

HMIS USER GUIDE FOR DHS OEO ESP PROJECTS

Emergency Shelter (ES) | Street Outreach (SO)

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QUICK REFERENCE GUIDE

This section provides simplified instructions for common data entry tasks. Please refer to the [General HMIS Instructions](#) and upcoming sections of this document for further instruction. Your agency may have a project that receives funding from multiple sources for the same project to serve the same clients.

If you are using a single HMIS provider to report out to multiple funders, you will need to complete the data entry and reporting requirements for *each funder*. For detailed instructions, please refer to the [Using one provider for multiple funding sources](#) article found on [MN's HMIS Knowledge Base](#).

CREATE A NEW CLIENT RECORD

1. Enter **EDA mode** as the correct provider and search for the client's record in **ClientPoint**.
 - a. If entering data for a household, be sure to search for the head of household.
2. If no records match, fill out all of the search prompts and click on **Add New Client With This Information**. Clients that have consented to statewide data sharing should have the word **SHARED** typed in the **Alias** field.
3. When prompted, enter the date of the client's entry into the project and select **Set New Back Date**. If the client entered the project today, **Current System Date** can be selected.
 - a. The date can be changed by clicking on **Back Date** in the top-right corner of the screen.
4. Select the **Client Profile** tab and enter any information missing from the **Universal Profile Assessment**.
 - a. If a client has agreed to statewide data sharing, enter a **Date of ROI Consent**.
5. If the client is being served with other household members, click on the **Households** tab and either add them to an existing household or create a new household.

ENTER A CLIENT INTO A PROJECT	<ol style="list-style-type: none"> 1. Enter EDA mode as the correct provider and open the client's record in ClientPoint. <ol style="list-style-type: none"> a. If entering data for a household, be sure to search for the head of household. 2. When prompted, enter the date of the client's entry into the project and select Set New Back Date. If the client entered the project today, Current System Date can be selected. <ol style="list-style-type: none"> a. The date can be changed by clicking on Back Date in the top-right corner of the screen. 3. Click on the Entry / Exit tab and select Add Entry / Exit. <ol style="list-style-type: none"> a. If entering a household, check the box next to each client included in the entry. b. Select HUD from the Type drop-down menu. c. If necessary, adjust the Project Start Date, then select Save & Continue. 4. For each client included in the entry, complete the data elements on the HUD: ESG Entry for ES and SO assessment in the Entry/Exit Data pop-up. <ol style="list-style-type: none"> a. If entering data for multiple household members, save time by clicking on Add Household Data and completing the Household Data Sharing assessment.
UPDATE A CLIENT'S INFORMATION	<p>Emergency Shelter Only: All clients that have been served by a project for one year or more must have an annual assessment completed within 30 days of the client's or the head of household's anniversary date.</p> <ol style="list-style-type: none"> 1. Enter EDA mode as the correct provider and open the client's record in ClientPoint. 2. Click on the Entry/Exit tab, then select the Interims icon for the correct Entry/Exit. 3. In the Interim Reviews pop-up, click on Add Interim Review. <ol style="list-style-type: none"> a. Select Annual Assessment from the Interim Review Type drop-down menu. b. If serving a household, be sure to include all applicable household members in the entry by checking the boxes next to their names. 4. In the Entry/Exit Interim Review pop-up, review the HUD: CoC & ESG Update assessment answers. Update any answers that are no longer correct with the latest accurate information.
EXIT A CLIENT FROM A PROJECT	<ol style="list-style-type: none"> 1. Enter EDA mode as the correct provider and open the client's record in ClientPoint. 2. Click on the Entry/Exit tab, then select the edit pencil (in the Exit Date column) next to the correct entry. <ol style="list-style-type: none"> a. If exiting a household, be sure to include all applicable household members in the exit by checking the boxes next to their names. b. Enter the correct Exit Date and Destination, then click on Save & Continue. 3. Complete the HUD: CoC & ESG Exit assessment for each household member.

RUN A REPORT

For more information about DHS OEO ESP Reports, refer to the user guide section **Reporting Guidelines**.

1. Click on **Reports** to open the **Report Dashboard**. Select **ESG CAPER**.
2. Fill out the prompts in the **Report Options** section, then click on **Build Report**.
3. Review sections **6a – 6f** to identify data quality issues.
4. Click on **Download** to get a zip archive containing the CSV files required for submission to Sage.

DATA COLLECTION FORMS

DATA COLLECTION FORMS FOR OEO ESP PROJECTS CAN BE FOUND BY VISITING THE [FORMS AND INSTRUCTIONS](#) PAGE ON THE MINNESOTA HMIS WEBSITE. THESE FORMS WILL CHANGE AS NEW DATA STANDARDS ARE RELEASED BIANNUALLY ON OCTOBER 1. THERE ARE BOTH PDF AND WORD VERSIONS AVAILABLE FOR DOWNLOAD.

You are not required to use ICA's data collection forms. Staff responsible for data collection should also be aware that their agency may require them to gather non-HMIS data that is not captured by these forms.

PROGRAM-SPECIFIC DATA ELEMENTS

Program Specific Data Elements have been chosen by your funder and are often unique to the types of projects they fund. More information about these data elements can be found in the [HMIS Data Standards Manual](#).

4.12 CURRENT LIVING SITUATION

Information Date *	Current Living Situation	Living situation verified by	Is client going to have to leave their current living situation within 14 days?
10/01/2019	Place not meant for habitation (HUD)		

Add Showing 1-1 of 1

Project Type Applicability: Street Outreach

Data Collected About: Head of Household and Adults

Data Collection Point: Occurrence Point (At the Time of Contact)

Rationale: To record each contact with people experiencing homelessness by street outreach and other service projects and to provide information on the number of contacts required to engage the client, as well as to document a current living situation as needed in any applicable project.

Data Collection Instructions: Record the date and Current Living Situation of each interaction with a client. The first Current Living Situation will occur at the same point as Project Start Date. A Current Living Situation must be recorded anytime a client is met, including when a Date of Engagement or Project Start Date is recorded on the same day. There may or may not be a Current Living Situation recorded at project exit.

The data element Current Living Situation has several dependent questions, but street outreach projects are required only to record the following:

- **Information Date:** This is the date the interaction took place. In ServicePoint, you will record a **Start Date** that matches the **Information Date**.
- **Current Living Situation:** Select the most accurate option from the list of responses.

Current Living Situation	
Start Date *	10 / 01 / 2019
End Date	
<i>Ensure that Information Date matches Start Date above.</i>	
Information Date *	10 / 01 / 2019
Location details	
Current Living Situation	Place not meant for habitation (HUD)
If "Other", Specify	
Living situation verified	

4.13 DATE OF ENGAGEMENT

Add	
Date of Engagement	07 / 30 / 2017

Project Type Applicability: Street Outreach

Data Collected About: Head of Household and Adults

Data Collection Point: Occurrence Point (At the Point of Engagement)

Rationale: To record the date the client became 'engaged' in project services after one or more contacts with outreach or night-by-night shelter.

Data Collection Instructions: Record the date a client became engaged by a street outreach project or night-by-night emergency shelter in the development of a plan to address their situation. The date on which an interactive client relationship results in a deliberate client assessment or beginning of a case plan.

Only one date of engagement is allowed between project start and exit. This date may be on or after the Project Start Date and if the client becomes engaged, must be on or prior to the Project Exit Date. If the project has not developed this intensive relationship with the client before exit, Date of Engagement should be left blank.

If the client returns after a project exit, a new Project Start Date and a new Date of Engagement is to be established.

TRACKING EMERGENCY SHELTER UTILIZATION

Emergency Shelter projects receiving HUD ESG funding record client participation using a workflow proscribed by their interactions with clients. For more information, please refer to the [Emergency Solutions Grants Program \(ESG\) HMIS Program Manual](#).

DATA ENTRY WORKFLOW OPTIONS

1. Create an Entry/Exit for each night a client stays in shelter.

- a. Best for shelters where clients leave every morning and it is unknown whether they will return that night.
 - b. Uses the ClientPoint module.
2. Create an Entry when client comes into shelter and an Exit when they leave.
 - a. Best for shelters where clients tend to stay for longer periods of time.
 - b. Uses the ClientPoint module.
3. Automatically create Entry/Exits and check clients into a bed.
 - a. Uses the ShelterPoint module.
4. Use the Night-by-Night method.
 - a. Refer to the [HMIS User Guide for DHS OEO ESP Projects \(NbN\)](#) for more information.

REPORTING GUIDELINES

This section introduces the data quality and funder-required reports for DHS OEO ESP projects. Users should run data quality reports regularly to ensure that accurate information is being provided to funders and other agencies.

DATA QUALITY REPORTS

Name: ESG CAPER 2019

Location: Report Dashboard

The screenshot shows a 'Report Dashboard' with a 'Provider Reports' section. It contains ten report tiles, each with a colorful icon and a title. The tiles are arranged in two rows of five. The first row includes 'Call Record Report', 'Client Served Report', 'CoC-APR 2019', 'Daily Unit Report', and 'Entry/Exit Report'. The second row includes 'ESG CAPER 2019' (highlighted with a yellow background), 'Needs Report', 'PATH 2019', 'Referrals', and 'Service Transaction'.

Report Instructions: Complete these required prompts, then click on *Build Report*. Select *Use Previous Parameters* to load the most recently used prompts.

- Provider: Select *Provider* if looking at a single provider's data; select *Reporting Group* if looking at multiple providers' data.
- Provider Type: Select *Search*, then find the provider or reporting group whose data you would like to include in the report.
- Program Date Range: Enter the report's start and end dates.
- Entry/Exit Types: Select *HUD*.

The screenshot shows the 'Report Options' form. At the top right is a button labeled 'Use Previous Parameters'. The form has several sections:

- Provider Type:** Radio buttons for 'Provider' (selected) and 'Reporting Group'.
- Provider*:** A text input field containing 'Institute for Community Alliances (ICA) (no data entry) (1)'. To the right are buttons for 'Search', 'My Provider', and 'Clear'.
- Program Date Range*:** Two date pickers separated by a 'to' label, with calendar icons.
- Entry/Exit Types*:** A row of checkboxes for different report types: 'Basic', 'Basic Center Program Entry/Exit', 'HUD', 'PATH', 'Quick Call', 'RHY', 'Standard', 'Transitional Living Program Entry/Exit', 'VA', and 'HPRP (Retired)'.

 At the bottom are three buttons: 'Build Report', 'Download', and 'Clear'.

Data Quality Instructions: Sections 6a – 6f of the CAPER are focused on data quality. To view client records flagged as containing an error, click on the blue number in the desired cell.

15. Number of Child And Unknown-Age heads of Household		1
16. Heads of Household		13
6a - Data Quality:		
6a - Data Quality: Personally Identifiable Information		
Client Doesn't Know/Client Refused		
Data Element	ID	Client
Name (3.1)	868504	Tester, Training A
SSN (3.2)		
Date of Birth (3.3)		
Race (3.4)		
Ethnicity (3.5)		
Showing 1-1 of 1		
Download Results		Exit

Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
1	1	0	7%
9	7	0	57%
1	10	0	39%
1	3		14%
0	5		18%

FUNDER-REQUIRED REPORTS

Name: ESG CAPER 2019

Location: Report Dashboard

Report Dashboard

Provider Reports

Call Record Report

Client Served Report

CoC-APR 2019

Daily Unit Report

Entry/Exit Report

ESG CAPER 2019

Needs Report

PATH 2019

Referrals

Service Transaction

Required Prompts: Provider, Program Date Range, Entry/Exit Types

Report Options
Use Previous Parameters

Provider Type
☒ Provider
 ☐ Reporting Group

Provider*
 Institute for Community Alliances (ICA) (no data entry) (1)
 Search
My Provider
Clear

☐ This provider AND its subordinates
 ☐ This provider ONLY

Program Date Range*
 / /
↺
↻
 to
 / /
↺
↻

Entry/Exit Types*
☐ Basic
 ☐ Basic Center Program Entry/Exit
 ☐ HUD
 ☐ PATH
 ☐ Quick Call
 ☐ RHY
 ☐ Standard
 ☐ Transitional Living Program Entry/Exit
 ☐ VA
 ☐ HPRP (Retired)

Build Report
Download
Clear

Submission Frequency:

- Annually, within 90 days of grant year-end (unless otherwise specified by your funder).
- DHS OEO should be contacted with any questions regarding reporting dates.

Submission Instructions: Beginning in October 2017, ESP recipients should upload their CAPERs to the Sage HMIS Reporting Repository (Sage). Access to Sage is gained via hyperlinks that are distributed to ESP recipients by DHS OEO.

- Review the [ESG CAPER instructions](#) on the Minnesota HMIS website for a step-by-step explanation on how to run this report, tips on analyzing the report's contents, and for guidance submitting the CAPER to Sage.