

Northlake HMIS Fact Sheet



What is an HMIS?

A Homeless Management Information System (HMIS) is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons throughout a Continuum of Care (CoC) jurisdiction. An HMIS is typically a web-based software application that homeless assistance providers use to coordinate service provision, manage their operations, and better serve their clients. Additionally, it helps knit together homeless assistance providers within a community and creates a more coordinated and effective housing and service delivery system for a community. Policymakers and planners at the federal, state and local levels, including the CoC, use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time, with a focus on developing unduplicated counts of clients served at the local level; analyzing patterns of use of people entering and exiting the homeless assistance system; and evaluating the effectiveness of these systems. It is federally funded through the U.S. Department of Housing and Urban Development (HUD).

What are the benefits of participating in an HMIS?

The benefits of HMIS data collection for organizations include improved ability to measuring client outcomes and performance of programs; better coordination of services internally among agency programs and externally with other providers; decreasing duplicative intakes, assessments, and services; coordinated case management; and determining benefit eligibility. For the broader community, HMIS participation can help inform our understanding of the scope of homelessness and evaluate the performance of the system that is in place. Comprehensive participation in HMIS yields better unduplicated counts of clients served, the improved ability to assess unmet needs/service gaps, and informs system design and policy decisions.

Who should be a part of an HMIS?

All service providers that assist person experiencing homelessness or are at imminent risk for homelessness are encouraged to be a part of the community's HMIS. This includes but isn't limited to emergency shelter providers, transitional housing programs for homeless persons, Permanent Supportive Housing providers, human service organizations that provide homeless prevention-type services (rental and utility assistance), and all other service organizations who provide food, clothing, prescription, and utilities vouchers.

How is the HMIS implemented on the Northshore?

The Northlake HMIS Data Project (NHMIS) is responsible for administering the HMIS within the geographic jurisdiction of the Continuum of Care lead by the Northlake Homeless Coalition, within the parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington. The NHMIS is a partner of the statewide implementation of HMIS, Louisiana Services Network Data Consortium (LSNDC), which encompasses all CoC jurisdictions throughout Louisiana and manages approximately 14,000 new client records annually.

The NHMIS provides the local community with a tool to collect and analyze data on people using homeless service programs. At full implementation, we can use the HMIS to accurately calculate the size and needs of the homeless population, the demand for and use of housing and services, as well as the outcomes of various interventions. It should be noted that the applications of HMIS participation are not limited to organizations who serve persons experiencing homelessness only; it has utilities for client data management for most human services providers, as homelessness is a social issue that is not exclusionary. It is the mission of the NHMIS to guide standardized data collection to ensure accuracy and integrity; maintain data security; minimize barriers to

participation; and demonstrate utilization of complex data for performance measurement for all participating organizations.

33 programs (12 agencies) currently participating in the HMIS	
<ul style="list-style-type: none"> ❖ CAAS: Coordinated Access and Assessment System ❖ ES: Emergency Shelter ❖ HP: Homeless Prevention ❖ RRH: Rapid Re-Housing ❖ HUD-VASH: PSH for Veterans Only ❖ NRS: Non-residential Services 	<ul style="list-style-type: none"> ❖ PSH: Permanent Supportive Housing ❖ SO: Street Outreach ❖ SSO: Supportive Services Only ❖ SSVF: RRH for Veterans Only ❖ TH: Transitional Housing
<ul style="list-style-type: none"> • Caring Center of Slidell (ES) – Slidell; St. Tammany Parish • Community Christian Concern and the Miramon Center (ES, TH) – Slidell; St. Tammany Parish • Family Promise of St. Tammany (ES) – Slidell; St. Tammany Parish • Hope Center (SSVF) – Gretna; St. Tammany, Washington, Tangipahoa • Start Corporation (PSH) – Houma; Livingston, St. Helena, St. Tammany, Tangipahoa, Washington Parishes • New Orleans Mission (TH) – Lacombe; St. Tammany Parish • Northlake Homeless Coalition (CAAS, RRH, SO) – Mandeville; Livingston, St. Helena, St. Tammany, Tangipahoa, Washington Parishes • NAMI St. Tammany (CAAS, TH, PSH) – Mandeville; St. Tammany Parish • St. Tammany Parish Community Action Agency - (CAAS, HP, RRH) Slidell; St. Tammany Parish • Tangipahoa Parish Gov. Section 8 Office - (HP, RRH, HUD-VASH) Amite; Tangipahoa Parish • Quad Vets – (TH) Hammond; Livingston, St. Helena, St. Tammany, Tangipahoa, Washington Parishes • Volunteers of America, GNO (PSH, SSO, SSVF) – Mandeville; Livingston, St. Helena, St. Tammany, Tangipahoa, Washington Parishes 	

What are the Requirements for Participation in HMIS?

HUD, the federal department that first implemented HMIS throughout the United States, establishes the minimum data, participation, privacy, and security standards for all agencies entering data into or having access to the HMIS. The LSNDC sets the policies for the statewide HMIS implementation, and the NHMIS, in consultation with the Northlake Homeless Coalition, oversees processes at the local level.

Data that is collected on all client records in the HMIS include Name, Social Security Number, Date of Birth, Ethnicity/Race, Gender, Veteran Status, Disabling Condition, Residence Prior to Program Entry/Exit Dates, Relationship to Head of Household, Length of Time on the Street, in an Emergency Shelter, or Safe Haven. It is also valuable, and required for some programs, to record Income and Sources, Non-Cash Benefits, Health Insurance, and history of Domestic Violence. Data needs to be entered into the HMIS within five business days of clients' entries into programs and within one business day of clients' exits, where feasible. Data collection can be expanded to meet providers' needs for information management. Additionally, it is strongly recommended that client needs, services, and referrals are recorded through the HMIS.

Under the local administration of the LSNDC, each organization must adopt the LSNDC privacy policies and implement the consent protocol for sharing information through the HMIS. The baseline sharing of data includes Client Names, Social Security Numbers, Gender, Race, Ethnicity, and Veterans Status. Sharing of data beyond these elements is allowable and at the discretion of the participating agencies. For example, most participating agencies elect to share services provided data, while most choose not to share disability information.

<p>Contact: Erin Matheny, Director Northlake HMIS Data Project / Southeastern Louisiana University Address: SLU Box 10509, Hammond, LA 70402 Tel: 985-549-5373 Email: erin.matheny@southeastern.edu Web: http://northlakehomeless.org/nhmis</p>
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