

HMIS Forum

3rd Quarter 2019



United Way of Greater Houston

September 24, 2019

2:00 – 4:00 p.m.



The Way Home

Agenda

- Welcome & Introductions
- Staff Changes
- FY2020 HMIS Data Standards
- CT 19
- H3
- Other Updates
- Q&A



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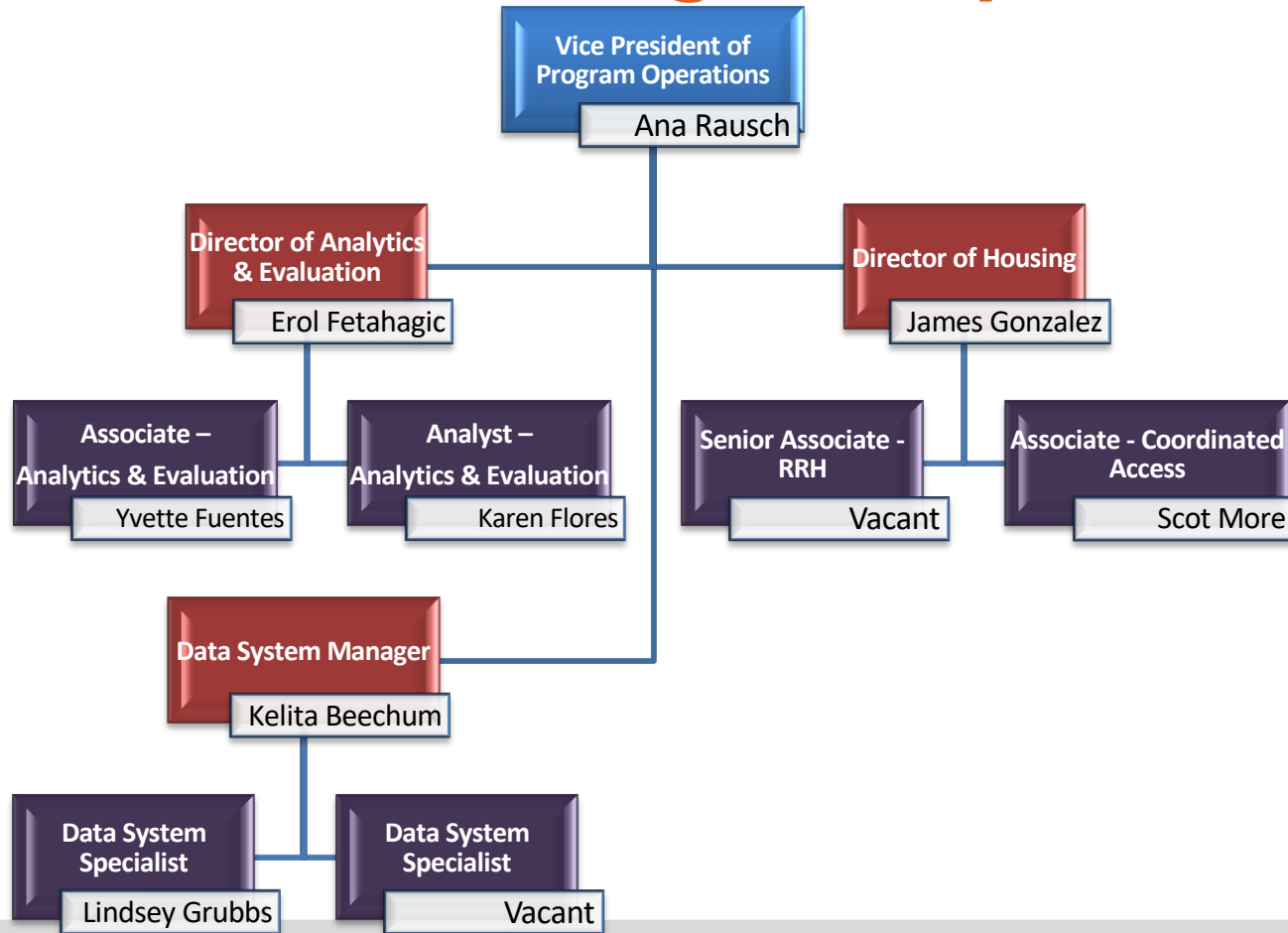
Welcome to our newest HMIS Participating Agencies



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Changes at the CFTH

HMIS is now Program Operations



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

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



FY 2020 HMIS Data Standards

Current Living Situation & Outreach Contact

2020 Outreach Intake

Outreach Intake

Contact & Living Situation

OUTREACH

Outreach Assessment

Edit Client

Assessments

Enrollments

Goals

Contact & Living Situation

Services

Referrals

Tasks

Calendar

Case Notes

Living Situation

Current Living Situation

Record the Clients Current Living Situation information below. If desired record a contact by checking the Record Contact and filling out the information for the 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: No

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: No

Has the client moved 2 or more times in the last 60 days: Yes

Location Detail:

Contact Service Information

Contact Service: Outreach Contact

Location: - SELECT -

Geolocation: POINT(-95.3687 29.7416)

Restriction: ☐ Restrict to Organization ☐ Restrict to User ☒ Share with MOU/Info Release

FY 2020 HMIS Data Standards

Runaway and Homeless Youth (RHY) Assessments Menu

2020 Standard Intake

HMIS Standard Intake

CASE MANAGEMENT

RHY ASSESSMENTS

RHY Entry Assessment

RHY System Utilization

RHY Exit Assessment

RHY Aftercare


RHY BCP Assessment

Safe and Appropriate Exit

RHY Counseling Assessment

Young Person's Dashboard


Client Information





Name: Person, Young

Age: 16


Gender: Gender Non-Conforming (i.e. not exclusively male or female)

Housing Assessment Date: 

Waitlist Placement Date: 

Housing Placement Date: 

Agency Enrollments

Enrollment Description	Case Members	Enroll Date
▼ Previous		
 Covenant House RHY TH TEST	1	09/20/2019

HMIS Enrollments

Case Name	Enroll Date	Exit Date	Case Manager	Organization
Person, Young	9/20/2019	9/23/2019	Erol Fetahagic	Coalition for the Homeless

FY 2020 HMIS Data Standards

Other Updates

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



FY 2020 HMIS Data Standards

Prior Living Situation – “Interim Housing” option removed

Project Type	Existing Data Resolution
PSH, RRH, and TH	Manually changed to the most appropriate option
Emergency Shelter	Changed to “Emergency Shelter”
Street Outreach	Changed to “Place not meant for habitation”
Day Shelters & Services Only	No changes made

- 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 
☐ Restrict to User
☒ Share with MOU/Info Release



FY 2020 HMIS Data Standards

More information at:

<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>

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 \(PDF\)](#)



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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?

ClientTrack

- Clearer navigation
- Improved consistency
- Reduced complexity
- Standardized Icons
- Improved use of white space
- Improved Accessibility



Eccovia
Solutions

Slide Deck Name

Date

ClientTrack 19 - Example

The screenshot displays the ClientTrack 19 web application interface. The browser address bar shows the URL `dev.dsi.local/19-alpha/MainPage.aspx?inline=true`. The application header includes the ClientTrack logo, a search bar, and user information for Sam Taylor. The main content area is titled "Joey Calhoun's Dashboard" and features a profile section with a placeholder image and fields for Name, Birth Date, Gender, Phone, Address, and Email Address. Below the profile is a section for "Joey's Enrollments" which displays a message "No records found." and a table with columns for Case Name, Enrollment, Members, Enroll Date, Exit Date, and Relationship. The bottom of the dashboard shows a section for "Encounter Claim History". The Windows taskbar at the bottom indicates the system time as 1:16 PM on 8/20/2019.

ClientTrack Development - Client x

dev.dsi.local/19-alpha/MainPage.aspx?inline=true

Apps Guiding Principles f... MSH - Message He... https://learning.orei... Mappings - Google... HL7 Ref • Flow Basics for Ev... (2) Session with Aar... Case Management...

ClientTrack Client All Search

Sam Taylor My Sample Organization Help Sign Out

Calhoun, Joey Bobby 6/11/1989

Joey Calhoun's Dashboard

Profile

Name Calhoun, Joey Bobby Birth Date June 11, 1989 Gender Male Phone Home: Work: Address , Email Address

Family Members Age Relationship

Joey's Enrollments

No records found.

Case Name ▲	Enrollment ▲	Members ▲	Enroll Date ▼	Exit Date ▲	Relationship ▲
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Encounter Claim History

ClientTrack 19 - Example

The screenshot displays the ClientTrack 19 web application interface. The browser address bar shows the URL `dev.dsi.local/19-alpha/MainPage.aspx?inline=true`. The application header includes the ClientTrack logo, a search bar, and user information for Sam Taylor. The left sidebar contains a navigation menu with sections: Client, Profile, Assessments, Clinical Assessments, Care Coordination, and Care Management. The main content area is titled 'Client Intake' and shows a progress bar with three steps: Client Identifying Information, Family and Contact Information, and Demographics. The 'Client Identifying Information' section is active and contains the following fields:

- First Name: * Joey (selected), Bobby, Calhoun
- Social Security Number: 006 - 11 - 1989
- Birth Date: * 06/11/1989 (selected), Age 30
- Birth Date Quality: *
 - ☐ Approximate or Partial DOB Reported
 - ☐ Data not collected
 - ☐ Don't Know
 - ☒ Full DOB Reported
 - ☐ Refused
- Deceased Date: [empty field]
- Gender: * Male (selected)

Below the 'Client Identifying Information' section is the 'Family and Contact Information' section, which is currently collapsed. The bottom of the form has 'Finish' and 'Cancel' buttons. The Windows taskbar at the bottom shows the time as 1:37 PM on 8/20/2019.



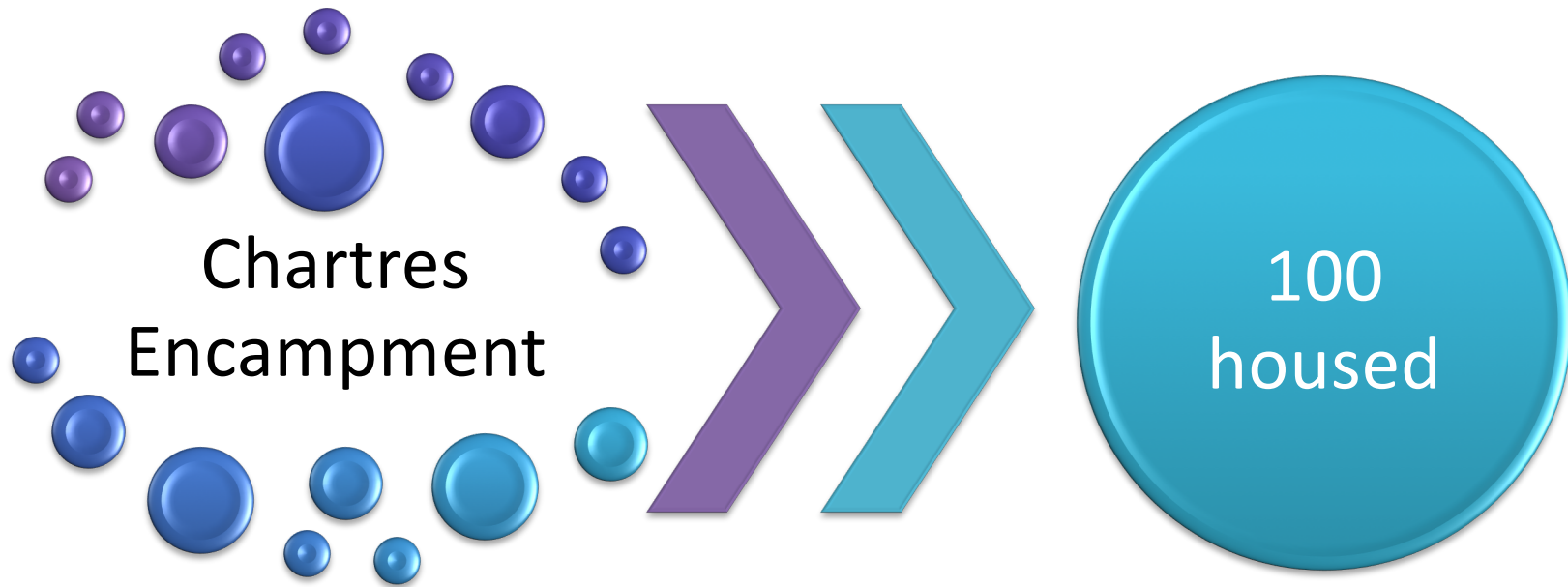
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H3 – Housing Harvey's Homeless Program Overview



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H3 Purpose



Downtown

40 housed

The Funding

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



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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

The More You Know



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

The Process

3

Case Management

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

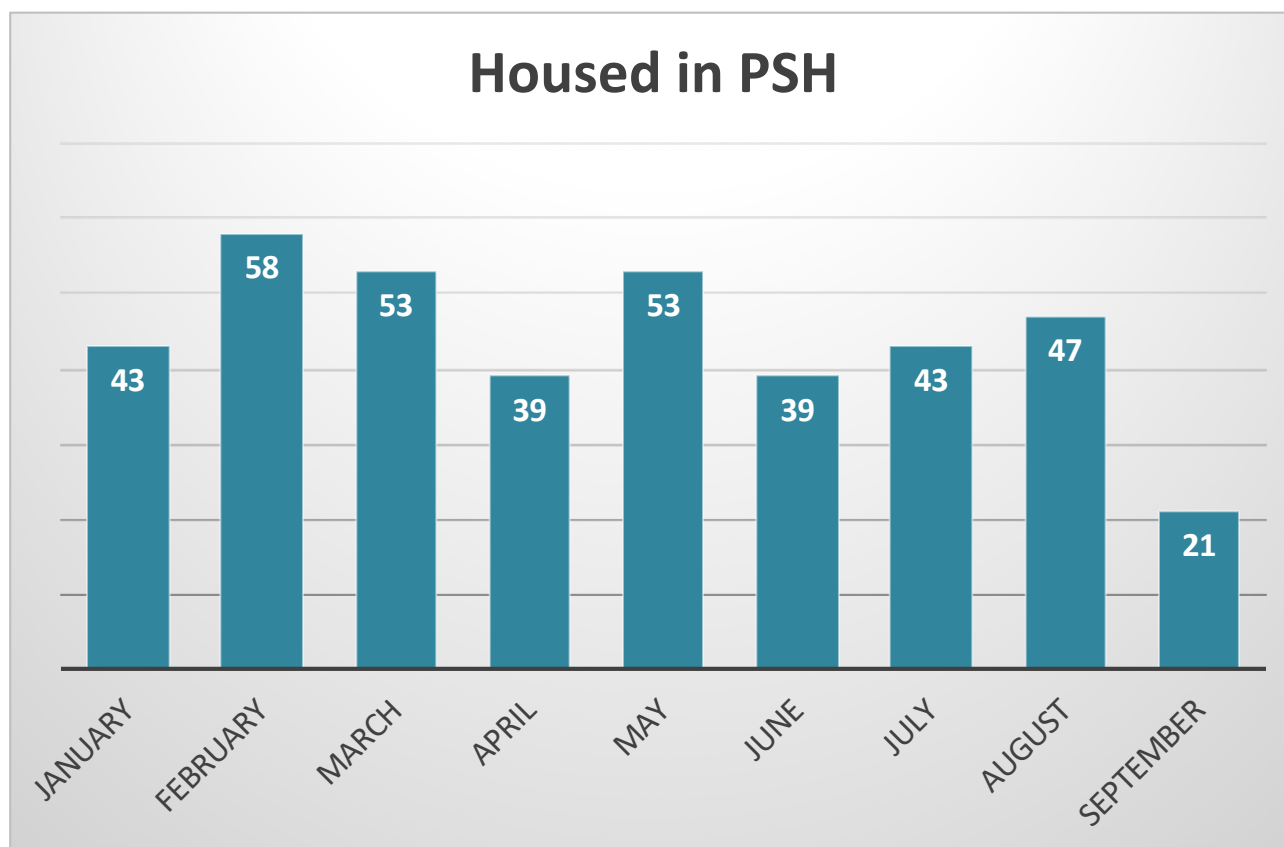
4

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



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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

Natural Disaster - Complete this section if the client has recently been affected by a natural disaster.

Were you recently affected by a natural disaster?	<input type="text" value="Yes"/> ⓘ
Which natural disaster?	<input type="text" value="Tropical Storm Imelda 2019"/> ⌵ ⓘ
Was your home directly impacted?	<input checked="" type="checkbox"/> ⓘ
Were you indirectly impacted?	<input type="checkbox"/> ⓘ
Did you utilize a HUD waiver for Fair Market Rent?	<input type="checkbox"/> ⓘ

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



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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 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



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The More You Know

What are the HMIS Helpdesk hours?



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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

