

Mendocino County Homeless Services Continuum of Care HMIS Focused Training Rapid Re-Housing

January 11, 2022

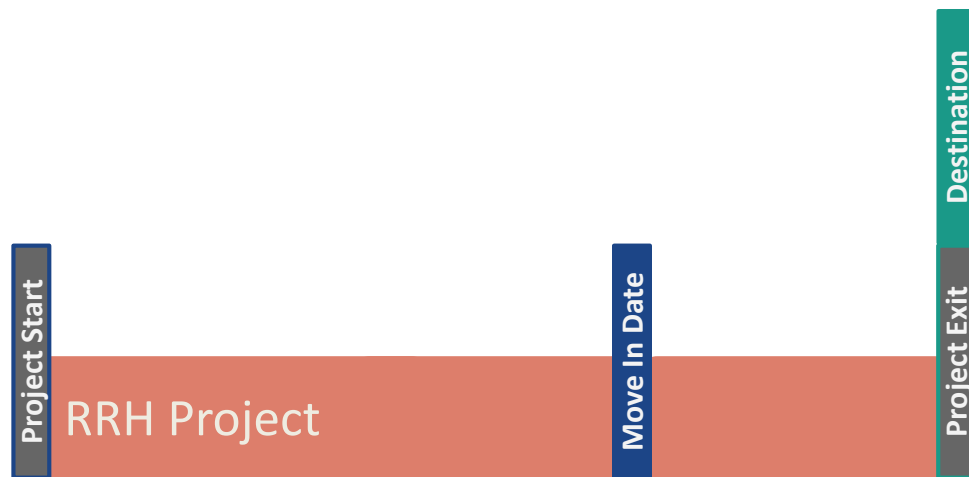
What is HMIS?

- HMIS = **Homeless Management Information System**
- Locally administered data system used to record and analyze client, service, and housing data
- Federally mandated beginning in 2010 for homeless-dedicated programs
- Defined and used by federal and state partners in effort to end homelessness, including:
 - Department of Housing and Urban Development (HUD)
 - Department of Health and Human Services (HHS)
 - Department of Veterans Affairs (VA)
 - California Interagency Council on Homelessness (Cal ICH)
 - California Department of Housing and Community Development (HCD)
 - California Business, Consumer Services and Housing Agency (BCSH)

What is Rapid Re-Housing (RRH)?

- A housing intervention intended to rapidly connect homeless individuals and families to permanent housing through a combination of services such as Deposit Assistance, Rental Assistance, and other supportive services.
- A Permanent Housing solution in our Continuum of Care.
- A project type in our HMIS database (i.e. PH - Rapid Re-Housing).

Rapid Re-Housing: Ideal Workflow



You enroll the client into your program making sure to record the appropriate Project Start Date using an Entry

Then, you help the client attain housing, and record the appropriate Move-In Date for when the client moved into housing using an Interim Update

Some time after the client moves into housing they no longer receive services from your program. So, you record the appropriate Exit Date and Destination, using an Exit.

ClientPoint Client Record

Universal Data Elements

3.01 Name

3.04 Social Security Number

3.05 Veteran Status

The screenshot displays the 'Client Profile' page for a client named '(5) Test, Testy Middle INACTIVE'. The page includes a search bar at the top right and a navigation menu with tabs for 'Summary', 'Client Profile', 'Households', 'ROI', 'Entry / Exit', 'Case Managers', and 'Case Plans'. The 'Client Profile' tab is active, showing two sections: 'Client Record' and 'Client Demographics'. The 'Client Record' section contains fields for Name, Name Data Quality, Alias, Social Security, SSN Data Quality, U.S. Military Veteran?, and Age. The 'Client Demographics' section contains fields for Date of Birth, Date of Birth Type, Gender, Primary Race, Secondary Race, and Ethnicity.

Client Record	
Name	Test, Testy Middle
Name Data Quality	Full Name Reported
Alias	Swizzy
Social Security	123-36-4646
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	81

Client Demographics	
Date of Birth	03/18/1940
Date of Birth Type	Full DOB Reported (HUD)
Gender	Male
Primary Race	White (HUD)
Secondary Race	American Indian, Alaska Native, or Indigenous (HUD)
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x) (HUD)

Client Record Screen in
Community Services

Entry Screen and Entry Assessment

Universal Data Elements

- 3.03 Date of Birth
- 3.04 Race
- 3.05 Ethnicity
- 3.06 Gender
- 3.08 Disabling Condition
- 3.10 Project Start Date
- 3.15 Relationship to Head of Household
- 3.16 Client Location
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation

Common Data Elements

- 4.02 Income and Sources
- 4.03 Non-Cash Benefits
- 4.04 Health Insurance
- 4.05 Physical Disability
- 4.06 Developmental Disability
- 4.07 Chronic Health Condition
- 4.08 HIV/AIDS
- 4.09 Mental Health Disorder
- 4.10 Substance Abuse Disorder
- 4.11 Domestic Violence

The screenshot displays the 'Entry / Exit' screen for Client (4) Smith, Robert James. The interface includes a navigation bar with tabs for Summary, Client Profile, Households, ROI, Entry / Exit, Case Managers, and Case Plans. A reminder message states: 'Reminder: Household members must be established on Households tab before creating Entry / Exits'. The 'Entry / Exit' section contains a table with columns for Program, Type, Project Start Date, and Exit Date. Below this is the 'Entry/Exit Data' form, which includes a note about provider changes, a 'Provider' dropdown menu (set to MCHC Rapid Re-Housing (71)), and a 'Type' dropdown menu (set to HUD). The 'Household Members Associated with this Entry / Exit' table lists (4) Smith, Robert James as the Head of Household with a Project Start Date of 01/11/2022. The 'Entry Assessment' section shows the client's location as CA-509 and their date of birth as 12/31/1962.

Entry/Exit Screen in Community Services

Update Screen and Update Assessment

Universal Data Elements

3.20 Housing Move-In Date

Common Data Elements

4.02 Income and Sources

4.03 Non-Cash Benefits

4.04 Health Insurance

4.05 Physical Disability

4.06 Developmental Disability

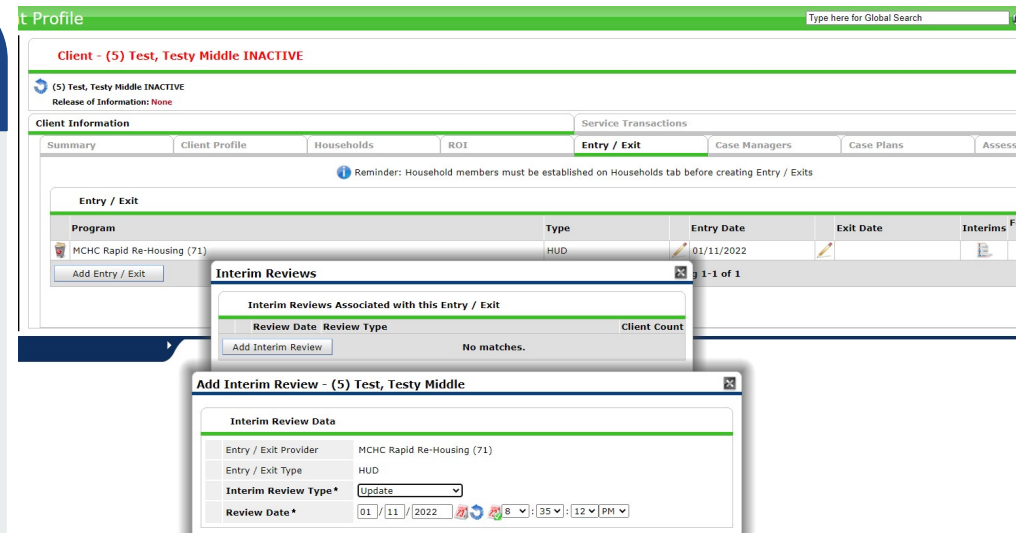
4.07 Chronic Health Condition

4.08 HIV/AIDS

4.09 Mental Health Disorder

4.10 Substance Abuse Disorder

4.11 Domestic Violence



Interim Update Screen in
Community Services

Exit Screen and Exit Assessment

Universal Data Elements

3.10 Project Exit Date

Reason for Leaving

3.12 Destination

Common Data Elements

4.02 Income and Sources

4.03 Non-Cash Benefits

4.04 Health Insurance

4.05 Physical Disability

4.06 Developmental Disability

4.07 Chronic Health Condition

4.08 HIV/AIDS

4.09 Mental Health Disorder

4.10 Substance Abuse Disorder

Profile Type here for Global Search

Client - (4) Smith, Robert James

(4) Smith, Robert James
Release of Information Ends 12/22/2028 -Switch to Another Household Member-

Client Information Service Transactions

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans

Reminder: Household members must be established on Households tab before creating Entry / Exits

Program	Type	Project Start Date	Exit Date
MCHC Rapid Re-Housing (71)	HUD	01/11/2022	01/11/2022

Showing 1-1 of 1

Edit Exit Data - (4) Smith, Robert James

Exit Date* 01/11/2022

Reason for Leaving **Completed program**

If "Other", Specify

Destination* Rental by client, with RRH or equivalent subsidy (HUD)

If "Other", Specify

Notes

Exit Screen in
Community Services

Focused Data Entry for Rapid Re-Housing

These 4 Data elements have specific consequences in the Rapid Re-Housing workflow.

Entry Screen

3.10 Project Start Date

3.20 Housing Move-In Date

Update Screen

3.20 Housing Move-In Date

Exit Screen

3.11 Project Exit Date

3.12 Destination

3.10 Project Start Date

The date on which the client meets all of the following requirements:

- 1) Information provided by the client or from the referral indicates they are eligible;
- 2) The client has indicated they want to be housed through this project;
- 3) The client is able to access services and/or housing through the project.

3.20 Housing Move-In Date

The Housing Move-In Date is the date that a household admitted into a Permanent Housing project has successfully moved into housing.

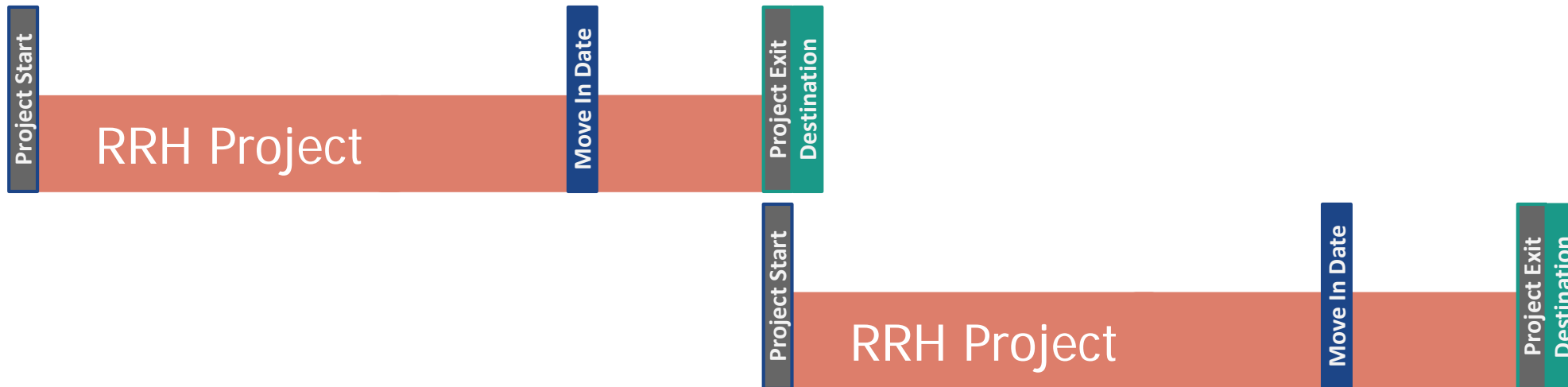
HMIS will carry over Housing Move-In Date from previous PH enrollments. Incorrect Housing Move-In Dates will need to be nulled during Project Entry.

The Housing Move-In Date is used to:

- Indicate when a household moved into housing,
- Classify clients in Permanent Housing programs as either housed or homeless, and
- Inform PIT and HIC reports.

3.20 Housing Move In Date (Continued)

1. You start working with a client, and enroll them into your Rapid Re-Housing program.
2. The client moves into housing.
3. The client loses their housing, but you continue working with them towards regaining their housing.
4. The client moves into housing once again, and eventually stops receiving services from your program.



3.20 Housing Move In Date (Continued)

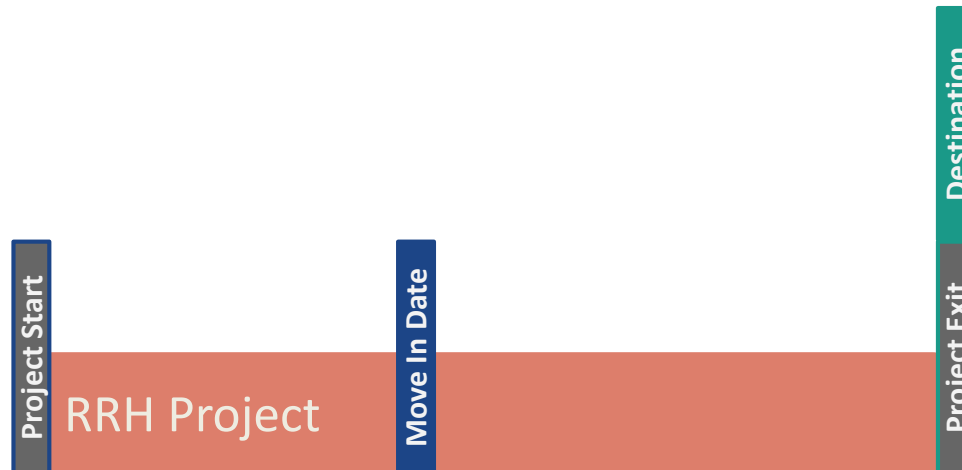
In the event a client is transferred into a PSH or RRH project having already moved into a permanent housing unit, the client's *Project Start Date* and *Housing Move-in Date* will be the same date. It is not necessary or appropriate to have the *Housing Move-in Date* reflect the original move-in, since the purpose of the data element is to distinguish between housed and homeless statuses during a single enrollment.



3.20 Housing Move In Date (Continued)

If the client is enrolled and working with you in RRH and moves directly from one unit into another unit, with no days of homelessness in between, it is **NOT** necessary to exit and re-enter them. Their housing move-in date would still accurately reflect the day they entered permanent housing according to that enrollment record.

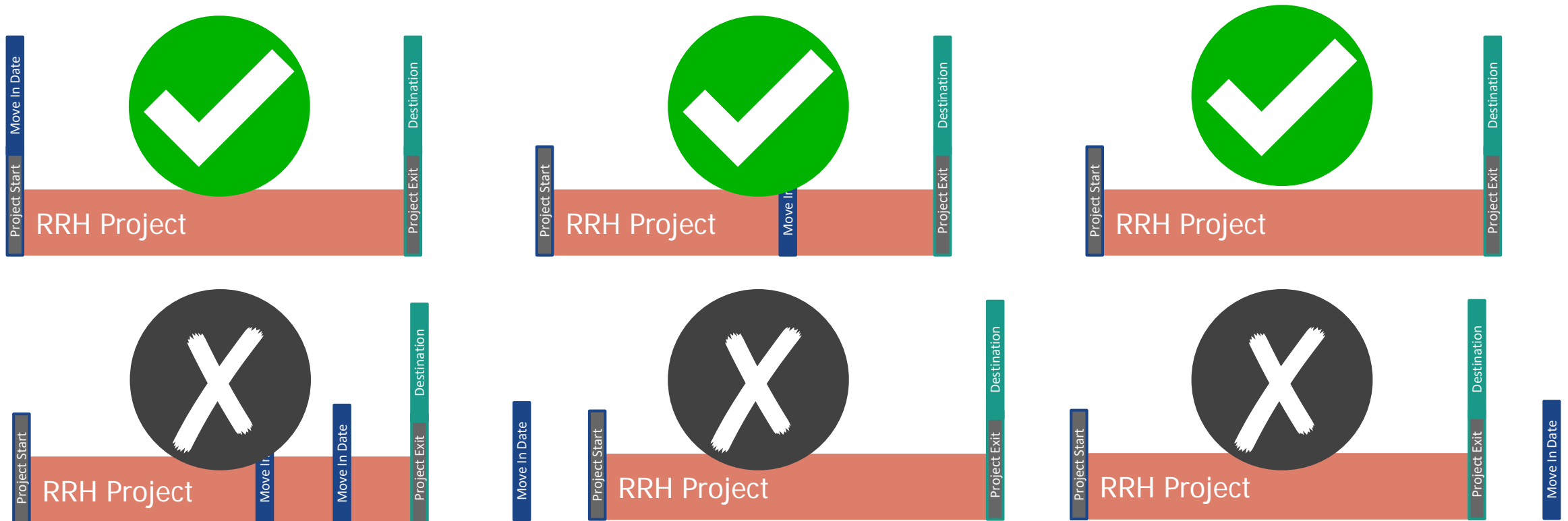
RRH Enrollments in HMIS track the engagement with the program not the connection to a unit.



The workflow should look just like it would had the client never moved units.

3.20 Housing Move In Date (Continued)

Housing Move-in Date must be between the *Project Start Date* and *Project Exit Date*. It may be the same as the *Project Start Date* if the client moves into housing on the date they were accepted into the program (or was already in housing when they entered the project, e.g. due to a project transfer). There can be no more than one *Housing Move-in Date* per enrollment. Once a *Housing Move-In Date* has been recorded for an enrollment, it should not be removed from the client's record, even if they subsequently lose that housing situation. Clients that lose permanent housing but are still being served by your project are exited and re-entered.



3.20 Housing Move In Date (Continued)

Housing Move-in Date must be entered regardless of whether or not the RRH project is providing the rental assistance for the unit.

For example, if an RRH project provides supportive services, but is not providing the rental assistance for the unit, a Housing Move-in Date must still be entered to differentiate RRH clients in housing from those still experiencing homelessness.

The destinations to the right are permanent destinations. When a client enters one of these destinations while enrolled in a rapid re-housing program the program should also add a Move-In Date.

#	Type: PERMANENT
25	Long-term care facility or nursing home
26	Moved from one HOPWA funded project to HOPWA PH
11	Owned by client, no ongoing housing subsidy
21	Owned by client, with ongoing housing subsidy
3	Permanent housing for formerly homeless persons
10	Rental by client, no ongoing housing subsidy
28	Rental by client, with GPD TIP housing subsidy
20	Rental by client, with other ongoing housing subsidy
19	Rental by client, with VASH housing subsidy
22	Staying or living with family, permanent tenure
23	Staying or living with friends, permanent tenure

3.11 Project Exit Date

This data element should record the date a client stopped participating in a project.

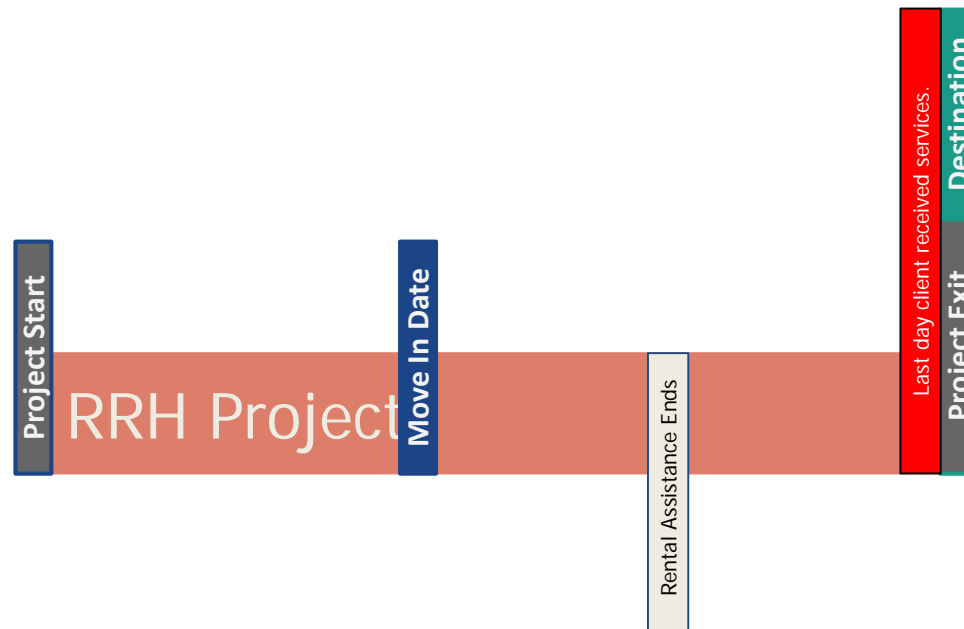
Each individual client in a household can have their own *Project Exit Date*.

Clients in **rapid re-housing projects** are to be exited after the last RRH service is provided. If eligible, RRH case management services are provided past the final date of receiving rental assistance then the client must not be exited until those services cease.

If a client uses a service for just one day (i.e., starts and stops before midnight of same day), then the *Project Exit Date* may be the same as the *Project Start Date*.

3.11 Project Exit Date

If a program stops providing rental assistance, but continues to offer other services (e.g. case management) then the program enrollment should stay open until all services cease.



3.12 Destination

To identify where a client will stay after exiting a project for purposes of tracking and outcome measurements. The destinations listed below are only a few Temporary and Permanent Housing situations. A complete list of Exit Destinations with community guidance is provided in HMIS Lead Agency at <https://handupnohandoutmendo.com/homeless-management-information-system-hmis>

Header	Temporary and Permanent Housing Situations
29	Residential project or halfway house with no homeless criteria
14	Hotel or motel paid for without emergency shelter voucher
2	Transitional housing for homeless persons (including homeless youth)
32	Host Home (non-crisis)
13	Staying or living with friends, temporary tenure (e.g. room, apartment or house)
36	Staying or living in a friend's room, apartment or house
12	Staying or living with family, temporary tenure (e.g. room, apartment or house)
22	Staying or living with family, permanent tenure
35	Staying or living in a family member's room, apartment or house
23	Staying or living with friends, permanent tenure
26	Moved from one HOPWA funded project to HOPWA PH
27	Moved from one HOPWA funded project to HOPWA TH
28	Rental by client, with GPD TIP housing subsidy
19	Rental by client, with VASH housing subsidy
3	Permanent housing (other than RRH) for formerly homeless persons
31	Rental by client, with RRH or equivalent subsidy
33	Rental by client, with HCV voucher (tenant or project based)
34	Rental by client in a public housing unit
10	Rental by client, no ongoing housing subsidy
20	Rental by client, with other ongoing housing subsidy
21	Owned by client, with ongoing housing subsidy
11	Owned by client, no ongoing housing subsidy

Wrap Up

- If you have any questions or concerns please reach out to us by emailing hometeam@mendocinocounty.org
- Thanks to [San Diego Regional Taskforce on the Homeless](#) for the base version of this training.