

# Homeless Management Information Systems (HMIS)

Presented by your exclusive El Paso HMIS team



# What is HMIS

- A Homeless Management Information System (HMIS) is a locally administered, electronic data collection system that stores person-level information about persons who access the homeless system
- Typically a web-based software application homeless assistance providers use to coordinate care, help manage their operations, and better serve their clients
- HMIS is in response to a Congressional Directive to capture better data on homelessness
- Allows the aggregation of client-level data across homeless service agencies to generate unduplicated counts and service patterns of clients served

# What is HMIS

- HMIS Records and Stores:
  - Client information
    - Demographics
    - Basic assessment of needs
    - Determine eligibility for types of service
  - Service Tracking
    - Services delivered by a provider
    - Services received by clients
  - Case Management
    - Ability to plan, schedule, and follow-up on delivery of services
    - Ability to track changes in clients over time
    - Ability to monitor and measure performance goals and outcomes

# Importance

- Every Continuum of Care (CoC) is required to implement an HMIS.
- Existing HMIS Data Standards ensure consistent and uniform data collection in a secure and protected setting
- Your local HMIS data is critical for the Longitudinal Systems Analysis (LSA) and Point-in-Time Count
- CoC Performance Measures Report to HUD
  - Program Directors/Managers are expected to review data quality for their agency (ex. Recidivism, Length of Stay, Destinations, etc.)
- Implementation of HMIS at the local level can support coordinated local enumeration efforts, system and program performance assessments, individual case planning and service coordination



# Benefits

- Clients will receive a fast and efficient streamlined intake process, along with comprehensive case management
- Agency directors and program managers will be able to immediately produce effective outcomes, thus enhancing their ability to produce reports for funders, board members and other stakeholders
- Decreases duplicate intakes and assessments
- Improves agency effectiveness through tracking client outcomes
- Increase the understanding of the local extent and scope of homelessness

# Who is responsible

- The Continuum of Care (CoC) is responsible for HMIS implementation including planning, software selection, and compliance with HMIS Standards
- The HMIS Lead Agency (or grantee) is an agent of the CoC
  - Manages HMIS operations and provides HMIS administration functions at the direction of the CoC
- CoC is responsible for:
  - HMIS planning and software selection
  - Selection of HMIS administering agency/grantee
  - Establishing HMIS policies/protocols
  - Accurate data reporting in CoC Application

# Privacy Standards Framework

- Standards apply to Personal Protected Information (PPI)
  - Includes name, SSN, program entry/exit, program type; and various combinations of these data in truncated form
- Derived from principles of fair information practices
- Borrowed from HIPAA – Health Insurance Portability and Accountability Act
- Every agency and their users must sign a User Agreement

# HMIS System Administrator's Job Role

The HMIS System Administrator's job role requires that they have a thorough knowledge of how a HMIS database system works, including an understanding of the data structure and tables in order to;

- Provide end-user training on how to access and use HMIS
- Provide report generation assistance
- Assist with monthly reconciliations of all program data
- Conduct on-site reviews of client agencies, including equipment certification
- HMIS Help-Desk provided by:
  - Gary Gray – HMIS Senior Technician
  - Denver Herald – HMIS Support Technician
- HMIS Help-Desk # is 915-843-2170