El Paso HMIS
Steering Committee Meeting
"The More You Know"

December 2024
epchomeless.org

What Will Be Covered?

- Clarity Updates- December 2024

- Housing/Shelter Services-Why they are important!

- Security 102

- Conclusion/Questions

El Paso Coalition for the Homeless

Clarity Update-December 2024

- December 2024 updates includes Assessment Processor Points and Updated Access Rights (Admin).

- Update is now live!

Live Now!

Clarity Human Services: December 2024 Feature Updates

This month's release includes an update to Assessment Processor points, occupancy end time options at Program Exit, and an update to Access Rights for Enterprise users.

Release Schedule:

- **All Training Sites:** Tuesday, November 19, 2024

- **All Production Sites:** Tuesday, December 3, 2024

Housing & Shelter Services

Housing and shelter services are important for many reasons. This includes providing shelter bed nights, PSH bed utilization, transitional housing bed nights and Rapid Re-Housing bed utilization to HUD via the LSA. If bed nights or bed utilization is low, HUD wants to know why.

We also use this as a community for the Monthly Report Card. This is to show you how your programs are doing when it comes to data being entered in HMIS for your Bed Utilization or Bed Nights provided.

Emergency Shelters and Transitional Housing			GNRL-103	OUTS-101			
Organization Name	Project Name	Program Type	Bed Utilization	Clients that entered program during the month	Total number of clients that exited the program during the month	Clients that exited program during the month to permanent housing	% exited to PH
Child Crisis Center	Child Crisis Center - ES	ES	35%	13	14	0	0.0%
El Paso Center for Children	Center for Children Emergency Shelter	ES	12%	1	6	3	50.0%
El Paso Center for Children	TLP - Housing Service & Supportive Services	TH	41%	0	15	14	93.3%
El Paso Human Services, Inc.	Winchester House Emergency Shelter	ES	97%	4	5	3	60.0%
El Paso Villa Maria	El Paso Villa Maria - Transitional Living Center	TH	80%	5	6	2	33.3%

How to Keep Track (ES/TLC/PSH)

- For Shelters, TLCs and PSH programs, it is important to make sure client shelter/Housing services are up to date. Keep in mind, you can always over-extend their stay. This way, you don't have keep updating the service. Below is an Example:

Program Service History

Service Name		Start Date	End Date
HMIS TLC:Shelter Service El Paso HMIS ⓘ		11/01/2024	11/30/2024

Edit the current Shelter/Housing Service **OR** Add another shelter service from the last end date.

Shelter Service

Start Date: 11/30/2024   **End Date:** 01/31/2025

Service Note :

How to Keep Track (RRH/PSH)

For RRH and some PSH programs, the main focus is to have the "Rental Assistance" in place every month. This shows that "Beds" are being used within the unit and being accounted for.

Program Service History   LINK FROM HISTORY

Service Name	Start Date	End Date
HUD- COC Rental Assistance:HUD- COC Rental Assistance ⓘ	11/01/2024	11/30/2024

If you are not up to date, make sure to add the rental assistance for the months missing

HUD- COC Rental Assistance

Start Date:	12/01/2024	**End Date:**	12/31/2024
Expense Amount:	800.00	**Expense Date:**	12/02/2024
Funding Source:	No Funding Source		

How this affects reporting

- When services are in place, it will show that these clients have an ACTIVE service and will be accounted for in both the LSA and Report Card.

Before:

Service / November 2024	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
HMIS TLC: Shelter Service	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

Service / December 2024	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
No Data to Display...																															

After updating Services:

Service / November 2024	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
HMIS TLC: Shelter Service	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

Service / December 2024	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
HMIS TLC: Shelter Service	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

When we run data for the report card, part of it is the total amount of services provided for the month:

	# of Services Provided	# of Unduplicated Clients Served
	61	1
Total	61	1

Security 102

In the past, and during HMIS training, we talk about security and how important it is to make sure we take the proper steps to keep client information and the system secure.

Today, we will take it a step further and talk about some additional security tips to use!

Take notes because we may test you about this sometime next year!

Phishing

Phishing is an online hack that involves sending fraudulent communications that appear to be from a legitimate source. **Spear Phishing** is a cybercrime that involves sending emails or other communications to a specific person that is intended to steal confidential information. **Whaling** is like Spear Phishing but the scam email goes to high level executives or officials.

From: Camille Castillo <info17283@gmail.com>
Sent: Tuesday, November 19, 2024 3:30 PM
To: Claudia Martinez <Cmartinez@EPCHomeless.onmicrosoft.com>
Subject: Re: Claudia Martinez

Hi,

Please I need a quick sec! Got a favour to ask. I'm in a conference
meeting right now and email is my only way to communicate.
No calls, just shoot me a reply via email.
Thanks!

Camille Castillo
Director

How to Stop Phishing

From: Camille Castillo <info17283@gmail.com>
Sent: Tuesday, November 19, 2024 3:30 PM
To: Claudia Martinez <Cmartinez@EPCHomeless.onmicrosoft.com>
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Hi,

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meeting right now and email is my only way to communicate.
No calls, just shoot me a reply via email.
Thanks!

Camille Castillo
Director

When you receive an email that does not look anything like what you are used to, always look at the email address from the sender <u>OR</u> talk to the person directly and find out if what they sent is correct. Never reply to an email you feel is not right or seems odd. Mark them as SPAM & Block.

Tailgating & Piggybacking

Tailgating is a social engineering attack where an unauthorized person gains access to a restricted area by following an authorized person. This happens a lot where places require ID badges to get into certain or all parts of a building. There is also **Piggybacking** which is when an attacker is purposely let in with the help of someone with authorized access.

Tailgating

The attacker **follows somebody** with authorized access into a secure location **without their knowledge.**

Piggybacking

The attacker is **purposely let into a restricted area** with the help of someone with authorized access.

How to Stop Tailgating

Tailgating

The attacker **follows somebody** with authorized access into a secure location **without their knowledge.**

Piggybacking

The attacker is **purposely let into a restricted area** with the help of someone with authorized access.

Some ways to stop Tailgating and Piggybacking include:

- Establish a policy against tailgating and require all employees who pass through any door to scan their credentials before entering.
- Establish a culture of closing the door behind you when you go into any part of the building. It may be polite to hold the door, but its always best to have others come in using their credentials.

Routers & Wi-Fi

Routers are a very important part of how we use HMIS. It's the device that connects us to the internet either via Wi-Fi or Ethernet. This device (which can be paired with a modem), should be locked up and kept away from the public and/or staff to access.

Only authorized staff or your IT team should have access to this area. Not having it secured could allow someone to install, use or hack into various parts of the network.

If you encounter a odd wireless network that is "open" (No password needed), be careful. An **Evil Twin** is a fraudulent Wi-Fi network that is meant to get into systems that connect to it. Always ask your IT team if the network is safe to connect to.

USB Drives

Everyone knows that USB drives are used to keep files and or programs for use later on. However, they can also be used to hurt or harm your devices as well. There are times when Hackers leave USB drives on the street, floor or somewhere easily accessible for people to find and use on their computers. This can cause many issues including a "Bricked" device, malware and spyware install or personal files stolen.

Never under any circumstance, use a USB drive you find. If you find a drive on the floor, ask if anyone is missing a drive. If not, destroy the device or throw it away so someone else cannot use it. You may also be able to give it to your IT team to look into as they may have devices to use with it. These devices are separate from the rest of the network (Sandbox/testing computer).

Conclusion

➤ Keep track of your clients and their services.

➤ IT security is everyone's job. When everyone is secure, your infrastructure is kept secure, which means systems like HMIS is secure.

➤ If you are not sure of phishing emails or USB drives, always report them to your IT team.

Any Questions?

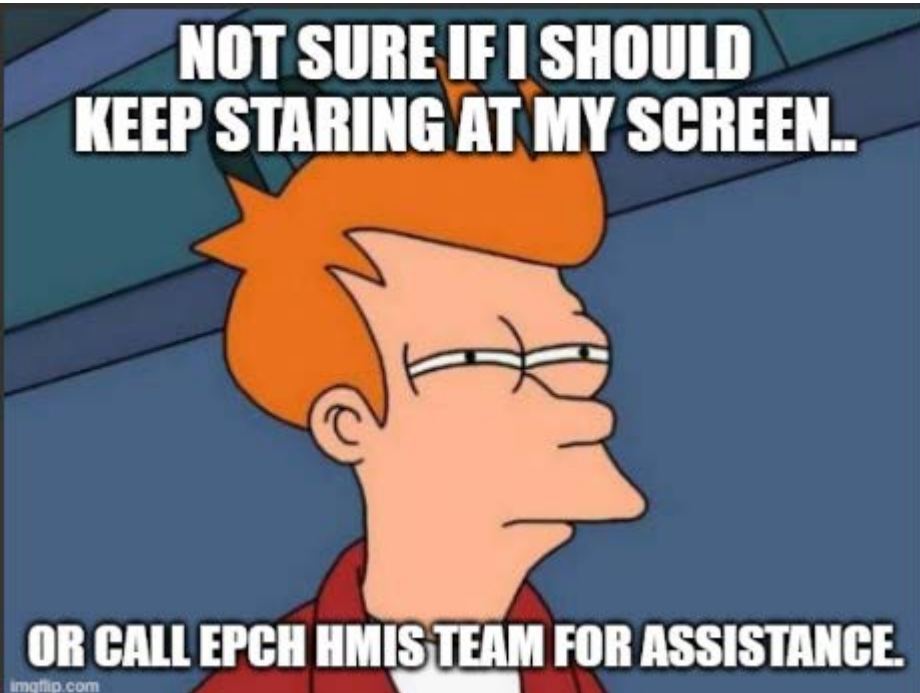# EPCH HMIS "Eyes on the Fries!"

HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is in January 2025!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!

Thank you!

EPCH Contact Information:
- Gary Gray-HMIS Senior Administrator

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- Denver Herald- HMIS Support Technician

dherald.epch@elp.twcbc.com

- EPCH Phone Number (Office Hours: M-F 8am-5pm)

(915) 843-2170

WE ARE HERE TO HELP!