

# HMIS USER GUIDE FOR HUD ESG PROJECTS

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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.

### 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. Make sure that the client is not already in HMIS by searching for different combinations of their information.
3. 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.
4. 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, select **Current System Date**.
  - a. Click on **Back Date** in the top-right corner of the screen to change the date.
5. 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**.
6. If the client is being served with other household members, click on the **Households** tab and either add them to an existing household or start a new household.

### ENTER A CLIENT INTO A PROJECT

1. Enter **EDA mode** as the correct provider and open the client's record in **ClientPoint**.
  - 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, select **Current System Date**.
  - a. Click on **Back Date** in the top-right corner of the screen to change the date.
3. Click on the **Entry / Exit** tab and select **Add Entry / Exit**.
  - 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 All-Inclusive A** assessment in the **Entry/Exit Data** pop-up.
  - 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><b>Emergency Shelter Only:</b> 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"> <li>1. Enter <b>EDA mode</b> as the correct provider and open the client's record in <b>ClientPoint</b>.</li> <li>2. Click on the <b>Entry/Exit</b> tab, then select the <b>Interims</b> icon for the correct Entry/Exit.</li> <li>3. In the <b>Interim Reviews</b> pop-up, click on <b>Add Interim Review</b>.             <ol style="list-style-type: none"> <li>a. Select <b>Annual Assessment</b> from the <b>Interim Review Type</b> drop-down menu.</li> <li>b. If serving a household, be sure to include all applicable household members in the entry by checking the boxes next to their names.</li> </ol> </li> <li>4. In the <b>Entry/Exit Interim Review</b> pop-up, review the <b>HUD CoC &amp; ESG Update (2017) – MN</b> assessment answers. Update any answers that are no longer correct with the latest accurate information.</li> </ol>
EXIT A CLIENT FROM A PROJECT	<ol style="list-style-type: none"> <li>1. Enter <b>EDA mode</b> as the correct provider and open the client's record in <b>ClientPoint</b>.</li> <li>2. Click on the <b>Entry/Exit</b> tab, then select the <b>edit pencil</b> (in the <b>Exit Date</b> column) next to the correct entry.             <ol style="list-style-type: none"> <li>a. If exiting a household, be sure to include all applicable household members in the exit by checking the boxes next to their names.</li> <li>b. Enter the correct <b>Exit Date</b> and <b>Destination</b>, then click on <b>Save &amp; Continue</b>.</li> </ol> </li> <li>3. Complete the <b>Exit HUD</b> assessment for each household member.</li> </ol>
RUN A REPORT	<p>For more information about HUD ESG Reports, refer to the user guide section <a href="#">Reporting Guidelines</a>.</p> <ol style="list-style-type: none"> <li>1. Click on <b>Reports</b> to open the <b>Report Dashboard</b>. Select <b>ESG CAPER</b>.</li> <li>2. Fill out the prompts in the <b>Report Options</b> section, then click on <b>Build Report</b>.</li> <li>3. Review sections <b>6a – 6f</b> to identify data quality issues.</li> <li>4. Click on <b>Download</b> to get a zip archive containing the CSV files required for submission to Sage.</li> </ol>

## DATA COLLECTION FORMS

DATA COLLECTION FORMS FOR HUD ESG PROJECTS CAN BE FOUND BY FOLLOWING THE LINKS PROVIDED BELOW OR VISITING THE [FORMS AND INSTRUCTIONS](#) PAGE ON THE MINNESOTA HMIS WEBSITE. THESE FORMS WILL CHANGE AS NEW DATA STANDARDS ARE RELEASED ANNUALLY ON JULY 1 (MINNESOTA) AND OCTOBER 1 (HUD).

*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.*

### Families

[Household ESG Entry – Emergency Shelter, Street Outreach, and Safe Haven Projects](#)

[Household ESG Interim](#)

[Household ESG Exit](#)

### INDIVIDUALS

[Single ESG Entry – Emergency Shelter, Street Outreach, and Safe Haven Projects](#)

[Single ESG Interim](#)

[Single ESG Exit](#)

## 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 CONTACT

<b>Outreach Contacts</b>				
	Date of Contact	Staying on Street, ES, or SH	Start Date *	End Date
	04/15/2017 12:00:00 PM		03/20/2017	
	06/11/2015 12:00:00 PM		06/11/2015	06/11/2015
	02/09/2015 12:00:00 PM		02/09/2015	02/09/2015
	02/01/2015 12:00:00 AM		02/01/2015	02/01/2015

**Showing 1-4 of 4**

**Project Type Applicability:** 4: 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. A contact is defined as an interaction between a worker and a client. Contacts may range from simple a verbal conversation between the street outreach worker and the client about the client’s well-being or needs or may be a referral to service.

**Data Collection Instructions:** Record the date and location of each interaction with a client. The first Contact with the client will occur at the same point as Project Start Date.

All street outreach projects are expected to record every contact made with each client, including when the Project Start Date or Date of Engagement is recorded on the same day. There may or may not be a contact made at project exit.

#### 4.13 DATE OF ENGAGEMENT

The screenshot shows a web-based data entry interface. At the top, there is a header bar with 'Add' on the left and 'Showing 1-4 of 4' on the right. Below this is a form field labeled 'Date of Engagement'. The date is entered as '07 / 30 / 2017'. To the right of the date input are several small icons: a red 'X', a blue circular refresh icon, a green checkmark, and a green 'G' icon.

**Project Type Applicability:** 4: 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.

#### 4.18 HOUSING ASSESSMENT DISPOSITION

Assessment Disposition	<input type="text" value="Referred to emergency shelter/safe haven"/> G
If Other Assessment Disposition, specify	<input type="text"/> G

**Project Type Applicability:** 1: Emergency Shelter and 4: Street Outreach

**Data Collected About:** Head of Household

**Data Collection Point:** Project Exit

**Rationale:** To track client disposition following a brief assessment of critical housing needs, such as at a prevention project. This data element may be used as part of a coordinated assessment system if appropriate for the CoC's system.

**Data Collection Instructions:** Indicate the appropriate disposition of the client following a housing crisis assessment once at or before project exit. The Housing Assessment Disposition element is only required for projects that are doing coordinated assessments as part of a CoC's coordinated entry system, to capture information and efforts made to house the client for planning purposes.

### 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 HUD ESG Projects \(NbN\)](#) for more information.

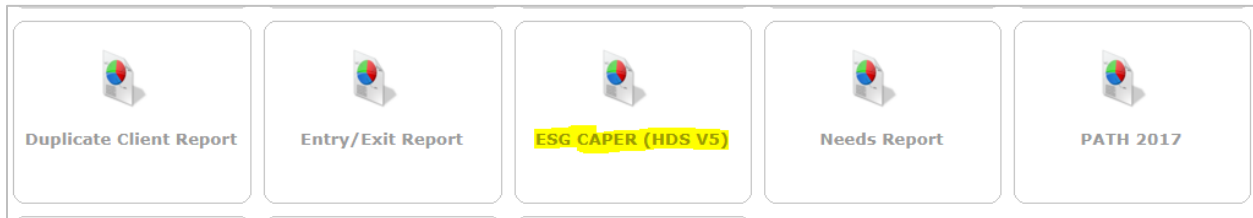
## REPORTING GUIDELINES

This section introduces the data quality and funder-required reports for HUD ESG 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 (HDS V5)

**Location:** Report Dashboard



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

**Report Options**

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  HUD  PATH  Quick Call  RHY  Standard  Transitional Living Program  Entry/Exit  VA  HPRP (Retired)

Build Report Download 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

Data Element	ID	Client	Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	868504	Tester, Training A	1	1	0	7%
SSN (3.2)			9	7	0	57%
Date of Birth (3.3)			1	10	0	39%
Race (3.4)			1	3		14%
Ethnicity (3.5)			0	5		18%

**Clients in answer cell**

6a - Data Quality: Personally Identifiable Information  
Client Doesn't Know/Client Refused

ID	Client
868504	Tester, Training A

Showing 1-1 of 1

Download Results Exit

FUNDER-REQUIRED REPORTS

**Name:** ESG CAPER (HDS V5)

**Location:** Report Dashboard



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

**Report Options**

Provider Type  Provider  Reporting Group

**Provider\*** Institute for Community Alliances (ICA) (no data entry) (1)

This provider AND its subordinates  This provider ONLY

**Program Date Range\*** [ ]/[ ]/[ ] [refresh] [undo] [redo] to [ ]/[ ]/[ ] [refresh] [undo] [redo]

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

**Submission Frequency:** Annually, within 90 days of grant year-end

**Submission Instructions:** Beginning in October 2017, ESG recipients should upload their CAPERs to the Sage HMIS Reporting Repository (Sage). ESG sub-recipients will be sent a hyperlink by their grantees that they can use to submit their own CAPERs to Sage.

- ESG grantees are responsible for communicating report due dates to sub-grantees.
- 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 your ESG grantee.