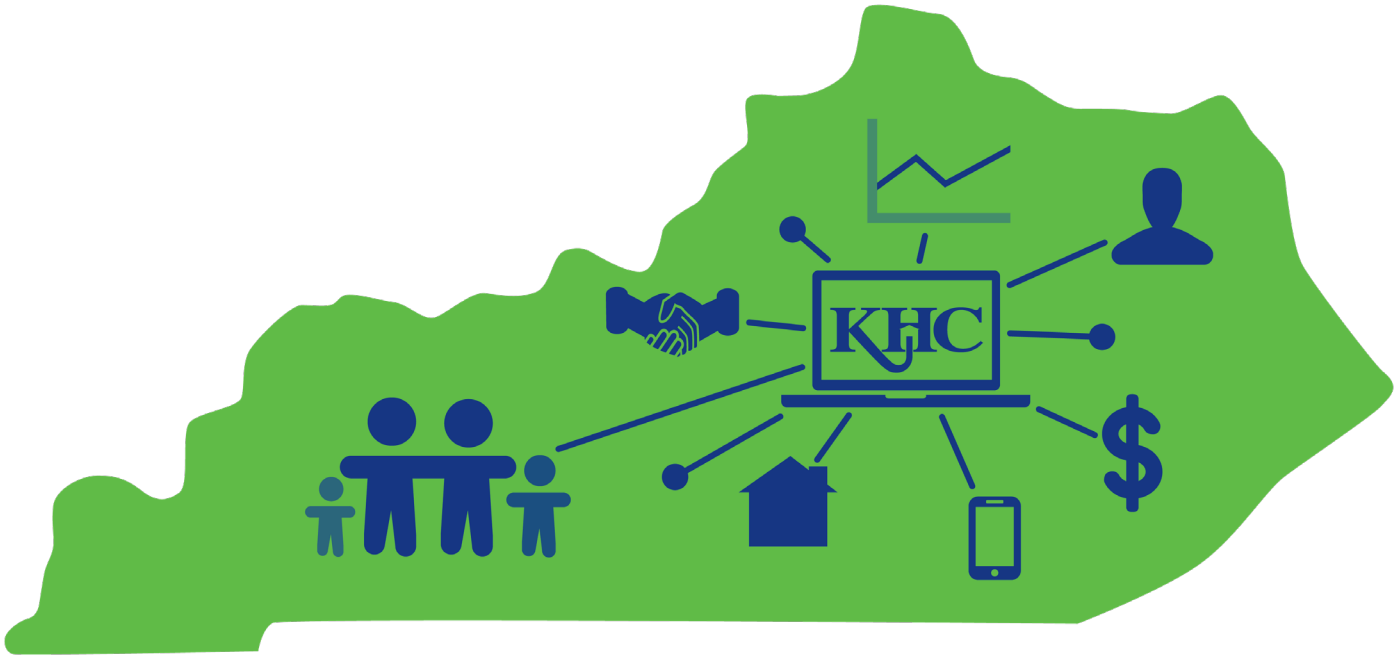

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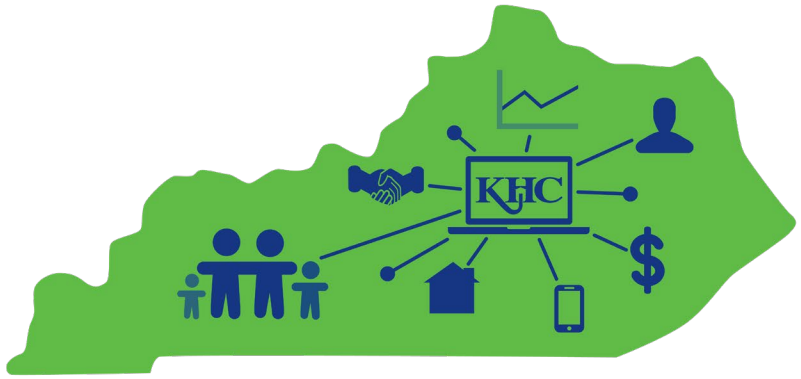

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STREET OUTREACH

DATA COLLECTION STAGES

DATA COLLECTION STAGES

Record Creation

When client record is created in HMIS.

Project Start

When client enrolls in Project.

Interim: Update

When client reports a change.*

Interim: Annual Assessment

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

Project Exit

When client exits project.

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

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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.

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PROJECT START DATE: STREET OUTREACH

1st Contact	2nd Contact	3rd Contact	4th Contact	5th Contact +
01/01/2021	01/10/2021	02/14/2021	07/19/2021	10/01/2021

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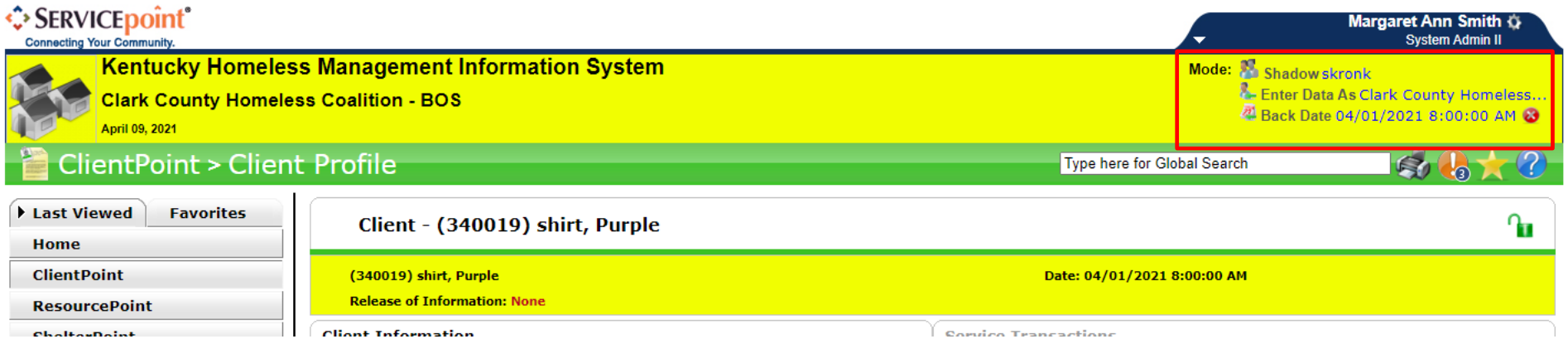
FIRST CONTACT

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



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NOT ALL INFORMATION IS REQUIRED AT FIRST CONTACT

Record what information you have after 1st 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

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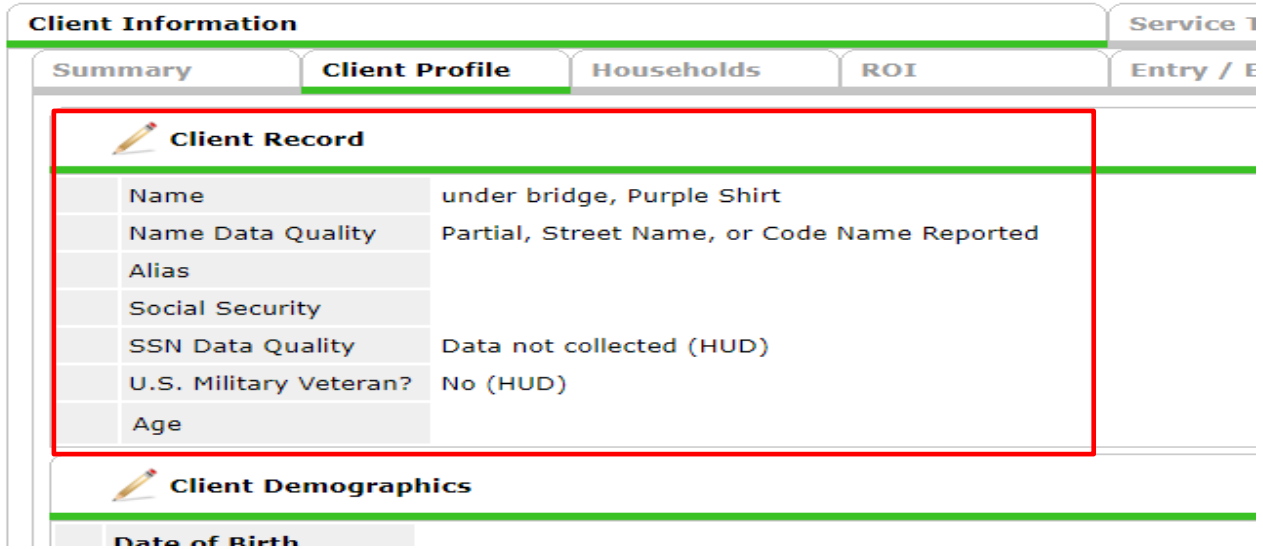
COMPLETE AS MUCH AS POSSIBLE AT FIRST CONTACT

Record what information you have after 1st contact

- Client Record



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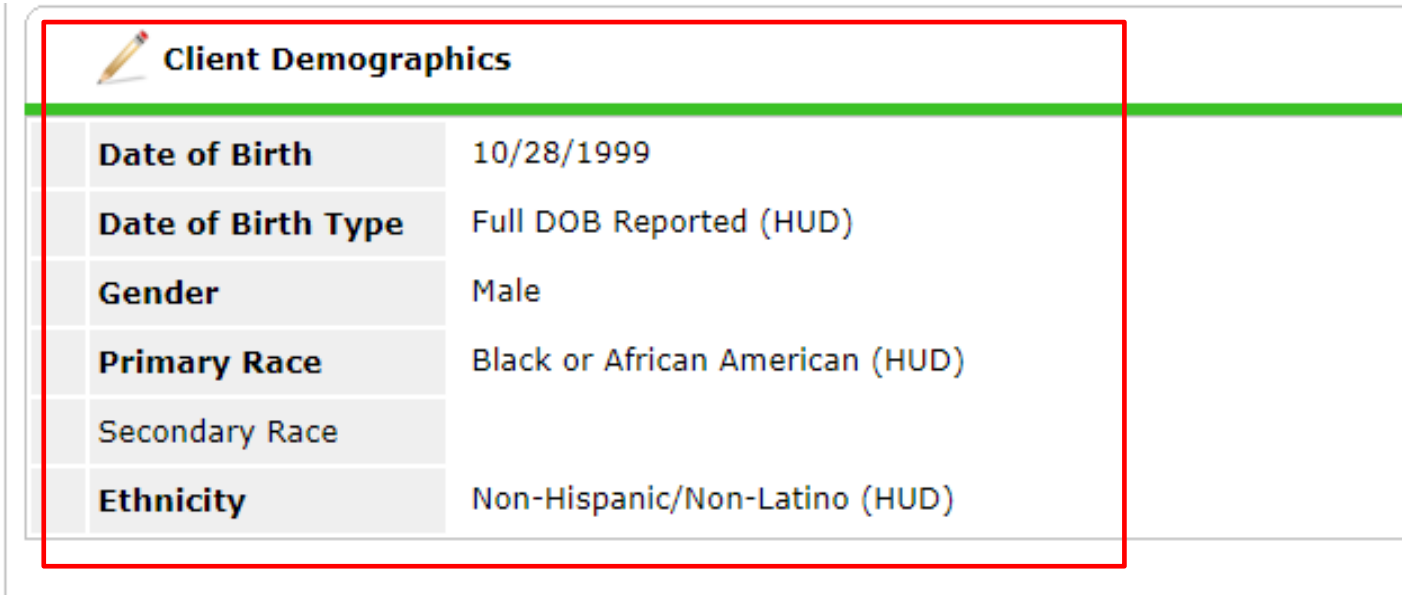
COMPLETE AS MUCH AS POSSIBLE AT FIRST CONTACT

Record what information you have after 1st contact

- Client Demographics



Client Demographics

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

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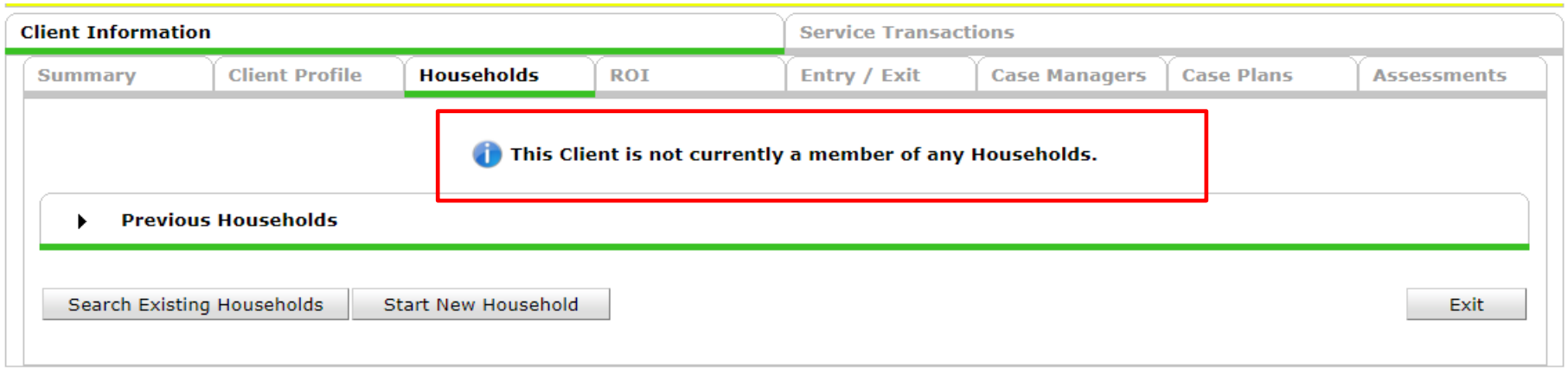
IS THE CLIENT PART OF A HOUSEHOLD?

Record what information you have after 1st 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



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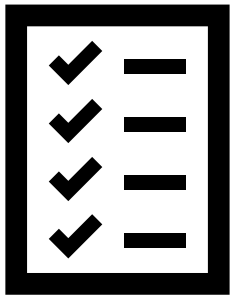
HAS THE CLIENT GIVEN CONSENT?



Record what information you have after 1st 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

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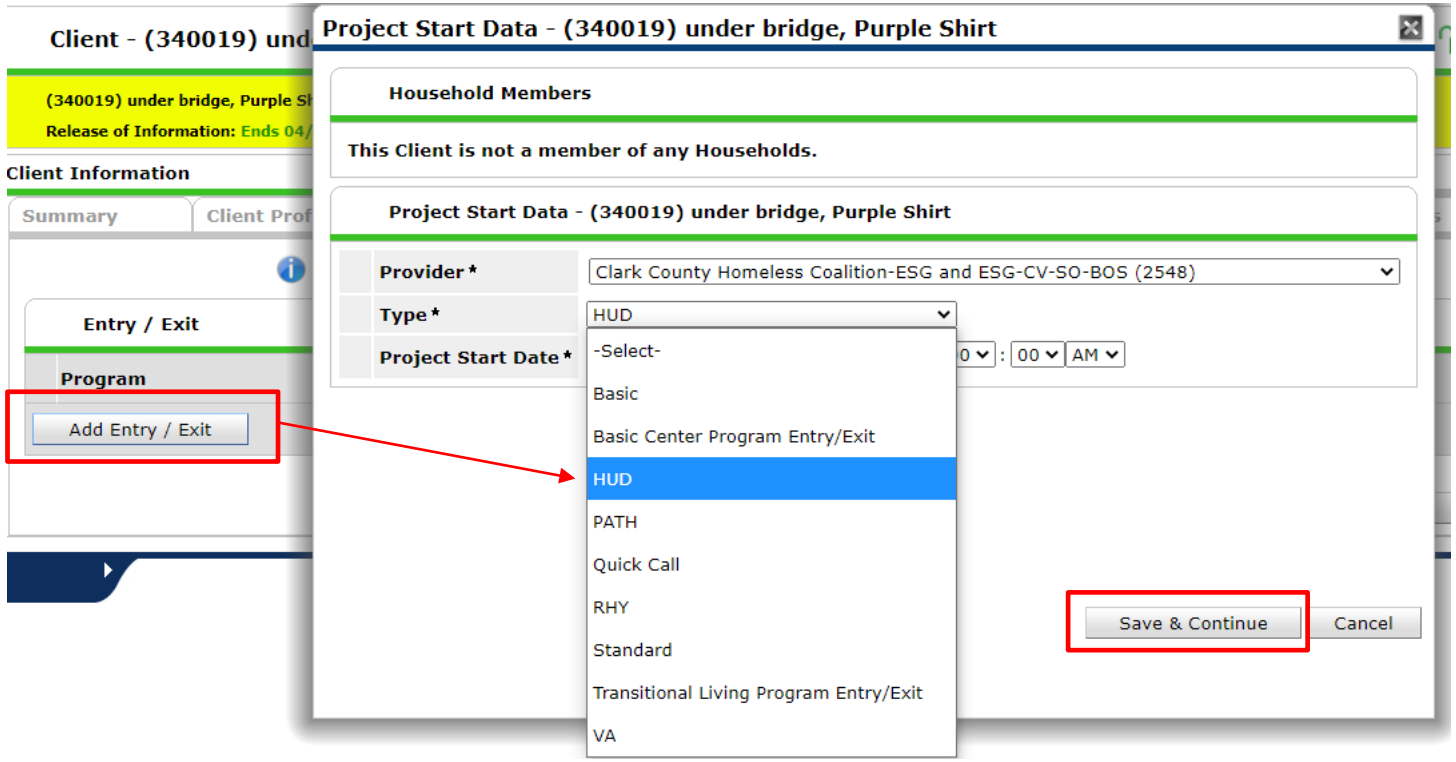
PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1st contact

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



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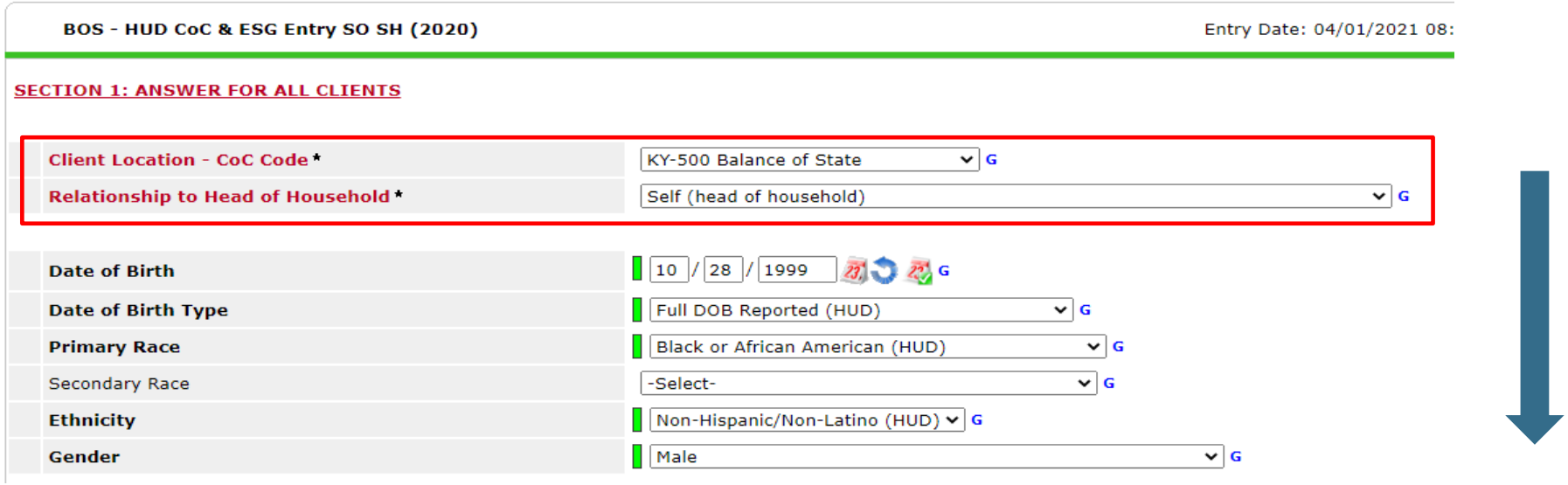
PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1st 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



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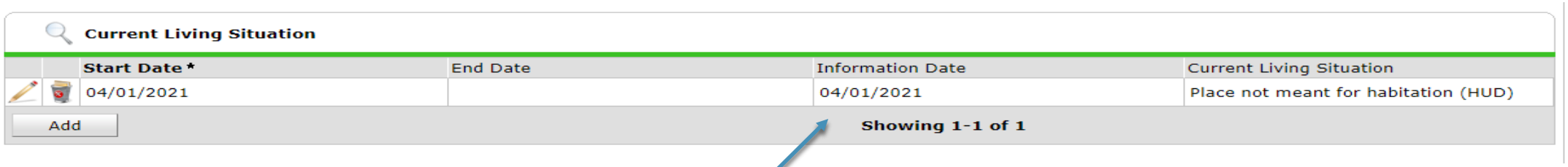
PROJECT START BEGINS WITH FIRST CONTACT

Record what information you have after 1st contact

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



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

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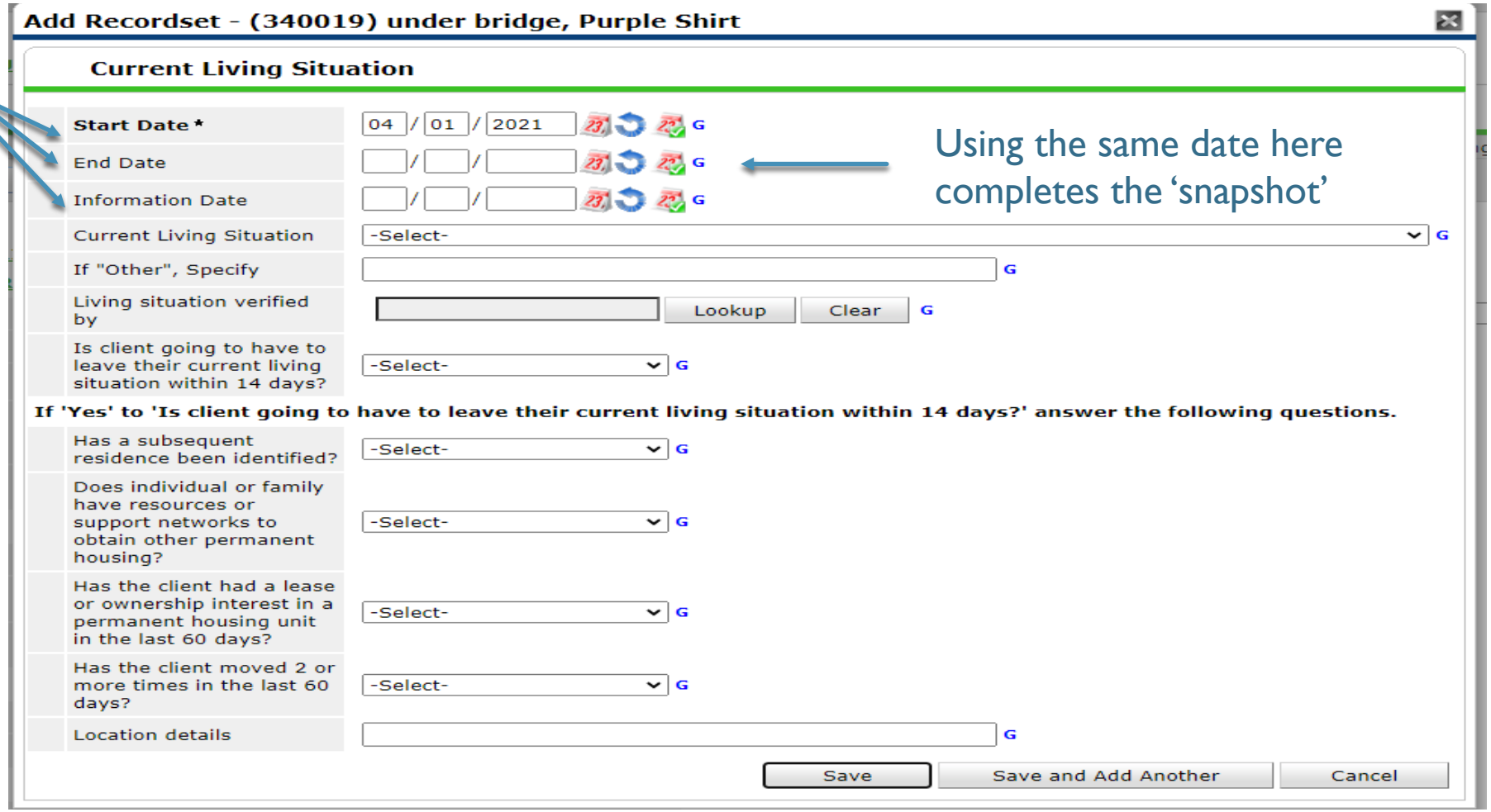
All Dates are the date of your data collection



Using the same date here completes the 'snapshot'

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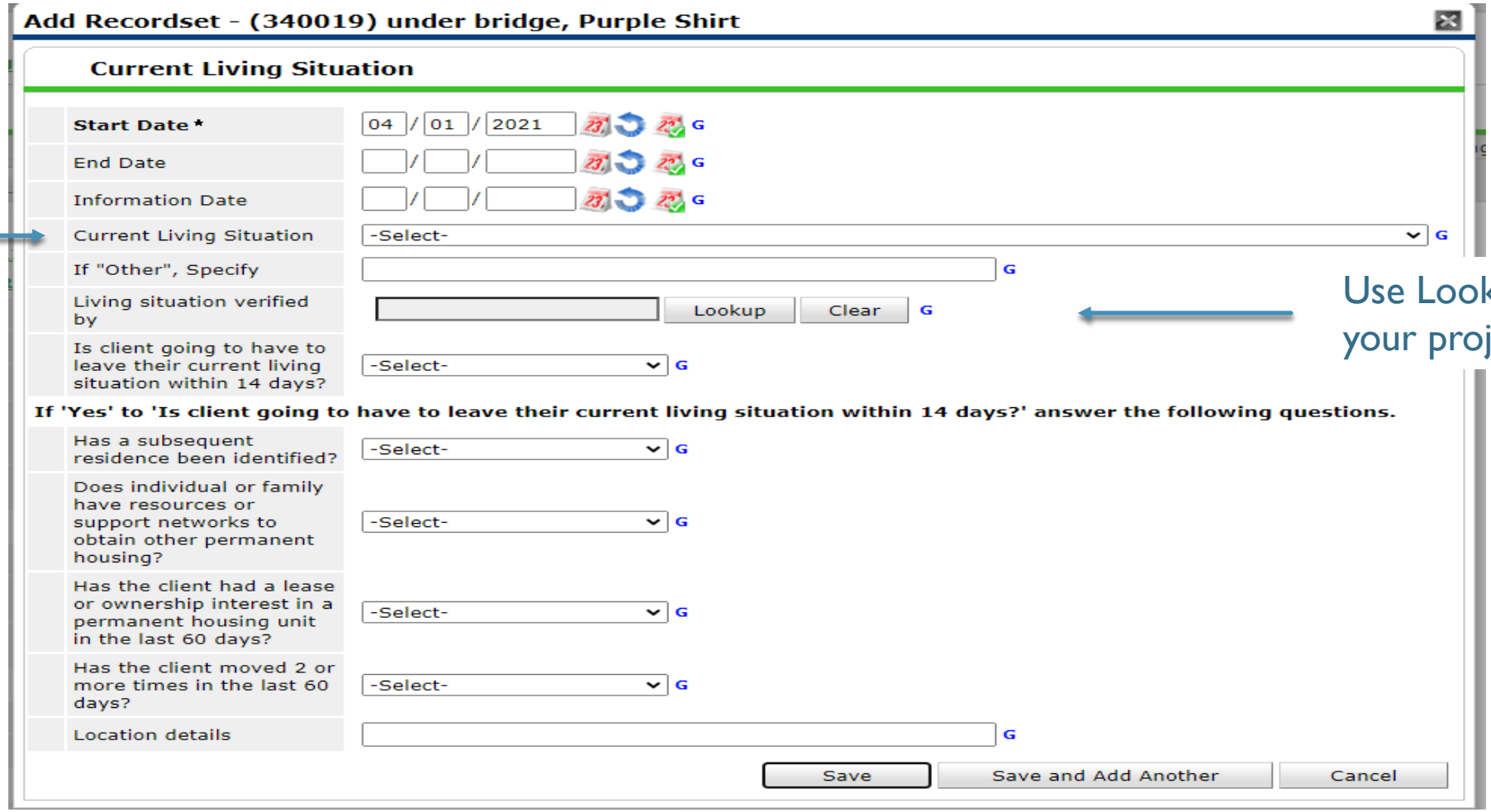
Just like Prior Living Situation!



Use Lookup to select your project

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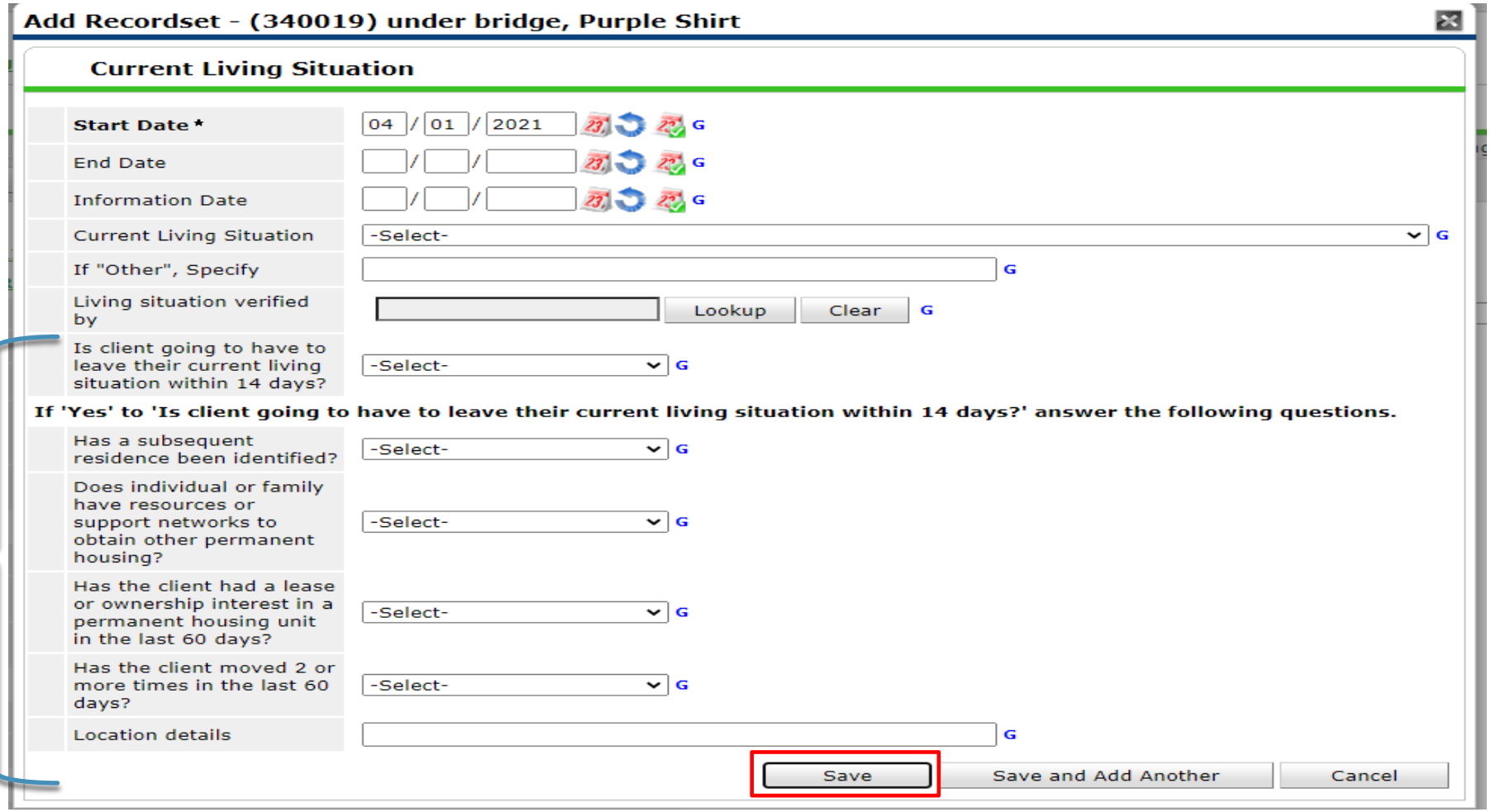
This section helps determine if clients are Category 2 Homeless



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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

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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!!)

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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	
/ /	/ /	/ /	

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

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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

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Paper Intake Form

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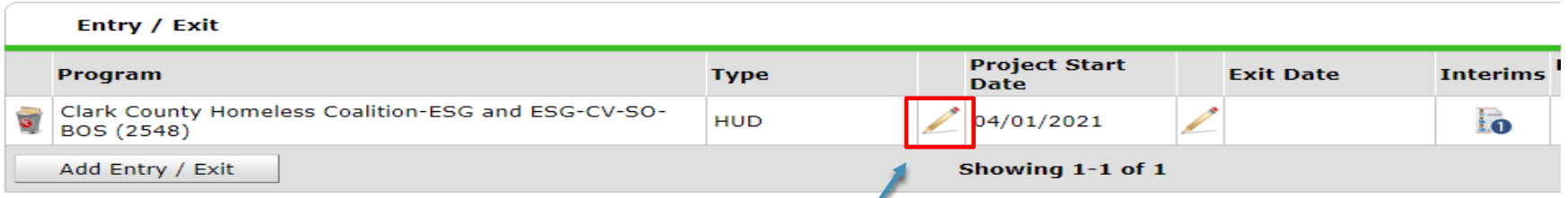
SECOND CONTACT AND BEYOND

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



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

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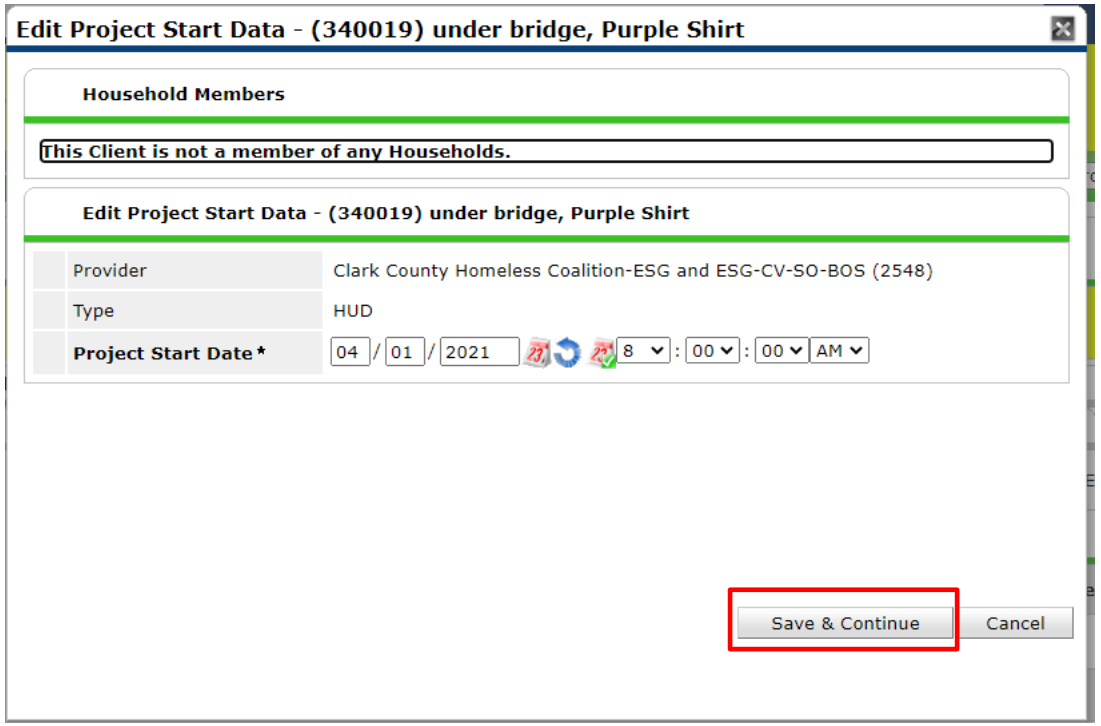
ADD MORE INFORMATION AT THE NEXT CONTACT

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



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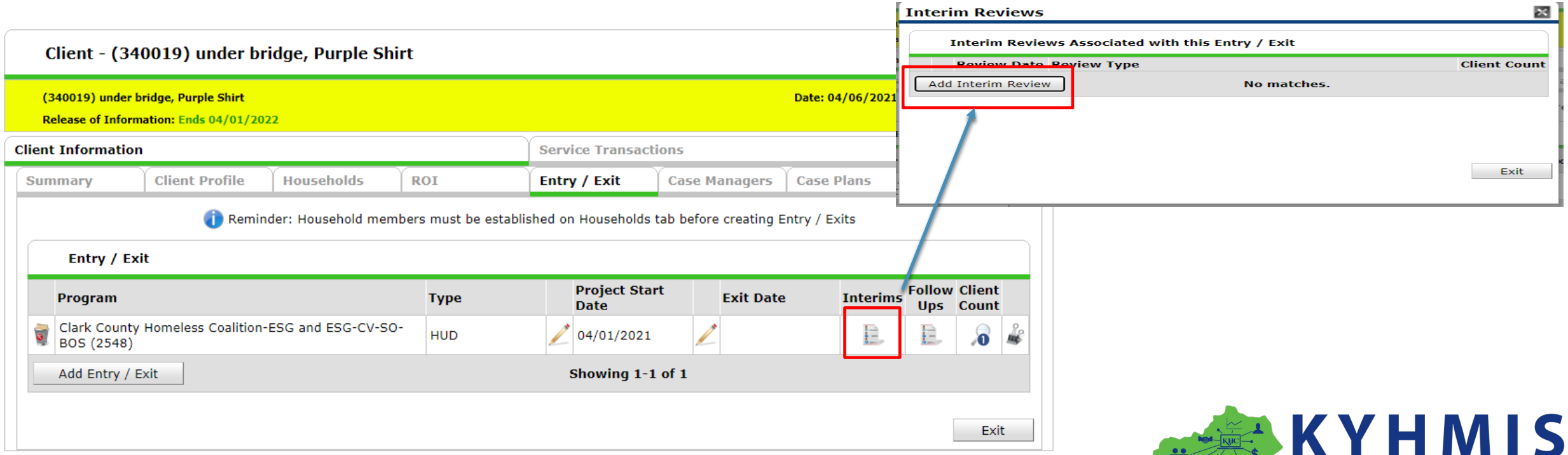
ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

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



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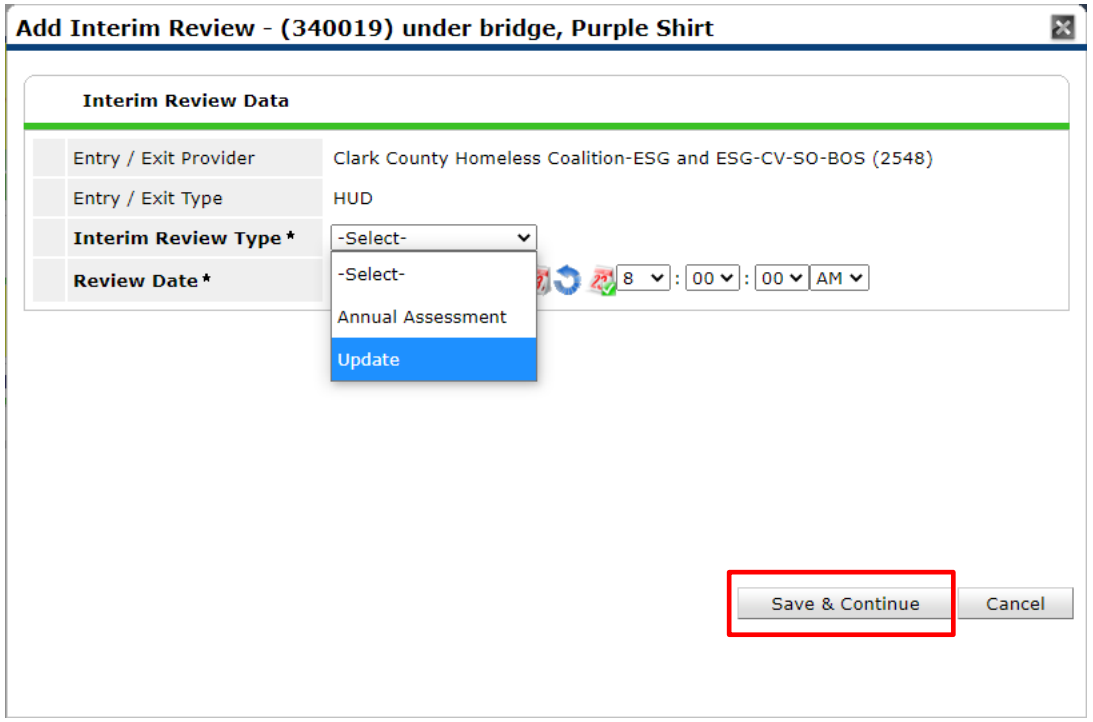
ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

- Add an Interim Update



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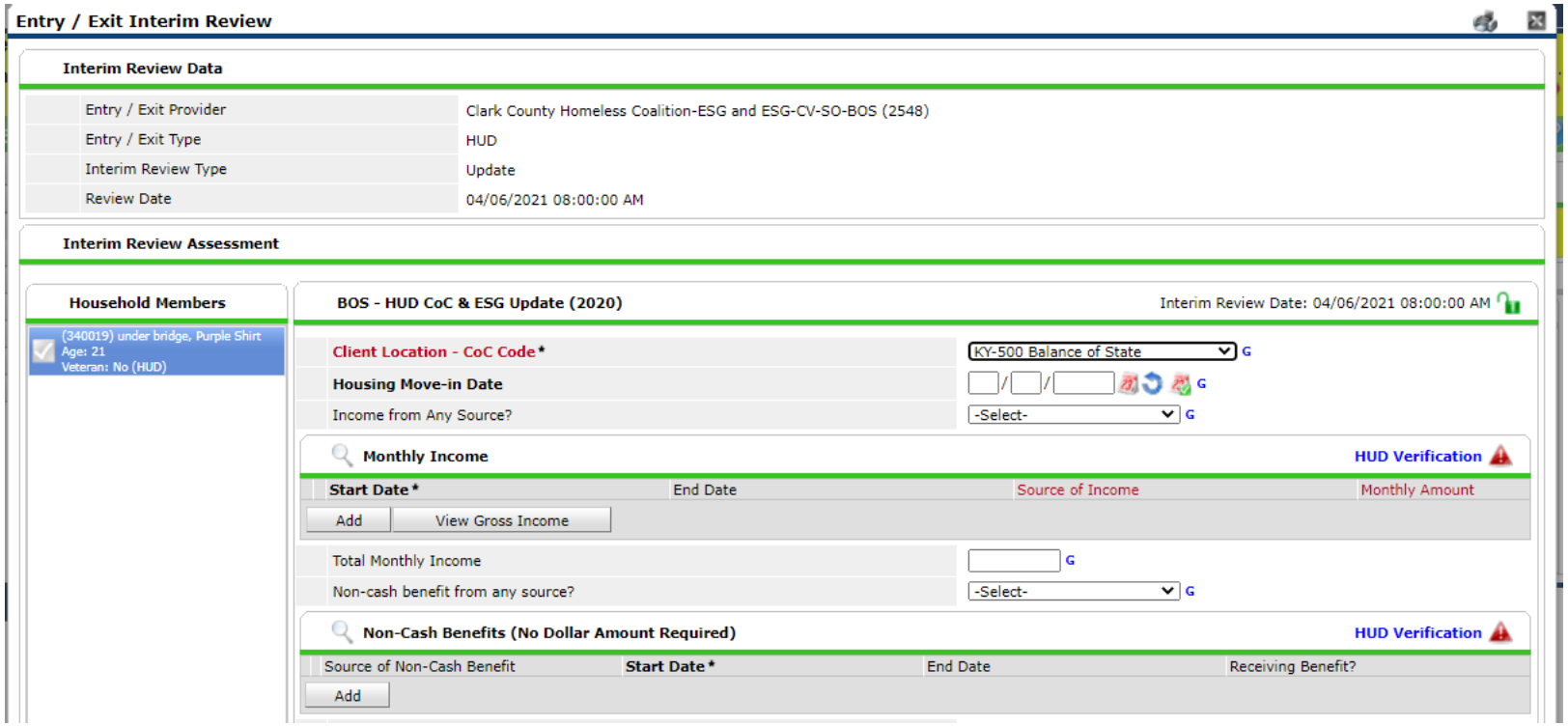
ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the next contact

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



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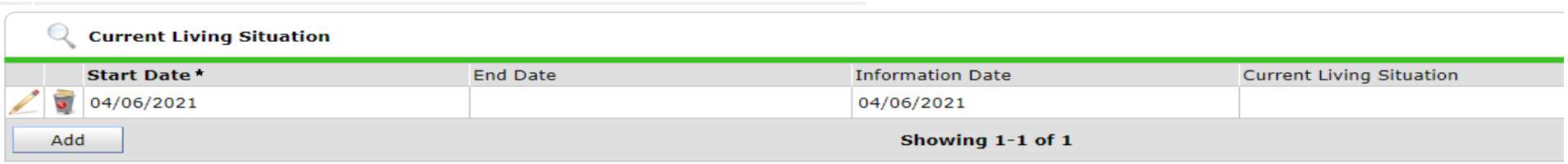
ADD MORE INFORMATION AT THE NEXT CONTACT

Record what information you have after the Current Living Situation

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



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

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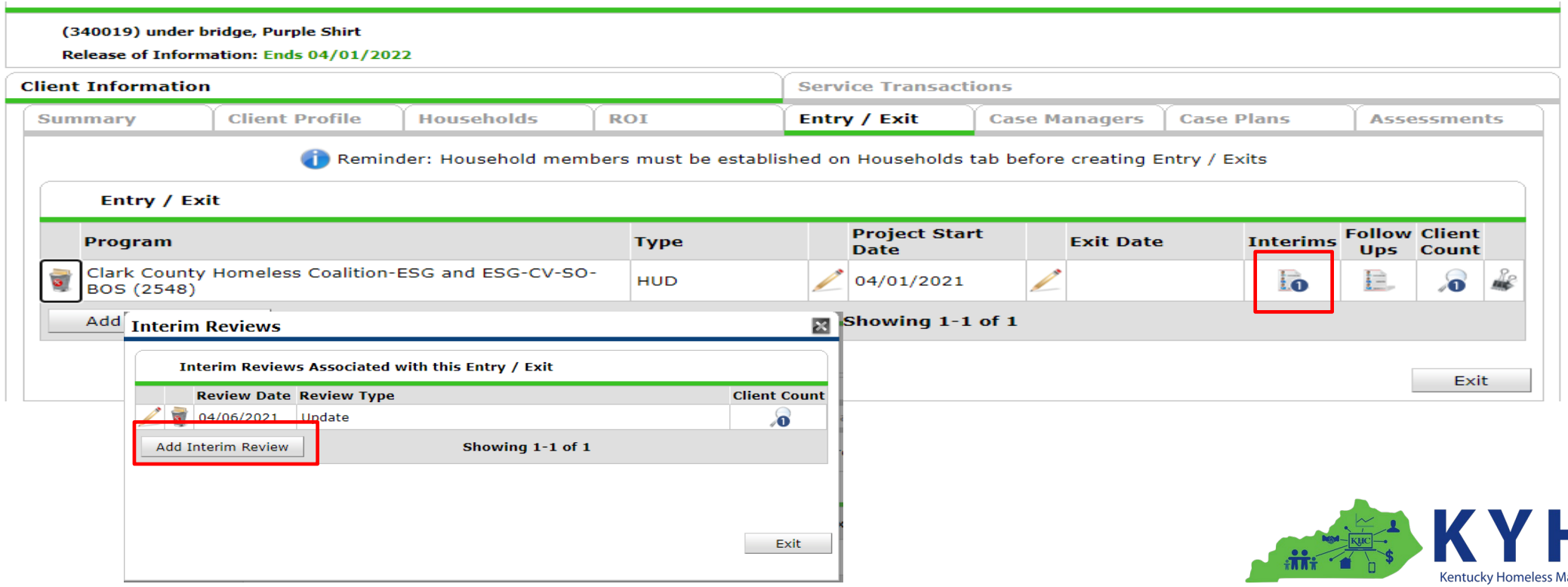
COMPLETE CLIENT INFO AT DATE OF ENGAGEMENT

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



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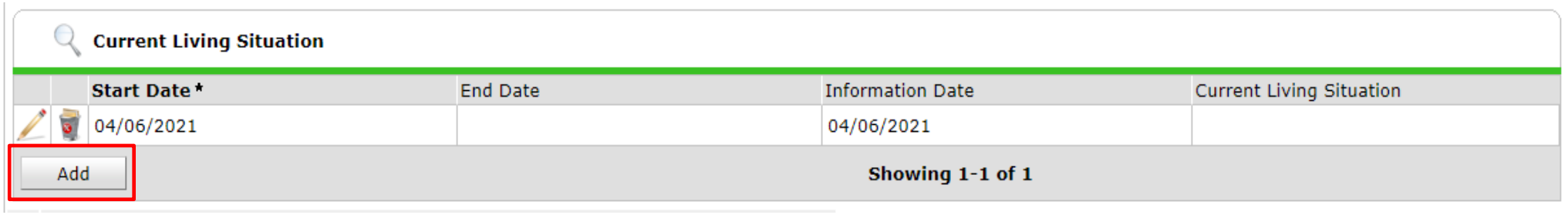
USE INTERIM UPDATE TO COMPLETE INFO AT DATE

Confirm all information is accurate

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



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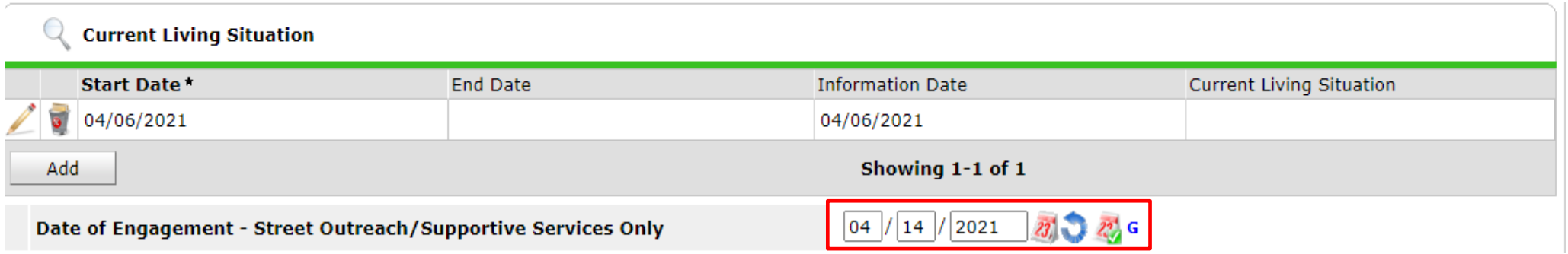
USE INTERIM UPDATE TO COMPLETE INFO AT DATE OF ENGAGEMENT

Confirm all information is accurate

- Add Date of Engagement



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NOW ALL DATA MUST BE COMPLETE!

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

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)

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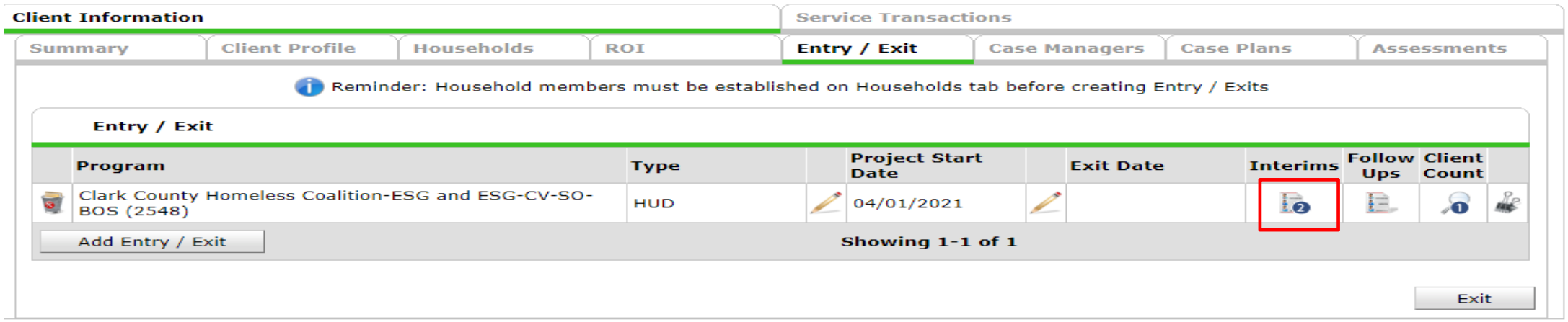
DATA COLLECTION AFTER DATE OF ENGAGEMENT

USE INTERIM UPDATE TO COMPLETE INFO AT NEXT CONTACT



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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!

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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

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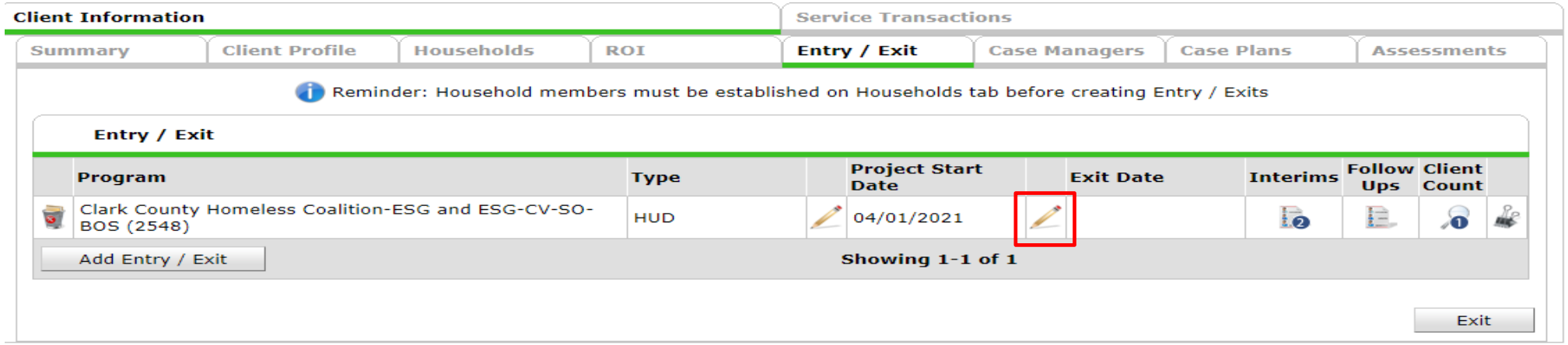
EXITING SO CLIENTS IN HMIS



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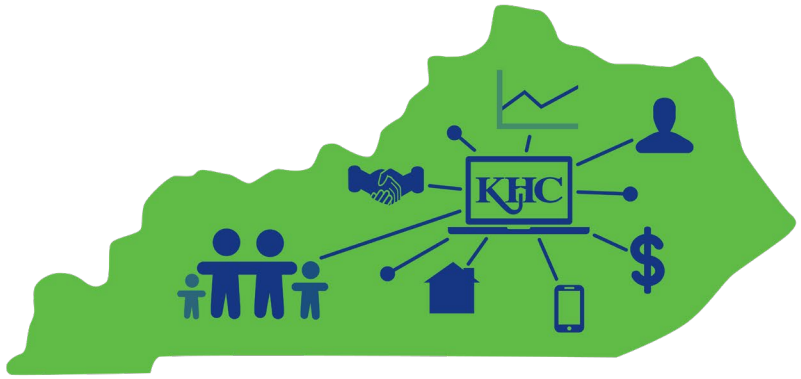

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CONTACT HCA HELP DESK

Kyhmis.Zendesk.com