

Memorandum



DATE April 12, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT Homeless Management Information System (HMIS)

On Monday, April 17, 2017, the Housing Committee will receive a briefing on Homeless Management Information System (HMIS) by Cindy Crain, Executive Director of Metro Dallas Homeless Alliance. A copy of the briefing is attached.

Please let me know if you have any questions.



Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

C:

T. C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
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Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Homeless Management Information System (HMIS)

Housing Committee
April 17, 2017

Cindy Crain, Executive Director
Metro Dallas Homeless Alliance

Purpose of the HMIS

- A Homeless Management Information System (**HMIS**) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals, families, and persons at risk of homelessness.
- The US Department of Housing and Urban Development was the originating federal agency to require the HMIS for its homeless programs.
- It's one database, overseen by the Continuum of Care, that agencies in the space of homeless housing and services record what they do and report out the results.

HMIS Regulation and Security

- 2004 HMIS Data and Technical Standards-how data is to be collected and safeguarded
- [The McKinney-Vento Homeless Assistance Act as Amended by S.896 HEARTH Act of 2009](#) – requiring HUD to establish HMIS standards
- The Department of Housing and Urban Development (HUD), the Department of Health and Human Services (HHS), and the Department of Veterans Affairs (VA) released the [2014 HMIS Data Dictionary](#) and [2014 HMIS Data Manual](#) on May 1, 2014

Primary forms of data collection

- **Intake Assessments** – Demographics, health, income and household information
- **Update / Annual Assessments** – Updates to any changes especially income, health
- **Exit Assessments** – When you left the program, housing destination, income, health and household status
- Recording of all **services received** along the way including case management/case notes/goals/achievements
- **VI-SPDAT** – Vulnerability Assessment
- **Prioritization Status (DOPS)** – Applying standards of need to determine housing priority status

Data Quality Methods

- Daily deduplication service requests
- Quarterly Data Quality Reports with Scoring
- Annual CoC/ESG
- Regular Training Schedule for all Users
- DOPS Validating documentation
- Reviewed by HUD annually (AHAR, APR)
- Data quality \$\$ incentives

What can the data tell us?

- How long does it take a person who is homeless to work through the entire homeless response system ...until they are no longer homeless?
- How many new homeless enter our system and what is their background or demographics—do we need to amend our resources accordingly?
- How many people were served from any particular grant or project and were the funds used wisely?
- Is any agency or program not getting the outcomes they want? What can we do to improve their performance, OR what shall we do as a system to remove other barriers that may be outside their control?
- Or should we end that program and reallocate to something more effective?

Primary Reports

- Emergency Solutions Grants performance reporting- CAPER
- Continuum of Care Grants performance reporting through **Annual Performance Report** – understand project level, housing level, or system level measurement to show progress
- **Point in Time** reports - census
- **Housing Inventory** – supply and occupancy/vacancy of housing and are we hitting dedicated chronic goals
- **Annual Homeless Assessment Reports** – what was the average turn over rate of housing, system level demographics and longitudinal changes (aggregated with other communities across the USA)
- **System Performance Reporting** – The HEARTH Act mandated measures of all our inputs boiled down to 6 key measures for our community. We compete with ourselves year to year.

System Performance

- HMIS has evolved from a reporting of individual project reporting to system level reporting
- System Performance set out in the HEARTH Act interim rule with a benchmark '*look back date*' of October 1, 2012
- Our 'system' is Dallas and Collin Counties
- The homeless response system includes:
 - Street Outreach
 - Supportive Services
 - Emergency Shelter (day and night)
 - Safe Haven
 - Transitional Housing
 - Rapid Rehousing
 - Permanent Supportive Housing
 - Homeless Prevention

6 System Performance Measures

1. Length of time persons remain homeless
2. Persons who exit homelessness to permanent housing and return to homelessness in 6, 12, 24 months
3. Number of homeless persons
4. Employment and income growth for homeless persons in CoC funded projects
5. Number of persons who become homeless for the first time
6. Successful placements into housing from Street Outreach, Emergency Shelter, SafeHaven, and RRH and Permanent Housing retention (remain stably housed)

Key to HMIS Performance Measurement is Participation

- **Participation means:** Agencies enter **all client data** on all assessments, services and housing beds, **all year long**
- Organizes individual programs and resources and to isolate what resources provided what outcomes
- Supports documented funder cost allocation - assures against double dipping for same services to the same client
- Combines accounting of widgets of services and inputs and interprets core outcomes - **system performance.**

2016 TX600 CoC Score Summary

Scoring Category	Max Points	TX600 Score	Difference
Part 1: CoC Structure and Governance	51	42	-9 82%
Part 2: Data Collection and Quality	27	22.5	-4.5 83%
Part 3: CoC Performance and Strategic Planning	101	62.5	- 38.5 62%
Part 4: Cross-Cutting Policies	21	18	-3 86%
	200	145	-55 72.5%

Overall Scores for all CoCs

Highest Score:	187.75
Lowest Score:	79
Median Score:	154.5
Weighted Mean (to ARD):	160.7

New HMIS Functionality

- Allows organizations to **define how client information is shared** with other organizations in the Iris Network to provide a single view of client's participation and services received in the community. This includes those in the non-HMIS domains such as Food banks, Hospitals, Recidivism prevention, etc.
- **Enables referrals** to and from organizations and programs in the community.
 - Referral directory includes helpful information on the programs including proximity to client or referring organization
 - Closed loop referrals within the full Iris network of organizations and programs
- **Streamlined operations** for high volume service organizations such as Emergency shelters
 - Tracking of resources (such as beds, lockers, etc) usage including checkin and no-shows
 - Client scan cards valid throughout Iris network of organizations
- **Reporting**
 - Dashboards of key measures, overall and by program
 - Service delivery reporting for all services with ability to filter by 30 different demographic fields

PIECES Iris Scan Cards



Next steps in HMIS



- April 5 - 11 Iris Go Live Prep & Training HMIS Security Officers / Super Users
- April 17 –21 Existing Non Emergency Shelter Program Training
- April 21 Close old HMIS (Case Worthy) for Non ES @5:00 p.m.
- April 24 Iris Go Live for Non Emergency Shelter
- April 24 – 28 Existing Emergency Shelter Training
- April 28 Close old HMIS (Case Worthy, Client Track, HEART) @5:00pm
- May 1 Emergency Shelters Go Live 8:00 a.m.
- May 1 – 2 Scan Card Blitz (all day) at Austin Street and The Bridge
- May 8 – 12 New HMIS Users Training
- May 15 – 19 Family Place Training (DV)
- After May 19 Implement New Agencies UGM, TSA, Samaritan Inn, other DV

MDHA HMIS User Training

- **HMIS New User Training** Privacy & Ethics, Data Security, Data Quality, HMIS Privacy Agreement, the Help Desk tool, as well as HMIS data requirements
- **Advanced HMIS Training**
- **Data Quality Management Training**
- **Documentation of Priority Status Training**

Projecting HMIS Utilization

- HMIS Information Ecosystem will grow from **230** users to nearly **425** by September 2017
- To date, no homeless service provider has *formally* declined usage of the new PIECES Iris system and not all agencies have signed the IRIS service agreement
- HMIS participation rates of no less than **86%** of each category of Housing Type year round will be achieved in the 2018 **Annual Homeless Assessment Report (Oct 1, 2017 – September 30, 2018)**

MDHA Homeless Response System Community Dashboard Reporting

- Quarterly Measures related to the demand for housing and available supply of housing
- Will compare Quarter to Quarter change among 10 measures
- Dashboard will improve each quarter with more HMIS participation
- What is the rate of homelessness? and How well are we using our resources to end homelessness?
- First Base line report published January 15
- *Second Report published April 17*

How can you help?

- Require all homeless service providers with whom you have contracts to enter their data into HMIS
- Enter City of Dallas services for homeless into the HMIS
- Keep up with report cards and keep everyone accountable