HMIS Forum
2nd Quarter 2019

United Way of Greater Houston

June 20, 2019

2:00 – 4:00 p.m.

Your HMIS Team

- Ana Rausch – Senior Research Project Manager

- Erol Fetahagic – System Analyst

- Kelita Beechum – Data Analyst

- Ryan R. Clay – Data Analyst

- Karen Flores – Program Analyst

- Yvette Fuentes – Program Analyst

- Lindsey Grubbs – Program Analyst

- Scot More – Program Analyst

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Agenda

- Welcome & Introductions

- HUD Data Standards

- 2019 PIT Results

- HUD System Performance Measures

- Data Integrity

  - Reporting & Grants

  - Non-Chronics in PSH

  - PSH Move-In Date

- Chronics Updates

- HMIS Site Visits

- Dashboards

- Q&A

Welcome to our newest
HMIS Participating Agencies

The More You Know

If you accidently enroll someone in the incorrect project, and you are still on the enrollment screen what should you do?

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HMIS Data Standards Purpose

- HMIS Universal Data Elements
  - ➢ Required of all HMIS participating projects regardless of funding
  - ➢ Basis for producing unduplicated estimates of the number of people experiencing homelessness
  - ➢ Are the foundation on which the Longitudinal System Analysis (LSA) is developed. This in turns informs the AHAR, which is a critical resource for informing Congress, USICH other Federal Partners on the nature of homelessness in the United States. Policies on homelessness are created and informed with this information.

➢ Universal Identifier Elements are required to be collected once per client

➢ Universal Project Stay Elements are required to be collected at least once per project stay

HMIS Data Standards

- Universal Identifier Elements (Only One per Client Record)
  - Name   Ethnicity
  - Social Security Number   Gender
  - Date of Birth   Veteran Status
  - Race

- Universal Project Stay Elements
  - Disabling Condition   Project Start Date
  - Destination   Project End Date
  - Client Location   Housing Move in Date
  - Relationship to Head of Household Prior Living Situation

** See handout for other program data elements

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HMIS Data Standards Resources

- FY2020 HMIS Data Standards
  https://www.hudexchange.info/resource/3824/hmis-data-dictionary/

- HMIS Federal Partner Program Manuals
  - PATH https://www.hudexchange.info/resource/4446/path-program-hmis-manual/
  - HOPWA https://www.hudexchange.info/resource/4449/hopwa-program-hmis-manual/
  - HUD VASH https://www.hudexchange.info/resource/5613/hud-vash-program-hmis-manual/
  - RHY https://www.hudexchange.info/resource/4448/rhy-program-hmis-manual/
  - VA https://www.hudexchange.info/resource/4450/va-programs-hmis-manual/

FY 2020 HMIS Data Standards

Universal & Common Data Elements

DS #	Data Element	Changes & Special Considerations
3.12	Destination	Updated list of response options
3.917	Prior Living Situation	Updated list of response options; Identify any clients with "Interim Housing" response and update to the appropriate living situation as of project start
4.11	Domestic Violence	PATH & SSVF will now require data collection
4.12	Current Living Situation	Formerly "Contact"; Updated list of response options
4.19	CE Assessment	New element (Coordinated Access only)
4.20	CE Event	New element (Coordinated Access only)

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FY 2020 HMIS Data Standards

Funder Specific Data Elements

DS #	Data Element	Changes & Special Considerations
P1	Services Provided - PATH Funded	Instructions will clarify that a service record must be created at each delivery
P3	PATH Status	Add new response category "Unable to locate client"
R3	Sexual Orientation	RHY & HUD YHDP only; added option of "Other"
V2	Services Provided - SSVF	Add new response options: "Rapid Resolution", "Returning Home", and "Extended Shallow Subsidy"
V3	Financial Assistance Provided - SSVF	Add new response option: "Extended Shallow Subsidy – Rental Assistance"
V8	HUD-VASH Voucher Tracking	Updated collection point to "Occurrence (as provided)"

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2019 PIT Count

- Where:
  - ➤ All of Houston, Harris, Fort Bend, & Montgomery Counties
- When:
  - ➤ Official sheltered count (night of the count) for HUD January 21, 2019
  - ➤ Unsheltered Count – January 22nd, 23rd, & 24th
- How:
  - ➤ Assign map area
  - ➤ Drive
  - ➤ Walk areas with likelihood of find homeless persons
  - ➤ Survey with mobile app, Counting Us

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Why do we count?

- Report an accurate number of homeless persons in the Houston, Harris, Fort Bend, & Montgomery counties
- These numbers are reported to the U.S. Department of Housing and Urban Development in order to:
  - Determine progress/success (are the numbers decreasing?)
  - Determine the amount of federal, state, & local funding that will come into our community
  - Determine sub-populations among the homeless (i.e. youth, veterans, domestic violence, etc.)
  - Identify areas with a dense homeless presence (encampments, etc.)
  - Improve services & housing
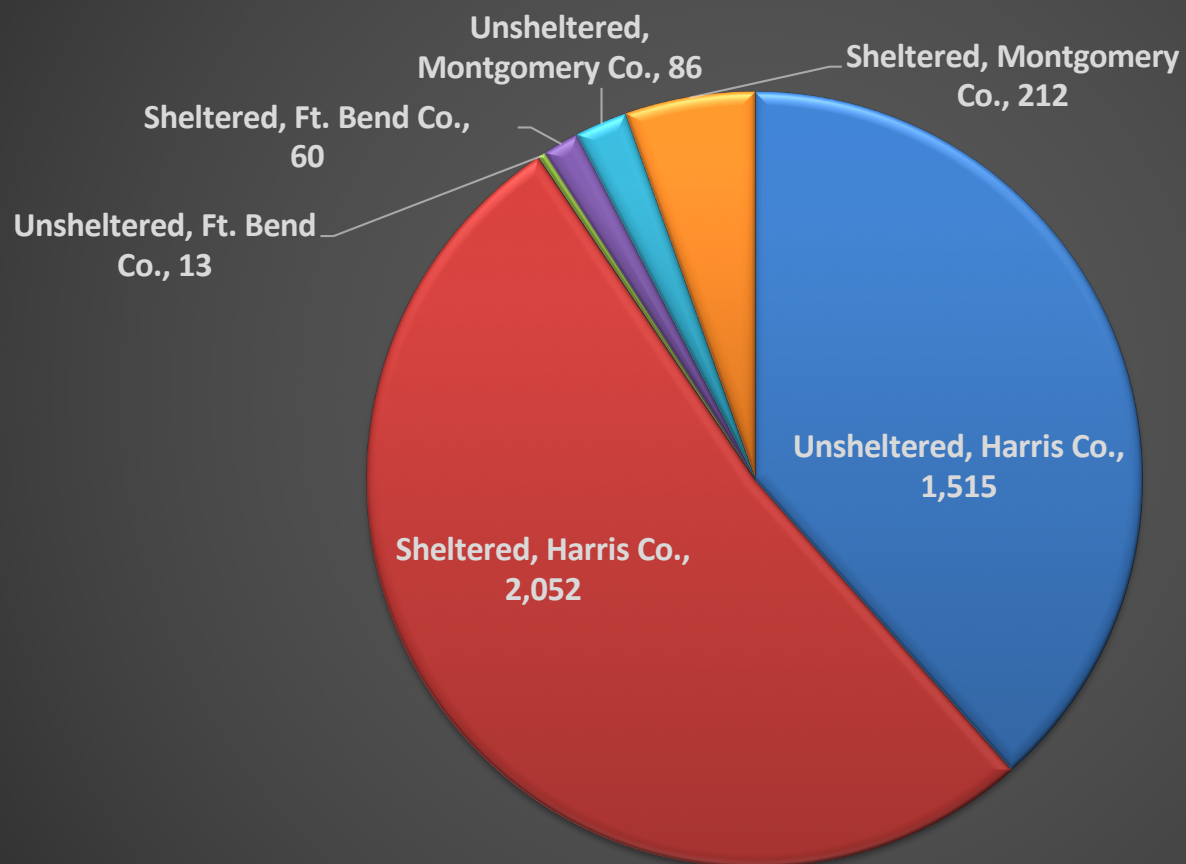 - Determine what additional services are needed

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Results - 2019

- 3,938 persons experiencing homeless were counted
  - ➤ 1,614 (41%) staying place not meant for human habitation
  - ➤ 2,324 (59%) staying in emergency shelters, transitional housing, or safe haven that evening.

- 2019 PIT count represents:
  - ➤ 5% decrease compared to 2018
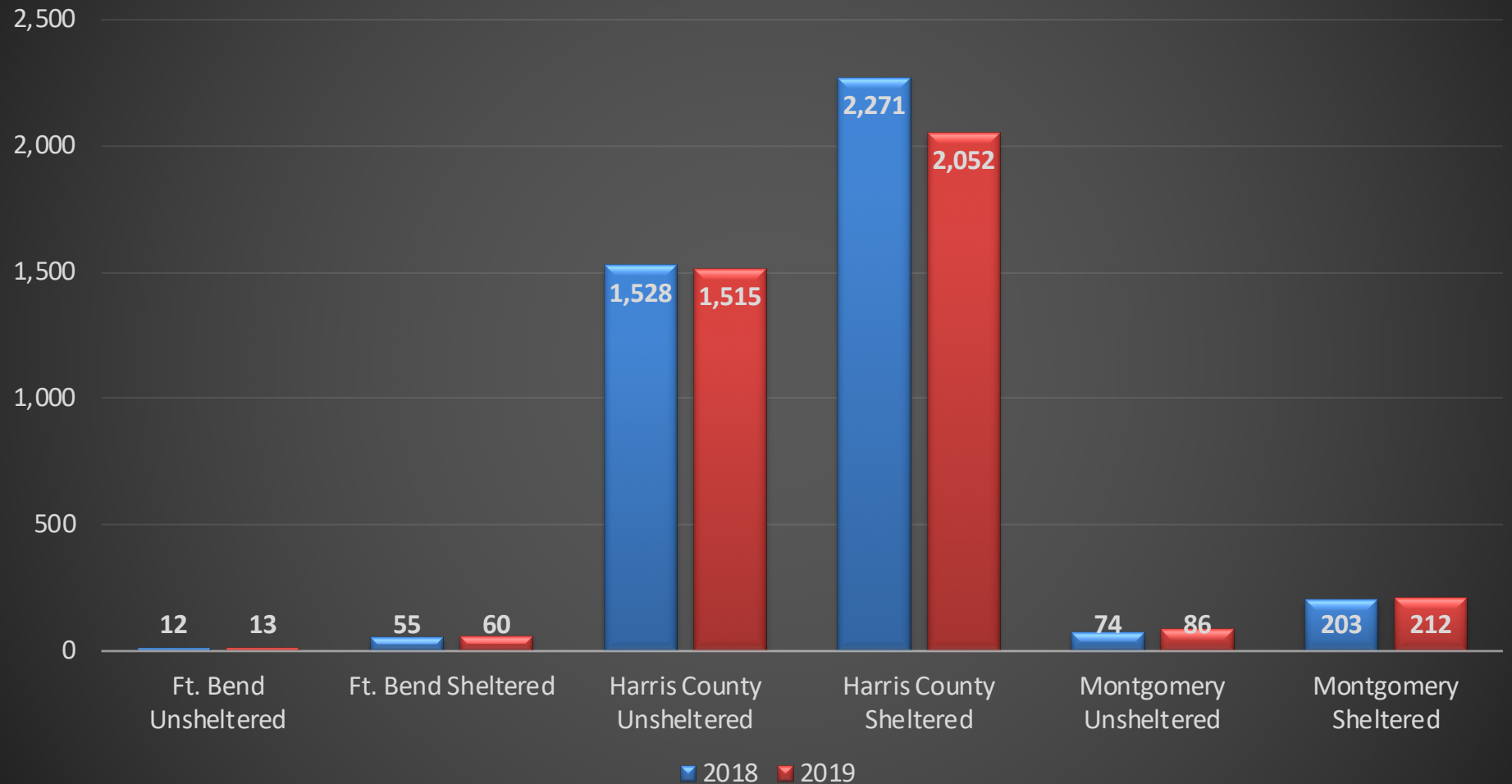 - ➤ 54% decrease since 2011

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Characteristics - 2019

➢ Zero unsheltered families

➢ Zero unsheltered minors

➢ 1 in 4 classified as chronically homeless

➢ 1 in 3 had mental health issues

➢ 1 in 3 had substance abuse problems

➢ 1 in 7 had experienced domestic violence

➢ 1 in 9 was a Veteran

➢ 2 in 5 unsheltered were homeless for the 1st time
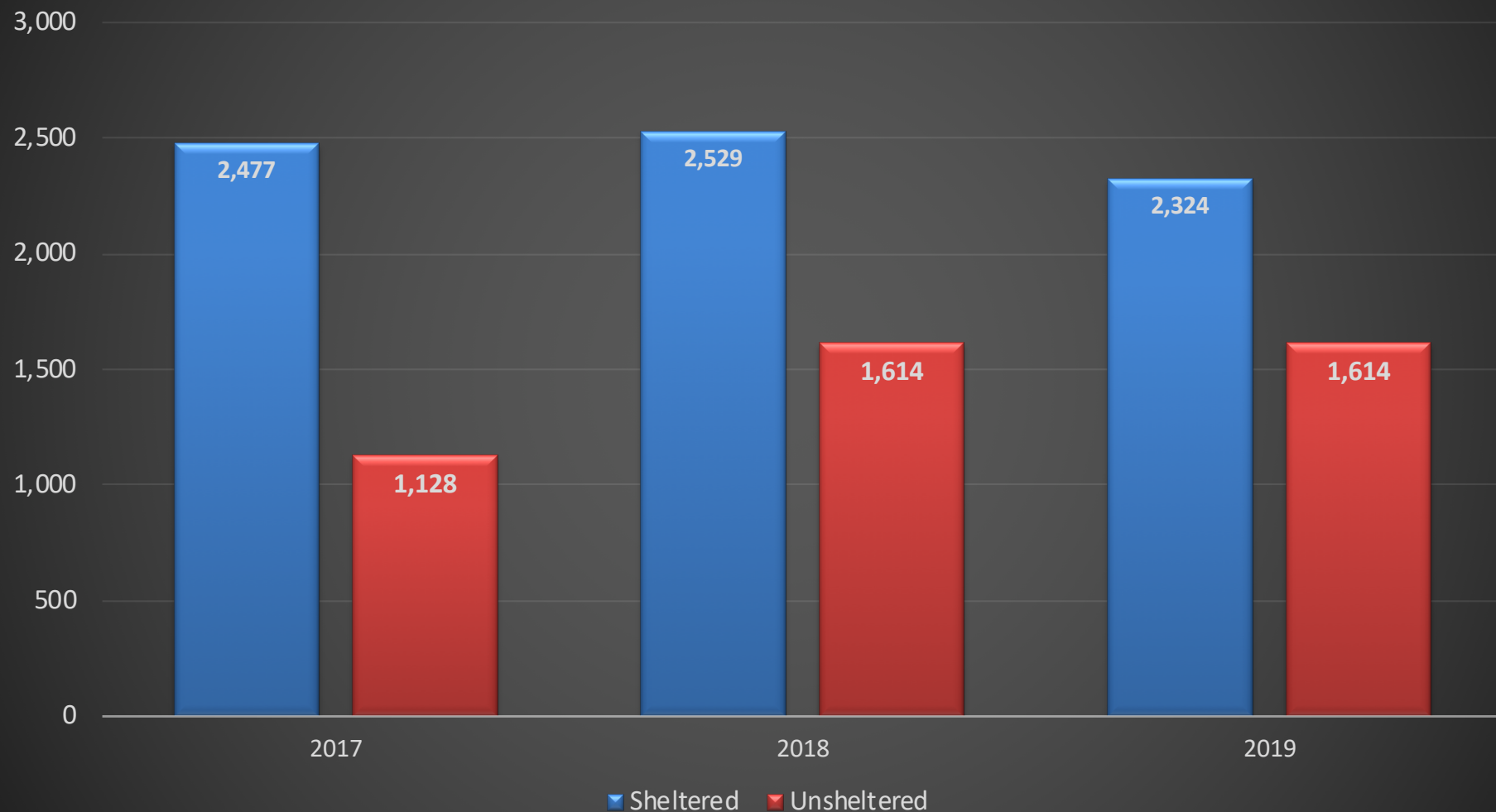
➢ 1 in 9 unsheltered due to Harvey

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Number Experiencing Homelessness by Interview Location

- Unsheltered, Montgomery Co., 86
- Sheltered, Montgomery Co., 212
- Sheltered, Ft. Bend Co., 60
- Unsheltered, Ft. Bend Co., 13
- Unsheltered, Harris Co., 1,515
- Sheltered, Harris Co., 2,052

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Count Comparison by County 2018 – 2019

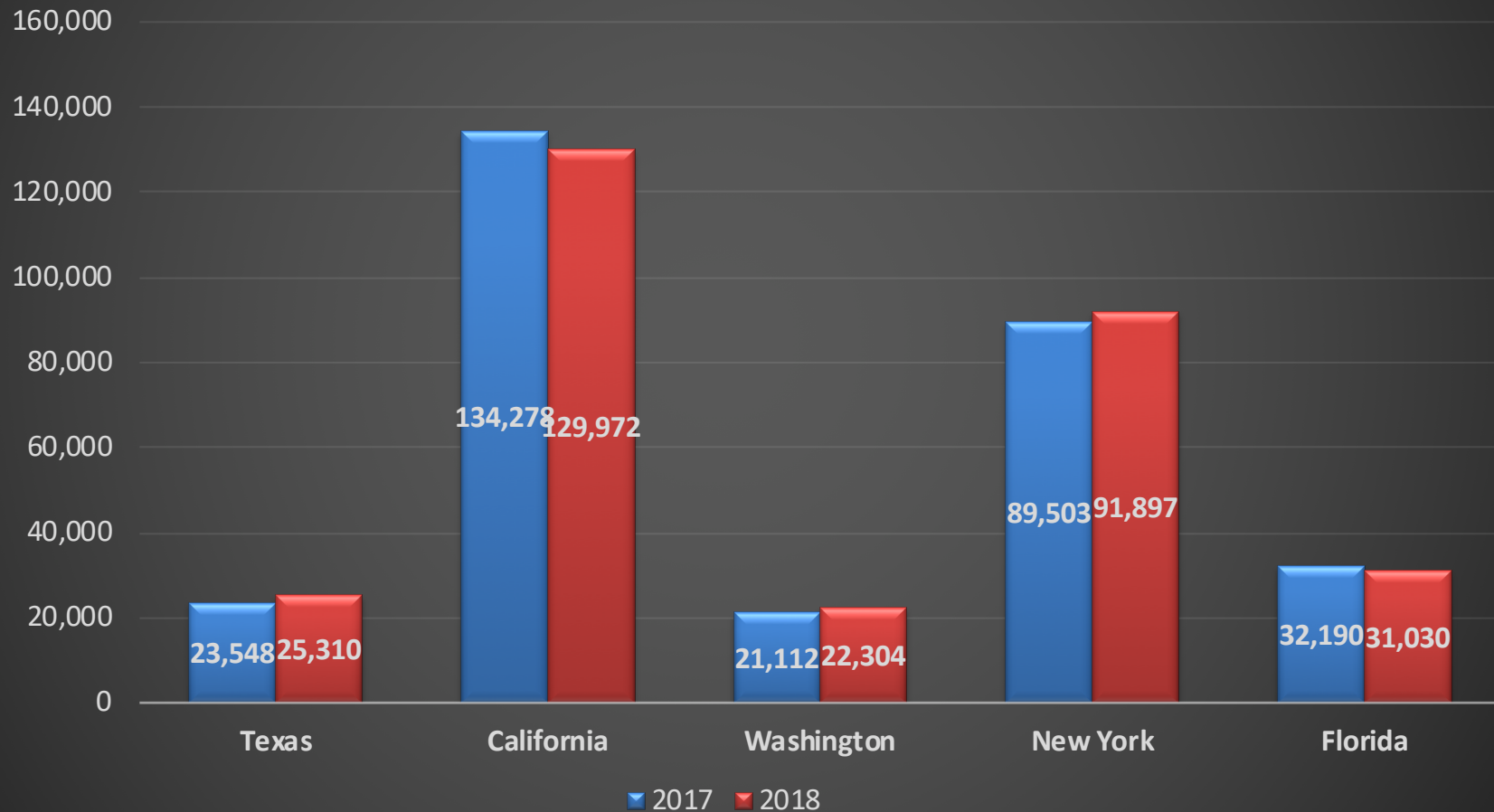|	2018	2019
Ft. Bend Unsheltered	12	13
Ft. Bend Sheltered	55	60
Harris County Unsheltered	1,528	1,515
Harris County Sheltered	2,271	2,052
Montgomery Unsheltered	74	86
Montgomery Sheltered	203	212

Persons Experiencing Homelessness by County & Shelter type
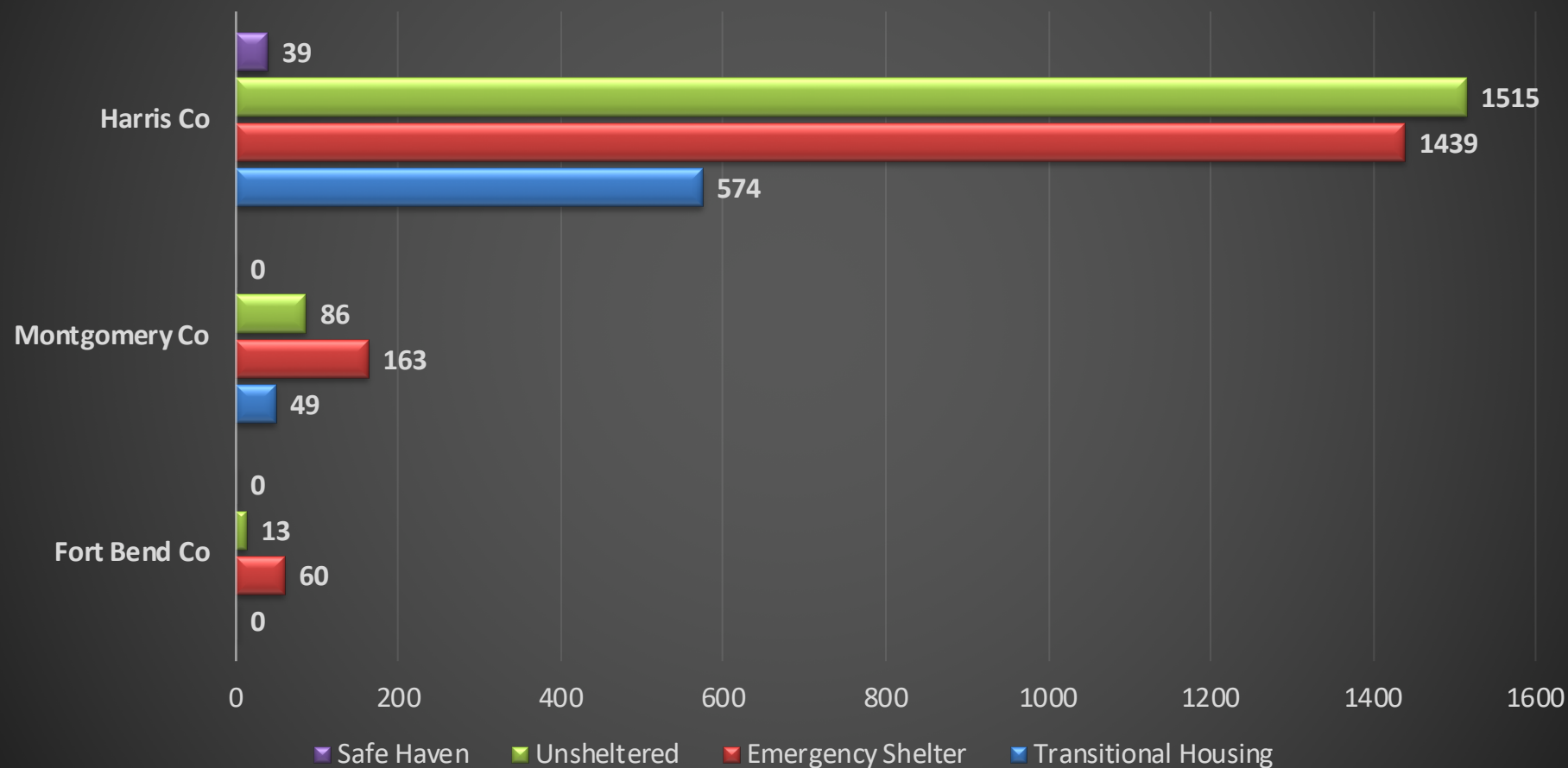
In the U.S., half of all people experiencing homelessness did so in 1 of 5 states*

	2017	2018
Texas	23,548	25,310
California	134,278	129,972
Washington	21,112	22,304
New York	89,503	91,897
Florida	32,190	31,030

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*2018 AHAR: Part 1 Point-In-Time Estimates of Homelessness

Things to think about…

➤ 17,201 persons housed since 2012

➤ 3,267 persons housed in 2018

➤ Permanent housing combined with supportive services is the key to solving homelessness

➤ It costs $41,000 per person per year to leave someone unsheltered, but only $17,000 per person per year for housing & supportive services
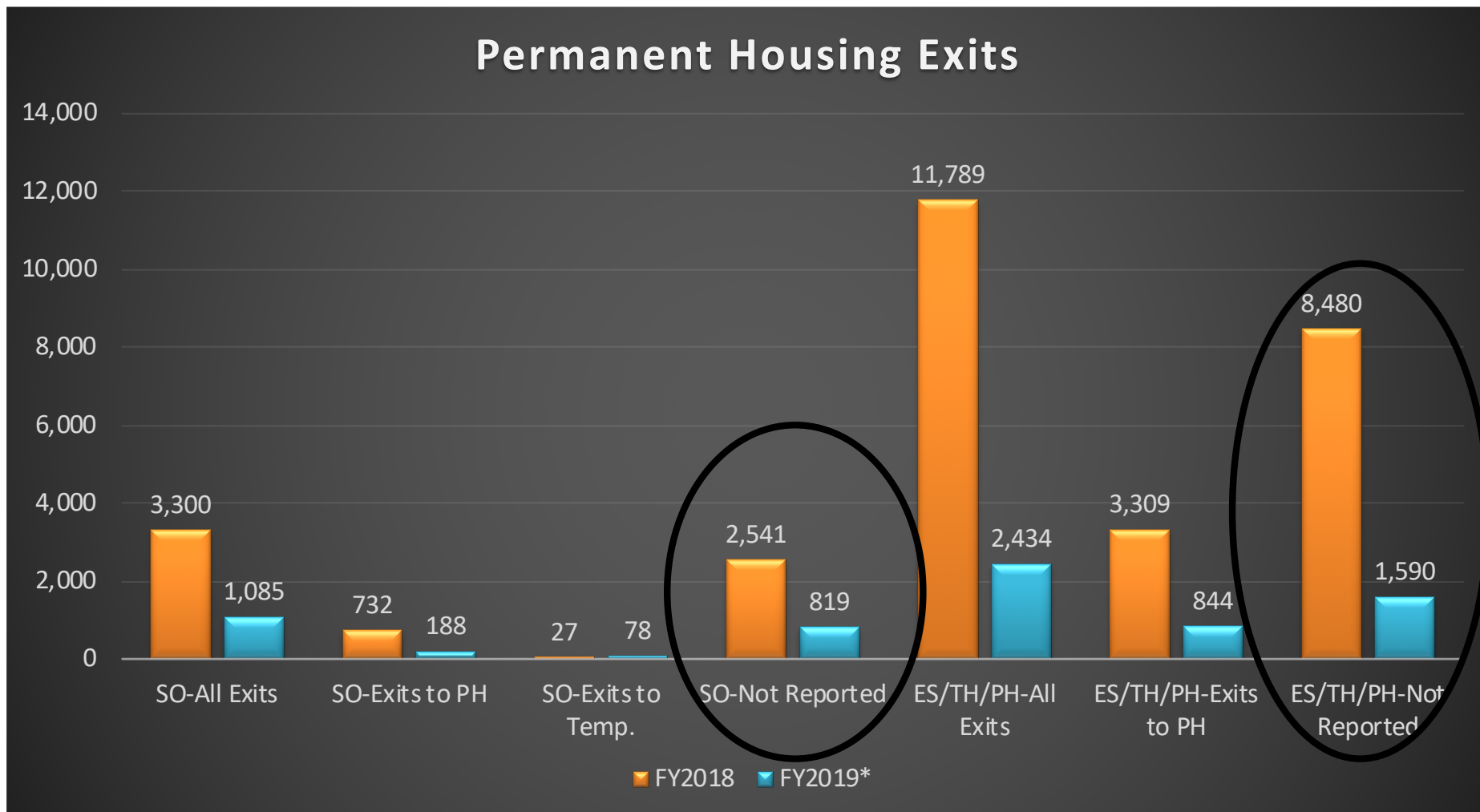
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System Performance Measures – FY19*

Permanent Housing Exits

	FY2018	FY2019*
SO-All Exits	3,300	1,085
SO-Exits to PH	732	188
SO-Exits to Temp.	27	78
SO-Not Reported	2,541	819
ES/TH/PH-All Exits	11,789	2,434
ES/TH/PH-Exits to PH	3,309	844
ES/TH/PH-Not Reported	8,480	1,590

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*Jan – March 2019

% Successful Exits to Permanent Housing

FY2017
- SO = 45%
- ES/TH/PH = 28%

FY2018
- SO = 23%
- ES/TH/PH = 28%

FY2019*
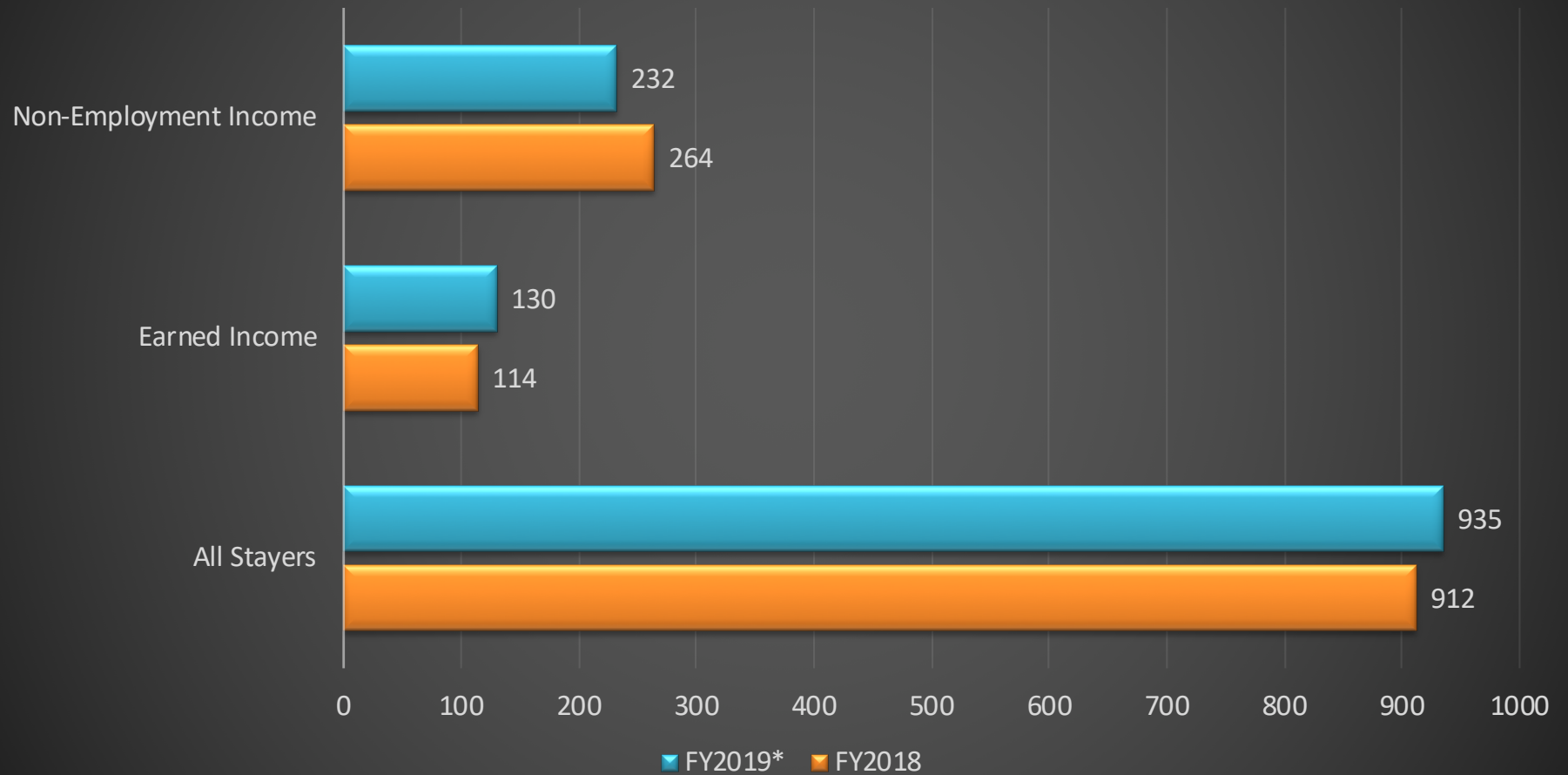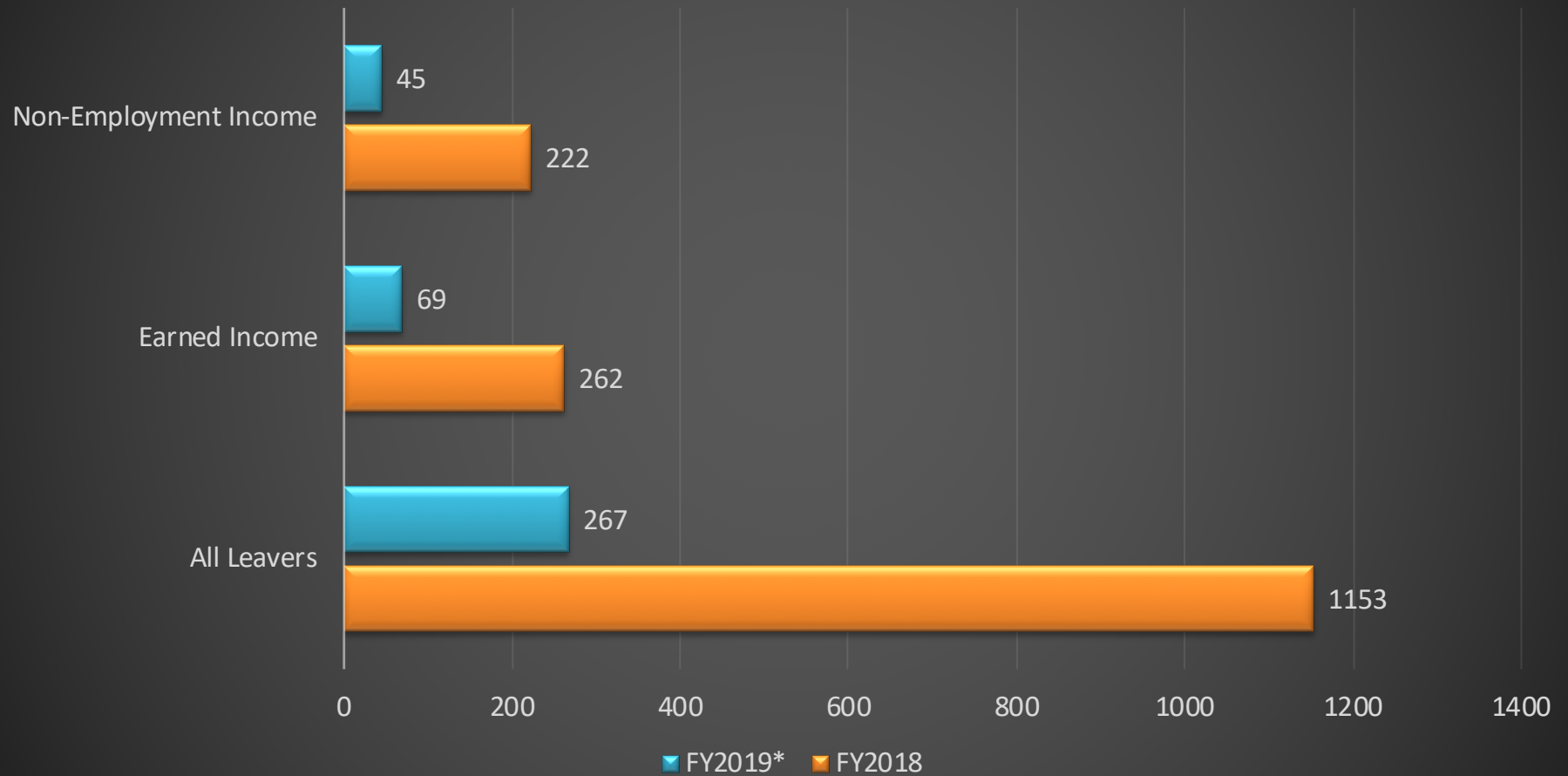- SO = 25%
- ES/TH/PH = 35%

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*Jan – March 2019

Returns to Homelessness

Percent Returns – 2 Years

	Exit from SO	Exit from ES	Exit from TH	Exit from PH
FY2018	19%	32%	31%	19%
FY2019*	59%	36%	27%	23%

Legend: FY2018, FY2019*

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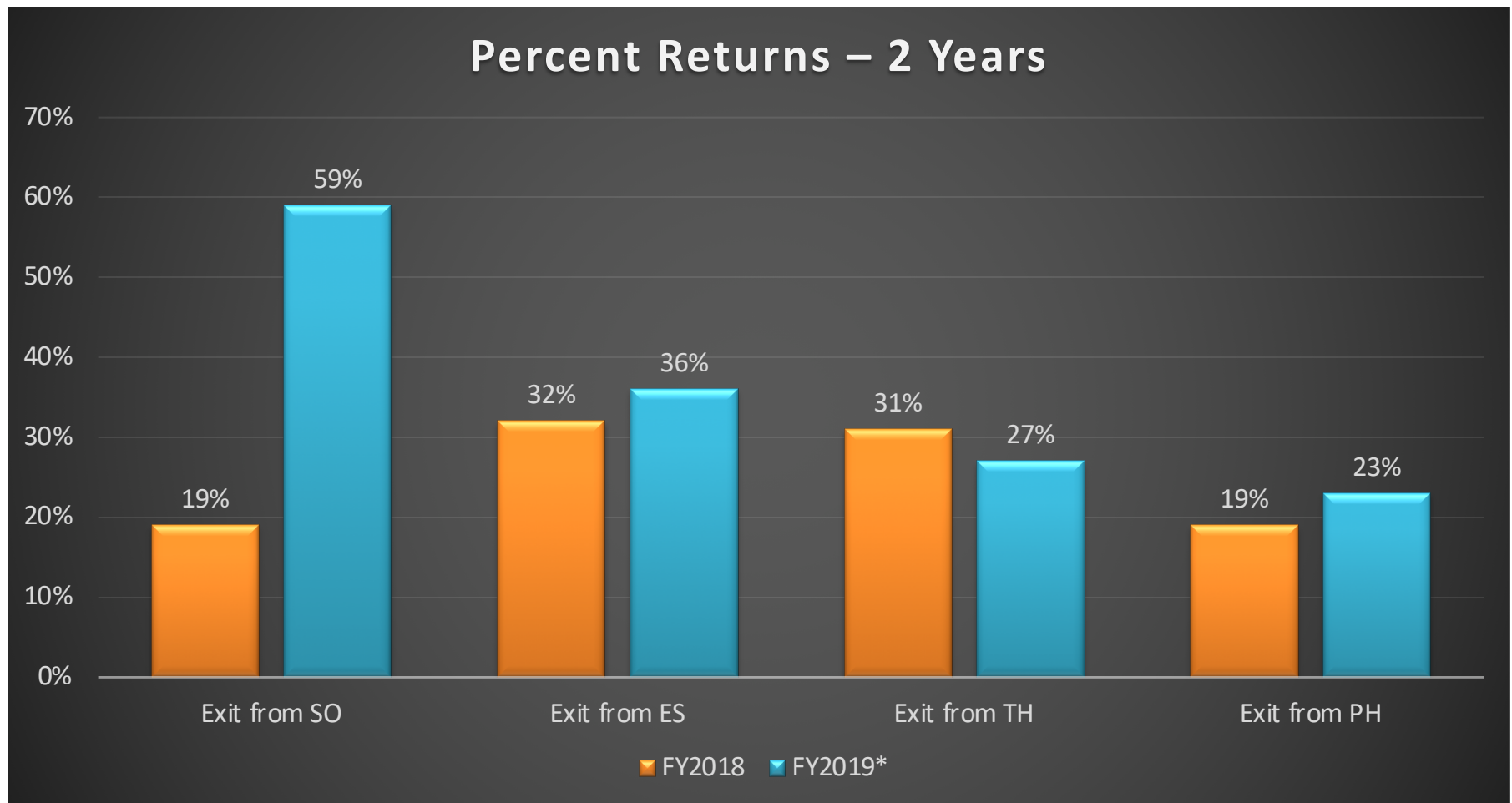
% Increase in Income

FY2017
- Stayers Earned = 16%
- Stayers Non = 28%
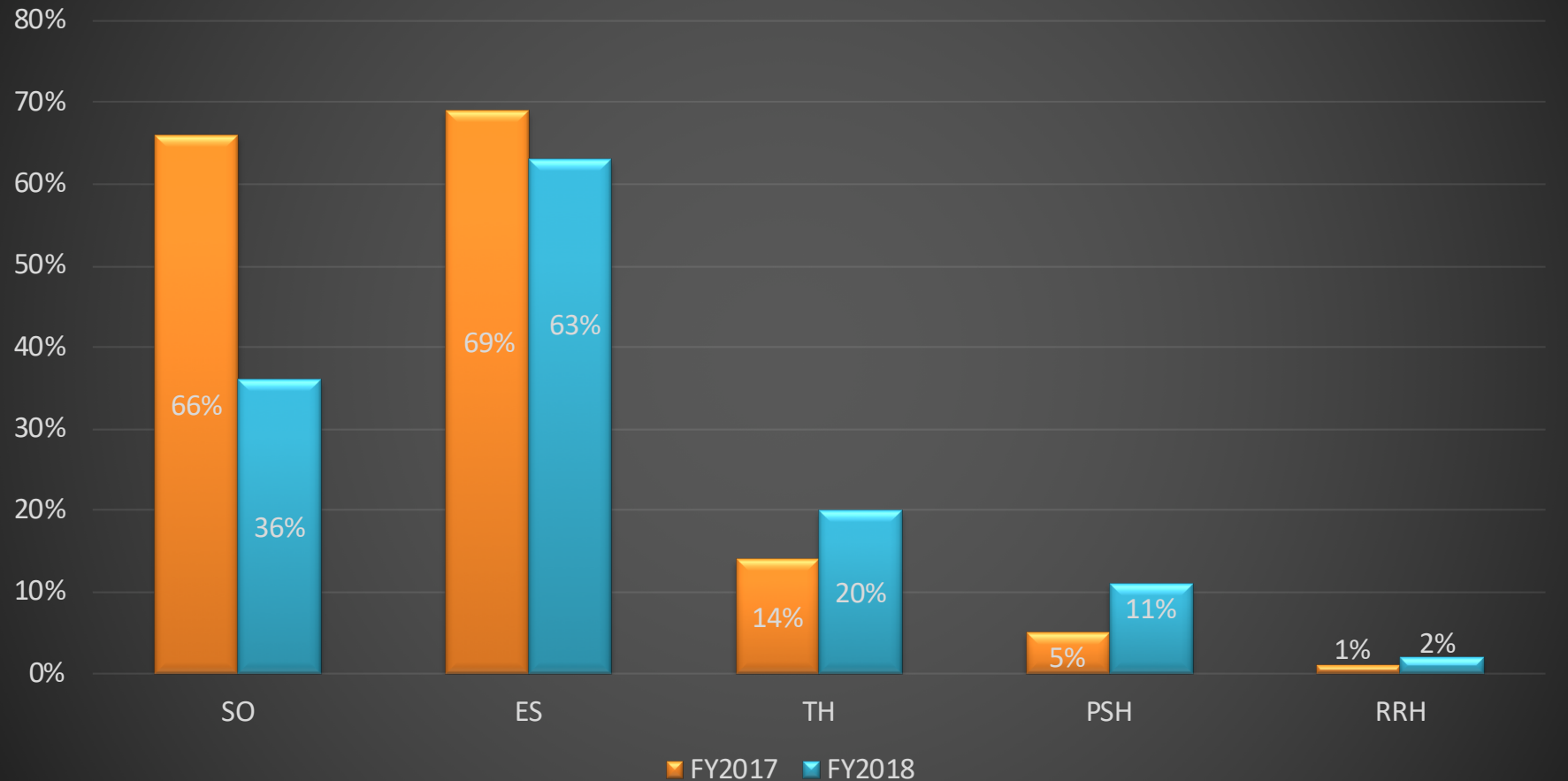- Leavers Earned = 27%
- Leavers Non = 21%

FY2018
- Stayers Earned = 13%
- Stayers Non = 25%
- Leavers Earned = 23%
- Leavers Non = 19%

FY2019*
- Stayers Earned = 14%
- Stayers Non = 25%
- Leavers Earned = 26%
- Leavers Non = 17%

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Data Integrity

- Effective immediately:
  - Enrollments without **completed** entry assessments will be deleted.
  - Creation of duplicates will result in locked accounts.
- Client Location for ALL clients is TX-700 Houston/Harris County CoC.
- Enrollment dates cannot be before the date of birth.
- Date of birth is required on ALL clients.
- Creating fake SSNs is never acceptable!

Reporting Update & Grant Consolidations

- New PATH Annual Report: June 1, 2019
- New CoC APR & ESG APER: October 1, 2019
  - Sage will be updated on October 1
  - New versions will be required for submissions after October 1
- Grant Consolidations
  - After the APR for each terminated grant is complete, move all open records (i.e. stayers without an exit date prior to the operating end date) to the "surviving project" in the system.
  - Clients will no longer be exited and reenrolled
    - This maintains all client data to remain intact for length of stay, eligibility, time from start to move-in and other critical data.
  - ClientTrack software does not yet support moving enrollments between projects

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REMINDER - 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

- RRH HoH exiting to PH must have a Move-In Date

- Review the HMIS Data Manual carefully for guidance

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Missing Move-In Dates

PSH Currently Housed w/o Move-In Date		RRH 12-M Exits to PH w/o Move-In Date	
Organization	**HoH Count**	**Organization**	**HoH Count**
VA Medical Center	287	BakerRipley (NCI)	15
Avenue 360 Health & Wellness (HACS)	268	Avenue 360 Health & Wellness (HACS)	14
Star of Hope	81	Harris County Community Services Dept	14
Housing Corp./DeGeorge at Union Station	26	The Salvation Army	12
Housing Corp./Jackson Hinds Gardens	19	SEARCH Homeless Services	10
Harris County Community Services Dept	14	Catholic Charities	3
SEARCH Homeless Services	12	Houston COMPASS Inc	3
The Women's Home	11	Humble Area Assistance Ministries	3
Volunteers of America	8	Memorial Assistance Ministries	3
The Salvation Army	5	Northwest Assistance Ministries	3
YWCA	5	Fort Bend County	2
Northwest Assistance Ministries	4	The Beacon	2
Temenos Community Development Corp	4	The Montrose Center	1
A Caring Safe Place	3		
Change Happens!	3		
Catholic Charities	2		
Housing Corp./Corder Place Apartments	1		
Harmony House	1		
US VETS	1		

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Non-Chronics in PSH

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

Organization	HoH Count	Chronic Count	%
A Caring Safe Place	8	0	0%
Access Care of Coastal Texas	17	0	0%
AIDS Foundation Houston	67	28	42%
Avenue 360 Health & Wellness (HACS)	173	91	53%
Catholic Charities	38	24	63%
Change Happens!	35	33	94%
Harmony House	142	91	64%
Harris County Community Services Dept	21	21	100%
Housing Corp./Corder Place Apartments	10	4	40%
Housing Corp./DeGeorge at Union Station	24	3	13%
Housing Corp./Jackson Hinds Gardens	31	7	23%
Housing Corp./San Jacinto Apartments	3	1	33%
Northwest Assistance Ministries	17	17	100%
SEARCH Homeless Services	233	170	73%
Star of Hope	155	65	42%
Temenos Community Development Corp	31	30	97%
The Montrose Center	8	0	0%
The Salvation Army	7	5	71%
The Women's Home	26	8	31%
US VETS	24	19	79%
VA Medical Center	170	75	44%
Volunteers of America	20	20	100%
YWCA	16	6	38%
TOTAL	**1276**	**718**	**56%**

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Mismatched Assessments

ClientID	EnrollDate	AssessmentDate	AssessmentDate-UDA	AssessmentDate-Financial
366634	6/11/2019	6/11/2019	6/11/2019	5/28/2019
217516	8/29/2018	8/29/2018	8/27/2018	
357036	3/1/2018	4/4/2018	4/4/2018	4/4/2018
357054	3/1/2018	4/1/2018	4/1/2018	4/1/2018
358018	5/3/2018	6/1/2018	6/1/2018	6/1/2018
334442	2/1/2018	4/4/2018	4/4/2018	2/1/2018
354828	2/20/2018	2/12/2018	2/12/2018	2/12/2018
355350	2/12/2018	3/1/2018	3/1/2018	2/12/2018
355441	2/12/2018	3/2/2018	3/2/2018	2/12/2018
355372	2/12/2018	3/1/2018	3/1/2018	2/12/2018
157741	7/16/2018	7/27/2018	7/27/2018	7/27/2018

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Actual E-mail for Corrections

So IF the enrollment date is correct but the Assessment date(s) are wrong you will:

1. Go to the client dashboard
2. Click on Master Assessments
3. Click on blue action circle next to the entry assessment
4. Click on View Associated Assessments (with the binoculars)
5. Click on the pencil next to HMIS Universal Data
6. Change the Assessment date to match the enrollment
7. Click Save
8. NEXT, click on the pencil next to Financial and correct that date (if needed).
9. Please note – while correcting this information if you see anything that says Data Not Collect. You should correctly answer those questions as there should never be a response of data not collected.

IF the Assessment dates are correct, but the Enrollment date is incorrect you will:

1. Go to the client dashboard
2. Click on Enrollments
3. Click on blue action circle next to the program name listed on the attached report
4. Click on Edit Enrollment Case
5. Change the project start date (for each person here if applicable) to match the assessment dates listed
6. Click Save

Thanks for your cooperation. In addition, if you have any question while correcting these issues feel free to contact me.
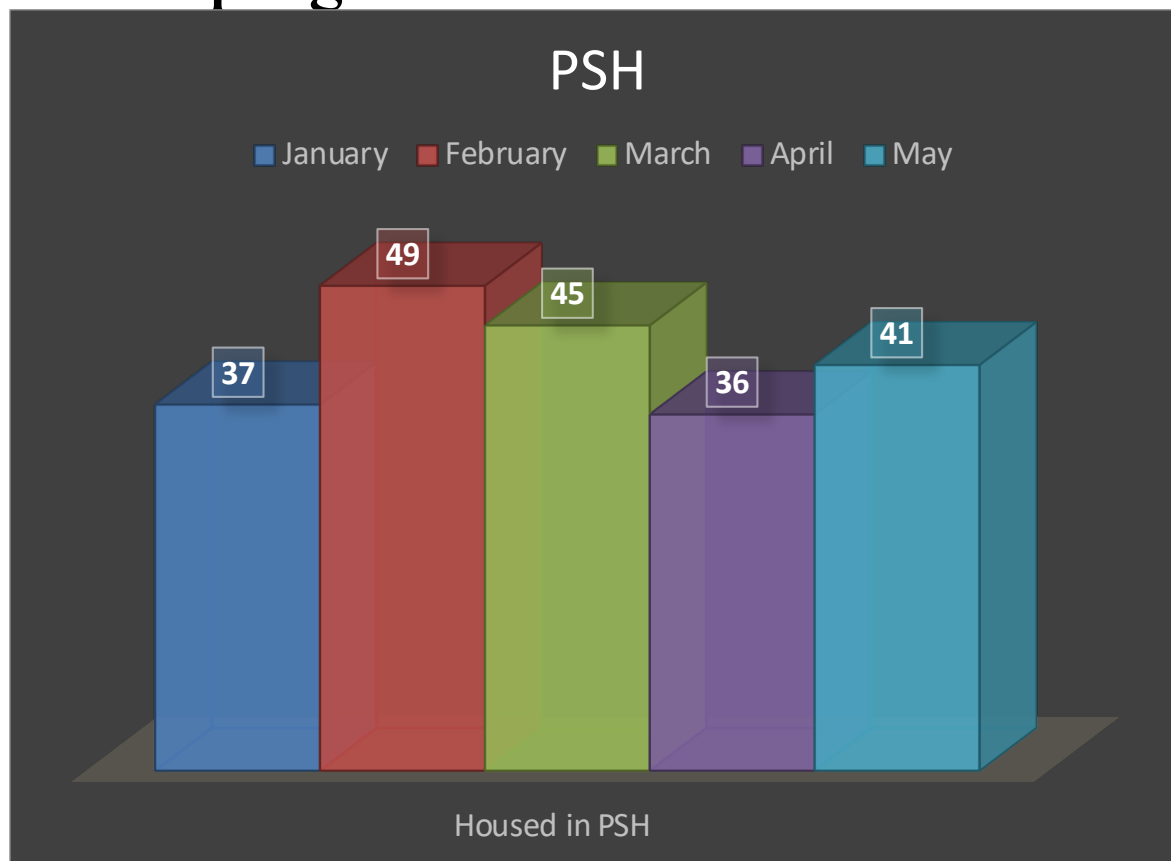
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Ending Chronic Homelessness

- **Monthly Navigation Meetings with all PSH providers to track progress and troubleshoot cases**

PSH

■ January ■ February ■ March ■ April ■ May

49
45
37
36
41

Housed in PSH

Goal = 551
Total now = 208
Remaining = 343
Waitlist = 350
Target = 12/31/19

The More You Know

After the Clients In Program Report is turned in by the 7th of the month, by when do have to complete the corrections?

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
    - ❑ Tuesday – Thursday 9AM-11AM and 1PM-2PM
  - ➤ Send an email to hmis@homelesshouston.org
- Everyone has a user name and password

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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

  - You are more than 10 minutes late

HMIS Site Visits

- Site Visits were conducted between December - January for the 2019 PIT.

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

- This visit counts for CoC programs' scoring.

- Kelita Beechum and Karen Flores will continue to conduct site visits for all other participating agencies.

Dashboards

Move-Ins: https://public.tableau.com/views/PSHRRHMove-InStatus/PSHRRHMove-InStatus?:embed=y&:display_count=yes&publish=yes&:origin=viz_share_link

Housed in
RRH: https://public.tableau.com/views/HousedinRRH/PersonsHousedinRRH?:embed=y&:display_count=yes&:origin=viz_share_link

Housed inn
PSH: https://public.tableau.com/views/HousedinPSH/PersonsHousedinPSH?:embed=y&:display_count=yes&:origin=viz_share_link

Exit
Destinations: https://public.tableau.com/views/ExitDestinations/ExitDestinations?:embed=y&:display_count=yes&:origin=viz_share_link

Avg.
LOS: https://public.tableau.com/views/AvgLengthofStay/AverageLengthofStay?:embed=y&:display_count=yes&:origin=viz_share_link

Income
Change: https://public.tableau.com/views/IncomeChange/HouseholdIncomeChangeBetweenEntryandExit?:embed=y&:display_count=yes&publish=yes&:origin=viz_share_link

The More You Know

What should happen if your agency is awarded a new grant or a grant was renewed?

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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

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