

ClientTrack HMIS Data Entry Guide:

CoC Programs

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Introduction

The CoC (Continuum of Care) Program HMIS Manual is intended to support data collection and reporting efforts of Homeless Management Information System (HMIS) Leads/System Administrators and CoC program recipients. This manual provides information on HMIS project setup and data collection guidance specific to the CoC Program and the legacy programs that have not yet renewed under the CoC Program: Supportive Housing Program (SHP), Shelter Plus Care (S+C), and Single Room Occupancy for the Homeless (SRO).

This document is not a replacement for any specific program guidance, requirements, regulations, notices, and training materials on the CoC Program. This manual only addresses the use of HMIS for projects funded by the CoC Program.

Data Collection Requirements

Universal Data Elements (UDE)

All CoC funded projects are required to collect all Universal Data Elements, which include:

3.01 Name3.10 Project Start Date3.02 Social Security Number3.11 Project Exit Date3.03 Date of Birth3.12 Destination

3.04 Race and Ethnicity 3.15 Relationship to Head of Household

3.07 Veteran Status 3.16 Enrollment CoC

3.08 Disabling Condition 3.20 Housing Move-in Date

3.917 Prior Living Situation

Special notes about UDEs:

A portion of these elements constitute the basic demographics about a client that are critical to an HMIS's client search functionality and the HMIS's ability to deduplicate client records (i.e., Name, Date of Birth, Veteran Status, etc.). Some reports required by HUD check and report on data quality for many of these basic demographic elements.

Two elements, Disabling Condition (3.08) and Prior Living Situation (3.917), are required to determine whether a client is identified as chronically homeless. Because Street Outreach (SO) and Emergency Shelter (ES) projects are critical in the identification of clients experiencing chronic homelessness, HMIS Leads/System Administrators should pay special attention when training SO and ES HMIS end users on data entry for Disabling Condition and Prior Living Situation.

Beginning with the FY 2024 HMIS Data Standards, HUD is requiring that only the last four digits of a client's *Social Security Number* (3.02) be collected and entered into HMIS for projects funded by the CoC Program. CoCs may choose whether to continue to collect the full nine digit Social Security Number. They may do so to support other data integration efforts or for other reasons.

Project Start Date (3.10): The Project Start Date indicates the date on which the client begins receiving assistance from the project. Project Start Date is used differently across project types, to address the difference in meaning associated with "starting" residential, service, and permanent housing projects. HMIS Leads/System Administrators should provide HMIS end users with information on when each project type is expected to enter a Project Start Date. The following rules apply to Project Start Date:

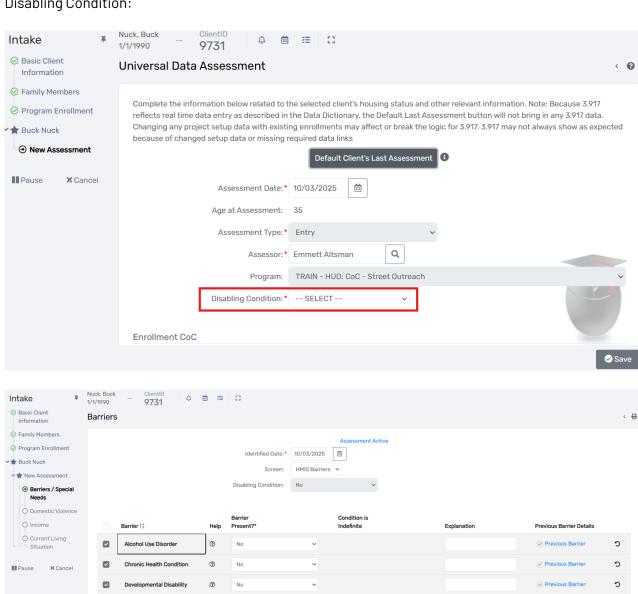
- Street Outreach: Date of first contact with the client.
- Safe Haven and Transitional Housing: Date the client moves into the residential project (i.e., first night in residence).
- Permanent Housing, including Rapid Re-Housing: Date that the client was admitted into the project.
 - o See the <u>Special Data Collection Instructions for Rapid Re-Housing and Permanent</u> <u>Supportive Housing</u> for additional information on Project Start Date for PH projects.
- All Other Types of Projects (including, but not limited to: Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry): Date the client first began working with the project and generally received the first provision of service.



Drug Use Disorder

No

Disabling Condition:

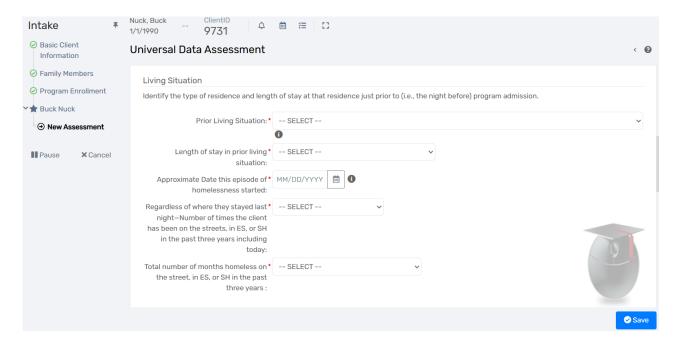


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Prior Living Situation:



Common Program Specific Data Elements

Common Program Specific Data Elements (PSDEs) are collected by most projects funded by HUD or a federal partner. Projects funded by the CoC Program must collect most of the common PSDEs and are necessary to generate the <u>Annual Performance Report (APR)</u>. The following chart indicates which elements are required for each of the CoC components:

	HMIS Program Specific Data Element	Homelessness Prevention	Permanent Supportive Housing	Rapid ReHousing	Supportive Services Only - CE	Supportive Service Only – non-CE	Transitional Housing
4.02	Income and Sources	X	Χ	Χ		X	Χ
4.03	Non-Cash Benefits	X	Χ	Χ		X	Χ
4.04	Health Insurance	Χ	Χ	Χ		X	Χ
4.05	Physical Disability	Χ	Χ	Χ		Χ	Χ
4.06	Developmental Disability	Х	Х	X		Х	Х
4.07	Chronic Health Condition	Х	Х	Х		Х	Х
4.08	HIV/AIDS	Х	Χ	Х		X	Х
4.09	Mental Health Disorder	X	Х	Х		X	X
4.10	Substance Use Disorder	Х	X	X		Х	Х
4.11	Domestic Violence	Χ	Χ	Χ		Χ	Χ
4.12	Current Living Situation				Х	Only for SSO- Street Outreach	
4.13	Date of Engagement					Only for SSO- Street Outreach	
4.19	Coordinated Entry Assessment	CES	CES	CES	Х		CES
4.20	Coordinated Entry Event	CES	CES	CES	Х		CES
4.21	Sex	Х	Х	Х		Х	Х
C2	Moving On Assistance Provided		X				
W5	Housing Assessment at Exit	Х					

X = data collection is required

CES = data collection is determined by how the CoC has structured the Coordinated Entry System (CES) across their geographic area. Placement of the element would be required for any project that is participating in the CoC's CES.

HUD has introduced a new element, 4.21 / Sex. This new element will be collected for all clients at record creation for the funding sources outlined below. HUD has also been very clear in their directi on that this element is distinctly different from the retired Gender element and no mapping will be done as part of the Data Standards Update. The allowable response options for this element are:

- 0 / Female
- 1/ Male
- 8 / Client doesn't know
- 9 / Client prefers not to answer
- 99 / Data not collected

Refer to the <u>HMIS Data Standards Manual</u> for information on rationale, collection point, and subjects.

Special Data Collection Instructions

HMIS Leads/System Administrators and HMIS end users should be aware of several special data collection issues that apply to projects funded by the CoC Program.

Youth Homelessness Demonstration Program (YHDP)

In general, projects funded by YHDP are set up and have data collection requirements the same as any other CoC-funded project. However, as they are demonstration projects, there are some important differences, and they may have different project set up, reporting, and data collection options, even after the projects renew under the CoC Program. HUD has issued the YHDP HMIS Manual as a reference for HMIS Leads/System Administrators and HMIS end users.

Homelessness Prevention

As of May 2023, HUD has not funded any Homelessness Prevention (HP) projects; thus, there should be no CoC-funded HP projects in HMIS.

Rapid Re-Housing and Permanent Supportive Housing

The *Project Start Date* (3.10) is the date that client(s) were admitted to the project. This means the client has applied for and 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 documentation has been gathered that may be required for the project.
- The client has indicated they want to be housed in this project.
- 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).

Housing Move-In Date (3.20) 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 HMIS Leads/System Administrators and PH projects monitor data entry accuracy and use of the Housing Move-In Date. Timeliness and accuracy of the Housing Move-In Date will impact project and system performance outcomes for the point in time information for the HIC, APRs, System Performance Measures (SPMs), and other federally mandated reports that collect project outcomes.

Clients without a Housing Move-In Date are still considered and should be counted as experiencing homelessness (e.g., living on the streets, in emergency shelter, etc.).

The Project Start Date is not intended to generate a "waiting list" for housing. It is intended to provide CoCs with additional data about clients' pathways to permanent housing. HUD understands that everyone with a Project Start Date will not move into a unit. Success rates will vary by community and project, and the CoC can use this data as a starting place to identify barriers to housing and take steps to remove those barriers when possible. HUD has not developed a data

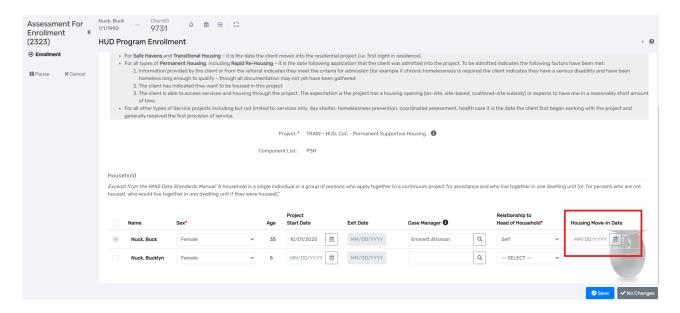
element to provide information to answer why clients do not move into housing and encourages CoCs to consider and develop ways to determine the issues to inform continuous improvement strategies.

Similarly, CoCs and projects should be reviewing the length of time from Project Start Date to Housing Move-In Date as a diagnostic tool to identify areas where the CoC or project could reduce the time from project start to move in.

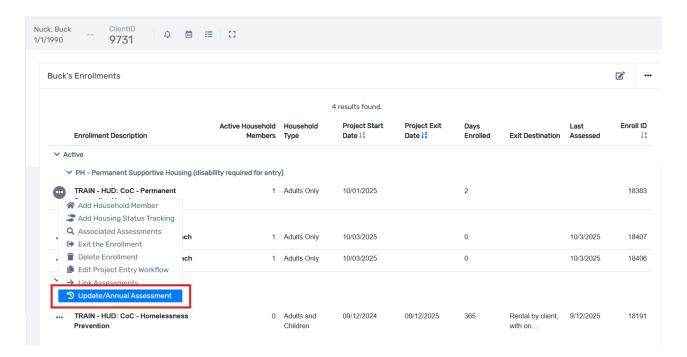
Data collection must include an "Annual Assessment" for all persons in the project for one year or more. Data elements required for collection at "Annual Assessment" must be entered with an Information Date (5.04) of no more than 30 days before or after the anniversary of the Head of Household's Project Start Date, regardless of the date of the most recent "Update" or any other "Annual Assessment".



Housing Move-In Date:



Annual Assessment:



Program Specific Data Elements

C2 Moving On Assistance Provided

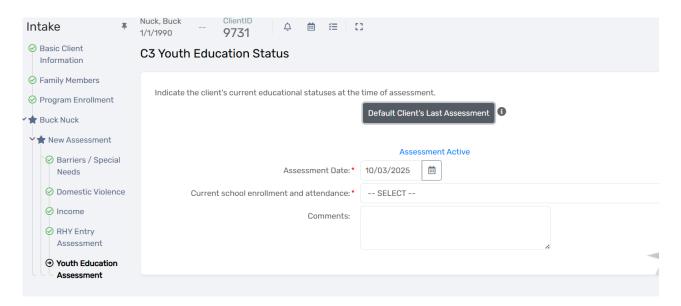
As part of its strategic priority to end homelessness, HUD encourages communities to explore Moving On strategies in their communities for clients in PSH who may no longer need or want the intensive services offered but continue to need assistance in maintaining their housing. In July 2019, HUD issued a SNAPS In Focus message that provided guidance to communities around Moving On strategies and a link to a Moving On Page on the HUD Exchange. The Moving On (C2) data element is to be collected for the Head of Household and at any point within the project enrollment that the information changes.

C3 Youth Education Status

Collection of this data element is required for projects funded by the Youth Homelessness Demonstration Project (YHDP). For additional data collection guidance on this element, please see the YHDP HMIS Manual.



C3 - Youth Education Status



CoC Program Grant Consolidations, Closing Projects, and Client Transfers

HUD recognizes that grants may close or consolidate at different points in time throughout the year resulting in the need to move or transfer a client or group of clients from one project to another in HMIS. Furthermore, HUD recognizes that under certain circumstances a client may be better served by transferring from one permanent housing project to another permanent housing project. HMIS Leads should carefully review the <u>Grant Consolidation and Closing Projects: How to handle client data in HMIS</u> resource for instructions and guidance on the different methodologies that can be used to handle these situations.

Supportive Services Only (SSO)

- Data Collection Challenges: SSO projects are often the most complicated to set up and manage in an HMIS. Consideration of the CoC's privacy and security policies for the HMIS will often determine how the project is set up. Pay careful attention to the project typing instructions.
- Annual Assessments: Data collection must include an "Annual Assessment" for all persons in the project for one year or more. Data elements required for collection at "Annual Assessment" must be entered with an Information Date (5.04) of no more than 30 days before or after the anniversary of the Head of Household's Project Start Date, regardless of the date of the most recent "Update" or any other "Annual Assessment".

Supportive Services Only - Street Outreach (SSO-SO)

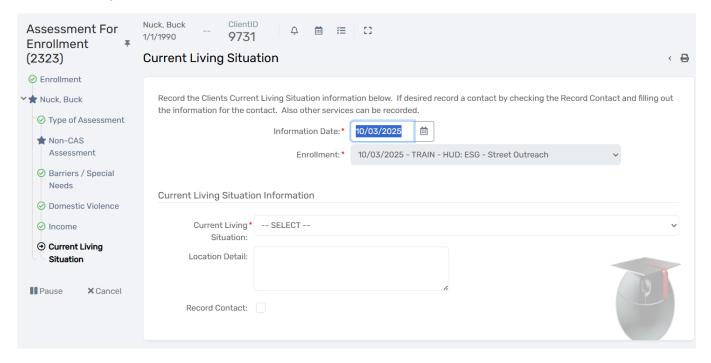
- Data Collection Challenges: An SO project is likely to encounter difficulty engaging people experiencing homelessness. SO projects may record a *Project Start Date* with limited information about the client and improve upon the accuracy and completeness of client data over time by editing data in an HMIS as they further engage the client. The initial entry may only include the *Project Start Date* and a "made-up" name (e.g., "Redhat Tenthstreetbridge") that would be identifiable for retrieval by the worker in the system. Over time, the data must be edited for accuracy and completeness (e.g., replacing "Redhat" with "Robert") as the worker learns more about the client.
- **De-Duplication of Client Records:** It is possible in an SO setting that a single client may be contacted by multiple SO workers over a period of time in different locations. Local protocols should be established to determine how coordination among SO projects effectively manages the identification of and data collection for clients. In smaller CoCs, it may be possible to coordinate SO efforts and reduce duplication of client records through case conferencing or other efforts to coordinate within outreach and with other services in the CoC. In all CoCs, a "client search" functionality may be available in HMIS so that SO workers can perform queries or client searches by de-identified name or alias, or other informal identifiers shared with SO 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. SO projects and local HMIS leadership should work together to minimize the use of "made-up" names and attain high data quality.
- Current Living Situation (formerly "Contacts"): An SO project is expected to record every contact made with each client in the HMIS via Current Living Situation (4.12). A contact is defined as an interaction between a worker and a client designed to engage the client.

Contacts include activities such as a conversation between the SO 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. Contact must be recorded anytime a client is met, including when a *Project Start Date* or *Date of Engagement* (4.13) is recorded on the same day.

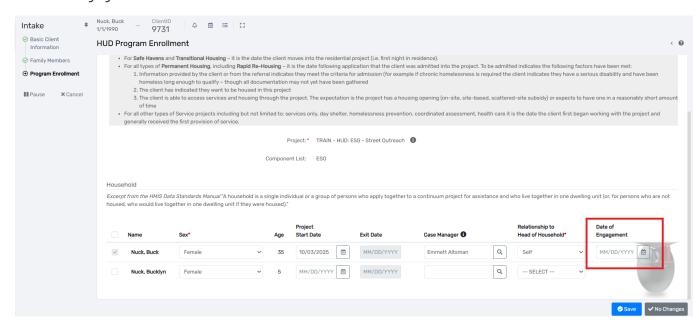
- Engagements: Per the HMIS Data Standards and by agreement across all federal partners, a Date of Engagement is the date on which an interactive client relationship results in a deliberate client assessment or the beginning of a case plan. The Date of Engagement should be entered into HMIS at the point that 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 the Project Exit Date (3.11). The Date of Engagement will also be recorded as a contact with the same date. If the client exits the project without becoming engaged, the Date of Engagement should be left blank. If a client returns to the project after being exited, the previous Date of Engagement does not apply to the new Project Start Date.
- Data Quality: Reporting on data quality for SO projects is limited to clients with a Date of Engagement. Therefore, it is important that outreach workers record the Date of Engagement and also review all Universal Data Elements (UDEs) and applicable Program Specific Data Elements (PSDEs) for completeness and accuracy. The Date of Engagement coincides with the requirement for HMIS data quality; therefore, all UDEs should be entered into HMIS on or before the Date of Engagement.
- Project Exit: Project exit represents the end of a client's participation with a project. The
 Project Exit Date should coincide with the date that the client is no longer considered to be
 participating in the project. This standard should be applied consistently across all SO
 projects and the CoC must be involved in determining what this standard is. Reasons to exit
 a client include any of the following:
 - o 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;
 - o The client is deceased; or
 - The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts.
 - If this situation arises, and the client is to be exited from the project due to a lack of regular contact, the *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 the Project Exit Date 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.
- Annual Assessments: Data collection must include an "Annual Assessment" for all persons in the project for one year or more. Data elements required for collection at "Annual Assessment" must be entered with an Information Date (5.04) of no more than 30 days before or after the anniversary of the Head of Household's Project Start Date, regardless of the date of the most recent "Update" or any other "Annual Assessment".



Current Living Situation:



Date of Engagement:



Transitional Housing (TH)

• Annual Assessments: Data collection must include an "Annual Assessment" for all persons in the project for one year or more. Data elements required for collection at "Annual Assessment" must be entered with an Information Date (5.04) of no more than 30 days before or after the anniversary of the Head of Household's Project Start Date, regardless of the date of the most recent "Update" or any other "Annual Assessment".

Joint Transitional Housing and Rapid Re-Housing Component (Joint TH-RRH) Client Enrollment

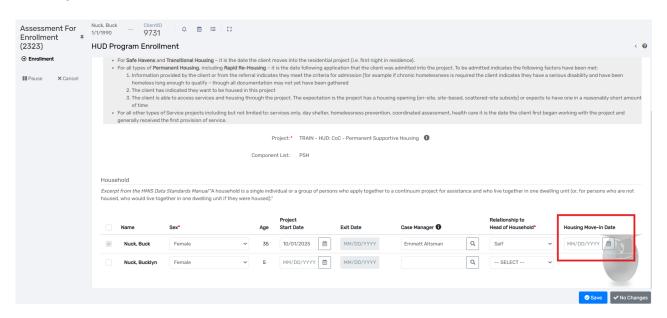
- In general, all joint-component clients' TH enrollments should reflect the actual dates they are residing in the TH facility. All joint-component clients' RRH enrollments should reflect the full time they are receiving assistance from the joint-component project, whether or not they are receiving RRH rental assistance, specifically. The *Housing Move-in Date* (3.20) will be used to differentiate joint-component clients who are housed from those who are receiving other services.
- Some clients may use the TH project and not access the associated RRH project, whether because the appropriate opportunity has not yet arisen or because a more appropriate housing placement was found. However, all clients entering the TH project should have a *Project Start Date* (3.10) in the RRH project **on the same day** as the TH *Project Start Date* to indicate that they are under consideration for this portion of the project.
- Some clients may start off receiving housing placement assistance for several weeks before moving into the TH portion of the project. In these cases, their RRH Project Start Date would be the date they meet all the requirements for being admitted into the project (described in the HMIS Data Standards Manual). That is:
 - o Information provided by the client or from the referral indicates they meet the criteria for admission;
 - The client has indicated they want to be served or housed in the project; and o The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonably short amount of time.
- Some of these clients may access the TH portion of the project at a later date. At that time, they would be enrolled in the TH project with a *Project Start Date* reflecting the first night in residence in the TH.
- All clients who move into a permanent housing unit should have a *Housing Move-in Date* in that RRH project.
- Since clients entering the joint component RRH project may be served directly from TH living situations, cases may arise where clients enter the RRH from other TH projects, without also having been served in the associated TH project.
- If a joint component RRH client (or any other RRH client) loses their housing and the project stops paying rental assistance, the project should **exit the client from the project and**

create a new Project Start Date immediately following the prior enrollment. The project would continue working with the client until a new unit is found, at which point a new Housing Move-in Date would be recorded. This ensures both that the client's history of move-in dates is preserved and that people who are not currently in housing are captured appropriately in reporting.

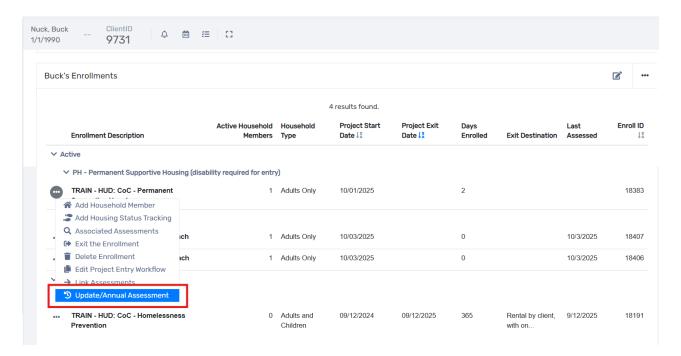
• For each project component enrollment, be sure to capture **accurate HMIS data** in *Project Start Date* (3.10), *Prior Living Situation* (3.917), *Housing Move-in Date* (3.20), *Project Exit Date* (3.11), *Destination* (3.12), and all other required data elements. Maintain back-up documentation in client files to explain any apparent discrepancy in program eligibility between the HMIS record and the client file.



ClientTrack Specific Guidance Housing Move-In Date:



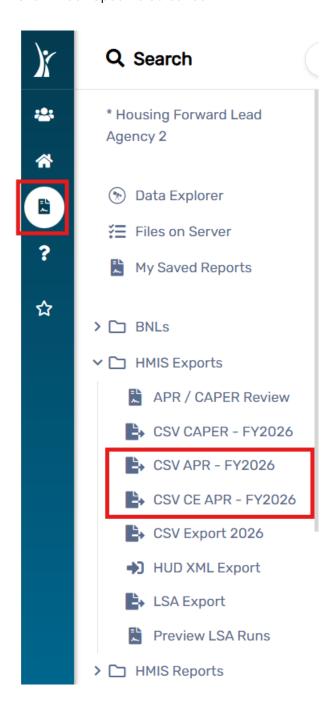
Annual Assessment:



CoC Program Reporting Requirements

- CoC Program recipients are required to submit <u>Annual Performance Reports (APRs)</u> within 90 days from the end of their grant operating year. All CoC recipients submit their APRs in the <u>Sage HMIS Reporting Repository</u>.
- CoC Program recipients that receive a Supportive Services Only Coordinated Entry (SSO-CE) grant are required to submit a specific type of APR, the <u>Coordinated Entry APR</u>. This APR is run at the "system level", where the system is the CoC receiving the SSO-CE grant.
- CoC Program recipients must submit data from their HMIS or comparable databases via a Comma Separated Value (CSV) import.
- CoC Program recipients can find additional information about CoC Program reporting requirements including how to access Sage and submit an APR in the <u>Sage CoC APR</u> <u>Guidebook for CoC Grant-Funded Programs</u>.





Additional Resources

CoC Program: Guidance about the CoC Program and its requirements can be found online at the HUD Exchange on the <u>CoC Program</u> page.

Youth Homelessness Demonstration Program (YHDP): Guidance about YHDP (which folds into the community's CoC Program funding after two years) and its requirements can be found online at the HUD Exchange on the <u>YHDP</u> page.

Ask A Question: To ask a question about any CoC Program HMIS requirement, go to the <u>Ask A Question</u> section of the HUD Exchange. Please be sure to select "HMIS: Homeless Management Information Systems" for your question under "My Question is Related To".

Additional HMIS Resources

There are a variety of documents available on the HUD Exchange <u>HMIS</u> page that detail all HMIS Data and Technical Standards, Federal Partner Information, and information about HMIS forums for HMIS Leads, System Administrators, and HMIS and comparable database vendors ("vendors").

The HMIS Data Standards page contains a suite of HMIS Data Standards resources, which are briefly described below. Each of the documents has a specific purpose and intended audience. The HMIS Lead/System Administrator should be familiar with all the documents and collectively use them as their HMIS reference materials along with specific materials provided by the vendor.

- <u>FY 2024 HMIS Data Standards Manual</u> represents the foundation for the data contained within an HMIS, project setup instructions, and data collection instructions.
- <u>FY 2024 HMIS Data Dictionary</u> includes table shells containing the data element tables with relevant programming instructions, system logic, and other issues to be used by vendors for HMIS programming. The information in the table shells aligns with the information contained herein.
- <u>FY 2024 CSV Specifications</u> provide specifications for a standard set of comma-separated values (CSV) files that include all data elements and fields defined by the FY2024 HMIS Data Standards, along with information that describes an exported data set.
- <u>FY 2024 XML Schema</u> specifies a format for transferring HMIS data. This XML format can be used for data migrations between systems, or the data types defined within it could be individually referenced in custom web methods.
- <u>HMIS Federal Partner Participation Resources</u> includes links that contain resources and materials for following the HMIS requirements of HUD and other federal partners.
- HMIS Project Setup Tool provides a general framework to support project setup in HMIS by system administrators. It assists system administrators in ensuring that all HMIS participating projects are set up using the appropriate HMIS project types and are collecting the required data elements.