Pinellas County Homeless Leadership Board
Data and System Performance Committee Meeting
August 13, 2018 9:30 a.m.
Location: JWB, Room 105

**UPDATED AGENDA**

1. Approval of Minutes  Action Item
2. DSP Review & Rank Recommendation  Action Item
   a. APR Training
4. HUD Housing Marketing Analysis Summary  Discussion Item
   a. Fiscal Year Trends
5. PHMIS Policies & Procedures  Action Item
   a. Privacy Breaches
6. Family Benchmarks  Action Item
   a. Family Questions to Assess System of Care
7. Review October Agenda  Discussion Item
Attendees:
Shelia Lopez
Ricky Zanker
Kevin Marrone
Jessica Aragon
David Leake
Jodi Seitaralis
Zach Haisch
Kayetrenia Nichols

Public Member:
Lisa Stephens

1. **Agenda Item: Minutes from July 2017**
   Shelia Lopez moved to accept the minutes, David Leake seconded; Motion passed.

2. **Agenda Item: Approval of Racial Disparities Evaluation Timeline**
   The committee reviewed the timeline and suggested a subcommittee be created to oversee the project. Subcommittee recommendations included Stephanie Reed, Pinellas County, Theresa Jones, City of St. Petersburg, Rickey Zanker, Catholic Charities, and Shelia Lopez, Society of St. Vincent dePaul. Subcommittee membership will be opened to HLB Board members.

   Shelia moved to accept the subcommittee and timeline, Kayetrenia seconded; Motion passed.

3. **Monthly Report Review**
   Discussion of monthly data focused on the HLB staff process for reviewing data prior to it coming to the Committee. The committee would like to look at the impact of RRH clients with no income impacts the System Performance Measures. The committee would also like to look at drilled down data from FY 2016-2017 Safe Harbor of individuals that have only missed curfew once, to determine if they have ever come back into the system. The Committee agreed to list Safe Harbor missed curfews as “other” on the HLB board reports but will continue to monitor as an exit destination within Committee.

   Zach Haisch moved to accept the July 2018 data, Shelia Lopez seconded; Motion passed.

4. **Agenda Item: Individual PHMIS Case Reviews**
   This item was removed from the agenda due to the public attending this meeting.

5. **Agenda Item: Report Requests from Provider’s Council**
The Provider’s Council requested a HMIS Report that looks at the HUD System Performance Measure IV, Income Growth for non-HUD funded projects. The HMIS staff stated this would be a simple report to create for the committee.

The Provider’s Council also requested a HMIS Report be created to look at Services Only data. The committee reviewed that this type of report would have to be based on the counts of services and client “touches” to determine if Service Only providers are serving homeless individuals/families that are currently within the CoC’s Emergency Response System or if these are individuals/families that are at risk of homelessness.

Kayetrenia Nichols moved to approve a pilot report using Daystar, Service Only data to determine how including Service Only data into the monthly and quarterly reports adds value for CoC goals, Zach Haisch seconded; Motion passed.

Open Agenda:
The committee adjourned at 10:30 a.m. and opened a working group discussion with the HMIS trainer. The Committee received an overview of HMIS training, learning how training has transformed from how to enter into HMIS to how to use the HMIS system well. The Committee brainstormed the following for HMIS Training needs:

1. How to address when the HLB provides multiple TA sessions, yet there is no change in the error patterns being made by a provider/HMIS user?
   a. Create simple HMIS manuals and one-page sheets for users.
   b. Request providers that have created their own user tips submit to the HMIS Help Desk to ensure the instructions are correct and request if these materials could be shared throughout the CoC.

2. How do we handle the duplication of data into multiple sites?
   a. Have HMIS reports ran more frequently than monthly.
   b. Explain how post-report clean up impacts the System Performance Measures negatively.
   c. Use face-to-face training with follow up by agency administrators.
   d. Suggest agency administrators use staff meetings, orientation or quality internal meetings to review HMIS data.

3. What type of language changes do we need to make?
   a. When it comes to addressing HMIS errors and need for accurate data, DSP would take a proactive, strength-based approach. Language for projects without funder monitoring requirements by the HLB should be “providing technical assistance and working towards promising practices and best practices within the CoC.”

4. Is peer-to-peer training something that would benefit the CoC?
   a. Presenting information at the Daystar providers’ meetings would be great time to reach actual HMIS users.
   b. HLB should host a HMIS Best Practice webinar, using project agency administrators as the presenters.
**Meeting Name:** Homeless Leadership Board

**Meeting Date:** October 5, 2018

**Agenda Item Number:** (please leave blank)

**Item Title:** August 2018 Data Summary Report

**Name of Staff Member Submitting:** Avery Slyker

**Background:**
Summary of the August 2018 CoC performance reporting, per data within PHMIS. The data date range for the report was August 1, 2018 – August 31, 2018, with the data for the report being ran on September 5, 2018. The data within this report was approved by the Data and System Performance Committee on September 13, 2018. The report provides a summary of the CoC’s system entries and exits; system flow comparisons between FY 2017-2018 and FY 2016-2017; exit destinations; and current capacity, as per the Housing Inventory Count.

**August 2018 Report Highlights**

**Duplicated Data:**
- There were 51 additional entries in August 2018 than in July 2018 (2,061 July and 2,125 August); and,
- There were 74 additional exits in August 2018 than in July 2018 (2,071 July and 2,145 August).

**Unduplicated Data:**
- There were 55 additional individuals that entered the Emergency Response System in August 2018 than in July 2018 (1,301 July and 1,356 August); and,
- There were 64 additional individuals that exited the Emergency Response System in August 2018 than in July 2018 (1,417 July and 1,418 August).

**August Demographical Data Differences:**
- For the past quarter (June, July, and August 2018) females and Black or African/Americans make up more than 25% of the total population within the Homeless Crisis Response System (both demographics are at 30%)
- For the first time this quarter, under “Residence Prior to Homelessness” there were less than 10 entries from Hospitals.
August Exits

- 143 Individuals exited, “Rental by Client, No Subsidy” The actual breakdown of this measure should be:
  - There were 8 individuals with improper edit destinations, meaning only 135 exited “Rental by Client, No Subsidy” in August 2018;
  - There were 42 children within the 143 individuals that exited; and
  - Out of the 135 individuals that exited “Rental by Client, No Subsidy, 6 returned to Homelessness within 30 days of exit (4%).

System flow comparisons between FY 2017/2018 and FY 2016/2017 indicates there were 70 less entries (duplicated data) in August 2018 and there were 136 less individuals (Unduplicated data) that entered the system, meaning there was less entries into two or more projects during August 2018.

Between FY 2017/2018 and FY 2016/2017, there were also 86 additional exits (duplicated data) in August 2018 with 2 additional individuals (unduplicated data).

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<thead>
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<th>Budget Impact (if any):</th>
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<tr>
<td>Staff Recommendation:</td>
<td>HLB Performance Improvement Manager recommends approval of the August 2018 Data Summary Report.</td>
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<td>CEO Approval:</td>
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</table>
Data Summary August 2018

Entries and Exits

Number of Entries into the Homeless Crisis Response System

- August 2017: 2,125
- August 2018: 2,055

Number of Exits out of the Homeless Crisis Response System

- August 2017: 2,059
- August 2018: 2,145

The first two charts represent the number of episodes during the month of August 2018.

The second two charts represent the number of unduplicated clients during the month of August 2018. Note these individuals may have also entered and exited the system of care during a previous month.

Monthly Individuals that Entered the Homeless Crisis Response System FY 2017/2018 Compared to FY 2016/2017

- October 2017: 1,420
- October 2018: 1,420
- November 2017: 1,356
- November 2018: 1,311
- December 2017: 1,296
- December 2018: 1,289
- January 2017: 1,362
- January 2018: 1,351
- February 2017: 1,354
- February 2018: 1,211
- March 2017: 1,279
- March 2018: 1,313
- April 2017: 1,356
- April 2018: 1,362
- May 2017: 1,386
- May 2018: 1,389
- June 2017: 1,356
- June 2018: 1,398
- July 2017: 1,389
- July 2018: 1,409
- August 2017: 1,492
- August 2018: 1,492

Monthly Individuals that Exited the Homeless Crisis Response System FY 2017/2018 Compared to FY 2016/2017

- October 2017: 1,412
- October 2018: 1,412
- November 2017: 1,323
- November 2018: 1,256
- December 2017: 1,334
- December 2018: 1,211
- January 2017: 1,289
- January 2018: 1,289
- February 2017: 1,276
- February 2018: 1,213
- March 2017: 1,338
- March 2018: 1,338
- April 2017: 1,368
- April 2018: 1,368
- May 2017: 1,421
- May 2018: 1,421
- June 2017: 1,402
- June 2018: 1,402
- July 2017: 1,481
- July 2018: 1,481
- August 2017: 1,479
- August 2018: 1,479

The two charts above illustrate the number of episodes during the month of August 2018.
The chart below measures the total number of entries within PHMIS, the number of entries that were carried over from July 2018 and the number of exits from PHMIS. Entries refer to the " touches" made to the Homeless Crisis Response System by an individual.

### August 2018 Demographics

#### Age Ranges August 2018 (Unduplicated Data)

- Under 5: 1.8%
- 5 to 12: 3.5%
- 13 to 17: 3.2%
- 18 to 24: 4.6%
- 25 to 34: 17.6%
- 35 to 44: 21.5%
- 45 to 54: 23.2%
- 55 to 61: 16.9%
- 62 and Over: 7.7%
- Unknown: 0.0%

#### Client Race August 2018 (Unduplicated Data)

- White: 67.3%
- Black or African American: 30.6%
- American Indian or Alaska Native: 0.8%
- Asian: 0.4%
- Native Hawaiian/Pacific Islander: 0.4%
- Unknown: 0.4%
- Client Doesn't Know: 0.1%
- Client Refused: 0.1%

#### Client Gender August 2018 (Unduplicated Data)

- Male: 67.8%
- Female: 32.0%
- Trans Female (MTF): 0.1%
- Client Doesn't Know: 0.1%

#### Prior Residence to Entering Homeless Crisis Response System August 2018 (Unduplicated data)

- Staying With Friend: 184
- Staying With Family: 161
- Place Not Meant For Habitation: 412
- Jail: 98
- Self Pay Hotel/Motel: 18
- Emergency Shelter (Hotel/Motel): 211
- Substance Abuse Facility: 52
- Transitional Housing: 32
- Rental By Client, No Subsidy: 101
- Psychiatric Facility: 20
- Dental By Client, No Subsidy: 18
The Length of Stay (LOS) tracks individuals that have exited during the month, based upon the number of days they were open within HMIS, in one of the noted projects. The LOS measure is used to track the CoC's efforts to keep homelessness brief.

Summary of data differences between August 2018 and July 2018:

Summary is pending individual HMIS record review.
Permanent Destinations 306
Temporary Destinations 323
Institutional Settings 124
Other Destinations 164
Unknown 1,228

Positive Exit Destinations August 2018

Owned By Client, No Subsidy 0
Permanent Housing (Not RRH) 4
Rental By Client, No Subsidy 143
Rental By Client GPD 3
Rental By Client, Subsidy 32
Rental By Client, RRH 15
Rental By Client, VASH 11
Living With Family, Permanent 11
Living With Friends, Permanent 19

Negative Exit Destinations August 2018

Client Doesn’t Know 25
Client Refused 16
Data Not Collected 0
Deceased 4
Foster Care 7
Emergency Shelter (Paid Hotel/Motel) 115
Hospital 67
Self Pay Hotel/Motel 23
Jail or DJJ 20
Long-Term Care Facility 2
Safe Harbor Unknown 1,028
No Exit Interview 190
Other 61
Place Not Meant For Habitation 26
Psychiatric Facility 10
Residential 41
Project/Halfway House 52
Staying With Family, Temporary 59
Staying with Friend, Temporary 18
Substance Abuse Facility 10
Unknown 1,028

Housing Inventory Counts August 2018

There were 114 Rapid Re-Housing units added in August 2018.
Comprehensive Housing Market Analysis Highlights

March 1, 2018
U.S. Department of Housing and Urban Development
Income Highlights

- 2.6% average increase of payrolls since 2010
- All sectors increased except Information (.5% annual decline)
- 3.8% average unemployment February 2017 – February 2018

<table>
<thead>
<tr>
<th>Total Households</th>
<th>Percentage of Households at the Federal Poverty Level</th>
<th>Percentage of Households at UW ALICE Level</th>
<th>Percentage of Households Below ALICE but above Poverty Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>400,209</td>
<td>13%</td>
<td>28%</td>
<td>41%</td>
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<thead>
<tr>
<th>Family Size</th>
<th>Gross Annual Income</th>
<th>Gross Monthly Income</th>
<th>Approximate Hourly Wage</th>
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<tr>
<td>1</td>
<td>$12,140</td>
<td>$1,012</td>
<td>$5.84</td>
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<tr>
<td>2</td>
<td>$16,460</td>
<td>$1,372</td>
<td>$7.91</td>
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<td>3</td>
<td>$20,780</td>
<td>$1,732</td>
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<td>4</td>
<td>$25,100</td>
<td>$2,092</td>
<td>$12.07</td>
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<tr>
<td>5</td>
<td>$29,420</td>
<td>$2,452</td>
<td>$14.14</td>
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<tr>
<td>6</td>
<td>$33,740</td>
<td>$2,812</td>
<td>$16.22</td>
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<td>7</td>
<td>$38,060</td>
<td>$3,172</td>
<td>$18.30</td>
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<tr>
<td>8</td>
<td>$42,380</td>
<td>$3,532</td>
<td>$20.38</td>
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<tr>
<td>Over 8 add per person:</td>
<td>$4,320</td>
<td>$360</td>
<td>$2.08</td>
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Source: Federal Register vol. 83, no. 12, January 18, 2018, pp. 2642-2644. Monthly and hourly income calculated by OCPP and rounded to the nearest dollar and cent, respectively. The hourly rate is based on 40 hours of work per week for a full year (2,000 hours). These guidelines are for the 48 contiguous states and the District of Columbia.

Asset Limited, Income Constrained, Employed (ALICE)

<table>
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<th>ALICE Survival Budget Single Adult</th>
<th>ALICE Survival Budget 2 Adults, 1 Infant, 1 PreK</th>
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<tbody>
<tr>
<td>$ 18,972</td>
<td>$ 48,552</td>
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<td>$ 17,868</td>
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<td>$ 57,996</td>
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<td>$ 20,184</td>
<td>$ 56,520</td>
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Population and Household Highlights

- Seniors 65+ comprise nearly 20% of the population compared to 15% nationwide

- 90% of the population growth is net migration
  - The number moving into the area is larger than the number moving out of the area

- Within Pasco. Hernando, Hillsborough, and Pinellas Counties the population is estimated at 3.13 million
  - 2.40 Million are living in Hillsborough and Pinellas Counties
  - 54,550 people are arriving in area annually

- Over the next 3 years, the population growth is estimated to be 50,000 individuals annually
  - “Population and households are expected to grow faster in the Northern Counties submarket (Pasco & Hernando) due to having more developable land and lower housing prices.” HUD, 2018, p. 9
Housing Market Trends

- 31% of housing are multifamily buildings, compared to 26% for the nation
  - Home prices are higher because of the proximity to employment and cultural centers

- Pinellas County home sale prices are higher because of relatively high share of beachfront homes and the redevelopment of downtown St. Petersburg and adjacent historic neighborhoods, where prices tend to be above average

- Home sales have been on the decline since 2016 due to a low inventory of homes for sale and a decline in distressed sales

- New home sale prices have been increasing 5% annually since 2011
  - $309,900 Average New Home Price, February 2018
• “Pinellas County has limited vacant, undeveloped land” HUD, 2018, p. 11
  • All single-family permitting for new homes took place in Hillsborough County, except for 1 development in downtown St. Petersburg

• Home sale prices for The District on 9th, downtown St. Petersburg:
  • $440,800, two-bedroom, 1,600 square-foot townhome
  • $899,000, three-bedroom, 2,250 square foot townhome
Hillsborough and Pinellas apartment vacancy rate was 4.9%  
  - Down from 5.2% in 2017 and 8% in 2010  
  - Average rent was $1,125, an increase by 11% from last year due to tight market conditions

- Rental rates based on downtown St. Petersburg vacancies:
  - $1,725, studio units  
  - $1,780-$2,000, one-bedroom units  
  - $2,400-$2,905, two-bedroom units  
  - $3,200, three-bedroom units

- “Nearly all new apartments within the submarket (Pasco and Hernando Counties) have been built in the southern portion of Pasco County, which is closest to Pinellas County and major employment centers in Hillsborough County.” HUD, 2018 p. 19
PHMIS Trend Data
FY 2016/2017 TO FY 2017/2018
Entries/Exits

FY 2016/2017 COMPARED TO FY 2017/2018 TO DATE
FY 2016/2017
FY 2017/2018
Entries By Month
Capacity

FY 2017/2018 ENTRIES COMPARED TO FY 2017 HIC
Emergency Shelter-Individuals Over Age 18 Only
Emergency Shelter Families w/Children

- OCT: 291
- NOV: 291
- DEC: 291
- JAN: 291
- FEB: 291
- MAR: 282
- APR: 282
- MAY: 282
- JUN: 282
- JUL: 282
- AUG: 282

HIC ES W/Child
Individuals (Adults & Child)
Emergency Shelter – Children Only

- HIC ES Child Only
- Individual Child

<table>
<thead>
<tr>
<th>Month</th>
<th>OCT</th>
<th>NOV</th>
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Permanent Supportive Housing – Adults 18+ Only

HIC PSH Units

Individuals Aged 18+

- OCT: 1,250
- NOV: 1,250
- DEC: 1,318
- JAN: 1,317
- FEB: 1,319
- MAR: 1,318
- APR: 1,319
- MAY: 1,339
- JUN: 1,338
- JUL: 1,338
- AUG: 1,296
Permanent Supportive Housing – Families (Adults and Children)
Rapid Re-Housing Individual Adults 18+ Only

<table>
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<tr>
<th>Month</th>
<th>HIC RRH Units</th>
<th>Individuals Age 18+</th>
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<td>66</td>
<td>68</td>
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<td>NOV</td>
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<td>JAN</td>
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<td>FEB</td>
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Safe Haven – Adults Age 18+ Only

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<td>Aug</td>
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Transitional Housing – Children Only 24-

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<thead>
<tr>
<th>Month</th>
<th>HIC TH Beds</th>
<th>Children Age 24-</th>
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Demographics

FY 2017/2018
Policy 2-6: Confidentiality

All standards described in this manual pertain to any homeless assistance organization that records, uses or processes personally identifying information (PII) for PHMIS. One exception exists to this policy: any Member Agency covered under HIPAA is not required to comply with the standards in this manual if the Member Agency determines that a substantial portion of its PII about homeless clients or homeless individuals is protected health information as defined in the HIPAA rules (Section 4.1.2, 2004 HMIS Data and Technical Standards).

Confidentiality Procedures:

- Member Agencies must comply with HIPAA rules instead of PHMIS policies if it determines that a substantial portion of its PII about homeless clients or homeless individuals is protected health information as defined in the HIPAA rules. Exempting HIPAA covered entities from the HMIS privacy and security rules avoids all possible conflicts between the two sets of rules.

- All PHMIS Member Agencies must obtain consent from all clients for whom they are entering or accessing client data into HMIS. Informed consent includes both an oral explanation and written client consent for each client.

- All records dealing with clients must be treated as confidential. All PHMIS users and Agency Administrators are responsible for maintaining the confidentiality of information relating client information entered into PHMIS. Failure to maintain confidentiality may result in termination of PHMIS licenses for the organization.

Policy 2-6a: Confidentiality Breach Notification

Per the U.S. Department of Health and Human Services (2013), a breach is, generally, an impermissible use or disclosure under the HIPAA Breach Notification Rule, 45 CFR §§ 164.400-414 that compromises the security or privacy of the protected information. An impermissible use or disclosure of protected information is presumed to be a breach unless the covered entity or business associate, as applicable, demonstrates that there is a low probability that the protected information has been compromised based on a risk assessment of at least the following factors:

1. The nature and extent of the protected information involved, including the types of identifiers and the likelihood of re-identification;
2. The unauthorized person who used the protected information or to whom the disclosure was made;
3. Whether the protected information was actually acquired or viewed; and
4. The extent to which the risk to the protected information has been mitigated.

Confidentiality Breach Notification Procedures:

Accidental Breaches - HIPAA Rules require all accidental HIPAA violations and data breaches to be reported to the HLB within 60 days of discovery, although the HLB should be notified as soon as possible and notification should not be unnecessarily delayed. PHMIS Member Agencies should provide their
covered entity with as many details of the accidental HIPAA violation or breach as possible to allow the HLB to decide on the best course of action to take:

- **Low Risk Breach** (Example: Inappropriate service note within PHMIS that discloses PII or PHI)
  - First Time Offense – Help Desk ticket received; Internal Investigation; If suspected breach, hold user access; Corrective Action form from the Member Agency to HLB; DCF training; potential HMIS TA training
  - Second Time Offense – Help Desk ticket received; User access is suspended; Internal investigation; Corrective Action form initiated from HLB to the Member Agency; Intensive confidentiality training (may have cost associated for agency); Outcome submitted to HMIS governance for review and permission to give access back to individual
  - Third Time Offense – Help desk ticket received; user access terminated; HMIS governance committee for decision

- **High Risk Breach** (Example: Stolen computer that is used for PHMIS data entry)
  - First Time Offense – Help Desk ticket received; User access is suspended; Internal investigation; Corrective Action form initiated from HLB to the Member Agency; Intensive confidentiality training (may have cost associated for agency); Outcome submitted to HMIS governance for review and permission to give access back to individual
  - Second Time Offense – Help desk ticket received; user access terminated; HMIS governance committee for decision

**Intention Breaches** – Sharing username and password; failure to protect client identity in PHMIS; intentionally falsifying data records (Example: incorrect dating of record to improve program performance).

  - Help Desk ticket received; user access is suspended; internal investigation; notify funder(s); HMIS governance committee for decision

If the HLB identifies a potential breach through PHMIS data reviews the following steps will be taken:

- Privacy officer receives help desk ticket
  - Preliminary investigation based on the help desk ticket
  - Determines whether a breach occurred
  - Discusses findings and level of breach with HMIS Director, Performance Improvement Manager, and HMIS System Administrator
    1. Determine level of breach
    2. Follow above guidelines as course of action
Criteria and Benchmarks for Achieving the Goal of Ending Family Homelessness

In January 2017, the U.S. Interagency Council on Homelessness (USICH) and our member agencies—including the U.S. Departments of Education, Health and Human Services, and Housing and Urban Development—released criteria and benchmarks to help guide communities as they bring together many different programs and systems to build a coordinated community response to ending homelessness among families with children. They reflect the understanding that housing, health care, and family service providers—among many others—must work together to meet the unique needs of diverse families.

These criteria and benchmarks have been updated to reflect input from external stakeholders on the original release and to ensure clearer communication of the expectations and intentions behind some of the elements. The updates primarily focus on:

- Refining indicators 1 through 4 under Benchmark A to streamline and more clearly articulate expectations around the identification of families experiencing homelessness, access to emergency shelter, and connections to services for families identified as experiencing homelessness who are doubled up.
- Adding indicators 5 and 6 under Benchmark A, which reflect considerations highlighted in the initial version of the criteria and benchmarks released in January 2017. We will be working with a select number of communities to pilot the benchmarks over the coming months. As part of that piloting, for example, we will be asking communities to provide input on whether indicators 5 and 6 require additional refinement to ensure appropriate inclusion of families fleeing or attempting to flee domestic violence.
- Refining the indicator under Benchmark B to more clearly articulate the expectation around exits from homelessness to permanent housing destinations, including for families who choose to enter time-limited safe and stable housing.
- Piloting a separate measure that reflects the percentage of families who report that they perceive higher levels of safety and/or lower risk of violence when exiting to a permanent housing destination. We will be seeking community recommendations on whether and how best to capture this kind of data and expectations for tracking and reporting it, including the option to include this measure as part of a new benchmark.

Purpose of the Criteria and Benchmarks

Criteria and benchmarks work together to provide a complete picture and an ongoing assessment of a community’s response to homelessness. While the criteria focus on describing essential elements and accomplishments of the community’s response, benchmarks serve as important indicators of whether and how effectively that system is working on an ongoing basis. Together, these criteria and benchmarks are intended to help communities drive down the number of families with children experiencing homelessness to as close to zero
as possible, while building long-term, lasting solutions that can effectively and efficiently respond to future needs. They are not used by HUD or other agencies to evaluate or score communities for specific grant-funded programs.

Communities that have assessed their response to family homelessness and concluded that they have met the criteria and benchmarks will have the opportunity to validate and confirm their achievement through a federal review process. During that process, we will consider a community’s data and information holistically. For example, it may be possible for data to indicate that a community has achieved all the benchmarks, while other information may indicate that the expectations of the criteria haven’t been met. Or the benchmarks may indicate that a community’s response is working efficiently, but it has not been in place long enough to have fully achieved the goal. These tools can help you as you work to achieve the goal and document and validate your community’s claim.

We hope that these clarifications are helpful in increasing understanding of the criteria and benchmarks. We have been learning a great deal as we have worked with communities to understand their concerns and recommendations. We expect to continue to learn and think further, to provide future clarifications as questions arise, and to review and evaluate the effectiveness of these criteria and benchmarks over time. Revised guidance will be posted to the Family Criteria and Benchmarks page on the USICH website, as needed.

Criteria

USICH and its member agencies have developed the following set of community-level criteria for achieving an end to homelessness among families with children. These criteria, and the accompanying benchmarks, apply to all families with children under the age of 18 experiencing homelessness and who meet any federal definition of homelessness.

1. The community identifies all families experiencing homelessness.

   The community uses coordinated outreach, in-reach, multiple data sources, and other methods to identify and enumerate families experiencing homelessness, spanning the community’s entire geographical area. Specifically, while recognizing that families experiencing homelessness may move among a variety of settings:

   a. The community literally identifies every family who is unsheltered, in shelter, or in transitional housing settings or other residential programs for families experiencing homelessness; and,

   b. The community coordinates a comprehensive set of strategies across schools, the child welfare system, hotlines and 2-1-1, and other community-based programs to identify families who are doubled up and identified as homeless under the Department of Education’s definition.

   The community’s efforts are tailored to the unique needs of particularly vulnerable families, including those fleeing domestic violence.

2. The community uses prevention and diversion strategies whenever possible, and otherwise provides immediate access to low-barrier shelter, to any family experiencing homelessness who needs and wants it.

   The community helps families experiencing homelessness avoid the need to enter shelter whenever possible using prevention or diversion strategies. At the same time, the community has capacity to immediately provide a form of shelter (emergency shelter, bridge or transitional housing, or other temporary settings) to any family
experiencing unsheltered homelessness or an otherwise unsafe situation, including fleeing domestic violence or trafficking, who needs such assistance. No family is turned away from shelter, and access is not contingent on sobriety, minimum income requirements, lack of a criminal history, or other unnecessary conditions. Family members—regardless of family structure—are not required to separate from one another in order to access shelter.

3. The community uses coordinated entry processes to effectively link families experiencing homelessness to housing and services solutions that are tailored to the needs of all family members.

The community has implemented coordinated entry processes that: 1) operate in close coordination with mainstream systems; 2) use assessment tools for families that take into consideration the unique needs and characteristics of all adult and child members of the household, including those fleeing domestic violence; and 3) streamline access and referrals to appropriate housing and supportive services aligned with families’ needs and strengths, and informed by household choice. The coordinated entry processes are tailored to align available housing and services resources based on the needs of each member—adult and child—of the household.

4. The community assists families to move swiftly into permanent or non-time-limited housing options with appropriate services and supports.

Using Housing First and low-barrier approaches, the community quickly connects families experiencing homelessness to safe, affordable, and sustainable permanent housing—complemented by ongoing services that are aligned, whenever possible, with their choice—to prevent future returns to homelessness. Solutions include appropriate strategies for addressing the safety concerns and service needs of families experiencing homelessness who are impacted by domestic violence. Some families—such as those fleeing domestic violence or those with a head of household in recovery—may choose to first enter time-limited safe and stable housing programs before securing a permanent or non-time-limited housing opportunity.

5. The community has resources, plans, and system capacity in place to continue to prevent and quickly end future experiences of homelessness among families.

The community has projected the number of families who may need shelter and services, and has dedicated sufficient resources to ensure those needs are met and that future experiences of homelessness among families are rare and brief. The community has comprehensive plans in place, as well as the system capacity to: 1) provide appropriate services that will, whenever possible, prevent homelessness among families; 2) provide immediate access to low-barrier shelter; 3) connect families experiencing homelessness to appropriate services and permanent housing; and 4) promote long-term housing stability.

The community leverages connections to workforce systems and TANF agencies, as well as behavioral health, child care, and other relevant programs, to help families connect to the benefits, supports, and community-based services they need to achieve and maintain housing and financial stability. The community is able to provide non-housing crisis response options, including emergency financial assistance, safety services, transportation, legal services, and other necessary services and supports.
**Benchmarks**

Communities should use a variety of information and data to assess whether they have achieved an end to family homelessness, including the data necessary to calculate the following benchmarks, which, like the criteria, will continue to be refined over time. These tools and guidance can help with that assessment. Taken together, that information and data indicate how well a community’s coordinated response is working to ensure that homelessness among families with children is rare, brief, and non-recurring. Communities will also have the opportunity to document any special circumstances in their local context that should be considered during the review process.

These benchmarks provide important indicators of whether and how effectively a community’s response to family homelessness is working, but they are not the only data or information we will review as part of the federal confirmation process. Meeting the benchmarks does not guarantee that a community will be confirmed as achieving the goal of ending homelessness among families with children if other supplemental data or information related to the criteria above indicates that the goal has not yet been met.

**A. There are few families experiencing homelessness at any given time.**

1. The community’s census of families experiencing homelessness includes all families that meet any federal definition of homelessness; for example, families identified by local education agencies, early childhood programs, and domestic violence service providers. *(REVISED)*

2. No families with children under 18 are experiencing unsheltered homelessness. **NOTE:** If there are any such families, the community will be expected to provide a clear explanation and documentation of the circumstances. *(REVISED)*

3. No families seeking emergency shelter in the community are turned away unless they can be successfully diverted to another safe living environment of their choosing. *(REVISED)*

4. All families identified as experiencing homelessness, including those who are doubled up, are offered connections to appropriate services. *(REVISED)*

5. The number of families currently experiencing sheltered homelessness (including emergency shelter and transitional housing) demonstrates the community’s capacity to address emerging needs through permanent housing placements. Specifically, the number of families experiencing sheltered homelessness is: a) Less than or equal to twice the monthly average number of families newly identified as experiencing homelessness AND b) Less than or equal to twice the monthly average number of families exiting homelessness to permanent housing. *(NEW)*

6. The community’s census of families experiencing homelessness is not increasing. Specifically, the average number of families exiting to permanent housing destinations from sheltered or unsheltered homelessness each month is greater than or equal to the average number of families newly identified as experiencing sheltered or unsheltered homelessness each month. *(NEW)*
B. **Families experiencing homelessness are swiftly connected to permanent or non-time-limited housing options.**

1. Families with children identified as experiencing unsheltered or sheltered homelessness exit homelessness to safe, stable permanent housing within an average of 45 days and no longer than 120 days from the point of identification. *(REVISED)*
   
a. It is expected that families begin to receive assistance to access safe, stable permanent housing as soon as they express a desire to do so, with an initial offer of such assistance to occur within no longer than 30 days from the point of identification. There shall be periodic recurring offers of assistance to the family.

b. In the case of those families who have chosen time-limited safe and stable housing, this calculation should use the date the family requests or accepts an offer of assistance in attaining permanent housing.

c. It is expected that families who choose to enter longer-term transitional housing programs are primarily: seeking to address issues related to substance use; survivors of domestic violence or other forms of severe trauma; and/or headed by a pregnant or parenting youth under the age of 25.
Assessing Whether Your Community Has Achieved the Goal of Ending Family Homelessness

The United States Interagency Council on Homelessness (USICH), and its member agencies, have adopted specific criteria and benchmarks for ending homelessness among families with children in order to guide communities as they take action to achieve the goal through a coordinated community response.

The following questions can help you begin to assess your community’s progress. Our interagency review team will also ask for documentation that addresses these questions, if you choose to seek federal confirmation of your community’s achievements. The questions proposed below reflect our best thinking at this time. We are continuing to solicit stakeholder input and assess available data to support recommendations for proposed indicators under the current benchmarks and will similarly refine these questions as necessary moving forward. Revised guidance, including definitions for key terms used throughout these resources, will be posted to the Family Criteria and Benchmarks webpage on the USICH website.

Please consult with one of your local federal representatives for guidance prior to submitting your responses.

Your HUD Field Office or Regional Office
Your HHS Regional Office
Your USICH Regional Coordinator

Questions that Assess Whether Your Community Has Achieved the Criteria

1. Has your community identified all families experiencing homelessness1?
   a. Does your community use coordinated, comprehensive outreach, in-reach, multiple data sources, and other methods to identify and enumerate families experiencing homelessness, spanning the community’s entire geographical area?
   b. Does your community conduct outreach and in-reach on a regular basis, including at least weekly outreach to known locations or other areas where families who are living in unsheltered settings may be located?
   c. Does your community’s outreach and in-reach strategy involve proactively looking for families that are newly experiencing homelessness or new to your area?
   d. Are your providers across the multiple systems and mainstream resource staff2, as well as outreach and in-reach efforts, connected to the coordinated entry process?

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1 These questions should take into account all families with children under the age of 18 experiencing homelessness who meet any federal definition of homelessness.
2 For the purposes of this guidance, mainstream programs and partners include but are not limited to: Local Education Agencies (LEAs), Projects for Assistance in Transition from Homelessness (PATH) grantees, workforce systems, Temporary Assistance for Needy Families (TANF) agencies, physical health care providers, behavioral health care providers, child care providers, victim service providers, law enforcement, prisons, jails, and hospitals.
e. Which provider partners are involved in identifying families experiencing homelessness in your community?

f. Has your community literally identified every family who is unsheltered, in shelter, or in transitional housing settings or other residential programs for families experiencing homelessness?

g. Can you describe how your community coordinates a comprehensive set of strategies across schools, the child welfare system, hotlines and 2-1-1, and other community-based programs, to identify families who are doubled up and identified as homeless under the Department of Education’s definition?

h. Are your community’s efforts tailored to the unique needs of particularly vulnerable families, including those fleeing domestic violence?

i. Does your community have a single data system (i.e., HMIS, active list) that identifies and tracks all families known to be experiencing homelessness, aside from those fleeing domestic violence?

j. Do all of the entities responsible for identifying families experiencing homelessness in your community collect data on all families they encounter? Is that data entered into HMIS or another comparable data system so that relevant data can be included on an active list?

k. Do victim service providers that offer housing have databases that are comparable to HMIS and comply with confidentiality requirements as outlined by federal law?

l. Does your community ensure that families being served by victim service providers, as well as others with confidentiality concerns, are accounted for on a by-name or active list while ensuring their personally identifiable information is confidential?

m. Is your active list updated on at least a biweekly basis and reviewed to make prioritization decisions?

n. Can you describe the written procedure or workflow for the active list including processes to protect the safety and confidentiality concerns of victims of domestic violence?

o. Is your community able to provide comprehensive and current responses to the following questions?
   i. How many families are experiencing homelessness in your community?
   ii. Of those families currently experiencing homelessness, how many are unsheltered; in emergency shelter; in transitional settings; in other residential programs for families experiencing homelessness; or, doubled up or otherwise identified as experiencing homelessness under the Department of Education’s definition?
   iii. How many families, sheltered and unsheltered, were identified in the two most recent Point-in-Time counts?
   iv. How many families indicated that they became homeless due to fleeing or a previous history of experiencing domestic violence?
   v. How many children in families were identified as experiencing homelessness by local education agencies (LEAs) during the most recent school year? How is information about changes in families’ homelessness status updated throughout the school year?

2. Does your community use prevention and diversion strategies whenever possible, and provide immediate access to low-barrier shelter to any family experiencing homelessness who needs and wants it?

   a. Are you implementing comprehensive prevention and diversion strategies to help families experiencing homelessness avoid the need to enter shelter whenever possible?

   b. Are providers across the multiple systems and mainstream resource staff in your community familiar with the prevention and diversion strategies and protocols?
c. Does your community have the capacity to immediately provide a form of shelter (emergency shelter, bridge or transitional housing, or other temporary settings) to any family experiencing unsheltered homelessness or an otherwise unsafe situation, including fleeing domestic violence or trafficking, who needs such assistance?

d. Does your community provide access to such shelter that is not contingent on sobriety, minimum income requirements, lack of criminal history, or other unnecessary conditions?

e. Are family members — regardless of family structure — able to stay together (i.e., they are not required to separate from one another) in order to access shelter?

f. Are any families turned away from shelter without a safe alternative?

g. Are there adequate crisis response services available in your community to families fleeing domestic violence or trafficking, or who otherwise have concerns regarding their safety and confidentiality?

3. Does your community use coordinated entry processes to effectively link families experiencing homelessness to housing and services solutions that are tailored to the needs of all family members?

a. Can you describe how your community has implemented coordinated entry processes that:
   i. Operate in close coordination with mainstream systems;
   ii. Use assessment tools for families that take into consideration the unique needs and characteristics of all adult and child members of the household, including those fleeing domestic violence; and
   iii. Streamline access and referrals to appropriate housing and supportive services aligned with families’ needs and strengths, and informed by household choice?

b. Does the community have a process in place to connect families identified by local education agencies and other mainstream programs to the coordinated entry process, if the family indicates a desire to do so?

c. Does the community have processes and partnerships in place to ensure that victims of domestic violence have access to housing supports and services outside of those available through victim service providers?

d. Do coordinated entry processes reflect trauma-informed approaches for both adults and children, and take the safety and confidentiality needs of victims of domestic violence into account?

4. Does your community assist families to move swiftly into permanent or non-time-limited housing options with appropriate services and supports?

a. How does your community use Housing First and low-barrier approaches to quickly connect families experiencing homelessness to safe, affordable, and sustainable permanent housing, complemented by ongoing services that are aligned, whenever possible, with their choice?

b. Do solutions include appropriate strategies for addressing the safety concerns and service needs of families experiencing homelessness who are impacted by domestic violence?

c. How does your community swiftly connect families living in time-limited housing programs, such as transitional housing or recovery housing, to a permanent or non-time-limited housing opportunity when that family expresses a desire to do so?

d. What processes and protocols are in place to prevent unnecessary delays in connecting families to housing and services?
e. How does your community use the active list to manage and prioritize waitlists for permanent housing supports and programs?

f. How are families experiencing homelessness connected to income supports, health and behavioral health care, social supports, employment opportunities, workforce programs, and other supportive services that promote long-term housing stability and self-sufficiency?

5. Does your community have resources, plans, and system capacity in place to continue to prevent and quickly end future experiences of homelessness among families?

a. Has your community projected the number of families who may need shelter and services, and dedicated sufficient resources to ensure those needs are met and that future experiences of homelessness among families are rare and brief?

b. Does your community have comprehensive plans in place, as well as the system capacity to continue to:
   i. Provide appropriate services that will, whenever possible, prevent homelessness among families;
   ii. Provide immediate access to low-barrier shelter;
   iii. Connect families experiencing homelessness to appropriate services and permanent housing; and
   iv. Promote long-term housing stability?

c. Are there sufficient permanent housing assistance options that are currently available or will become available over the next twelve months to ensure that families that experience homelessness in the future can be swiftly connected to permanent housing?

d. Does the community have capacity to provide non-housing crisis response options, including emergency financial assistance, safety services, transportation, health and oral health services, behavioral health, and legal services?

e. How does your community leverage connections to, and engage with, the following community partners?

   i. Legal services providers
   ii. Safety services
   iii. Workforce systems (such as local Workforce Development Boards and American Job Centers)
   iv. Temporary Assistance for Needy Families (TANF) agencies
   v. Physical health care providers
   vi. Behavioral health care providers
   vii. Early childhood programs
   viii. Child care providers
   ix. Child welfare agencies
   x. Local education agencies, GED providers, and institutions of higher learning
   xi. Victim service providers
   xii. Transportation
   xiii. Food assistance programs

Specifications to Measure Whether Your Community Has Achieved the Benchmarks

As mentioned above, federal partners are continuing to solicit stakeholder input and assess available data to support recommendations for one or more of the proposed indicators. Revised guidance will be posted to the Family Criteria and Benchmarks webpage on the USICH website. We will continue to review and clarify the questions to assess and specifications as needed.