



MONTHLY OFFICE HOURS

March 2026

Solving Homelessness Together • Dallas & Collin Counties

MEET YOUR HMIS TEAM



Freda M. Nelms

Director
Data Mgmt & Reporting



Eryca Peters

HMIS Manager



Phil Force

HMIS Administrator



Lisa Heise

HMIS Administrator



Emmett Altsman

HMIS Administrator of
Data Quality

TODAY'S AGENDA

[DATE & TIME]

01

Announcements

02

ClientTrack Feature Highlight

Timeliness Report

03

HMIS Deep Dive

HMIS On-Site Reviews

04

Office Hours Reminders

Weekly · Monthly · Quarterly

01

ANNOUNCEMENTS

ANNOUNCEMENTS

Client Confidentiality

- PII includes any information that can be used to identify a client: name, date of birth, social security number, etc.
- Sharing PII through unsecured methods is not permitted
- Unsecured methods include:
 - Email
 - Text messages
 - Teams/other chats
 - Screenshots
- Unauthorized sharing of PII can compromise the client's safety and undermine the integrity of HMIS

NEED TO KNOW

PII should NEVER be included in communication outside of HMIS – always use the Client ID

ANNOUNCEMENTS

Q1 Data Quality Reports

- The end of the quarter is approaching, which means it is time for Data Quality Report Submissions
- The link for submissions will be emailed out on Wednesday, 4/1/26
- Data Quality Office Hours will be held on Tuesday, 4/14 at 10am
- Submissions will close at end of business on April 30; we do not foresee offering any extensions

NEED TO KNOW

- Q1 Data Quality Reports will be due by April 30, 2026

ANNOUNCEMENTS

Data Quality Benchmarks

Data Quality Benchmark Minimums by Project Type	CE (CAS)	HP	ES (E/E)	ES (NbN)	PSH / OPH	RRH	SO ²	SSO	TH
Project Descriptor Data Elements (PDDEs) (Completeness)	95%	95%	95%	95%	95%	95%	95%	95%	95%
Completeness: Universal Data Elements (UDEs)	90%	90%	80%	80%	95%	95%	80%*	80%	90%
Completeness: Program Specific Data Elements (PSDE)	90%	90%	80%	80%	95%	95%	80%*	80%	90%
Timeliness	95%	95%	95%	95%	95%	95%	95%	95%	95%
Accuracy	95%	95%	95%	95%	95%	95%	95%	95%	95%
Consistency ³	95%	95%	95%	95%	95%	95%	95%	95%	95%
CoC Data System Bed/Unit Coverage: Federally Funded	N/A	N/A	100%	100%	100%	100%	N/A	N/A	100%
CoC Data System Bed/Unit Coverage: Non- Federally Funded	N/A	N/A	85%	85%	85%	85%	N/A	N/A	85%
Bed Utilization	N/A	N/A	65% - 105%	65% - 105%	85% - 105%	85% - 105%	N/A	N/A	65% - 105%

ANNOUNCEMENTS

HMIS User Checklist

- We have created an HMIS User Checklist of daily, weekly, and monthly tasks that should be completed in HMIS.
- This is intended as a guide to help users maintain access and meet data quality standards.
- The check list will be distributed with this month's office hours materials and is also available [on our website](#).

02

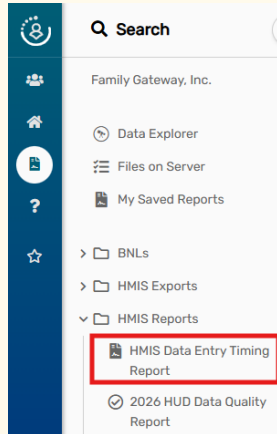
CLIENTTRACK FEATURE HIGHLIGHT

Timeliness Report

CLIENTTRACK FEATURE: HMIS Data Entry Timing Report

1

Navigate to the Report



2

Set Your Parameters

- Date Range
- Enrollment/Exit
- Organization
- Program

3

Review the Report



Number of Records	Average Days from Entry	Average Days From Exit
13		0.15
2		0.00
3		0.00
4		0.00
4		0.50
13		2

03

DEEP DIVE

HMIS On-Site Reviews

ON-SITE REVIEWS: OVERVIEW

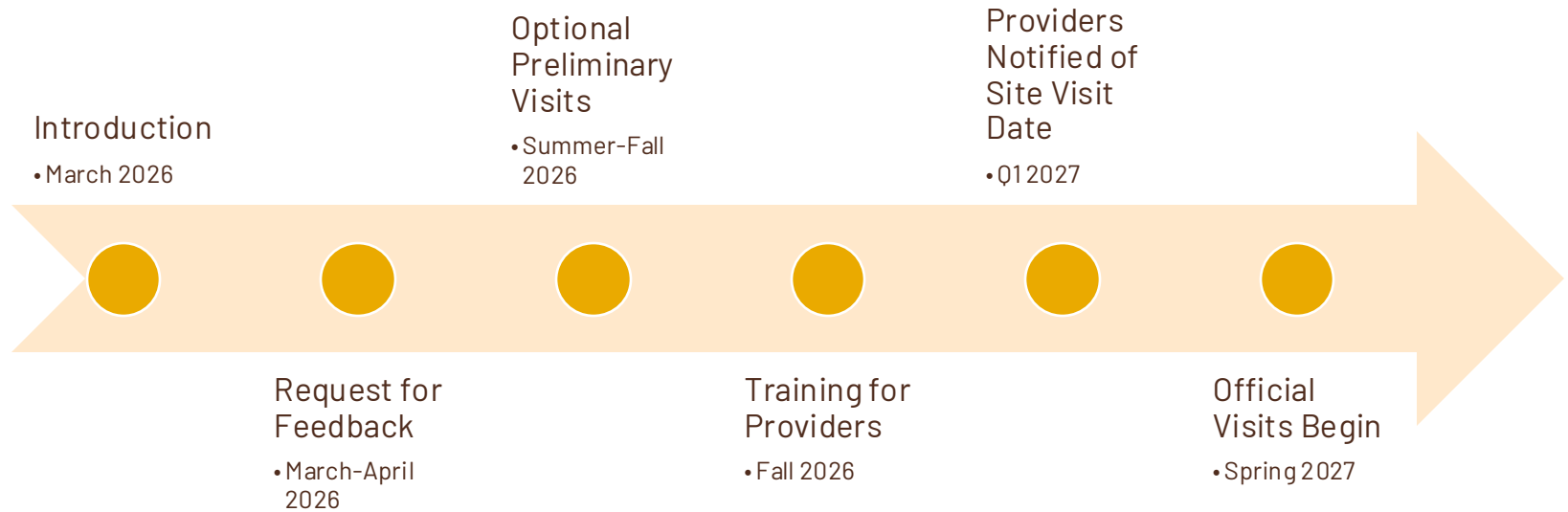
WHAT IS IT AND WHY DOES IT MATTER?

- HMIS on-site reviews evaluate compliance with HUD requirements and CoC protocols.
- CoCs must adhere to applicable laws and the 2004 HMIS Technical Standards.
- These reviews ensure the security, privacy, and integrity of sensitive client data.

CHECKLIST

- Agency Information – projects, users, locations, etc.
- Security Review – privacy postings, client consent, firewalls, anti-virus, etc.
- Review findings from previous visit, if applicable
- Findings from current visit, if applicable

TIMELINE



FEEDBACK

We want to hear from you!

- What is hardest about HMIS compliance right now?
- Where do you feel least confident?
- What support would be most helpful?

HOW TO PREPARE

1 Review checklist in detail

- Read each item carefully to ensure understanding
- Share with other stakeholders at your agency

2 Submit feedback



3 Identify areas for improvement

- What changes will you and your agency need to make?
- How can we support you as you make those changes?

OFFICE HOURS

WEEKLY

All HMIS End-Users

General Technical Assistance

Every Friday
10:30am – 11:30am

[Click here to join.](#)

MONTHLY

All HMIS End-Users

Specific HMIS Reinforcement

4th Thursday
1:00pm – 2:30pm

[Click here to join.](#)

QUARTERLY

HMIS Data Quality Officers

Technical Assistance for DQO Duties

2nd Tuesday following
End of Quarter
10:00am – 11:30am

[Click here to join.](#)

Questions? Feedback?

Thank you for joining Monthly Office Hours!

Submit a help desk ticket: help@housingforward.on.spiceworks.com

Next Office Hours: April 23, 2026 at 1:00pm ([link](#))

Resources: [HMIS Documents](#)

