

Nancy Esteves

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PROFESSIONAL SUMMARY

Strategic HMIS and systems leader with 20+ years of experience managing data infrastructure and program performance across the homeless services sector. Currently oversee HMIS operations supporting 300+ users and a \$14.5M Continuum of Care (CoC) portfolio, ensuring HUD compliance, high data quality, and system-wide coordination. Proven track record of expanding organizational revenue and leveraging HMIS capacity to support both CoC-funded and broader community initiatives. Bilingual in English and Spanish, with a strong commitment to equity-driven service delivery.

PROFESSIONAL EXPERIENCE

Institute for Community Alliances (ICA) – Milwaukee, WI

HMIS Manager | March 2014 – Present

- Provide strategic oversight of HMIS operations supporting 300+ users across the Milwaukee Continuum of Care, achieving 100% HMIS participation and 98% data quality, and ensuring system-wide compliance, data integrity, and effective service coordination
- Lead HMIS infrastructure for a \$14.5M CoC-funded system, aligning data strategy with federal requirements and local housing priorities
- Direct the preparation and submission of HUD reports (AHAR, CAPER, PIT) through HDX and Sage, ensuring accuracy, timeliness, and full compliance
- Oversee and develop a multidisciplinary team of 5 Data Analysts, a System Administrator, and a Coordinated Entry (CE) Support Specialist, building internal capacity and strengthening system performance
- Drive revenue growth and system expansion for the Institute for Community Alliances by securing new funding, including subcontract awards and serving as fiscal agent for community initiatives
- Provide operational leadership during seasonal warming shelter response, overseeing 45 staff serving 1,500+ clients, ensuring safe, dignified, and low-barrier service delivery during critical periods
- Oversee Coordinated Entry system operations and community case conferencing, ensuring equitable, accessible pathways into shelter and housing without unnecessary barriers
- Strengthen cross-sector partnerships with service providers, funders, and stakeholders to expand HMIS utilization and improve data-informed decision-making across the community
- Oversee HMIS Helpdesk operations and lead large-scale training initiatives, improving user adoption, system proficiency, and data quality outcomes
- Lead community-wide efforts including the Point-in-Time Count and coordinated initiatives addressing veteran and youth homelessness
- Serve on ICA's Management Team, contributing to organizational strategy, growth, and alignment across departments
- Founded and lead ICA's J.E.D.I. Committee, embedding equity practices into both internal operations and community-level service delivery systems.

State of Wisconsin – Department of Administration, Bureau of Housing

Community Services Specialist – Senior | May 2013 – March 2014

- Provided statewide HMIS administration, compliance monitoring, and support for federal housing initiatives.
- Managed data operations and participated in strategic planning for homeless services and prevention efforts.

Groupware Technologies

Training and Support Specialist | May 2009 – May 2013

- Delivered software support and training (English and Spanish) for Provide Enterprise, a care management tool used nationally.
- Developed training manuals, SQL queries, Crystal Reports, and standardized care documentation protocols.

Matt Talbot Recovery Center, Inc.

Associate Director – Business/Management Services | Dec 2007 – Oct 2008

- Directed HR and fiscal operations, including licensing, budgeting, and reporting.
- Partnered with executive leadership to align program outcomes with funding and operational goals.

Hope House of Milwaukee, Inc.

HMIS/CoC Coordinator, Guest Services Supervisor, Case Manager | Jul 2002 – Dec 2007

- Spearheaded HMIS training and support across multiple agencies.
- Provided case management to Spanish-speaking individuals and families, focusing on housing stability and self-sufficiency.
- Supervised guest services and ensured data-informed program performance and reporting.

Additional Roles:

- *Instructor/Tutor, Bilingual Services (2011–2015)*
- *Patient Services, Diverse Clinical Services (1997–2013)*
- *Office Coordinator, Sixteenth Street Community Health Center (2001–2002)*
- *Program Specialist & Assistant, YWCA of Greater Milwaukee – Bridges for Adult Learning (2000–2001)*

EDUCATION

Marquette University, Milwaukee, WI

Bachelor of Arts, Criminal Law Studies & Spanish Literature

Study Abroad: University of Veracruz, Mexico

LEADERSHIP & COMMUNITY ENGAGEMENT

- Founder & Chair, J.E.D.I. Committee at ICA
- Chair, Milwaukee PIT Count & Various Homelessness Initiatives
- Co-Chair, Runaway Homeless Youth Coordination Group
- Frequent speaker and trainer at HMIS conferences and community housing forums

TECHNICAL SKILLS

- **HMIS Platforms:** Clarity, ServicePoint, Provide Enterprise
- **Data & Reporting:** SQL, Crystal Reports, HUD HDX, Sage
- **Tools:** Microsoft Office Suite, Google Workspace
- **Languages:** Fluent in Spanish (written and verbal)