

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

The CoC has a long-standing MOU in place with the designated HMIS lead that clearly outlines roles and responsibilities of each entity. Portland Housing Bureau staff members serve as the lead for both the HMIS and Collaborative Applicant. Collaboration between these staff, in coordination with CoC agencies, ensures that HMIS is administered in compliance with applicable HUD regulations and HMIS standards. The HMIS lead reviews related HUD HMIS notices, standards, and rules as they are released. The HMIS lead works with the vendor to make sure the software is current and conforms to all HUD requirements. When concerns arise the HMIS lead works through the vendor's portal to identify and resolve issues or concerns. This portal archives all cases and the solutions. The CoC collaborates with the HMIS lead to develop and implement CoC-wide data standards, policies and procedures and monitoring protocols.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? Yes If yes, a copy must be attached.

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

In 2010, the HMIS lead developed and has since annually updated a Privacy Plan, Security Plan and Data Quality Plan included in the attached Policies, Procedures, Community Standards, Expectations and Exceptions. The assorted documentation constitute a. Coordination with and review by the CoC occurs primarily at a staff level, where the Portland Housing Bureau acts both as Collaborative Applicant and HMIS lead. CoC staff review and update HMIS policies and procedures in accordance with release of HUD HMIS standards and rules, and annually at a minimum.

**2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead?
Applicant will enter the HMIS software name (e.g., ABC Software).** ServicePoint

**2A-5 What is the name of the HMIS vendor?
Applicant will enter the name of the vendor (e.g., ESG Systems).** Bowman Systems

2A-6 Does the CoC plan to change the HMIS software within the next 18 months? No

2B. Homeless Management Information System (HMIS) Funding Sources

2B-1 Select the HMIS implementation coverage area: Statewide

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) OR-507 - Clackamas County CoC, OR-503 - Central Oregon CoC, OR-506 - Hillsboro/Beaverton/Washington County CoC, OR-501 - Portland/Gresham/Multnomah County CoC, OR-500 - Eugene/Springfield/Lane County CoC, OR-502 - Medford/Ashland/Jackson County CoC, OR-505 - Oregon Balance of State CoC

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$241,074
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$241,074

2B-3.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	\$30,708
County	\$261,526
State	\$0
State and Local - Total Amount	\$292,234

2B-3.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$0
Private - Total Amount	\$0

2B-3.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-3.6 Total Budget for Operating Year	\$533,308
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2B-4 How was the HMIS Lead selected by the CoC? Agency Volunteered

2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.
(limit 750 characters)

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

* Emergency shelter	65-75%
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	86%+
* Rapid Re-Housing (RRH) beds	86%+
* Permanent Supportive Housing (PSH) beds	65-75%

2C-2 How often does the CoC review or assess its HMIS bed coverage? Annually

2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage. (limit 750 characters)

The HMIS Lead, in collaboration with the Collaborative Applicant and community-level service providers, annually reviews and updates the Housing Inventory Count and assess its accuracy and completeness. In 2012, bed coverage rates for emergency shelter were below 65%. Subsequent improvements in that bed coverage rate are primarily due to improvements in data quality and completeness in the HIC. Additionally, all new emergency shelter beds described in the HIC have been at HMIS-participating agencies.

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".

Type of Housing	Average Length of Time in Housing
Emergency Shelter	31
Transitional Housing	8
Safe Haven	0
Permanent Supportive Housing	32
Rapid Re-housing	7

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

Universal Data Element	Percentage
Name	0%
Social security number	13%
Date of birth	1%
Ethnicity	4%
Race	4%
Gender	0%
Veteran status	6%
Disabling condition	8%
Residence prior to program entry	14%
Zip Code of last permanent address	14%
Housing status	24%
Head of household	5%

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)

All HUD APRs are generated from the HMIS. CAPER information for homeless services is also taken from reports generated from the HMIS. This includes all CAPER data for HOPWA and ESG and CAPER data for homeless services funded by HOME and CDBG.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data? Semi-Annually

2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges. (Limit 1000 characters)

The HMIS lead agency convenes bimonthly user meetings, in which providers review and discuss data quality reports. Reports are generated by project. We use the meeting to help identify data expectations, best practices and other ideas to overcome any challenges. Additionally, the annual CoC rating and ranking process for renewal projects includes review and scoring of projects' compliance with local data standards and projects' reported data completeness for several key universal data elements. When the CoC identifies organizations that have challenges with their data quality, the HMIS Lead provides direct training and technical assistance to assist continuous improvement. The Collaborative Applicant, in consultation with the HMIS lead conducts HMIS data quality monitoring during regular site visits.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data? Annually

2E. Homeless Management Information System (HMIS) Data Usage and Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

* Measuring the performance of participating housing and service providers	Annually
* Using data for program management	Annually
* Integration of HMIS data with data from mainstream resources	Never
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Never

2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached. Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)

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13.2.Data will be entered in a timely manner to meet aggregate reporting needs

13.3.Data accuracy will be no less than 95% (The file matches data entry)

13.4.Universal Data Elements Null/Missing Values will not exceed 5%

2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy): 01/30/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/30/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters	0%	0%	39%	61%
Transitional Housing	0%	0%	27%	73%
Safe Havens	0%	0%	0%	0%

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

Between 2012 and 2013, we observed a decrease in our sheltered point in time count (from 2,709 in 2012 to 2,546 in 2013). Broken out, we observed a 9% increase in emergency shelter and a 13% decrease in transitional housing. Most of the overall decrease is in the sheltered point in time count is attributable to the change in several units from operating in 2012 as transitional housing units to operating in 2013 as rapid rehousing units.

2H. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:**

Survey providers:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Extrapolation:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

2H-2 If other, provide a detailed description. (limit 750 characters)

2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

The CoC, led by the Multnomah County Department of Human Services and the HMIS Lead (Portland Housing Bureau) collaborate with all area emergency shelter and transitional housing providers to conduct an annual sheltered point-in-time count. Sheltered population data were collected in coordination with the State's One- Night Shelter Count. Data were collected through a combination of survey (both by provider and individual clients) and HMIS (collected by participating provider agencies.) The same data tool (survey form) was used in all situations. Data from forms of non-HMIS-participating provider programs were entered into the HMIS. Basic client-level data were collected to deduplicate among respondents when analyzing results in the HMIS.

2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

	HMIS:	<input checked="" type="checkbox"/>
	HMIS plus extrapolation:	<input type="checkbox"/>
Sample of PIT interviews plus extrapolation:		<input type="checkbox"/>
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)		
	Provider expertise:	<input checked="" type="checkbox"/>
	Interviews:	<input checked="" type="checkbox"/>
Non-HMIS client level information:		<input checked="" type="checkbox"/>
	Other:	<input type="checkbox"/>

**2I-2 If other, provide a detailed description.
(limit 750 characters)**

**2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)**

Subpopulation characteristics for all members of each household receiving shelter/housing services on the night of the point-in-time count came from either survey forms or HMIS data (collected by participating provider agencies). Non-HMIS participating programs gathered the data through either client interview (completing a survey tool) or having the clients complete the survey themselves. The same form was used in all instances and basic client-identifying information was used to deduplicate among respondents.

2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:**

Training:	<input checked="" type="checkbox"/>
Follow-up	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication :	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2J-2 If other, provide a detailed description.
(limit 750 characters)**

**2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)**

Data were entered into the HMIS for forms of non-participating provider programs. The HMIS Software was used to generate unduplicated counts. Prior to the count, detailed instruction packets were sent to all providers. Providers were also encouraged to attend a training workshop that was offered on several different dates at various locations. Providers received reminders by e-mail, with follow-up e-mails and phone calls as needed. Staff were also available by phone and e-mail to respond to questions and to help providers.

2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2K-1 Indicate the date of the most recent unsheltered point-in-time count: 01/30/2013

2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX: 04/30/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change. (limit 750 characters)

The CoC conducts a biennial point-in-time count for unsheltered persons. Between 2011 and 2013, we saw an 10% increase in unsheltered people in Multnomah County (from 1714 in 2011, to 1895 in 2013). Factors that may account for the increase include: persistent homelessness, new homelessness, in-migration, some loss of emergency shelter beds, and increased point in time count outreach to less visible populations. Most of these factors were exacerbated by continued high unemployment, continued lack of affordable housing, an increasingly tight rental market, and diminishing access to safety net and mainstream resources..

2L. Continuum of Care (CoC) Unsheltered Point-in-Time Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:**

Public places count:	X
Public places count with interviews on the night of the count:	X
Public places count with interviews at a later date:	X
Service-based count:	X
HMIS:	X
Other:	

2L-2 If other, provide a detailed description. (limit 750 characters)

2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

The CoC, led by the Portland Housing Bureau (CA and HMIS Lead) collaborates with the Outreach and Engagement Workgroup and other service providers to conduct a biennial unsheltered count using a standardized survey form. We combine three methods: 1-Outreach workers and police conduct a public places count with interviews in the downtown core and known camping locations on multiple nights immediately preceding, including and following the night of the count; 2-HMIS data or street count surveys are collected by social service agencies that serve people on the street and coordinated with shelter count turnaway data; 3-Outreach workers and volunteers conduct a visual count of people who were already sleeping or could not be interviewed.

2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count: A Combination of Locations

2M-2 If other, provide a detailed description. (limit 750 characters)

Outreach workers helped to develop a coordinated outreach strategy for the count and then visited camps, canvassed neighborhoods, and reached out to people sleeping outside. Over 150 sites that serve people who are unsheltered agreed to administer the Street Count survey. Agencies that had clients whom they knew slept outside on the night of the count could pull the information on those clients from their files and submit it electronically through HMIS or the survey form. Partners such as Police, Multnomah County Sheriff, Portland Parks and Recreation, and Oregon Department of Transportation provided information on the location of homeless camps throughout the county. Outreach workers visited all known camps identified during the week.

2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	<input checked="" type="checkbox"/>
"Blitz" count:	<input type="checkbox"/>
Unique identifier:	<input checked="" type="checkbox"/>
Survey question:	<input checked="" type="checkbox"/>
Enumerator observation:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2N-2 If other, provide a detailed description.
(limit 750 characters)**

**2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here.
(limit 750 characters)**

All data were collected using a standard survey form that included sufficient identifying information to allow for deduplication of records through creation of a unique identifier. At a minimum this included the first letter of respondent's first name, the first three letters of their last name, age and gender. Data were entered into the HMIS, which identified any duplicates. Duplicates were not included in the total if they matched across all three 3 fields. Training and coordination among point in time count volunteers improved survey methodology and decreased geographic duplication of counts. Visual count data that did not include survey completion were excluded from reported unsheltered numbers because data could not be unduplicated.