



MONTHLY OFFICE HOURS

May 2026

Solving Homelessness Together • Dallas & Collin Counties

MEET YOUR HMIS TEAM



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TODAY'S AGENDA

May 28, 2026 1:00pm

01

Announcements

02

ClientTrack Feature Highlight

Open Housing Enrollments Report

03

HMIS Deep Dive

Family Settings; Prior Living Situation

04

Office Hours Reminders

Weekly · Monthly · Quarterly

01

ANNOUNCEMENTS & REMINDERS

ANNOUNCEMENTS & REMINDERS

- Be sure to mark case notes as “Read Only” so that no one else can edit them
- Don't forget we will be resuming on-site HMIS reviews; DO NOT allow your internet browser to save your password. This includes for Basecamp and Padmission as well.
- Always search for a client first using the “Find Client” option to avoid creating duplicate records
- We continue to monitor timeliness; our system works best when data is entered in real time

Benchmark Maximums by Project Type for Timeliness:

CE: 24hrs

HP: 24hrs

ES: 72hrs

PSH: 24hrs

SO: 72hrs

RRH: 24hrs

SSO: 24hrs

TH: 24hrs

ANNOUNCEMENTS & REMINDERS

- Overview of Data Quality Report Submission
- Top 10 Errors:

No Head of Household

Duplicate Entries

Future Exit Date

No bed night on Entry Date

Bed night entered on Project Exit Date

Missing Length of Stay

Missing Residence Prior

Missing Income at Entry

Missing Non-cash Benefits at Entry

Oldest Household Member Under 12

ANNOUNCEMENTS & REMINDERS

2026 PIT Count Results

- 5th consecutive year-over-year decrease
- Street to Home Phase II: No person should be forced to sleep outside

<https://housingforwardntx.org/soha-pit/>

02

CLIENTTRACK FEATURE HIGHLIGHT

Open Housing Enrollments Report

CLIENTTRACK FEATURE: Open Housing Enrollments Report

1

What is it?

This report lists all the clients enrolled in your organization's housing programs, along with their housing move-in date and whether or not they have an open CAS enrollment

2

How do you get there?

From the Reports Workspace, go to Other Reports, then select "Open Housing Enrollments - My Org"

3

How do you run it?

Delete the max rows and then click "Export," which will download an Excel file containing the report

03

DEEP DIVE

Family Settings; Prior Living Situation

FAMILY SETTINGS

When a family changes, it is important to update the family settings in HMIS.

We will discuss how to:

- Add a family member
- Remove a family member
- Change the Head of Household

Cheat Sheets on Family Settings can be found at:

<https://housingforwardntx.org/docs-category/clienttrack/>

PRIOR LIVING SITUATION

PURPOSE

- To identify the type of living situation and length of stay in that situation immediately prior to Project Start
- To identify whether a client appears to meet the criteria for experiencing chronic homelessness (when combined with other data).
- To demonstrate eligibility for reporting purposes

WHO COLLECTS IT?

Data Collected About:

Adults and Head of Household

Project Type Applicability:

- 3.917A – Applicable to Emergency Shelter, Street Outreach, and Safe Haven project types
- 3.917B – Applicable to all other HMIS project types

3.917A – Emergency Shelter, Street Outreach, and Safe Haven

1. Prior living situation
2. Length of stay in prior living situation
3. Approximate date this episode of homelessness started
4. Regardless of where they stayed last night, number of times the client has been on the streets, in Emergency Shelter (ES), or Safe Haven (SH) in the past three years including today
5. Total number of months homeless on the street, in ES, or SH in the past three years

1. Where was the client just before project start?



2. How long was the client staying in that place?



3. What is the approximate date this episode of homelessness began?



4. How many times has the client been on the street, in ES, or SH in the past 3 years?

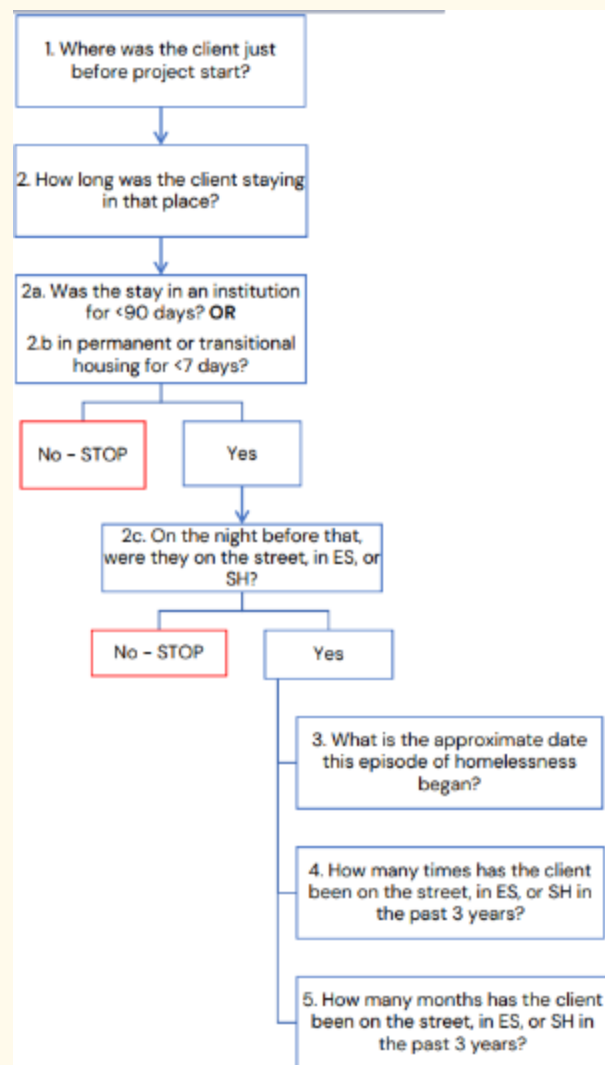


5. How many months has the person been on the street, in ES, or SH in the past 3 years?



3.917B – All Other HMIS Project Types

- Incorporates conditional logic so homelessness history fields are collected only when required, including for:
 - Persons entering from an institution where they stayed less than 90 days and were homeless immediately prior to entering the institution
 - Persons entering from other living situations where they resided less than 7 days and were homeless immediately prior



CATEGORIES OF PRIOR LIVING SITUATIONS

Homeless Situations

Institutional Situations

Temporary Housing Situations

Permanent Housing Situations

Other

SITUATIONS AND LENGTH OF TIME

- Prior Living Situation: “The responses are intended to reflect the client’s last living situation *immediately* prior to the ‘*Project Start Date*.’”
- Length of Stay in Prior Living Situation: “The length of time the client was residing in the living situation. If the client moved around but was in the same *type* of situation, include the total time in that type of situation.”
- Example:
 - If a client went from their vehicle to an encampment, both of these situations are considered a “place not meant for habitation” and the total length of time the client was in both of those situations would be considered to accurately calculate the “length of stay in prior living situation”
 - If a client went from an emergency shelter to an encampment and then back to the emergency shelter, these situations are considered a “homeless situation” and the total length of time the client went back and forth between the shelter and an encampment would be considered to accurately calculate the “length of stay in prior living situation”

SITUATIONS AND LENGTH OF TIME - EXAMPLE

- If a person is going from one living situation type to another within the same living situation category, the cumulative time they are in the living situation types should be included in the length of stay in prior living situation. Not doing so may negatively impact data collection.
- Example scenario for a person's 3.917B data collection at a Permanent Housing project:
 - Shelter 15 days >>> Jail 20 days >>> Detox 3 days >>> PH enrollment

	Treat institutional stays separately	Combine institutional stays
3.917.1 (prior living situation)	Substance abuse treatment facility or detox center	Substance abuse treatment facility or detox center
3.917.2 (length of stay)	2-6 nights	1 week < 1 month
3.917.2a (<90 in institution)	Yes	Yes
3.917.2b (<7 in other situation)	--	--
3.917.2c (in ES/SH/Street prior)	No	Yes
3.917.3 (date homelessness started)	--	7/6/2025
3.917.4 (# of times)	--	4 or more times
3.917.5 (# of months)	--	12 months

USING 3.917 TO DEMONSTRATE ELIGIBILITY

- Q15 Living Situation in the CoC Program Annual Performance Report (APR) is used to identify the living situations of persons at project start.
- An explanation must be provided in Sage for anyone entering a CoC Program from a non-homeless situation in the “Program Eligibility Form.”
- HUD reviews this information as part of the APR review process.

04

PROVIDER SPOTLIGHT

Q1 Data Quality

The following providers had one or more programs with zero errors or warnings in Q1:

- Catholic Charities
- City of Irving
- Family Gateway
- Home Point
- Metro Relief
- Metrocare
- Salvation Army Dallas County
- The Bridge
- Under 1 Roof
- Austin Street Center
- City of Dallas OHCE
- AIDS Healthcare Foundation
- TRAC
- Union Gospel Mission
- Stewpot

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: June 25, 2026 at 1:00pm ([link](#))

Resources: [HMIS Documents](#)

