ClientTrack HMIS
Data Entry Guide:

ESG Programs

Published by

Metro Dallas Homeless Alliance

December 2021

About This Guide

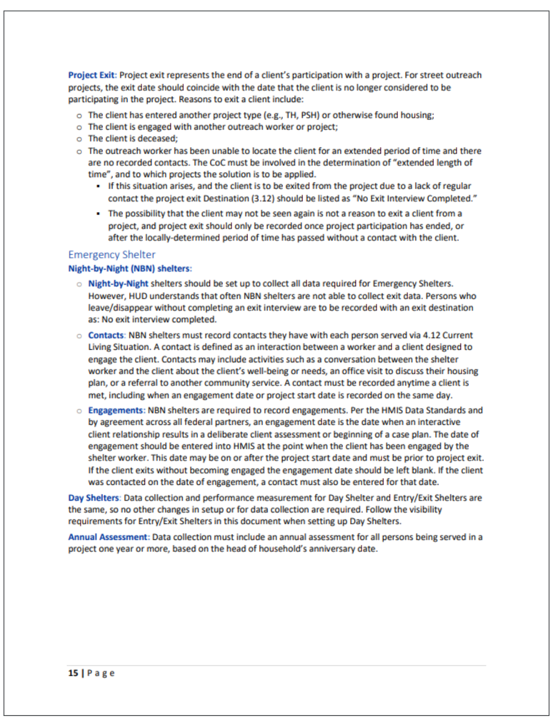
Data Collection information in this guide is taken directly from ESG Program HMIS Manual released by the U.S. Department of Housing and Urban Development (HUD). MDHA Staff has added screenshots of ClientTrack HMIS and guidance specific to our HMIS data entry for the program-specific data elements required for ESG programs (see table below from the ESG Program HMIS Manual).

Number	Element	ES entry/ exit	ES Night-by-night	Homelessness Prevention	RRH	Street Outreach
4.12	Current Living Situation		x			x
4.13	Date of Engagement		x			x
4.14	Bed Night		x			
4.19	Coordinated Entry Assessment	X*	X*	X*	X*	X*
4.20	Coordinated Entry Event	X*	X*	X*	X*	X*
W5	Housing Assessment at Exit			x		

* Data collection is determined by how the CoC has structured the coordinated entry system in their area. Placement of the elements would be required for any project that is conducting an assessment or recording an event for the coordinated entry system. This may be across multiple projects or sited in a central access point or coordinated intake center.

All guidance added by MDHA is listed on a page with the Homeless Collaborative logo (shown below). Please refer to the full ESG Program HMIS Manual for information on additional data elements, reporting, etc. The ESG Program HMIS Manual divides data collection guidance by project type rather than by data element. For this reason, the data collection guidance in the following guide is listed by project type. Following all project-specific guidance, data entry guidance (specific to ClientTrack) is found in the following pages of the guide divided by data element (excluding Coordinated Entry data elements 4.19 & 4.20).

Ex: Guidance from ESG Program HMIS Manual



Project Exit: Project exit represents the end of a client's participation with a project. For street outreach projects, the exit date should coincide with the date that the client is no longer considered to be participating in the project. Reasons to exit a client include:

- The client has entered another project type (e.g., TH, PSH) or otherwise found housing;
- The client is engaged with another outreach worker or project;
- The client is deceased;
- The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts. The CoC must be involved in the determination of "extended length of time", and to which projects the solution is to be applied.
  - If this situation arises, and the client is to be exited from the project due to a lack of regular contact the project exit Destination (3.12) should be listed as "No Exit Interview Completed."
  - The possibility that the client may not be seen again is not a reason to exit a client from a project, and project exit should only be recorded once project participation has ended, or after the locally-determined period of time has passed without a contact with the client.

Emergency Shelter

Night-by-Night (NBN) shelters:

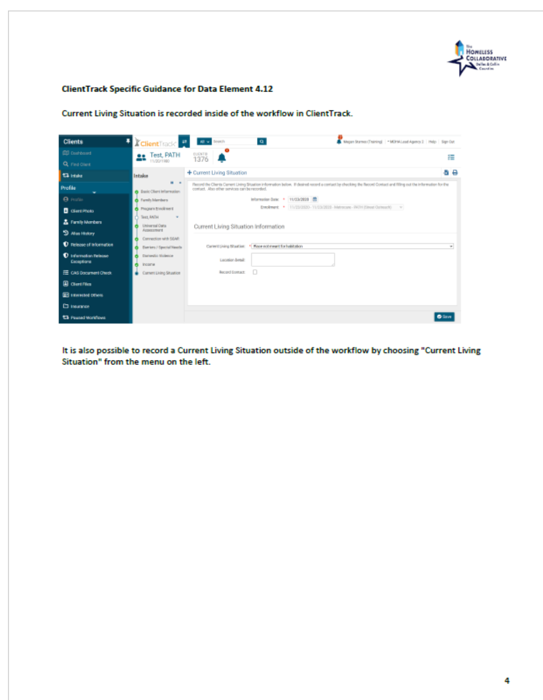
- **Night-by-Night** shelters should be set up to collect all data required for Emergency Shelters. However, HUD understands that often NBN shelters are not able to collect exit data. Persons who leave/disappear without completing an exit interview are to be recorded with an exit destination as: No exit interview completed.
- **Contacts**: NBN shelters must record contacts they have with each person served via 4.12 Current Living Situation. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation between the shelter worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.
- **Engagements:** NBN shelters are required to record engagements. Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into HMIS at the point when the client has been engaged by the shelter worker. This date may be on or after the project start date and must be prior to project exit. If the client exits without becoming engaged the engagement date should be left blank. If the client was contacted on the date of engagement, a contact must also be entered for that date.

Day Shelters: Data collection and performance measurement for Day Shelter and Entry/Exit Shelters are the same, so no other changes in setup or for data collection are required. Follow the visibility requirements for Entry/Exit Shelters in this document when setting up Day Shelters.

Annual Assessment: Data collection must include an annual assessment for all persons being served in a project one year or more, based on the head of household's anniversary date.

15 | Page

Ex: ClientTrack Guidance from MDHA



ClientTrack Specific Guidance for Data Element 4.12

Current Living Situation is recorded inside of the workflow in ClientTrack.

It is also possible to record a Current Living Situation outside of the workflow by choosing "Current Living Situation" from the menu on the left.

4

Data Collection Requirements

Information on the rationale, collection point, subjects, and instructions for each element can be found in the 2022 HMIS Data Standards Dictionary and Manual.

Universal Data Elements (UDE)

All ESG recipients and subrecipients for all project types are required to collect all the Universal Data Elements which include:

3.01 Name
3.02 Social Security Number
3.03 Date of Birth
3.04 Race
3.05 Ethnicity
3.06 Gender
3.07 Veteran Status
3.08 Disabling Condition
3.10 Project Start Date
3.11 Project Exit Date
3.12 Destination
3.15 Relationship to Head of Household
3.16 Client Location
3.20 Housing Move-in Date
3.917 Living Situation

Special notes about UDE's:

- Many of these elements comprise basic demographics about a client which are critical to an HMIS's client search functionality and ability to de-duplicate client records. Data quality is checked and reported on many basic demographic elements.
- Two of the elements are required to identify a client as chronically homeless: Disabling Condition and Prior Living Situation. Because street outreach and emergency shelter projects are critical in the identification of chronic homeless person's special attention in training should be provided to users of those project types.
- Ethnicity, Race, and Gender data element responses were updated in the FY 2022 HMIS Data Standards to provide more inclusive and representative response options. Please review the HMIS Data Standards Manual for specific descriptions of these updated responses. Additional data collection guidance related to Race, Ethnicity, and Gender will be made available on the HUD Exchange.
- **Project Start Date** System Administrators should provide users, especially in RRH, additional information on when each project type is expected to begin data entry with Project Start.
  - **For Street Outreach projects** – it is the date of first contact with the client.
  - **For Emergency Shelters** – it is the night the client first stayed in the shelter for the consecutive shelter period from entry to exit. Night-by-night shelters, which use a bed-night tracking method will have a project start date and will allow clients to re-enter as necessary without "exiting and restarting" for each stay for a specified period.
  - **For Transitional Housing** – it is the date the client moves into the residential project (i.e. first night in residence).
  - **For all types of Permanent Housing, including Rapid Re-Housing** – it is the date following application that the client was admitted into the project. Admission into the project indicates the client met the following factors:
    1) Information provided by the client or from the referral indicates they meet the criteria for admission (for example: if chronic homelessness is required the client indicates they have a serious disability and have been homeless long enough to qualify, even though all documentation may not yet have been gathered);

2) The client has indicated they want to be housed in this project;

3) The client can access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, scattered-site subsidy) or expects to have one in a reasonably short amount of time.

- **For all other types of Service** projects including but not limited to **homelessness prevention, coordinated entry system, and day shelters,** it is the date the client first began working with the project and generally received the first provision of service.

Common Program Specific Data Elements

Common Program Specific elements are data collected by most projects funded by one of the federal partners. The following chart indicates which elements are required for collection for each of the ESG component types. ESG projects must collect data according to the chart below to generate the CSV-CAPER Report.

Number	Element	ES entry/ exit	ES Night-by-night	Homelessness Prevention	RRH	Street Outreach
4.02	Income and Sources	x		x	x	x
4.03	Non-Cash Benefits	x		x	x	x
4.04	Health Insurance	x		x	x	x
4.05	Physical Disability	x	x	x	x	x
4.06	Developmental Disability	x	x	x	x	x
4.07	Chronic Health Condition	x	x	x	x	x
4.08	HIV/AIDS	x	x	x	x	x
4.09	Mental Health Disorder	x	x	x	x	x
4.10	Substance Use Disorder	x	x	x	x	x
4.11	Domestic Violence	x	x	x	x	x
4.12	Current Living Situation		x			x
4.13	Date of Engagement		x			x
4.14	Bed Night		x			
4.19	Coordinated Entry Assessment	X*	X*	X*	X*	X*
4.20	Coordinated Entry Event	X*	X*	X*	X*	X*
W5	Housing Assessment at Exit			x		

* Data collection is determined by how the CoC has structured the coordinated entry system in their area. Placement of the elements would be required for any project that is conducting an assessment or recording an event for the coordinated entry system. This may be across multiple projects or sited in a central access point or coordinated intake center.

Special Data Collection Instructions

System Administrators and HMIS users need to be aware of the following special data collection issues that apply to ESG-funded projects:

Street Outreach

Data Collection Challenges: A street outreach project is likely to encounter difficulty engaging homeless persons. Street outreach projects may record a project start with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in an HMIS as they engage the client. The initial entry may be as basic as the project entry date and a de-identified name (e.g., “Redhat Tenthstreetbridge”) that would be identifiable for retrieval by the worker in the system. However, Street Outreach projects are prohibited from establishing protocols that only require outreach workers to collect minimal client data. Over time, outreach workers must attempt to collect all data required for street outreach projects and edit recorded data for accuracy (e.g., replacing “Redhat” with “Robert”) as the worker learns more about the client.

De-Duplication of Client Records: It is possible in a street outreach setting that a single client may be contacted by multiple street outreach workers over a period of time in different locations. Local protocols should be established to determine how coordination among street outreach projects effectively manage the identification and data collection of clients. In a smaller CoC, it may be possible to coordinate street outreach efforts and reduce duplication of client records through case conferencing or other efforts to coordinate outreach services. In a larger CoC, client search functionality may be available in HMIS so that street outreach workers can perform queries or client searches by de-identified name or alias, or other informal identifier shared with street outreach workers in order to manage the identification of clients. The use of temporary de-identified names should not be an excuse for excessive duplicate clients or poor data quality. Street Outreach projects and local HMIS leadership should work together to minimize the use of de-identified names and attain high data quality.

Project start vs enrollment: For Street Outreach projects, the project start date is the date of first contact with the client. The project start date is a required UDE that indicates when a client has joined the project.

Contacts: A street outreach project is expected to record every contact made with each client in the HMIS via 4.12 Current Living Situation. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation between the street outreach worker and the client about the client’s well-being or needs, an office visit to discuss their housing plan, a phone call, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.

Engagements: Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into HMIS at the point when the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit. If the client exits without becoming engaged, the engagement date should be left blank. If the client was contacted on the date of engagement, a contact must also be entered for that date.

Data Quality: Reporting to HUD on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that outreach workers record the engagement date and also review all of the UDE and applicable Common Program Specific Data Elements for completeness and accuracy. The Date of Engagement coincides with the requirement for HMIS data quality, therefore all UDE should be entered into HMIS at or before the Date of Engagement.

HUD System Performance Measures: Data collected for street outreach projects in HMIS affects the HUD System Performance Measures that are reported for the entire CoC. Measure 7a evaluates how successful street outreach projects are at helping people move off the “street” and towards permanent housing, recognizing this process may be direct or may involve other temporary situations along the way. Measure 7a does not require a Date of Engagement for a client record to be included in the performance measure, only a project exit. Additionally, while data quality is only measured following the Date of Engagement, System Performance Measure 7a measures placement from street outreach beginning at the first contact/project start. This means that HMIS leadership and street outreach projects need to work together to assure that street outreach data is of high quality at the time the HUD System Performance Measures are calculated regardless of the Date of Engagement.

Project Exit: Project exit represents the end of a client's participation with a project. For street outreach projects, the exit date should coincide with the date that the client is no longer considered to be participating in the project. Reasons to exit a client include:

- The client has entered another project type (e.g., TH, PSH) or otherwise found housing;
- The client is engaged with another outreach worker or project;
- The client is deceased;
- The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts. The CoC must be involved in the determination of "extended length of time", and to which projects the solution is to be applied.
  - If this situation arises, and the client is to be exited from the project due to a lack of regular contact the project exit Destination (3.12) should be listed as "No Exit Interview Completed."
  - The possibility that the client may not be seen again is not a reason to exit a client from a project, and project exit should only be recorded once project participation has ended, or after the locally-determined period of time has passed without a contact with the client.

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- **Contacts**: NBN shelters must record contacts they have with each person served via 4.12 Current Living Situation. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation between the shelter worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.
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Day Shelters: Data collection and performance measurement for Day Shelter and Entry/Exit Shelters are the same, so no other changes in setup or for data collection are required. Follow the visibility requirements for Entry/Exit Shelters in this document when setting up Day Shelters.

Annual Assessment: Data collection must include an annual assessment for all persons being served in a project one year or more, based on the head of household's anniversary date.

Homelessness Prevention

- Homelessness Prevention and Rapid Re-Housing must be set up as two separate projects in an HMIS. They must not be combined into one project.
- Recipients and subrecipients are not required to maintain financial assistance payment information within an HMIS. Recipients or subrecipients may elect to maintain financial assistance as part of a case management record within the HMIS if the software allows for that type of data collection. However, HUD expects that recipients will use other recipient and subrecipient financial records rather than HMIS for financial reporting in the CAPER.
- Recipients or subrecipients must re-evaluate and update information on Homelessness Prevention clients once every 3 months. Information required to be updated in the HMIS, if changes have occurred, include: 4.02 Income and Sources; 4.03 Non-Cash Benefits; and 4.04 Health Insurance.
- In addition to the UDE – 3.12 Destination, Homelessness Prevention projects must also collect W5 (Housing Assessment at Exit) information to reflect the housing situation of clients at exit.

Rapid Re-Housing

- The project start date is the date the client(s) were admitted to the project. This means the client has completed an application, and they have been "admitted" to the project. In this context, the requirements for admittance must be:
    - Information provided by the client or from the referral provider indicates that the client meets the criteria required for admission to the project. This does not mean that all or any of the eligibility documentation has been gathered that may be required for the project;
    - The client has indicated they want to be housed in this project; and
    - The client is able to access services and housing through the project. This means that there is an expectation that within a reasonably short period of time the project expects to have an opening (rental subsidy available for scattered site or unit available for site-based).
- The project start date is not expected to generate a "waiting list" for housing. It is not expected that everyone with a project start will actually move into a unit with the project. It is expected that the time it takes from project start to move into housing will be carefully reviewed by the community to determine program and system performance and continuously strive to reduce the time from project start to move-in.
- Housing move-in date must be completed for all clients who have moved into housing. Move-in means a lease arrangement has been made, the client has a key or entry ability to the unit and that the client has physically slept in the unit.
- HUD strongly recommends the use of the housing move-in date field be carefully monitored by both projects and HMIS Leads in rapid re-housing projects to ensure accuracy. It is critically important the dates are up-to-date any time one of the following reports are being generated: point-in-time information for the HIC, CAPER for a project; System Performance Measures and any other report for a federal funder like the Supportive Services for Veteran Families (SSVF) program where this may affect project outcomes.
- It is important to note that clients who do not have a residential move-in date to housing are still considered, and should be counted as, homeless (living on the streets, in-shelter, etc.). Thus, HMIS System Administrators must have a way to identify the persons who "started" but have not "moved into" the housing yet for purposes of generating accurate counting and reporting.

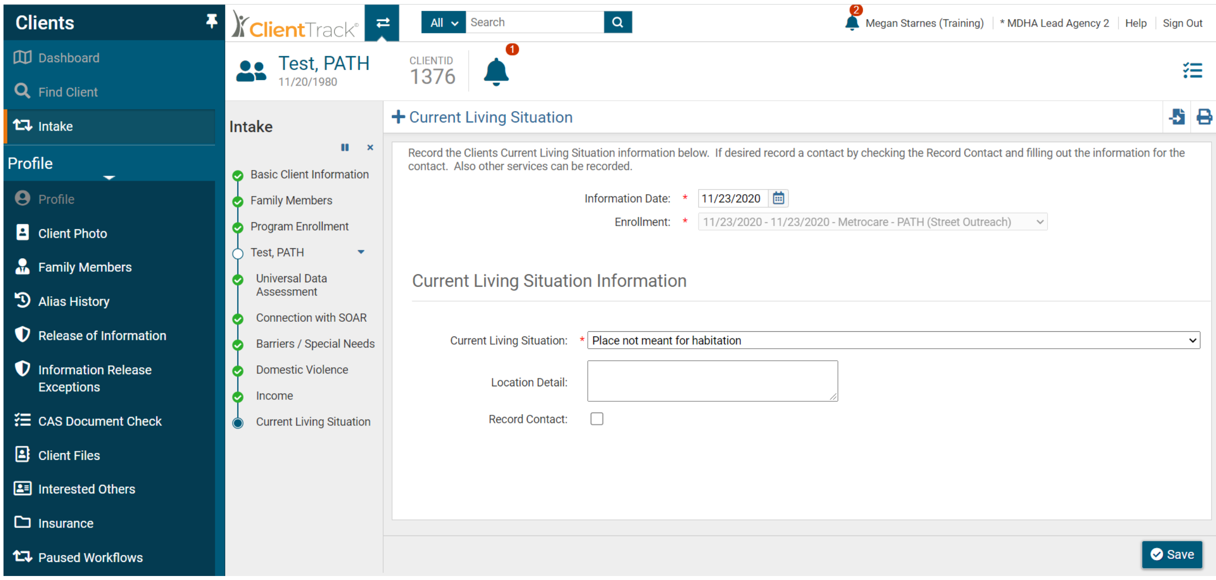
- Recipients or subrecipients must re-evaluate and update information on Rapid Re-Housing clients once annually. Information required to be updated in the HMIS includes: 4.02 Income and Sources; 4.03 Non-Cash Benefits; and 4.4 Health Insurance. Data elements required for collection at annual assessment must be entered with an *Information Date* of no more than 30 days before or after the one-year anniversary of the head of household's *Project Start Date,* regardless of the date of the most recent 'update' or any other 'annual assessment'.

ESG Reporting

- ESG recipients are required to collect aggregated ESG Program information from each subrecipient via the Sage HMIS Reporting Repository.
- Subrecipients are required to submit a project-level CSV-CAPER Report to each ESG recipient that funded a project, using the date range specified by the recipient.
- Subrecipients can find additional information about ESG reporting requirements in the Sage ESG CAPER Guidebook for ESG-funded Programs.

ClientTrack Specific Guidance for Data Element 4.12

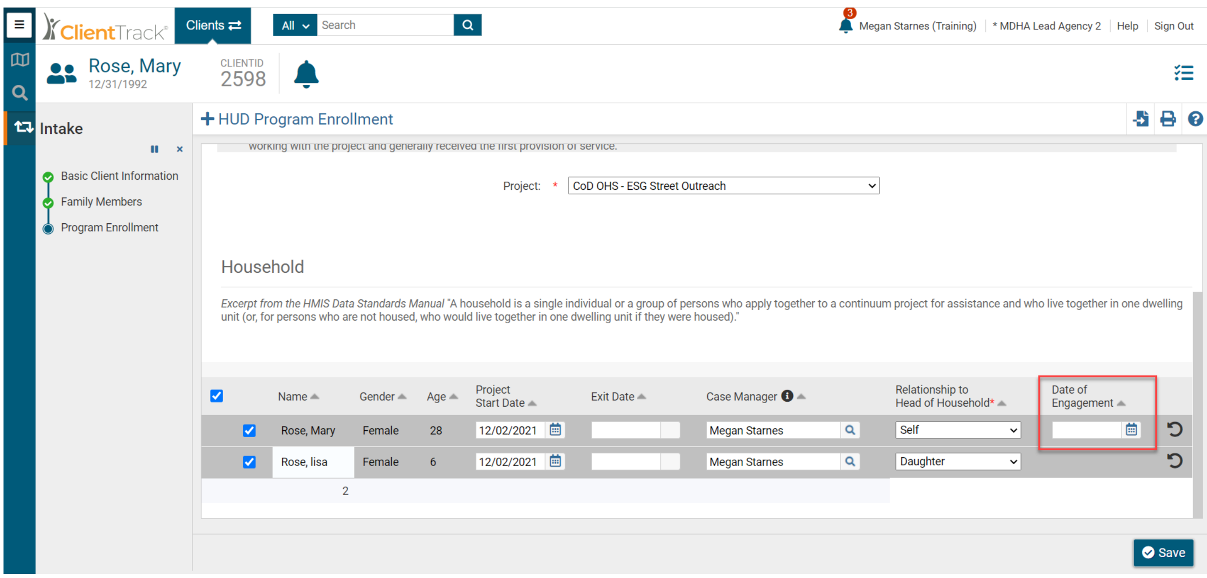
Current Living Situation is recorded inside of the workflow in ClientTrack.



It is also possible to record a Current Living Situation outside of the workflow by navigating to the client's Dashboard and choosing Current Living Situation from the menu on the left.

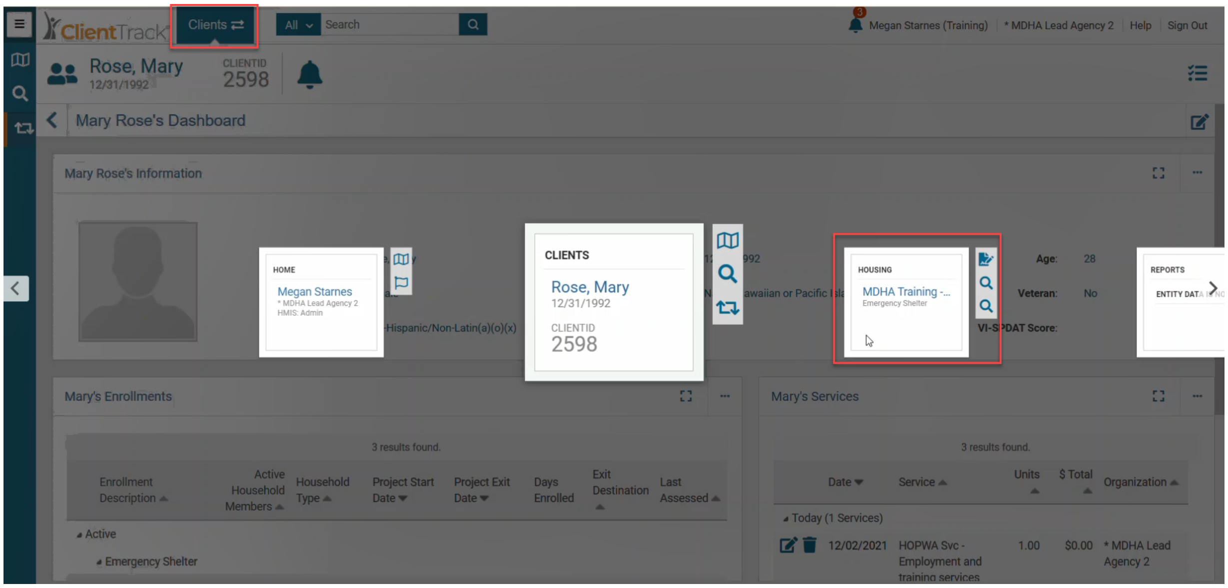
ClientTrack Specific Guidance for Data Element 4.13

Date of Engagement is recorded on the HUD Program Enrollment page of an entry or update assessment workflow inside ClientTrack. Record the date when it occurs and click Save to continue through the workflow. If the Date of Engagement occurs after Project Start, use an Update Assessment.

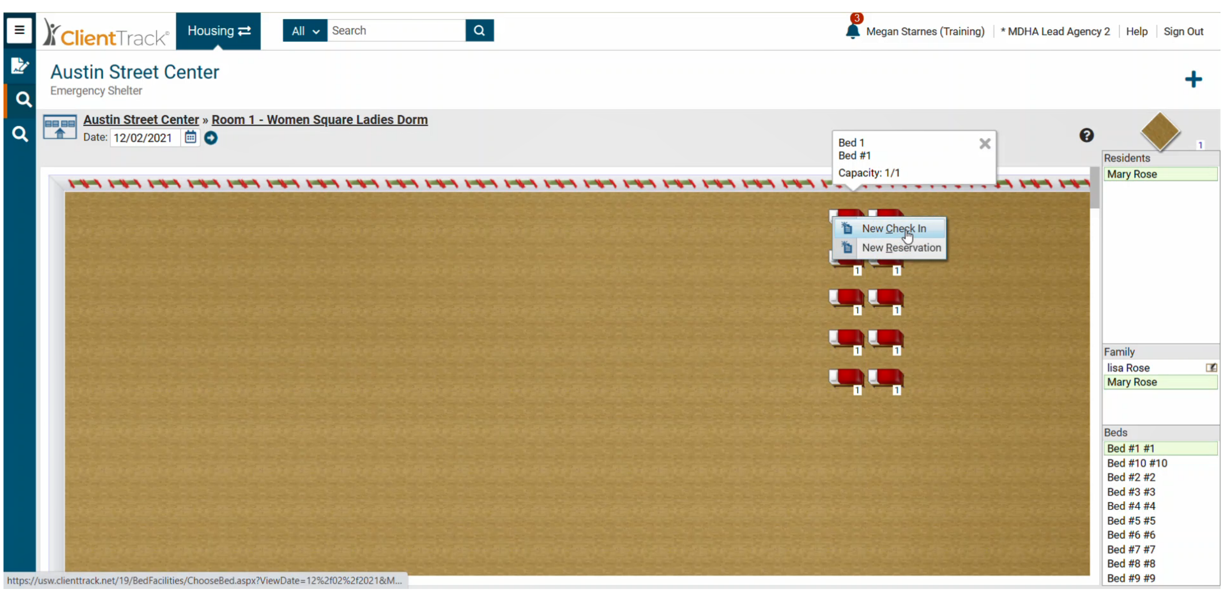


ClientTrack Specific Guidance for Data Element 4.14

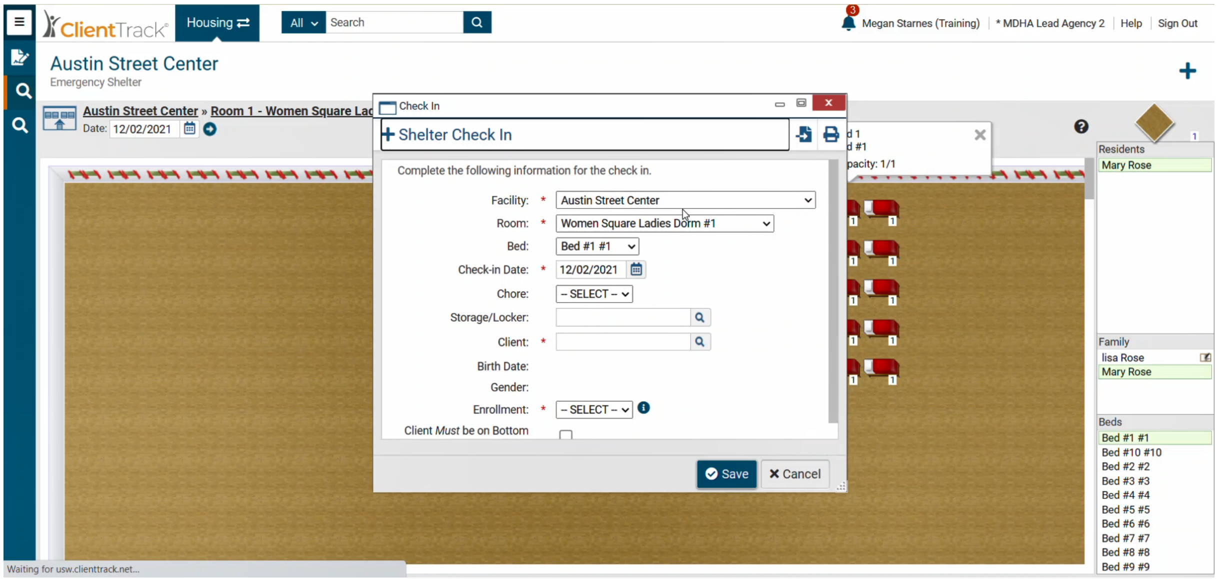
Bed Nights are created by checking a client into a bed in the ClientTrack Housing Facility set up for the program. To check a client into a bed, the client must first be enrolled in the program. Once the client is enrolled, navigate to the Housing Workspace.



Click View Facilities and click on the name of the Facility where the client is checking in. Click on the name of the Room where the client is staying, then right click on the Bed where the client is staying and select New Check In.



In the Client field, search for the client using name or ClientTrack Client ID. Select your client. Then complete the remaining required fields. Click Save.



W5 Housing Assessment at Exit

Rationale: To determine whether clients exiting have remained stably housed.

Collection Point(s): At project exit.

Data Collection Instructions: Determine the response value that best describes the client s housing circumstances from project start to project exit.

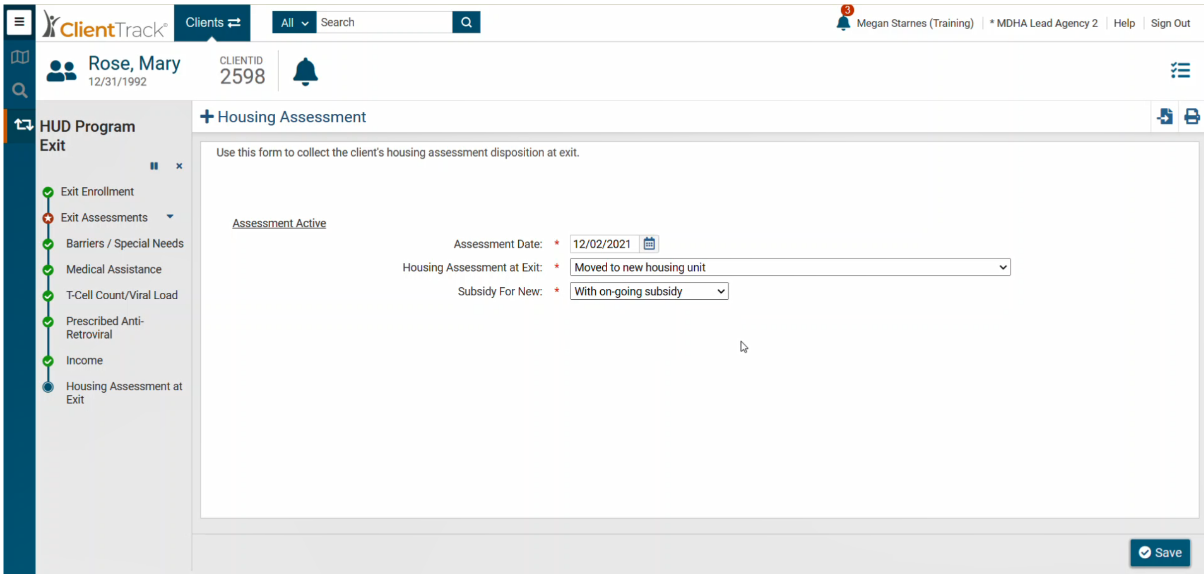
Data Element Fields: **W5 Housing Assessment at Exit**

Field Names	Data Types/Response Categories
Housing Assessment at Exit	Able to maintain the housing they had at project entry
	Moved to new housing unit
	Moved in with family/friends on a temporary basis
	Moved in with family/friends on a permanent basis
	Moved to a transitional or temporary housing facility or program
	Client became homeless moving to a shelter or other place unfit for human habitation
	Client went to jail/prison
	Client died
	Client doesn't know
	Client refused
	Data not collected
(if able to maintain the housing they had at project entry) ***Subsidy Information***	Without a subsidy
	With the subsidy they had at project entry
	With an on-going subsidy acquired since project entry
	Only with financial assistance other than a subsidy
(if moved to new housing unit) ***Subsidy Information***	With an ongoing subsidy
	Without an ongoing subsidy

*Response Category Descriptions: "*Moved into a transitional or temporary housing facility or program" includes transitional housing for homeless and non-homeless persons, treatment facilities, or institutions.

ClientTrack Specific Guidance for Data Element W5

Housing Assessment at Exit is recorded on its own page of the exit workflow for ESG HP programs. Enter the type of housing the client is exiting to from the provided list. Record the subsidy information in the additional question that appears based on the first answer. Then click Save.



Resources

ESG Program HMIS Manual FY 2022: https://files.hudexchange.info/resources/documents/ESG-Program-HMIS-Manual.pdf

HOPWA Programs HMIS Manual FY 2022: https://files.hudexchange.info/resources/documents/HOPWA-Program-HMIS-Manual.pdf