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
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

Please introduce yourself.
If you accidently enroll someone in the incorrect project, and you are still on the enrollment screen what should you do?
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 informs the AHAR, which is a critical resource for informing Congress, USICH, and 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
  - Social Security Number
  - Date of Birth
  - Race
  - Ethnicity
  - Gender
  - Veteran Status

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

** See handout for other program data elements
HMIS Data Standards Resources

- FY2020 HMIS Data Standards

- 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/
  - RHY https://www.hudexchange.info/resource/4448/rhy-program-hmis-manual/
## FY 2020 HMIS Data Standards

### Universal & Common Data Elements

<table>
<thead>
<tr>
<th>DS #</th>
<th>Data Element</th>
<th>Changes &amp; Special Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.12</td>
<td>Destination</td>
<td>Updated list of response options</td>
</tr>
<tr>
<td>3.917</td>
<td>Prior Living Situation</td>
<td>Updated list of response options; Identify any clients with “Interim Housing” response and update to the appropriate living situation as of project start</td>
</tr>
<tr>
<td>4.11</td>
<td>Domestic Violence</td>
<td>PATH &amp; SSVF will now require data collection</td>
</tr>
<tr>
<td>4.12</td>
<td>Current Living Situation</td>
<td>Formerly “Contact”; Updated list of response options</td>
</tr>
<tr>
<td>4.19</td>
<td>CE Assessment</td>
<td>New element (Coordinated Access only)</td>
</tr>
<tr>
<td>4.20</td>
<td>CE Event</td>
<td>New element (Coordinated Access only)</td>
</tr>
</tbody>
</table>
**FY 2020 HMIS Data Standards**

### Funder Specific Data Elements

<table>
<thead>
<tr>
<th>DS #</th>
<th>Data Element</th>
<th>Changes &amp; Special Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Services Provided - PATH Funded</td>
<td>Instructions will clarify that a service record must be created at each delivery</td>
</tr>
<tr>
<td>P3</td>
<td>PATH Status</td>
<td>Add new response category “Unable to locate client”</td>
</tr>
<tr>
<td>R3</td>
<td>Sexual Orientation</td>
<td>RHY &amp; HUD YHDP only; added option of “Other”</td>
</tr>
<tr>
<td>V2</td>
<td>Services Provided - SSVF</td>
<td>Add new response options: “Rapid Resolution”, “Returning Home”, and “Extended Shallow Subsidy”</td>
</tr>
<tr>
<td>V8</td>
<td>HUD-VASH Voucher Tracking</td>
<td>Updated collection point to “Occurrence (as provided)”</td>
</tr>
</tbody>
</table>
KEEP CALM
IT'S RAFFLE TIME!
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 22\textsuperscript{nd}, 23\textsuperscript{rd}, & 24\textsuperscript{th}

• How:
  ➢ Assign map area
  ➢ Drive
  ➢ Walk areas with likelihood of find homeless persons
  ➢ Survey with mobile app, Counting Us
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
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
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 1\textsuperscript{st} time
- 1 in 9 unsheltered due to Harvey
Number Experiencing Homelessness by Interview Location

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

The Way Home
Coalition for the Homeless
Count Comparison by County 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

**The Way Home**

Coalition for the Homeless
Comparing the Counts 2017 – 2019

- **2017**: Sheltered: 2,477, Unsheltered: 1,128
- **2018**: Sheltered: 2,529, Unsheltered: 1,614
- **2019**: Sheltered: 2,324, Unsheltered: 1,614
Persons Experiencing Homelessness by County & Shelter type

- Harris Co:
  - Safe Haven: 39
  - Unsheltered: 1515
  - Emergency Shelter: 1439
  - Transitional Housing: 574

- Montgomery Co:
  - Safe Haven: 0
  - Unsheltered: 86
  - Emergency Shelter: 163
  - Transitional Housing: 49

- Fort Bend Co:
  - Safe Haven: 0
  - Unsheltered: 13
  - Emergency Shelter: 60
  - Transitional Housing: 0
In the U.S., half of all people experiencing homelessness did so in 1 of 5 states*

*2018 AHAR: Part 1 Point-In-Time Estimates of Homelessness
Houston & Comparable CoCs*

<table>
<thead>
<tr>
<th>City</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Houston</td>
<td>3,605</td>
<td>4,143</td>
</tr>
<tr>
<td>Chicago</td>
<td>5,657</td>
<td>5,450</td>
</tr>
<tr>
<td>Philadelphia</td>
<td>5,693</td>
<td>5,788</td>
</tr>
<tr>
<td>Phoenix</td>
<td>5,605</td>
<td>6,298</td>
</tr>
</tbody>
</table>

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

The Way Home
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
KEEP CALM
IT'S
RAFFLE
time!

********

Coalition for the Homeless
The Way Home
System Performance Measures – FY19*

Permanent Housing Exits

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

*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%

*Jan – March 2019
Returns to Homelessness

Percent Returns – 2 Years

<table>
<thead>
<tr>
<th>Exit from SO</th>
<th>Exit from ES</th>
<th>Exit from TH</th>
<th>Exit from PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>32%</td>
<td>31%</td>
<td>19%</td>
</tr>
<tr>
<td>59%</td>
<td>36%</td>
<td>27%</td>
<td>23%</td>
</tr>
</tbody>
</table>

FY2018

FY2019*
Change in Income for System Stayers

- **Non-Employment Income**
  - FY2019: 232
  - FY2018: 264

- **Earned Income**
  - FY2019: 130
  - FY2018: 114

- **All Stayers**
  - FY2019: 935
  - FY2018: 912
% 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%
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
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
### Missing Move-In Dates

<table>
<thead>
<tr>
<th>PSH Currently Housed w/o Move-In Date</th>
<th>RRH 12-M Exits to PH w/o Move-In Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization</strong></td>
<td><strong>Organization</strong></td>
</tr>
<tr>
<td>VA Medical Center</td>
<td>BakerRipley (NCI)</td>
</tr>
<tr>
<td>Avenue 360 Health &amp; Wellness (HACS)</td>
<td>Avenue 360 Health &amp; Wellness (HACS)</td>
</tr>
<tr>
<td>Star of Hope</td>
<td>Harris County Community Services Dept</td>
</tr>
<tr>
<td>Housing Corp./DeGeorge at Union Station</td>
<td>The Salvation Army</td>
</tr>
<tr>
<td>Housing Corp./Jackson Hinds Gardens</td>
<td>SEARCH Homeless Services</td>
</tr>
<tr>
<td>Harris County Community Services Dept</td>
<td>Catholic Charities</td>
</tr>
<tr>
<td>SEARCH Homeless Services</td>
<td>Houston COMPASS Inc</td>
</tr>
<tr>
<td>The Women's Home</td>
<td>Humble Area Assistance Ministries</td>
</tr>
<tr>
<td>Volunteers of America</td>
<td>Memorial Assistance Ministries</td>
</tr>
<tr>
<td>The Salvation Army</td>
<td>Northwest Assistance Ministries</td>
</tr>
<tr>
<td>YWCA</td>
<td>Fort Bend County</td>
</tr>
<tr>
<td>Northwest Assistance Ministries</td>
<td>The Beacon</td>
</tr>
<tr>
<td>Temenos Community Development Corp</td>
<td>The Montrose Center</td>
</tr>
<tr>
<td>A Caring Safe Place</td>
<td></td>
</tr>
<tr>
<td>Change Happens!</td>
<td></td>
</tr>
<tr>
<td>Catholic Charities</td>
<td></td>
</tr>
<tr>
<td>Housing Corp./Corder Place Apartments</td>
<td></td>
</tr>
<tr>
<td>Harmony House</td>
<td></td>
</tr>
<tr>
<td>US VETS</td>
<td></td>
</tr>
</tbody>
</table>
KEEP CALM
IT'S RAFFLE TIME!

The Way Home

Coalition for the Homeless
Non-Chronics in PSH

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

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

<table>
<thead>
<tr>
<th>ClientID</th>
<th>EnrollDate</th>
<th>AssessmentDate</th>
<th>AssessmentDate-UDA</th>
<th>AssessmentDate-Financial</th>
</tr>
</thead>
<tbody>
<tr>
<td>354828</td>
<td>2/20/2018</td>
<td>2/12/2018</td>
<td>2/12/2018</td>
<td>2/12/2018</td>
</tr>
<tr>
<td>355350</td>
<td>2/12/2018</td>
<td>3/1/2018</td>
<td>3/1/2018</td>
<td>2/12/2018</td>
</tr>
<tr>
<td>355441</td>
<td>2/12/2018</td>
<td>3/2/2018</td>
<td>3/2/2018</td>
<td>2/12/2018</td>
</tr>
<tr>
<td>355372</td>
<td>2/12/2018</td>
<td>3/1/2018</td>
<td>3/1/2018</td>
<td>2/12/2018</td>
</tr>
</tbody>
</table>
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.
KEEP CALM
IT'S RAFFLE TIME!
Ending Chronic Homelessness

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Housed in PSH</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>37</td>
</tr>
<tr>
<td>February</td>
<td>49</td>
</tr>
<tr>
<td>March</td>
<td>45</td>
</tr>
<tr>
<td>April</td>
<td>36</td>
</tr>
<tr>
<td>May</td>
<td>41</td>
</tr>
</tbody>
</table>

Goal = 551
Total now = 208
Remaining = 343
Waitlist = 350
Target = 12/31/19
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](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
KEEP CALM
IT'S RAFFLE TIME!
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 in 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
What should happen if your agency is awarded a new grant or a grant was renewed?
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