HMIS User Group Meeting  
Date: Thursday, June 25, 2020 | 1:00-3:00pm  
Webinar

**HMIS Announcements and Notable Dates**

- 2020 PIT & HIC submission to HUD was completed by deadline of June 30th
- **HP & RRH (includes SSVF) Supplemental Workflow updated**
- ESG-CV CAPER reporting for first quarter is tentatively scheduled for October 1st

**Updated HP & RRH (includes SSVF) Supplemental Workflow**

The HP & RRH Supplemental Workflow has been updated to reflect the current procedures and HMIS Data Standards. This is particularly critical as we prepare for the expansion of HP and RRH, as ESG-CV funds become available. Workflow components to remember –

- **Enter Data As (EDA):** All HP and RRH Projects must use the EDA function before entering a client’s information into ServicePoint.
- **Data-Sharing:** All HP & RRH clients are required to us the Profile-Plus level of data-sharing, which is necessary for informing eligibility for financial assistance services.
- **Supplemental Assessments:** All project types must complete the SubCook Initial Intake (All Other Projects), and HP, SSVF-HP, and SSVF-RRH projects must complete the respective supplemental assessments
- **Financial Assistance Service Transactions:** At least one financial service transaction must be recorded for every client served by an HP or RRH project, such as rental assistance or utility assistance, when applicable.

*An **Entry for RRH project should be recorded, as soon as a client has been determined eligible.** This means that the client meets the criteria for admission (based on information provided by the client or Sending Agency), the client wants to be housed by the project, and there is an available housing slot. Do not wait until the client is housed to enroll them in the RRH Project.

**ESG-CV Funding**

An influx of ESG funding as part of the response to COVID-19 (ESG-CV) is forthcoming. The Final Notice has not been released by HUD, but we anticipate the following –

- **Reporting** to HUD will still be conducted via the CAPER, but it will be conducted quarterly by the HMIS Team (3 months and cumulative from start). **HMIS will prepare the CSV and complete the upload to SAGE** per project type, to minimize client duplication across projects. **Agencies** will be responsible for narratives and financial reporting.
• **Agencies** will need to monitor **data completeness and accuracy** closely.
  - Use the 252 Data Quality Report to review comprehensive data completeness
  - Use the Data Quality section of the CAPER (Q6a-Q6f) to view data errors specific to report

• **Financial**– Agency responsibility to record financial assistance related to housing in HMIS, particularly for HP and RRH projects;
  - New ART report for monitoring service cost data: **Financial Assistance (RRH-HP) 6-24-2020**
    [located in 03 SubCook folder]

• If you need to have a new project created, submit a request using the Add Provider Form -
  [http://suburbancook.org/hmis/addprovider](http://suburbancook.org/hmis/addprovider)

### Procedures for ESG-CV RRH and CE Matches

- **Internal matches** made at agency-level must be documented in HMIS, with an Entry recorded for the ESG-CV RRH project. The client data must be recorded within 24 hours and no later than Friday of the week matched. The Entry into the RRH project in HMIS indicates enrollment in the RRH project (i.e. client meets eligibility criteria, the client has indicated they want to be housed by the project, and there is an available housing slot).
- The **Housing Move-in Date** MUST be recorded (via the RRH Entry), as soon as client moves into PH, and the **Progress Tracker** MUST be closed.
- The Alliance will run weekly reports for RRH enrollment to monitor movement into housing and service transaction data, using the new ART report.
- Complete and accurate **Housing Move-in Date** and **service costs** data will be critical. Refer to revised **HP & RRH (includes SSVF) Supplemental Workflow**.
- The temporary policy is effective, once the first round of CARES Act funding has been released and will remain in place for the duration of the first round of the CARES Act funding period.

### New ART Report - **Financial Assistance (RRH-HP) 6-24-2020**

Provides demographic and financial assistance data for persons enrolled in HP or RRH Projects

- ART>Public Folder> 03 Suburban Cook (Common Share)> Financial Assistance (RRH-HP) 6-24-2020

### COVID-19 Health Assessment

The screening tool may help staff with initial identification of clients who are symptomatic or at greater risk for exposure has been developed. Use of the COVID-19 Health Assessment is not required, but it is encouraged of

- COVID-19 Pre-Screen Questions sub-assessment is available in HMIS and is located on the SUMMARY tab.
- The paper form is available for download **SubCook COVID-19 Assessment Supplemental**

*It is not intended to replace a health review by a medical practitioner.

### Emergency Shelter Data during COVID

March-May 2020 Emergency Shelter Response Data
Diversion Tool

The SubCook Diversion Tool is available for all STSS Phone CM projects and the Hines Non-Vet Triage project. The assessment is located on the Entry. Additional training and guidance is forthcoming.

HMIS New User Training

- Sessions are now held twice per month, with a maximum of six participants.
- User of NIL HMIS is demonstrated via a GoToMeeting session, with participants practicing concurrently in the training site. Dual monitors or multiple devices are needed for the training.
- HMIS Privacy and Security Training is conducted via a video recording and should be completed prior to attending the full live HMIS training. It MUST be completed before staff are given access to the HMIS.
- Training Registration - http://suburbancook.org/hmis/training

Unique Email Accounts Required for New Users

A unique agency-specific email account allows for you to reset your own password, while maintaining a secure process for controlling access to the HMIS. A user must have an agency-specific email in HMIS meaning users are NOT allowed to use -

- Accounts from Gmail, Yahoo, or other similar free email services
- Shared inboxes (like generic addresses i.e. shelter@suburbancook.org or intern@suburbancook.org)

Staff will NOT be given access to the HMIS without a unique agency-specific email address.

Use of Verbal Consent for HMIS and CE

Obtaining verbal consent allows for you to ensure clients are aware of their rights to privacy and provided with access to the HMIS Privacy Policy, while minimizing possible exposure to COVID-19 and increasing risks to everyone’s health.

Key details for use of HMIS Verbal Consent

- The process is designed to ensure clients are informed of their privacy rights and have access to the HMIS Privacy Policy.
- Verbal consent is only necessary when there is not a current HMIS Client Consent to Release Information (ROI) in place for the client.
- Once it is safe for you to obtain a signed Consent, the standard ROI procedure should be completed and accurately recorded in the HMIS.

**COVID-19 Temporary Procedures for Obtaining Verbal HMIS Consent**

Key details for use of CE Verbal Consent

- The Coordinated Entry verbal consent procedures work in concert with the HMIS verbal consent.
- It does not replace the completion of the *Entry Point Assessment and VI-SPDAT Consent*, which will still need to be obtained by the Sending Agency as early in the process as feasible.
- The Coordinated Entry verbal consent procedures work in concert with the HMIS verbal consent.

**COVID-19 Temporary Procedures for Obtaining Verbal Consent for Recording and Sharing Entry Point Progress Tracker**
REMINDERS AND HELPFUL HINTS

Housing Move-In Date

- Rapid Re-Housing and Permanent Supportive Housing Projects: The Project Start Date is likely prior to the Housing Move-in Date (HMID), and you will need to add the HMID once the client has moved into housing. You will need to record this on the Entry assessment.
- Emergency Shelters, Safe Haven and Transitional Housing Projects: Never fill out the Housing Move-in Date. It is on your screen so you can CLEAR the field if needed.
- All Projects: If a client exits to homelessness this field should be cleared.

Do Not Use Identifying Information about Clients in Written Correspondence

- Do not include a client’s name, initials or other identifying information in emails or through the HMIS Support ticketing system.
- This applies to all written correspondence, including with HMIS & CE Staff.

Accessing HMIS From Home Network

Please note that if you do not need to access HMIS from home to perform your job, then please don’t add the risk to maintaining client privacy. For those who need access, taking the necessary precautions to secure your clients’ information is critical.

To better ensure we are adhering to security protocols and protecting client privacy, we require that HMIS Users needing to access ServicePoint from home have a member of the HMIS staff complete a check of their home network. This is something we complete remotely, and it only take a few minutes.

- Step 1: Submit a Cayzu ticket -http://suburbancook.org/hmis/support stating that you need to be able to use HMIS from your home, and a member of the team will provide you with a copy of the COVID-19 Special Procedures.
- Step 2: Once you have determined that you have all settings in place, respond to the Cayzu ticket (it’ll be in your email, if you aren’t using the portal), requesting a home network review. A member of the HMIS Team will schedule time when you are using the computer and home network that will be accessing ServicePoint.
- Once the check is complete, you will be able to use the HMIS from home. You will just want to make sure you are diligent in protecting client privacy, particularly as we are all adjusting to our new environments and circumstances.

Enclosures

- Meeting “Sign-in” Sheet
- HP & RRH (includes SSVF) Supplemental Workflow, edited 6/30/2020
- Emergency Shelter COVID-19 Response Data Dashboards
## Attendee Details

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DATA ENTRY TOOLKIT
HP & RRH (includes SSVF)
Supplemental Workflow

To facilitate sharing and increase coordination ALL HP and RRH Projects must use the “ENTER DATA AS” function before entering a client into ServicePoint. If a user forgets to use the “Enter Data As” function they will need to re-enter the data using the “Enter Data As” function.

**REMINDER: ALL HP & RRH CLIENTS** are required to choose the **PROFILE-PLUS** level of data sharing on the **CLIENT CONSENT FORM** to help prevent double dipping. **EXCEPTIONS ARE MADE FOR VICTIMS AND SURVIVORS OF DOMESTIC VIOLENCE.**

**“ENTER DATA AS” STEPS:**

1. After logging into ServicePoint but before searching for a client, click “Enter Data As” on the top, right side of ServicePoint.

2. Choose the Project that provided the client with **Homeless Prevention** or **Rapid Re-Housing** services.

**NEXT, COMPLETE THE HUD APR WORKFLOW, WITH THE FOLLOWING ADDITIONS, WHERE NECESSARY:**

**Entry Exit Additions (See Page 2):**

1. **RRH Projects-CoC/ESG:** Complete the **Subcook Initial Intake (All Other Projects)** assessment for everyone in the household. No additional assessments are required. The **Entry Type** is “HUD”.

2. **HP Projects:** Complete the **Subcook Initial Intake (All Other Projects)** assessment for everyone in the household and the **SubCook Homelessness Prevention Supplemental** assessment for the head of household, on the Entry screen. The **Entry Type** is “HUD”.

3. **SSVF Projects-RRH:** Complete the **Subcook Initial Intake (All Other Projects)** assessment for everyone in the household and the **SubCook SSVF RRH & VASH Supplemental** assessment on each US Veteran in the household. The **Entry Type** is “VA”.

4. **SSVF Projects-HP:** Complete the **Subcook Initial Intake (All Other Projects)** assessment for everyone in the household and the **SubCook SSVF HP Supplemental** assessment on each US Veteran in the Household. The **Entry Type** is “VA”.

**Service Transactions Addition (See Page 3):**

1. **All Projects:** A **Financial Assistance Service Transaction** must be added for the whole household.

2. **SSVF Projects:** Be sure to choose the appropriate SSVF Service Type that corresponds with the Service Transaction Type.

**Notes:** The HP & RRH Supplemental Workflow provides trained HMIS users with guidance for entering clients into Homeless Prevention and Rapid-Re-Housing projects including IDHS, ESG, CoC and Reade funded projects. **Places designated HP and RRH Projects includes SSVF.** The whole of the workflow is the first page, the accompanying pages are further details on the Entry Exit and Service Transaction additions.
Entry Exit Additions

1. **ALL Project Types**: on the Entry Screen, complete the *Subcook Initial Intake (All Other Projects)* assessment for all household members.
   - HP and SSVF-HP Projects, proceed to Step 3.
2. **CoC/ESG-RRH and SSVF-RRH Projects**: A client should be enrolled into an RRH project at the time they have been confirmed as eligible and matched with a project opening, which is likely before the date they have moved into housing.
   - Remember to record the **HOUSING MOVE-IN DATE** on the *Subcook Initial Intake (All Other Projects)* assessment on the Entry, *once the client moves into housing*.
3. **ALL Project Types**: Click the **Save** button (Do NOT click **Save & Exit**). Repeat process for all household members.

   - **CoC/ESG-RRH Projects**, proceed to Step 5.

4A. **HP Projects**: Click the *SubCook Homelessness Prevention Supplemental* assessment.
   - Select the **Head of Household** from the Household Members list.
   - Complete the assessment for the Head of Household. **Proceed to Step 5**.

4B. **SSVF-HP Projects**: Click the *SubCook SSVF HP Supplemental* assessment.
   - Select the **Veteran(s)** from the Household Members list.
   - Complete the assessment for the Veteran(s) in the household. **Proceed to Step 5**.

4C. **SSVF-RRH Projects**: Click the *SubCook SSVF RRH & VASH Supplemental* assessment.
   - Select the **Veteran(s)** from the Household Members list.
   - Complete the assessment for the Veteran(s) in the household.

5. **ALL Project Types**: Click the **Save & Exit** button.
1. Go to the Service Transaction tab, and click the Add Service tile.

2. Select all the Household Members who are living, or will live, with the client presenting for services.

3. Select the same Service Provider that you chose for the Entry.

4. Record the Date the check was cut or service was provided.

5. Select the Service Type and choose the appropriate financial assistance response.

6. Click the Save & Continue button.

   *SSVF Projects*: In addition to selecting a Service Type, you also need to record a SSVF-specific service. This option appears after clicking Save & Continue.

7. Choose the Number of Units, which will depend on the Unit Type. Example: If the check will cover 2 months, select “Rent arrearage-one month” for the Unit Type, and choose “2” for Number of Units.

8. Choose the correct Unit Type.

9. Enter the Cost per Unit. Example: The “Cost per Unit” is for one month’s rent, while the “Number of Units” is the multiplier. The “Total Cost of Units” displays the calculation when you click elsewhere on the screen.

10. Record the Need Status as “Closed”.

11. Record the Outcome of Need as “Fully Met”.

12. Click the Save & Exit button.

*SSVF Projects*: Complete the SSVF Service Type fields.

   a. Record the Type of SSVF Service OR the SSVF Financial Assistance Type that matches with the initial Service Type.

   b. If it is an SSVF Financial Assistance Type, enter the value into the SSVF Financial Assistance Amount.
**ES COVID-19 Response in Suburban Cook County**

March 19 - May 31, 2020

**Total Clients Served**

914

**Total Households**

760

**Total Shelter Nights**

41,693

**Total Meals Provided**

125,079

**Exiting to PH**

44 Clients in 36 HH

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**Age for All Clients**

- 55 and Older: 235
- Adults (25-54): 425
- TAY (18-24): 60
- Children (<18): 157
- Missing Data: 39

**Weekly Exits to Permanent Housing**

- Week 1: 1
- Week 2: 4
- Week 3: 5
- Week 4: 4
- Week 5: 4
- Week 6: 2
- Week 7: 7
- Week 8: 2
- Week 9: 2
- Week 10: 2
- Week 11: 9

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**Total Households with Children**

101

**Total Children Under 18**

157

**Total Adults 55 and Over**

235

**Total Youth 18-24 (TAY)**

60

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**Primary Race for All Clients**

- White: 506
- Black: 53
- Hispanic: 2

**Ethnicity for All Clients**

- White: 770
- Black: 53
- Hispanic: 93

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**Total Households with Children**

101

**Total Children Under 18**

157

**Total Adults 55 and Over**

235

**Total Youth 18-24 (TAY)**

60
Nightly Client Count: March 19 - May 31

(Approx. Average Nightly Count during winter months)

(Approx. Average Nightly Count during summer months)

(Approx. Average Nightly Count during summer months in 2016)
Nightly Client Count: March 19 - May 31

Location Type
- Hotels
- Congregate Sites
- Other Sites
ES COVID-19 Response in Suburban Cook Co...

Clients and Households Weekly Counts: March 19 - May 31, 2020

New Clients by Week in May

New Households by Week in May

This data includes all agencies in Suburban Cook County housing Emergency Shelter Clients since March 19, 2020. This includes BEDS Plus, Inc., Bethel Family Resource Center, Connections for the Homeless, Housing Forward, Journeys | The Road Home, Respond Now, and South Suburban PADS.