ClientTrack HMIS Data Entry Guide:

VA Programs

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About this guide

Information in this guide is taken directly from the VA Data Guide provided by the U.S. Department of Veteran's Affairs. MDHA Staff has added screenshots of ClientTrack HMIS and guidance specific to our HMIS data entry for the program-specific data elements required by the VA for various programs (data elements in the table below modified from the VA Programs HMIS Manual, page 10).

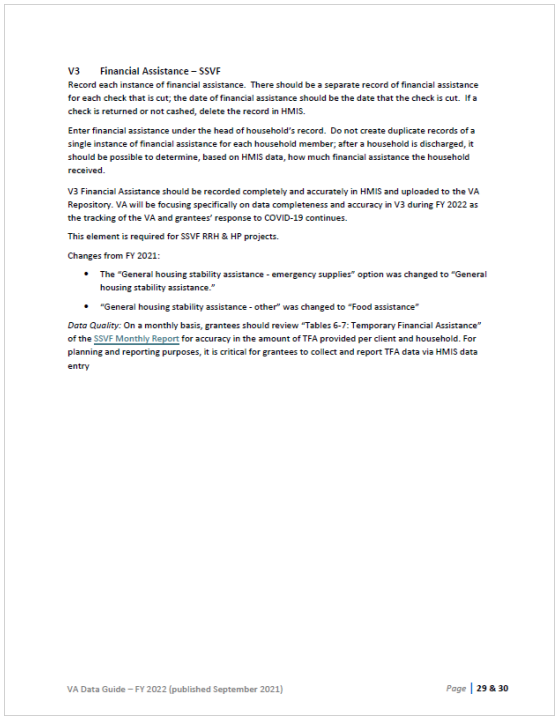
Data Collection Requirements by Program Component

Element	Name	SSVF: RRH	SSVF: HP	HCHV: All	GPD: All
V1	Veteran's Information	X	X	X	X
V2	Services Provided – SSVF	X	X	O	O
V3	Financial Assistance – SSVF	X	X		
V4	Percent of AMI (SSVF Eligibility)	X	X		
V5	Last Permanent Address	X	X		
V6	VMAC Station Number	X	X	X	X
V7	HP Targeting Criteria		X		
P4	Connection with SOAR	X	X		O
R4	Last Grade Completed	X	X		
R6	Employment Status	X	X		X

X = Data collection required O = Data collection optional at the discretion of grantee

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

Ex: Guidance from the VA Data Guide



V3 Financial Assistance – SSVF

Record each instance of financial assistance. There should be a separate record of financial assistance for each check that is cut; the date of financial assistance should be the date that the check is cut. If a check is returned or not cashed, delete the record in HMIS.

Enter financial assistance under the head of household's record. Do not create duplicate records of a single instance of financial assistance for each household member; after a household is discharged, it should be possible to determine, based on HMIS data, how much financial assistance the household received.

V3 Financial Assistance should be recorded completely and accurately in HMIS and uploaded to the VA Repository. VA will be focusing specifically on data completeness and accuracy in V3 during FY 2022 as the tracking of the VA and grantees' response to COVID-19 continues.

This element is required for SSVF RRH & HP projects.

Changes from FY 2021:

- The "General housing stability assistance - emergency supplies" option was changed to "General housing stability assistance."
- "General housing stability assistance - other" was changed to "Food assistance"

Data Quality: On a monthly basis, grantees should review "Tables 6-7: Temporary Financial Assistance" of the SSVF Monthly Report for accuracy in the amount of TFA provided per client and household. For planning and reporting purposes, it is critical for grantees to collect and report TFA data via HMIS data entry

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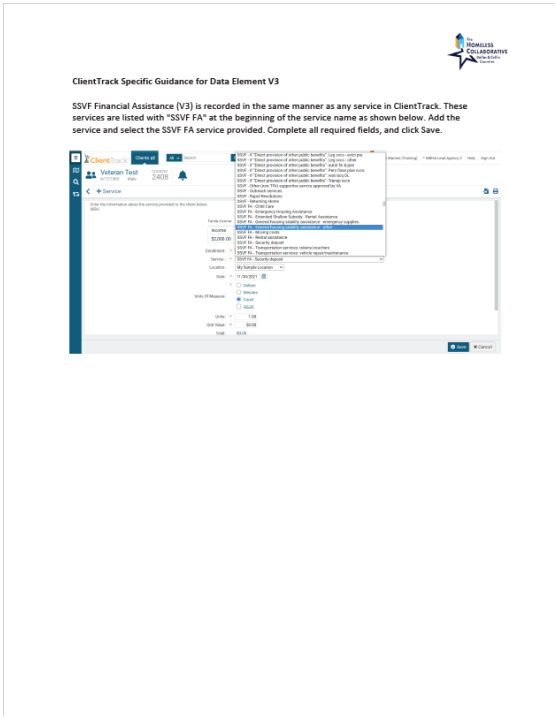
Ex: ClientTrack Guidance from MDHA



ClientTrack Specific Guidance for Data Element V3

SSVF Financial Assistance (V3) is recorded in the same manner as any service in ClientTrack. These services are listed with "SSVF FA" at the beginning of the service name as shown below. Add the service and select the SSVF FA service provided. Complete all required fields, and click Save.

V1 Veteran's Information

Record Veteran's Information for all Veterans served. This element is required for SSVF RRH & HP, all GPD and all HCHV projects.
Veteran's Information includes:

Year Entered Military Service and Year Separated from Military Service
Record the Year Entered and Year Separated for the Veteran's latest period of service or the period of service with the most favorable discharge status for eligibility purposes.

12. RECORD OF SERVICE	Year(s)	Month(s)	Day(s)
a. Date Entered AD This Period	1987	NOV	03
b. Separation Date This Period	1993	NOV	02
c. Net Active Service This Period	06	00	00
d. Total Prior Active Service	00	00	00

These can be found in Block 12 of the DD214 (as shown above) or from SQUARES 2.0 (as shown below).

FIRST NAME	LAST NAME	DATE OF BIRTH	SSN	GENDER	VETERAN ELIGIBILITY STATUS	CHARACTER OF DISCHARGE	DISCHARGE YEAR
				M	1-VHA Eligible	Honorable	1992

Description	What it means for SSVF/GPD	What it means for VA health care/ HUD-VASH
1-VHA Eligible: Eligible for SSVF/GPD and VA health care.	Eligible	Eligible

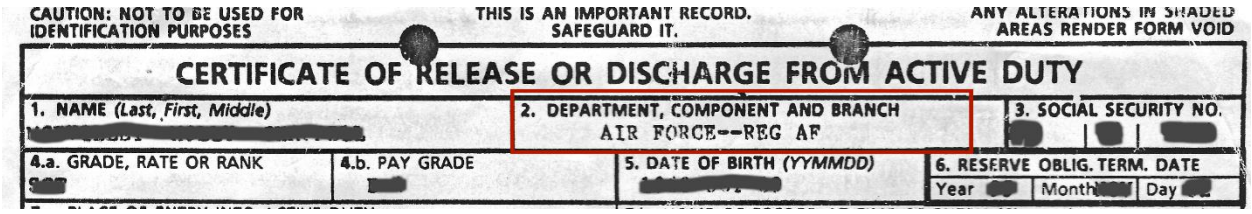
Theaters of Operations

Identify whether or not the Veteran served in the theatre of operations for any of the listed military conflicts. Only physical presence within the geographic area during the conflict is required for a *Yes* response – this is not a question of whether or not the Veteran was in combat or ever came under fire.

Branch of the Military

Record the branch of the military in which the Veteran served for the longest period of time. If periods of service are identical in length, see the instructions related to Year Entered and Year Separated above.

This can be found in Block 2 of the DD214.


CAUTION: NOT TO BE USED FOR IDENTIFICATION PURPOSES
THIS IS AN IMPORTANT RECORD. SAFEGUARD IT.
ANY ALTERATIONS IN SHADED AREAS RENDER FORM VOID
CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY
1. NAME (Last, First, Middle)
2. DEPARTMENT, COMPONENT AND BRANCH
AIR FORCE--REG AF
3. SOCIAL SECURITY NO.
4.a. GRADE, RATE OR RANK
4.b. PAY GRADE
5. DATE OF BIRTH (YYMMDD)
6. RESERVE OBLIG. TERM. DATE
Year Month Day

Discharge Status

Record the Veteran's discharge status. For Veterans with multiple discharges under different conditions, record the best discharge status.

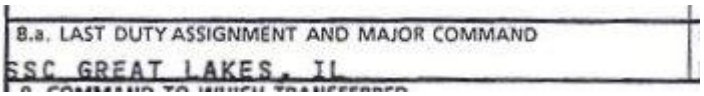
A veteran's discharge status can be found in block 24 of the DD214.

There is only one character of service / discharge status that may appear on a DD214 but has no corresponding value on the HMIS list – this is 'Entry Level Separation.'

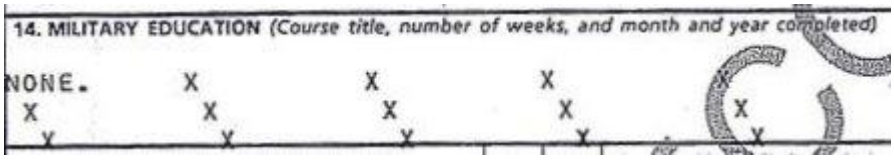
In order to be considered a Veteran, an individual must have completed training and reported to a duty station. Entry level separations, which only occur during the first 180 days a person is in the military, often happen prior to completion of training.

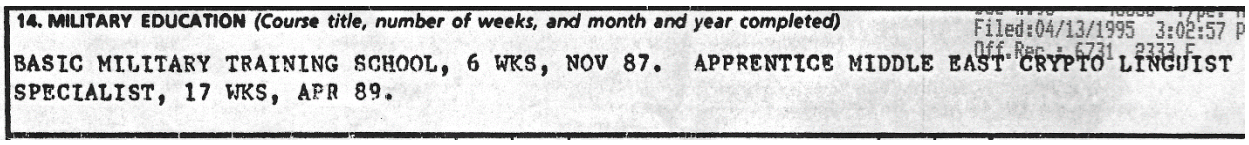
In order to establish Veteran status – and VA-funded program eligibility – additional information may be needed. Asking the applicant whether or not s/he reported to a duty station after training is a good start.

The last duty assignment is listed on the DD214 in Block 8a. Information about these locations is typically available via a quick internet search. If the last duty assignment was a training location, the applicant may be less likely to be a Veteran.



Another source of information is Block 14 of the DD214, which lists military education. If Block 14 shows no completed training, the applicant may be less likely to be a Veteran.



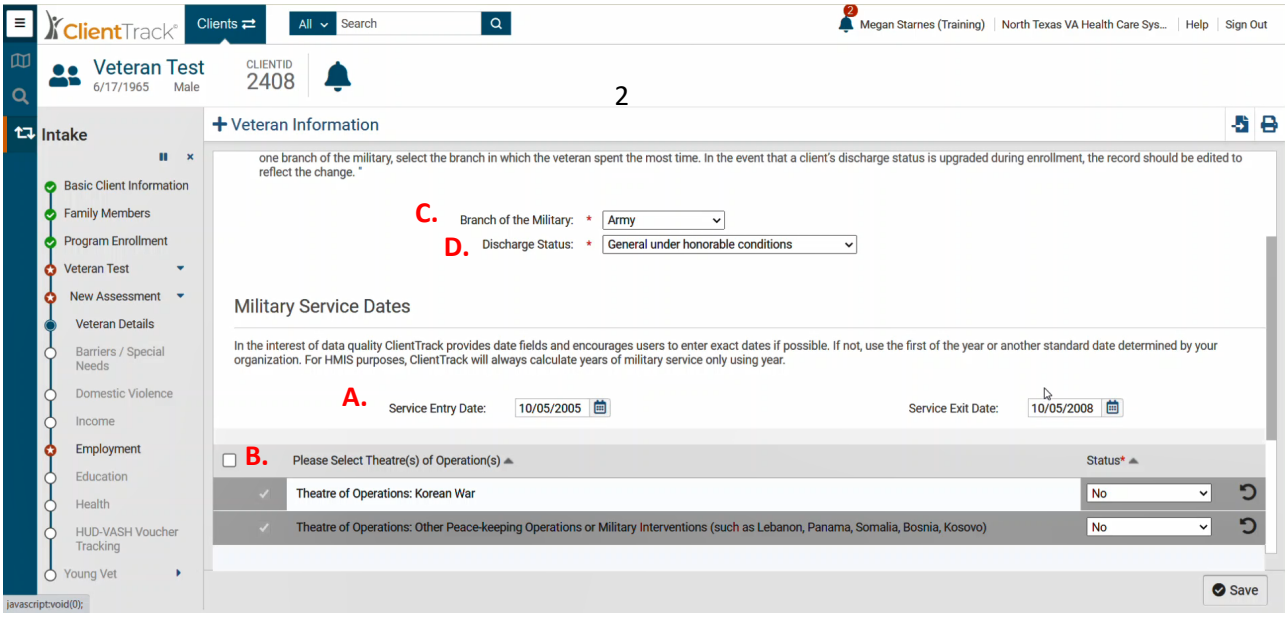


If completed training is listed, the applicant is more likely to be a veteran.

ClientTrack Specific Guidance for Data Element V1

Enter data for V1 Veteran Information (Veteran Details) into ClientTrack workflow based on the guidance below.

A. **Year Entered and Year Separated from Military Service**
B. **Theatre of Operations**
    i. **Select Yes for Veteran's Theatre of Operations**
    ii. **Select No for all others**
C. **Branch of Military**
D. **Discharge Status**



V2 Services Provided – SSVF

Record each service on the date it is provided. For example, if you meet with a participant 5 times during the course of enrollment to provide case management, there should be a record for each date. Another example is when a family has a Rapid Resolution conversation that results in the family accessing Returning Home services. Both a 'Rapid Resolution' service and a 'Returning Home' service would be recorded for the family. A third example would be providing 'Shallow Subsidy' services to participants during the provision of Shallow Subsidy Rent Assistance, (e.g. monthly Shallow Subsidy case management meetings for those receiving Shallow Subsidy Rent Assistance); there should be a record of "Extended Shallow Subsidy" under V2 for every month there is a V3 record for "Extended Shallow Subsidy – Rent Assistance."

Services should be attached to the head of household's record. Do not create duplicate records of a single service for each household member.

While there are no *new* service response options in FY 2022, grantees should make sure to include the following service tracking in HMIS:

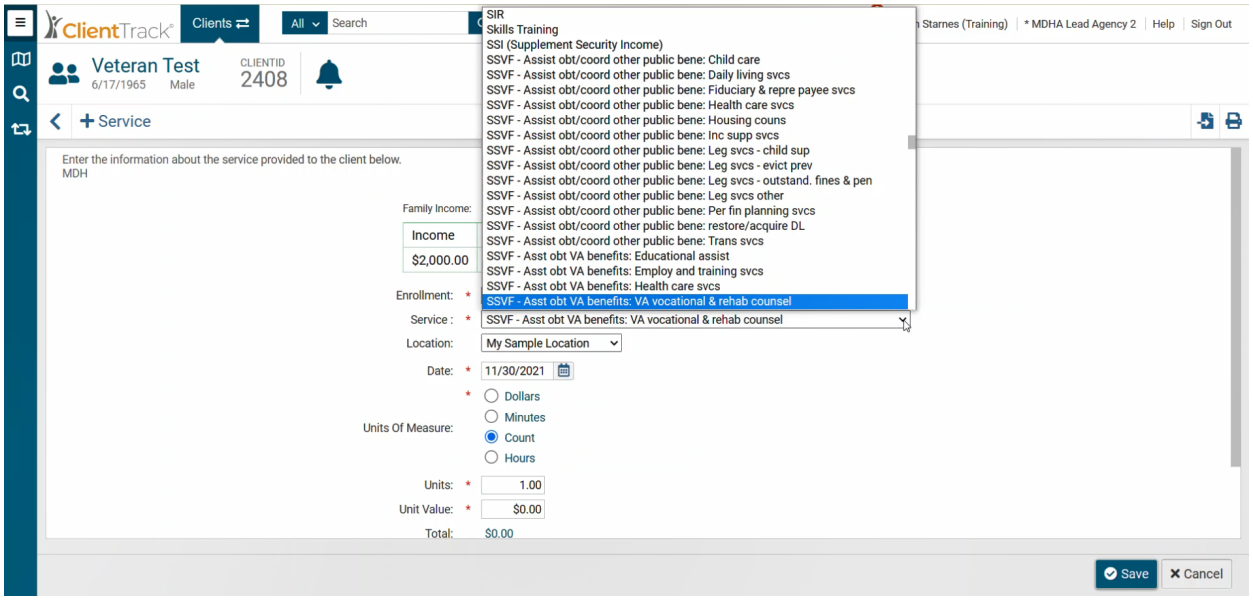
Type of Service Provided	**HMIS Data Collection Instruction for "V2"**
VA Health, Including Mental Health, referral	Response 3: "Assistance obtaining VA Benefits" Dependent Response 4: "Health care services"
Community Health, including Mental Health, referral	Response 4: "Assistance obtaining/coordinating other public benefits" Dependent Response 1: "Health care services"

This element is required for SSVF RRH & HP projects and is optional for other VA projects.

Data Quality: On a monthly basis, grantees should review "Table 8: Services" of the SSVF Monthly Report for accuracy in the amount of each service provided per client. For planning and reporting purposes, it is critical for grantees to collect and report services data via HMIS data entry on a timely basis.

ClientTrack Specific Guidance for Data Element V2

SSVF Services Provided (V2) are recorded in the same manner as any service in ClientTrack. These services are listed with "SSVF" at the beginning of the service name as shown below. Add the service and select the SSVF service provided. Complete all required fields, and click Save.



V3 Financial Assistance – SSVF

Record each instance of financial assistance. There should be a separate record of financial assistance for each check that is cut; the date of financial assistance should be the date that the check is cut. If a check is returned or not cashed, delete the record in HMIS.

Enter financial assistance under the head of household's record. Do not create duplicate records of a single instance of financial assistance for each household member; after a household is discharged, it should be possible to determine, based on HMIS data, how much financial assistance the household received.

V3 Financial Assistance should be recorded completely and accurately in HMIS and uploaded to the VA Repository. VA will be focusing specifically on data completeness and accuracy in V3 during FY 2022 as the tracking of the VA and grantees' response to COVID-19 continues.

This element is required for SSVF RRH & HP projects.

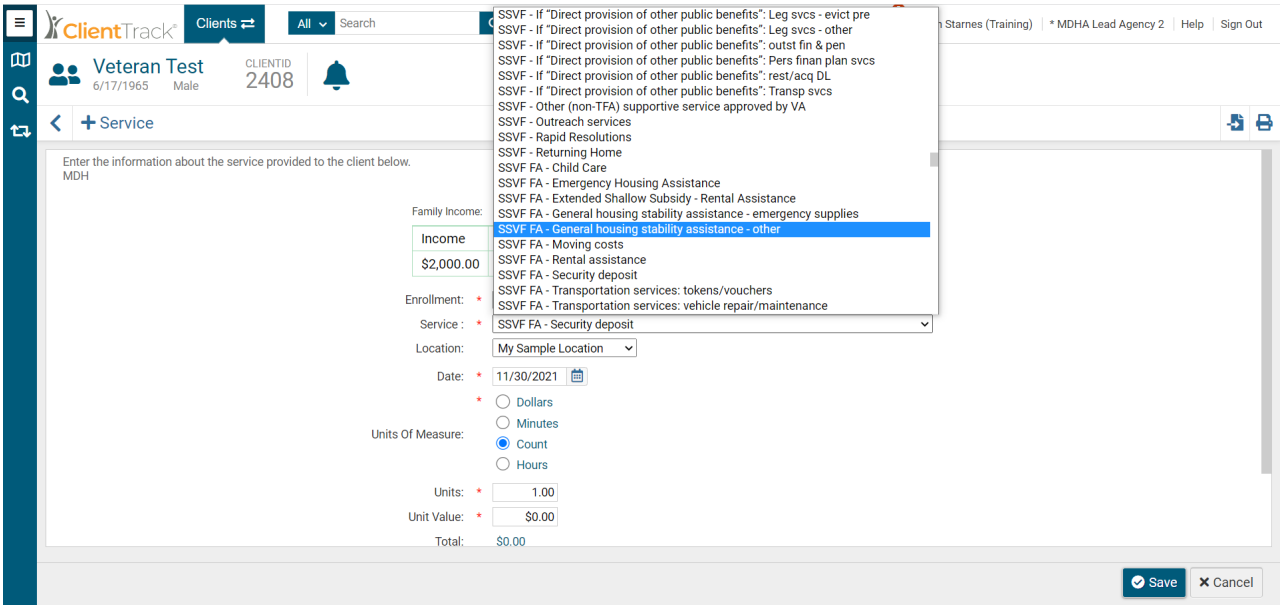
Changes from FY 2021:

- The "General housing stability assistance - emergency supplies" option was changed to "General housing stability assistance."
- "General housing stability assistance - other" was changed to "Food assistance"

Data Quality: On a monthly basis, grantees should review "Tables 6-7: Temporary Financial Assistance" of the SSVF Monthly Report for accuracy in the amount of TFA provided per client and household. For planning and reporting purposes, it is critical for grantees to collect and report TFA data via HMIS data entry

ClientTrack Specific Guidance for Data Element V3

SSVF Financial Assistance (V3) is recorded in the same manner as any service in ClientTrack. These services are listed with "SSVF FA" at the beginning of the service name as shown below. Add the service and select the SSVF FA service provided. Complete all required fields, and click Save.



V4 Percent of AMI (SSVF Eligibility)

Record the household income as a percentage of Area Median Income (AMI). Select a category based on the SSVF Income Eligibility Calculation. Please note that although 'Greater than 50%' is a response category defined in the HMIS Data Standards, households with income greater than 50% of the Area Median Income are ineligible for SSVF. Responses of 'Greater than 50%' will negatively impact data quality.

This element is required for SSVF RRH & HP projects.

V5 Last Permanent Address

Record the head of household's last permanent address. For Prevention clients, this will be their current address. For Rapid Re-Housing participants, this is not the location where the participant is currently staying, but the address of the last place they were permanently housed.

This should never be the address of a shelter or a reference to a location like the streets or a park – it should be the address where the client was last in housing that might be categorized as permanent, such as:

- An apartment or house rented by the client, with or without a subsidy;
- A home owned or rented by someone else (e.g., the client's parents, a friend, etc.) where the client lived.

This element is required for SSVF RRH & HP projects.

V6 VAMC Station Number

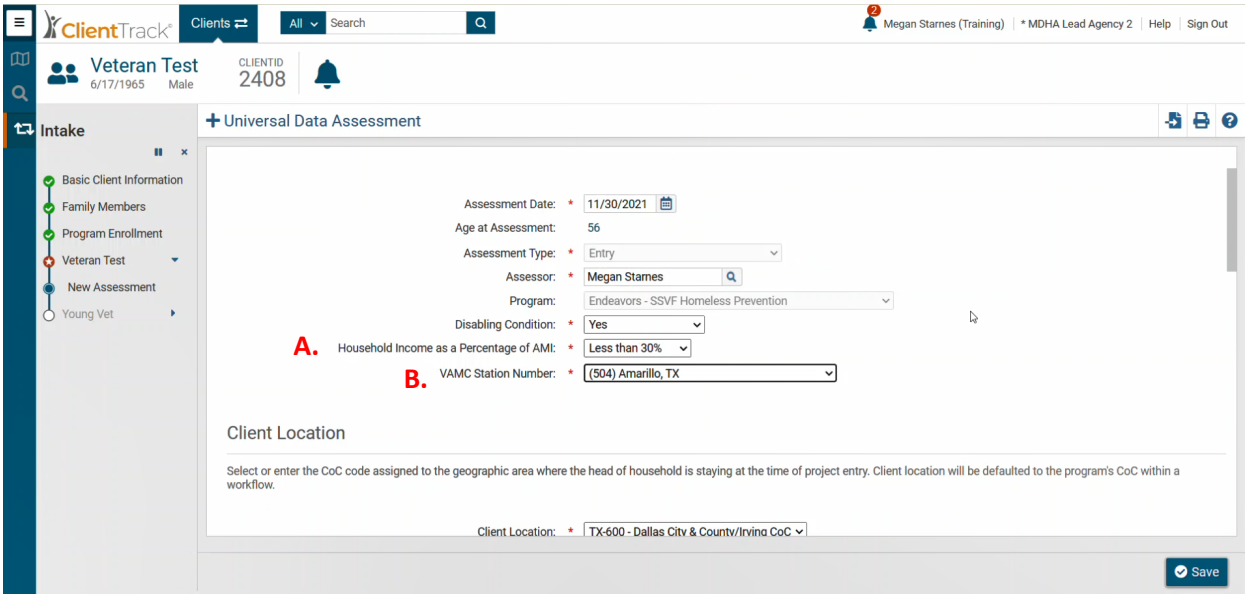
Enter the VA Medical Center (VAMC) Station Number that corresponds to the grantee's service location. The service number requires no input from the client. In situations where SSVF providers are serving more than one VAMC in their catchment area, grantees should select the VAMC in the location where the services will be provided from. The list of VAMC Station Numbers can be found on the HMIS CSV Specifications document located on the Homelessness Data Exchange.

This element is required for SSVF RRH & HP, all GPD, and all HCHV projects.

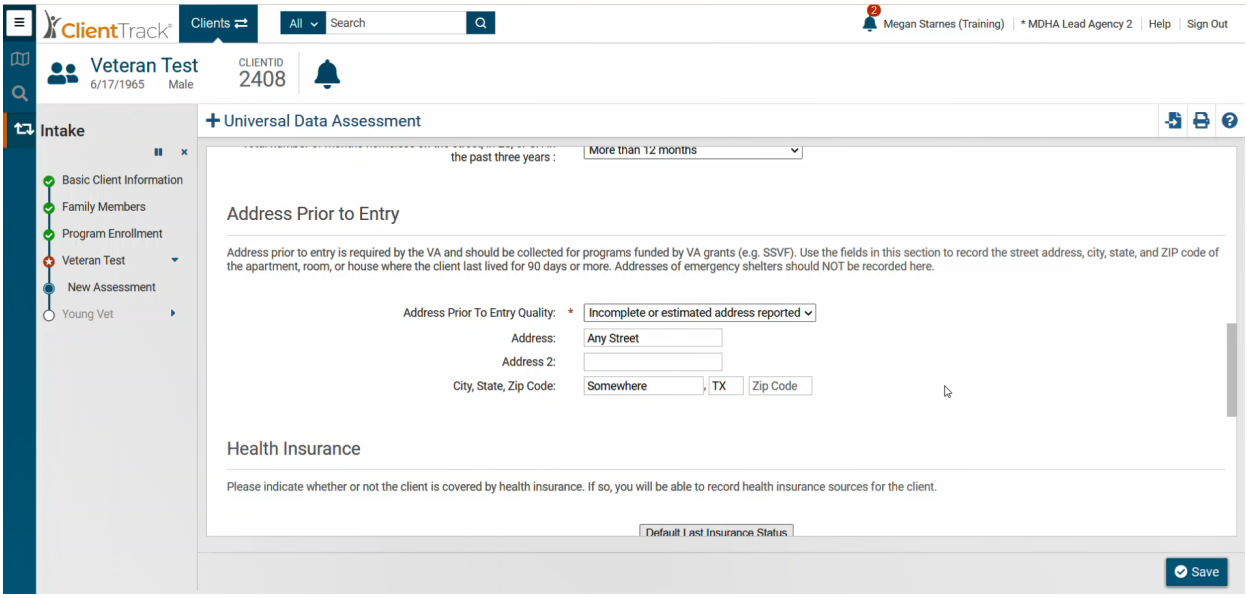
ClientTrack Specific Guidance for Data Element V4, V5, & V6

Percent of AMI (V4) and VAMC Station Number (V6) are recorded on the Universal Data Assessment page of the workflow, under the Disabling Condition (yes/no) field. Use the drop down lists to select the appropriate choices for the client.

A. **Percent of AMI (V4)**
B. **VAMC Station Number (V6)**



Last Permanent Address (V5) is recorded further down the Universal Data Assessment page, after Client Location, and may be listed as "Address Prior to Entry".



V7 HP Targeting Criteria

Enter the results of SSVF Homelessness Prevention Stage 2 Targeting Criteria Screening as of the date of project entry for all heads of households.

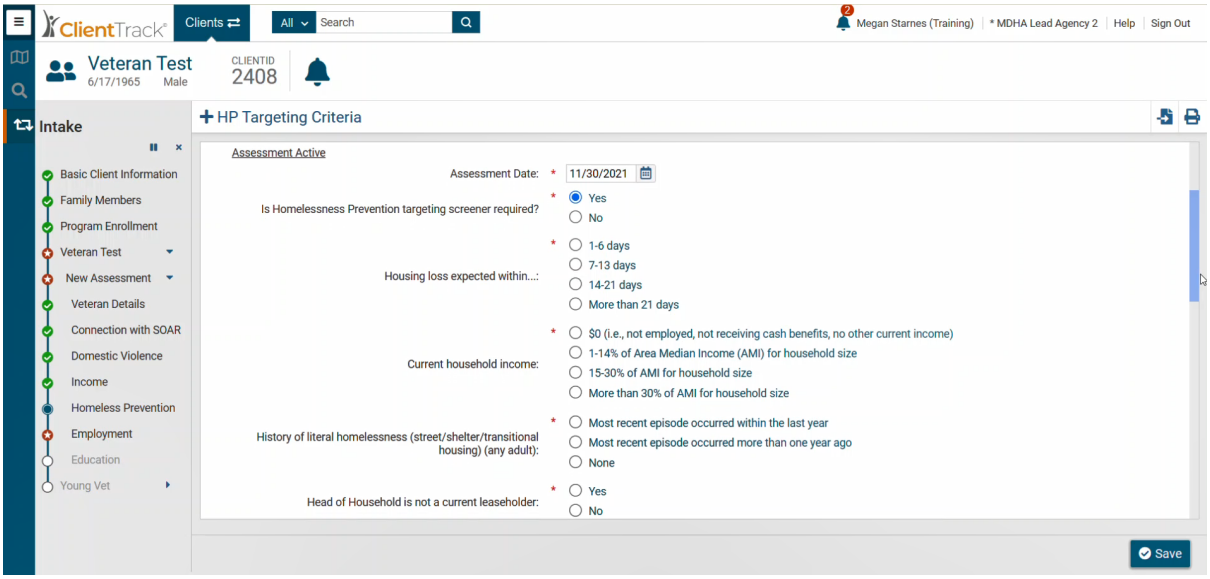
This element is required for SSVF funded Homelessness Prevention projects only. It is not required for any other VA funded project types.

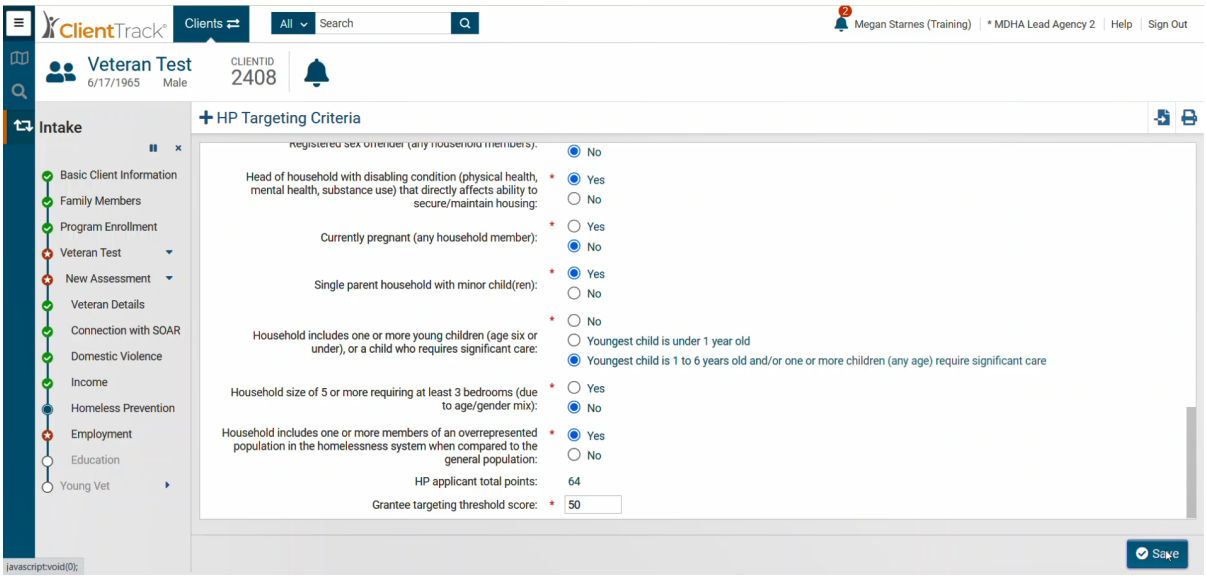
There were significant changes to this data element for FY 2022. There are redundancies between this data element and other data collection (including, 3.8 Disabling Condition, 4.2 Income and Sources, V1 Veteran's Information, V4 Percent of AMI), and data related to household composition. Consistency in responses for this data element and others will be used in evaluation of SSVF data quality.

The HMIS Data Manual provides full descriptions of each criteria and their selections. The VA has also published a training resource on the SSVF VA website here: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Homeless_Prevention_Screening_Form.pdf

ClientTrack Specific Guidance for Data Element V7

The HP Targeting Criteria screening is listed on its own page of the workflow in ClientTrack. Record the answers to the screening and all other required fields, then click Save.





P4 Connection with SOAR

Record for all adults in the household any connection to a SOAR program. Update the connection status anytime between entry, annual assessment, and exit.

This element is required for SSVF RRH & HP projects. It is optional for GPD projects.

R4 Last Grade Completed

Enter the last grade completed by the head of household, adult and any unaccompanied youth.

This element is required for SSVF RRH & HP projects.

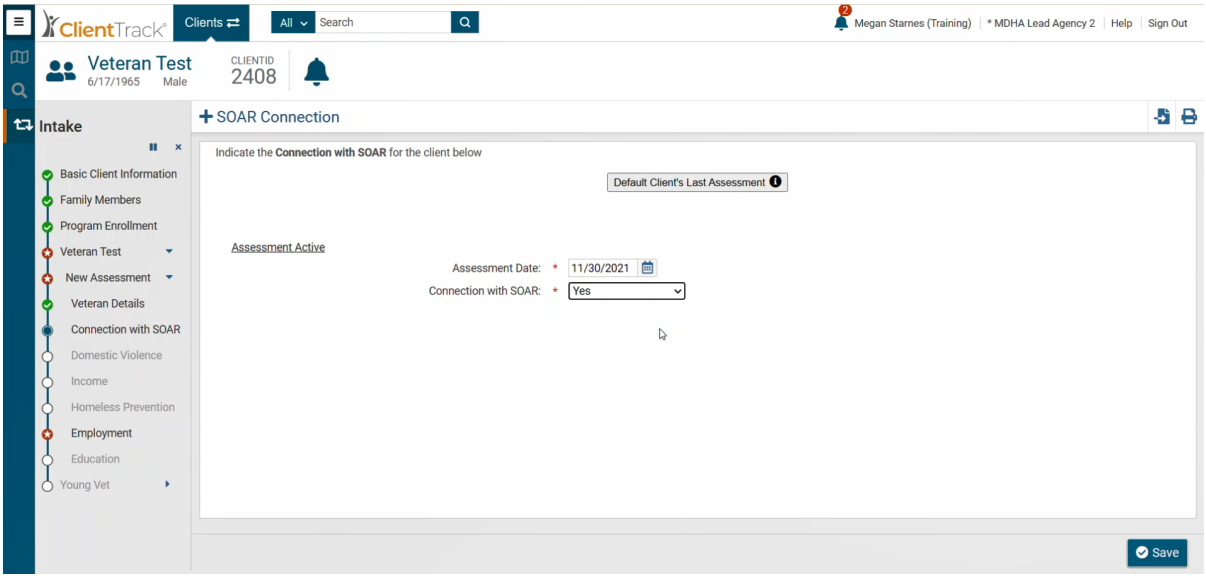
R6 Employment Status

Enter the employment status of the head of household and any adults, including type of employment for those employed and reason not employed for those that aren't. Record the status once at Project Start and once at Project Exit.

This element is required for SSVF RRH & HP projects and for GPD projects.

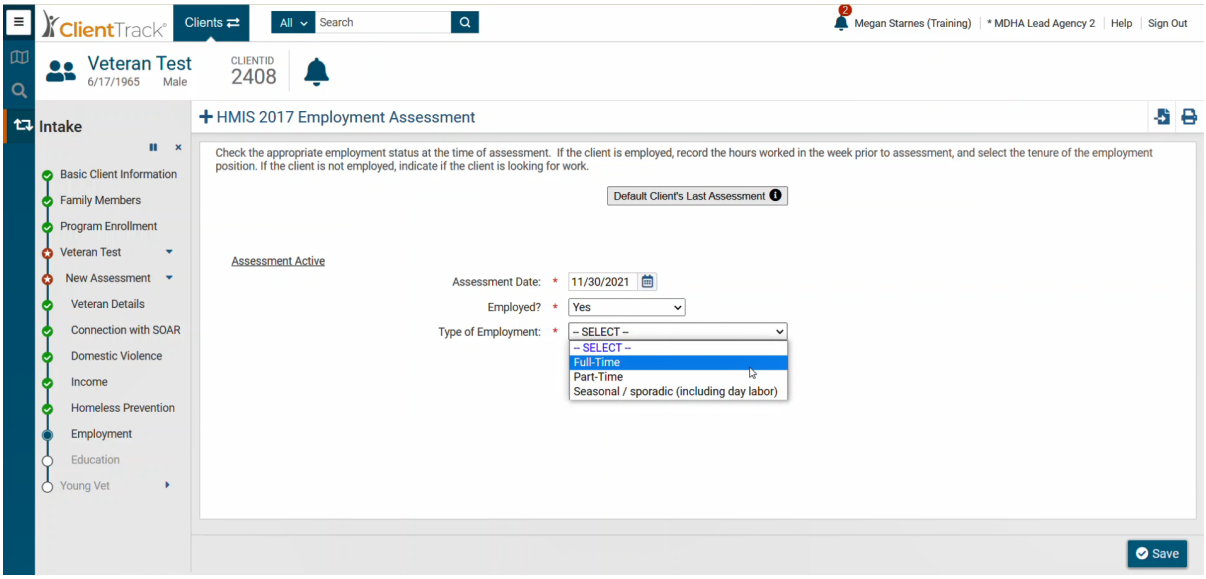
ClientTrack Specific Guidance for Data Element P4

Connection to SOAR is listed on its own page of the workflow in ClientTrack. Record the appropriate answer for the client and all other required fields, then click Save.



ClientTrack Specific Guidance for Data Element R4

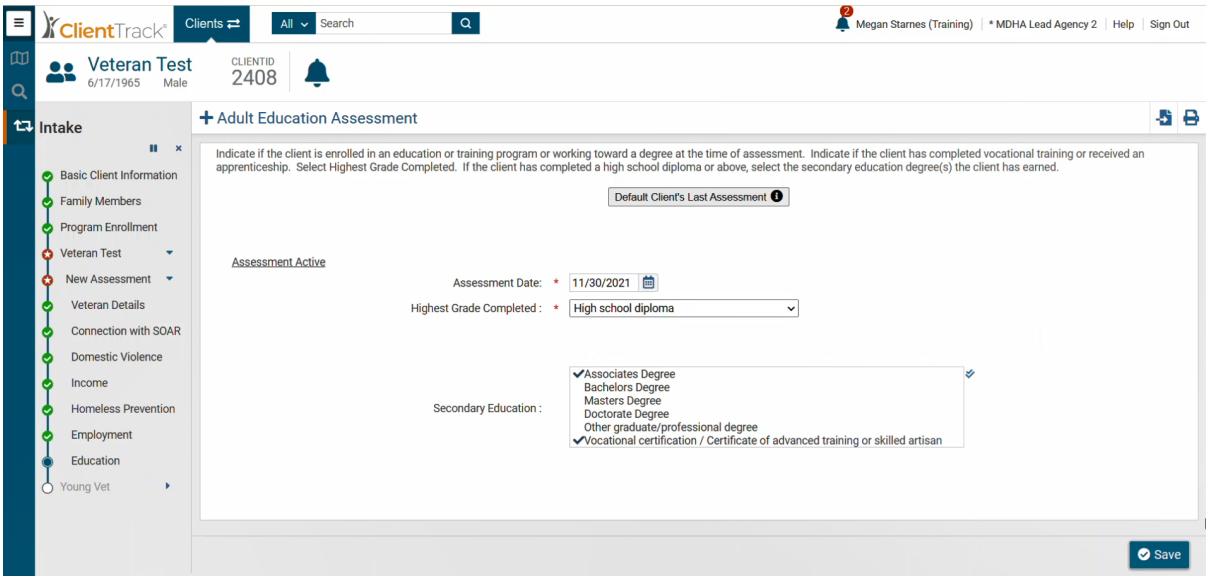
Employment Status (R4) is listed on its own page of the workflow in ClientTrack. Record the appropriate answer for the client and all other required fields, then click Save.



ClientTrack Specific Guidance for Data Element R6

Last Grade Completed (R6) is listed on its own page of the workflow as part of an Education Assessment in ClientTrack. Record the appropriate answer for the client and all other required fields, then click Save.

Notice that the Secondary Education question is a multi-select field and is optional.



Data Quality and Completeness Policy

VA grantees must attempt to collect every applicable data element for every person served; grantees are required to enter data into HMIS for every person served. National-level counts of participants and tracking of outcomes are based on HMIS data. Only clients for whom data is entered into HMIS and successfully uploaded to the Repository can be counted by VA as having been served by VA-funded grantees in the GPD, HCHV and SSVF programs.

Some data elements in HMIS include options for 'Client doesn't know' and 'Client refused.' In some cases, these responses are unacceptable for VA clients.

Mandatory Data Collection

All of the data elements listed in the HMIS Data Collection Instruction section are mandatory; all grantees are required to collect them, participants are required to provide responses, and the data must be entered into HMIS.

The data fields listed immediately below are required to determine eligibility for VA funded projects and/or does not require input from clients. There is zero tolerance for missing data in these fields:

- Social Security Number for Veterans
- Relationship to Head of Household (no/multiple heads of household
- VAMC Station Code
- Client Location – CoC Code
- Income as a Percent of AMI
- Housing Move-In Date (RRH)

Issues identified on the data quality report must be corrected in HMIS and data must be re-uploaded to the Repository.

Social Security Numbers (SSN)

For Veterans, SSN is relevant to eligibility. Any Veteran applying for services from VA funded program must provide an SSN in order to receive services and grantees must enter the complete SSN into HMIS. A Veteran who declines to provide an SSN is not eligible for VA funded assistance.

Grantees must also ask for an SSN for all non-Veteran household members; however, non-Veterans are legally entitled to decline to provide an SSN. When that happens, it must be accurately reflected in HMIS data by selecting 'Client refused' in the SSN Data Quality field. Regardless of the reason, partial, missing, or invalid SSNs will always have a negative impact on data quality.

If there is already a record in HMIS for the client and the SSN is incorrect or incomplete, correct it

HMIS Data Collection for Participants with History of Domestic Violence

Only programs whose primary mission is to serve victims of domestic violence are prohibited by VAWA[1] from entering client data into HMIS. All other grantees are required to collect and enter data for 100% of participants into HMIS.

Grantees who perceive this requirement to be in conflict with state law, local law, or local HMIS policy must contact regional coordinators with documentation of the specific law and/or policy. VA will review and, when possible, take additional action to facilitate the entry of this data into HMIS. If there is any doubt about a conflict, grantees should contact regional coordinators immediately rather than waiting until a participant with a history of domestic violence requests assistance.

Of the data elements defined by the HMIS Data Standards, V5 Last Permanent Address may be particularly sensitive for Prevention participants given that it includes a current street address. Grantees should enter the city, state, and ZIP code, but may omit the street address in instances where there is reason for concern about an abuser's access to HMIS data.

Resources

VA Data Collection Guide FY 2022: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_VA_Data_Guide.pdf

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