Homeless Missourians Information System

Monitoring & Utilizing HMIS Data

The goal of the Homeless Missourians Information System (HMIS) is to help agencies track the services provided while also giving agencies a tool to determine gaps and needs for people who are experiencing or at-risk of experiencing homelessness. Many examples and guidance is provided through the "Making the Most of your HMIS Data" document provided as a resource during the September Regional Housing Team Meetings.

The HMIS reports outlined in this document are opportunities for your agency to begin looking at community needs and the types of clients being served. This document is divided into two sections – data guidance for financial assistance and data guidance for housing programs. It provides guidance on which reports pull what type of data, as well as how that information can be used at your agency. Many of the suggestions for how the data can be used are particularly helpful in creating repots for program administrators, grant applications and Board of Directors for agencies.

This document also highlights how the HMIS reports can be used to assist in the agency's self-monitoring plan. It is important to keep in mind that data is only as good as the information collected. We ask that agencies review their data on a consistent basis to ensure the data is timely and accurate. The HMIS Project also uses data to provide comprehensive reports to the Balance of State (BoS) Continuum of Care (CoC) Committee. This Committee operates as part of the Governor's Committee to End Homelessness dba Missouri Interagency Council on Homelessness.

If you have any questions or would like further information on how you can use your data, please contact your HMIS Project Coordinator. We may be able to assist you in setting up templates or tools to continue collecting and reporting out your data. We can also work to provide you with data submitted to the Balance of State Continuum of Care Committee, such as the bed utilization report or the emergency shelter length of stay report.

Data Guidance for Financial Assistance

	To Pull Report in HMIS	What Report Shows	What to Monitor	How You Can Use It for Grants & Program Administration
Demographics of Clients Served	"Counselor" drop down menu Select "Service Reports" Type in date range you want Click "Contact Characteristics" report	This report provides an aggregate view of the clients your agency served. It is broken down between male and female head of households.	- Are the family sizes accurate? - Is the number of veterans accurate? - Is the number of chronically homeless clients accurate? - Are the health conditions representative of your clientele?	- Compare males and females - Look at characteristics over the years – are you seeing more families now? Seeing wide range of races?
Client Sources of Income	"Counselor" drop down menu Select "Service Reports" Type in date range you want Click "Income Analysis" report	This report provides an overview of the income sources that clients you served during that time frame had. It is broken down between male and female head of households.	- Is the income listed for clients accurate? (This is particularly important as one of the performance indicators being monitored at the continuum level is for growth in income.)	
Geography of Clients Served	"Counselor" drop down menu Select "Service Reports" Type in date range you want Click on "Contacts by Permanent Zip"	This report provides a list of all the permanent zip codes from which clients come.	- Are there any zip codes that look incorrect?	- Where are most of the clients you serve coming from? Are they primarily in state or out? In the immediate area or across the state?
Financial Assistance provided by Agency (detailed)	"Assistance" drop down menu Select "Assistance Reports" Type in date range you want Click on "Detail Assistance"	This report provides a list of all the clients who were given financial assistance in the selected date range. Each client will have the type of assistance given as well as the total amount. A total amount of money and total number of individuals served is reflected at the bottom of the report.	- Did every client who received financial assistance during the date range show up on the report? - Is the monetary amount for each client accurate? - Is the description of assistance (utilities, rent, etc) accurate? - Is the date they were	- See entry below

			provided assistance accurate?	
Financial Assistance provided by Agency (general)	"Assistance" drop down menu Select "Assistance Reports" Type in date range you want Click on "Summary"	This report provides a summary of the total number of clients who received certain financial assistance, such as the total number of households who received rent assistance or utility assistance.	- Does the total number of households match? - Are you missing any descriptions? - Do the households and quantities match up? This may be particularly important if a household can only be served once.	- How much of the funding went toward utilities? Rent? This may point to the needs of clients or helps you ensure funding is going toward preset guidelines from funders. - What was the total value of services provided? What does the average client receive? This may be helpful for a Board of Directors to show where their money is going and what types of services are most often requested. - Are there any households that received multiple services? - What is the percent diverted from shelter due to assistance provided by your agency?
Financial Assistance provided by Agency (details)	"Assistance" drop down menu Select "Assistance Reports" Type in date range you want Click on "MHTF Audit"	This report is similar to the "Detail Assistance" report. With this report, however, you can view the county of the client as well as the number of people in each household.	- Double check social security numbers and names. - Are the household sizes and composition correct? - Was the correct financial amount entered for each client?	- How many/which counties did your agency serve with the funding?

Data Guidance for Housing Programs

	To Pull Report in HMIS	What Report Shows	What to Monitor	How You Can Use It for Grants & Program Administration
Demographics of Clients Served	"Reports" drop down menu Select "Shelter Reports" Type in date range you want Click "Monthly Shelter Report"	This report provides a list of all the clients served in the date range, including their SSN, entry date, discharge date, previous address and total nights/days in the shelter.	- Is the client's information accurate, including SSN, previous address and family size? - Are the entry and discharge dates accurate? Does it reflect the correct number of days/nights in shelter?	- Where are your clients primarily coming from geographically? Are they in state or out? From your immediate area or elsewhere in the state? - How long are clients staying in your shelter?
Demographics of Clients Served	"Reports" drop down menu Select "Shelter Reports" Type in date range you want Click "Characteristics of Residents"	This report shows aggregate data for the head of households served at your shelter. It provides an overview of their demographic information.	- Is the total number of families correct? Is the breakdown of family sizes by head of household gender correct? - Are the number of veterans correct? - Is the race breakdown by gender correct?	- Looking at the housing categories can enable you to determine where most people were staying prior to your program, whether it was with a friend or at a hotel/motel.
Comprehensive Summary of Client Data	"Reports" drop down menu Select "Shelter Reports" Type in date range you want Click "APR" *Or you can click "APR Audit" to see which clients (along with their SSN) fall into each of the categories of the report	This report will show you an overview of information for your clients, including number of people who entered and exited the program, number of clients with veteran status or chronically homeless. It also contains a breakdown of clients by race, special needs and prior living situation.	- Are the number of persons for each disability status, race and ethnicity correct? - Is the exit information correct for those who left the program within the report period? Are the reasons for leaving and destinations known and accurate? *Using the "APR Audit" report will allow you to verify that the correct clients are reported under each category.	- How many of your clients have a recorded disability or special needs? - What does the length of stay look like at your agency? Has that changed over time? You can run different reporting dates to determine if there's been a change. - What amount and sources of income do your clients have? Does that differ from what amount and sources of income the clients have when they exit

				the program? - What are the primary reasons people exit your agency's program? Where are the client's exiting to?
Annual Number of Clients Served	"Reports" drop down menu Select "Shelter Reports" Type in date range you want Click "ESG Report" *Or you can click "ESG Report Audit" to see which clients (along with their SSN) fall into each of the categories of the report	This report will show you the annual number of person served based on their age, household size and special needs.	- Are the numbers for each category correct? Using the "ESG Report Audit" will allow you to verify that the correct clients are reported under each category.	- For the clients your agency serves, how does the subpopulation look? Does it change over time?
Client Income	"Reports" drop down menu Select "Service Reports" Type in date range you want Click "Income Analysis"	This report will show you total and average income for the head of households in your shelter.		- What's the average amount of income from a particular source (Food Stamps, employment, etc) for males and females?
Reasons for Emergency	"Reports" drop down menu Select "Service Reports" Type in date range you want Click "Reasons for Emergency"	This report provides a list of the primary reasons for emergency at the shelter or housing program.	- Are any reasons missing?	- What are the primary reasons people are experiencing homelessness? Running the reports for different time frames will allow your agency to see if those reasons change over time and if your agency is able to address those needs.