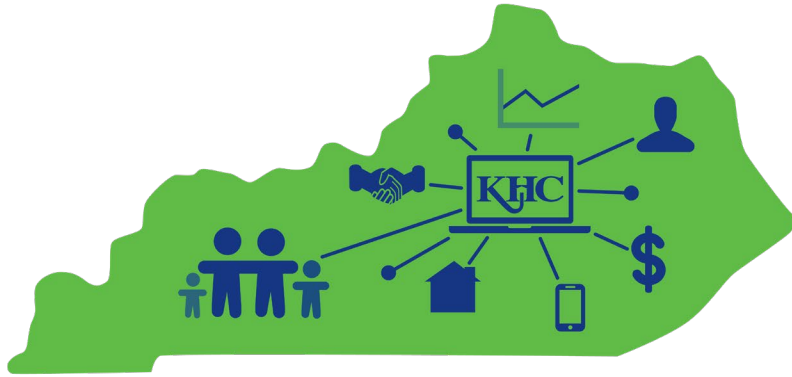


# KYHMIS

Kentucky Homeless Management Information System



# KYH MIS

Kentucky Homeless Management Information System

## STREET OUTREACH



# DATA COLLECTION STAGES



# DATA COLLECTION STAGES

## Record Creation

When client record is created in HMIS.



## Interim: Update

When client reports a change.\*



## Project Exit

When client exits project.



## Project Start

When client enrolls in Project.



## Interim: Annual Assessment

Recorded within 30 calendar days before or after the anniversary of the project start date.



*\*All Permanent Housing projects must record Move-in dates as an Interim Review – Update*



**KYHMIS**  
Kentucky Homeless Management Information System

# PROJECT START DATE

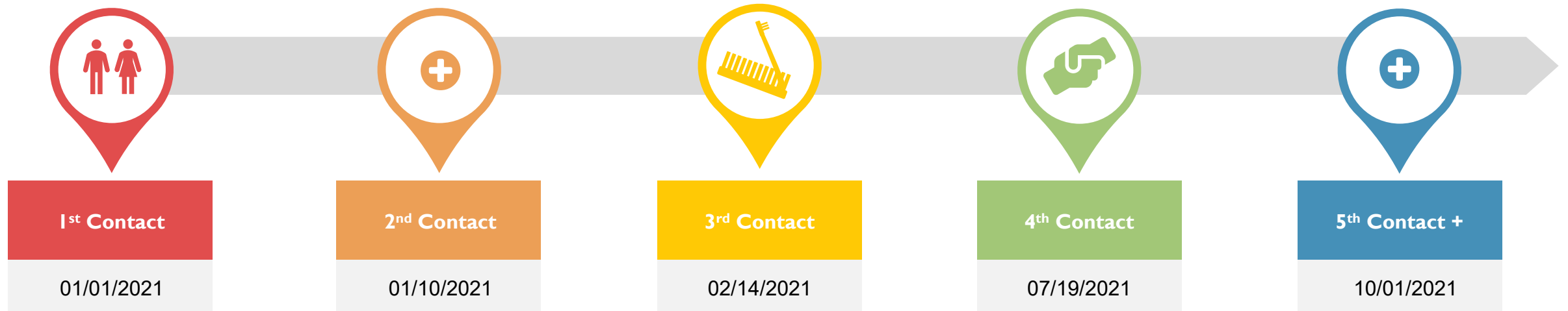


## Collection Notes

Project Type	When do I enter the Project Start?
Street Outreach (SO)	First contact between client and outreach worker.
Residential Homeless (ES, TH)	First night the client sleeps in a bed.
Permanent Housing (RHR, PSH)	The date when an eligible client accepts offer of available services.
All Others (SSO, PV)	First services delivered to client.



# PROJECT START DATE: STREET OUTREACH





# FIRST CONTACT



# REMEMBER TO CHECK EDA AND BACK DATE MODE!

Make sure you are in:

- Enter Data As mode for the Street Outreach project
- Back Date is set to your first contact with client

**SERVICEpoint**  
Connecting Your Community.

**Kentucky Homeless Management Information System**  
Clark County Homeless Coalition - BOS  
April 09, 2021

Margaret Ann Smith  
System Admin II

Mode: Shadow skronk  
Enter Data As Clark County Homeless...  
Back Date 04/01/2021 8:00:00 AM

ClientPoint > Client Profile

Type here for Global Search

Client - (340019) shirt, Purple

(340019) shirt, Purple  
Release of Information: None  
Date: 04/01/2021 8:00:00 AM

Client Information

Service Transactions





# NOT ALL INFORMATION IS REQUIRED AT FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact


- If name is unavailable:
  - Use a description as the first name and location as the last name
  - Like “Purple Shirt” “Under Bridge”
  - Remember to use Name Quality Drop-down
- Update name on or before Date of Engagement

**Client - (340019) under bridge, Purple Shirt**

(340019) under bridge, Purple Shirt  
Release of Information: **None**

**Client Information** Service Tran

Summary **Client Profile** Households ROI Entry / Exit

 **Client Record**



Name	under bridge, Purple Shirt
Name Data Quality	Partial, Street Name, or Code Name Reported
Alias	
Social Security	
SSN Data Quality	Data not collected (HUD)
U.S. Military Veteran?	
Age	



# COMPLETE AS MUCH AS POSSIBLE AT FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact

- Client Record


Client Information		Service 1		
Summary	Client Profile	Households	ROI	Entry / E
 <b>Client Record</b>				
Name	under bridge, Purple Shirt			
Name Data Quality	Partial, Street Name, or Code Name Reported			
Alias				
Social Security				
SSN Data Quality	Data not collected (HUD)			
U.S. Military Veteran?	No (HUD)			
Age				
 <b>Client Demographics</b>				
Date of Birth				



# COMPLETE AS MUCH AS POSSIBLE AT FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact

- Client Demographics

 Client Demographics	
<b>Date of Birth</b>	10/28/1999
<b>Date of Birth Type</b>	Full DOB Reported (HUD)
<b>Gender</b>	Male
<b>Primary Race</b>	Black or African American (HUD)
Secondary Race	
<b>Ethnicity</b>	Non-Hispanic/Non-Latino (HUD)



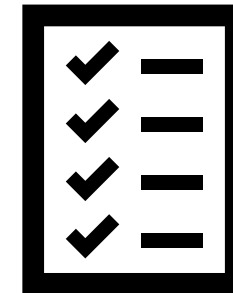
# IS THE CLIENT PART OF A HOUSEHOLD?

Record what information you have after 1<sup>st</sup> contact

- If the client is a single individual, skip the Household tab
- If the client is in a household, add other members on Household tab

The screenshot displays the 'Client Information' section of the KYHMIS system, with the 'Households' tab selected. A red box highlights a message: 'This Client is not currently a member of any Households.' Below this message is a 'Previous Households' section and buttons for 'Search Existing Households', 'Start New Household', and 'Exit'.

# HAS THE CLIENT GIVEN CONSENT?



Record what information you have after 1<sup>st</sup> contact

- ROI must be signed on or before Date of Engagement
- If no privacy and consent conversations has occurred, skip the ROI tab and the client should be locked down – contact HCA Help Desk to have this done

# PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact

- Add the Project Start
- Entry type is HUD, unless funding says otherwise

The screenshot displays the 'Project Start Data - (340019) under bridge, Purple Shirt' dialog box. The 'Household Members' section indicates 'This Client is not a member of any Households.' The 'Project Start Data' section includes a 'Provider' dropdown set to 'Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)'. The 'Type' dropdown is open, showing a list of options: '-Select-', 'Basic', 'Basic Center Program Entry/Exit', 'HUD' (highlighted in blue), 'PATH', 'Quick Call', 'RHY', 'Standard', 'Transitional Living Program Entry/Exit', and 'VA'. The 'Project Start Date' is set to '00 : 00 AM'. The 'Add Entry / Exit' button in the background is highlighted with a red box, and a red arrow points to the 'HUD' option in the dropdown. The 'Save & Continue' button is also highlighted with a red box.



# PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact

- At least Relationship to Head of Household, Client Location (KY-500 Balance of State), and Current Living Situation
- Scroll through assessment to check for info gathered during first contact

BOS - HUD CoC & ESG Entry SO SH (2020) Entry Date: 04/01/2021 08:

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**SECTION 1: ANSWER FOR ALL CLIENTS**



<b>Client Location - CoC Code *</b>	KY-500 Balance of State <span style="float: right;">G</span>
<b>Relationship to Head of Household *</b>	Self (head of household) <span style="float: right;">G</span>
<b>Date of Birth</b>	10 / 28 / 1999 <span style="float: right;">G</span>
<b>Date of Birth Type</b>	Full DOB Reported (HUD) <span style="float: right;">G</span>
<b>Primary Race</b>	Black or African American (HUD) <span style="float: right;">G</span>
Secondary Race	-Select- <span style="float: right;">G</span>
<b>Ethnicity</b>	Non-Hispanic/Non-Latino (HUD) <span style="float: right;">G</span>
<b>Gender</b>	Male <span style="float: right;">G</span>



# PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1<sup>st</sup> contact

- Scroll to Current Living Situation section
- Add a record for client's first contact

Current Living Situation			
Start Date *	End Date	Information Date	Current Living Situation
  04/01/2021		04/01/2021	Place not meant for habitation (HUD)

Showing 1-1 of 1

Current Living Situation is a sub-assessment that records different contacts with the client.





All Dates are the date of your data collection

**Add Recordset - (340019) under bridge, Purple Shirt**

**Current Living Situation**
















Start Date *	04 / 01 / 2021	23	23	G
End Date	/ /	23	23	G
Information Date	/ /	23	23	G
Current Living Situation	-Select- G			
If "Other", Specify	G			
Living situation verified by		Lookup	Clear	G
Is client going to have to leave their current living situation within 14 days?	-Select- G			
<b>If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.</b>				
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			
Location details	G			

Save Save and Add Another Cancel

Using the same date here completes the 'snapshot'

**Add Recordset - (340019) under bridge, Purple Shirt**

**Current Living Situation**

Start Date *	<input type="text" value="04"/> / <input type="text" value="01"/> / <input type="text" value="2021"/>    G
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Information Date	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Current Living Situation	<input type="text" value="-Select-"/>  G
If "Other", Specify	<input type="text"/> G
Living situation verified by	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/> G
Is client going to have to leave their current living situation within 14 days?	<input type="text" value="-Select-"/>  G
<b>If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.</b>	
Has a subsequent residence been identified?	<input type="text" value="-Select-"/>  G
Does individual or family have resources or support networks to obtain other permanent housing?	<input type="text" value="-Select-"/>  G
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	<input type="text" value="-Select-"/>  G
Has the client moved 2 or more times in the last 60 days?	<input type="text" value="-Select-"/>  G
Location details	<input type="text"/> G

Just like  
Prior Living  
Situation!



Use Lookup to select  
your project



**Add Recordset - (340019) under bridge, Purple Shirt**

**Current Living Situation**

Start Date *	04 / 01 / 2021				G
End Date	/ /				G
Information Date	/ /				G
Current Living Situation	-Select- G				
If "Other", Specify	G				
Living situation verified by		Lookup	Clear	G	
Is client going to have to leave their current living situation within 14 days?	-Select- G				
<b>If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.</b>					
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				
Location details	G				

This section helps determine if clients are Category 2 Homeless



# CURRENT LIVING SITUATION



# CURRENT LIVING SITUATION

## ? What

- Where the client is staying at the time of interaction



## Collection Notes

- Supports but does not replace eligibility verification
- *MUST* be collected for Street Outreach, HUD-SSO Projects for Coordinated Entry, all PATH projects
- Example activities where CLS should be collected:
  - Street outreach worker meets with client about well-being or needs, about a housing plan in office, or for a referral to another service



# CURRENT LIVING SITUATION

Who



- All Adults and Heads of Household



**Data Collection Stage**

- At client's Project Start, Interims, Exit

**Special Reminder**



- Any contact with the client, especially when this response changes, should be recorded in HMIS (this could mean a lot of Interim updates!!)



# Paper Intake Form

Client's Current Living Situation – current to project entry			
(Select one Living Situation and answer the corresponding questions in the order in which they appear)			
Start Date	End Date	Information Date	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
(Select one Living Situation and answer the corresponding questions in the order in which they appear)			
Homeless Situation	Institutional Situation	Transitional/Permanent Housing Situation	Other
<input type="checkbox"/> Place not meant for habitation (e.g. a vehicle, abandoned building, bus/train/subway station, airport, anywhere outside). <input type="checkbox"/> Emergency shelter, including hotel or motel paid for with emergency shelter voucher <input type="checkbox"/> Safe Haven	<input type="checkbox"/> Foster care home or foster group home <input type="checkbox"/> Hospital or other residential non-psychiatric medical facility <input type="checkbox"/> Jail, prison or juvenile detention facility <input type="checkbox"/> Long-term care facility or nursing home <input type="checkbox"/> Psychiatric hospital or other psychiatric facility <input type="checkbox"/> Substance abuse treatment facility or detox center	<input type="checkbox"/> Residential project or halfway house with no homeless criteria <input type="checkbox"/> Hotel or motel paid for without emergency shelter voucher <input type="checkbox"/> Transitional housing for homeless persons (including homeless youth) <input type="checkbox"/> Host Home (non-crisis) Staying or living in a friend's room, apartment or house <input type="checkbox"/> Staying or living in a family member's room, apartment or house <input type="checkbox"/> Rental by client, with GPD TIP housing subsidy <input type="checkbox"/> Rental by client, with VASH housing subsidy <input type="checkbox"/> Permanent housing (other than RRH) for formerly homeless persons <input type="checkbox"/> Rental by client, with RRH or equivalent subsidy <input type="checkbox"/> Rental by client, with HCV voucher (tenant or project based) <input type="checkbox"/> Rental by client in a public housing unit <input type="checkbox"/> Rental by client, no ongoing housing subsidy <input type="checkbox"/> Rental by client with other ongoing housing subsidy <input type="checkbox"/> Owned by client, with ongoing housing subsidy <input type="checkbox"/> Owned by client, no ongoing housing subsidy	<input type="checkbox"/> Other: <hr/> <input type="checkbox"/> Worker unable to determine <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused
Is client going to have to leave their current living situation within 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>If yes, answer the following questions.</b>		
Has a subsequent residence been identified? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does individual or family have resources or support networks to obtain other permanent housing? <input type="checkbox"/> Yes <input type="checkbox"/> No	Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days? <input type="checkbox"/> Yes <input type="checkbox"/> No	Has the client moved 2 or more times in the past 60 days? <input type="checkbox"/> Yes <input type="checkbox"/> No



# DATE OF ENGAGEMENT

## ? What

- The date when a client agrees to program services after one or more contacts



## Collection Notes

- For Street Outreach – leave blank if Date of Engagement does not occur
  - All other data elements should be complete and accurate on the Date of Engagement
- Data Quality will not start until after Date of Engagement





Paper Intake Form

Date of Engagement – Street Outreach Only

		/			/		
--	--	---	--	--	---	--	--







# SECOND CONTACT AND BEYOND



# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after next contact

- Add Household or ROI if applicable
- Edit the Project Start for Homeless History, Insurance, Income, and DV History

Entry / Exit					
Program	Type	Project Start Date	Exit Date	Interims	
 Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	 04/01/2021			
<input type="button" value="Add Entry / Exit"/>		Showing 1-1 of 1			

Street Outreach is the *ONLY* project type where info is added after the Project Start Date



# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

- Edit the Project Start for Homeless History, Insurance, Income, and DV History
- CAREFUL! Don't change the Project Start Date

Edit Project Start Data - (340019) under bridge, Purple Shirt

**Household Members**

This Client is not a member of any Households.

**Edit Project Start Data - (340019) under bridge, Purple Shirt**

Provider	Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)
Type	HUD
Project Start Date *	04 / 01 / 2021 8 : 00 : 00 AM

Save & Continue Cancel

# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

- Add Household or ROI if applicable
- Add an Interim to record the Outreach contact

**Client - (340019) under bridge, Purple Shirt**

(340019) under bridge, Purple Shirt Date: 04/06/2021  
Release of Information: Ends 04/01/2022

**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	Interims	Follow Ups	Client Count
Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	04/01/2021				

Add Entry / Exit | Showing 1-1 of 1

**Interim Reviews**

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
No matches.		

Add Interim Review

Exit



# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

- Add an Interim Update

**Add Interim Review - (340019) under bridge, Purple Shirt**

**Interim Review Data**

Entry / Exit Provider	Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)
Entry / Exit Type	HUD
Interim Review Type *	-Select- Annual Assessment Update
Review Date *	8 : 00 : 00 AM

Save & Continue Cancel

# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

- Scroll through assessment to check for information gathered during first contact

Entry / Exit Interim Review

**Interim Review Data**

Entry / Exit Provider	Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)
Entry / Exit Type	HUD
Interim Review Type	Update
Review Date	04/06/2021 08:00:00 AM

**Interim Review Assessment**

Household Members

- (340019) under bridge, Purple Shirt  
Age: 21  
Veteran: No (HUD)

**BOS - HUD CoC & ESG Update (2020)** Interim Review Date: 04/06/2021 08:00:00 AM

**Client Location - CoC Code\*** KY-500 Balance of State G

**Housing Move-in Date** [ ] / [ ] / [ ] G

Income from Any Source? -Select- G

**Monthly Income** HUD Verification ⚠

Start Date*	End Date	Source of Income	Monthly Amount
Add	View Gross Income		

Total Monthly Income [ ] G

Non-cash benefit from any source? -Select- G

**Non-Cash Benefits (No Dollar Amount Required)** HUD Verification ⚠



Source of Non-Cash Benefit	Start Date*	End Date	Receiving Benefit?
Add			



# ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the Current Living Situation

- Add the next record to identify where the client is staying

Current Living Situation			
Start Date *	End Date	Information Date	Current Living Situation
  04/06/2021		04/06/2021	

Showing 1-1 of 1

Repeat steps to add new  
Current Living Situation  
until Date of Engagement!







# COMPLETE CLIENT INFO AT DATE OF ENGAGEMENT



# USE INTERIM UPDATE TO COMPLETE INFO AT DATE OF ENGAGEMENT

Confirm all information is accurate

- Add new Interim Update to record Outreach contact that results in Date of Engagement







(340019) under bridge, Purple Shirt  
Release of Information: Ends 04/01/2022

**Client Information** | **Service Transactions**

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

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



**Entry / Exit**

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
 Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	 04/01/2021				

Showing 1-1 of 1


**Interim Reviews**

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
 04/06/2021	Update	

Showing 1-1 of 1

Exit





**KYHMIS**  
Kentucky Homeless Management Information System

# USE INTERIM UPDATE TO COMPLETE INFO AT DATE

Confirm all information is accurate


- Update any information gathered during this Outreach contact
- Add the next Current Living Situation for when Engagement occurred



Current Living Situation				
	Start Date *	End Date	Information Date	Current Living Situation
 	04/06/2021		04/06/2021	
<input type="button" value="Add"/>		Showing 1-1 of 1		

# USE INTERIM UPDATE TO COMPLETE INFO AT DATE OF ENGAGEMENT





Confirm all information is accurate

- Add Date of Engagement

 **Current Living Situation**

	Start Date *	End Date	Information Date	Current Living Situation
 	04/06/2021		04/06/2021	

Showing 1-1 of 1

**Date of Engagement - Street Outreach/Supportive Services Only**  /  /     

# NOW ALL DATA MUST BE COMPLETE!

Client Profile, Household (if applicable), ROI, and Project Start must be complete for the client.

**Client - (340019) under bridge, Purple Shirt** 


(340019) under bridge, Purple Shirt  
Release of Information: Ends 04/01/2022

**Client Information** | **Service Transactions**

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

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

**Entry / Exit**

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
 Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	 04/01/2021		 2		 1 

Showing 1-1 of 1

If there was any data on the Project Start Assessment missing, NOW is the time to complete it! (You can keep backdate at Date of Engagement)





# DATA COLLECTION AFTER DATE OF ENGAGEMENT










# USE INTERIM UPDATE TO COMPLETE INFO AT NEXT CONTACT

**Client Information** | **Service Transactions**

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

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

**Entry / Exit**

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
 Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	 04/01/2021				 

Showing 1-1 of 1





WHAT IF A CLIENT NEVER HAS ENGAGEMENT?





# CLIENT CAN BE EXITED WITHOUT DATE OF ENGAGEMENT

Some clients will never fully engage in services

- Leave date of Engagement blank
- The client's information may be incomplete at Project Start and Exit

Recording Outreach contacts even if some clients never engage, allows a more accurate representation of Outreach Workers efforts!

# EXITING CLIENTS FROM SO PROJECT

Project exit represents the end of a client's participation with a project. The exit date should coincide with the date that the client is no longer considered to be participating in the project.

When to exit at client from the Street Outreach Project.

- Client has been physically housed by another project (e.g. TH or RRH/PSH with a “housing move-in date) or otherwise is residing in permanent housing
- Client is engaged with another outreach project;
- Client is deceased;
- Outreach worker has been unable to locate the client for 90 days from the last contact and there are no contacts recorded in the Current Living Situation










# EXITING SO CLIENTS IN HMIS

**Client Information** | **Service Transactions**

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

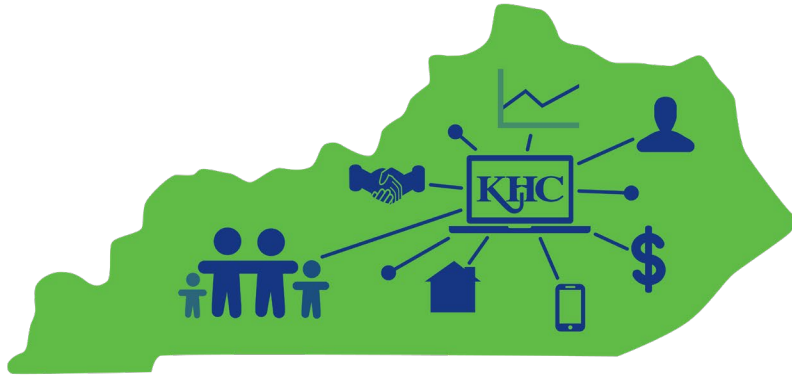
*i* Reminder: Household members must be established on Households tab before creating Entry / Exits

**Entry / Exit**

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
 Clark County Homeless Coalition-ESG and ESG-CV-SO-BOS (2548)	HUD	 04/01/2021				 

Showing 1-1 of 1





# KYH MIS

Kentucky Homeless Management Information System

CONTACT HCA HELP DESK

[Kyhmis.Zendesk.com](https://kyhmis.zendesk.com)