HMIS Forum
3rd Quarter 2019

United Way of Greater Houston
September 24, 2019
2:00 – 4:00 p.m.
Agenda

- Welcome & Introductions
- Staff Changes
- FY2020 HMIS Data Standards
- CT 19
- H3
- Other Updates
- Q&A
Welcome to our newest HMIS Participating Agencies

Please Introduce Yourself

The Way Home
Changes at the CFTH
HMIS is now Program Operations

Vice President of Program Operations
Ana Rausch

Director of Analytics & Evaluation
Erol Fetahagic

Director of Housing
James Gonzalez

Associate - Analytics & Evaluation
Yvette Fuentes

Analyst - Analytics & Evaluation
Karen Flores

Senior Associate - RRH
Vacant

Associate - Coordinated Access
Scot More

Data System Manager
Kelita Beechum

Data System Specialist
Lindsey Grubbs

Data System Specialist
Vacant
Operational Changes

- LSA & System Performance Measures
  - Yvette Fuentes
- Monthly reports
  - Karen Flores
- PIT/HIC
  - Kelita Beechum (look for changes)
- Training/Help Desk
  - Lindsey Grubbs
The More You Know

How many days of inactivity in ClientTrack will cause a user to be locked out?
## FY 2020 HMIS Data Standards

### Implementation Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/30/2019</td>
<td>Initial Release</td>
<td>Changes made in ClientTrack Development site</td>
</tr>
<tr>
<td>9/2/2019 – 9/30/2019</td>
<td>Local Customizations</td>
<td>Update of local customizations (e.g., natural disaster section, custom forms, custom reports)</td>
</tr>
<tr>
<td>9/20/2019</td>
<td>v2 Update</td>
<td>Additional changes by Eccovia</td>
</tr>
<tr>
<td>9/30/2019 – 10/2/2019</td>
<td>Go Live</td>
<td>Changes applied to the Production database, sync of changes from the Development version, additional project data setup, and new CoC APR/ESG CAPER</td>
</tr>
<tr>
<td>11/1/2019</td>
<td>SSVF Report</td>
<td>New version of the SSVF report</td>
</tr>
<tr>
<td>4/1/2020</td>
<td>CA Elements</td>
<td>Coordinated Access elements are required for projects funded by CE-specific grants</td>
</tr>
</tbody>
</table>
# FY 2020 HMIS Data Standards

## Current Living Situation & Outreach Contact

![Image of Current Living Situation & Outreach Contact]

- **Information Date:** 09/23/2019
- **Enrollment:** 09/20/2019 - Outreach Test

### Living Situation Information

- **Living Situation:** Hospital or other residential non-psychiatric medical facility
- **Is client going to have to leave their current living situation within 14 days:** Yes
- **Has a subsequent residence been identified:** Yes
- **Does individual or family have resources or support networks to obtain other permanent housing:** No
- **Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days:** Yes
- **Has the client moved 2 or more times in the last 60 days:** Yes

### Contact Service Information

- **Contact Service:** Outreach Contact
- **Location:** Not selected
- **Geolocation:** POINT(-95.3687, 29.7416)
- **Restriction:**
  - Restrict to Organization
  - Restrict to User
  - Share with MOU/Info Release

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**Coalition for the Homeless**

**The Way Home**
FY 2020 HMIS Data Standards

Runaway and Homeless Youth (RHY) Assessments Menu

[Image of a screenshot showing a menu for RHY assessments with a focus on client information and agency enrollments.]
## FY 2020 HMIS Data Standards

### Other Updates

<table>
<thead>
<tr>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>New SSVF Services</td>
<td>Rapid Resolution, Extended Shallow Subsidy, and Returning Home</td>
</tr>
<tr>
<td>New PATH Status</td>
<td>Unable to locate client</td>
</tr>
<tr>
<td>Barriers Update</td>
<td>Removed “Condition is indefinite” element for Developmental Disability and HIV/AIDS</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>Required for SSVF and PATH projects</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>Includes “Other” with a “please describe” prompt (RHY only)</td>
</tr>
<tr>
<td>Employment Status</td>
<td>Required for VA: GPD projects</td>
</tr>
<tr>
<td>Pregnancy Status</td>
<td>Required for all female heads of household</td>
</tr>
<tr>
<td>VAMC Station No.</td>
<td>Required for VA: GPD, CRS, and CC Safe Haven</td>
</tr>
<tr>
<td>Veteran Information</td>
<td>Required for VA: CRS, CC Safe Haven, and Services Only projects</td>
</tr>
</tbody>
</table>
### FY 2020 HMIS Data Standards

Prior Living Situation – “Interim Housing” option removed

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Existing Data Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSH, RRH, and TH</td>
<td>Manually changed to the most appropriate option</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>Changed to “Emergency Shelter”</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>Changed to “Place not meant for habitation”</td>
</tr>
<tr>
<td>Day Shelters &amp; Services Only</td>
<td>No changes made</td>
</tr>
</tbody>
</table>

- HMIS Guidebook update coming up
FY 2020 HMIS Data Standards

Coordinated Access Assessment:
• Date of Assessment
• Assessment Location (community defined list)
• Assessment Type (Phone, Virtual, In Person)
• Assessment Level (Crisis Needs, Housing Needs)
• Locally Determined Fields (questions, answers, results...)
• Prioritization Status (Placed on List, Not Placed on List)

Coordinated Access Event:

Coordinated Entry Event Data Collection

Date of Event: 09/23/2019
Event Type: Referral to scheduled Coordinated Entry Housing Needs Assessment
Provider: Coalition for the Homeless
Enrollment: -- SELECT --
Refer to Provider: RRH Test Provider
Restriction: Restrict to Organization

The Way Home
FY 2020 HMIS Data Standards

More information at:
or run internet search for “HMIS Data Standards”

FY 2020 Resource Links

- 2020 HMIS Data Dictionary Version 1.4 (PDF)
- 2020 HMIS Data Standards Manual - Version 1.4 (PDF)
- 2020 Instructions for Mapping Existing HMIS Data to Current HMIS Data Standards (XLSM)
  - Note: This is a macro-enabled Excel workbook (.XLSM). After you download and open this file, you will see a warning message in yellow at the top of the workbook warning you about the macros. You must click “Enable content” to allow the file to function properly. Persons using assistive technology may not be able to fully access information in this file.
  - For assistance, contact info@hudexchange.info.
- 2020 CSV and XML Schemas (HTML)
- Data Entry for FY 2020 Data Standards Update (PDF)
KEEP CALM IT'S RAFFLE TIME!
ClientTrack 19 – New Version

• Eccovia has developed a new version of ClientTrack software
• Same functionality, similar navigation, simplified icons, new colors!
• Tentative launch date: November 1, 2019
• No additional training is required, but can be provided upon request
ClientTrack 19 – Features

What’s Changing?

Clearer navigation
Improved consistency
Reduced complexity
Standardized Icons
Improved use of white space
Improved Accessibility
ClientTrack 19 - Example
ClientTrack 19 - Example
KEEP CALM
IT'S RAFFLE TIME!
H3 – Housing Harvey’s Homeless Program Overview
H3 Purpose

Chartres Encampment

100 housed

Downtown

40 housed
## The Funding

<table>
<thead>
<tr>
<th></th>
<th>H3 Project</th>
<th>Qatar Funding</th>
<th>DMD Funding</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit holding deposits, rent, utility</td>
<td></td>
<td>$1,289,683</td>
<td>$157,954</td>
<td>$1,447,637</td>
</tr>
<tr>
<td><strong>Supportive Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case management, navigation, client assistance</td>
<td></td>
<td>$441,900</td>
<td>$128,000</td>
<td>$569,900</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project mgt, furniture, staff supplies</td>
<td></td>
<td>$323,459</td>
<td>$73,190</td>
<td>$396,649</td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning</td>
<td></td>
<td>$80,000</td>
<td>$20,000</td>
<td>$100,000</td>
</tr>
<tr>
<td>Project Administration</td>
<td></td>
<td>$364,958</td>
<td>$120,856</td>
<td>$485,814</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$2,500,000</td>
<td>$500,000</td>
<td>$3,000,000</td>
<td></td>
</tr>
</tbody>
</table>
Partners

**Coalition for the Homeless**
- Director of Housing
- Landlord Liaison
- Recruit Landlords

**Navigation**
- Assist w/paperwork
- Move into PSH
- 4 additional added

**Case Management**
- Rental Assistance
- Case Management
- Move-in assistance
- Two agencies
What should happen if your agency is awarded a new grant or a grant was renewed?
The Process

1. **Intensive Outreach**
   - Survey of both locations
   - Housing Assessments
   - Create primary client list to be tracked online

2. **Navigation**
   - Navigators assist in gathering documents
   - Navigators assist in securing units
   - Navigators assist with moving in

**COALITION FOR THE HOMELESS**

**The Way Home**
The Process

3. Case Management
   - Support is provided to stabilize housing
   - Process of voucher rollover begins
   - Section 8 Voucher secured

4. Supportive Services
   - Case management continues
   - CoC develops permanency plan
   - Client transferred to final PSH or exits
Ending Chronic Homelessness

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

Goal = 551
Total now = 396
Remaining = 155
Waitlist = 350
Target = 12/31/19
KEEP CALM
IT'S
RAFFLE TIME!

 Coalition for the Homeless

The Way Home
Natural Disaster Impact

- Complete the section of the UDA only for clients who were affected by the disaster event
- CFTH staff will update the list as needed
- Reportable in the Data Explorer
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
Coming Soon

• Webinar Wednesday & Training Changes
• Suggestions for the HMIS department please email kbeechum@homelesshouston.org
• HMIS Surveys coming soon
• Get Ready for the PIT(Homeless Count & HIC)
• Revamp of the HMIS Support Committee
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 are the HMIS Helpdesk hours?
KEEP CALM IT'S RAFFLE TIME!
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