



ClientTrack HMIS Data Entry Guide:

HOPWA Programs

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About this guide

Information in this guide is taken directly from the HOPWA Programs HMIS Manual provided 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 HOPWA programs (data elements in the table below modified from the HOPWA Programs HMIS Manual, page 10).

HMIS Program Specific Data Element	H/M	STH	HI	PH	PHP	STRM U	TH	SSO
W1 Services Provided – HOPWA	X	X	X	X	X	X	X	X
W2 Financial Assistance – HOPWA					X	X		
W3 Medical Assistance	X	X	X	X	X	X	X	X
W4 T-cell (CD4) and Viral Load	X	X	X	X	X	X	X	X
W5 Housing Assessment at Exit	X	X	X	X	X	X	X	X
W6 Prescribed Anti-Retroviral	X	X	X	X	X	X	X	X

Information on the rationale, collection point, subjects, and instructions for each common program element can be found in the [HMIS Manual](#). The rationale, collection point, subjects, and instructions for the HOPWA-specific program elements can be found in the remainder of this guide.

All guidance added by MDHA is listed on a page with the Homeless Collaborative logo (shown below). Please refer to the full HOPWA Program HMIS Manual for information on additional data elements, reporting, etc.

Ex: Guidance from the HOPWA Programs HMIS Manual

Ex: ClientTrack Guidance from MDHA

HOPWA Program Specific Data Elements (W1-W6)
These elements should only appear in those HMIS projects with at least one HOPWA program component and as required by the particular HOPWA project type.

W1 Services Provided: HOPWA
Rationale: To determine the services provided to clients during project participation.
Collection Point(s): Occurrence point – each time services are provided. HOPWA requires that all stayers at the end of the grant operating year, prior to the generation of their Annual Report (CAPER or APR), update services for all clients.
Subjects: All clients served in HOPWA component types.
Data Collection Instructions: Services should be recorded for the client in the household with HIV/AIDS to whom they were provided; a service that benefits the whole household may be recorded solely for the head of household. For each service provided, projects should record the service date and service type.
Response Category Descriptions: HOPWA has identified the service responses as required by all HOPWA funded projects.

Data Element Fields: W1 Services Provided: HOPWA

Field Names	Response Categories
Date of Service	(date)
Type of Service	Adult day care and personal assistance Case management Child care Criminal justice/legal services Education Employment and training services Food/meals/nutritional services Health/medical care Life skills training Mental health care/counseling Outreach and/or engagement Substance use disorder services/treatment Transportation Other HOPWA funded service

W2 Financial Assistance: HOPWA
Rationale: To track HOPWA financial assistance provided to clients in Permanent Housing Placement, Tenant-Based Rental Assistance (TBRA) or Short-Term Rent, Mortgage, and Utilities (STRMU) during project participation.
Collection Point(s): Occurrence point – each time financial assistance is provided.
Subjects: Head of household who receives Financial Assistance from HOPWA through Permanent Housing Placement (PHP), Tenant-Based Rental Assistance (TBRA) or Short-Term Rent, Mortgage, Utility Assistance (STRMU).
Data Collection Instructions: Financial Assistance records payments (including rental assistance) made by the project on behalf of or for the benefit of the client. For each instance of financial assistance provided, there should be one and only one record created. Records of financial assistance should be attached to the head of household.

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ClientTrack Specific Guidance for Data Element W1

HOPWA services are recorded in the same manner as any service in ClientTrack. These services are listed with "HOPWA Svc" at the beginning of the service name as shown below. Add the service and select the HOPWA service provided. Complete all required fields, and click Save.



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W1 Services Provided: HOPWA

Rationale: To determine the services provided to clients during project participation.

Collection Point(s): Occurrence point – each time services are provided. HOPWA requires that all stayers at the end of the grant operating year, prior to the generation of their Annual Report (CAPER or APR), update services for all clients.

Subjects: All clients served in HOPWA component types.

Data Collection Instructions: Services should be recorded for the client in the household with HIV/AIDS to whom they were provided; a service that benefits the whole household may be recorded solely for the head of household. For each service provided, projects should record the service date and service type.

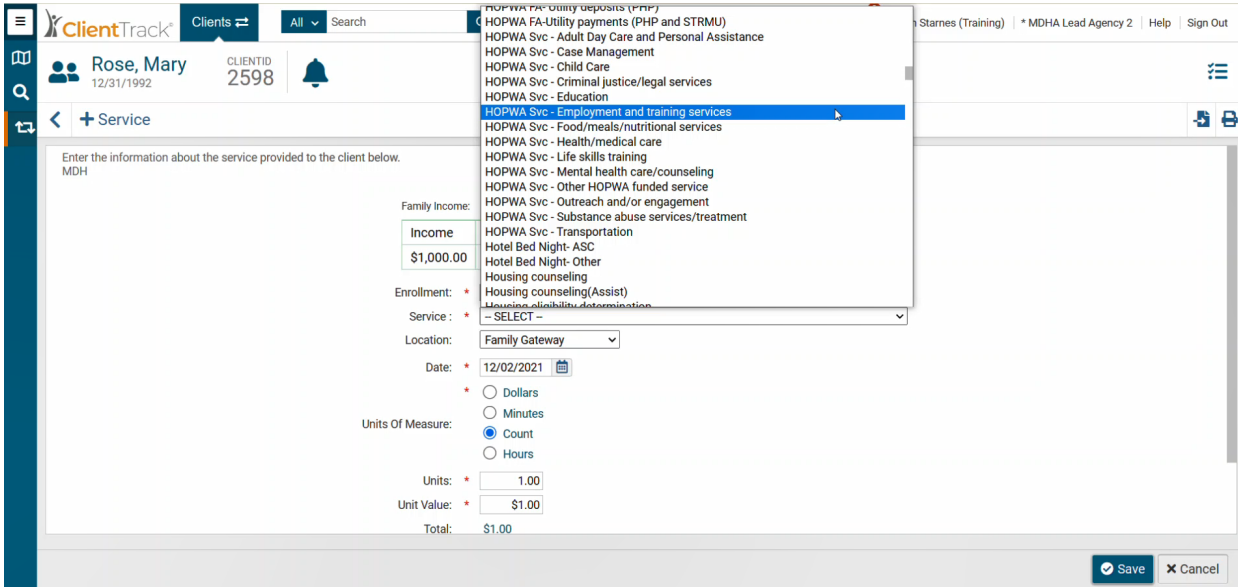
Response Category Descriptions: HOPWA has identified the service responses as required by all HOPWA funded projects.

Data Element Fields: **W1 Services Provided: HOPWA**

Field Names	Response Categories
Date of Service	(date)
Type of Service	Adult day care and personal assistance
	Case management
	Child care
	Criminal justice/legal services
	Education
	Employment and training services
	Food/meals/nutritional services
	Health/medical care
	Life skills training
	Mental health care/counseling
	Outreach and/or engagement
	Substance use disorder services/treatment
	Transportation
Other HOPWA funded service	

ClientTrack Specific Guidance for Data Element W1

HOPWA services are recorded in the same manner as any service in ClientTrack. These services are listed with "HOPWA Svc" at the beginning of the service name as shown below. Add the service and select the HOPWA service provided. Complete all required fields, and click Save.



The screenshot shows the ClientTrack interface for client **Rose, Mary** (CLIENTID 2598). The form is titled **+ Service** and includes the following fields and options:

- Family Income:** Income \$1,000.00
- Enrollment:** *
- Service:** * - SELECT - (Dropdown menu is open showing options like "HOPWA Svc - Employment and training services")
- Location:** Family Gateway
- Date:** * 12/02/2021
- Units Of Measure:** *
 - Dollars
 - Minutes
 - Count
 - Hours
- Units:** * 1.00
- Unit Value:** * \$1.00
- Total:** \$1.00

At the bottom right, there are **Save** and **Cancel** buttons.

W2 Financial Assistance: HOPWA

Rationale: To track HOPWA financial assistance provided to clients in Permanent Housing Placement, Tenant-Based Rental Assistance (TBRA) or Short-Term Rent, Mortgage, and Utilities (STRMU) during project participation.

Collection Point(s): Occurrence point – each time financial assistance is provided.

Subjects: Head of household who receives Financial Assistance from HOPWA through Permanent Housing Placement (PHP), Tenant-Based Rental Assistance (TBRA) or Short-Term Rent, Mortgage, Utility Assistance (STRMU).

Data Collection Instructions: Financial Assistance records payments (including rental assistance) made by the project on behalf of or for the benefit of the client. For each instance of financial assistance provided, there should be one and only one record created. Records of financial assistance should be attached to the head of household.

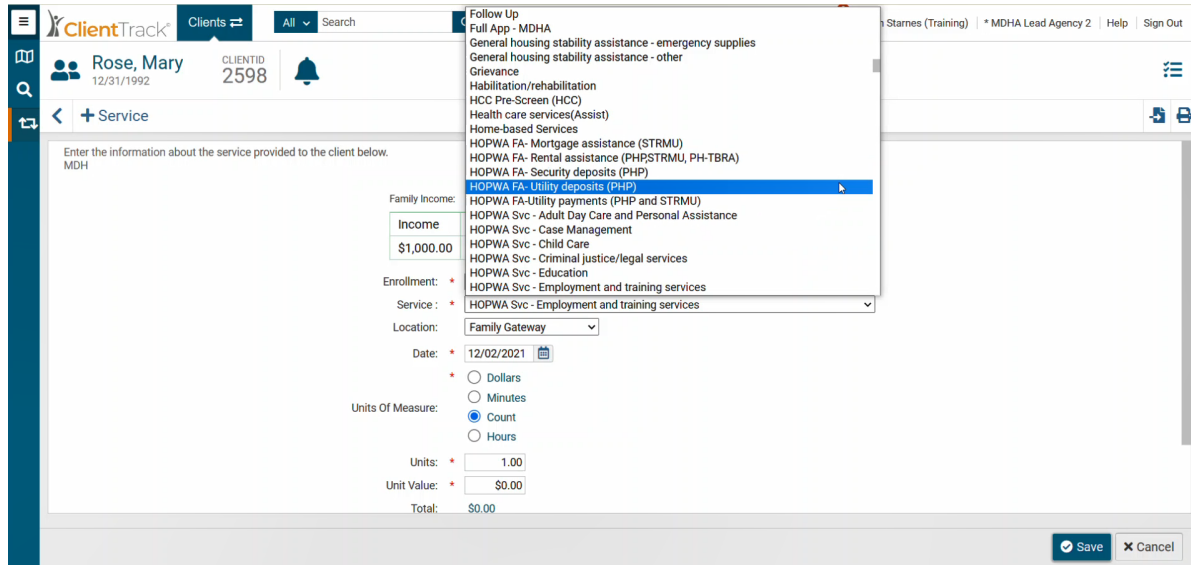
Data Element Fields: W2 Financial Assistance: HOPWA

Field Names	Data Types/Response	PHP	STRMU	PH-TBRA
Date of Financial Assistance	(date)	X	X	x
Financial Assistance Types	Rental assistance	X	X	x
	Security deposits	X		
	Utility deposits	X		
	Utility payments	X	X	
	Mortgage assistance		X	
Financial Assistance Amount	(currency)	X	X	X

Response Category Descriptions: Financial Assistance is to record HOPWA funding provided on behalf of a client. Components of the HOPWA program (PHP, PH-TBRA and STRMU) are only allowed to provide financial assistance to the items indicated with an “X” above. For specific program information on HOPWA refer to guidance provided by the program at: <https://www.HUDExchange.info/hopwa/>.

ClientTrack Specific Guidance for Data Element W2

HOPWA Financial Assistance is recorded as a service, in the same manner as any service in ClientTrack. These services are listed with "HOPWA FA" at the beginning of the service name as shown below. Add the service and select the HOPWA financial assistance provided. Complete all required fields, and click Save.



ClientTrack Clients All Search

Starnes (Training) | * MDHA Lead Agency 2 | Help | Sign Out

Rose, Mary CLIENTID 2598
12/31/1992

+ Service

Enter the information about the service provided to the client below.
MDH

Family Income:
Income:

Enrollment: *

Service: *

Location:

Date: *

Units Of Measure: *

Dollars
 Minutes
 Count
 Hours

Units: *

Unit Value: *

Total: \$0.00

Follow Up
Full App - MDHA
General housing stability assistance - emergency supplies
General housing stability assistance - other
Grievance
Habituation/rehabilitation
HCC Pre-Screen (HCC)
Health care services(Assist)
Home-based Services
HOPWA FA- Mortgage assistance (STRMU)
HOPWA FA- Rental assistance (PHPSTRMU, PH-TBRA)
HOPWA FA- Security deposits (PHP)
HOPWA FA- Utility deposits (PHP)
HOPWA FA-Utility payments (PHP and STRMU)
HOPWA Svc - Adult Day Care and Personal Assistance
HOPWA Svc - Case Management
HOPWA Svc - Child Care
HOPWA Svc - Criminal Justice/legal services
HOPWA Svc - Education
HOPWA Svc - Employment and training services

W3 Medical Assistance

Rationale: Medical assistance information is important to determine whether HIV positive clients in households served by all HOPWA component types are accessing medical assistance benefits for which they may be eligible. Medical Assistance (W3) is designed to collect information on assistance provided to clients with HIV/AIDS.

Collection Point(s): At project start and project exit. Update during project stay as needed.

Subjects: All household members in a HOPWA project presenting with HIV/AIDS.

Data Collection Instructions: Enter the date on which the information was collected. For each source of medical assistance listed below, determine if the client is presently receiving the medical assistance specified. Clients may identify multiple sources of medical assistance. If the client is not receiving medical assistance, enter the reason why such insurance is not being received.

Data Element Fields: W3 Medical Assistance

Field Names	Data Types/Response Categories
Information Date	(date)
Receiving Public HIV/AIDS Medical Assistance	No
	Yes
	Client doesn't know
	Client refused
	Data not collected
(if no) Reason	Applied; decision pending
	Applied; client not eligible
	Client did not apply
	Insurance type N/A for this client
	Client doesn't know
	Client refused
	Data not collected
Receiving AIDS Drug Assistance Program (ADAP)	No
	Yes
	Client doesn't know
	Client refused
	Data not collected
(if no) Reason	Applied; decision pending
	Applied; client not eligible
	Client did not apply
	Insurance type N/A for this client
	Client doesn't know
	Client refused
	Data not collected
Receiving Ryan White-funded Medical or Dental Assistance	No
	Yes
	Client doesn't know
	Client Refused
	Data not collected
(if no) Reason	Applied; decision pending
	Applied; client not eligible
	Client did not apply
	Insurance type N/A for this client
	Client doesn't know
	Client refused
	Data not collected

Response Category Descriptions: None

ClientTrack Specific Guidance for Data Element W3

Medical Assistance is recorded on a separate page of the workflow for HOPWA-funded programs. A response is required for each type of assistance. Select a Status from the dropdown and ensure that the box next to each assistance type is checked. If the status for a type of assistance is No, select the Reason in the second dropdown that appears.

The screenshot shows the ClientTrack interface for a client named Rose, Mary (CLIENTID 2598). The page title is "HOPWA Medical Assistance Assessment". A note states: "The medical assistance assessment is primarily used to determine whether HIV positive clients are accessing medical assistance benefits for which they may be eligible. Medical assistance data is required for clients with HIV/AIDS who are enrolled in a HOPWA-funded program." The assessment is active, with an assessment date of 12/02/2021.

Medical Assistance Type	Status	Reason No (if applicable)
<input checked="" type="checkbox"/> Receiving Public HIV/AIDS Medical Assistance	No	Applied; decision pending
<input checked="" type="checkbox"/> Receiving AIDS Drug Assistance Program (ADAP)	No	Client did not apply
<input checked="" type="checkbox"/> Receiving Ryan White-funded Medical or Dental Assistance	Yes	

Buttons at the bottom right: Save, Save & Close.

W4 T-cell (CD4) and Viral Load

Rationale: To measure the extent to which housing impacts health of persons with HIV/AIDS in households served by all HOPWA component types.

Collection Point(s): At project start, update, annual assessment, and project exit.

Subjects: All household members in a HOPWA project presenting with HIV/AIDS.

Data Collection Instructions: Indicate T-cell count (CD4) and viral load measurement at 6-month intervals, or as frequently as the client’s medical plan allows, beginning at project start through project exit. At a minimum for clients staying one year or more, the data must be collected at annual assessment. The updated data (6-month collection, or as frequently as the client’s medical plan allows) of t-cell (CD4) and viral load may be entered on different dates as information is available.

Data Element Fields: W4 T-cell (CD4) and Viral Load

Field Names	Data Types/Response Categories
Information Date	date
T-cell (CD4) Count Available	No
	Yes
	Client doesn’t know
	Client refused
	Data not collected
<i>If yes:</i> T-cell Count	0 – 1500
How was the data obtained	Medical Report
	Client report
	Other
Viral Load Available	Not Available
	Available
	Undetectable
	Client refused
	Data not collected
Viral Load	0 – 999999
How was the data obtained	Medical Report
	Client report
	Other

Response Category Descriptions: None.

Special Considerations: This data, as is all HIV/AIDS data, is confidential, covered under special law, and may not be shared without the expressed consent of the client. Providing the information is completely voluntary on the client’s part and failure to report (i.e. client doesn’t know, or client refused) will not be considered in data quality for either the CoC or the HOPWA program. For more information regarding confidentiality and HIV status information, please see the [HOPWA Confidentiality Guide](#).

ClientTrack Specific Guidance for Data Element W4

T-cell and Viral Load are recorded on a separate page of the workflow for HOPWA programs. Select whether or not the information for both T-cell and Viral Load are available from the drop-down. Confirm the date next to each data element. Then use the slider or enter a number in the text field to record the client's information. For both T-cell and Viral Load, enter how the information was reported using the dropdown next to each.

The screenshot shows the ClientTrack interface for client Rose, Mary (CLIENTID 2598). The main section is titled '+ T-cell/Viral Measurements'. A disclaimer states: "This data, as is all HIV/AIDS data, is confidential, covered under special law, and may not be shared without the expressed consent of the client. Providing the information is completely voluntary on the client's part and failure to report (i.e. client doesn't know or client refused) will not be considered in data quality for either the CoC or the HOPWA program."

Under the heading "Assessment Active", the following fields are visible:

- Assessment Date: 12/02/2021
- T-cell (CD4) Count Available: Yes
- Viral Load Available: Available

A table below lists the recorded measurements:

<input type="checkbox"/>	Date	Measurement	Value	How was the data obtained
<input checked="" type="checkbox"/>	12/02/2021	Viral Load	0 262851 999999	Client Report
<input checked="" type="checkbox"/>	12/02/2021	T-cell Count	0 374 1500	Medical Report

A "Save" button is located at the bottom right of the main content area.

W5 Housing Assessment at Exit

Rationale: To determine whether clients exiting all HOPWA component types have remained stably housed.

Collection Point(s): At project exit.

Subjects: All clients served in HOPWA component types.

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

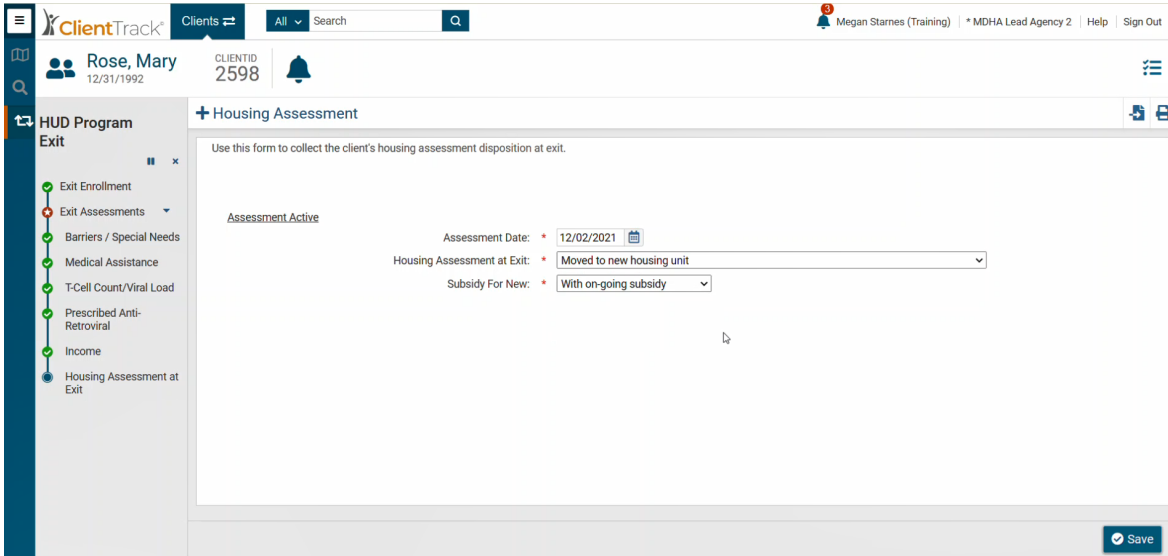
Data Element Fields: **W5 Housing Assessment at Exit**

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
<i>(if able to maintain the housing they had at project entry)</i> 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
<i>(if moved to new housing unit)</i> 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 HOPWA 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.



The screenshot shows the ClientTrack interface for a client named Rose, Mary (CLIENTID: 2598). The main content area is titled 'Housing Assessment' and contains the following fields:

- Assessment Active
- Assessment Date: 12/02/2021
- Housing Assessment at Exit: Moved to new housing unit
- Subsidy For New: With on-going subsidy

A 'Save' button is located at the bottom right of the form.

W6 Prescribed Anti-Retroviral

Rationale: To measure the extent to which housing impacts participation in care for persons with HIV/AIDS in households served by all HOPWA component types.

Collection Point(s): At project start, update, annual assessment, and project exit.

Subjects: All household members in a HOPWA project presenting with HIV/AIDS.

Data Collection Instructions: Indicate if the client has been prescribed anti-retroviral drug treatment. At a minimum for clients staying one year or more, the data must be collected at annual assessment. The data element may also be updated at any point during the year, as information is available or can be corrected.

Data Element Fields: **Prescribed Anti-Retroviral**

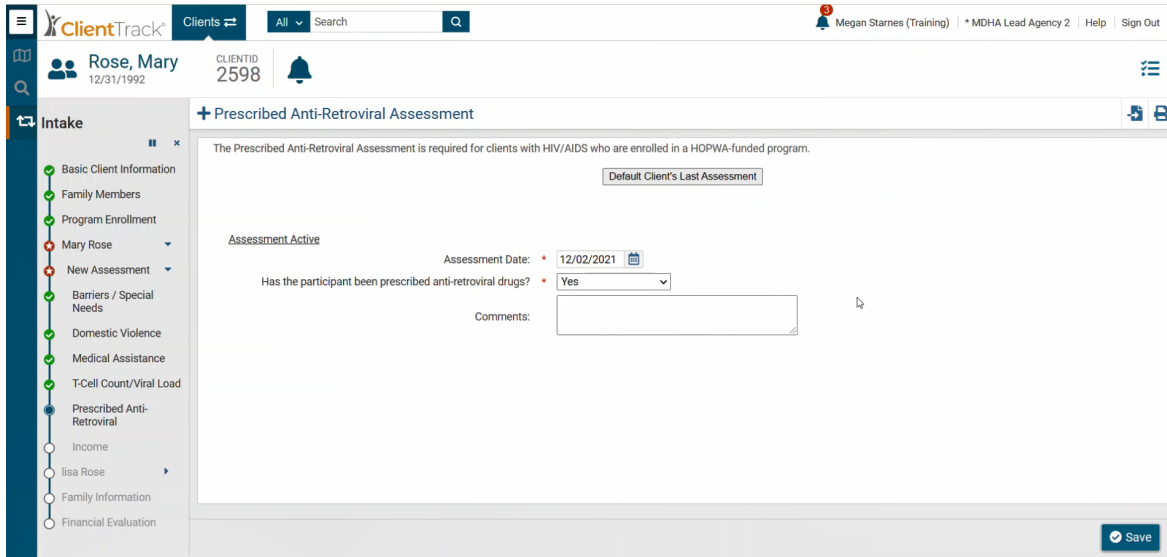
Field Names	Data Types/Response Categories
Information Date	date
Prescribed Anti-Retroviral	No
	Yes
	Client doesn't know
	Client refused
	Data not collected

Response Category Descriptions: None.

Special Considerations: This data, as is all HIV/AIDS data, is confidential, covered under special law, and may not be shared without the expressed consent of the client. Providing the information is completely voluntary on the client's part and failure to report (i.e. client doesn't know, or client refused) will not be considered in data quality for either the CoC or the HOPWA program. For more information regarding confidentiality and HIV status information, please see the [HOPWA Confidentiality Guide](#).

ClientTrack Specific Guidance for Data Element W6

Prescribed Anti-Retroviral is recorded on its own page of the workflow for HOPWA programs. Confirm the date and choose the appropriate answer from the dropdown. Comments can be added when applicable, but are not required. Click Save to continue to the next page of the workflow.



The screenshot shows the ClientTrack interface for a client named Rose, Mary (CLIENTID 2598). The main section is titled '+ Prescribed Anti-Retroviral Assessment'. A note states: 'The Prescribed Anti-Retroviral Assessment is required for clients with HIV/AIDS who are enrolled in a HOPWA-funded program.' Below this, there is a button labeled 'Default Client's Last Assessment'. The form includes the following fields:

- Assessment Active:** A checkbox that is currently checked.
- Assessment Date:** A date picker field set to 12/02/2021.
- Has the participant been prescribed anti-retroviral drugs?:** A dropdown menu with 'Yes' selected.
- Comments:** A text input field.

A 'Save' button is located at the bottom right of the form area. On the left side, a navigation menu under 'Intake' lists various assessment categories, with 'Prescribed Anti-Retroviral' currently selected.

Special Data Collection Instructions

There are several special data collection issues that apply to HOPWA-funded projects of which both System Administrators and HMIS users should be aware.

Hotel / Motel

Hotel/Motel projects should be set up in an HMIS the same as an Emergency Shelter utilizing the entry/exit method.

Food/Meals/Nutritional Services

Element W1 Services provided includes the response “Food/meals/nutritional services”. A service record for each instance of a residential meal provided is not required or intended. This response is only intended to capture information about food/meals being provided outside of the “operating costs” of the housing program. (Any preparation of food off-site is considered a supportive service.) Do not use this response for a daily meal program prepared on-site in a housing project. Provision of food from non-housing projects would be considered “Supportive Services.”

Permanent Housing Placement

Use data element Financial Assistance – HOPWA (W2) to record costs associated with moving a person into permanent housing including security deposits, utility deposits, and fees for credit checks.

Short Term Rent, Mortgage, Utility Assistance

Use data element Financial Assistance – HOPWA (W2) to record Rental assistance, Utility payments, and Mortgage assistance. STRMU does not cover security deposits or utility deposits which PHP does cover and depending on HMIS software may appear as an option. This activity is transactional, meaning that each time assistance is provided (that is, each time a payment is made on behalf of a participant), a separate record of assistance should be made, including the date and the amount of financial assistance provided. Households are exited from the project (12: Homelessness Prevention) upon the final payment of STRMU assistance.

Resources

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