



HMIS ADVISORY COMMITTEE MEETING

Central Florida Commission on Homelessness
(CFCH) - FL-507

May 12th, 2026



HMIS Advisory Committee Mission

Our mission is to effectively use data, which includes inputs from those in need of services, those providing services, and from members of the community, to eliminate homelessness in Central Florida.

HMIS Advisory Committee Purpose

Oversee the CoC's implementation of HMIS, what we do with the data and how we use it.



HMIS Advisory Committee Members

Committee Chair	Karen Jackson	Zebra Youth
Co-Chair	Denise Major	Salvation Army
Voting Member	Sabrina Weier	SALT Outreach
Voting Member	Danny Arroyo	Pathlight Home
HMIS Team Liaison	Brittney Behr	Homeless Services Network

AGENDA

- 1 Upcoming Advisory Committee Elections – Seeking Nominations
- 2 Service Transactions – Presentations from SALT and Salvation Army
- 3 Point-in-Time Count (PIT) and Housing Inventory Count (HIC)
- 4 System Performance Measures Infographic Review
- 5 Review the HSN Enrollment Dashboard
- 6 Client Merge Policy Review
- 7 HMIS Training Reminders
- 8 Any Motions For Committee Vote
- 9 Next Meeting – July 14th, 2026



Upcoming Advisory Committee Elections - Seeking Nominations

In July, we will start the new election cycle for the HMIS Advisory Committee Members!

- We have 5 Voting Member slots, 1 Secretary/Recorder slot, 1 Chair slot and 1 Co-Chair slot.
- The normal time commitment is: Attendance of the HMIS Advisory Committee meetings every other month, attendance of the Agenda Planning meetings every other month, for an average of 1 hour per month.
- Any person that is identified as a stakeholder of the HMIS system, the Continuum of Care, and/or funding sources may serve as a member of the Committee.
 - You do not need an HMIS login to be considered as a Member - people with lived experience of homelessness are encouraged to apply.
- Please send all nominations to **hmis-advisory@hsncfl.org** with the following details:
 - Name
 - Contact Information (email and phone number)
 - Agency if applicable
 - How many years of experience you have with HMIS (including data from HMIS)

Nominations will be accepted through July 31st.



Service Transactions - Presentations from SALT and Salvation Army



Sabrina Weier

Agency Liaison for SALT Outreach



DOING THE MOST GOOD

Denise Major

Agency Liaison for Salvation Army

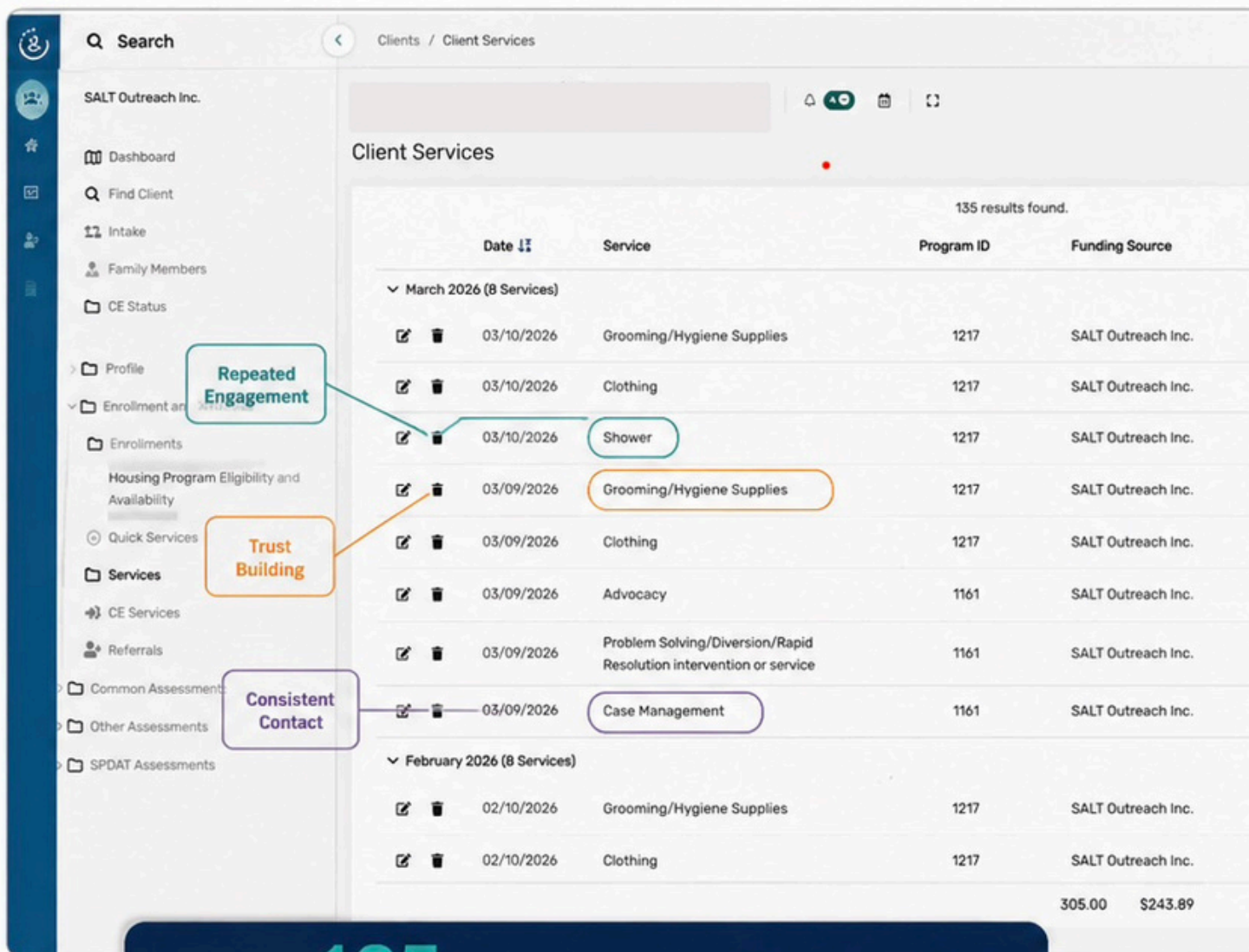
Changing priorities in homeless funding may impact what services are provided and how often they should be tracked.

If you want to review your agency's use of Service Transactions in HMIS, please send a ticket!
(hmis@hsncfl.org)

Service Transactions - SALT

Why Service Transactions Matter

Housing outcomes are critical — but they only tell the end of the story.



Date	Service	Program ID	Funding Source
135 results found.			
▼ March 2026 (8 Services)			
03/10/2026	Grooming/Hygiene Supplies	1217	SALT Outreach Inc.
03/10/2026	Clothing	1217	SALT Outreach Inc.
03/10/2026	Shower	1217	SALT Outreach Inc.
03/09/2026	Grooming/Hygiene Supplies	1217	SALT Outreach Inc.
03/09/2026	Clothing	1217	SALT Outreach Inc.
03/09/2026	Advocacy	1161	SALT Outreach Inc.
03/09/2026	Problem Solving/Diversion/Rapid Resolution intervention or service	1161	SALT Outreach Inc.
03/09/2026	Case Management	1161	SALT Outreach Inc.
▼ February 2026 (8 Services)			
02/10/2026	Grooming/Hygiene Supplies	1217	SALT Outreach Inc.
02/10/2026	Clothing	1217	SALT Outreach Inc.
		305.00	\$243.89

 **135** documented service interactions across basic needs, advocacy, case management, transportation, and more.

The Path to Housing Is Rarely Linear



Housing outcomes show where someone ended up. Service transactions show the work it took to get there.

Service Transactions - SALT

3 Why This Matters for Agencies

Service transactions help agencies better serve clients, use resources wisely, and demonstrate real impact.



SHOWS THE TRUE SCOPE OF OUR WORK

Captures the day-to-day engagement happening in the field.

- Reflects the intensity and persistence required to reach high-barrier clients
- Makes outreach and drop-in services visible in the data
- Honors the effort that builds trust and drives progress



STRENGTHENS CLIENT ENGAGEMENT

Documents progress even when housing isn't the next step yet.

- Helps staff see patterns and respond to client needs
- Supports proactive follow-up and personalized service
- Builds continuity and reduces disengagement



SUPPORTS FUNDING & SUSTAINABILITY

Data tells the story that funders and partners need to see.

- Demonstrates demand and resource utilization
- Justifies low-barrier and outreach models
- Helps compete for and maintain critical funding



IMPROVES PROGRAM PLANNING

Turns data into action that makes our programs stronger.

- Identifies trends, gaps, and emerging needs
- Informs staffing, hours, and service mix
- Helps allocate resources where they will have the greatest impact



DEMONSTRATES IMPACT BEYOND HOUSING

Not every success is an exit—but every interaction matters.

- Prevents crisis and further system use
- Improves health, safety, and stability
- Moves clients closer to housing readiness over time



BUILDS STRONGER PARTNERSHIPS

Shared data creates shared understanding.

- Aligns agencies around a common view of client progress
- Supports coordinated care and referral follow-through
- Strengthens community-wide impact



We do more than record outcomes— *we build relationships, remove barriers, and create pathways to housing.*

Service transactions ensure the full story of our impact is seen, valued, and supported.




When agencies capture the journey, we strengthen the system and improve lives.

Service Transactions - SALT

2 What Traditional Metrics Miss

A client may appear “inactive” in outcome reporting while actively engaging with services for months.

TRADITIONAL REPORTING		ACTUAL ENGAGEMENT STORY
<i>What shows up in most reports</i>		<i>What really happened behind the scenes</i>
<ul style="list-style-type: none"> 1 HOUSING PLACEMENT Placed into housing 1 ENROLLMENT Program enrollment 1 EXIT OUTCOME Program exit recorded 	<p>Outreach progress is often incremental, relational, and non-linear.</p>	<ul style="list-style-type: none"> 20 SHOWERS - Basic needs met 15 LAUNDRY VISITS - Consistency & hygiene 12 TRANSPORTATION ASSISTANCE - Access to appointments and services 8 ADVOCACY & REFERRALS - Connecting to resources 6 SHELTER DIVERSION - Prevented shelter entry 5 CASE MANAGEMENT SESSIONS - Building plans & goals 4 DOCUMENT REPLACEMENT - Removing barriers ONGOING OUTREACH CONTACTS - Relationship & trust built over time
<p>Outcome-focused metrics show the end of the story — not the path.</p>		<p>These interactions build trust, stabilize clients, and create the conditions for housing success.</p>



SERVICE TRANSACTIONS HELP US MEASURE:



Trust Building



Stabilization



Consistency

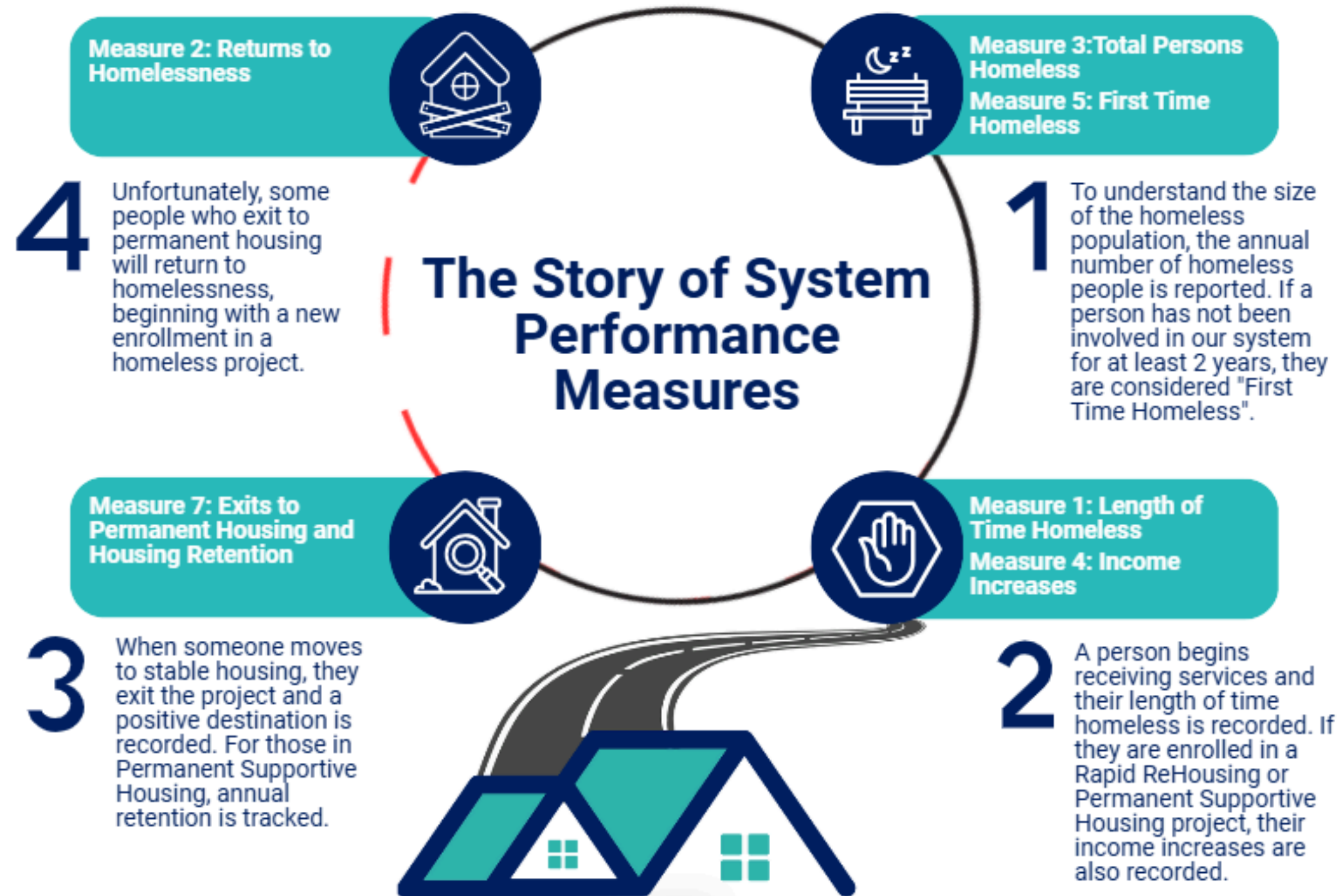


Engagement Intensity



Without service transaction data, much of the real work becomes *invisible*.

System Performance Measures (SPM) Infographic Review





Point-in-Time Count (PIT) & Housing Inventory Count (HIC)



300+ Volunteers Helped with the Count

January 25th, 2026

The Point-in-Time (PIT) Count is a survey that collects estimates on the number of people experiencing homelessness on a single night in January.

Trained volunteers and outreach workers go out into the community and count the number of people who are unsheltered. Shelter providers count the number of people in emergency shelter and transitional housing. The data collected is used to better understand the scope of homelessness in Central Florida.

The weather was colder than usual:

Jan 26th	Jan 27th	Jan 28th
73° / 46°	52° / 35°	61° / 37°

County-level files and infographics will be made available online later today.

2025 HIC

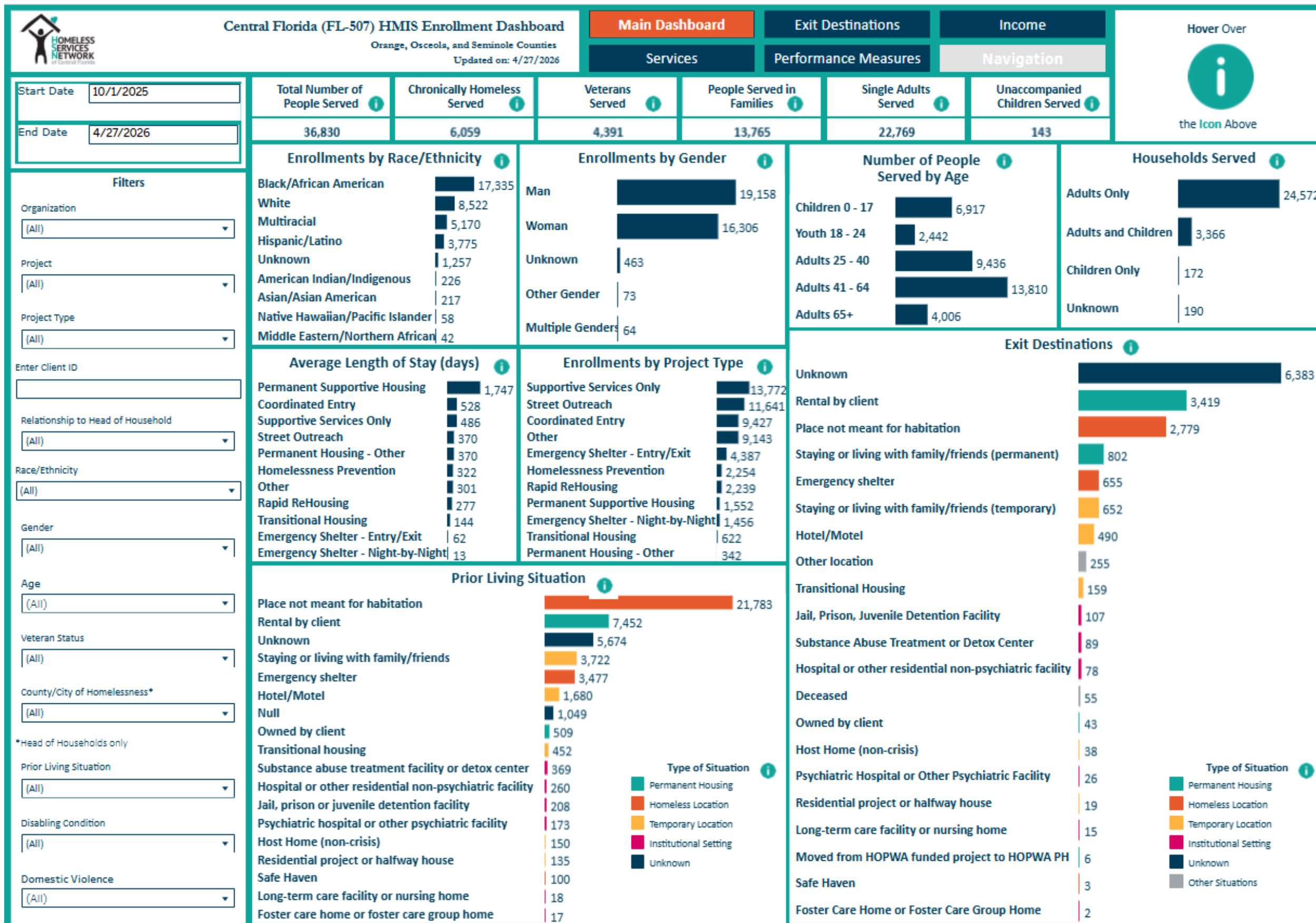
All Beds by Project Type	Households without Children	Households with Children	Households with only Children	Total Year-Round Beds
ES	703	592	12	1,307
TH	358	396	0	754
SH	0	0	0	0
RRH	299	834	0	1,133
PSH	1,561	98	0	1,659
OPH	637	845	0	1,482
Total	3,558	2,765	12	6,335

2026 HIC

All Beds by Project Type	Households without Children	Households with Children	Households with only Children	Total Year-Round Beds
ES	710	666	8	1,384
TH	378	354	0	732
SH	0	0	0	0
RRH	276	919	0	1,195
PSH	1,558	92	0	1,650
OPH	701	742	0	1,443
Total	3,623	2,773	8	6,404



HSN Enrollment Dashboard - New Updates



Type of Situation

- Permanent Housing
- Homeless Location
- Temporary Location
- Institutional Setting
- Unknown
- Other Situations



Client Merge Policy Review

New Guidance:

“The primary goal of processing a client merge is to ensure that each client has a single, accurate profile that consolidates all relevant information. Merges should only be completed when it is certain that the profiles belong to the same individual.

If there is any doubt that the profiles may represent different people, the merge must not be processed. Merging records incorrectly creates a significant data integrity risk, and once profiles are merged, separating them is complex and may not be fully reversible. ”

As a result of this policy implementation, any merges that do not have completely matching names, date of births, and social security numbers (when present) will be denied. This ensures the integrity of our system.

Please see the official policy on the HIMS Website, under Governance Documents.



HMIS Training Reminders

Our routine monthly training calendar:

1st & 3rd Tuesday: HMIS 101 New User Training (9a - 2p)

By Ticket Request: HMIS 101/102 Refreshers (2p - 4p)

3rd Tuesday: ClientTrack Introduction to Reports Training (3p - 4:30p)

Ad-Hoc Reports Training (request via HMIS Support Ticket)

APR/CAPER in ClientTrack

Everyday Reporting in ClientTrack

Explore Data Explorer

Data Quality Workshop

Join us for our office hours M/W from 1p - 2p for additional one-on-one HMIS support.

<https://zoom.us/j/97407205687>

Reminders:

All new user training requests must come through the Agency Liaison.
Agency Liaison needs to let the HMIS team know ASAP when someone leaves the agency so we can inactivate accounts.

This is to keep an accurate count of subscriptions for assignment.



Any Motions For Committee Vote



HSN HMIS Team

Angel Jones

Director of Information Systems

Tim Reed

HMIS Partner Success Specialist

Racquel McGlashen

HMIS System Administrator

Gregory Carter

HMIS Partner Success Specialist

Agustin “Tino” Paz

HMIS Senior Data Analyst

Moesha Herron

HMIS Partner Success Specialist

Brittney Behr

HMIS Data Analyst I



Thank you for joining us!

Next Meeting - July 14th, 2026 at 10:30am