone: 123-65-4789). Below the client information, there is a table of enrollments. The first enrollment is highlighted with a red box, and a dropdown menu is open, showing various actions. The 'Edit Enrollment Case' option is highlighted with a red box.

	Assessment	Finished
	HMIS Universal Data	
	HMIS Barriers	
	Domestic Violence	
	Financial	
	Employment	
	Adult Education	
	Child Education	
	Health	
	ESG HP Assessment	
	ESG RRH Assessment	

DQ4 Income and Sources at Start (4.2)

Make sure Enrollment & Assessment dates are the same.

The screenshot shows the ClientTrack interface for a client named Training Power (ID 2179, phone 123-65-4789). The left sidebar has a red box around the 'Enrollments' option. The main content area shows a table of enrollments.

Enrollment Description	Case Members	Enroll Date
▼ Current		
HACS - ACE	1	06/01/2017
Goodwill - HVRP	1	04/01/2017
▼ Previous		
SOH - Women and Family	1	02/01/2017
SEARCH - Mobile Outreach	1	01/01/2017

The screenshot shows the ClientTrack interface for the same client, Training Power. The left sidebar has a red box around the 'Master Assessments' option. The main content area shows a table of master assessments.

Date	Assessment Type
11/09/2017 9:40AM	Entry
02/01/2017	Entry
01/01/2017	Entry

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.

ClientTrack™ All poweppoint

Training Poweppoint 2179 123-65-4789

Enrollments

All of client's enrollments display below. An enrollment re client in a program, exit them from an existing program or

Enrollment Description	Case Members	Enroll Date	Enroll As ID
HACS - ACE	1	06/01/2017	

Context Menu:

- Edit Enrollment Case
- Edit Enrollment Workflow
- Add Family Member
- View Case Members
- Link Assessments
- Update/Annual Assessment
- Associated Assessments
- Exit the Enrollment
- Review Entry Assessments**
- Delete the Enrollment

	Assessment	Finished
	HMIS Universal Data	
	HMIS Barriers	
	Domestic Violence	
	Financial	
	Employment	
	Adult Education	
	Child Education	
	Health	
	ESG HP Assessment	
	ESG RRH 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

ClientTrack™ All 812

Buddy Love 812 456-78-9123

Master Assessments

Below is a list of Master Assessments that have been created for this client. To edit an existing assessment, click assessments created under an assessment, click **View Status**.

If the Reassessment Type shows "During Program Enrollment" and the Assessment Type is "Annual", then go to Er Assessments, and update the assessment type.

3 results found.

Date	Assessment Type	Resessment Type	Program
05/01/2018	Annual	Annual	HACS - ACE
04/22/2017	Annual	Annual	HACS - ACE
04/22/2016	Entry		HACS - ACE

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

- <http://www.homelesshouston.org/continuum-of-care/dashboards-2/may-2018-system-performance-dashboards/>



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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



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#endhomelessness

NATIONAL SELFIE DAY...



BUT FIRST,
LET ME TAKE A
#SELFIE

#TheWayHomeHOU

#2020AndBeyond

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



The Way Home

Q & A



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