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HMIS Overview

This chapter will provide an overview of the statewide Homeless Management Information System (HMIS) that Idaho Housing and Finance Association (IHFA) administers. The implementation of HMIS in Idaho began in 2002 after IHFA received a grant from the Department of Housing and Urban Development (HUD). HMIS is an ongoing project with new providers coming onboard all the time. The use of HMIS in the Point in Time Count, AHAR, general reporting, CoC Application and Ten Year Plans to Reduce Homelessness has increased the need to increase HMIS coverage for the state.

For more information regarding HMIS Policy and Procedures, please contact the HMIS System Administrator.

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- The Beginnings of HMIS
- Universal and Program Specific Data Elements
- Uses of HMIS Data
- ServicePoint Software
- HMIS Scholarships for non-HUD-funded participants

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What is HMIS?

A Homeless Management Information System (HMIS) is a computerized data collection tool specifically designed to capture client-level, system-wide information, over time, on the characteristics and services needs of men, women, and children experiencing homelessness. Although efforts to collect information on the homeless population on a national level started in the early 1990's, the term HMIS was not coined until the year 2000.

In 2001, Congress directed the Department of Housing and Urban Development on the need for data analysis on the extent of Homelessness and the effectiveness of the McKinney-Vento Act programs. The mandate required:

- ❖ **Developing unduplicated counts of clients served at the local level**
- ❖ **Analyzing patterns of use of people entering and exiting the homeless assistance system;**
- ❖ **Evaluating the effectiveness of these systems.**

Idaho currently receives over three million dollars from the McKinney-Vento Act for our emergency shelters, and permanent and transitional homeless programs. While HMIS is a requirement for all agencies that receive HUD funding, all homeless service providers and public and private organizations that provide homeless and/or homeless prevention services are actively invited and encouraged to participate in HMIS in order to gain a comprehensive picture of homelessness in Idaho.

Over the last 20 years, many federal and state agencies have implemented plans to eliminate homelessness and reduce the impact of poverty. Measuring the success of the programs is often difficult because organizations lack the resources to collect data and the data that is collected is not in a standard or reliable format. In order to effectively combat homelessness and poverty, policy makers need reliable data to gain a full understanding of homelessness, its underlying issues, trends, and the overall impact on the community. Without reliable information, it is difficult to more appropriately target resources, monitor the use of homeless services over time, and ensure that critical services are offered to those who need it most.

HMIS Data Collection Requirements

The Universal Data elements, as identified in the Homeless Management Information System (HMIS): Data and Technical Standards Final Notice (Federal Register Vol. 69 No. 146) are required to be entered into HMIS by all participating agencies regardless of funding source.

Universal Data Elements

- | | |
|--------------------------|---------------------------------------|
| ➤ Name | ➤ Residence Prior to Program Entry |
| ➤ Social Security Number | ➤ Zip Code of Last Permanent Address |
| ➤ Date of Birth | ➤ Program Entry Dates |
| ➤ Race | ➤ Program Exit Dates |
| ➤ Ethnicity | ➤ Unique Person Identification Number |
| ➤ Gender | ➤ Program Identification Number |
| ➤ Veteran Status | ➤ Household Identification Number |
| ➤ Disabling Condition | |

In addition, in order to identify the Chronically Homeless, data on the extent of homelessness and household characteristics are also collected.

Please Note: Agencies who are recipients of HUD McKinney-Vento Act program funds must also collect **Program Specific Data Elements** to meet the requirements of their grant. They include the following:

- | | |
|----------------------------|-------------------------|
| ➤ Income and Sources | ➤ Substance Abuse |
| ➤ Non-Cash Benefits | ➤ Domestic Violence |
| ➤ Physical Disability | ➤ Services Received |
| ➤ Developmental Disability | ➤ Destination (at Exit) |
| ➤ HIV/AIDS | ➤ Reasons for Leaving |
| ➤ Mental Health | |

HMIS – A Community Resource

HMIS has the capacity to incorporate data from all service providers in the community and to capture basic descriptive information on every person served. HMIS assesses and documents the community's progress in reducing homelessness. By banding together and using one state wide HMIS system we can:

- ❖ Bring the power of the most current up-to-date computer technology to the day-to-day operations of individual homeless assistance providers
- ❖ Share client level information with other affiliated service providers in the state
- ❖ Knit together providers within a local community in a more coordinated and effective housing and service delivery systems
- ❖ Strengthen community planning and resource allocation
- ❖ Obtain and report critical aggregate information about the characteristics and needs of homeless persons

How is HMIS data used?

The data collected in HMIS is used mainly for reporting purposes to HUD but many other organizations also use HMIS data. **Data is reported only at a non-identifying aggregate and statistical level.**

Affiliated service providers are the only agencies with access to shared client-level data. If you choose not to share your information with other Service Providers, you will still have access to client-level data for your agency.

- ❖ Annual Progress Reports (APR) for SHP and ShelterPlus Care grantees (HUD)
- ❖ Annual Progress Reports for ESG grantees (HUD)
- ❖ SuperNofa application for Idaho's two Continuums of Care (HUD)
- ❖ Annual Point in Time (PIT) Count of the Sheltered and Unsheltered Homeless (HUD)
- ❖ Annual Homeless Assessment (AHAR) (HUD)
- ❖ Consolidate Annual Performance & Evaluation Report (CAPER) (HUD)
- ❖ Individual Providers Requests from non-HUD funders
- ❖ Draw requests for grantees
- ❖ Idaho's Action Plan to Reduce Homelessness (Executive Order No. 2005-11)
- ❖ Misc. Requests (News organizations, non-profits, federal and state government, and other funding sources)

ServicePoint Software

Idaho Housing and Finance Association administers the statewide HMIS program and uses a web-based software called ServicePoint (Bowman Systems).

- ❖ ServicePoint is Secure. Data is encrypted for secure transmittal and storage. It ensures that all client and service provider data is secure at all times. Information can be locked or unlocked, viewed or not, depending on the level of security of the viewer.
- ❖ ServicePoint is a robust. It enables staff to assess, refer & track clients; coordinate care; plan & manage programs; gather statistics; and share data with others - all in real-time. It also enables you to track & capture the information necessary to secure funding for services that are low in supply, yet high in demand.
- ❖ ServicePoint is Flexible. Custom assessments and intake forms can be created to capture data specific to your organization and meet the needs of your agency (more than homeless information such as chapel service).
- ❖ ServicePoint is Web-based. There is no software to install.
- ❖ ServicePoint has complete detailed reporting features. Choose from standard preformatted reports or custom reports can be written to meet the needs of your agency.
- ❖ ServicePoint tracks client history. It allows you to monitor changes in income, employment, living situations, service history, cost of service & source of funds and more
- ❖ The ShelterPoint module manages inventory. It allows housing providers to monitor shelter bed usage and availability

Who pays for HMIS?

Idaho Housing and Finance Association applied through the US Department of Housing and Urban Development (HUD) Continuum of Care grant and was awarded funding for Idaho's HMIS. Implementation funds through this grant will be made available to the agencies that are required to participate in the system.

Scholarships will be made available, funds permitting, for agencies that currently do not receive HUD funding, want to participate, but do not have the resources to pay for licensing themselves.

2008 Pricing Table

Item	Costs/License	Setup	Annual	Description
User licenses (\$225/user) One time fee	\$225.00	\$225.00	NA	One time Fee (Bowman Systems)
Annual support ServicePoint (\$90/user)	\$90.00	90.00	\$90.00	Support, version upgrades and ongoing system additions from Bowman Systems (Bowman Systems)
BIS Hosting Service (per user) annual	\$180.00	NA	\$180.00	Service fee of \$15 per user per month (Bowman Systems)
Database Encryption (\$113/user)	\$113.00	\$113.00	NA	One time Fee. A user license must be purchased for each user who will use system. \$113 per user (Bowman Systems)
Encryption Annual Support /per User	\$14.00	NA	\$14.00	Tier 1: 1-200 users \$14 per user per year (Bowman Systems)
Administration Fees (IHFA) annual /user	\$100.00	NA	\$100.00	Administrative, Database, Technical Support (IHFA)
Travel	TBD	TBD	TBD	Travel expenses (IHFA)
Training	TBD	TBD	TBD	Administration Fees include 1 day (per 'region/coalition') Basic User Training. Additional Training \$280 per day plus travel expenses (IHFA)
Total		\$428.00	\$384.00	

If you are interested in participating in HMIS and using ServicePoint or would like more information specific to the needs of your agency, please contact me at the information below.

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IDAHO Homeless Management Information System

HMIS Participation Scholarship Application

To apply for HMIS Participation Scholarship complete the form below. Please allow 4 –6 weeks to process the request. Scholarships can cover Setup Fees, Annual Costs, Training Costs and Computer Hardware

Mail, E-mail or Fax completed form to:	
Mail: Jennifer Otto HMIS System Administrator PO Box 7899 Boise, ID 83707	E-mail: Jennifero@ihfa.org Fax: 208-331-4808

Organization: _____ Phone #: _____

Address: _____

Executive Director: _____ Primary Contact: _____

Description of Organization & Services Provided: _____

Size of your organization: _____ Number of Clients Served Annually? _____

Initial number of users desired: _____

We serve (Check all that apply):

- Homeless clients
- Low income
- Other (describe)

List other entities you report to _____

Other Funding sources: _____

Seeking Scholarship to Cover (Check all that apply) and Amount:

- Setup Costs \$ _____
- Annual Fees \$ _____
- Training/Travel \$ _____
- Computer Hardware \$ _____

Do you have Computer? _____ Do you have Internet access? _____ (Dial-up OR High Speed)

Why you are applying for this scholarship? _____

By (Executive/Director Signature) _____

Name Printed: _____

Date: _____

Office Use Only	Received _____	Processed _____
Amount of Scholarship approved _____		