ClientTrack HMIS Data Entry Guide for Inclement Weather

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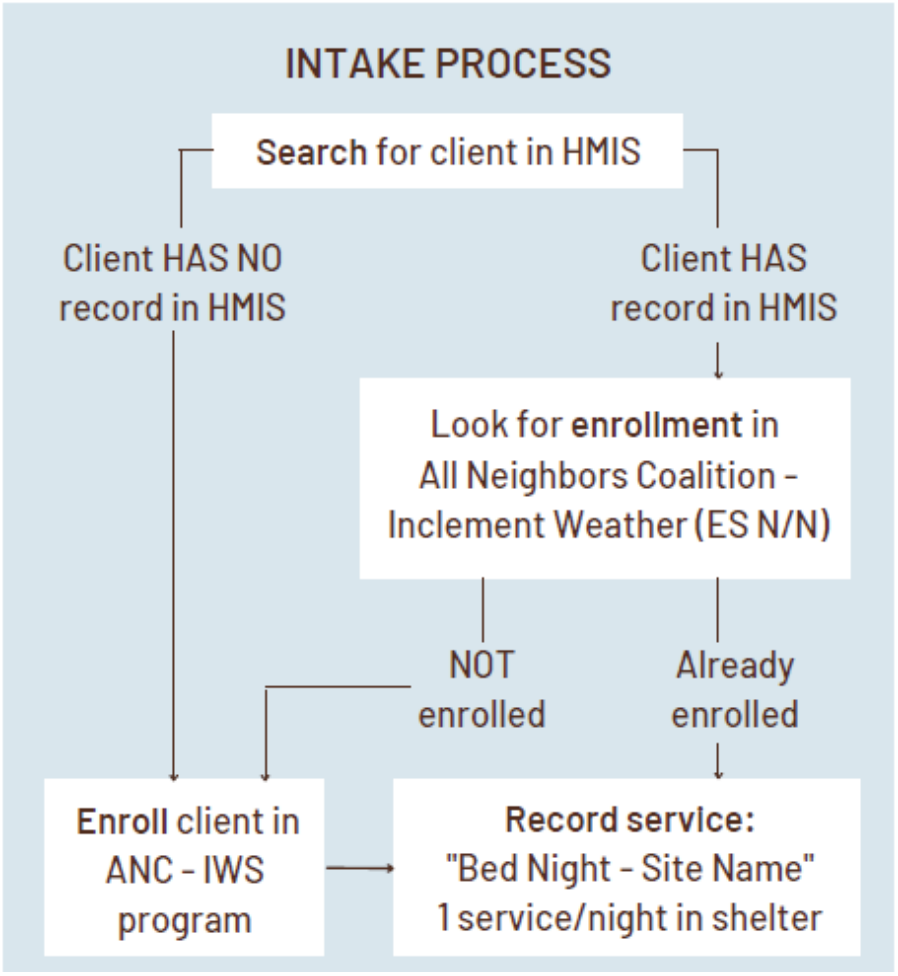
Inclement Weather Data Collection Process

Steps	Reminders
Informed Consent/Privacy	• Briefly explain that our system shares information with other service providers who are trained on how to keep their personal information private and they have the right to decline to answer any question
Search for Neighbor in ClientTrack	• Use 2-3 letters of first and last name, confirm DOB or SSN to deduplicate • If neighbor has active IWS enrollment, skip to Bed Night service
Enrollment	• Complete HMIS Intake for neighbor and enroll them in IWS program. • Use the job aid for data quality reminders on collecting certain data
Bed Night Service	• Create a new service and record a Bed Night for the site you are working • Confirm that you are recording the service for the correct date



ORGANIZATION:

All Neighbors Coalition

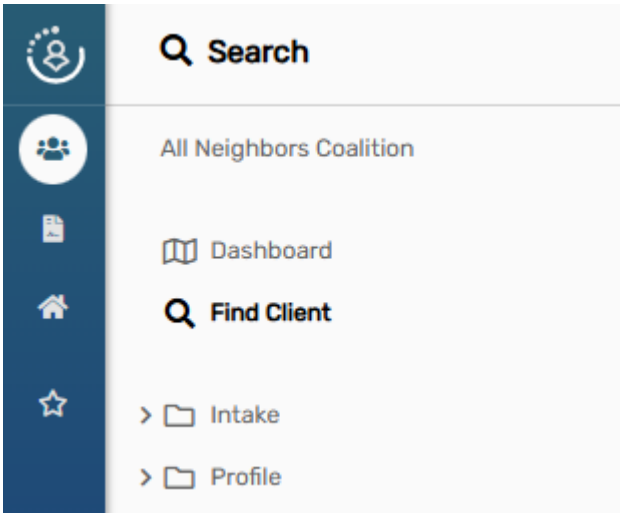
WORKGROUP:

HMIS Programs

PROGRAM:

All Neighbors Coalition

Step 1: Search for the Client in HMIS



BEST PRACTICES TO AVOID DUPLICATION

- Search using only first 2-3 letters of first and last name
- Search in multiple ways
  - DATE OF BIRTH
  - ONLY ONE NAME (FIRST OR LAST) + OTHER INITIAL
  - ALIAS
- Search multiple spellings
- Swap first and last name

IF YOU FIND A DUPLICATE CLIENT

- Submit a help desk ticket with both client IDs
- HMIS admins will merge the records, and the client will keep their *oldest* ClientTrack client ID

IF IN DOUBT...

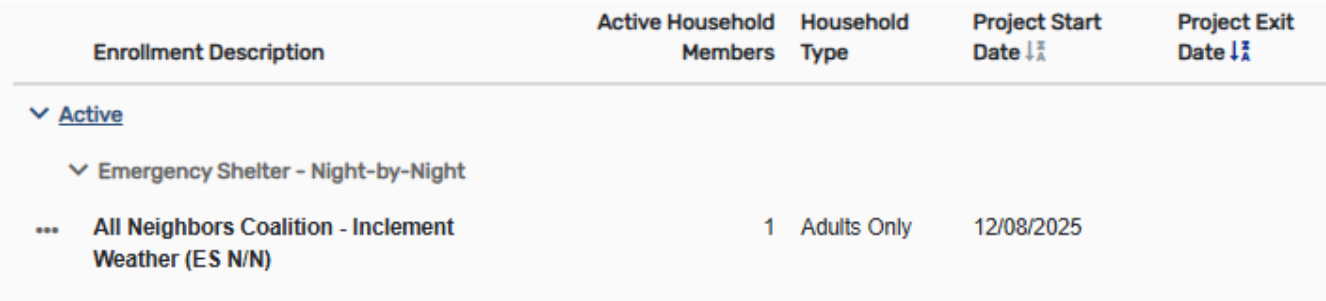
Create a new client record and submit a ticket with both IDs immediately. The HMIS can review the data and make the best determination.

If the client is not found, proceed to Step 3.

Step 2: Determine if the Neighbor has an open IWS enrollment.

Open the clients' HMIS dashboard and view all open enrollments.

If there is an open enrollment for All Neighbors Coalition – Inclement Weather (ES N/N), then skip to Step 4 to create a new Bed Night.



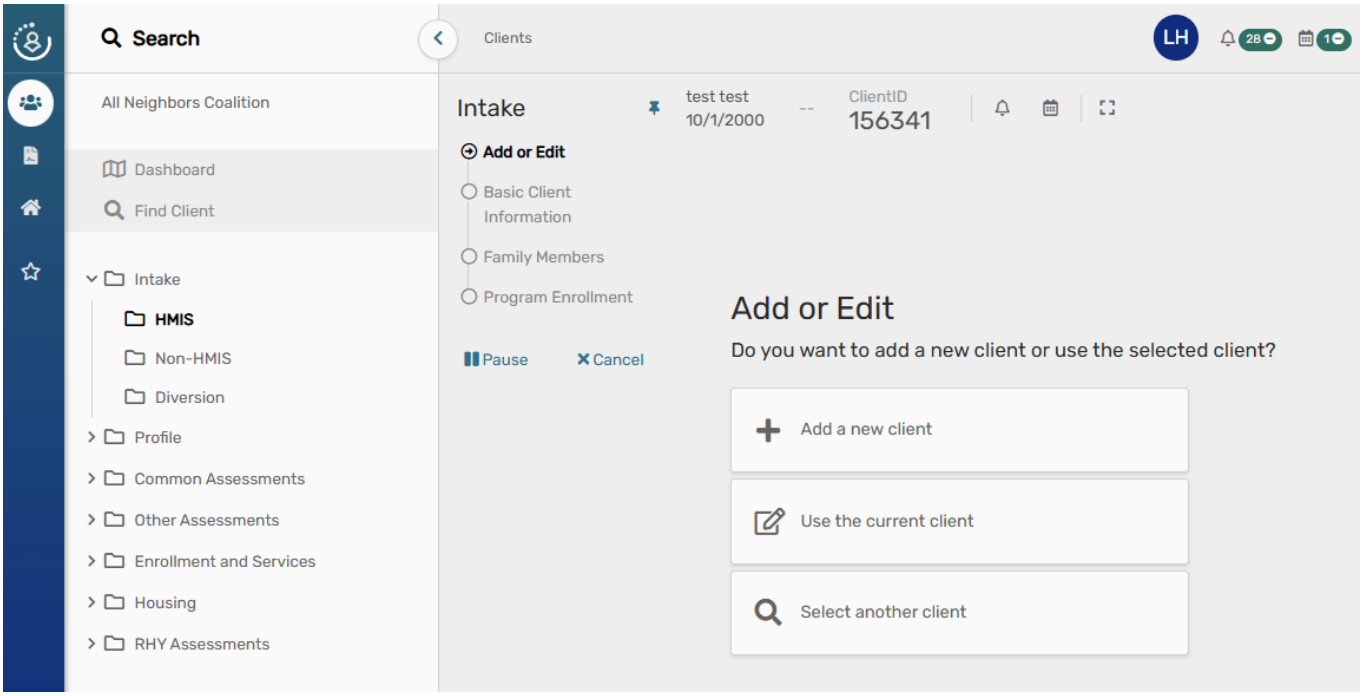
Enrollment Description	Active Household Members	Household Type	Project Start Date	Project Exit Date
Active				
Emergency Shelter - Night-by-Night				
All Neighbors Coalition - Inclement Weather (ES N/N)	1	Adults Only	12/08/2025	

If there is no open enrollment for All Neighbors Coalition – Inclement Weather (ES N/N), proceed to Step 3.

Step 3. Creating a new enrollment for IWS

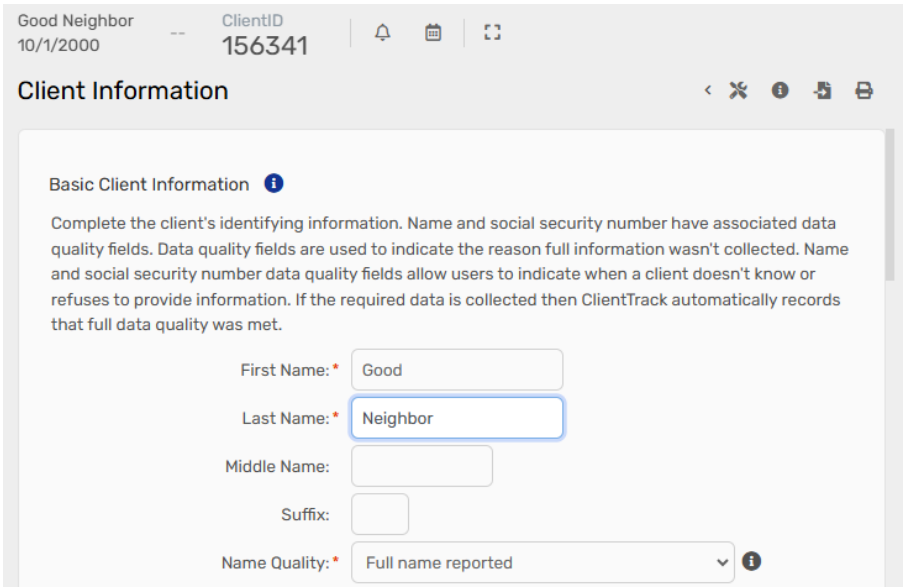
If the client is new to HMIS, select “Add a new client”

If the client’s information is present, select “Use the current client”



Client Information - Name

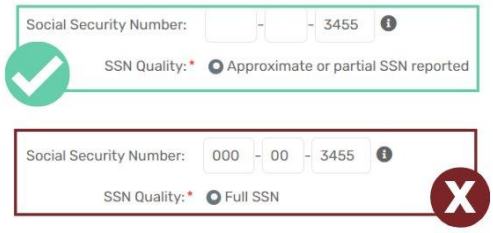
- Ask for spelling of name always
- Enter full names if possible



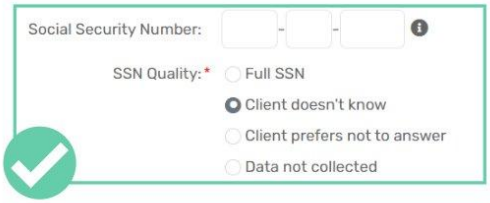
SSN

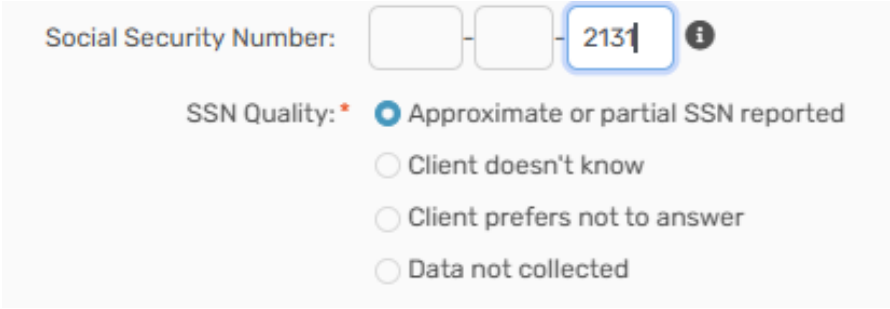
- If existing client, confirm any SSN that is entered
- Never use filler digits for partial SSN

Partial SSN



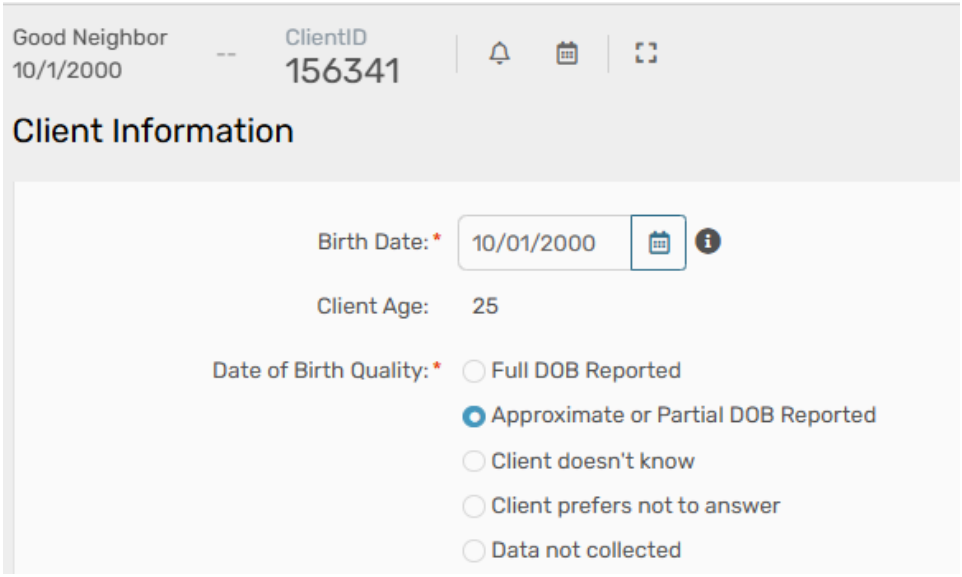
Missing SSN





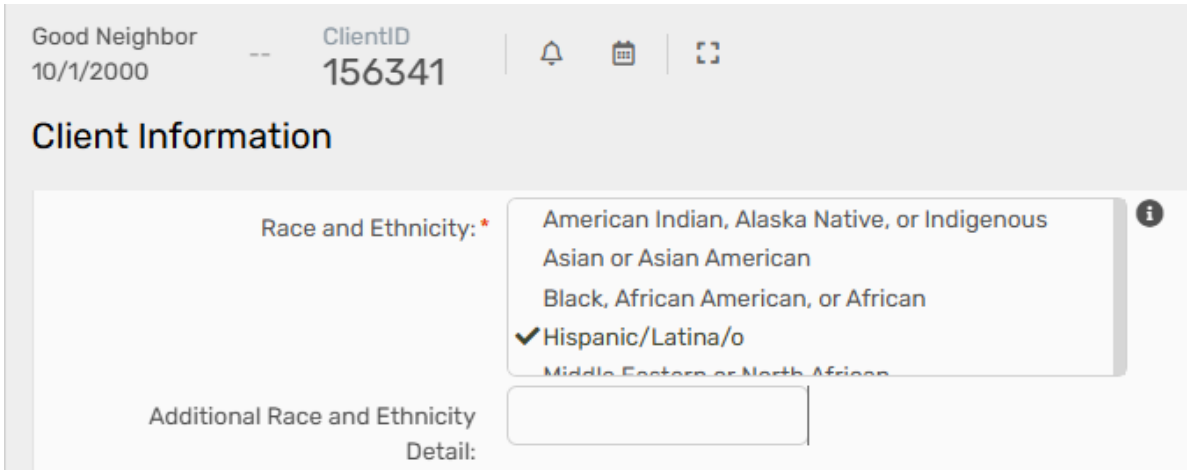
Date of birth

- If the neighbor does not know their birth date, determine the approximate year, and enter January 1st with that year. Indicate that this is a partial DOB.
- Confirm whether you are entering full or partial



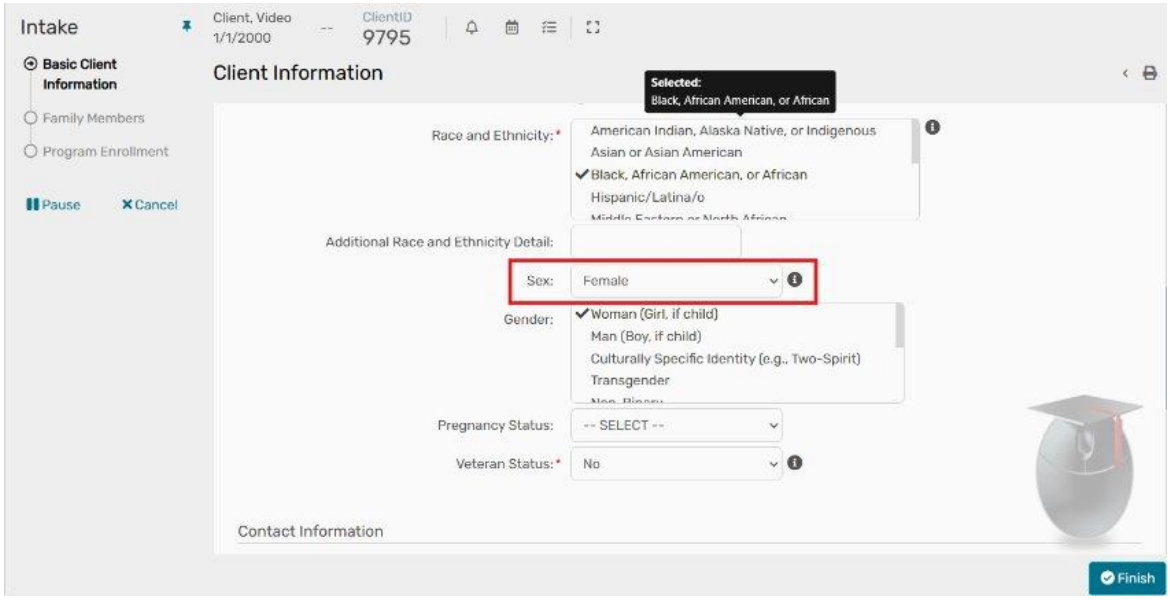
Race & Ethnicity

- Record the Race and Ethnicity of the neighbor.
- Multiple selections are possible for each neighbor.
- Please utilize the Additional Race and Ethnicity Detail field to provide any additional information.



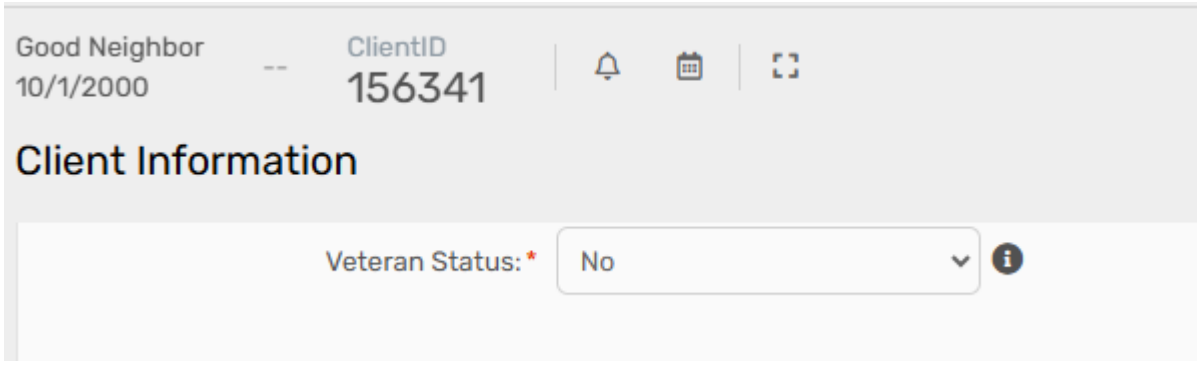
Sex

- Record the sex of each person assisted in the project.
- If a person prefers not to provide a response or says they don't know, do not select any response other than "Client doesn't know" or "Client prefers not to answer" on the person's behalf.
- This may be a new element for the client, as it recently became a requirement.



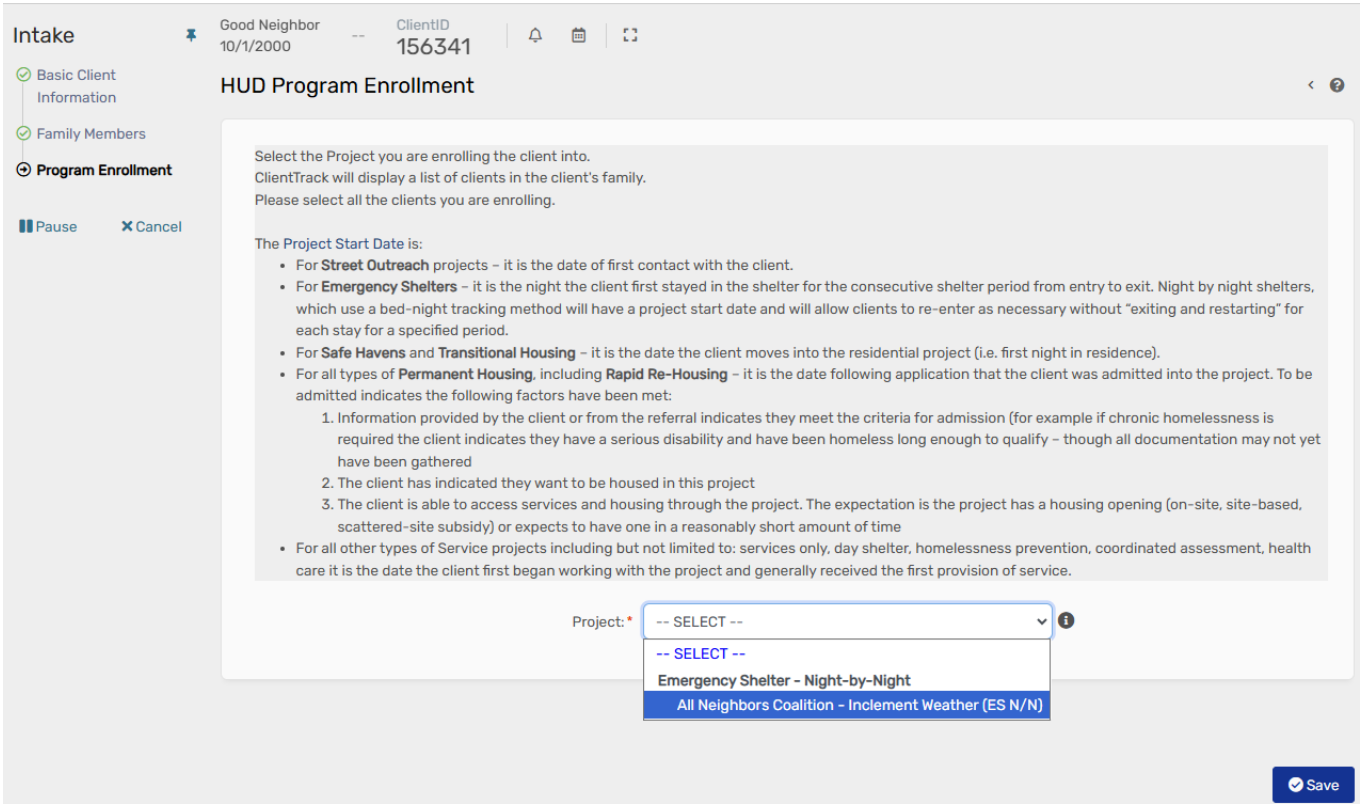
Veteran Status

- Enter the client's Veteran Status
- Tip: How to ask the question - "Have you actively served in any branch of the U.S. military including Space Force, National Guard, or Reserves?"



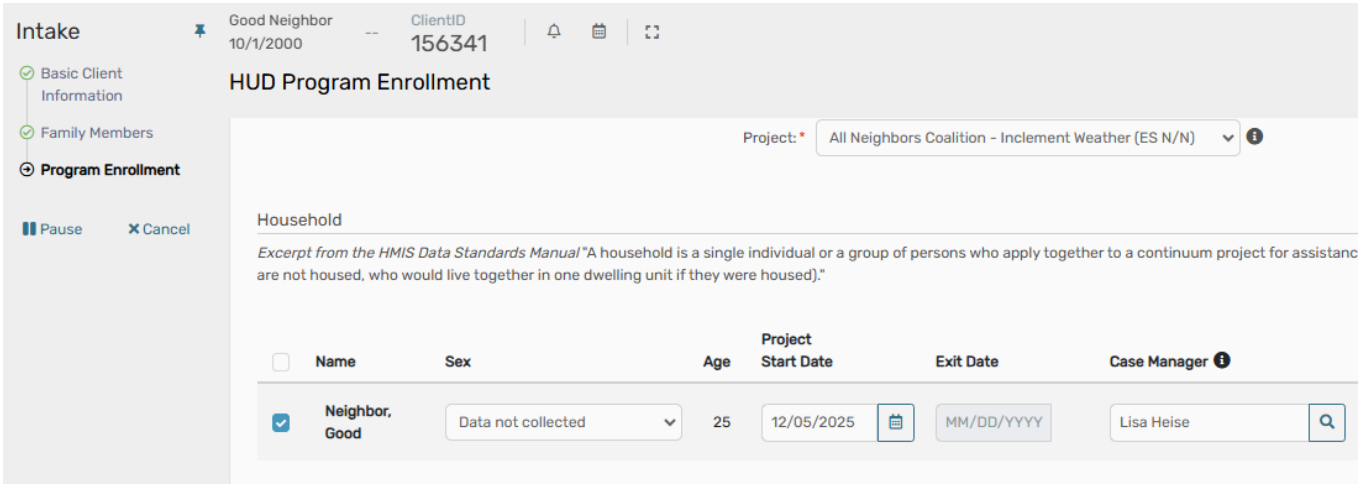
Project Selection

- Select **All Neighbors Coalition – Inclement Weather (ES N/N)**



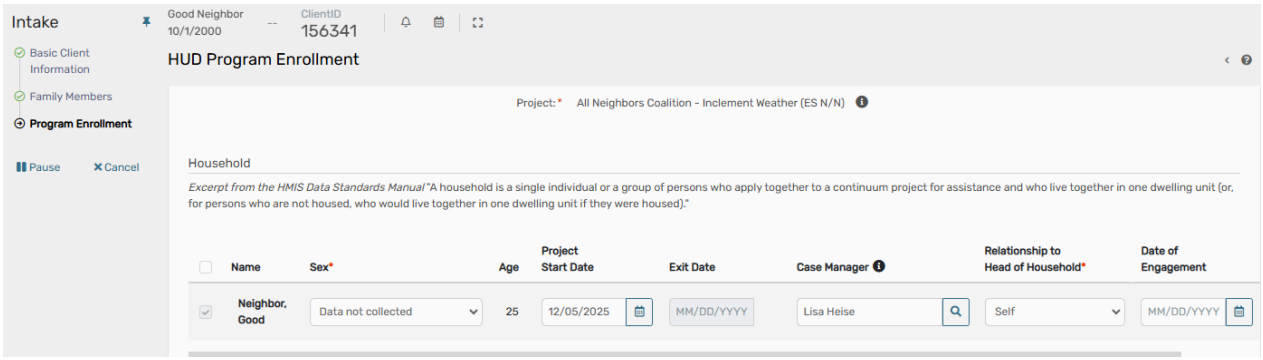
Project start date

- Day you are enrolling them
- Should not need to change often



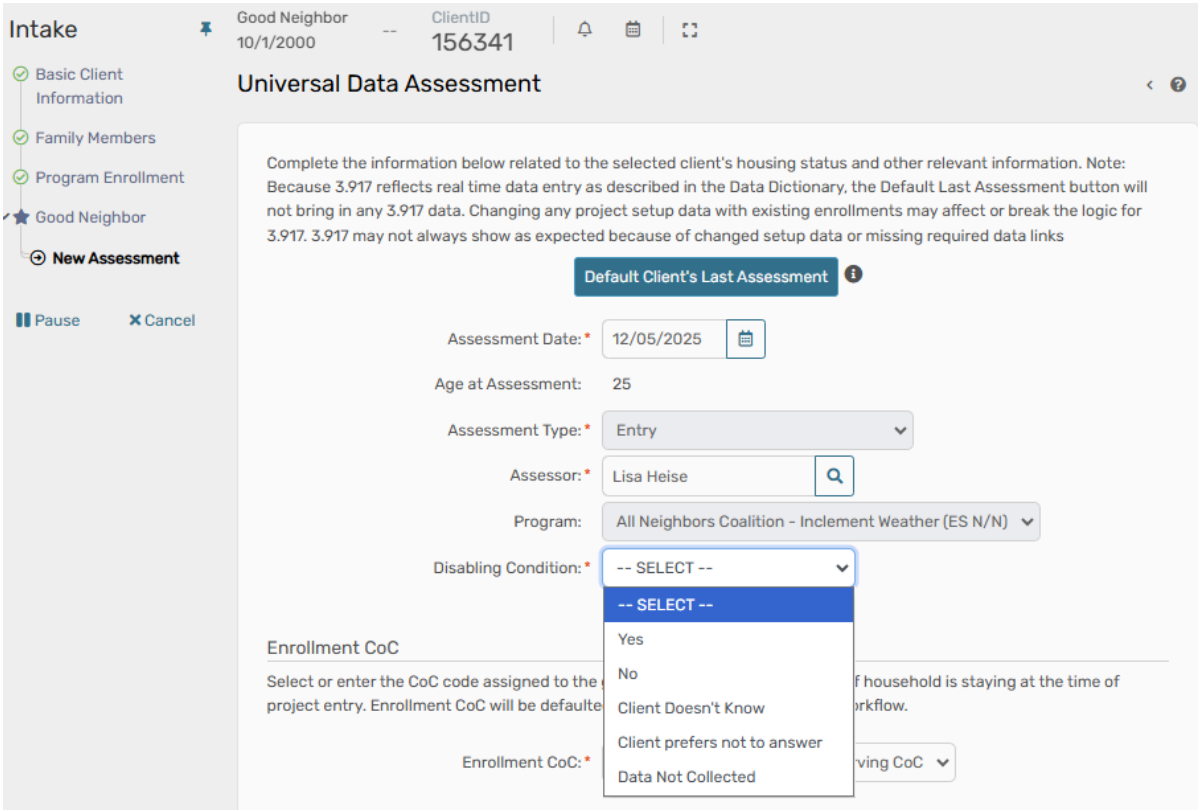
Date of engagement

- This element is required if a housing discussion occurs.

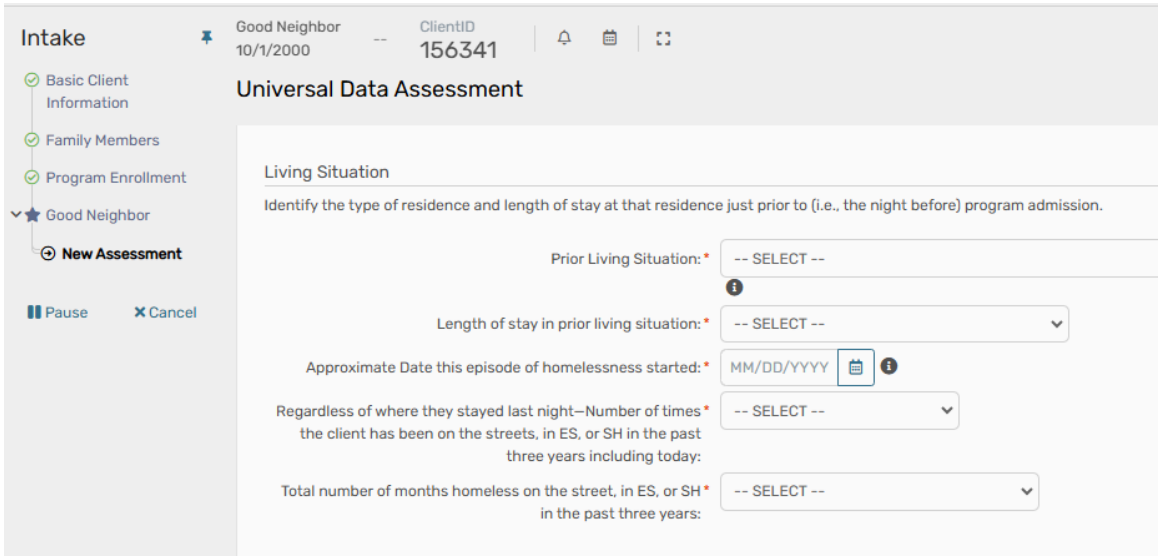


Disabling Condition

- How to ask the question – "Do you have any ongoing or long-lasting physical or mental health conditions that make it hard to find or keep stable housing?"
- Context is that this question might help us connect them to services and housing programs that better meet their needs depending on their answer.



Prior Living Situation



One "Data Element" that contains 5 questions, or pieces of information:

1) Prior Living Situation	Where did the client stay last night?
2) Length of Time	How long did they stay there?
3) Approx Date Homelessness Started	What was the first date of this episode of homelessness?
4) Number of Times Homeless in 3 Years	How many times have they experienced homelessness in the last 3 years?
5) Total Number of Months Homeless in 3 Years	How many total months have they experienced homelessness in the last 3 years?

PRIOR LIVING SITUATION

1. Where did you stay last night?
2. How many nights in a row did you stay there this time?
3. Can you remember the last time (or most recent time) you stayed in a place that you or someone you know paid for? – lease, hotel, couch surfing, doubled up,
4. How often do you do that? Or, between those times, where were you staying?
5. In the last 3 years, would you say you've spent more or less than 12 months on the street or in shelter? If less, about how many altogether?

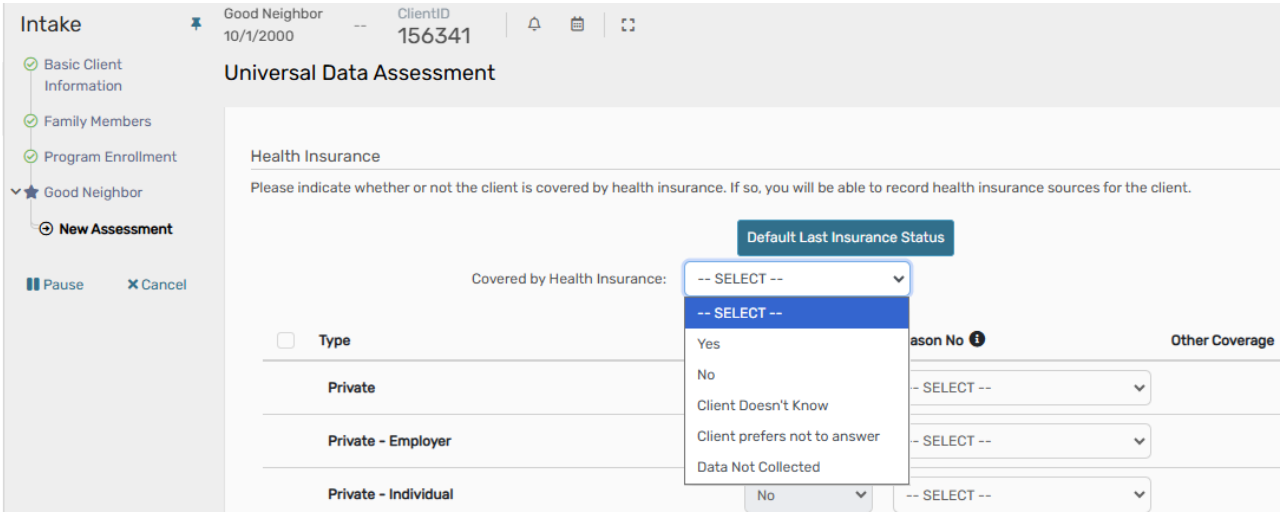
Are you experiencing literal homelessness?

Are you experiencing ongoing or episodic homelessness?

How many episodes?

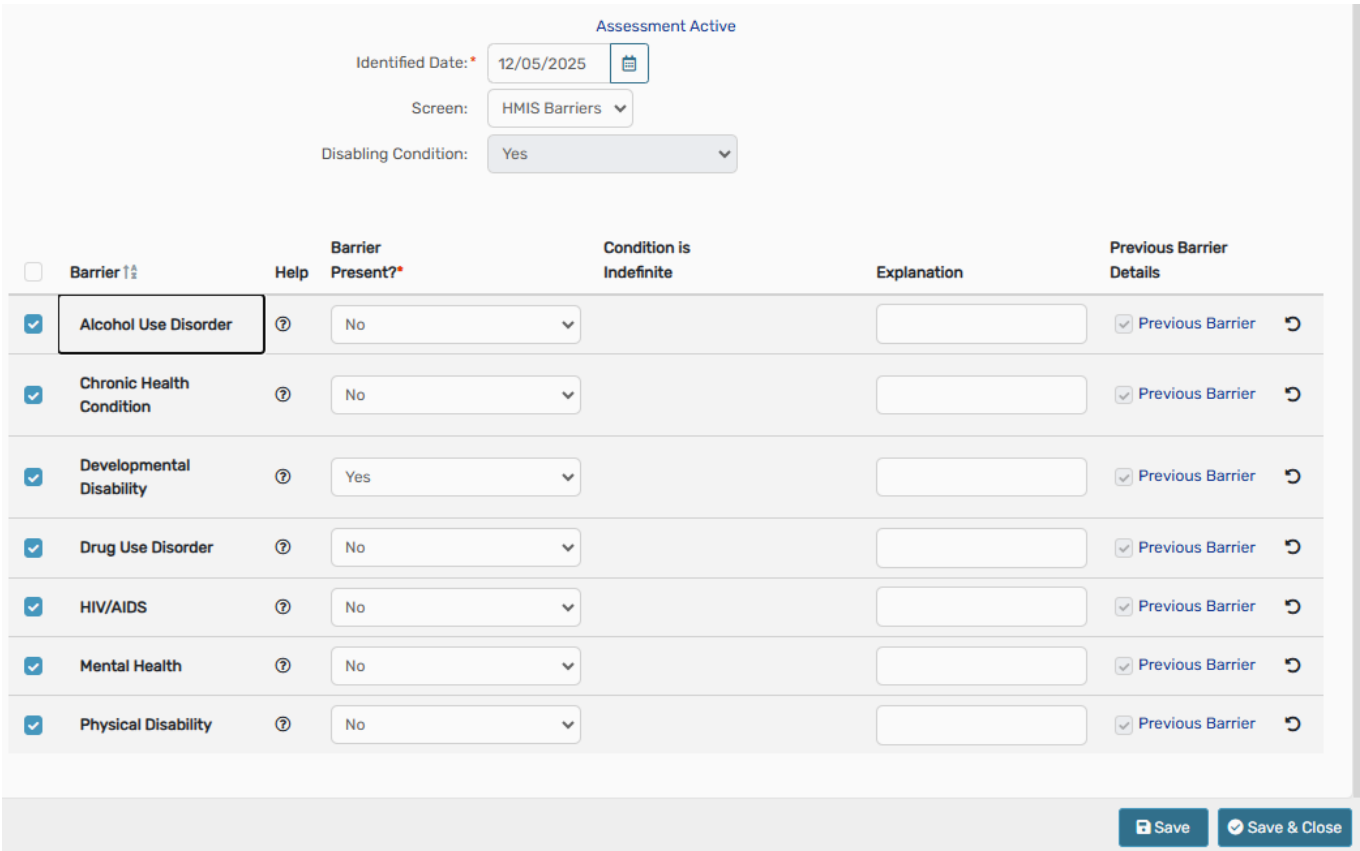
Are you experiencing chronic homelessness (more than 12 months)

Insurance



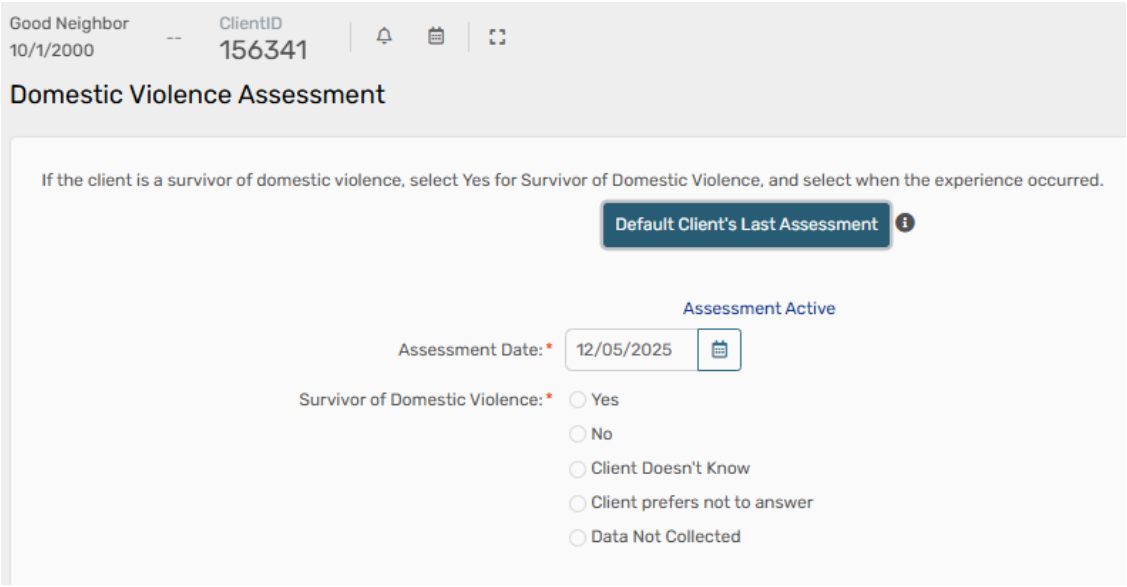
Barriers

- If Disabling Condition is Yes, please indicate which kind of condition is present.



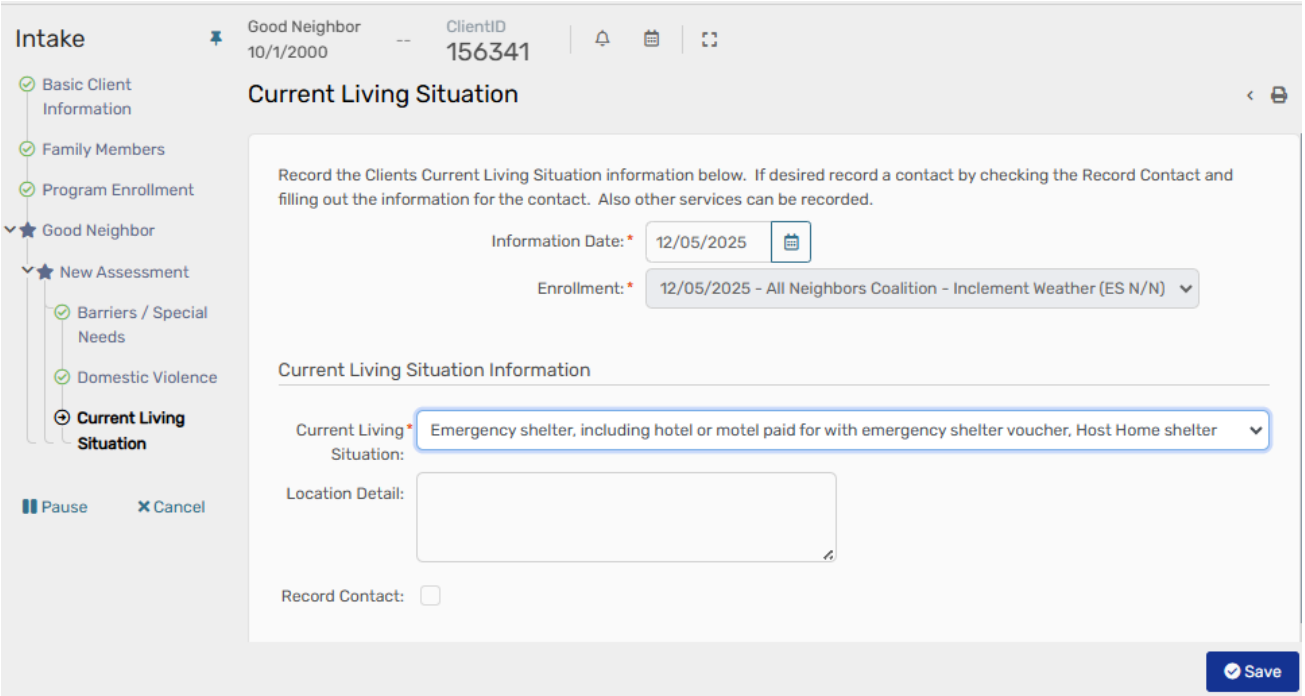
Domestic Violence Experience

- Are you here today because you're trying to get away from an unsafe situation at home?



Current living situation

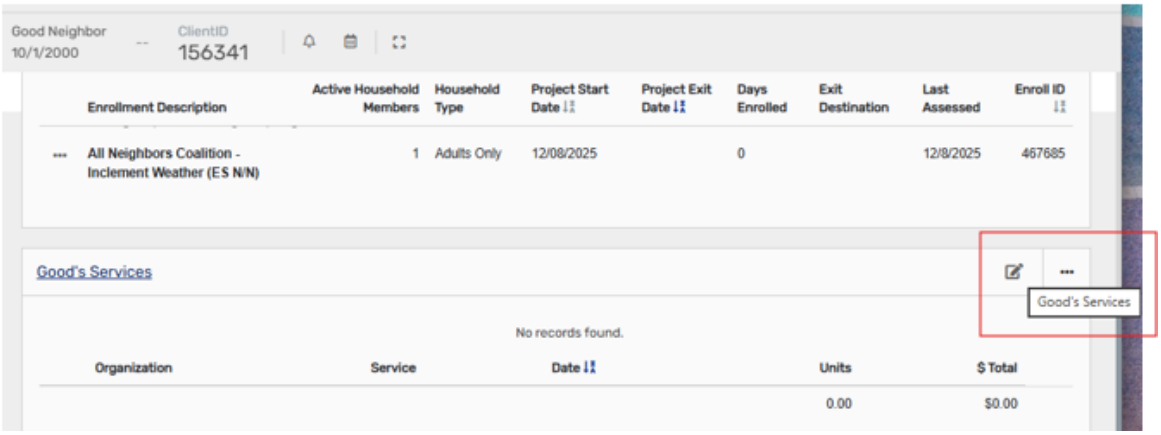
- Where are they staying tonight – Emergency shelter

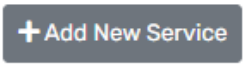


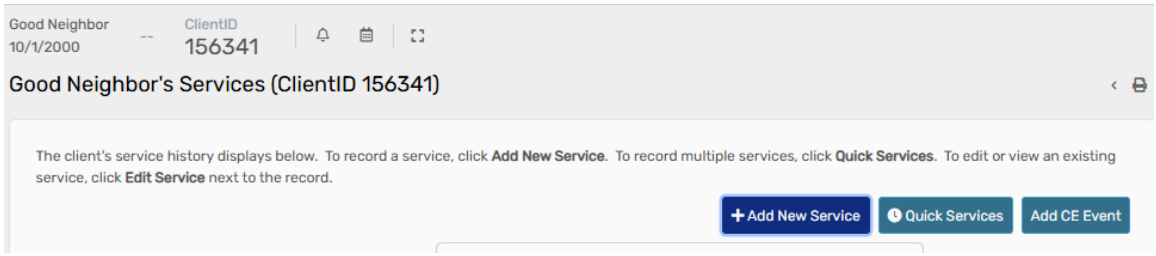
Step 4. Creating a new Bed Night

Add a new service for Bed Night – (Your Location)

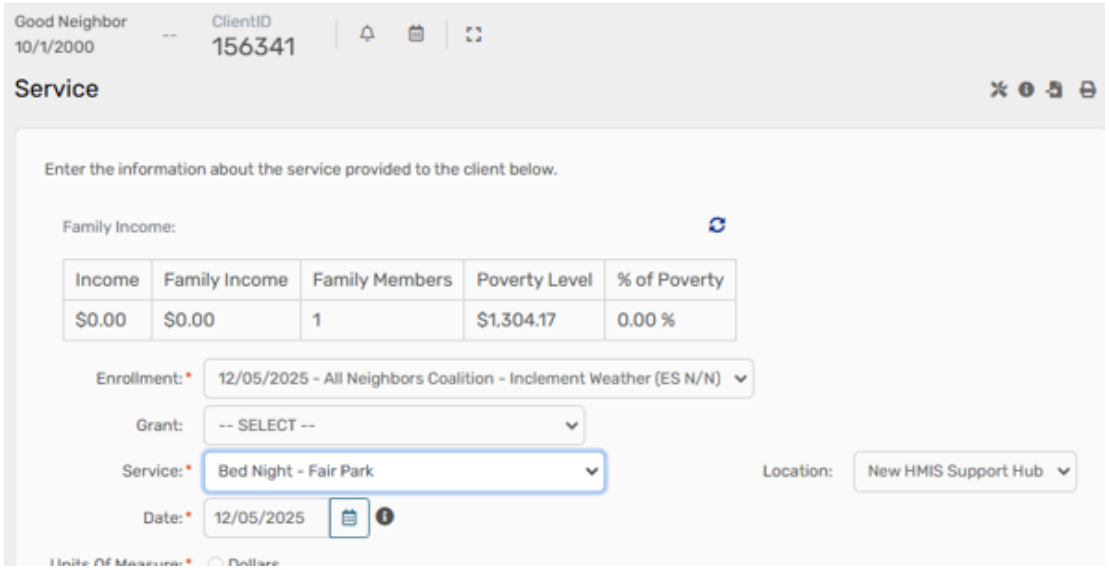
- On the Client's Dashboard in the Services Section, Click



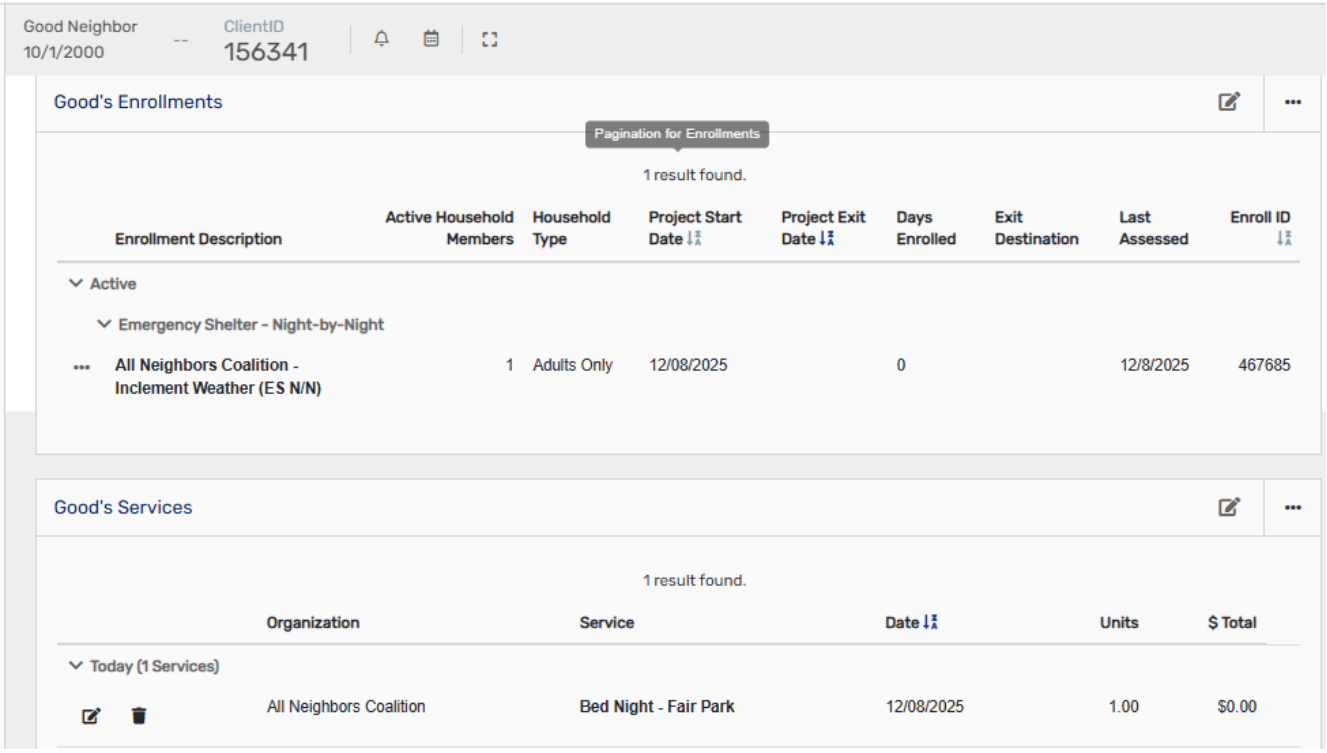
- Select 



- Choose the Client's enrollment in your IWS project
- Select "Bed Night– Your Site"
- Confirm Date

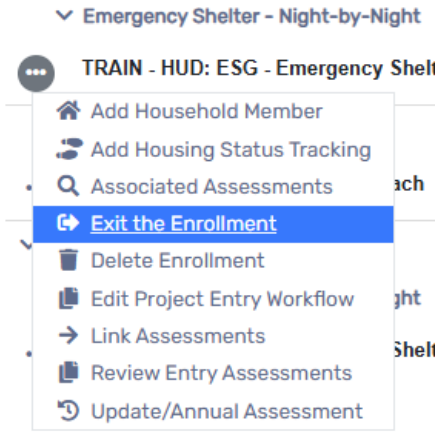


- After the service has been created, you will see the new service on their Dashboard under Services.

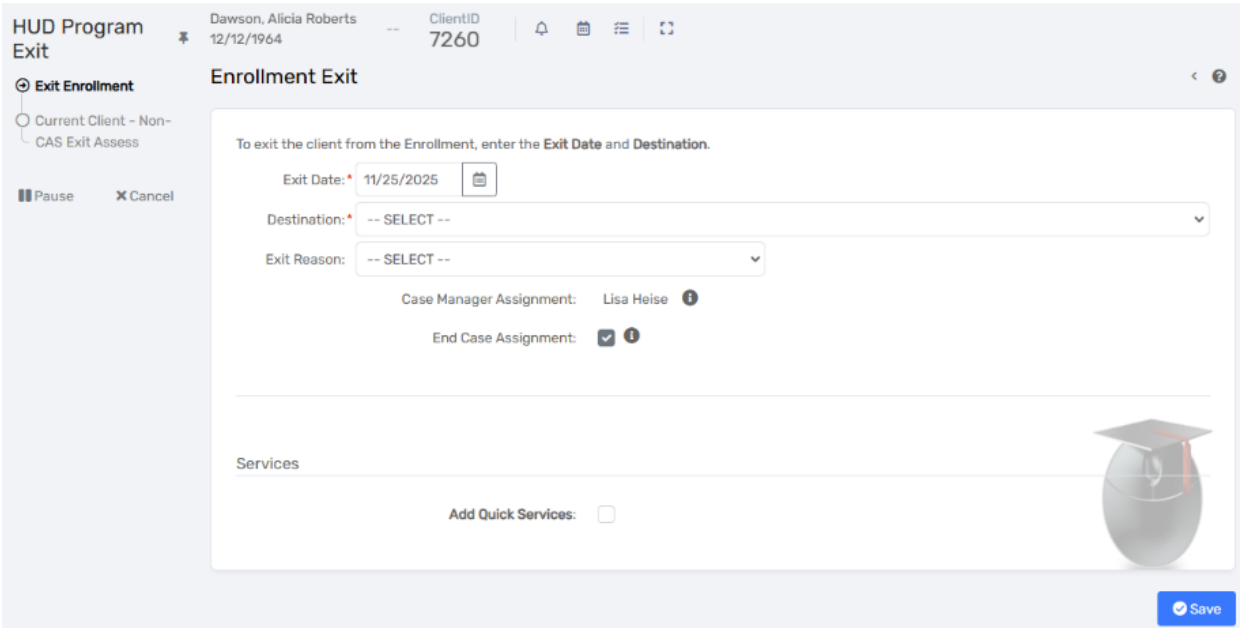


Steps to perform an Exit (if needed)

- Select “Exit the Enrollment” via the action button (three dots).

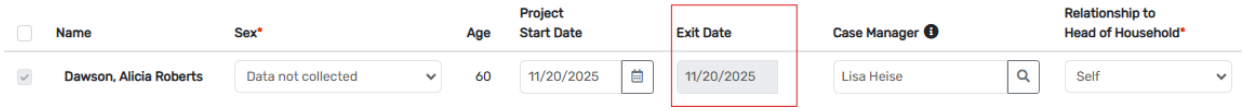


- Next, input the exit information for the Client.



Project exit date

- When the enrollment is exited, the Exit Date will populate.



Auto-Exits

- If auto-exits are enabled for a program, exits will be triggered automatically when no activity is recorded for a set period.
- Our Inclement Weather enrollments will be auto exited after 180 days of no activity with an Exit Destination of “No exit interview completed”.
- Please make every effort to exit the client directly, so that the exit destination is accurate.

Data Collection Requirements

3.01 Name

3.02 Social Security Number

3.03 Date of Birth

3.04 Race and Ethnicity

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 Enrollment CoC

3.917 Prior 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.
- **Race and Ethnicity (3.04)** was updated in the FY2024 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.
- **Project Start Date (3.10)** HMIS Leads/System Administrators should provide users additional information on Project Start Date for each project type.
    - **Emergency Shelters**–
        - **Night-by-Night** -will have a project start date and allows clients to re-enter without "exiting and restarting" for each stay.

Common Program Specific Data Elements

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

Data Element	Emergency Shelter Night-by-Night
4.02 Income and Sources	
4.03 Non-Cash Benefits	
4.04 Health Insurance	
4.05 Physical Disability	x
4.06 Developmental Disability	x
4.07 Chronic Health Condition	x
4.08 HIV/AIDS	x
4.09 Mental Health Disorder	x
4.10 Substance Use Disorder	x
4.11 Domestic Violence	x
4.12 Current Living Situation	x
4.13 Date of Engagement	x
4.14 Bed Night	x

Special Data Collection Instructions

HMIS Leads/System Administrators need to be aware of the following special data collection issues that apply to ESG-funded projects and educate HMIS end users.

Emergency Shelter

Night-by-Night (NBN) shelters:

- **Night-by-Night** shelters should be set up to collect all data required, 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.