Sub-assessment 101:

What to know about HUD Verifications for income, insurance, benefits, and disabling conditions

NC COALITION to end HOMELESSNESS

Presentation Agenda

By the end of the presentations, HMIS users will:

- Have basic Data Standards Knowledge of HUD Verification Sub-assessment data elements
- Be able to record HUD verifications for newly created clients
- Be able to update HUD verifications for existing clients
- Understand the four basic steps to quickly look for errors
- Be better able to navigate the unique requirements of the HUD disability sub-assessment
- Have an improved understanding of how to review and correct income errors

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HUD Verification Basics

Things to know about HUD Verifications

There are 4 HUD Verification Sub-assessments:

- ❑disabling conditions
- ❑health insurance
- ❑Income
- ❑benefits

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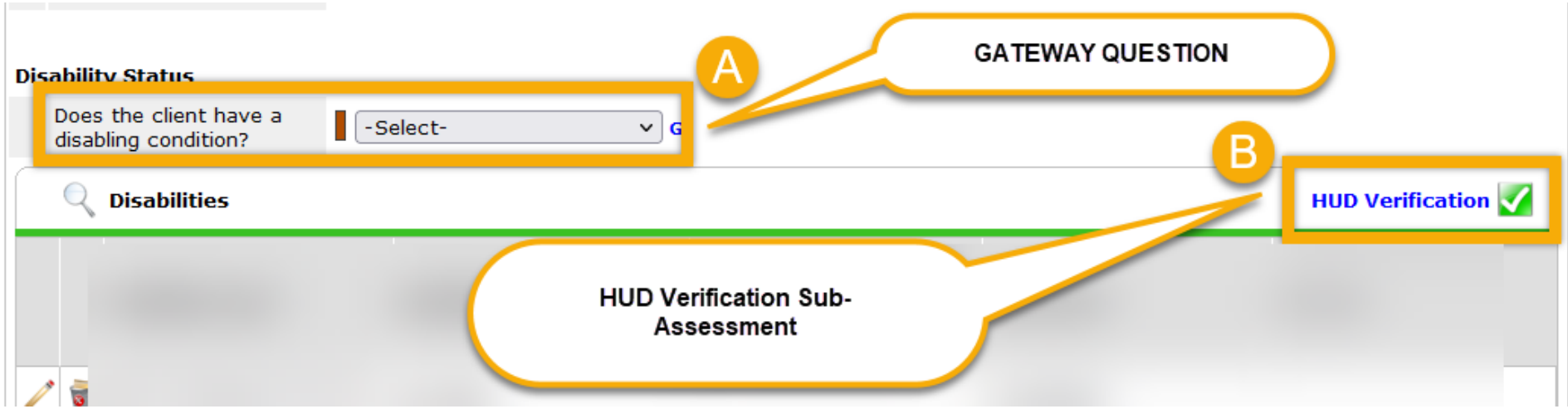
Things to know about HUD Verifications

Each HUD Verification Sub-assessment has two required sections:

a) the gateway question

b) the sub-assessment



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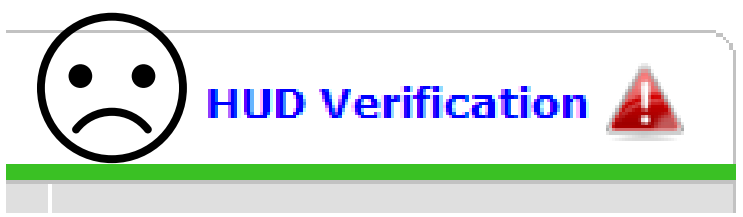
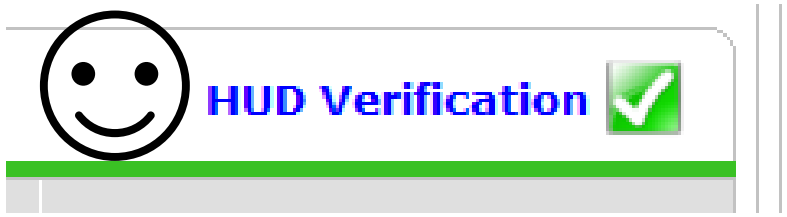
Things to know about HUD Verifications

Both the gateway question and the sub-assessment **must be** filled out completely in order to meet the requirements.

HUD Verification Sub-Assessments with a red triangle mean there are assessment response options that are incomplete/without a recorded response. HUD Verification Sub-Assessments with a green triangle mean all assessment response options have a response recorded.

YOU ALWAYS WANT GREEN!





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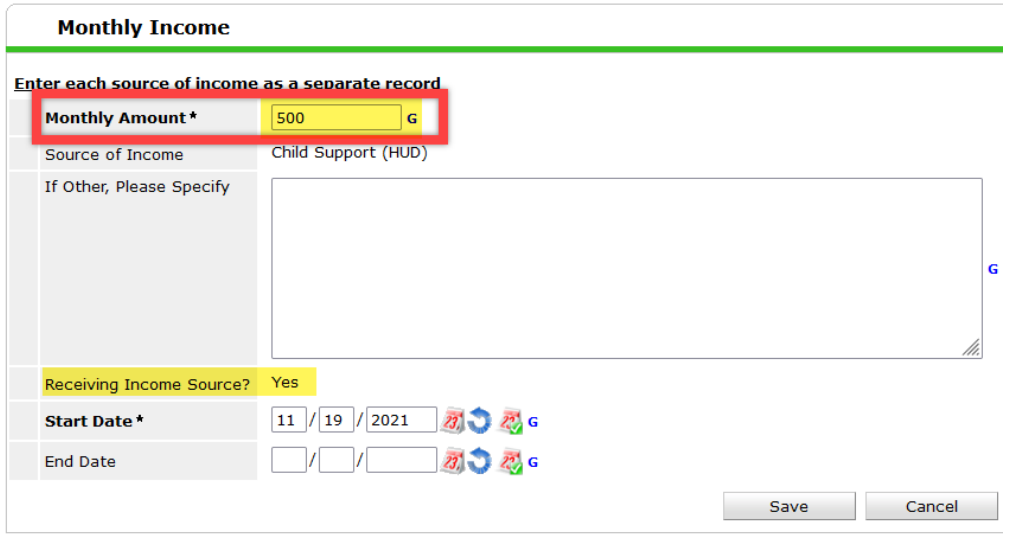
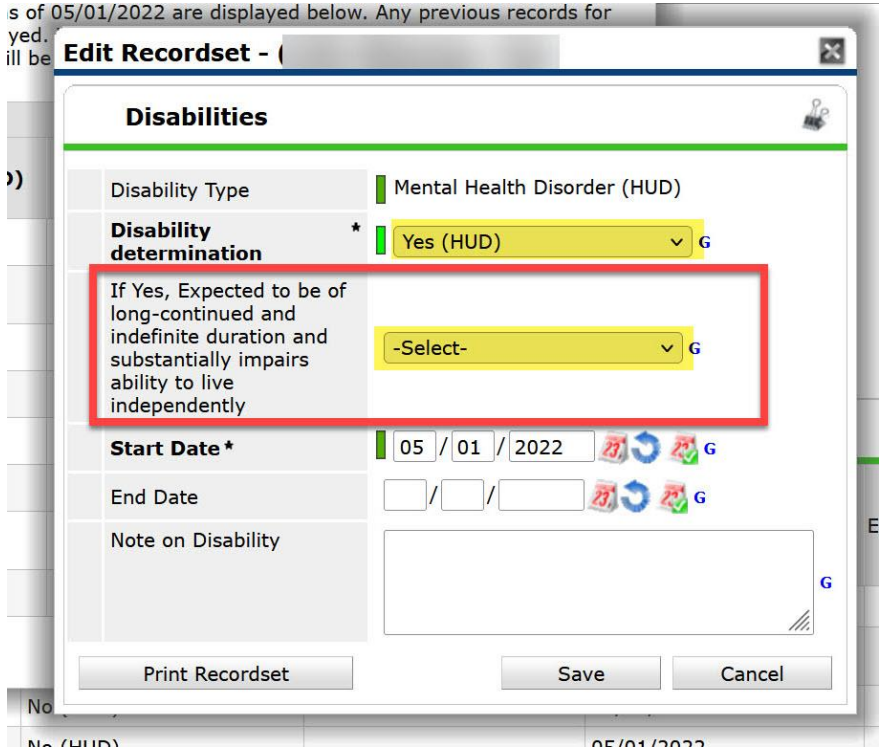
Things to know about HUD Verifications

Some HUD Verification Sub-Assessments require additional, follow-up information be recorded when “Yes” is selected for a specific disability or for income.

This applies only to Income and Disability HUD Verifications.





Recording initial HUD Verification Sub-Assessments

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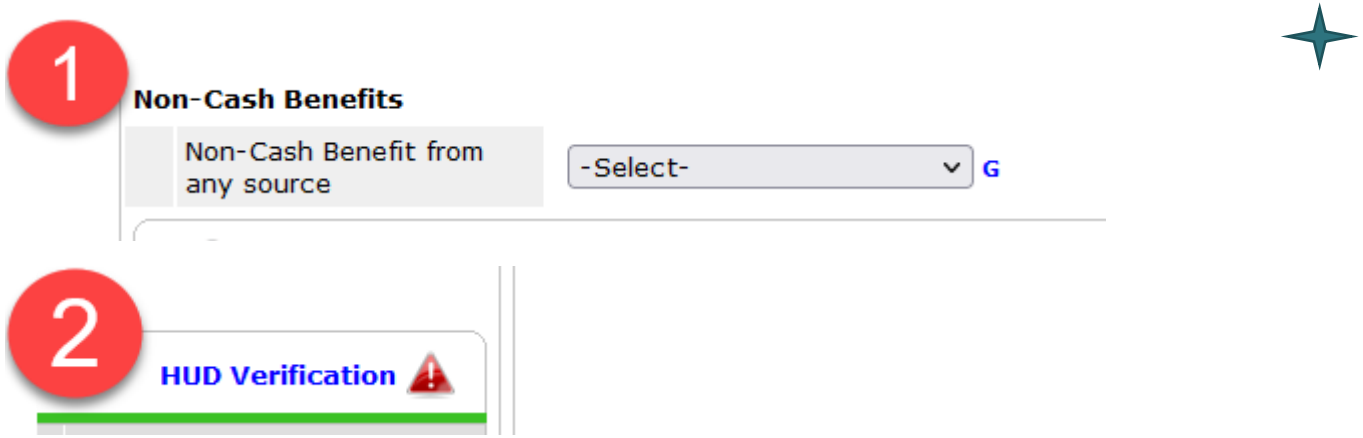
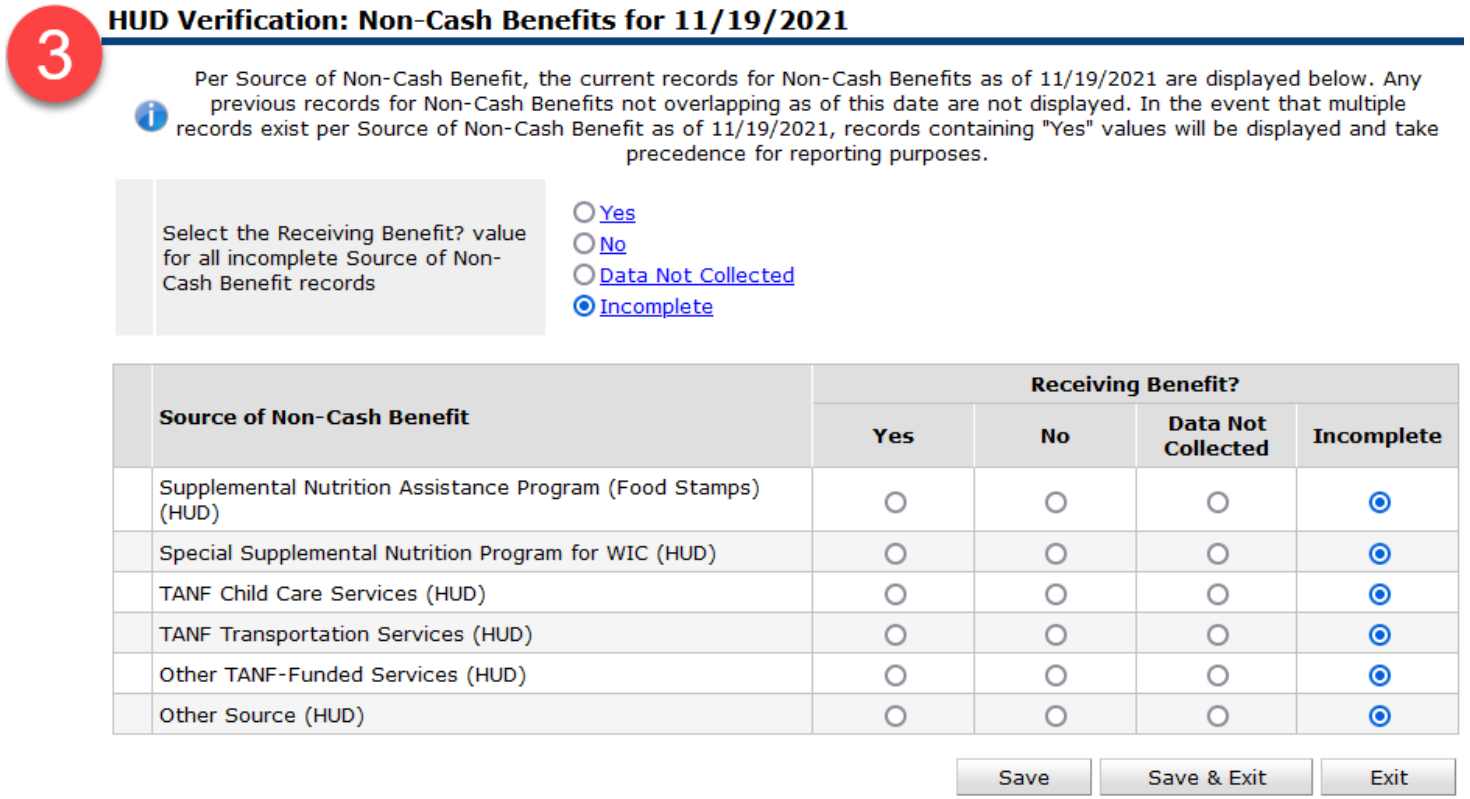
3 Simple Steps!

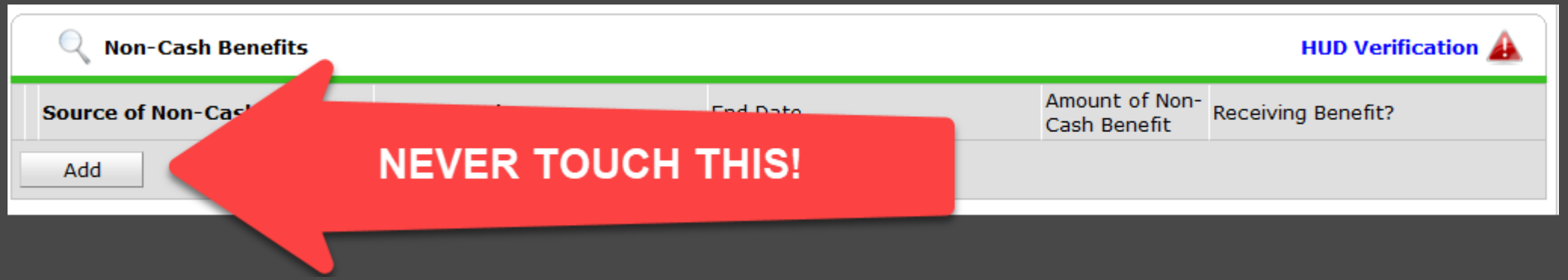
1. Complete the gateway answer
2. Click the blue HUD Verification button
3. Complete the HUD Verification sub-assessment





WARNING!!!!!

Do not become tempted to touch the "Add" button.
Always and ONLY ever use the blue HUD Verification button!



Updating HUD Verification Sub-Assessments

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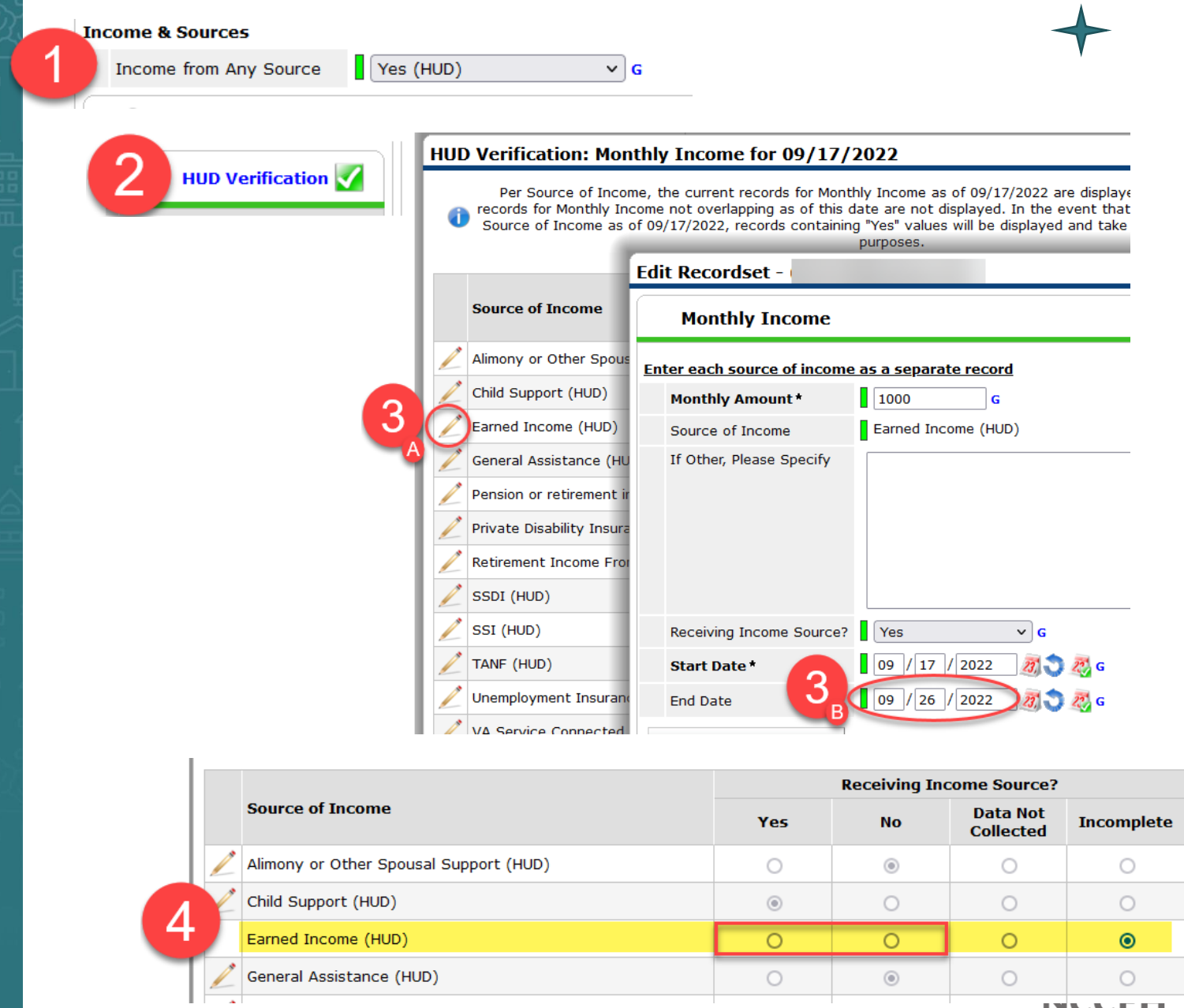
4 Simple Steps!

1. Confirm the gateway answer is still accurate. If not, update.
2. Click the blue HUD Verification button
3. Click the pencil next to each item that client reports ended. ADD ONLY THE END DATE (& save)
4. Next to each item that shows as incomplete, click the radio button to select the new answer. (Save after all changes are completed)



Let's see an example!

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REMINDERS!

1. ***Do not become tempted to touch the "Add" button. Always and ONLY ever use the blue HUD Verification button!***

2. ***When in an old recorded response, change NOTHING that already has an answer. ONLY ADD AN END DATE!***

3. ***The end date should be one day prior to the assessment date.*** *Ex: The assessment is being done for 12/5/2022. The end date should be 12/4/2022 since that is the last date that previous answer was true & valid.*

Did You Know….

There is a ZenGuide article all about how to properly record an update for HUD Verification Sub-Assessments.

Updating HUD Verification Sub-Assessments

Simply search for this title on ZenGuide (https://ncceh.zendesk.com/)

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HUD Sub-assessments Errors

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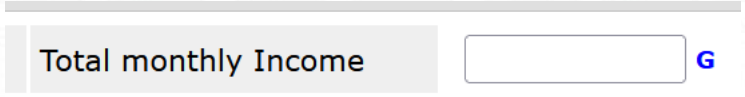
Things to know

- Gateway responses & HUD Verifications must always be filled out
  (*special consideration here for Street Outreach project types only!)
- Gateway responses must match HUD Verification responses
- There must be one answer per item per calendar day recorded in the computer during your client's stay
- Empty End Dates = "the answer is still valid"
- Total Month Income can be REALLY important and helpful!



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HUD Sub-Assessment Errors

Most Common Errors

1. INCOMPLETE - Gateway Question
2. INCOMPLETE - HUD Verification Sub-assessment
3. INCONGRUENT - Responses to Gateway Question & HUD Verification Sub-assessments don’t match
4. INCOMPLETE – Disability Follow-Up Question

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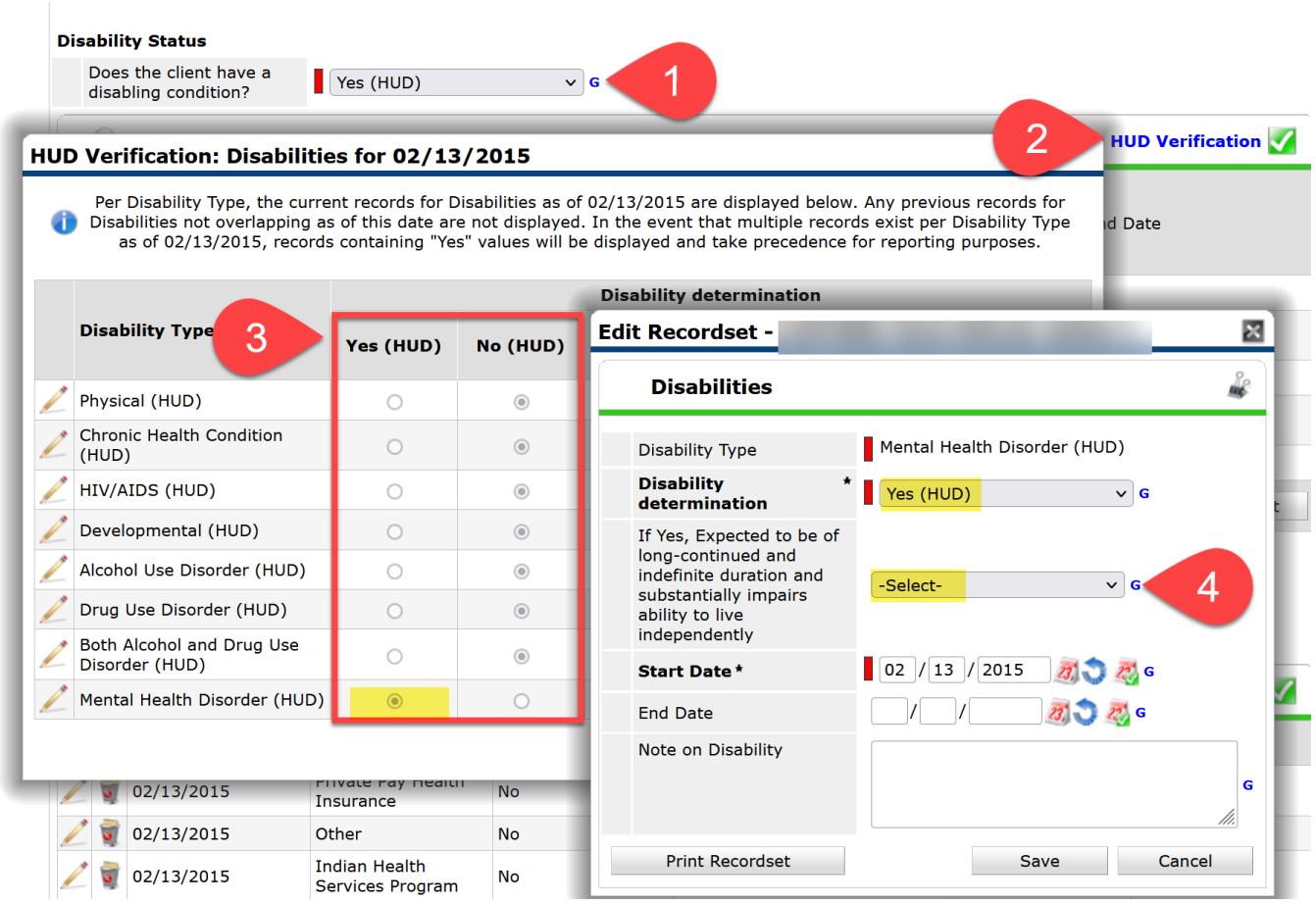
HUD Sub-Assessment Errors

Identifying Errors

1. Check to see if the Gateway question is complete
2. Check to see if the HUD Verification is complete **look for the green check mark!**
3. Check to see if the Gateway response matches the HUD Verification responses
4. *For disability only,* check to see if the follow-up question is complete



NOTE: Review the oldest assessment first!

If the error is appearing on Project Start, Annual Assessment, and Project Exit, review the Project Start Assessment first as it may resolve all the following assessment errors!

HUD Sub-Assessment Errors

1. **Incomplete Gateway question**
2. **Incomplete HUD Verifications**
3. **Incongruent Responses**
4. **Incomplete Disability follow-up**

Identifying & Correcting Errors

Correction 1: Incomplete gateway question

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Select Yes or No for the gateway question, based on your client's response.

Responses of:

-Select-
Client Doesn't Know
Client Refused
Data Not Collected

Will usually always show as an error on reports. Only Client Doesn't Know & Client Refused can be acceptable if that is truly the reply the client provided and it is a small percentage of your overall clients served!

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HUD Sub-Assessment Errors

1. **Incomplete Gateway question**
2. **Incomplete HUD Verifications**
3. **Incongruent Responses**
4. **Incomplete Disability follow-up**

Identifying & Correcting Errors

Correction 2: Incomplete HUD Verifications

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Click the blue HUD Verification button
5. Click the radio dial button to select the appropriate response for the source item which is incomplete.

	Source of Income	Receiving Income Source?			
		Yes	No	Data Not Collected	Incomplete
	Alimony or Other Spousal Support (HUD)	○	◉	○	○
	Child Support (HUD)	◉	○	○	○
	Earned Income (HUD)	○	○	○	◉
	General Assistance (HUD)	○	◉	○	○

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Let's Pretend.....

- ✓ The Gateway Answer is Complete
- ✓ The HUD Verification button has a green checkmark
- ⛔ The HUD Verification Sub-Assessment does not match the Gateway Answer

You have incongruent responses!

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Before editing anything, check the client's sub-assessment history!

Meet "Mag"

Your New BFF

The magnifying glass in front of each HUD Sub-Assessment will allow for you to review the entire history of the client responses. This will provide you a better picture of the client's history overtime and to identify any gaps &/or overlaps in responses!

HUD Sub-Assessment Errors

1. **Incomplete Gateway question**
2. **Incomplete HUD Verifications**
3. **Incongruent Responses**
4. **Incomplete Disability follow-up**

Identifying & Correcting Errors

Correction 3: Incongruent Responses

Does the gateway question match the HUD verification sub-assessment responses?

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Review the gateway question compared to the HUD Verification Sub-Assessment table.
5. Establish which is incorrect. Consider other details from the HMIS record (i.e. Is there an amount in total monthly income box? Does the client report an insurance, income source, or disability that might hint at the right response?) Consider details from outside of HMIS, such as paper records.

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HUD Sub-Assessment Errors

1. **Incomplete Gateway question**
2. **Incomplete HUD Verifications**
3. **Incongruent Responses**
4. **Incomplete Disability follow-up**

Identifying & Correcting Errors

Correction 3 con't: Incongruent Responses

Does the gateway question match the HUD verification sub-assessment responses?

6. *If the incongruent response is due to the gateway questions*, change the gateway response only.
7. *If the incongruent response is due to the HUD Verification Sub-Assessment*, you will need to update the HUD Verification sub-assessment.

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Let's see an example of corrections for: Incongruent Responses

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Recap: Identifying & Correcting Historical/Incongruent Responses

1. Click the Magnifying Glass next to the Table Name
2. Click on the column header "[Source Type]" to alphabetize the pop-up box table
   - Example:

3. Review each type row for accuracy & identify if there are any sources that have overlapping responses.
   - Example: Are there two Earned Income rows with overlapping dates?

Provider	Date Effective	Monthly Amount	Source of Income	Receiving	
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Alimony or Other Spou Support (H		
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Child Suppo (HUD)	No	05/01/2
Heading Home - Rowan County - Emergency Shelter - NbN (7389)	11/19/2021 2:00:00 AM		Earned Income (HUD)	No	11/19/2021
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM	US$1,600.00	Earned Income (HUD)	Yes	05/01/2022
Heading Home - Rowan			General		

No End Dates mean that each row is still an "active, valid" answer to the computer.

This means the client has two answers for the same source during the same time period.

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Recap: Identifying & Correcting Historical/Incongruent Responses

4. *If there are overlapping responses for the same item,* click the pencil next to the row that is no longer a valid, current response to insert an end date.
   - The end date should be one day before the start date of the next recorded response.

	Housing - ESG (7390)						
	Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	10/05/2016 2:00:00 AM	US$0.00	Earned Income (HUD)	No	10/05/2016	09/01/2022
	North Carolina Coalition to End Homelessness (2)	09/02/2022 10:44:00 AM	US$1,600.00	Earned Income (HUD)	Yes	09/02/2022	
	Heading Home - Rowan	10/05/2016		General			

5. *If there are no overlapping responses for the same item,* exit out of the pop-up box and properly update the HUD Verification sub-assessment as discussed earlier in this training.

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HUD Sub-Assessment Errors

1. **Incomplete Gateway question**
2. **Incomplete HUD Verifications**
3. **Incongruent Responses**
4. **Incomplete Disability follow-up**

Identifying & Correcting Errors

Correction 4: Missing Disability Follow Up

Applicable only for some Disabilities Marked "yes"

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Click the blue HUD Verification button
5. Click the pencil next to each disability marked "Yes" to confirm &/or complete the follow-up question "*If yes, expected to be of long-continued and indefinite duration...*".

IMPORTANT NOTE: *HUD's definition of disability must be met in order for the client to have the gateway response marked "yes".*

In order for the gateway response to be marked "yes", at least one of the client self-identified disabilities must also be marked as long-continued and indefinite duration, impacting housing.

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Did You Know….

There is a ZenGuide article all about identifying and resolving HUD Verification Sub-Assessment errors.

Data Quality: HUD Verification Sub-assessments

Simply search for this title on ZenGuide (https://ncceh.zendesk.com/)

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Have additional questions?

Check out ZenGuide

https://ncceh.zendesk.com/hc/en-us

If you still have questions, contact the HMIS@NCCEH Data Center at: **hmis@ncceh.org**

To ensure we can offer the best possible support, we recommend the following:

- Include the report's name and prompt values in your email.
- Share any client ID numbers of interest.

If you choose to attach a copy of the report or include any screenshots, please remove any Personally Identifiable Information (PII) like client names or Social Security Numbers first!

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