WORKFLOW
FOR
HOPWA PROJECTS

Contents

TERMS

HUD Entry - this is the date a person is enrolled in the appropriate HOPWA Program and client intake information is recorded in HMIS within the correct provider page, also known as the **Project Start Date**.

HOPWA Assessment - this is a separate assessment used to collect client performance outcomes and required data and is located under the Assessment Tab.

HOPWA CAPER - this is the ART report used to pull data from HMIS for the annual CAPER report.

HOPWA APR-this is the ART report used to pull data from HMIS for the annual APR report

HOPWA Program Entry types: the single HOPWA program entry is replaced by funding type program entries.

- ❖ STRMU - Short Term Rent, Mortgage Utility Assistance
- ❖ TBRA – Tenant Based Rental Assistance (aka PH – Permanent Housing)
- ❖ PHP-SSO – Permanent Housing Placement
- ❖ Standalone-SSO-Supportive Services Only

BACKGROUND

A client must be entered into the appropriate HOPWA provider page based on program funding component: i.e. HOPWA – STRMU, HOPWA - PH (TBRA), HOPWA – PHP-SSO, and HOPWA-Standalone-SSO. This process replaces entering all clients into the same HOPWA provider page. Also, there cannot be any overlapping entries for a client between the 4 projects. *For example, a client cannot be entered into 2 provider pages for the same time period.* If a client has a program entry in, for example, the HOPWA – PH (TBRA) provider page before a new program entry can be created for the client in another program such as HOPWA – PHP-SSO, the client must be exited from the HOPWA – PH (TBRA) program. Exit clients from one program the day prior to entry into a new program. In the Exit Assessment for the Destination at Exit you should select for example "Moved from one HOPWA Funded Project to HOPWA PH (HUD)" or "Moved from One HOPWA Funded Project to HOPWA TH (HUD)".

The HOPWA sponsor workflow starts with the outreach worker meeting with a potential client one or more times prior to engaging and potentially enrolling the client in the appropriate HOPWA program. Only persons or households whose head of household has HIV/AIDS indicated in Disability Sub Assessment are HOPWA eligible.

HMIS WORKFLOW

Step One: Create Client Profile

After determining the appropriate HOPWA provider page (TBRA, STRMU, PHP-SSO and Standalone-SSO) use the EDA feature if necessary, to go to that provider. Then search for the client by name and/or alias as well as SSN (if known) before creating a new client record using the Client Point/Client Search method (Figure 1). From this point either follow Step Two to add any household members or Step Three to obtain and record a Release of Information (ROI) or proceed to Step Four

to create a project Entry. If opening a client record for editing purposes, the Client ID# may be entered instead to locate their file.

Figure 1

Step Two: Create and add Household members (if applicable).

- Click on the Household tab
  - o Review and see if there is an existing household, update as needed or create new if there is not one already in there
- Click Start New Household, add Household Type
- Enter the HH member's Name and click Add a New Client.
- Answer questions: HH type, HoH, relationship to HoH, & Date Entered (if not already in Back Date)
- Click Save and Exit

Step Three: Obtain and Record ROI

Click on the ROI tab and click Add Release of Information to generate an ROI. Screen should appear like below (Figure 2). HOPWA providers are automatically locked down so it cannot be visible to any other providers. However, the Release of Information must still be obtained and in the system the drop down has 2 options to choose from **'Yes' and 'No'**.

Figure 2

Step Four: Create Project Entry and enter/update HOPWA Entry Assessment

Create an Entry/Exit record for the client using the HUD Entry/Exit Type. Use the system Back Date to set the back date to the date the information was collected. Leave the time at 8AM. This record should have the same Entry/Exit Start Date as the date of enrollment in the HOPWA program.

Figure 3

Then enter or update all known data elements found on the HMIS HOPWA Entry Assessment (Figure 3).

Figure 3

Important Note: In order for the HOPWA eligible client to show up on the ART reports, the user must select that the client has HIV/Aids via the Disabling Condition as shown in Figure 3.1

Figure 3.1

Don't forget to add the HIV specific questions as show in Figure 3.3 and 3.4

Figure 3.3

Figure 3.4

Interim Updates and Annual Assessments

An **Interim update** should be recorded to update any of the assessment questions that have changed since the project start. _Example: Client has zero income at Project Start, but two months later gets a job and starts receiving earned income. An Interim update should be completed to record the new income._

Step Five: Create an "Update" using Interim Reviews

Clicking on "**Add Interim Review**" will take the user to the **Interim Review Data** Screen. The user will see the Entry/Exit Provider and Entry/Exit Type as selected when the initial Entry/Exit was created. The user should then select the Interim Review Type labeled **Update** and enter the desired Review Date (Figure 4). Clicking Save and Exit will take the user to the HOPWA Update Assessment. From there the user should update any applicable information and then save and exit.

Figure 4

Step Six: Complete HOPWA Annual Assessment

An **Annual Assessment** should be recorded on the anniversary of the Project Start Date, regardless if there are any updates to any of the assessment questions that have changed since the project start or most recent Interim Update. _Example: Project Start Date is 9/2/2020, the one-year Annual Assessment date would be within 30 days before or 30 days after 9/2/2021, in order to be in compliance with the HMIS standards._

Clicking on "**Add Interim Review**" will take the user to the **Interim Review Data** Screen. The user will see the Entry/Exit Provider and Entry/Exit Type as selected when the initial Entry/Exit was created. The user should then select the Interim Review Type labeled **Annual Assessment** and enter the desired Review Date (Figure 5). Clicking Save and Exit will take the user to the HOPWA Annual Assessment screen. If applicable, update any assessment information then save and exit.
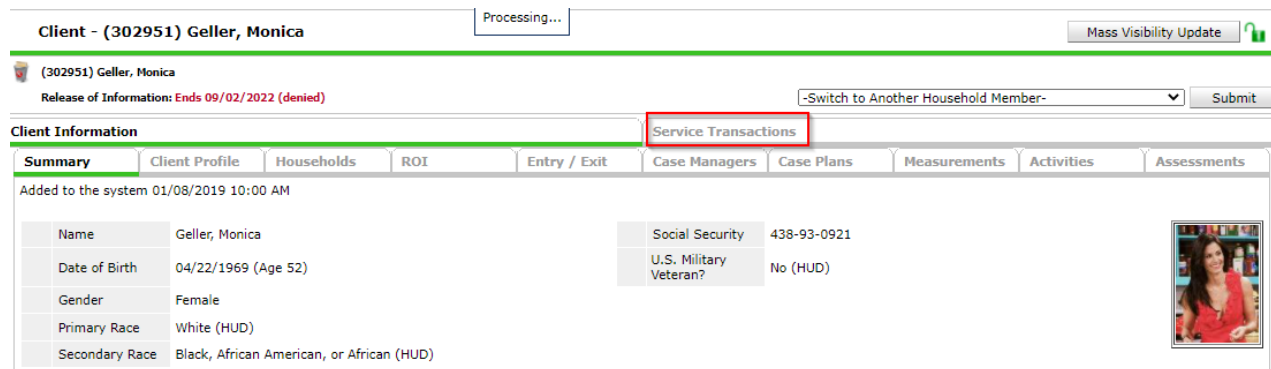

Figure 5

Provide and document Assistance & Services for the client

All HOPWA funded assistance and services must be documented for the client in KYHMIS via the Service Transaction tab.

Step Seven (a): Create Service Transactions for <u>Supportive Services</u>

HOPWA funded supportive services should be recorded for each client. These should be entered any time after the client is enrolled in the HOPWA project.

Figure 6

The Service Transaction tab is located next to the Client Information Tab as shown above in Figure 6.

Below are two different types of scenarios for entering Supportive Services.

<u>Scenario 1:</u> If a client is enrolled in a STRMU project, then any Supportive Services provided to that client, must be entered under the Service Transactions for that corresponding STRMU project.

>   *Example: A client receives financial assistance of **Rental Assistance** through the <u>STRMU</u> project, and you are also providing monthly **Case Management** services. You would key that client into the **STRMU** project on the **Entry/Exit tab** and record both the **Financial Assistance** (Rental Assistance) monthly via the **Service Transaction** tab in HMIS, as well as record the **Case Management** supportive services provided on that same **STRMU** project in HMIS.*

<u>Scenario 2:</u> If you are serving a client that is not receiving STRMU, TBRA or PHP-SSO or other types of HOPWA housing financial assistance, then you must enter that client into the Standalone Supportive Services Only (SSO) project that will be set up for each provider for each HOPWA funding stream (either Competitive or Formula, or could be both).

>   *Example: Client comes in for **Case Management** services but does not require housing assistance through one of the HOPWA financial resources listed above, this client would be entered into the Standalone SSO project, and their services recorded via the **Service Transactions** tab in HMIS (highlighted below).*

Service Transaction workflow

Important Note: Make sure you use the **Enter Data As** function to select the appropriate project and Back Date as well (if applicable).

On the **Service Transactions** tab, select **Add a Service** to access the service transaction screen. Be sure the HOPWA provider is selected. Enter a **Start Date** for the Service and select the type of service from the dropdown picklist or use the look-up function.

(**Note**: all HUD HOPWA funded Supportive Services required for HUD reporting, are added to the drop-down menu already, these do not include any additional or 'Other' services that may have to be approved through your grant agreement. Any 'Other' Supportive Services not listed in the drop down will have to be manually added to the ART report prompt screen, should you wish those to populate on that report.)

*If the agency provides services not shown on the drop-down menu, they must notify Reporting staff via a Help Desk Ticket.

Next select from the appropriate drop-down menu (Figure 6.1), based on the type of service you are adding.

- Supportive Services- use the **Type of HOPWA Service Drop** down as shown in figure 6.1
- Financial Assistance- use the **HOPWA Financial Assistance Type** drop down menu as shown in figure 6.1

This process should be repeated with each HOPWA provided Supportive Service and/or Financial Assistance. Scroll down to **Apply Funds for Service**. Under **Funding Sources** add the appropriate funding source, as shown in Step Seven (b) below. The funding source must correspond to the program entry. For example, for Supportive Services you must enter a Funding Source of HOPWA STRMU if the client is entered into the HOPWA – STRMU program. Same goes for the HOPWA TBRA, HOPWA PHP-SSO and HOPWA Standalone-SSO (Services only) projects.

Figure 6.1

Step Seven (b): Record the Appropriate HOPWA funded STRMU, TBRA or PHP services

*The Apply Funds for Service area is for the HOPWA <u>Financial Assistance</u> **only** *(Rental assistance, security deposits etc),* the user can skip this section if they are adding a Service for a HOPWA Supportive Service.

Scroll down to **Apply Funds for Service** as shown in Figure 6.2. Under **Funding Sources** add the appropriate funding source (HOPWA Perm, HOPWA STRMU or HOPWA TBRA) as shown in Figure 6.3.   Please Note: The funding source must correspond to the program entry. For example, you must enter a Funding Source of HOPWA TBRA if the client is entered into the HOPWA – PH (TBRA) program.

Figure 6.2

Once you select the HOPWA funding source, you will be able to add in your amount and select 'calculate' as shown in Figure 6.4.

Figure 6.4

Note: Need information is recorded for each service. **Need status** is *Closed* and **Outcome of Need** is *Fully Met* as shown in Figure 6.5.

Figure 6.5

Client Exit from the Project

An exit is created once the client is either not enrolled in the assigned HOPWA project, is moving from one HOPWA funded program to another, or once the client is housed or declines further services.

Step Eight: Create the exit record

Enter appropriate Reason for Leaving and Destination information and Save and Continue to proceed to the HOPWA Exit Assessment. Complete all required updates and elements (including updating Income etc). Be sure to check sub-assessment records for valid types/dates.

WORKFLOW CHECK LIST

- ✓ Determine correct Project for client information (STRMU, TBRA, PHP-SSO, Standalone-SSO)
- ✓ Create client profile if client doesn't already exist in system
- ✓ Create households as necessary
- ✓ Obtain and record ROI
- ✓ Record Project Entry Date
- ✓ Interim Updates and Annual Assessments
- ✓ Record Supportive Services and Financial Assistance, if applicable
- ✓ Record Project Exit

REPORTING

The above HOPWA workflow will aid HOPWA providers in their reporting to HUD. By following this workflow, some of the required fields on the HUD HOPWA reporting form can be pulled into either the ART 603 HOPWA CAPER and/or the ART 604 HOPWA APR, which are supplemental data tools to assist with the collection of data to satisfy the HUD reporting requirements.

APPENDIX A: – Supportive Services Crosswalk – HOPWA Funded

The HOPWA Program requires that all HOPWA funded Supportive Services are recorded for each client.

HOPWA Supportive Services Crosswalk	
HOPWA Service Description	**HMIS Service Description**
Adult day care and personal assistance	Adult Day Programs
Alcohol and drug abuse services	Substance Use Disorder Services
Case management	Case/Care Management
Child care and other child services	Child Care Providers
Education	Education
Employment and training services	Training and Employment Programs
Health/medical/intensive care services, if approved	Health Care
Legal Services	Criminal Justice and Employment Programs
Life skills management (outside of Case Management)	Life Skills Education
Meals/nutritional services	Food Meals
Mental health services	Mental Health Support Services
Outreach	Outreach Programs
Transportation	Transportation
Other Activity (if approved in grant agreement)	Varies

APPENDIX B: – Financial Assistance Crosswalk – HOPWA Funded

The HOPWA Program requires that all HOPWA funded Financial Assistance is recorded for each client.

HOPWA Financial Assistance	HMIS Service Description	Funding Source	For individuals that are Housed	For individuals that are NOT Housed	Notes
Rental Assistance	Rent Payment Assistance	HOPWA STRMU HOPWA TBRA	STRMU	TBRA	STRMU-must be housed AND must be an emergency need Rental Payment Assistance is different for STRMU-generally a one-time relief payment-where TBRA is an ongoing subsidy
Security deposits	Rental Deposit Assistance	HOPWA PHP	N/A	PHP*	Can be housed but use the funds for a unit they are *moving into*
Utility payments	Utility Assistance	HOPWA STRMU	STRMU	N/A	STRMU-must be housed AND must be an emergency need.
Utility deposits	Utility Deposit Assistance	HOPWA PHP	N/A	PHP	STRMU services are for persons who are already housed—cannot use for deposits
Mortgage assistance	Mortgage Payment Assistance	HOPWA STRMU	STRMU	N/A	STRMU-must be housed AND must be an emergency need

Table title: HOPWA Financial Assistance Crosswalk