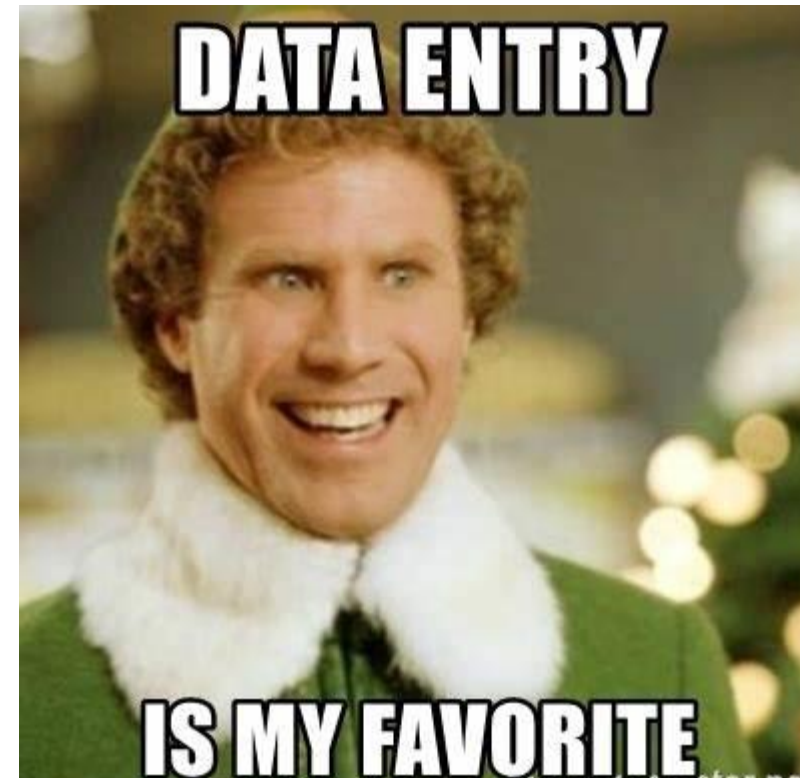# Unsheltered Data in HMIS

How to enter and manage data for people living in unsheltered places

NC COALITION to end HOMELESSNESS

Training Purpose

- Review the basic workflow and the HUD's definitions.

- Review reporting tools to manage your program.

Unsheltered Data

Engaging with humility

Trauma in a person, decontextualized over time, looks like personality.

Trauma in a family, decontextualized over time, looks like family traits.

Trauma in a people, decontextualized over time, looks like culture."

RESMAA MENAKEM

Stakes and Opportunities

- Increasing unsheltered homelessness is increasing visibility of homelessness overall
  - Increasing public pressure
  - Increasing need for information and data
 - Increasing the opportunity to share the stories of our clients and neighbors

NCCEH

Unsheltered Homelessness Data

- Clients living in 'Places Not Meant for Habitation'
  - Tents
  - Vehicles
  - Porches or stoops
  - Storage sheds, barns, or out-buildings without heat/electricity/plumbing

- Data Collected in Street Outreach, homeless dedicated Supportive Services Only, and Coordinated Entry project types
  - Only Street Outreach has unique Trust-Building period built into workflow

NCCEH

Entering Street Outreach projects into HMIS

- **Step 1:** Find (or create) the client profile
- **Step 2:** Create a Project Start on the Entry/Exit tab to record the first Contact
- **Step 3:** Record additional contacts through Interim Updates and add Project Start data as its collected
- **Step 4:** Record the Date of Engagement through an Interim Update once a client agrees to services
  - Unless fully engaged on Day 1 then record on the Project Start/Entry

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Project Start Date: Street Outreach
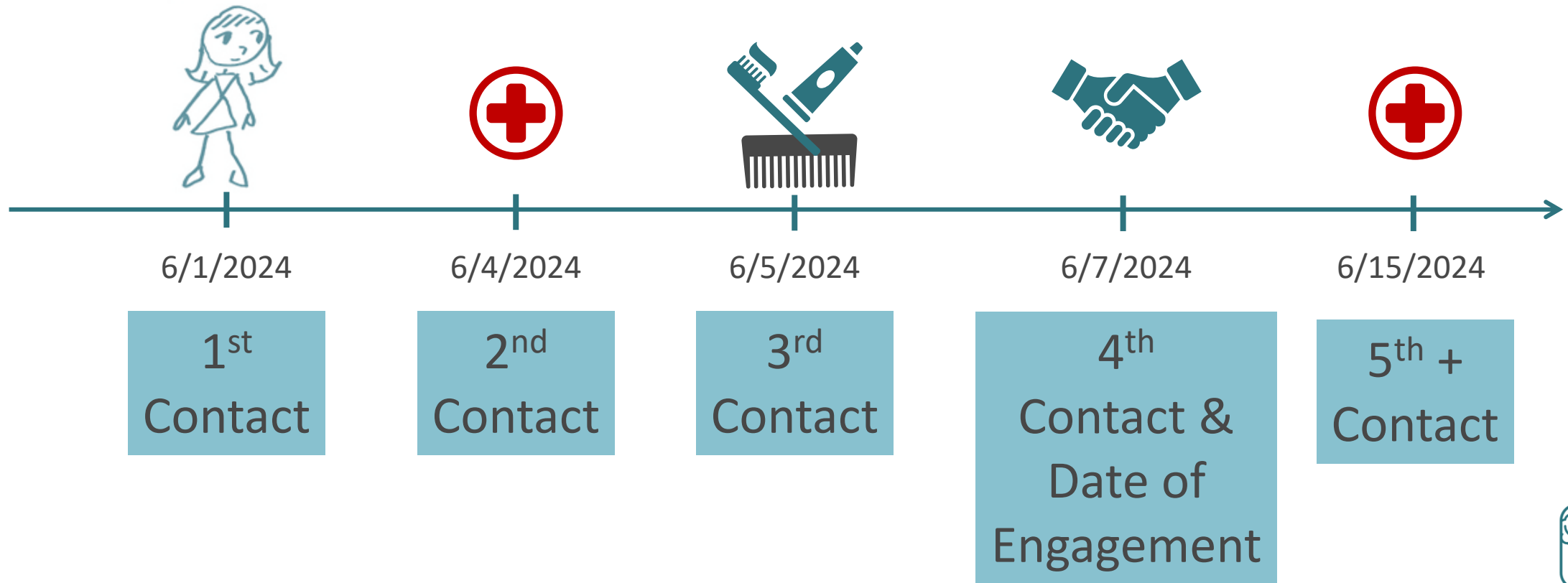
Current Living Situation

- Identifies where someone is currently sleeping or residing

- Records each contact with people experiencing homelessness by street outreach and other service projects (PATH)
  - Helps track the number of contacts required to engage the clients
  - Documents a homeless situation for eligibility

- Used by Street Outreach, PATH, Coordinated Entry, and some shelters

Current Living Situation

Start Date *	End Date *	Information Date *	Current Living Situation *	Living situation verified by *
Add				

Current Living Situation

Current Living Situation

Start Date *	___ / ___ / _____ 📅 ↺ 📅 G
End Date *	___ / ___ / _____ 📅 ↺ 📅 G
Information Date *	___ / ___ / _____ 📅 ↺ 📅 G
Current Living Situation *	-Select- ⌄ G
Living situation verified by *	[_____] [Lookup] [Clear] G
Location details	[_____] G

Continue only IF Living Situation is NOT "Place not meant for habitation" or "Emergency Shelter"

Is client going to have to leave their current living situation within 14 days?	-Select- ⌄ G

If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.

Has a subsequent residence been identified?	-Select- ⌄ G
Does individual or family have resources or support networks to obtain other permanent housing?	-Select- ⌄ G
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	-Select- ⌄ G
Has the client moved 2 or more times in the last 60 days?	-Select- ⌄ G

[Save] [Save and Add Another] [Cancel]

Dates should all be complete and the same

Complete CLS and confirm what project or agency collected / confirmed the data

Only continue if client is in temporary or housed situation

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Date of Engagement

- To record the date the client became 'engaged' in project services after one or more contacts with a street outreach project.
  - Signed ROI
  - Willing to answer most Intake questions
  - Agrees to case management or housing plan

Date of Engagement 08 / 01 / 2024

- Reporting on data quality for street outreach projects is limited to clients with a Date of Engagement. Review Project Start/Intake!

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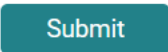# Add a Case Manager

- In Clients portal (aka ClientPoint), click on the Case Manager tab
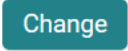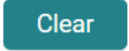
Contact information

- Outreach workers may find the Contact Information option on Client Profile tab essential

		Primary Phone Number	Secondary Phone Number	Ok to receive texts?	Other contact method (frequent location)	Start Date *
✏️	🗑️	123-456-7890		Yes	Soup kitchen meals - Thursday lunches	03/21/2021

Client Contact Information (NCCEH)

Add — Showing 1-1 of 1

Emergency Contact Information (NCCEH)

		Start Date *	End Date	Is there a phone number where someone can get in touch with you or leave a message?	Email Address	Contact Type (Relationship to Client)	Emergency Contact Phone Number
✏️	🗑️	05/24/2021	05/24/2021	555-555-1235		(Dad)	

Add — Showing 1-1 of 1

Contact information

You can pull this information in a BusinessObjects Report in bulk

- B005 - Unsheltered Contact Information Report Guide (only unsheltered CLS)

- B006 - Client Contact Report Guide (for any CLS)

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Active vs Inactive Clients

Any User!

- CoC - APR (Annual Performance Report)
- ESG - CAPER (Consolidated Annual Performance and Evaluation Report)

With BusinessObjects access

- A008 - Street Outreach CLS Report Guide
- D001 Street Outreach DOE Report Guide
- How to Run: By Name List Report - Balance of State CoC
- How to Run the By-Name List: Durham CoC
- How to Run: By Name List Report - Orange County CoC

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Exiting Inactive Clients

Inactive Clients should be exited from SO for their last contact
- Inactive means 90 days or longer without a contact (Current Living Situation)
- Backdate to the last contact aka service delivery date
  - Use Reason for Leaving Disappeared
  - Use Exit Destination matching their last Current Living Situation

- Exited clients may be re-outreached!
  - A new Project Start can begin if you reconnect
  - Review the new Start Assessment/Intake and confirm what is accurate on that date (hint: you may need to clear out a previous Date of Engagement)

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Data Entry Resources

HMIS@NCCEH ZenGuide (zendesk.com)

Data Center News Archive data | Raleigh, North Carolina USA | (ncceh.org)

HMIS Data Standards

PATH HMIS Program Manual

CoC HMIS Program Manual

ESG HMIS Program Manual

RHY HMIS Program Manual

NCCEH

Questions?