



# New HMIS Participating Agencies: Overview and Requirements

# Agenda

## **HMIS Overview**

- What is HMIS?
- Features and Benefits

## **Agency Responsibilities**

- Training Users
- Agency Administrators
- Report Cards
- Agency Audits
- Annual Fee

# HMIS Overview

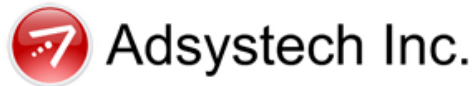
# What is HMIS?

A Homeless Management Information System (HMIS) is:

- An information system designated by a local Continuum of Care (CoC) to comply with the HUD requirements of CoC Program rule 24 CFR 578.
- A local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- A software system with the capacity to integrate and un-duplicate data across projects in a community.

For more information please reference: [www.hudexchange.info/hmis](http://www.hudexchange.info/hmis)

# HMIS v5.5



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WHAT'S NEW.. Today is: Tuesday, M



### The Count Down - May 2017

Last month, Adsystem sent out a flyer announcing the date for Version 5.x, October 1, 2017. "The end of life means all customers will be required to migrate to ver new Federal updates. Version 5.x will no longer be off month HMIS customers will have the opportunity to s 15th to May 31st. As we count down towards May 15 help but to be excited about the opportunity to get fe customers. Created to be our most user friendly versio opportunity to test Version 6 in a UAT environment. V with every opportunity to become acquainted with th Version 6 has to offer, without disturbing any current Although a final date has been given to switch over to us that you are aware that the implementation and G YOUR pace not ours.

### My Community Plan - Apr. 2017

Adsystem continues to expand their reaches in the na Exploring all avenues, we have partnered with the Fair further demonstrate our unyielding commitment in ac communities we serve. Through the newly developed

HMIS is a web-based application that can run on Silverlight-supported browsers such as Internet Explorer and Safari.

The application runs in secure mode to allow secure logins and sessions.

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# HMIS Features

- Client Outcome Tracking
- Customized Reporting
- Contract Management
- Advanced security features
- Client demographic data collection
- Comprehensive client case management
- Coordinated entry
- Employment, education, and housing history tracking
- Group case notes/services management
- Outreach
- Real-time data collection and reporting



# HMIS Benefits

## Executive/Senior Management

- Accountability Planning
- Performance Effectiveness
- Evaluation Fundraising

## Program Managers

- Reporting
  - Data Quality
  - Performance
  - Assessment Monitoring

## Case Managers

- Measure client outcomes
- Focused case management
- Coordinate services across the CoC
- File accessibility
- Documented activities
- Time efficiency

# HMIS Benefits (Cont.)

## Persons Experiencing Homelessness

- Decrease in duplicative intakes and assessments
- Streamlined referrals
- Coordinated case management and information on benefit eligibility

## Advocates and Community Leaders

- Understand the scope of homelessness, and monitor for trends
- Generate an unduplicated count of clients served
- Inform systems design and policy decisions
- Measure the performance of the community system to prevent and end homelessness

## Continuum of Care

- Understanding
- Characteristics
- Planning
- Evaluation
- Focused efforts
- Funding



# Why is HMIS Important?

- Centralizes data in one place
- Demonstrates how we serve homeless populations
- Gives us a better understanding of homelessness and service-use patterns
- Helps us prevent and end homelessness



# Agency Requirements

# HMIS Training

All new users must take the below trainings and pass the accompanying tests to gain HMIS access.

- Part 1: Policies and Procedures (1 hour), online training
  - Training on HMIS policies and protecting client confidentiality.
- Part 2: HMIS (4 hours), 85% or higher required to pass
  - Training on HMIS functionality.
  - Users receive HMIS credentials after passing this training.
- Part 3: Data Validation Training (2 hours), 85% or higher required to pass
  - Training on reviewing intake forms and entering data correctly into HMIS.
  - This training must be passed within one month of completing Part 2 training to maintain HMIS access.



# Agency Administrators

- Each agency must name an Agency Administrator and Back-up Agency Administrator.
- Some Agency Administrator responsibilities include:
  - Act as the first line of technical support for other users at their agency
  - Train new HMIS users on HMIS Parts 2 – 3 and Data Quality
  - Serve as the primary contact between 211OC and the users at their agency
- These users must complete the Agency Administrator and Mark For Delete training (4 hours) and pass accompanying tests with 85% or higher.
  - Agency Administrators learn how to conduct training on Parts 2 and 3, how to manage data quality, and how to use the Mark for Delete role to better manage their data.

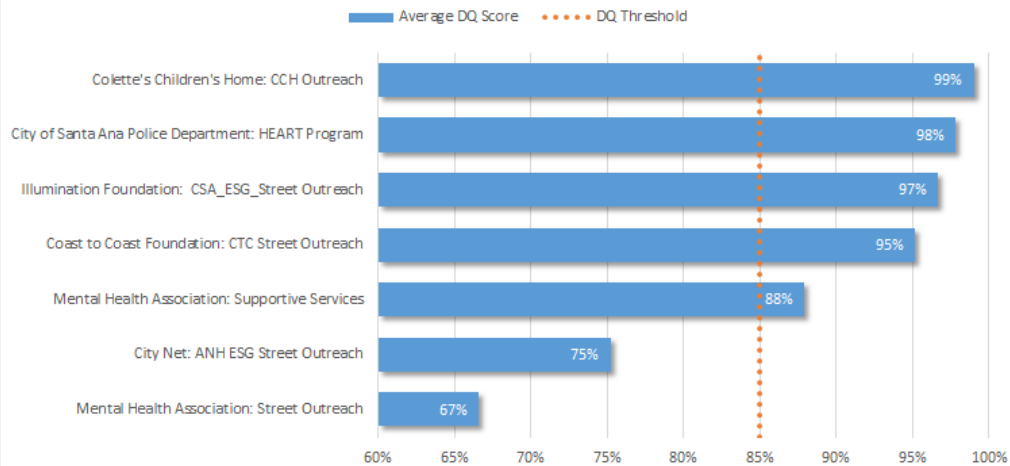
# HMIS Report Cards

- All projects participating in HMIS are included in the HMIS Report Cards.
- Data Quality Report Cards are published quarterly and include data quality and data timeliness information.
- Project Performance Reports are also published annually for all projects in HMIS.
- Data Quality Report Cards and Project Performance reports are available on the OC HMIS website: <http://ochmis.org/reports2/hmis-data-quality/>

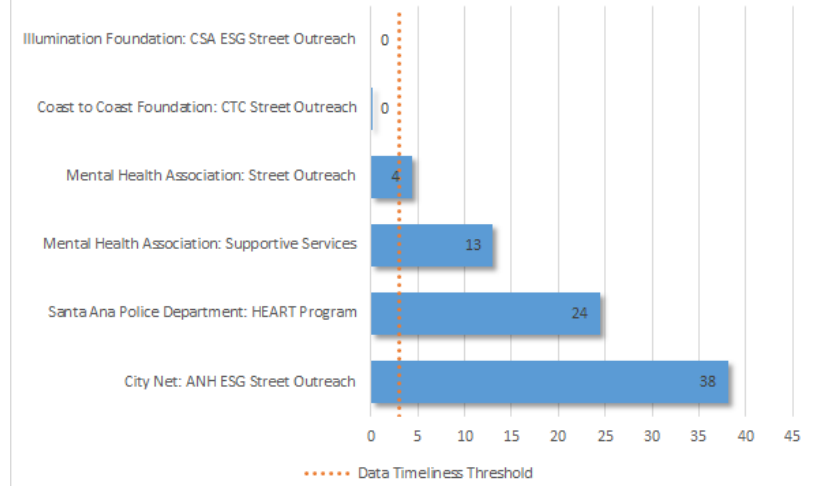


# HMIS Data Quality Report Cards Examples

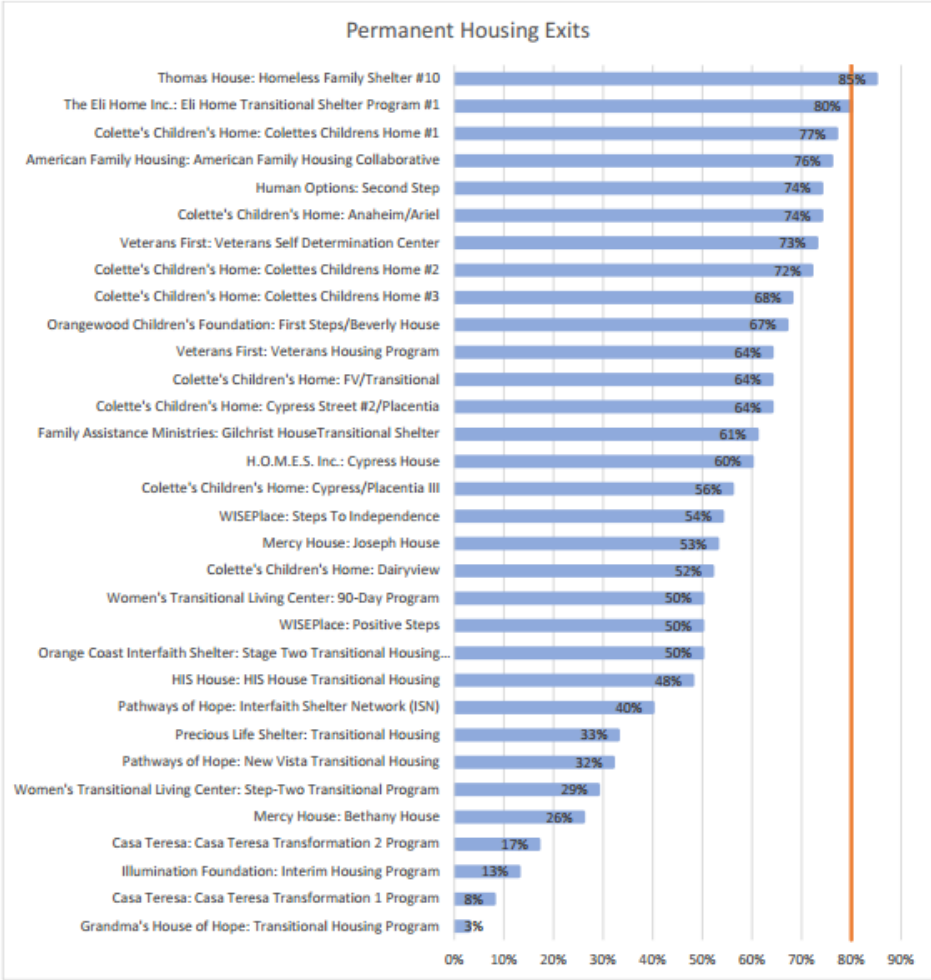
Street Outreach/Services Only  
Average UDE Data Quality Score  
Q4 2016



Street Outreach/Services Only  
HMIS Project Entry Data Timeliness  
Q4 2016



# HMIS Project Performance Reports Example



The orange line represents the Orange County benchmark determined by the CoC Ad Hoc Committee for this measure (80%).

Permanent Housing Exits is the percentage of exited households in HMIS that exited to permanent housing.

# Agency Audits

- Agencies participating in HMIS are audited on an annual basis.
- Audits ensure compliance with the HMIS Policies and Procedures.
- For a complete list of audited items please reference:  
<http://ochmis.org/hmis-documents/hmis-v5-forms/>





# Annual Fee

- All agencies participating in HMIS pay a flat annual fee of \$500.



# Questions?

Please contact the HMIS Helpdesk

**HMIS Help Line:** (714) 589-2360

**HMIS Helpdesk Ticketing System:** [ochmis.211oc.happyfox.com/home](http://ochmis.211oc.happyfox.com/home)