CoC Program HMIS Manual

A GUIDE FOR HMIS USERS AND SYSTEM ADMINISTRATORS

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

RELEASED SEPTEMBER 2021
ALIGNS WITH FY2022 HMIS DATA STANDARDS

Contents

Revision History

Release Date	Revision Summary
March 2015	First Release
December 2016	Second release; version update to align with 2014 HMIS Data Standards V5 documents.
September 2017	Third release; version update to align with 2017 HMIS Data Standards documents.
September 2018	Fourth release; version update to include new Joint Transitional Housing and Rapid Re-housing Component project type.
September 2019	Fifth release; version update to align with 2020 HMIS Data Standards.
December 2019	Correct reference to "4.20 Current Living Situation" in Special Data Collection Instructions. Data element number for Current Living Situation is 4.12, not 4.20. Updates to Common Data Element data collection requirements for CE projects.
September 2021	Updates to align with FY 2022 HMIS Data Standards throughout manual Added data collection information for new CoC Program Specific Data Elements Update information related to grant consolidations, closing projects, and client transfers

Introduction

The *CoC (Continuum of Care) Program HMIS Manual* is intended to support data collection and reporting efforts of Homeless Management Information System (HMIS) Lead Agencies and CoC program recipients. This manual provides information on HMIS project setup and data collection guidance specific to the CoC Program and the legacy programs: Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO) that have not yet renewed under the CoC Program.

This document is not a replacement for any specific program guidance, requirements, regulations, notices, and training materials on the CoC Program. This manual only addresses the use of HMIS for CoC Program-funded projects.

Additional Resources

CoC Program: Guidance about the CoC Program and its requirements can be found online at the HUD Exchange on the CoC Program page.

Ask A Question: To ask a question about any CoC Program HMIS requirement, go to the Ask A Question section of the HUD Exchange. Please be sure to select "HMIS Program" for your question under "My Question is Related To".

Additional HMIS Resources

- o There are a variety of documents available on the HUD Exchange HMIS page that detail all HMIS Data and Technical Standards, Federal Partner Information, and information about HMIS forums for HMIS Leads, System Administrators, and Vendors.
- o The 2022 HMIS Data Standards page contains a suite of HMIS Data Standard resources, which are briefly described below. Each of the documents has a specific purpose and intended audience. The HMIS Lead should be familiar with all the documents and collectively use them as their HMIS reference materials along with specific materials provided by the software provider.
    - FY2022 HMIS Data Manual represents the foundation for the data contained within an HMIS, project setup instructions, and data collection instructions.
    - FY2022 HMIS Data Dictionary Table Shells contain the data element tables with relevant programming instructions, system logic and other issues to be used by vendors for HMIS programming. The information in the tables shells aligns with the information contained herein.
    - FY2022 CSV Specifications This document provides specifications for a standard set of comma-separated values (CSV) files that include all data elements and fields defined by the FY2020 HMIS Data Standards, along with information that describes an exported data set.
    - FY2022 XML Schema The HUD HMIS XML Schema specifies a format for transferring HMIS data. This XML format can be used for data migrations between systems, or the data types defined within it could be individually referenced in custom web methods.
    - HMIS Federal Partner Participation Resources Each link on this page contains resources and materials for following the HMIS requirements of HUD and other federal partners.
    - HMIS Project Setup Tool provides a general framework to support project setup in HMIS by system administrators. It assists system administrators in ensuring that all HMIS participating projects are set up using the appropriate HMIS project types and are collecting the required data elements.

HMIS Project Setup

Communities need to understand the difference between a **program** and a **project** because they have distinct meanings in this context. A program is the source of funding that the organization is receiving to run its project (e.g. CoC Program funding for ABC Transitional Housing project). For data collection purposes, HUD and its federal partners refer to categories of funding within a program as **components**. For the CoC Program, there are five program components under which communities can establish and operate projects: permanent housing, transitional housing, supportive services only, HMIS and, in some cases, homelessness prevention. Additionally, the Joint Transitional Housing (TH) and Rapid Re-Housing (RRH) Component Project combines two existing program components–transitional housing and permanent housing-rapid rehousing–in a single project. Similarly, the Joint Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) Component Project combines two existing program components – rapid re-housing and permanent supportive housing – into a single project. There are also Safe Haven projects with previous funding under the Supportive Housing Program that will be renewed under the CoC Program, and the legacy programs: Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO) that have not yet renewed under the CoC Program. A **project** is the group of activities on the ground delivering services or housing for the homeless client (e.g. XYZ Shelter, Homeless Street Outreach, etc.).

Identify Projects for Inclusion in HMIS

Identify all the **projects** within the HMIS implementation that receive CoC Program funding or still receive their original funding through HUD legacy programs (Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO)) and have not renewed under the CoC Program yet. Include projects funded with 15- or 20-year use requirements that have not yet expired and do not receive operating funding from the CoC Program. HUD posts the annual awards on HUDExchange.info under the [Continuum of Care](#) page.

Identify Funding Components for each Project

Identify the **component** for each project funded through the CoC Program *per the project's grant agreement*. The CoC Program includes seven eligible components:

Permanent Housing (PH) has two distinct types:
   o **PH: Permanent Supportive Housing** offers permanent housing and supportive services to assist homeless persons with a disability (individuals with disabilities or families in which one adult or child has a disability) to live independently.
   o **PH: Rapid Re-Housing (RRH)** provides housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing.

The **Supportive Services Only (SSO)** component of the CoC program provides services to homeless individuals and families not residing in housing operated by the recipient. Funds may be used to conduct outreach to sheltered and unsheltered homeless persons and families, link clients with housing or other necessary services, and provide ongoing support. It should be noted that CoCs with HUD-funded SSO-Coordinated Entry (SSO-CE) projects are required to collect CE data elements.

The **Transitional Housing (TH)** component of the CoC program provides housing and accompanying supportive services to homeless individuals and families for up to 24 months to assist with stability and support to successfully move to and maintain permanent housing.

The **Homelessness Prevention (HP)** component is limited to recipients in "High Performing Communities Only." HUD has not designated any High Performing Communities as of September 2021, thus no projects have been funded for Homelessness Prevention, to date, under the CoC Program.

The **HMIS** component of the CoC program may be used only by HMIS lead agencies for costs associated with HMIS. No HMIS project setup is required for grants funded under the HMIS component.

The **Safe Haven (SH)** program is a component that can be renewed from the SHP Program under the CoC Program. However, no new Safe Haven projects have been funded since 2011. All Safe Haven projects can be renewed to continue ongoing eligible costs and must be included in HMIS.

The **Joint TH and PH-RRH** component project includes two existing program components – TH and PH-RRH in a single project to serve individuals and families experiencing homelessness.

The **Joint RRH and PSH** component project includes two existing program components – RRH and PSH in a single project to serve individuals and families experiencing homelessness. As of September 2021, no projects have been awarded this funding. This manual will be updated with project setup and data collection requirements for Joint RRH and PSH projects at such time the funding is made available.

Set Up Projects in HMIS

One of the most critical steps in accurate data collection and reporting is ensuring that a project is set up properly in an HMIS. Incorrect project setup will jeopardize recipients' ability to produce accurate, reliable reports and will affect the community's ability to generate community wide reports like System Performance Measures.

HMIS System Administrators should follow the procedures established for their particular HMIS when setting up projects in the HMIS. These setup procedures must include, at a minimum, the following:
1. The HMIS includes Project Descriptor data elements for all residential continuum projects, regardless of their participation in HMIS; and
2. The HMIS Lead, in consultation with the CoC, reviews project descriptor data at least once annually and updates that data as needed.

The following are required Project Descriptor Data Elements:

Organizational Information (2.01)
The name of the agency/organization receiving CoC funding must be entered or identified with the CoC specific project. The HMIS generates an identification number. The HMIS must maintain only one single record for each agency/organization, regardless of how many projects they operate. In the HMIS Data Standards, HUD strongly recommends that the name of the organization is the actual legal name of the entity and not an abbreviation or other derivative of the name, since the name is being transmitted in reports. Be sure to select whether the project is a Victim Service Provider.

Project Information (2.02)

- o **Project ID**: The HMIS must assign a Project ID to each project via a system generated number or code, which serves as a distinct identifier that is consistently associated with that project.
- o **Project Name**: The name of the project receiving CoC funding must be entered or identified with the CoC specific project. HMIS administrators should note that often the name of the project on the grant agreement is not the same as the name the project is called by the organization and/or the common name in the community and often not the same name as is used on the HIC. HMIS administrators should maintain mapping information to correlate grant names, HIC names, and common names with the project identifiers either within the HMIS itself or separately.
- o **Operating Start Date**: The Operating Start Date of a project must be completed in the HMIS on all projects. The Operating Start Date of the project is defined as the first day the project provided services and/or housing. Thus, this date must be no later than the date the first client served in the project was entered into the project. For projects which began operating prior to October 1, 2012, the operating start date may be estimated if not known.
- o **Operating End Date**: An Operating End Date must be entered when a project closes. The Operating End Date must be the last day on which the last client received housing/services. The Operating End Date should be left empty if the project is still in operation (refer to the specific HMIS instructions on project close out in an HMIS).
- o **Continuum of Care Project:** All CoC Program funded projects are part of the Continuum of Care and should be marked as "yes" to whether they are Continuum Projects.
- o **Project Type:** Each project must be identified with a single HMIS project type. Select the correct project type for each project in the HMIS-- no single project within an HMIS may have two project types.

CoC Program Component	HMIS Project Type
Permanent Housing (PH)	PH: Permanent Supportive Housing
Permanent Housing (PH)	PH: Rapid Re-Housing
Supportive Services Only (SSO)	See SSO Chart Below
Transitional Housing (TH)	Transitional Housing
Homelessness Prevention (HP)	Homelessness Prevention
Safe Haven (SH)	Safe Haven
Joint TH and PH-RRH	Set up as two separate projects in HMIS: • PH: Rapid Re-Housing • Transitional Housing
Joint RRH and PSH	Set up as two separate projects in HMIS: • PH: Rapid Re-Housing • PH: Permanent Supportive Housing

There are a wide variety of Supportive Services Only projects within the CoC Program. Many SSO projects that were incorrectly classified were able to reclassify their project in 2014 and change their component type from SSO to a Housing Project Type (e.g. SH, TH or PH) depending on the relationship of their services to specific housing. HMIS administrators should update those SSO projects that changed component types in 2014 or later so that their HMIS project setup reflects the affiliated residential HMIS Project Type.

For SSO projects whose services are designed to serve all persons in the residential facility, and where the project's housing and service providers are able to share data, HMIS administrators should adjust the system so that there is only a single project within the HMIS, using the residential HMIS Project Type. In this situation, both the housing provider and the service provider would have access to the clients' project record and would be able to enter data and run reports on the same client. Merging these projects together within the system eliminates the occurrence of duplicate client records and double counting for inventories and system-wide outcomes. If the housing and service providers cannot share the same record due to community confidentiality policies or domestic violence restrictions, then the HMIS administrator should update the services project as a Supportive Service Only project and identify in the Project Type element which HMIS Project ID (which residential project) it is affiliated with. The following applies to **SSO projects affiliated with a residential project in HMIS that either 1) did not change component types or 2) provides services only to Emergency Shelter clients**:

Way the affiliation works	Affiliated with **one** residential project & either does not offer to provide services for all of the residential project clients **Or** only serves clients for a portion of their project stay (e.g. provides classes) **Or** information sharing is not allowed between residential project and service provider.	Affiliated with **multiple** residential project of the **same project type** (e.g. multiple PH:PSH) & either does not serve all of the residential project clients. **Or** information sharing is not allowed between residential projects and service provider.	Affiliated with **multiple** residential project of **different project types** (e.g. PH: RRH and PH:PSH) **OR** Affiliated with **Emergency Shelter**(s).
2.4 Project type to use	Services Only		
2.4 A – Affiliated with a residential project	Yes		
2.4 B – ID of Affiliated Project	List the HMIS Project ID of the residential project		

For an **SSO whose primary work is street outreach**, use the HMIS Project Type "Street Outreach".

For an **SSO that operates a Coordinated Entry/Assessment** project funded under the CoC Program, use the HMIS Project Type "Coordinated Entry." Since coordinated entry is a process that may be supported by multiple agencies and typically spans an extended period, CoCs will set up a CE 'project' in HMIS that *all* relevant agencies can access. HUD acknowledges that the terminology 'project' is problematic, as CE is a collaborative and community-wide process and not a single 'project' in the traditional sense. Rather, CE is a system-level project—meaning that as households are triaged and identified as experiencing homelessness, they are enrolled in the CE project with the appropriate start date, and then data can be collected by different agencies, at different points in time, to populate their single enrollment record in the project.

For an **SSO that is a standalone supportive service**, use the HMIS Project Type "Other". A standalone supportive service is typically provided in a facility or office designated for the sole purpose of providing that service and administered by providers that are trained and/or licensed in the field, e.g. child care centers and employment training centers. These SSOs will generally be the APR SSOs without Housing Outcomes. "Other" means that this project will not be considered in systemwide performance measurements or cause duplicate HIC/PIT counts.

Method for Tracking Emergency Shelter Utilization is not relevant for CoC Projects since the CoC Program does not fund Emergency Shelter projects.

Housing Type – select the appropriate type of housing for the project funded by the CoC Program. Note, this field is only applicable to residential projects.

HMIS Participating Project – All CoC Program-funded projects are required to participate in HMIS or comparable database. Select "yes" for all CoC-Program funded projects.

Target Population – identify the Target Population to be served by the project, if applicable.

Continuum of Care (CoC) Information (2.03)

Select the CoC code and geocode based on the location in which the project operates. Enter the project address and geography type. Tenant-based scattered site projects and Victim Services Providers are only required to complete the geocode and ZIP code fields and may use mailing or administrative address information if they wish to complete the remainder of the address fields. For example, if the project operates in City X, which is part of a CoC consolidated application, select the CoC Code that was identified for each project in the annual grant application. For projects that cross multiple CoC jurisdictions, (e.g. the project is in a City and County, and both have an active CoC), the code for each CoC must be entered.

Funding Sources (2.06)

Projects funded in whole or in part by CoC Program funds are to be identified based on the CoC Program component. Select the appropriate CoC component for each project:
  - **HUD: CoC – Permanent Supportive Housing [also for legacy SHP-PSH and S+C]**
  - **HUD: CoC – Rapid Re-Housing**
  - **HUD: CoC – Supportive Services Only**
  - **HUD: CoC – Transitional Housing [Use also for legacy SHP-TH]**
  - **HUD: CoC – Safe Haven**
  - **HUD: CoC – Single Room Occupancy**
  - **HUD: CoC – Homelessness Prevention (High Performing Communities Only)**
  - **HUD: CoC – Joint Component TH/RRH**
  - **HUD: CoC – Youth Homeless Demonstration Program (YHDP)**
  - **HUD: CoC – Joint Component RRH/PSH**

Enter a grant identifier for each CoC Program grant that the project receives, along with the grant's operating start and end dates.

The grant identifier for a CoC Program in HMIS may be whatever identifier the HMIS Lead believes is appropriate to assign to further identify the program. It may, but does not have to be, the fixed grant number (i.e. the grant number minus that last 4 digits which change annually with renewal). Safe Haven, SRO, and old S+C grants will have different grant number configurations.

The grant must be identified with the Grant Start Date (the first time a CoC grant was provided to this project). When a project is not renewed by the CoC, it must be identified with a grant end date. Projects still in operation with unexpired 15- or 20-year use terms that no longer receive operating funds would not "end" until the use term is completed. Grant start dates and end dates for CoC funded projects are critical to identifying them for system performance measurement.

Bed and Unit Inventory Information (2.07)

HMIS administrators must complete the bed and unit inventory information for projects that provide lodging (Permanent Supportive Housing, Transitional Housing, Rapid Re-housing, and Safe Haven). The number of beds is generally equivalent to the number of persons a lodging project can house on a given night. The bed and unit information is based on the number and type of beds in the entire project, which may be more beds/units than are funded by the CoC Program.

HMIS Leads should review the FY 2022 HMIS Data Standards for additional detail about recording bed and unit inventory information. Correct set-up is critical for accurate reporting in the LSA (Longitudinal Systems Analysis).

Data Collection Requirements

Universal Data Elements (UDE)

All CoC funded projects are required to collect all Universal Data Elements, which include:

3.01 Name	3.10 Project Start Date
3.02 Social Security Number	3.11 Project Exit Date
3.03 Date of Birth	3.12 Destination
3.04 Race	3.15 Relationship to Head of Household
3.05 Ethnicity	3.16 Client Location
3.06 Gender	3.20 Housing Move-in Date
3.07 Veteran Status	3.917 Prior Living Situation
3.08 Disabling Condition	

Special notes about UDEs:

A portion of these elements constitute the basic demographics about a client that are critical to an HMIS's client search functionality and the HMIS's ability to deduplicate client records. HUD required reports check and report on Data Quality for many of these basic demographic elements.

Two elements (3.08 and 3.917) are required to identify a client as chronically homeless. Because street outreach and emergency shelter projects are critical in the identification of chronically homeless clients, HMIS administrators should pay special attention when training street outreach and emergency shelter end users on 3.08 and 3.917 data entry.

Ethnicity, Race, and Gender data element responses were updated in the FY 2022 HMIS Data Standards to provide more inclusive and representative response options. Please review the HMIS Data Standards Manual for specific descriptions of these updated responses. Additional data collection guidance related to Race, Ethnicity, and Gender will be made available on the HUD Exchange later.

Project Start Date: HMIS administrators should provide end users in the affected PH project types with additional information on when each project type is expected to enter a Project Start Date. The following rules apply to Project Start Date:
   o **Street Outreach projects** – Date of first contact with the client.
   o **Safe Havens and Transitional Housing** – Date the client moves into the residential project (i.e. first night in residence).
   o **All Permanent Housing project types, including Rapid Re-Housing** – Date that the client was admitted into the project. See the Special Data Collection Instructions for Rapid Re-Housing and Permanent Supportive Housing for additional information on Project Start Date for PH projects.
   o **All other types of Service projects (including but not limited to: services only, day shelter, homelessness prevention, coordinated entry, health care)** - Date the client first began working with the project and generally received the first provision of service.

Common Program Specific Data Elements

Common Program Specific data elements are collected by most projects funded by a federal partner. CoC funded projects must collect most of the common data elements and are necessary to generate the Annual Performance Report. The following chart indicates which elements are required for each of the CoC components:

	HMIS Program Specific Data Element	Homelessness Prevention	Permanent Supportive Housing	Rapid Re-Housing	Supportive Services Only - CE	Supportive Service Only – non-CE	Transitional Housing
4.02	Income and Sources	X	X	X		X	X
4.03	Non-Cash Benefits	X	X	X		X	X
4.04	Health Insurance	X	X	X		X	X
4.05	Physical Disability	X	X	X		X	X
4.06	Developmental Disability	X	X	X		X	X
4.07	Chronic Health Condition	X	X	X		X	X
4.08	HIV/AIDS	X	X	X		X	X
4.09	Mental Health Disorder	X	X	X		X	X
4.10	Substance Use Disorder	X	X	X		X	X
4.11	Domestic Violence	X	X	X		X	X
4.12	Current Living Situation				X	Only for SSO-Street Outreach	
4.13	Date of Engagement					Only for SSO-Street Outreach	
4.19	Coordinated Entry Assessment	CES	CES	CES	X		CES
4.20	Coordinated Entry Event	CES	CES	CES	X		CES
C1	Well-being		X				
C2	Moving On Assistance Provided		X				
C3	Youth Education Status		X*	X*	X*	X*	X*
R7	General Health		X				
W5	Housing Assessment at Exit	X					

X = data collection is required

* YHDP-funded projects must collect C3

CES = data collection is determined by how the CoC has structured the coordinated entry system across their geographic area. Placement of the element would be required for any project that is participating in the CoC's the coordinated entry system.

Refer to the HMIS Data Standards Manual for information on rationale, collection point, and subjects.

Special Data Collection Instructions

HMIS administrators and users should be aware of several special data collection issues that apply to CoC Program funded projects.

Youth Homelessness Demonstration Program (YHDP)

In general, YHDP-funded projects are set up and have data collection requirements the same as any other CoC-funded project. However, as they are demonstration projects, there are some important differences, and they may have different project set up and data collection options. HUD has issued the YHDP HMIS Manual as a reference for HMIS System Administrators and end users.

Homelessness Prevention

As of September 2021, HUD has not funded any Homelessness Prevention Projects; thus, there should be no CoC-funded Homelessness Prevention projects in HMIS.

Rapid Re-Housing and Permanent Supportive Housing

The project start date is the date that client(s) were admitted to the project. This means the client has applied for and been "admitted" to the project. In this context, the requirements for admittance must be:

- Information provided by the client or from the referral provider indicates that the client meets the criteria required for admission to the project. This does not mean that all or any of the documentation has been gathered that may be required for the project.
- The client has indicated they want to be housed in this project.
- The client is able to access services and housing through the project. This means that there is an expectation that within a reasonably short period of time the project expects to have an opening (rental subsidy available for scattered site or unit available for site-based).

Housing Move-In Date must be completed for all clients who have moved into housing. "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.

HUD strongly recommends HMIS administrators and PH projects monitor data entry accuracy and use of the housing move-in date. Housing move-in timeliness and accuracy will impact project and system performance outcomes for the point-in-time information for the Housing Inventory Chart, project Annual Performance Reports (APR); System Performance Measures and other federally mandated reports that collect project outcomes.

Clients without a housing move-in date are still considered and should be counted as experiencing homelessness (living on the streets, in-shelter, etc.).

The Project Start Date is not intended to generate a "waiting list" for housing. It is intended to provide CoCs with additional data about clients' paths to permanent housing. HUD understands that everyone with a project start date will not move into a unit. Success rates will vary by community and project, and the CoC can use this data as a starting place to identify barriers to housing and take steps to remove those barriers when possible. HUD has not developed a data element to provide information to answer why clients do not move into housing and encourages CoCs to consider and develop ways to determine the issues to inform continuous improvement strategies.

Similarly, CoCs and projects should be reviewing the length of time from project start to housing move-in as a diagnostic tool to identify areas where the CoC or project could reduce the time from project start to move in.

Data collection must include an annual assessment for all persons in the project for one year or more. Data elements required for collection at annual assessment must be entered with an *Information Date* of no more than 30 days before or after the anniversary of the head of household's *Project Start Date,* regardless of the date of the most recent 'update' or any other 'annual assessment.'

Program Specific Data Elements

C1 Well-Being
For individuals and households supported by Permanent Supportive Housing projects, HUD is seeking to understand how measures of well-being change over time using *Well Being* (data element C1). The questions asked within this data element could generate responses from individuals that require additional follow-up and support. For example, if an individual responds with "Strongly disagree" to the question, "Client perceives their life has value and worth", intake workers need to address that response intentionally with additional resources, support in accessing resources, and/or referrals to other professionals who can provide the necessary support. HUD is working to provide additional training and guidance around how to ask the *Well Being* questions in a trauma-informed way to minimize harm and provide suggestions for how to work directly with individuals when asking the questions.

C2 Moving On Assistance Provided
As part of its strategic priority to end homelessness, HUD encourages communities to explore Moving On strategies in their communities for clients in PSH who may no longer need or want the intensive services offered but continue to need assistance in maintaining their housing. In July 2019, HUD issued a SNAPS In Focus message that provided guidance to communities around Moving On strategies and a link to a Moving On resources page on the HUD Exchange. The FY2022 Data Standards incorporate a new data element for PSH projects to collect information on clients who receive Moving On assistance. This data element is to be collected for the Head of Household and at any point within the project enrollment that the information changes.

C3 Youth Education Status
Collection of this data element is required for projects funded by the Youth Homelessness Demonstration Project (YHDP). For additional data collection guidance on this element, please see the YHDP HMIS Manual.

CoC Program Grant Consolidations, Closing Projects, and Client Transfers

HUD recognizes that grants may close or consolidate at different points in time throughout the year resulting in the need to move or transfer a client or group of clients from one project to another in HMIS. Furthermore, HUD recognizes that under certain circumstances a client may be better served by transferring from one permanent housing project to another permanent housing project. HMIS Leads should carefully review the Grant Consolidation and Closing Projects: How to handle client data in HMIS resource for instructions and guidance on the different methodologies that can be used to handle these situations.

Supportive Services Only

SSO projects are often the most complicated to set up and manage in an HMIS. Consideration of the CoC's privacy and security policies for the HMIS will often determine how the project is set up. Pay careful attention to the project typing instructions.

Data collection must include an annual assessment for all persons in the project for one year or more. Data elements required for collection at annual assessment must be entered with an *Information Date* of no more than 30 days before or after the one-year anniversary of the head of household's *Project Start Date,* regardless of the date of the most recent 'update' or any other 'annual assessment.'

Supportive Services Only - Street Outreach

- o **Data Collection Challenges**: A street outreach project is likely to encounter difficulty engaging homeless persons. Street outreach projects may record a project start with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in an HMIS as they further engage the client. The initial entry may only include the project start date and a "made-up" name (e.g., "Redhat Tenthstreetbridge") that would be identifiable for retrieval by the worker in the system. Over time, the data must be edited for accuracy and completeness (e.g., replacing "Redhat" with "Robert") as the worker learns more about the client.

- o **De-Duplication of Client Records:** It is possible in a street outreach setting that a single client may be contacted by multiple street outreach workers over a period of time in different locations. Local protocols should be established to determine how coordination among street outreach projects effectively manages the identification of and data collection for clients. In smaller CoCs, it may be possible to coordinate street outreach efforts and reduce duplication of client records through case conferencing or other efforts to coordinate within outreach and with other services in the CoC. In all CoCs, a "client search" functionality may be available in HMIS so that street outreach workers can perform queries or client searches by de-identified name or alias, or other informal identifiers shared with street outreach workers in order to manage the identification of clients. The use of temporary de-identified names should not be an excuse for excessive duplicate clients or poor data quality. Street Outreach projects and local HMIS leadership should work together to minimize the use of "made-up" names and attain high data quality.

- o **Current Living Situation (formerly "Contacts")**: A street outreach project is expected to record every contact made with each client in the HMIS via 4.12 Current Living Situation. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts include activities such as a conversation between the street outreach worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.

- o **Engagements**: Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date on which an interactive client relationship results in a deliberate client assessment or the beginning of a case plan. The date of engagement should be entered into HMIS at the point that the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit. If the client exits the project without becoming engaged, the engagement date should be left blank. The date of engagement will also be recorded as a contact with the same date.

- o **Data Quality**: Reporting on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that outreach workers record the engagement date and also review all Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy. The Date of Engagement coincides with the requirement for HMIS data quality; therefore, all Universal Data Elements should be entered into HMIS at or before the Date of Engagement.

- o **Project Exit:** Project exit represents the end of a client's participation with a project. The project exit date should coincide with the date that the client is no longer considered to be participating in the project. This standard should be applied consistently across all Street Outreach projects. Reasons to exit a client include any of the following:

  - The client has entered another project type (e.g., TH, PSH) or otherwise found housing;
  - The client is engaged with another outreach worker or project;
  - The client is deceased; or
  - The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts.
    - If this situation arises, and the client is to be exited from the project due to a lack of regular contact the project exit Destination (3.12) should be listed as "No Exit Interview Completed."
    - The possibility that the client may not be seen again is not a reason to exit a client from a project, and project exit should only be recorded once project participation has ended, or after the locally-determined period of time has passed without a contact with the client.

- o **Annual Assessments:** Data collection must include an annual assessment for all persons in the project one year or more. Data elements required for collection at annual assessment must be entered with an *Information Date* of no more than 30 days before or after the one-year anniversary of the head of household's *Project Start Date,* regardless of the date of the most recent 'update' or any other 'annual assessment.'

Supportive Services Only – Coordinated Entry

In May 2019, HUD released [guidance](#) on the finalized set of Coordinated Entry data elements that must be collected and entered into HMIS for CoC-funded Coordinated Entry projects beginning October 1, 2020. These data elements standardized collection on core components of Coordinated Entry – access, assessment, referral, and prioritization and include the *Coordinated Entry Assessment* (data element 4.19), *Coordinated Entry Event* (data element 4.20), and *Current Living Situation* (data element 4.12). These data elements are used in conjunction with other Universal Data Elements and Program Specific Data Elements to populate the [Coordinated Entry Annual Performance Report](#) (CE APR) that communities will run for their entire Coordinated Entry System and submit via [Sage](#).

Transitional Housing

Data collection must include an annual assessment for all persons in the project one year or more. Data elements required for collection at annual assessment must be entered with an Information Date of no more than 30 days before or after the one-year anniversary of the head of household's Project Start Date, regardless of the date of the most recent 'update' or any other 'annual assessment.'

Joint Transitional Housing and Rapid Re-housing Component:

Client Enrollment

o In general, all joint-component clients' TH enrollments should reflect the actual dates they are residing in the TH facility. All joint-component clients' RRH enrollments should reflect the full time they are receiving assistance from the joint-component project, whether or not they are receiving RRH rental assistance, specifically. The *Housing Move-in Date* (data element 3.20) will be used to differentiate joint-component clients who are housed from those who are receiving other services.

o Some clients may use the TH project and not access the associated RRH project, whether because the appropriate opportunity has not yet arisen or because a more appropriate housing placement was found. However, all clients entering the TH project should have a *Project Start Date* (data element 3.10) in the RRH project **on the same day** as the TH *Project Start Date* to indicate that they are under consideration for this portion of the project.

o Some clients may start off receiving housing placement assistance for several weeks before moving into the TH portion of the project. In these cases, their RRH *Project Start Date* would be the date they meet all the requirements for being admitted into the project (described in the HMIS Data Standards Manual). That is:

- Information provided by the client or from the referral indicates they meet the criteria for admission;
- The client has indicated they want to be served or housed in the project; and
- 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 reasonably short amount of time.

Some of these clients may access the TH portion of the project at a later date. At that time, they would be enrolled in the TH project with a *Project Start Date* reflecting the first night in residence in the TH.

o All clients who move into a permanent housing unit should have a *Housing Move-in Date* (data element 3.20) in that RRH project.

o Since clients entering the joint component RRH project may be served directly from TH living situations, cases may arise where clients enter the RRH from other TH projects, without also having been served in the associated TH project.

o If a joint component RRH client (or any other RRH client) loses their housing and the project stops paying rental assistance, the project should **exit the client from the project and create a new Project Start Date immediately** following the prior enrollment. The project would continue working with the client until a new unit is found, at which point a new *Housing Move-in Date* would be recorded. This ensures both that the client's history of move-in dates is preserved and that people who are not currently in housing are captured appropriately in reporting.

o At the time of each enrollment, be sure to capture **accurate HMIS data** in *Project Start Date* (3.10), *Living Situation* (3.917), *Move-in Date* (3.20), *Project Exit Date* (3.11), *Destination* (3.12), and all other required data elements. Maintain back-up documentation in client files to explain any apparent discrepancy in program eligibility between the HMIS record and the client file.

Joint Rapid Re-Housing and Permanent Supportive Housing Component:

As of September 2021, HUD has not funded any Joint RRH/PSH Projects; thus, there should be no CoC-funded Joint RRH/PSH projects in HMIS.

CoC Program Reporting Requirements

- o CoC Program recipients are required to submit Annual Performance Reports (APR) within 90 days from the end of their grant operating year. All CoC recipients submit their APRs in the Sage HMIS Reporting Repository, regardless of when HUD initially funded their grants.

- o CoC Program recipients must submit data from their HMIS or comparable databases via a Comma Separated Value (CSV) import.

- o CoC Program recipients can find additional information about CoC Program reporting requirements including how to access Sage and submit an APR in the Sage CoC APR Guidebook for CoC Grant-Funded Programs.