



# MONTHLY OFFICE HOURS

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*June 2026*

Solving Homelessness Together • Dallas & Collin Counties

# MEET YOUR HMIS TEAM



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HMIS Administrator of  
Data Quality

# TODAY'S AGENDA

June 25, 2026 1:00pm

01

## Announcements & Reminders

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02

## ClientTrack Feature Highlight

*Clients in Programs Report*

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03

## HMIS Deep Dive

*Project Start & Project Exit*

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04

## Office Hours Reminders

*Weekly · Monthly · Quarterly*

# 01

# ANNOUNCEMENTS

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## Street Outreach Training

- Mandatory trainings for all street outreach workers will be held the first week in August
- We will provide three different sessions to hopefully accommodate everyone's schedules
  - Monday, Aug 3
  - Tuesday, Aug 4
  - Thursday, Aug 6

# ANNOUNCEMENTS

## Security Model Updates

- Our security model governs how data is collected and shared in HMIS and other platforms such as Basecamp, Padmission, etc.
- For most programs, the model is based on implied consent – the [privacy notice](#) should be posted anywhere data is collected, informing neighbors of how their data will be used and shared in HMIS
- For RHY and HOPWA programs, a signed [consent form](#) is required for data to be shared in HMIS and there are a few updates to how sharing permission is determined in ClientTrack

## Action to take:

- Sensitive orgs – review enrollments from October 2025 to today to confirm sharing settings

# ANNOUNCEMENTS

## NHSDC 2026 Summer Virtual Institute

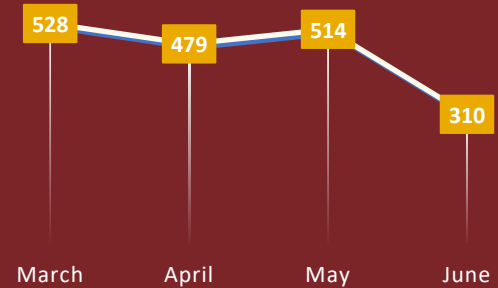
- **Date:** Wednesday, July 15, 2026  
**Location:** Virtual, hosted on Whova  
**Registration:** \$100 plus applicable fees
- Featured Sessions:
  - Transforming Survivor Data Systems: Building and Supporting a Comparable Database
  - AI in Health & Human Services: Separating Hype from Reality
  - From Policy to Practice: Standing Up a Data Quality Monitoring Process Across a Large CoC
  - Telling Better Stories: Crafting Creative Data Narratives
  - The Carlton Lofts Passage: Steering Adaptive Housing Toward Community Anchors
- [Register](#) for the NHSDC 2026 Summer Virtual Institute

# ANNOUNCEMENTS

## Reminders

- Be sure to log out of ClientTrack and close or lock your computer any time you walk away from it.
- Use “Find Client” to search for clients before adding anyone new to the system; failing to do this creates duplicates in the system, which impacts data quality.
- Quarter 2 Data Quality Reports are coming up! The submission form will open on July 1 and reports will be due by July 31.
- Check your paused operations tab on a daily basis to resolve any accidentally created paused workflows.

## PAUSED OPERATIONS



# 02

## CLIENTTRACK FEATURE HIGHLIGHT

*Clients in Programs Report*

# CLIENTTRACK FEATURE: Quick Services – Multiple Clients

1

## What is it?

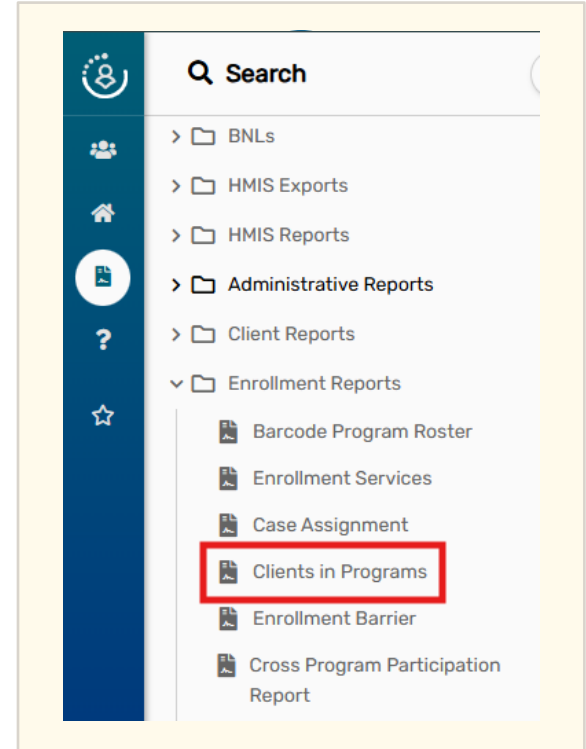
This report shows a list of clients enrolled in a program, including basic demographic information, enrollment date, exit date, and enrollment length.

2

## How do you get there?

From the Reports Workspace, go to Enrollment Reports, then select “Clients in Programs”

There are various filters that you can select to get the exact information you are looking for



03

# DEEP DIVE

*Project Start & Project Exit*

# PROJECT START DATE

## PURPOSE

- To determine the start of each client's period of participation with a project.
- All projects need this data element for reporting time spent participating in the project by a given client.
- Paired with 3.20 "Housing Move-In Date," it becomes possible to determine the length of time from project start to housing placement for all clients accessing permanent housing.

## WHO COLLECTS IT?

### **Data Collected About:**

All clients

### **Project Type Applicability:**

All project types

# PROJECT START DATE BY PROJECT TYPE

Project Type	Project Start Date
Street Outreach	Date of first contact with the client
Emergency Shelter	Night the client first stayed in the shelter
Safe Haven/Transitional Housing	Date the client moves into the residential project (i.e., first night in residence)
Permanent Housing (including Rapid Re-Housing)	Date the client was admitted to the project
Other Service Projects	Date the client first began working with the project and generally received the first provision of service

# PROJECT START DATE FOR PERMANENT HOUSING (INCLUDING RRH)

To be admitted indicates the following factors have been met:

1. Information provided by the client or from the referral indicates they meet the criteria for admission
  2. The client has indicated they want to be housed in this project
- AND
3. The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonable short amount of time.

## RELATED DATA ELEMENTS

### Date of Engagement:

- Record the date a client became engaged by a street outreach project or night-by-night emergency shelter in the development of a plan to address their situation. Only one date of engagement is allowed between project start and project exit.
- This date may be on or after the 'Project Start Date' and if the client becomes engaged, must be on or prior to the 'Project Exit Date'. If the project has not developed this intensive relationship with the client before exit, 'Date of Engagement' should be left blank.
- If the client returns after a project exit, a new 'Project Start Date' and a new 'Date of Engagement' is to be established once the criteria for "engagement" has been met.
- Reporting on data quality for street outreach projects is limited to clients with a Date of Engagement. All Universal Data Elements and applicable Program Specific Data Elements should be reviewed for completeness and accuracy on the Date of Engagement.

## RELATED DATA ELEMENTS

### Housing Move-In Date:

- For clients with a 'Project Start Date', record the date a client or household moves into a permanent living situation. "Move-in" means a lease arrangement has been made, the client has a key or entry ability to the unit, and that the client has physically slept in the unit. This date may or may not align with the lease date.
- A 'Housing Move-In Date' must be recorded at the point the household moves into a permanent living situation, whether subsidized by the currently enrolled project, a different PH project or subsidy, or without any subsidy at all. This may or may not be the same date as 'Project Exit Date' depending on the provision of additional services after the client is housed.
- 'Housing Move-in Date' must be a date occurring on or between the 'Project Start Date' and 'Project Exit Date.' There can be only one 'Housing Move-in Date' per enrollment. Once a 'Housing Move-In Date' has been recorded for an enrollment, it must not be removed from the client's record, even if they subsequently lose that housing situation.
- [Find more details here](#)

# PROJECT EXIT DATE

## PURPOSE

- To determine the end of a client's period of participation with a project.
- All projects need this data element for reporting time spent participating in the project.

## WHO COLLECTS IT?

### **Data Collected About:**

All clients

### **Project Type Applicability:**

All project types

# PROJECT EXIT DATE BY PROJECT TYPE

Project Type	Project Exit Date
Site-based residential/Entry-Exit emergency shelters	Last day of a continuous stay in the project
Night-by-Night Emergency Shelters	Day after the last recorded bed night
Tenant-based residential assistance	<p>Last day the client lived in the unit or received rental assistance</p> <ul style="list-style-type: none"><li>• If the client is moving directly into a new unit through the same project, and there are no days without housing, do not record an exit</li><li>• Clients in RRH are to be exited after the last RRH service is provided. For example, if eligible case management services are provided past the final date of rental assistance, the client must not be exited until those services end.</li></ul>

# PROJECT EXIT DATE BY PROJECT TYPE, cont.

Project Type	Project Exit Date
Non-residential projects	<p>Last day a contact was made or a service was provided</p> <ul style="list-style-type: none"><li>• The exit date should coincide with the date the client is no longer considered a participant in the project.</li><li>• Projects must have a clear and consistently applied procedure for determining when a client who is receiving supportive services is no longer considered to be participating in the project.</li><li>• If a client uses a service for just one day (i.e., starts and stops before midnight of the same day), then the 'Project Exit Date' may be the same as the 'Project Start Date'.</li></ul>
Street Outreach	<p>Last day a contact was made or a service was provided</p> <ul style="list-style-type: none"><li>• Clients may be exited when the outreach staff has been unable to locate the client for an extended period of time and there are no recorded contacts.</li><li>• The CoC must be involved in the determination of what constitutes an "extended length of time", and to which projects the solution is to be applied.</li><li>• The client may be exited upon entering another project type, finding housing, engaging with another outreach project, or passing away. In those cases, the client would be exited as of the date of the last contact recorded in 4.12 'Current Living Situation'.</li></ul>

04

# PROVIDER SPOTLIGHT

*Paused Workflows*

## The following providers had ZERO paused workflows in the month of May:

- AIDS Healthcare Foundation
- American GI Forum
- CAS Community Lifeline
- CAS LifePath
- City of Dallas OHCE
- City of Dallas OHCE SO
- City of Irving
- City of McKinney
- Community Impact
- Health Services of North Texas, Inc. 2
- Metrocrest Services
- North Texas Behavioral Health Authority (NTBHA)
- Salvation Army Plano
- Sharing Life
- The Human Impact
- Transcend STEM Education
- Vogel Alcove

# OFFICE HOURS

## WEEKLY

All HMIS End-Users

General Technical Assistance

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**Every Friday  
10:30am – 11:30am**

[Click here to join.](#)

## MONTHLY

All HMIS End-Users

Specific HMIS Reinforcement

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**4th Thursday  
1:00pm – 2:30pm**

[Click here to join.](#)

## QUARTERLY

HMIS Data Quality Officers

Technical Assistance for DQO Duties

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

[Click here to join.](#)

# Questions? Feedback?

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*Thank you for joining Monthly Office Hours!*

**Submit a help desk ticket:** [help@housingforward.on.spiceworks.com](mailto:help@housingforward.on.spiceworks.com)

**Next Office Hours:** August 27, 2026 at 1:00pm ([link](#))

**Resources:** [HMIS Documents](#)

