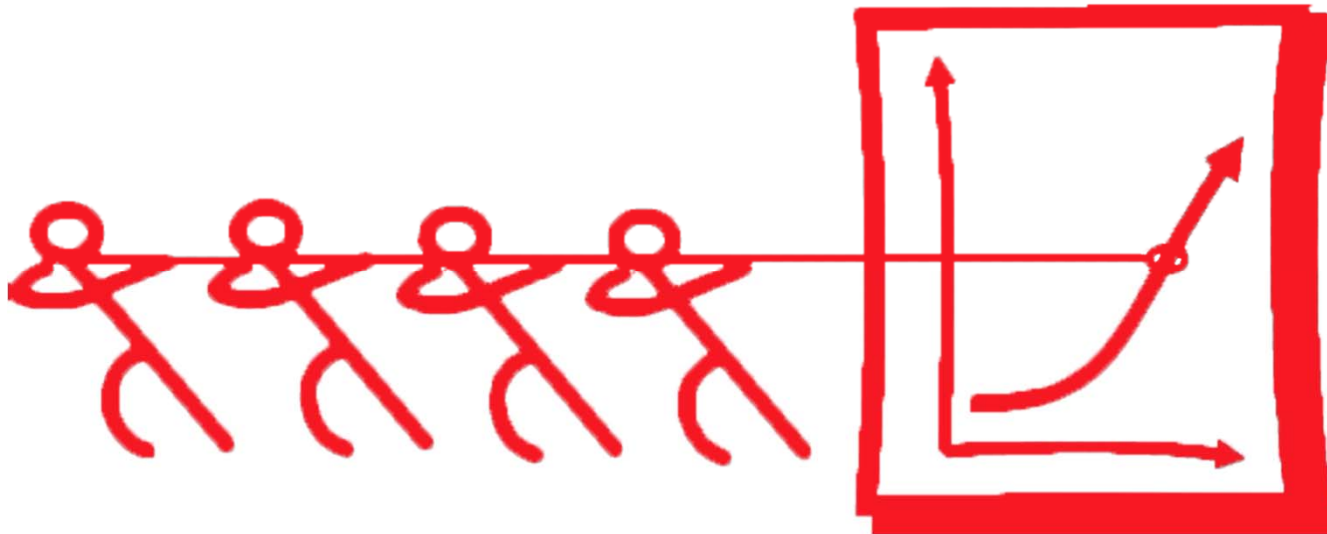


HMIS Forum

3rd Quarter 2018



United Way of Greater Houston

September 25, 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



Agenda

- Welcome & Introductions
- HUD System Performance Measures
- HMIS Reminders
- Longitudinal System Analysis (LSA)
 - Race & Ethnicity
- Data Integrity
 - PSH to PSH Transfers
 - Permanent Housing Move-In Date
 - Duplicates
- Navigation/Encampment Updates
- HMIS Issues/Trainings Updates
- Dashboards
- Q&A

Welcome to our newest HMIS Participating Agencies

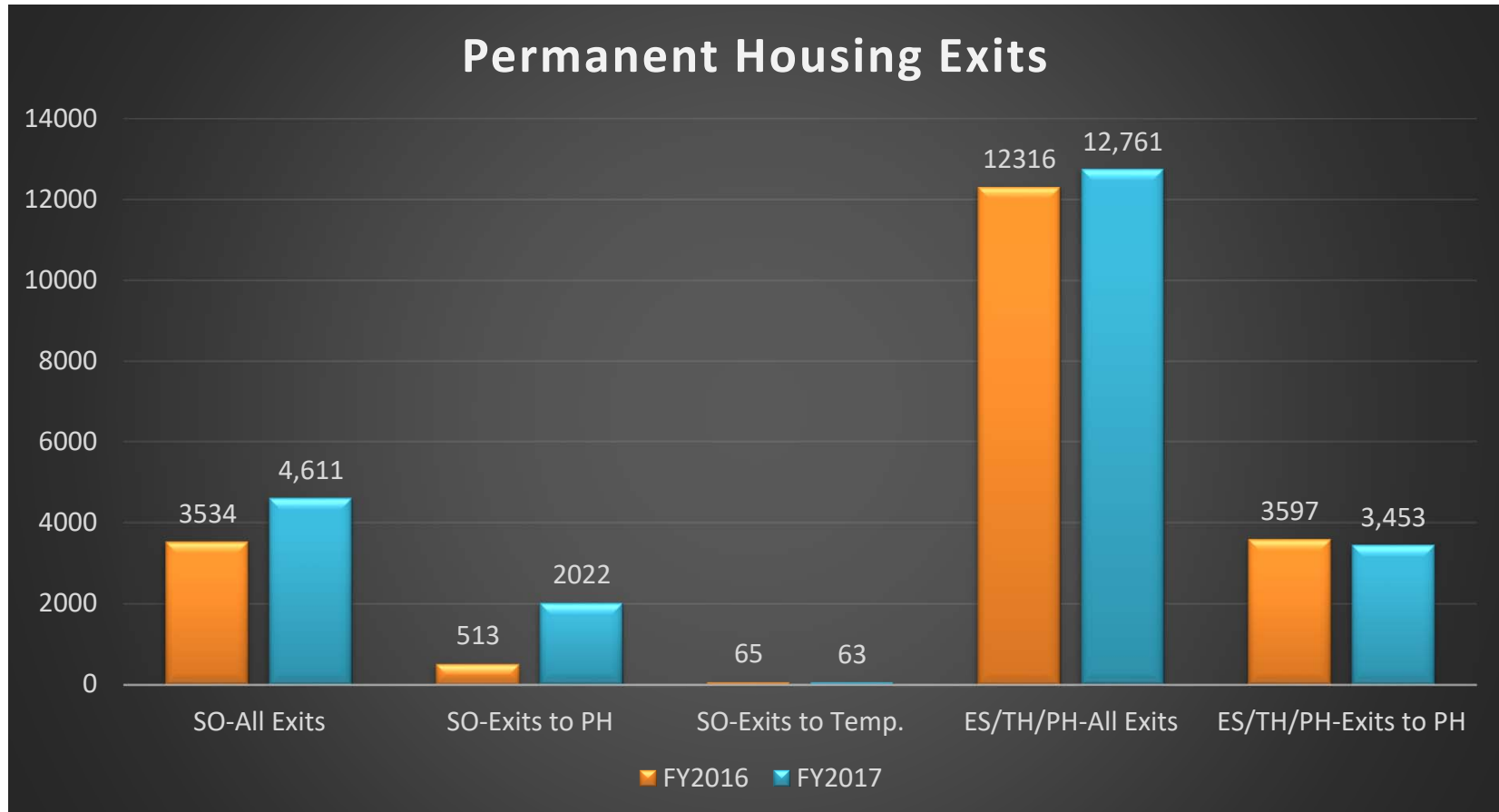
- Campus of Hope
- Houston Center for Independent Living





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System Performance Measures – FY18 NOFA



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% Successful Exits to Permanent Housing

FY2016

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

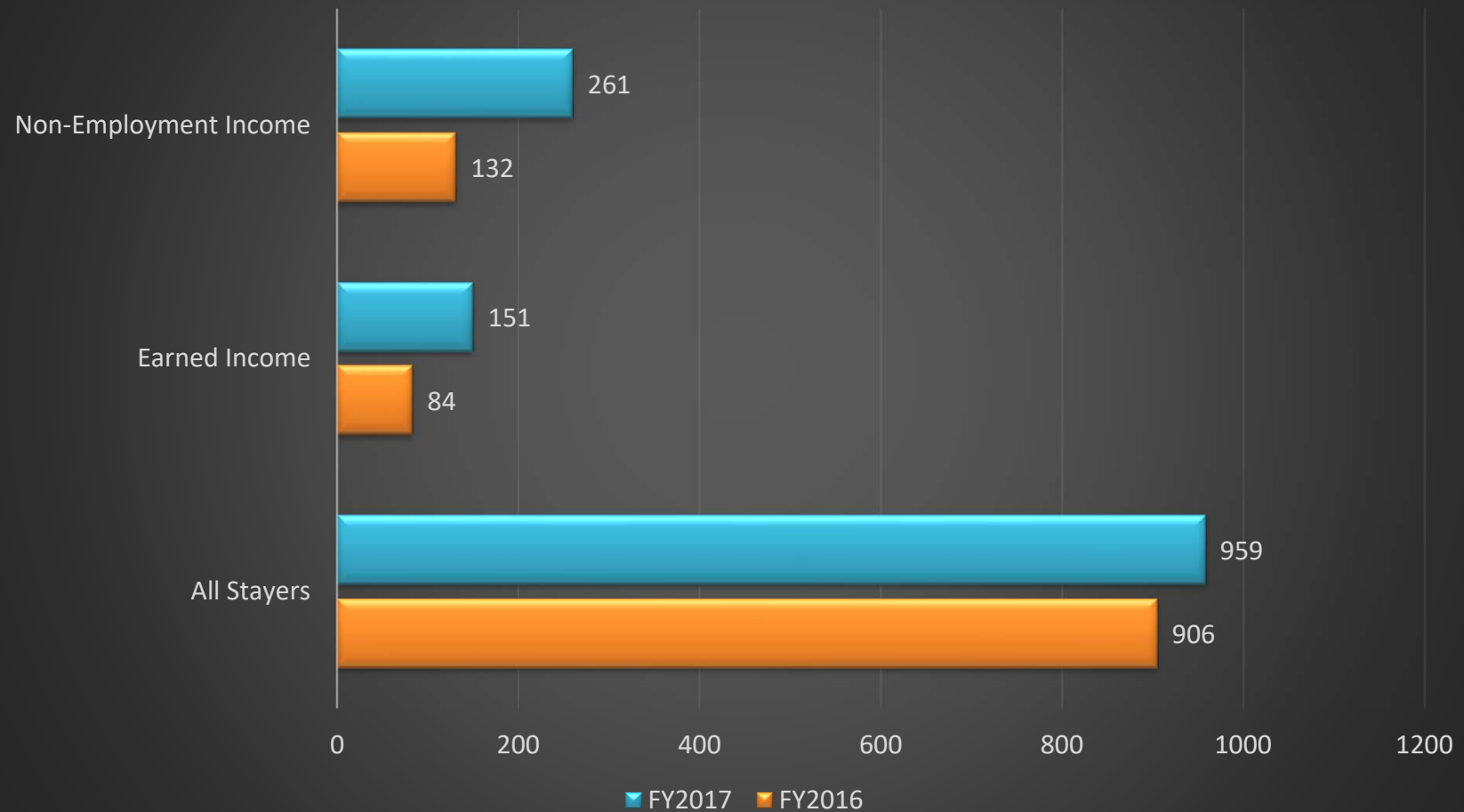
FY2017

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

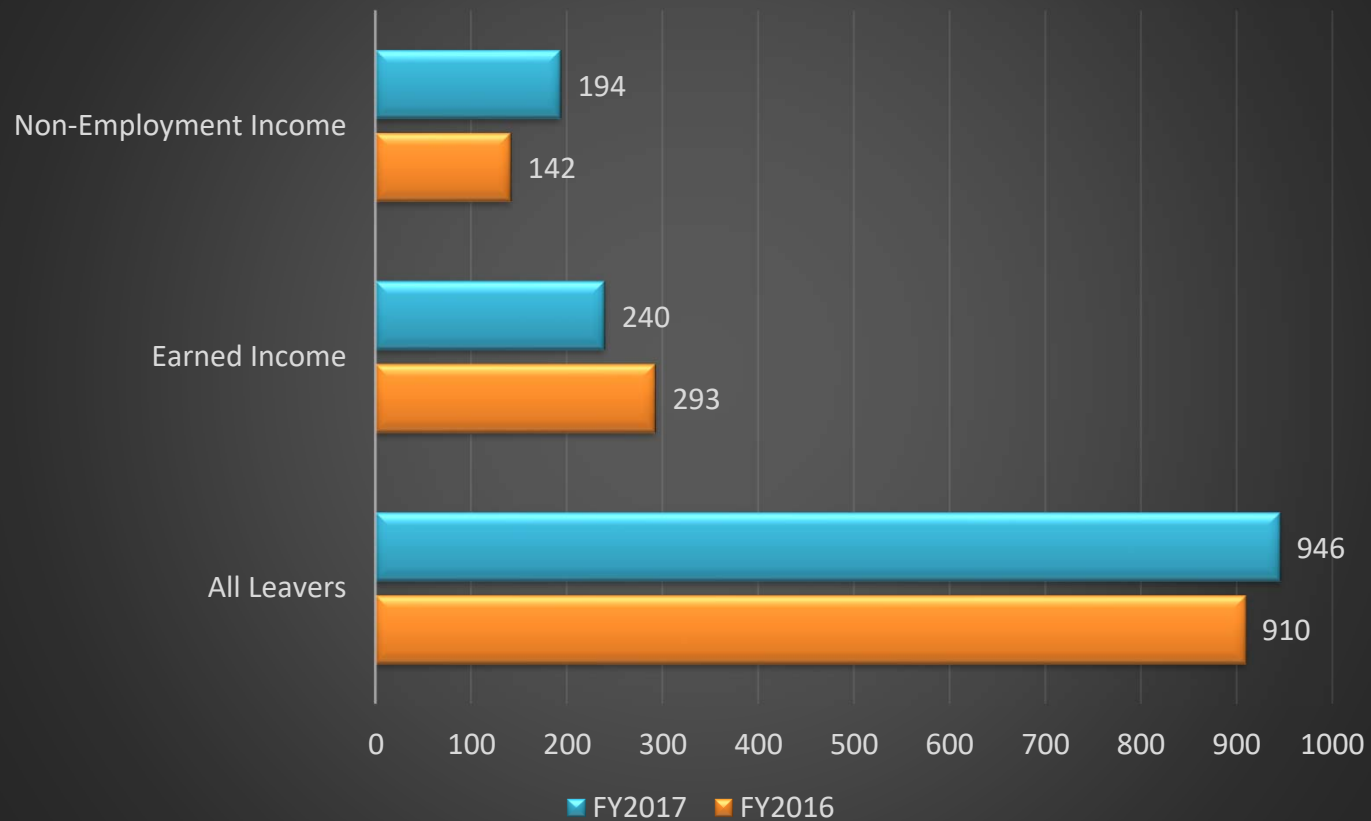
Returns to Homelessness



Change in Income for System Stayers



Change in Income for System Leavers



% Increase in Income

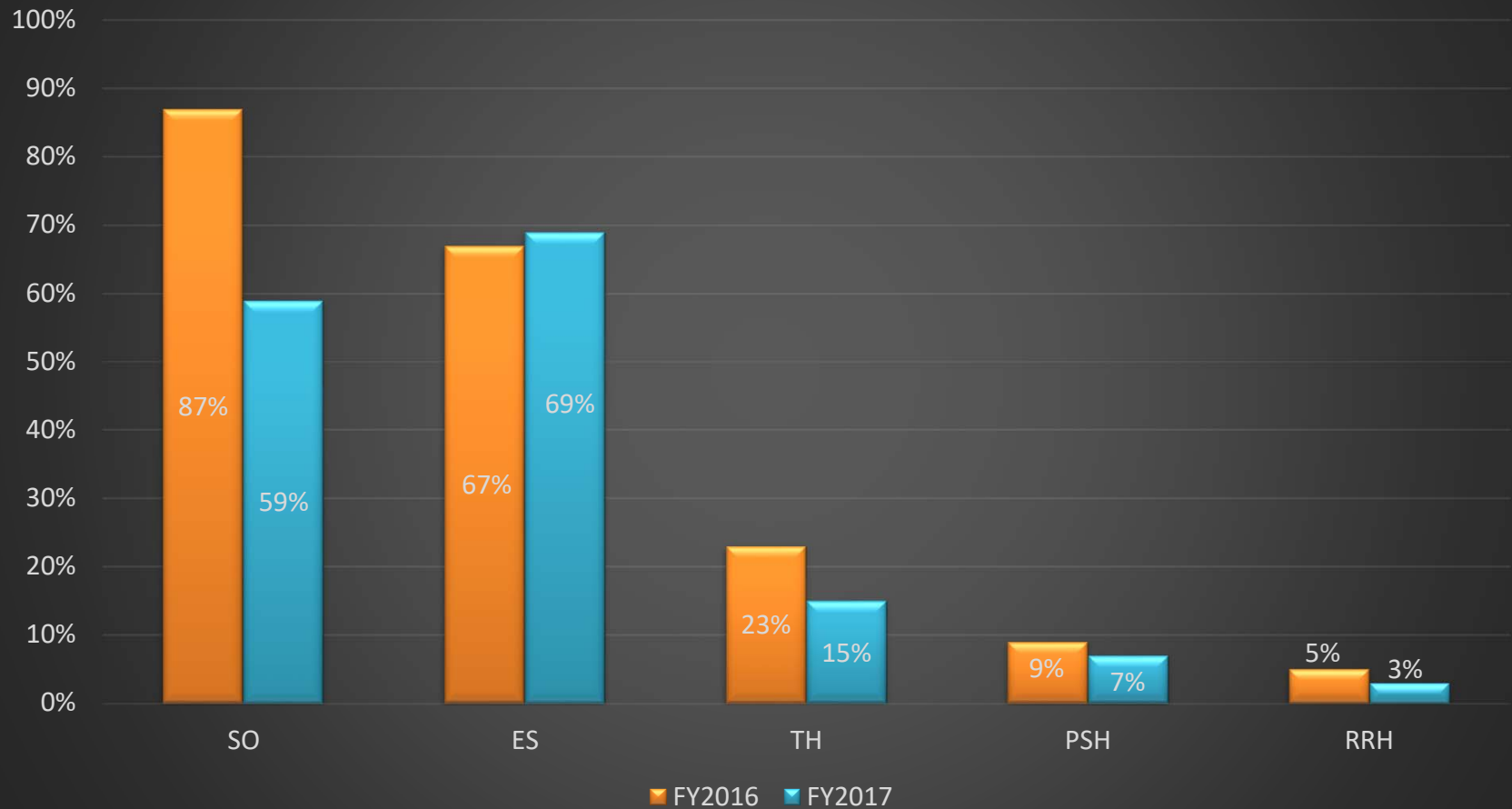
FY2016

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

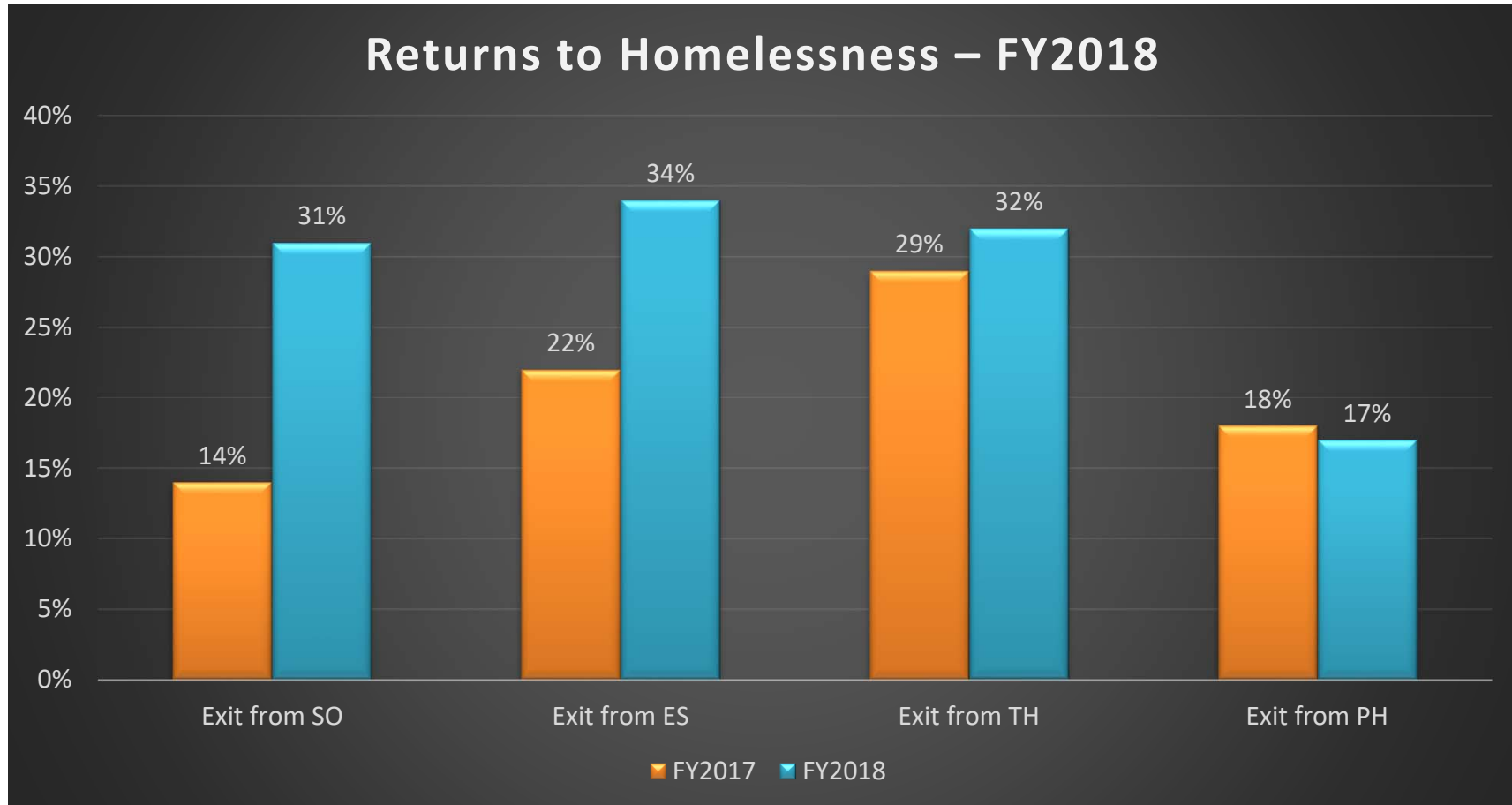
FY2017

- Stayers Earned = 16%
- Stayers Non = 27%
- Leavers Earned = 25%
- Leavers Non = 21%

Data Quality – Destination Error % Rate



Looking Ahead – Progress to Date



Looking Ahead – Progress to Date

Report Criteria:

The criteria utilized to filter the initial universe of data for each measure includes all active emergency, transitional, permanent, street outreach and safe haven programs. Data from other organizations or programs may be utilized for comparison data.

ES: Bay Area Homeless (Shelter, Britton Fuller), Catholic Charities (Villa Guadalupe ES), Covenant House (Crisis Shelter, Emergency Transition), Harmony House (Respite ES), Open Door (Doorway ES), Recenter (Recenter ES), Santa Maria (1185, Shelter), Sarah's House (Shelter), Star of Hope (MDC Shelter, W/P ES), The Mission of Yahweh (Shelter), The Salvation Army (Family Residence, Harbor Light, Red Shield, Sally's House ES, TWC, Conroe Ctr. of Hope, Conroe ES, Sally's House ATV, Harbor Light ATV, Harbor Lights CoC Bridge, Harbor Light Worker Beds), The Women's Home (Shelter), YWCA (Shelter)

SH: US Vets (Low Demand Housing)

SO: Ambassadors for Christ (AFC SOP), Avenue 360 (AVE 360 ARCH TDHCA ESG), Covenant House (CHT HCESG SO), HOPE Haven (HOPE Outreach), Harris Health System (Harris Ctr PATH), Hope Beyond Bridges (Outreach), HPD (Outreach), MCYS (Outreach), SEARCH (DMD, Mobile, PATH, MOP Navigation, SEARCH-ESG HACS), Star of Hope (Outreach), The Harris Center (PATH Outreach), The Salvation Army (Conroe Outreach), Tri County (PATH)

TH: A Caring Safe Place (ACSP Transitional), Ambassadors for Christ (Transitional Living), Angel Reach (Transitional Living), Angela House (Angela House), Brentwood (BCF Project WAITT), Campus of Hope (Shelter), Covenant House (Transitional FYSB), Open Door (Doorway, Transitions), Recenter (Recenter), Santa Maria (VA Jacquelyn, Hope Supportive), Star of Hope (MDC Spiritual Recovery), The Beacon (Brigid's Hope), The Houston Launch Pad (VA GPD), The Mission of Yahweh (Transitional), The Salvation Army (VA GPD Bridge, VA GPD Clinical), The Women's Home (Transitional #2), US Vets (Bridge, Clinical), Wellsprings (Wellsprings Village), Wheeler (Madge Bush)

Measure 2a and 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)

	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Exit was from SO	422	51	12.09%	10	2.37%	17	4.03%	78	18.48%
	201	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	201	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	12	1	8.33%	2	16.67%	0	0.00%	3	25.00%
	12	1	8.33%	2	16.67%	0	0.00%	3	25.00%
	114	38	33.33%	4	3.51%	4	3.51%	46	40.35%
	114	38	33.33%	4	3.51%	4	3.51%	46	40.35%
	35	1	2.86%	1	2.86%	0	0.00%	2	5.71%
	35	1	2.86%	1	2.86%	0	0.00%	2	5.71%
	18	3	16.67%	2	11.11%	4	22.22%	9	50.00%
	9	3	33.33%	0	0.00%	2	22.22%	5	55.56%
	9	0	0.00%	2	22.22%	2	22.22%	4	44.44%
	31	6	19.35%	1	3.23%	8	25.81%	15	48.39%
	31	6	19.35%	1	3.23%	8	25.81%	15	48.39%
	8	1	12.50%	0	0.00%	0	0.00%	1	12.50%
	8	1	12.50%	0	0.00%	0	0.00%	1	12.50%



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
 - Program responsibility to provide/update
 - Clients **MUST** be exited by program/end date
- Program names should match or be as close to funding name as possible

Longitudinal System Analysis (LSA)

formerly AHAR

- Replaces the old AHAR process
- New data reported to HUD
 - Demographics
 - Population groups
 - System use measures
 - Length of time homeless
 - Housing Outcomes
 - Returns to homelessness



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Longitudinal System Analysis (LSA)

formerly AHAR

- Provides a more system level overview
 - Includes RRH
 - Breaks down permanent housing categories
- Better alignment with HMIS Data Standards
- Exported directly from HMIS
- Can affect a CoC's funding competitiveness



Longitudinal System Analysis (LSA)

formerly AHAR

- **Current**
 - Person count
 - Household count
 - Gender
 - Age
 - Ethnicity
 - Race
 - Veteran status
 - Household composition
 - Prior living situation
- **New**
 - Domestic violence status
 - Chronic homelessness status
 - Disability status—deeper dive than before
 - Destination
 - Geography type (rural, urban, suburban)



LSA Preparation

- **DATA QUALITY and DATA ACCURACY!!!**
- Client location
- Entry/exit dates (including Move-In dates)
- Relationship to head of household
- Date of birth
- **Living situation**
- **Length of stay**
- Approximate homeless start date
- # of Times homeless
- # of Months homeless

LSA Preparation

DATA ELEMENT	REPORTS THAT USE IT	BEST PRACTICE #1	BEST PRACTICE #2
DESTINATION	LSA, SPM, APR, PATH, RHY, SSVF	Run HUD Data Quality Report—find and correct missing data	Run Data Validation for APR/CAPER—find and correct inaccurate destinations
LIVING SITUATION (prior living and length of stay)	LSA, SPM, APR, PATH, RHY, SSVF	Run HUD Data Quality Report—find and correct missing data	Run Data Validation for APR/CAPER—find and correct inaccurate living situations
PROJECT START/EXIT	ALL	Run HUD Data Quality Report—find and correct missing data	Run Data Validation for APR/CAPER—find and correct inaccurate leavers/stayers
RELATION TO HEAD OF HOUSEHOLD	LSA, SPM, APR, RHY, SSVF	Run HUD Data Quality Report—find and correct missing data	Run HUD Data Quality Report—find and correct inaccurate household counts
DATE OF BIRTH	ALL	Run HUD Data Quality Report—find and correct missing data	Run HUD Data Quality Report—find and correct inaccurate data



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Race & Ethnicity in our CoC

General Population in the three counties:

All Topics ▼	Fort Bend County, Texas	Montgomery County, Texas	Harris County, Texas
Population estimates, July 1, 2017, (V2017)	764,828	570,934	4,652,980
Race and Hispanic Origin			
White alone, percent (a)	55.7%	88.6%	69.8%
Black or African American alone, percent (a)	21.1%	5.3%	19.7%
American Indian and Alaska Native alone, percent (a)	0.6%	1.0%	1.1%
Asian alone, percent (a)	20.4%	3.1%	7.3%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.1%	0.1%	0.1%
Two or More Races, percent	2.2%	1.9%	1.9%
Hispanic or Latino, percent (b)	24.5%	24.1%	43.0%
White alone, not Hispanic or Latino, percent	33.2%	66.2%	29.7%

Source: U.S. Census

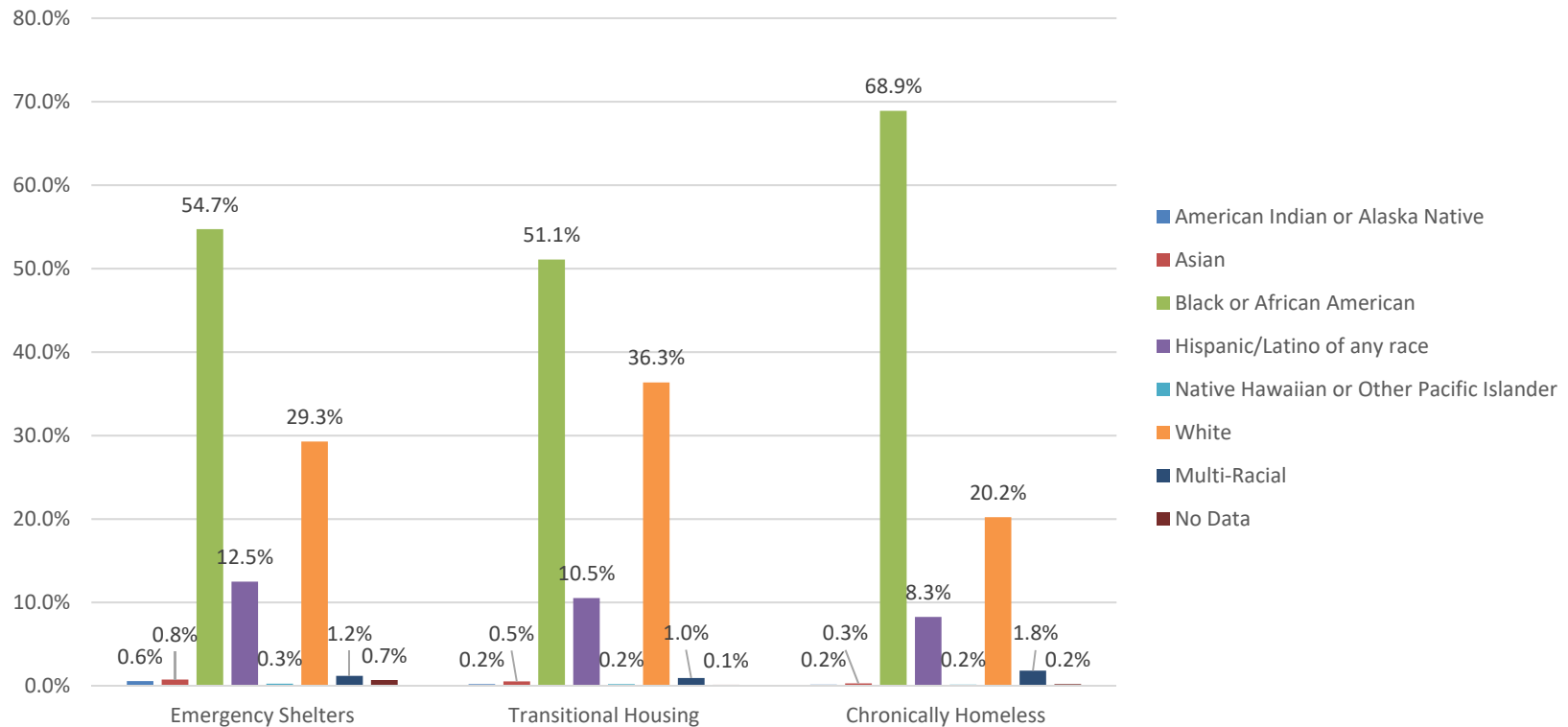


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Race & Ethnicity in our CoC

ES, TH, and Chronically Homeless:

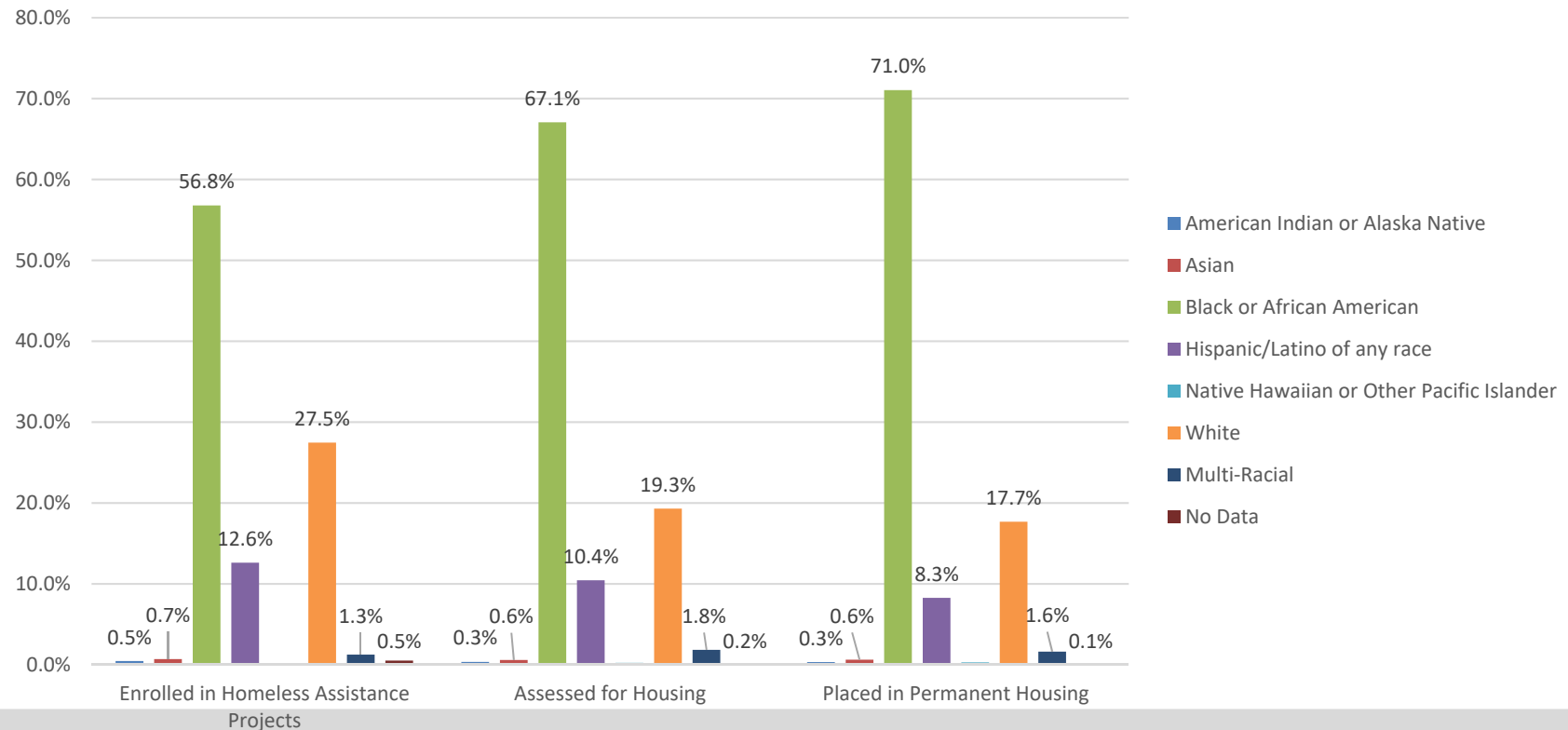
Head of Household Race & Ethnicity, July 2017-June 2018



Race & Ethnicity in our CoC

All Homeless, CA Assessed, and Placed in Perm. Housing:

Head of Household Race & Ethnicity, July 2017-June 2018



Duplicates

- What message was posted in ClientTrack on August 29th at 1:49 PM?
- One of these things is just like the other:
 - Rob Low III; Rob Low 3; Rob Low 3rd
 - Lisa Marie Presley; Lisa-Marie Presley; Lisa M. Presley
 - Merry Chris, 111-11-1111, DOB: 3/14/1985
 - ❖ Merry Kris, 111-11-11111, DOB: 3/14/1985
 - William Jackson, 111-11-11111, DOB: 9/14/1980
 - ❖ Billy Jackson, 111-11-1111, DOB: 9/14/1980

Duplicates

- **SEARCH BEFORE CREATING**
 - First and last name
 - Partial first and last name (i.e. Rya Cl, R Cla, etc.)
 - Social security number
- 11111111, 77777777, etc.----NOT CORRECT SSN
- When merging, original client ID is kept
- If this continues, we may have to take further action such as deactivation of your HMIS account as well as requiring that you attend a refresher training

PSH to PSH 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)



PSH to PSH 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)



PSH to PSH 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



Housing Move-In Date

- For RRH projects only, a Housing Move-in Date must be entered regardless of whether or not the RRH project is providing the rental assistance for the unit. For example, if an RRH project provides supportive services, but is not providing the rental assistance for the unit, a Housing Move-in Date must still be entered to differentiate RRH clients in housing from those still experiencing homelessness.
- For any other project types that are typed as 'Permanent Housing' in the HMIS, clients who are receiving pre-housing placement services but are ultimately housed by another project or subsidy source should be exited from the PH project to the appropriate permanent Destination. If the client exits the permanent housing project for a different housing opportunity without physically moving into a housing unit associated with the project, do not enter a housing move-in date, simply exit the client and record the exit destination.

Who is Homeless?



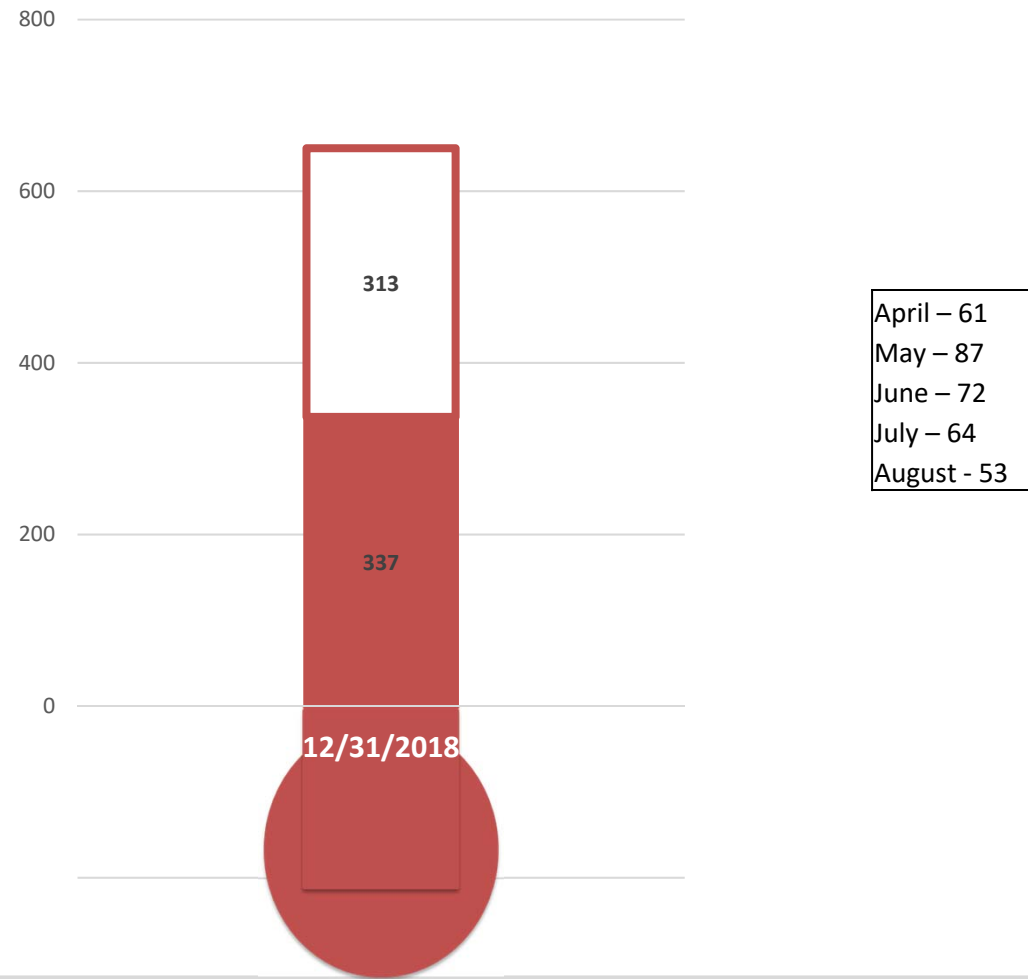
Housing Move-In Date (2nd time)





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Navigation Workgroup Update



Encampment Initiative

Wheeler

- Intersection of Wheeler Avenue & Caroline Street, underneath Hwy 59
- 73 residents identified on 3/23/18

Chartres

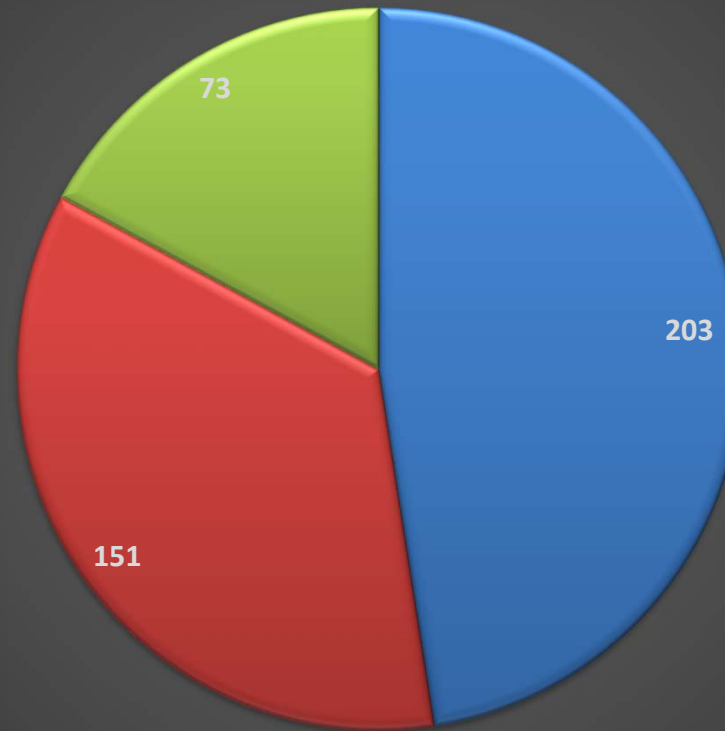
- Intersection of Chartres St & Congress Ave, extending underneath 59 along Chartres to Runnels St
- ~140 residents identified on 3/26/18, with the highest being 203; population greatly fluctuates in this area

Pierce

- Pierce St under both sides of Hwy 45; from Main St & south to Hutchins St
- ~69 residents identified on 5/10/18, with the highest being 151

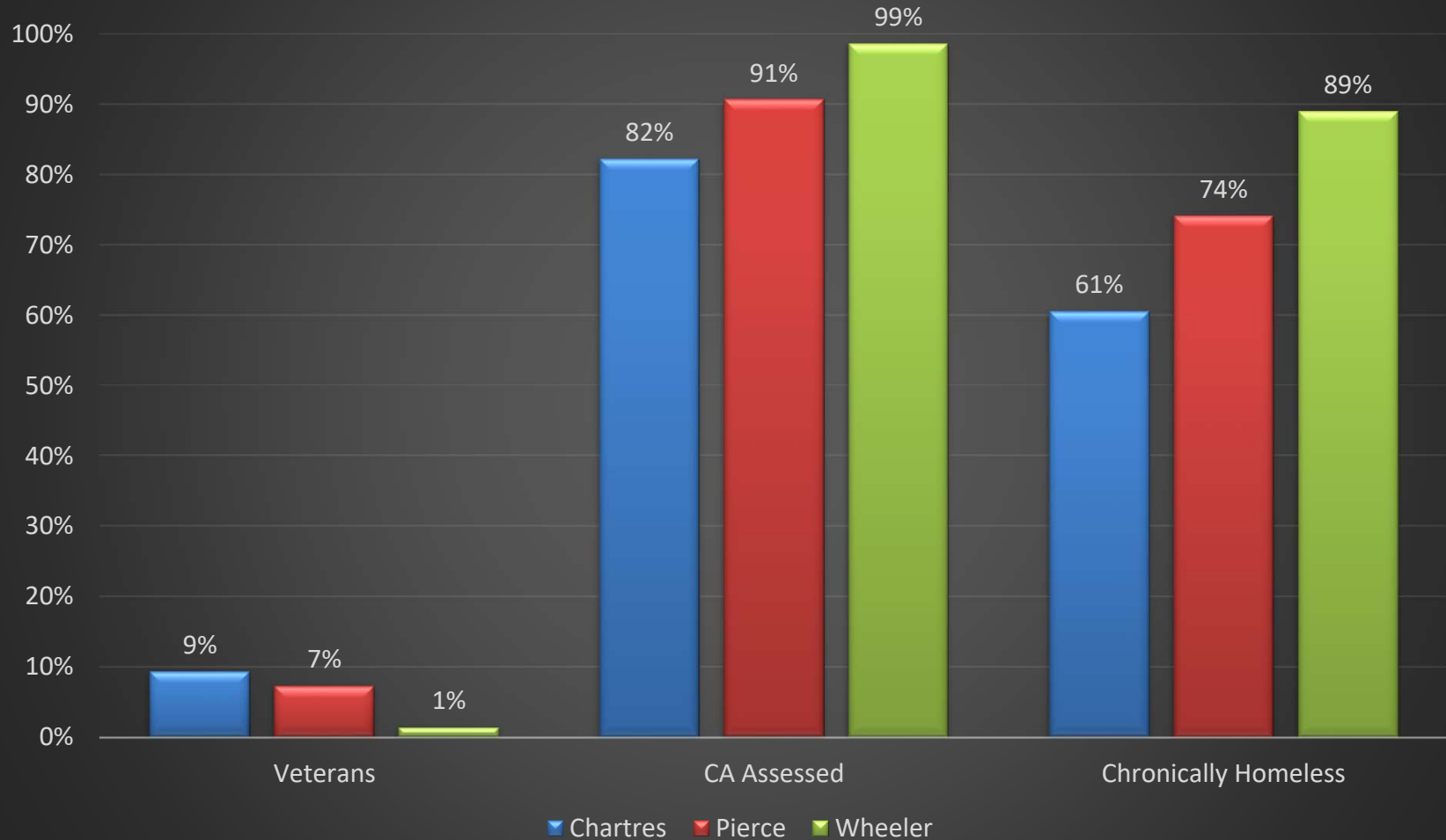


Encampment Counts



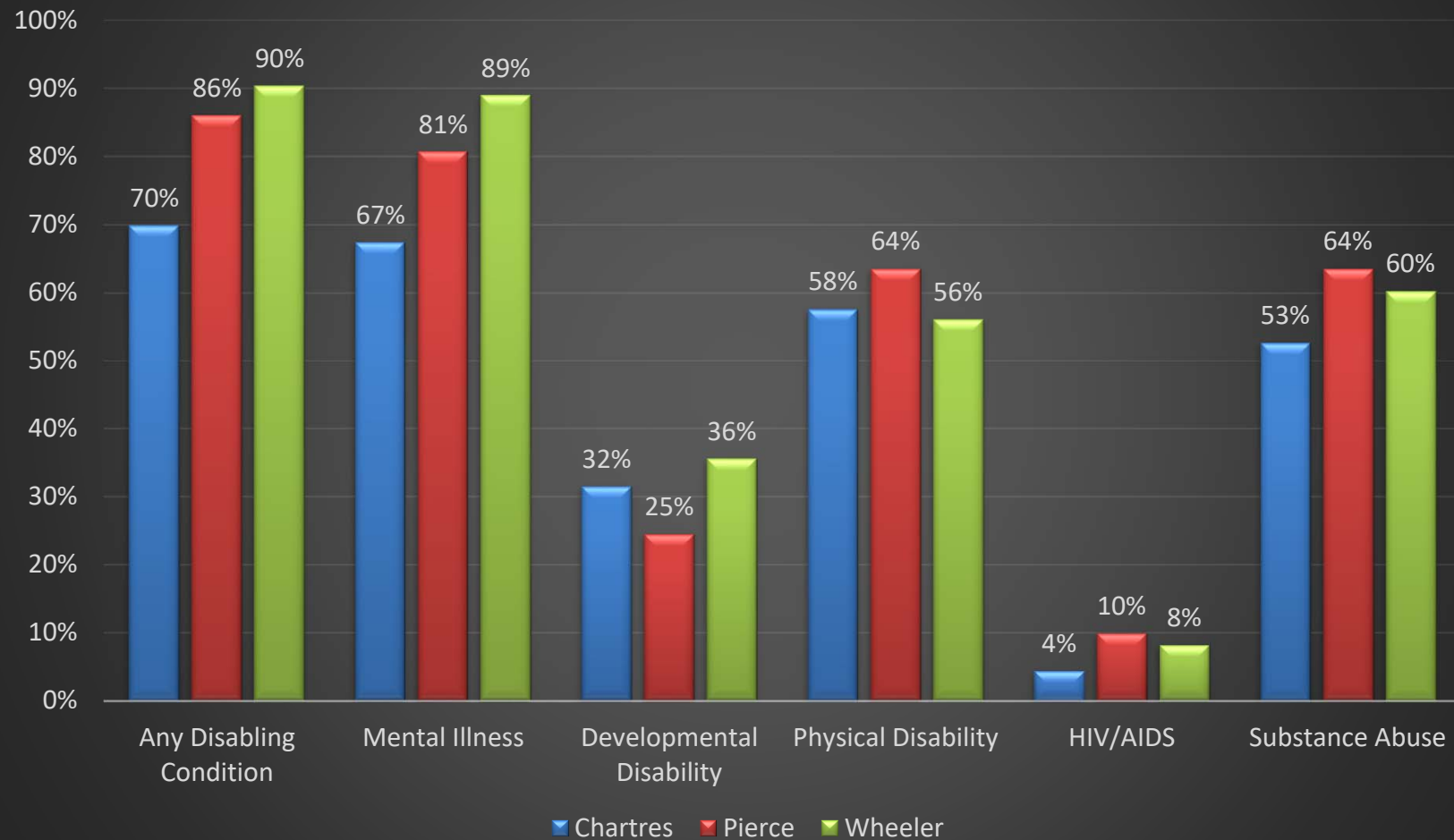
■ Chartres ■ Pierce ■ Wheeler

Encampment Populations

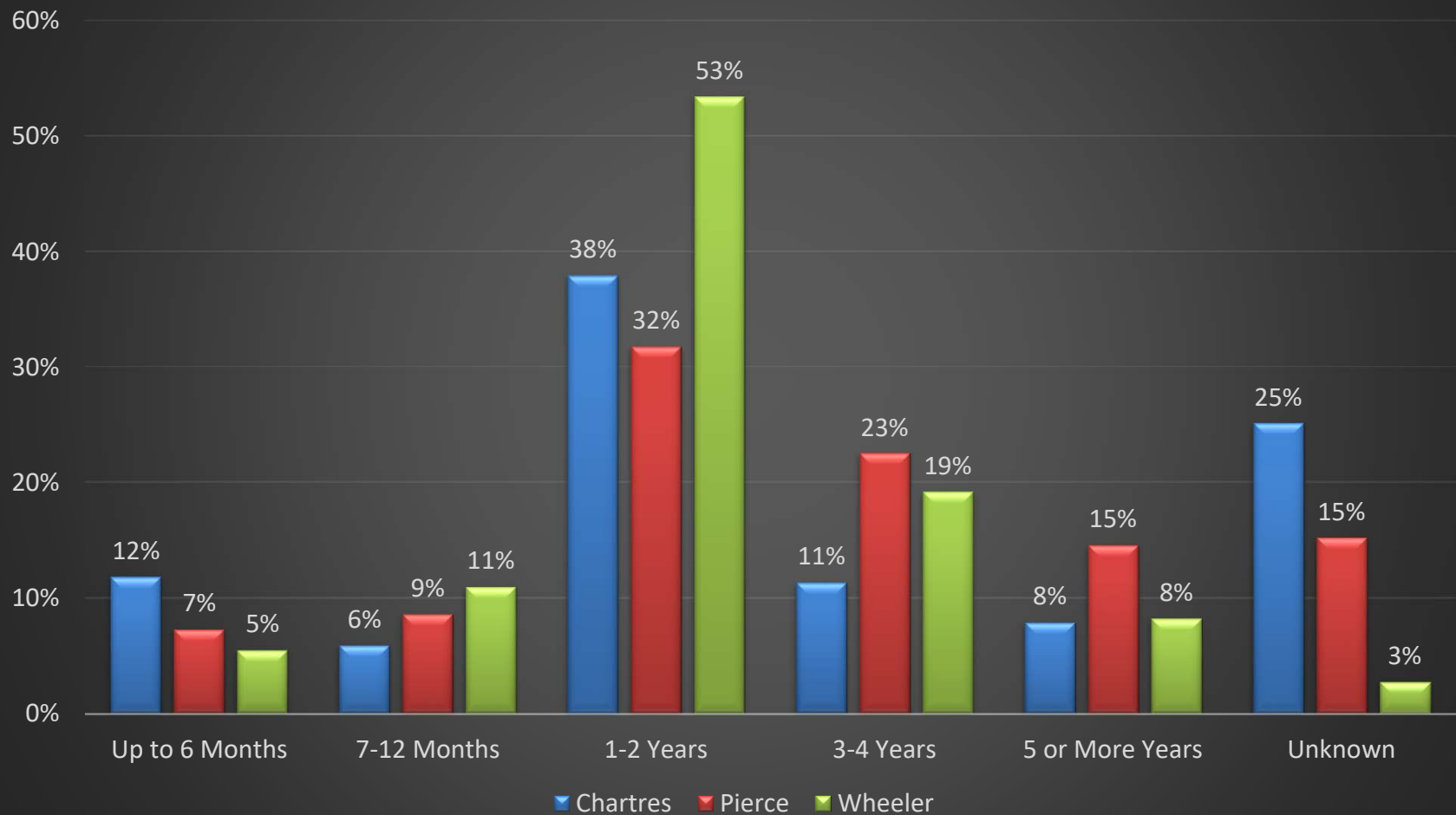


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Disabling Conditions

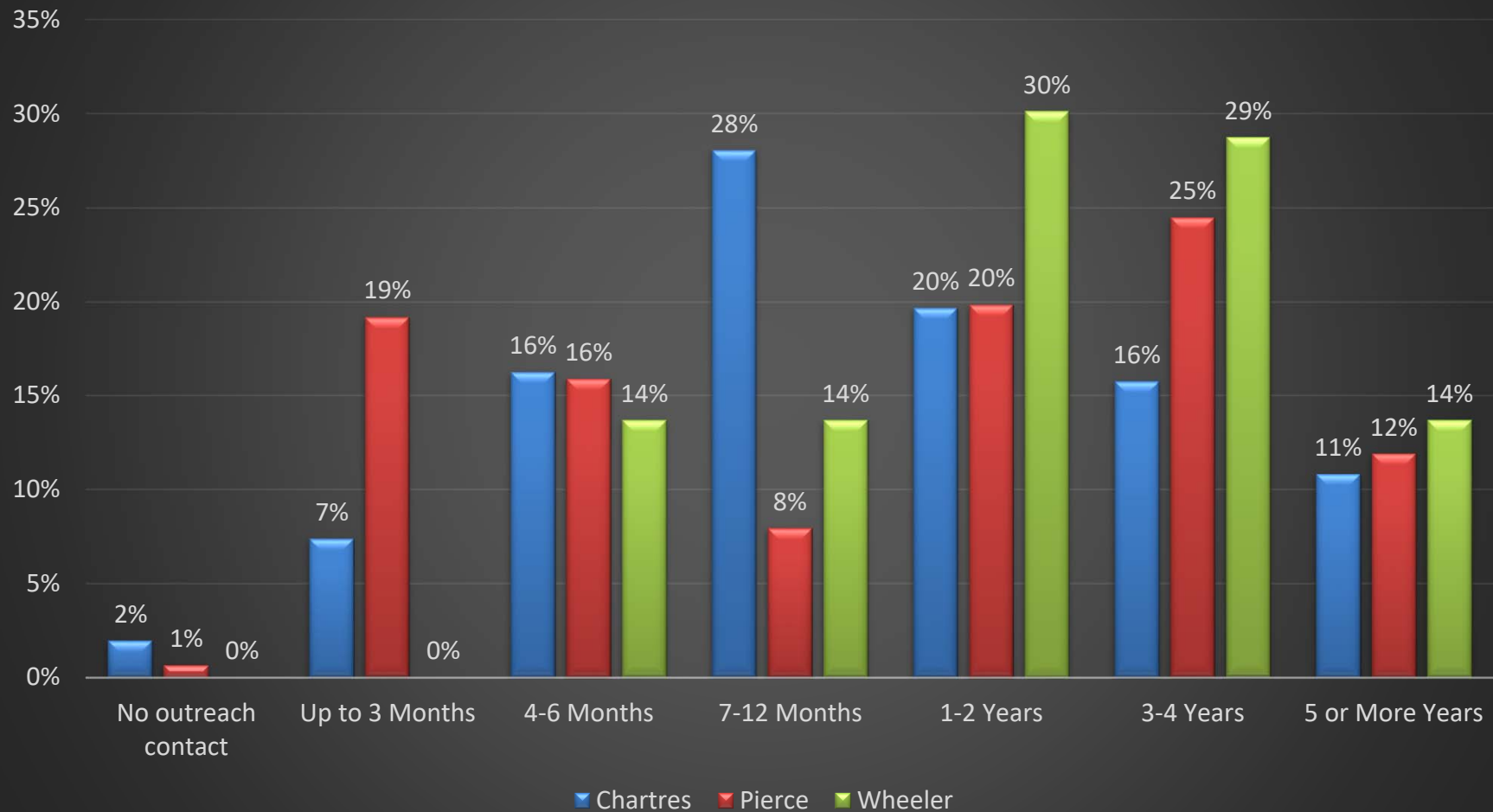


Length of Homelessness

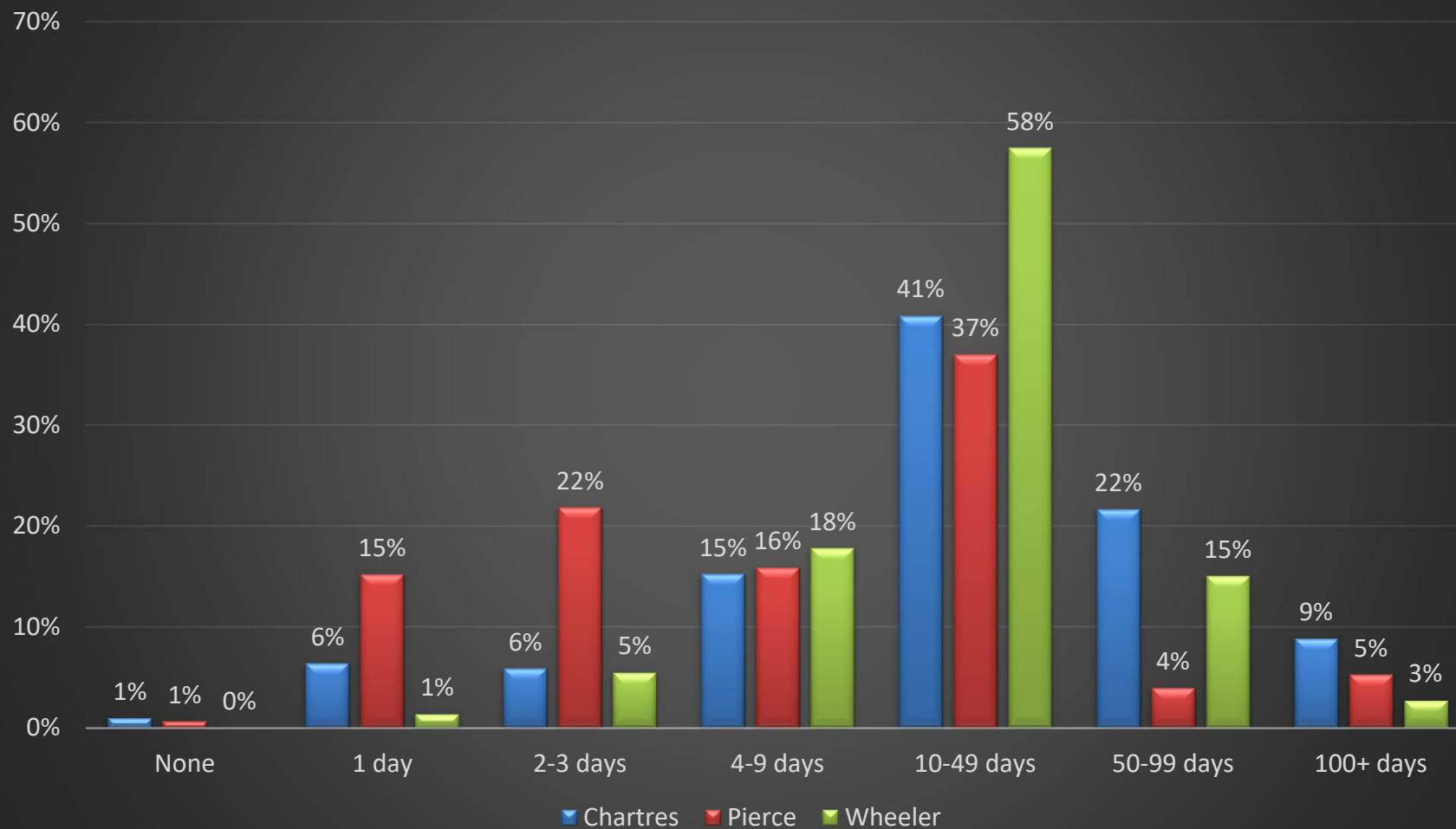


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Time since First Outreach Contact

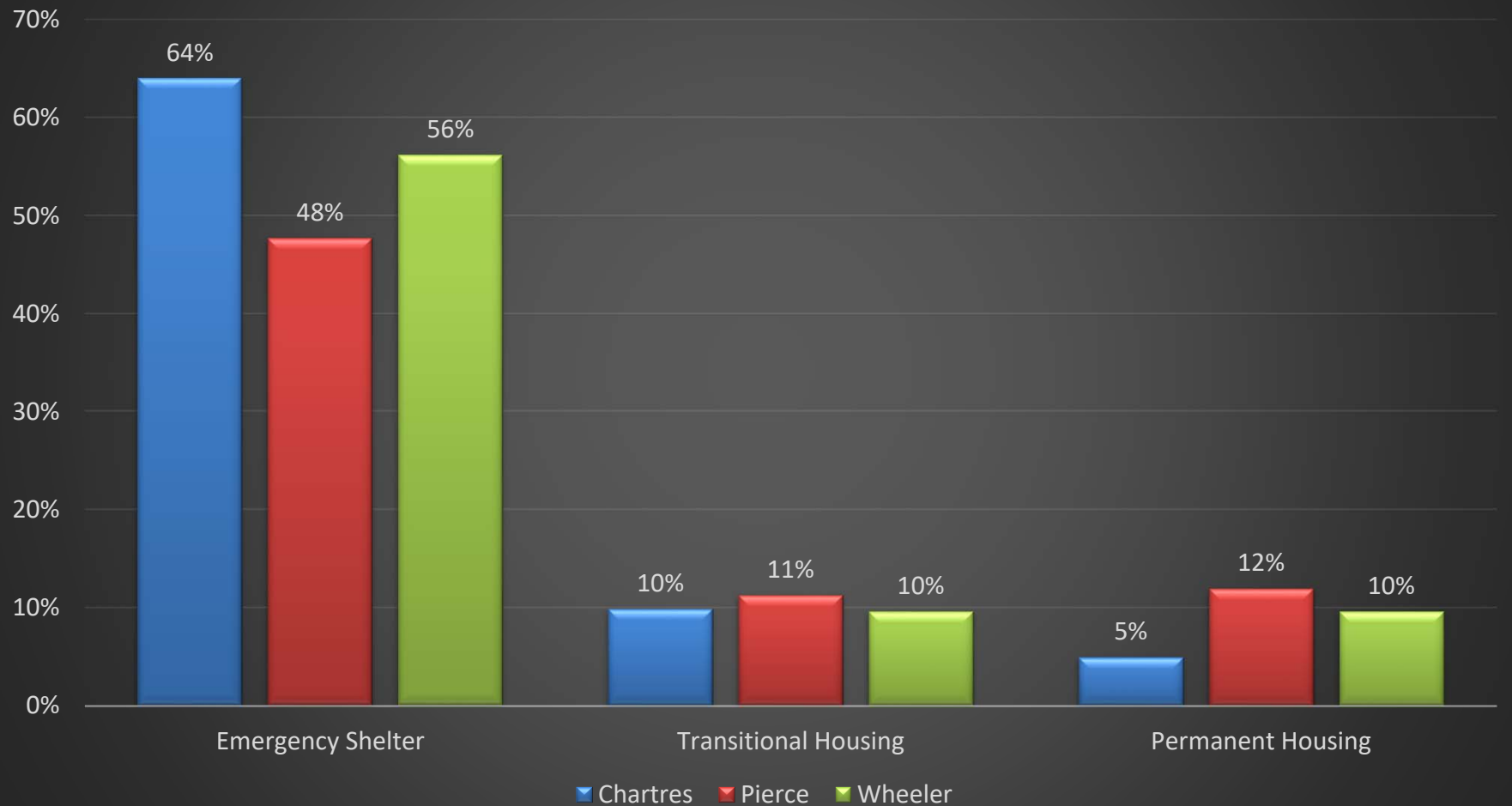


Times Served in the Past 12 Months

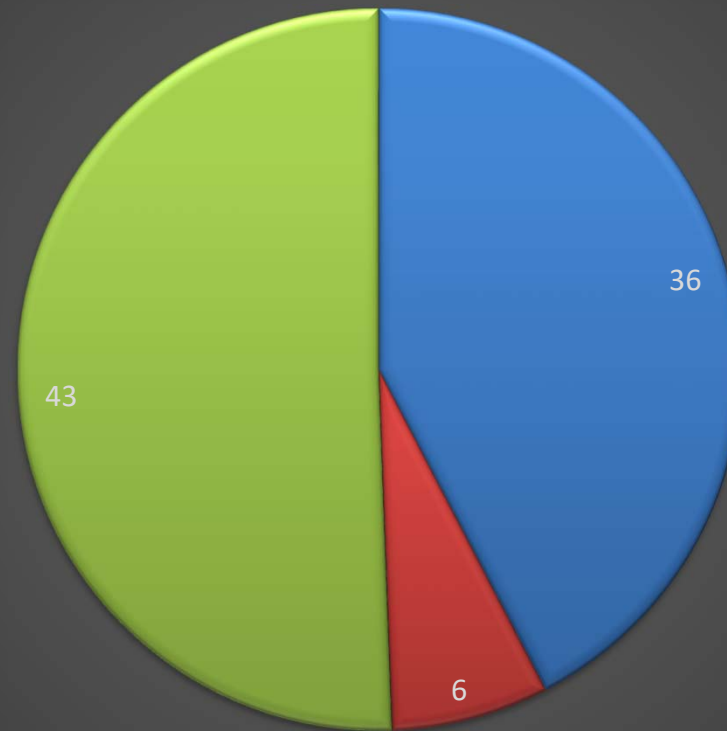


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Sheltered Before 1/1/2018

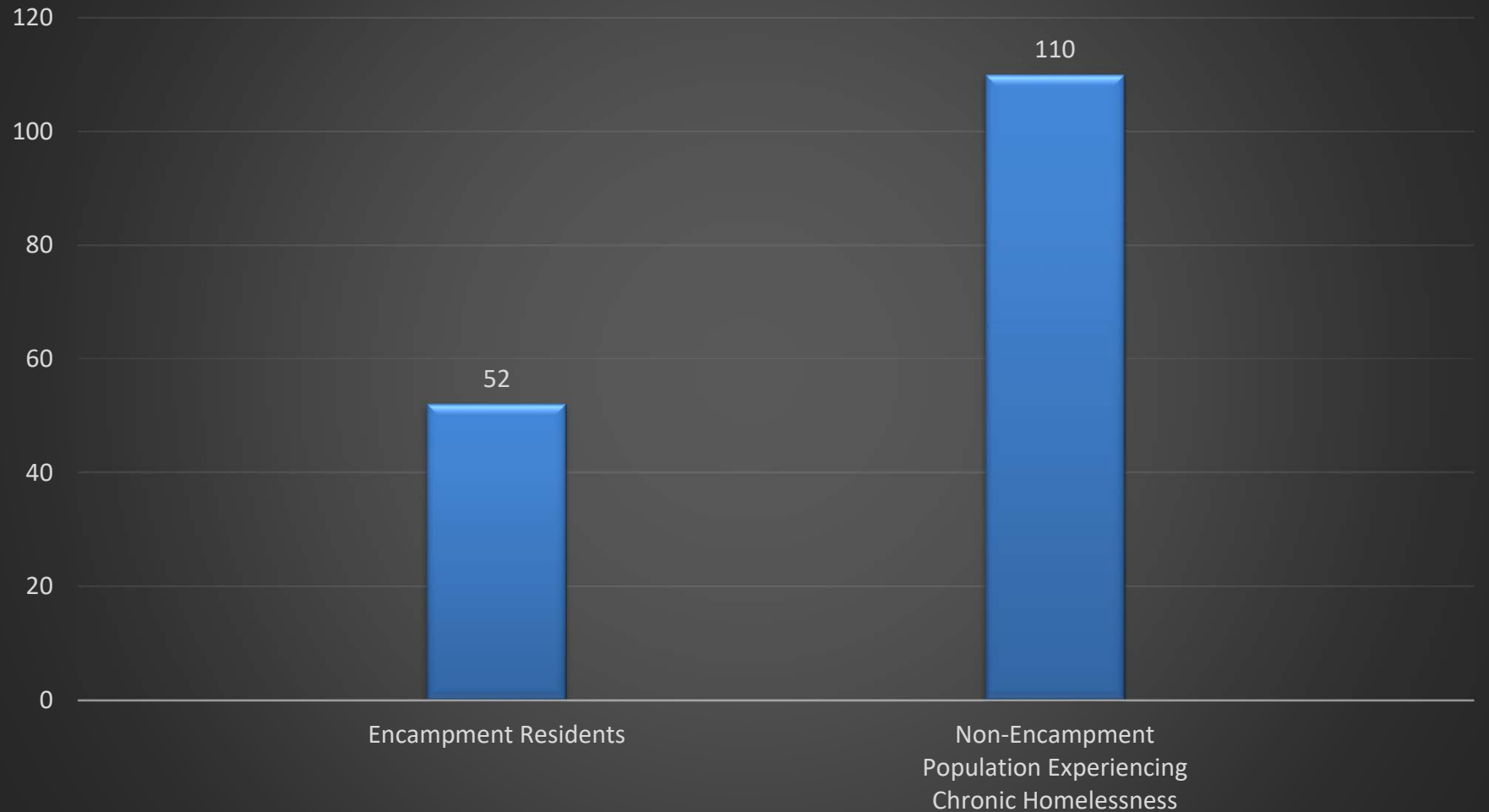


PH Placements since 1/1/18



■ Chartres ■ Pierce ■ Wheeler

Avg Number of Days from Referral to Move-In



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Barriers to Engagement/Housing

- Substance Use
- Frequent Incarceration
- Unable to Locate
 - This is the primary reason why some Wheeler Residents remain in Navigation
 - Moving from one encampment to another
- Criminal Record
 - Difficult finding a willing landlord
- Inconsistent Cooperation



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 – Thursday
 - Send an email to hmis@homelesshouston.org
- Everyone has a user name and password



HMIS Trainings

- Register for training online.
 - <http://www.homelesshouston.org/hmis/user-training/>
- Bring COMPLETED User Agreement with you.
 - <http://www.homelesshouston.org/hmis/>
- You will be turned away from training if:
 - You do not bring your User Agreement
 - Your program is not set up HMIS



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System Dashboards

- [System Dashboards](#)



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Thank You!!

The Coalition for the Homeless leads in the development, advocacy, and coordination of community strategies to prevent and end homelessness.

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris, Ft. Bend, & Montgomery Counties. For more information visit www.thewayhomehouston.org

