

Homeless Management Information System

Community Action Partnership of San Bernardino County (CAPSBC)



C hallenging individuals
A chieving positive results
P romoting personal growth
S triving for excellence
B uilding assets
C reating opportunities

Our Mission

Better Results based on Better Information - CAPSBC will use HMIS to improve data collection, advance the provision of quality service for homeless persons, and promote more responsive policies to end homelessness in San Bernardino County.

CAPSBC also offers the following programs/services:

Food Bank (909) 723-1580
Energy, Education and Environmental Services (909) 723-1620
Individual Development Accounts Program (909) 723-1571
Family Development (909) 723-1560
Program Services Administration TTY (909) 723-1505
Administration TTY (909) 723-1508

Patricia L. Nickols
Chief Executive Officer

CAPSBC HMIS Agencies

- ♦ CAPSBC Obershaw House
- ♦ Central City Lutheran Mission
- ♦ Desert Manna Ministries
- ♦ Family Services Association
- ♦ Foothill Family Shelter
- ♦ Frazee Community Center
- ♦ High Desert Homeless Services
- ♦ House of Prayer Gospel Outreach Ministries, Inc.
- ♦ Inland Behavioral Health Services
- ♦ Inland Counties Legal Services
- ♦ Inland Temporary Homes
- ♦ Inland Valley Hope Partners
- ♦ Morongo Basin ARCH
- ♦ New Dawn
- ♦ New Hope Village, Inc.
- ♦ Pomona Inland Valley Council of Churches
- ♦ Salvation Army of San Bernardino
- ♦ Salvation Army - Ontario
- ♦ St. John of God Health Care and Services
- ♦ The Agape House
- ♦ The Loving Home of Lady Magdalene
- ♦ Veronica's Home of Mercy
- ♦ Vista Guidance Center
- ♦ U.S. Vets Initiative



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Homeless Management Information System (HMIS)

HMIS is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons. HMIS is typically a web-based software application that homeless assistance providers use to coordinate, care, manage their operations, and better serve their clients.

- ◆ HMIS implementations can encompass geographic areas ranging from a single county to an entire state. HMIS knits together homeless assistance providers within a community and creates a more coordinated and effective housing and service delivery system.
- ◆ The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time.
- ◆ Specifically, HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Participants

All recipients of HUD McKinney Vento Act program funds:

- ◆ Supportive Housing Program (SHP)
- ◆ Shelter Plus Care (S+C)
- ◆ Section 8 Moderate Rehab for Single Room Occupancy (SRO)
- ◆ Emergency Shelter Grant (ESG)
- ◆ Housing Opportunities for Persons with AIDS (HOPWA; grantees that specifically target homelessness are required)

HUD Priorities

- ◆ First priority is to bring on board emergency shelters, transitional housing, and outreach programs.
- ◆ Second priority is to bring providers of permanent supportive housing funded by HUD McKinney-Vento Act programs and other HUD programs.
- ◆ Third priority is to recruit homelessness prevention programs, Supportive Services Only programs funded through HUD's Supportive Housing Program, and non-federally funded permanent housing programs.

Benefits of HMIS

Implementation of HMIS would not only satisfy the HUD mandate, but also provide the San Bernardino County Continuum of Care with a means to measure the effectiveness of programs serving homeless people. The

system will also provide service providers with a way to better manage and evaluate their programs and services.

CAPSBC HMIS software

CAPSBC's goal is to go beyond the HUD mandate of producing unduplicated counts of homeless persons. Our charter is to provide a comprehensive case management system that allows the user to use the collected information to make informed program decisions.

In addition, our selected product includes a focus on Outcomes Management which is intended to provide value by allowing the user to set and measure client and program milestones and target achievements.

Our software includes:

- ◆ Client demographic data collection
- ◆ Comprehensive client case management
- ◆ Employment, Education and Housing history tracking
- ◆ Savings tracking
- ◆ Bed maintenance, tracking and assignment module
- ◆ Customized assessment capability
- ◆ Real-time data collection and reporting
- ◆ Group activities management
- ◆ Group case notes management
- ◆ Advanced security features
- ◆ Outcomes Management
- ◆ Customized reporting capability

