CoC Program HMIS Manual

A GUIDE FOR HMIS END USERS AND HMIS LEADS/SYSTEM ADMINISTRATORS

U.S. Department of Housing and Urban Development

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
May 2023	Updates to align with FY 2024 HMIS Data Standards throughout manual. Added data collection information for new CoC Program Specific Data Elements. Added language for relevant RHY Program Specific Data Element. Clarified guidance for Supportive Services Only – Coordinated Entry data collection, in alignment with new Coordinated Entry Activity (4.21) data element and Coordinated Entry APR guidance. Removed Well-Being (C1) data element. Removed General Health Status (R7) data collection requirement for CoC-funded PSH.
May 2023	Update data collection guidance in C4 Translation Assistance Needed

Introduction

The *CoC (Continuum of Care) Program HMIS Manual* is intended to support data collection and reporting efforts of Homeless Management Information System (HMIS) Leads/System Administrators 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 that have not yet renewed under the CoC Program: Supportive Housing Program (SHP), Shelter Plus Care (S+C), and Single Room Occupancy for the Homeless (SRO).

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 projects funded by the CoC Program.

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.
Youth Homelessness Demonstration Program (YHDP): Guidance about YHDP (which folds into the community's CoC Program funding after two years) and its requirements can be found online at the HUD Exchange on the [YHDP](#) 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: Homeless Management Information Systems" for your question under "My Question is Related To".

Additional HMIS Resources

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 HMIS and comparable database vendors ("vendors").

The [HMIS Data Standards](#) page contains a suite of HMIS Data Standards resources, which are briefly described below. Each of the documents has a specific purpose and intended audience. The HMIS Lead/System Administrator should be familiar with all the documents and collectively use them as their HMIS reference materials along with specific materials provided by the vendor.

- [FY 2024 HMIS Data Standards Manual](#) represents the foundation for the data contained within an HMIS, project setup instructions, and data collection instructions.
- [FY 2024 HMIS Data Dictionary](#) includes table shells containing 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 table shells aligns with the information contained herein.
- [FY 2024 CSV Specifications](#) provide specifications for a standard set of comma-separated values (CSV) files that include all data elements and fields defined by the FY2024 HMIS Data Standards, along with information that describes an exported data set.
- [FY 2024 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](#) includes links that contain 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 should understand the difference between a **program** and a **project** because they have distinct meanings in the context of HMIS project setup.

In HMIS, a **program** is the source of funding that the organization is receiving to run a project (e.g., CoC Program funding, ESG Program funding, etc.), along with the regulatory requirements that guide provision of that project. A **project** is the group of activities, services, or housing delivered to persons experiencing homelessness (e.g., XYZ Shelter, Homeless Street Outreach, etc.).

HUD and its federal partners refer to categories within a program as **components**. For the CoC Program, there are five program components under which communities can establish and operate projects:

- Permanent Housing (PH)
    - Permanent Supportive Housing (PSH)
    - Rapid Re-Housing (RRH)
- Transitional Housing (TH)
- Supportive Services Only (SSO)
- Homeless Management Information System (HMIS)
- Homelessness Prevention (HP)*

* HP projects can only be established and operated under the CoC Program in communities identified by HUD as [high-performing communities](#).

Additionally, the Joint Transitional Housing (TH) and Rapid Re-Housing (RRH) Component project is funded by the CoC Program as a single project but must be set up in HMIS as two projects – one for TH and another for RRH.

Identifying Projects for Inclusion in HMIS

HMIS Leads/System Administrators should work with the CoC to identify all the **projects** within the HMIS implementation that receive CoC Program funding. 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 the HUD Exchange under the [CoC Program](#) page.

CoC Program Components

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

Permanent Housing (PH) includes two distinct types:

- PH: Permanent Supportive Housing (PSH) offers permanent housing and supportive services to assist individuals or households with children experiencing homelessness (in which at least one member has a disability) to live independently.
- PH: Rapid Re-Housing (RRH) provides housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help individuals or households with children experiencing homelessness move as quickly as possible into permanent housing and achieve housing stability.

The **Transitional Housing (TH)** component of the CoC Program provides temporary housing and accompanying supportive services to individuals and households with children experiencing homelessness for up to 24 months to support the successful transition into and maintenance of permanent housing.

The **Supportive Services Only (SSO)** component provides services to individuals and households with children experiencing homelessness and not residing in housing operated by the recipient. Funds may be used to conduct outreach to people experiencing sheltered and unsheltered homelessness, connect people to 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 Coordinated Entry data elements and generate a Coordinated Entry Annual Performance Report (CE APR).

The **HMIS** component of the CoC Program may be used only by HMIS Leads for costs associated with operating or managing the HMIS. No HMIS project setup is required for grants funded under the HMIS component.

The **Homelessness Prevention (HP)** component provides short-term or medium-term rental assistance, as well as housing relocation and stabilization services. This component is limited to recipients identified as High Performing Communities (HPCs). HUD has not designated any High Performing Communities as of May 2023, thus no projects have been funded for Homelessness Prevention, to date, under the CoC Program.

The **Joint TH and PH-RRH** component project combines two existing program components, TH and PH-RRH, in a single project to serve individuals and households with children experiencing homelessness. This component provides a safe place for people to stay with financial assistance and wraparound supportive services to help people move into permanent housing as quickly as possible. Joint TH-RRH projects must be set up as two projects in HMIS.

The **Safe Haven (SH)** component is a form of supportive housing that serves people experiencing homelessness with severe mental illness who come primarily from places not meant for habitation and have been unable or unwilling to participate in housing or supportive services. This component can be renewed from the SHP Program under the CoC Program; however, no new SH projects have been funded by HUD since 2011. Under certain conditions, SH projects can be renewed to continue ongoing eligible costs and must be included in HMIS.

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 such as the Annual Performance Report (APR), and will affect the community's ability to generate CoC-wide reports like System Performance Measures (SPMs) and Longitudinal Systems Analysis (LSA).

HMIS Leads/System Administrators should follow the procedures established for their particular HMIS software when setting up projects in the HMIS. These setup procedures must include, at a minimum, the following:

1. Data entry of Project Descriptor Data Elements (PDDEs) for all residential continuum projects, regardless of their participation in HMIS; and
2. Review of PDDEs, conducted by the HMIS Lead at least annually in consultation with the CoC, and completion of any updates to PDDEs as needed.

The following are required PDDEs:

Organization Information (2.01)

- **Organization ID (2.01.1)**: The HMIS must assign an Organization ID to each organization via a system generated number or code, which serves as a distinct identifier that is consistently associated with that organization. The HMIS must maintain only one single record for each organization, regardless of how many projects they operate.
- **Organization Name (2.01.2)**: The name of the organization receiving CoC funding must be entered or identified with the CoC specific project. 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 included in reports.
- **Victim Service Provider (2.01.3)**: The HMIS must identify whether the organization is a Victim Service Provider (VSP).

Project Information (2.02)

- **Project ID (2.02.1)**: 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 associated with that project.
- **Project Name (2.02.2)**: The name of the project receiving CoC funding must be entered or identified with the CoC-specific project. Often, the name of a project on its grant agreement is not the same as the name used by the organization, the common name used for the project in the community, and/or the name used on the Housing Inventory Count (HIC). HMIS Leads/System Administrators should maintain mapping information to correlate grant names, HIC names, and common names with the project identifiers either within HMIS itself or separately. Additionally, as mentioned in the Data Quality Management Program (DQMP) product, projects in HMIS should have a consistent naming convention (see Appendix, page 24).
- **Operating Start Date (2.02.3)**: The Operating Start Date of a project must be completed in the HMIS for 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 (2.02.4)**: 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 blank if the project is still in operation. Refer to the specific HMIS instructions on project close out in an HMIS.
- o **Continuum Project (2.02.5):** All CoC Program funded projects are part of the Continuum of Care and should be marked as "yes" for whether they are Continuum Projects.
- o **Project Type (2.02.6):** 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 (HMIS Response Number)
Permanent Housing (PH)	PH - Permanent Supportive Housing (disability required for entry) (3)
Permanent Housing (PH)	PH - Rapid Re-Housing (13)
Supportive Services Only (SSO)	See SSO Project Setup Considerations below
Transitional Housing (TH)	Transitional Housing (2)
Homelessness Prevention (HP)	Homelessness Prevention (12)
Safe Haven (SH)	Safe Haven (8)
Joint TH and PH-RRH	Set up as two separate projects in HMIS: • PH: Rapid Re-Housing (13) • Transitional Housing (2)

- o **If PH – Rapid Re-Housing, Identify Sub Type (2.02.6 Dependent Field)**: Select the appropriate RRH sub type. Note, this field is only applicable for RRH projects.
- o **Housing Type (2.02.6 Dependent Field)**: Select the appropriate type of housing for the project funded by the CoC Program. Note, this field is only applicable for residential projects.
- o **Target Population (2.02.7)**: Identify the Target Population to be served by the project, if applicable.

Continuum of Care (CoC) Information (2.03)

- o **Continuum Code (2.03.1)**: Select the Continuum Code based on the location in which the project was funded to operate.
- o **Geocode (2.03.2)**: Select the Geocode based on the location in which the project operates.
- o **Project Address (2.03.3-7)**: Enter the project address. Tenant-based scattered site projects and VSPs 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.
- o **Geography Type (2.03.8)**: This field will be auto-populated in HMIS, based on the zip code entered for the project.

Note about projects funded to operate in more than one CoC: If the project operates in City X, which is part of a CoC consolidated application, select the Continuum 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)

- o **Federal Partner Program and Components (2.06.1)**: 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 (2) [also for legacy SHP-PSH and S+C]**

- **HUD: CoC – Rapid Re-Housing (3)**
- **HUD: CoC – Supportive Services Only (4)**
- **HUD: CoC – Transitional Housing (5) [Use also for legacy SHP-TH]**
- **HUD: CoC – Safe Haven (6)**
- **HUD: CoC – Single Room Occupancy (SRO) (7)**
- **HUD: CoC – Homelessness Prevention (High Performing Comm. Only) (1)**
- **HUD: CoC – Joint Component TH/RRH (44)**
- **HUD: CoC – Youth Homeless Demonstration Program (YHDP) (43)**

- **Grant Identifier (2.06.2)**: Enter a grant identifier for each CoC Program grant that the project receives. 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). SRO and old S+C grants will have different grant number configurations.
- **Grant Start Date (2.06.3)**: Enter the grant's operating start date. This is the first time a CoC grant was provided to this project.
- **Grant End Date (2.06.4)**: Enter the grant's operating end date. 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.

Note: 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 Leads/System Administrators must complete the bed and unit inventory information for residential projects (PSH, RRH, TH, and SH). The number of beds is generally equivalent to the number of persons a residential 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 2024 HMIS Data Standards for additional detail about recording bed and unit inventory information. Correct set-up is critical for accurate reporting in the Longitudinal Systems Analysis (LSA).

Participation Status (2.08)

CoC-funded projects are required to participate in HMIS or a Comparable Database. HMIS Leads/System Administrators must indicate the participation status (either HMIS Participating or Comparable Database Participation) and the date on which the participation started. For projects that began participating in HMIS prior to October 1, 2012, the start date may be estimated.

CE Participation Status (2.09)

CoCs and HMIS Leads/System Administrators should work together to identify the CE status of each CoC-funded project. Accurate completion of this element is critical to ensuring proper CE data element access. Projects that are serving as a CE Access Point, whether a standalone CE project (type 14) or another HMIS project type, must select "Yes" to "Project is a Coordinated Entry Access Point" (2.09.01) and indicate the types of CE services provided by the Access Point.

SSO Project Setup Special Considerations

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 Leads/System 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 an organization with an SSO project whose services are designed to serve all persons in another organization's residential facility, and where the housing and service providers are able to share data, HMIS Leads/System Administrators should adjust the system so that there is 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 records and would be able to enter data and run reports on the same clients. Merging these projects together within the system eliminates the occurrence of duplicate client records and double counting for inventories and systemwide outcomes. If the housing and service providers cannot share the same project record due to community confidentiality policies or domestic violence restrictions, then the HMIS Lead/System Administrator should create the services project as a Supportive Services Only project and identify in the Project Information element with which HMIS Project ID (which residential project) it is affiliated.

For an **SSO that is specific to a housing project or housing structure** *or standalone supportive service* **project**, use the HMIS Project Type "Services Only" (6). If the '*Services Only*' project provides only services (other than street outreach or coordinated entry) and is *not* limited to serving clients of one or more specific residential projects, then the project type will be '*Services Only*', and '*Affiliated with a Residential project*' will be "No".

If a '*Services Only'* project meets any of the criteria below, select '*Services Only*', and set '*Affiliated with a Residential Project*' to "Yes", and record the '*Project ID'* of each residential project. A project must be able to identify as many affiliated residential projects as needed.

- Provides services in one residential project **BUT**

  o Does not offer to provide services for all the residential project clients, **OR**

  o Only serves clients for a portion of their project stay (e.g., provides classes), **OR**

  o Information sharing is not allowed between the residential project and service provider.

- Provides services in multiple residential projects of the same project type (e.g., multiple PH:PSH) **BUT**

  o Does not serve all the residential project clients, **OR**

  o Information sharing is not allowed between residential projects and service provider.

- Provides services in multiple residential projects of different project types (e.g., PH:RRH and PH:PSH)

- Provides services in Emergency Shelter(s)

For an **SSO whose primary work is street outreach**, use the HMIS Project Type "Street Outreach" (4).

For an **SSO that operates a Coordinated Entry** project funded under the CoC Program, data may be collected and entered into HMIS in a way that fits the local Coordinated Entry System (CES), regardless of whether the data is entered specifically into a project that has the HMIS Project Type "Coordinated Entry" (14) or a different HMIS Project Type such as "Emergency Shelter" (1 or 15) or "Street Outreach" (4). Since coordinated entry is a process that may be supported by multiple agencies and may span an extended period, CoCs will ensure that *Current Living Situation* (4.12) and *Coordinated Entry Activity* (4.21) are available to *all* relevant projects to collect and enter data for clients served by the CES. Data may be reported for the SSO-CE project using Current Living Situation and Coordinated Entry Activity, in combination with demographic and other data elements.

CES is a collaborative and community-wide process and not necessarily represented by a single "project" in the traditional sense. CES is a system-level effort—meaning that as households are triaged and identified as experiencing homelessness, they are enrolled into the appropriate project type in HMIS with the appropriate Project Start Date, and then data can be collected using the Current Living Situation and Coordinated Entry Activity elements, at different points in time, to populate the household's involvement in CES over time.

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 and Ethnicity	3.15 Relationship to Head of Household
3.06 Gender	3.16 Enrollment CoC
3.07 Veteran Status	3.20 Housing Move-in Date
3.08 Disabling Condition	3.917 Prior Living Situation

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 (i.e., Name, Date of Birth, Veteran Status, etc.). Some reports required by HUD check and report on data quality for many of these basic demographic elements.

Two elements, *Disabling Condition* (3.08) and *Prior Living Situation* (3.917), are required to determine whether a client is identified as chronically homeless. Because Street Outreach (SO) and Emergency Shelter (ES) projects are critical in the identification of clients experiencing chronic homelessness, HMIS Leads/System Administrators should pay special attention when training SO and ES HMIS end users on data entry for Disabling Condition and Prior Living Situation.

Beginning with the FY 2024 HMIS Data Standards, HUD is requiring that only the last four digits of a client's *Social Security Number* (3.02) be collected and entered into HMIS for projects funded by the CoC Program. CoCs may choose whether to continue to collect the full nine digit Social Security Number. They may do so to support other data integration efforts or for other reasons.

Race and Ethnicity data elements were collapsed into a single data element (3.04), with the addition of response options that were based on extensive support from diverse partner groups, feedback from communities, and engagement with people with lived experience of homelessness. The *Gender* (3.06) data element responses were also updated through the FY 2024 HMIS Data Standards process 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 (3.10): The Project Start Date indicates the date on which the client begins receiving assistance from the project. Project Start Date is used differently across project types, to address the difference in meaning associated with "starting" residential, service, and permanent housing projects. HMIS Leads/System Administrators should provide HMIS end users with information on when each project type is expected to enter a Project Start Date. The following rules apply to Project Start Date:
- **Street Outreach**: Date of first contact with the client.
- **Safe Haven and Transitional Housing**: Date the client moves into the residential project (i.e., first night in residence).
- **Permanent Housing, 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.
- **All Other Types of Projects (including, but not limited to: Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry)**: 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 (PSDEs) are collected by most projects funded by HUD or a federal partner. Projects funded by the CoC Program must collect most of the common PSDEs and are necessary to generate the Annual Performance Report (APR). 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	
4.21	Coordinated Entry Activity	CES	CES	CES	X		CES
C2	Moving On Assistance Provided		X				
C3	Youth Education Status		X*	X*	X*	X*	X*
C4	Translation Assistance Needed	X	X	X	X	X	X
R3	Sexual Orientation		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 (CES) across their geographic area. Placement of the element would be required for any project that is participating in the CoC's CES.

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

Special Data Collection Instructions

HMIS Leads/System Administrators and HMIS end users should be aware of several special data collection issues that apply to projects funded by the CoC Program.

Youth Homelessness Demonstration Program (YHDP)

In general, projects funded by YHDP 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, reporting, and data collection options, even after the projects renew under the CoC Program. HUD has issued the YHDP HMIS Manual as a reference for HMIS Leads/System Administrators and HMIS end users.

Homelessness Prevention

As of May 2023, HUD has not funded any Homelessness Prevention (HP) projects; thus, there should be no CoC-funded HP projects in HMIS.

Rapid Re-Housing and Permanent Supportive Housing

The *Project Start Date* (3.10) 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:

- o 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.
- o The client has indicated they want to be housed in this project.
- o 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 (3.20) 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 Leads/System Administrators and PH projects monitor data entry accuracy and use of the Housing Move-In Date. Timeliness and accuracy of the Housing Move-In Date will impact project and system performance outcomes for the point in time information for the HIC, APRs, System Performance Measures (SPMs), 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 (e.g., living on the streets, in emergency 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' pathways 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 Date to Housing Move-In Date 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 (5.04) 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

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 Page on the HUD Exchange. The Moving On (C2) 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.

C4 Translation Assistance Needed

This data element was added in the FY 2024 Data Standards to understand how many clients served in projects funded by the CoC Program need access to translation services, and if so, which languages are most often cited as needing translation. The HMIS Leads/System Administrators must work with their CoCs, and ideally involve people with lived experience of homelessness to determine which languages to include in their data collection. This element allows CoCs to select a reasonable number of languages for HMIS end users to choose from when asking these questions of people experiencing homelessness. It is recommended that HMIS

> *The HMIS Leads/System Administrators must work with their CoCs, and ideally involve people with lived experience of homelessness to determine which languages to include in their data collection.*

Leads/System Administrators limit the number of languages available to 20 or a similar number that is reasonable and appropriate within the given HMIS implementation.

HMIS Leads/System Administrators will use the HMIS C4 Translation Assistance Needed Supplement to identify which languages will populate this data element in the local HMIS implementation.

HMIS End Users should present the language options selected by the HMIS Lead/System Administrator to any client indicating they need translation assistance. Record the response option the client selects. If the language the client prefers is not in the pre-determined list of languages, the client should be asked what their preferred language is and this information recorded in the available text box.

R3 Sexual Orientation

Projects funded by YHDP or by the CoC Program for PSH are required to collect the RHY-specific Sexual Orientation data element. The purpose of this data collection is to begin to understand what disparities may exist in who is able to access housing supports and other services through the YHDP and CoC Program.

The response options include: "Heterosexual", "Gay", "Lesbian", "Bisexual", "Questioning/Unsure", "Other", "Client doesn't know", and "Client prefers not to answer". Any questions regarding a client's sexual orientation must be voluntary and clients must be informed prior to responding of the voluntary nature of the question and that their refusal to respond will not result in a denial of services. It is important that this measure be updated if a client discloses this information at a later time when a trusting relationship is established. In the case of "pansexual" or "asexual" or other options that may not be listed, select "Other" and describe the "Other" response in the text field should the client choose to provide a response to this question

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)

- o **Data Collection Challenges**: 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.

- o **Annual Assessments:** 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* (5.04) 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"*.

Supportive Services Only - Street Outreach (SSO-SO)

- o **Data Collection Challenges**: An SO project is likely to encounter difficulty engaging people experiencing homelessness. SO projects may record a *Project Start Date* with limited information about the client and improve upon 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 an SO setting that a single client may be contacted by multiple SO workers over a period of time in different locations. Local protocols should be established to determine how coordination among SO projects effectively manages the identification of and data collection for clients. In smaller CoCs, it may be possible to coordinate SO 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 SO workers can perform queries or client searches by de-identified name or alias, or other informal identifiers shared with SO 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. SO 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")**: An SO project is expected to record every contact made with each client in the HMIS via *Current Living Situation* (4.12). 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 SO 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. Contact must be recorded anytime a client is met, including when a *Project Start Date* or *Date of Engagement* (4.13) is recorded on the same day.

- o **Engagements**: Per the HMIS Data Standards and by agreement across all federal partners, a Date of Engagement 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 the *Project Exit Date* (3.11). The *Date of Engagement* will also be recorded as a contact with the same date. If the client exits the project without becoming engaged, the *Date of Engagement* should be left blank. If a client returns to the project after being exited, the previous *Date of Engagement* does not apply to the new *Project Start Date*.

- o **Data Quality**: Reporting on data quality for SO projects is limited to clients with a Date of Engagement. Therefore, it is important that outreach workers record the *Date of Engagement* and also review all Universal Data Elements (UDEs) and applicable Program Specific Data Elements (PSDEs) for completeness and accuracy. The Date of Engagement coincides with the requirement for HMIS data quality; therefore, all UDEs should be entered into HMIS on 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 SO projects and the CoC must be involved in determining what this standard is. 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 *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 the Project Exit Date 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 for one year or more. Data elements required for collection at *"Annual Assessment"* must be entered with an *Information Date* (5.04) 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"*.

Supportive Services Only – Coordinated Entry (SSO-CE)

In the FY 2024 Data Standards, HUD released a new data element to capture information about a community's Coordinated Entry System (CES). The *Coordinated Entry Activity* (4.21) data element is meant to combine the *Coordinated Entry Assessment* (4.19) and *Coordinated Entry Event* (4.20) data elements and more closely connect the information to better understand a client's experience through CES. The Coordinated Entry Activity data element is used in conjunction with other UDEs and PSDEs to populate the [Coordinated Entry Annual Performance Report](#) (CE APR) that communities will run for their entire CES and submit via [Sage](#). For more information on Coordinated Entry Activity, please see the [FY 2024 Data Standards Manual](#).

Transitional Housing (TH)

  o **Annual Assessments:** 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* (5.04) 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"*.

Joint Transitional Housing and Rapid Re-Housing Component (Joint TH-RRH)
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* (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* (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* 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 For each project component enrollment, be sure to capture **accurate HMIS data** in *Project Start Date* (3.10), *Prior Living Situation* (3.917), *Housing 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.

CoC Program Reporting Requirements

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

- o CoC Program recipients that receive a Supportive Services Only – Coordinated Entry (SSO-CE) grant are required to submit a specific type of APR, the Coordinated Entry APR. This APR is run at the "system level", where the system is the CoC receiving the SSO-CE grant.

- 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.