HMIS PROCESS GUIDE

FOR

DETROIT PSH PROVIDERS

Rev. 04/10/2024

CONTENTS

HMIS Process for Detroit's PSH Projects

Introduction

This process guide outlines the HMIS data entry requirements for Detroit's Permanent Supportive Housing Projects. It contains detailed step-by-step instructions for creating and maintaining client records in Community Services (Michigan's HMIS platform) and provides a number of appendices that offer additional pertinent information.

Important Prerequisite Notice

The following workflow requires program staff to have a firm understanding of basic Community Services functionality. Individuals who are either new to the system or are unfamiliar with any aspect of creating or maintaining client records, MUST complete the appropriate HMIS prerequisite trainings and closely follow the detailed steps outlined within this process guide. **Failure to do so will result in data quality and reporting issues.**

Experienced end-users may refer to *Appendix VI: Detroit PSH HMIS Data Entry Checklist* for a high-level overview of the HMIS data entry requirements for Detroit's Permanent Supportive Housing Projects.

HMIS Data Collection: Before Client is Housed

Receiving Referrals

All referrals for Detroit's PSH projects must come through CAM. Referrals will be received via Community Services and can be accessed by running a Referral Report. For more information, please see *Appendix I: Running Referral Reports & Updating Referral Outcomes.*

After receiving a referral from CAM, PSH providers must attempt to contact the client to schedule the initial intake meeting. Three attempts must be made, with one of the attempts being an email to the Housing Navigator.

The referral outcome determines the steps that need to be taken within the HMIS. However, all workflows begin with accessing the client record.

Accessing the Client Record

The process begins with the following steps:

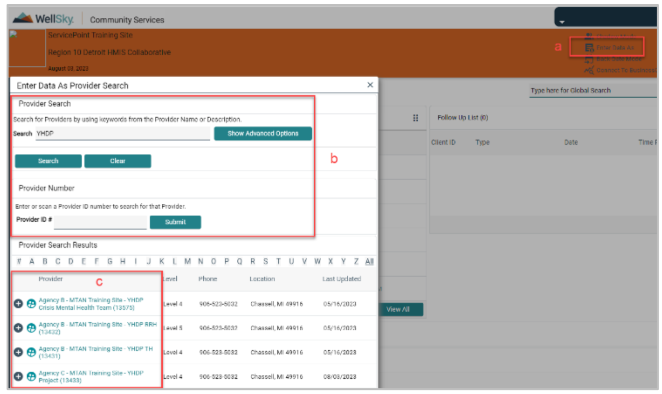
1. **EDA (Enter Data As)** into the appropriate **PSH** bin, if not already defaulted to that provider bin.

    a. Click on the **Enter Data As** link located at the top right corner of the screen.

    b. Search for the provider bin.

    c. Click the **plus (+)** sign to select that provider.

    d. Click **Exit**



2. Select **backdate** mode, if not entering data in real time.

    a. Click on the **Back Date** link located under the **Enter Data As** link in the upper right-hand corner of your screen.

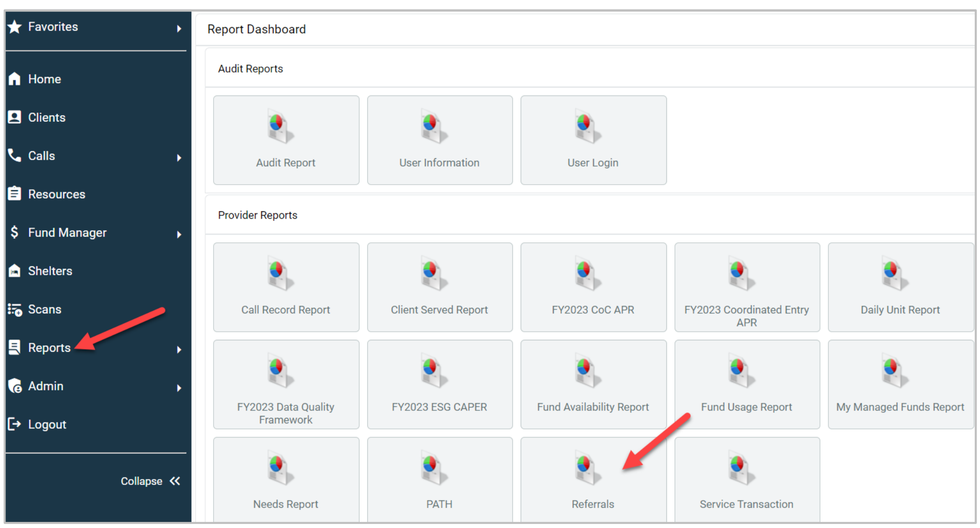
    b. Enter the date the data was captured, if not today's date.

    c. Click **Set Back Date**.

3. Locate the existing client**.**

    a. Click on **Clients** located in the left column of the screen.

    b. Search for the client by entering the client's details or by using the Client ID #.



– To search by the **Client Name**: enter the client details (i.e., **first name, last name**); click the **Search** button; and select the client from the **Client Results**. If the client is located in the search results, click the client's name in the search results list.

– To search by the **Client ID #:** enter the **Client ID#** and click the **Submit** button.

PROCESSING REFERRALS

Referrals should be **Accepted** when the provider accepts the client into the project.

Referrals should be **Cancelled** when the provider is unable to contact the client and/or the client refuses services.

Referrals should be **Declined** when the provider is declining the client.

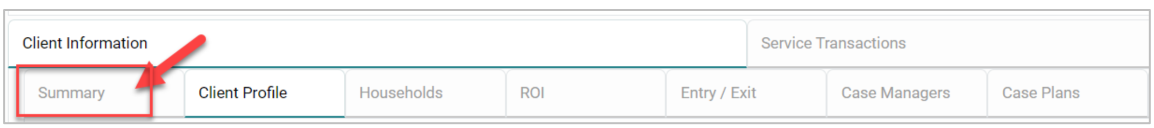
IMPORTANT NOTE

Cancelled and declined referrals must be returned to CAM. However, before returning a file to CAM, PSH Providers must complete the following steps:

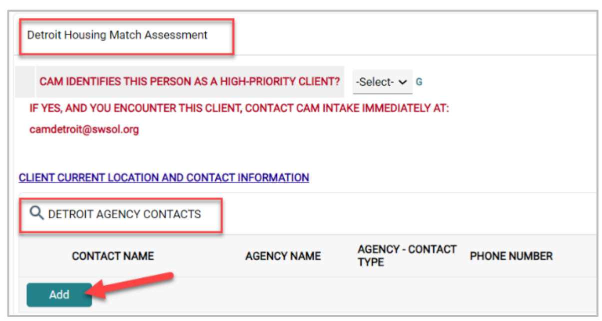
1. *Attempt to contact the client on three separate occasions with one of the contacts being an email to the Housing Navigator. These attempts must be documented on the client's Summary page in Community Services along with the PSH provider's contact information and PSH Match Status Outcome.*
2. *Client must be brought to the PSH Consult Group for discussion before returning. See PSH Match Policies and Procedures for more information.*

Completing the Detroit Housing Match Assessment

1. Navigate to the **Summary** tab within the client record.



2. Scroll down to the **Detroit Housing Match Assessment**

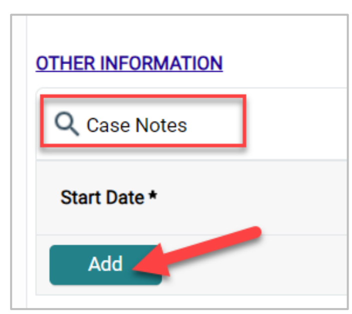


Documenting the Provider Contact Information

3. Navigate to the Detroit **Agency Contacts** sub assessment
4. Click **Add** to record the staff member's contact information.

Documenting Attempts to Contact

5. Navigate to the **Other Information/Case Notes** section of the Detroit Housing Match Assessment.
6. Click the **Add** button in the **Case Note** sub assessment to add a new case note.
7. Click **Save** when complete.



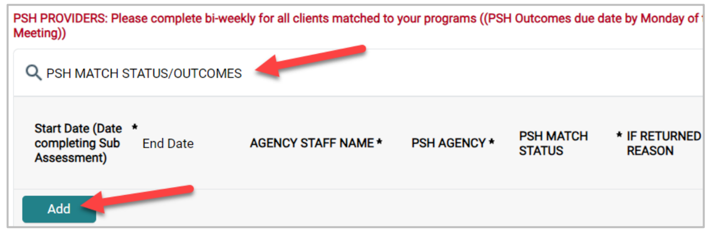
Updating the PSH Match Status/Outcomes Sub Assessment

IMPORTANT NOTE

The PSH Match Status/Outcomes must be updated every two weeks until the client is returned to CAM or Housed.

To add a new PSH Match Status record:

8. Navigate to the **PSH Match Status/Outcomes** section of the Detroit Housing Match Assessment.
9. Click the **Add** button to create a new record.

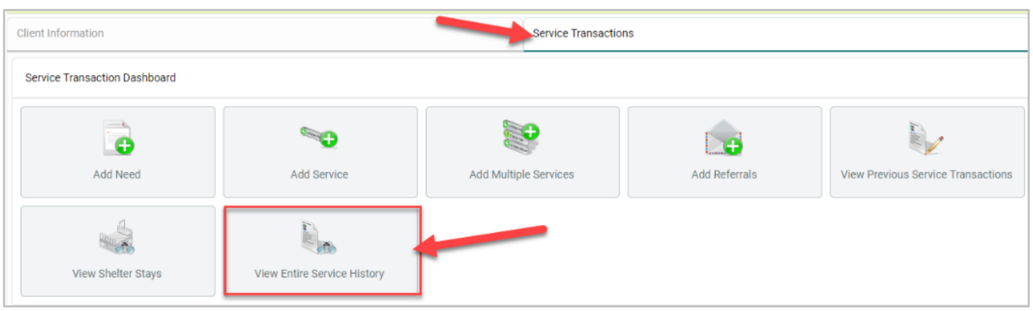


10. Record the agency contact information, PSH Match Status, and Reason for Return (if applicable).
11. Click **Save** when complete.

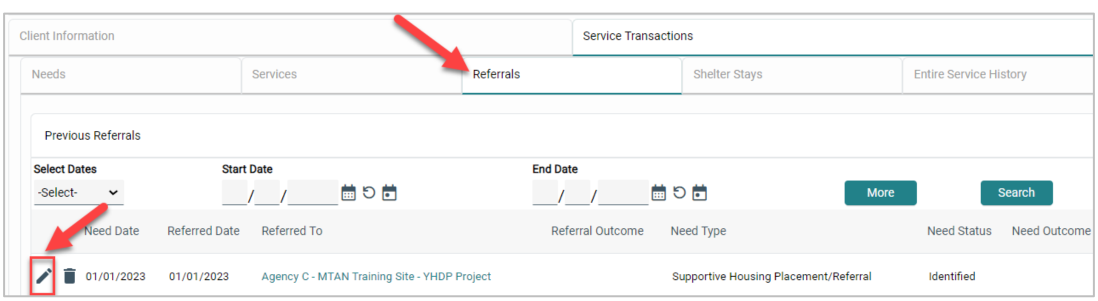
Updating the Referral Outcome (within the Client Record)

The referral outcome must be updated, if not already done within the Referral report. To update the referral outcome within the individual client record, complete the steps listed below.

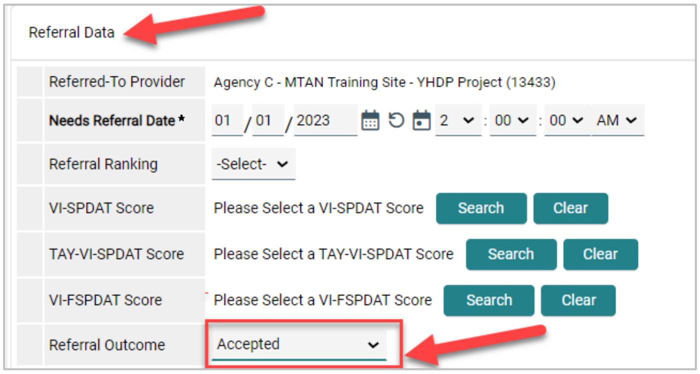
1. Navigate to the **Service Transactions** tab and select **View Entire Service History.**



2. Navigate to the **Referrals** tab and click on the **pencil icon** next to the open referral.



3. Scroll to the **Referral Data Section** and select the appropriate outcome from the **Referral Outcome** dropdown list of options.

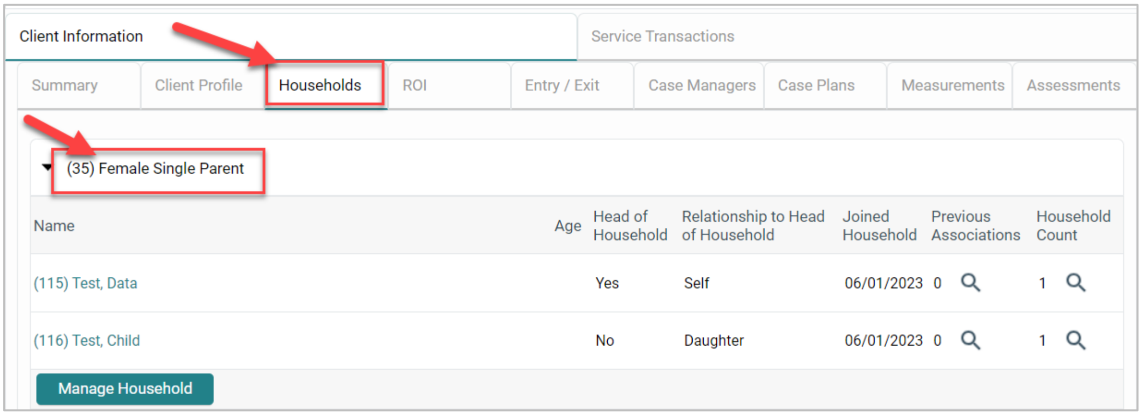


4. Click **Save & Exit.**

Recording Intake Information

Updating the Household (if necessary)

1. Click on the **Household tab** to review/edit household information.



NOTE: If the client is part of a household, all family members must the listed under the Household tab as data entry is required on all members of the family. Households are **NOT** created for single individuals. For more information on **Adding/Removing Household Members**, refer to Appendix V: Additional Resources.

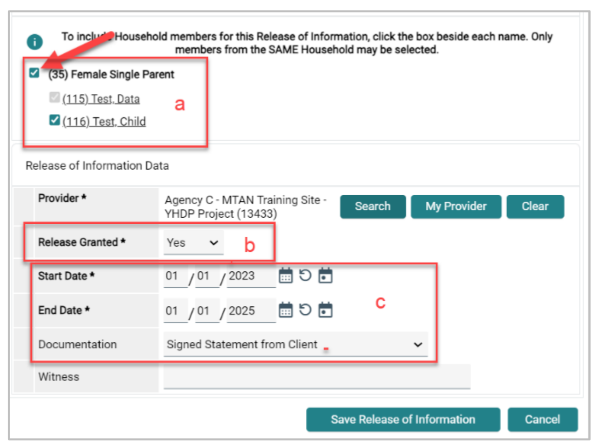
Managing the Visibility of the Client Record

IMPORTANT NOTE

An active electronic Release of Information (ROI) MUST be in place for data sharing to occur both internally (within the agency) and externally with other community partners (i.e. CAM, Shelters, Navigators, etc.).

To add a Release of Information:

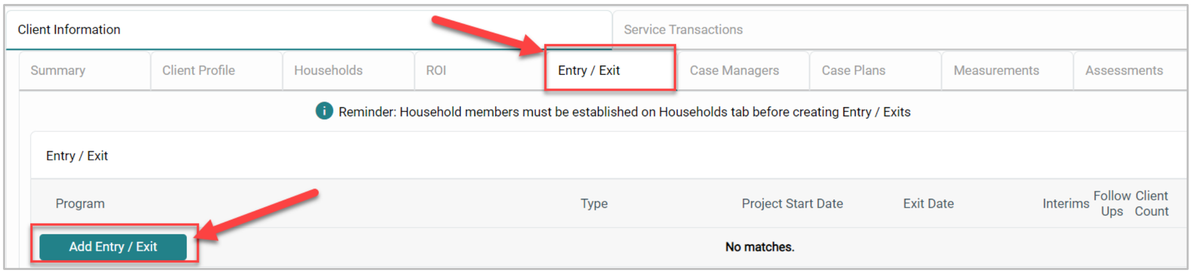
1. Click the **ROI Tab.**
2. Click the **Add Release of Information** button.
    a. Make sure to include all household members (if applicable).
    b. Select **Release Granted – 'YES'**
    c. Complete the **Start Date/End Date** and **Documentation** fields.



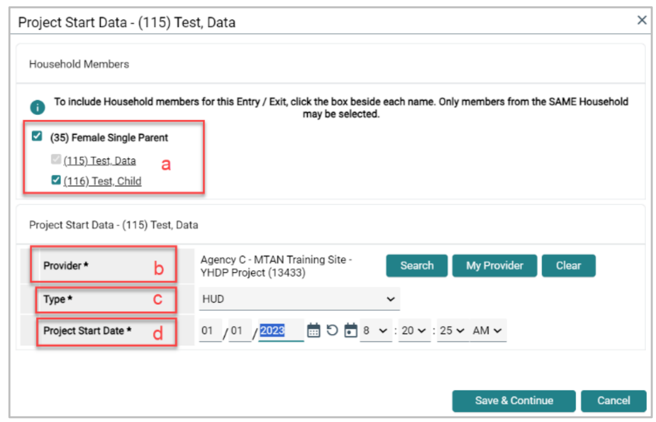
NOTE: If the client refuses to share data with external partners, contact HAND's Help Desk https://www.handetroit.org/helpdesk to request assistance with adjusting the client record to allow for internal sharing only.

Creating the Project Entry

1. Navigate to the **Entry/Exit** tab to add a new Project Entry



2. Click the **Add Entry/Exit** button to add the new Project Entry.



   a. If household members are present, click the box(s) to select them.

   b. Ensure the correct **Provider** Bin is listed.

   Note: if the correct Provider Bin is not listed, then go back to the first step in this workflow to EDA into your PSH Bin.

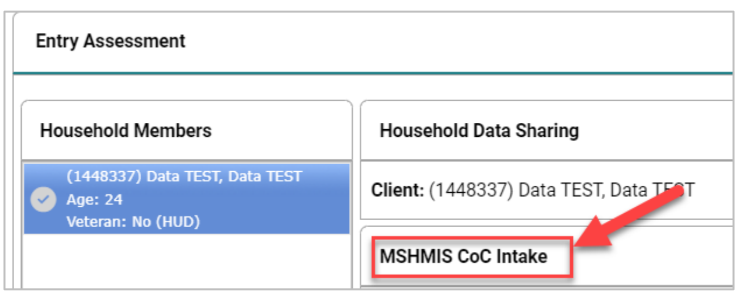
   c. Select **HUD** as the entry **Type.**

   d. Ensure the **Project Start Date** equals the date you conduct the Initial Interview.

   e. Click **Save & Continue.**

Completing the MSHMIS COC Intake

1. Scroll down to the **MSHMIS COC Intake** assessment.



2. Review/add/update the following sections of the MSHMIS CoC Intake assessment to ensure all fields have been completed and answers reflect the client's situation at the time of project enrollment.

   a. **Relationship to Head of Household, Enrollment CoC**, and **Translation Assistance**

   b. *Skip Coordinated Entry Section (this applies to CAM Only)*

   c. **General Demographic Information** – completed for household members, including children.

   d. **Health & Disability** - completed for household members, including children.

   e. **Homeless History Interview** - completed for head of household and all adults.

Note: The Prior Living Situation is the living situation that the client was in immediately prior to entering the project. For more information on completing the **Homeless History Interview** and **Determining the Approximate Date of Homelessness** refer to *Appendix V: Additional Resources*.

f. **Housing & Location Information** - completed for household members, including children.

g. **Income & Non-Cash Benefit Information** - completed for Head of Household and all Adults.

h. **Domestic Violence** - completed for Head of Household and all Adults.

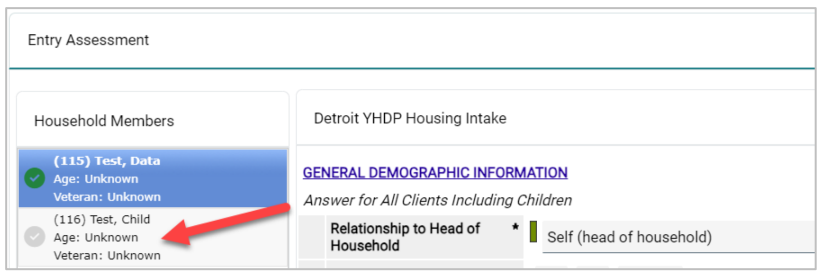
i. *Skip Current Living Situation, Date of Engagement, VI-SPDAT Information and Retired questions.*

3. Click **Save.**

4. Complete the MSHMIS COC Intake assessment for each additional Household member, if applicable.

   a. Click the name of the Household member located in the Household Member's column of the assessment.

   b. Verify/complete the above-referenced fields, as applicable, for the selected household member.



   c. Click **Save.**

   d. Click on the name of another household member and repeat the process, if applicable.

   e. Go back to the Head of Household record, when finished entering data for all household members. Click **Save & Exit.**

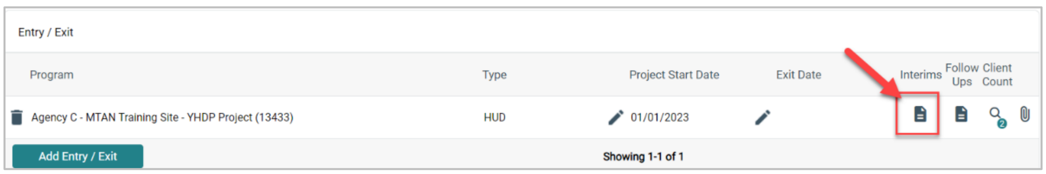
Updating and Maintaining Client Record

IMPORTANT NOTE

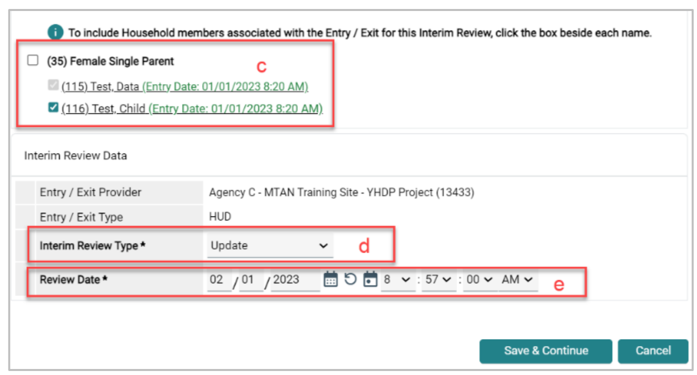
HMIS records should remain "open" (i.e., no project exit date recorded), while clients are still actively receiving services. During this time, it is important that the records continue to be updated and maintained. This includes adding new ROIs, updating the [PSH match status/outcomes](), recording new data elements (collected after project start), updating assessment data to reflect changes in the client's circumstances, completing Annual Assessment Updates, and documenting ongoing case notes.

Completing Routine Update Interim Reviews

1. Add an **Interim** review to the **Program Entry** as follows:
    a. Navigate to the **Entry/Exit** tab and click the icon in the **Interims** column of your open PSH Program Entry.



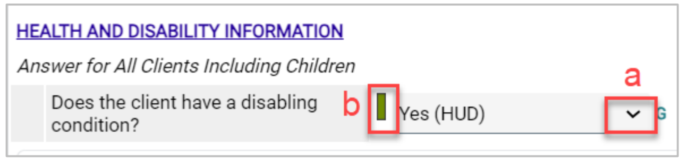
    b. Click **Add Interim Review.**
    c. Check all relevant Household members for which the review is relevant; check the Household type to choose all household members.
    d. Select __**Update**__ from the **Interim Review Type** dropdown list of options.
    e. Make sure the **Review Date** is set to the date that the change took place.
    f. Click **Save & Continue** to proceed to the **MSHMIS Update** assessment.



Updating Static Assessment Data

To record changes to static assessment data:

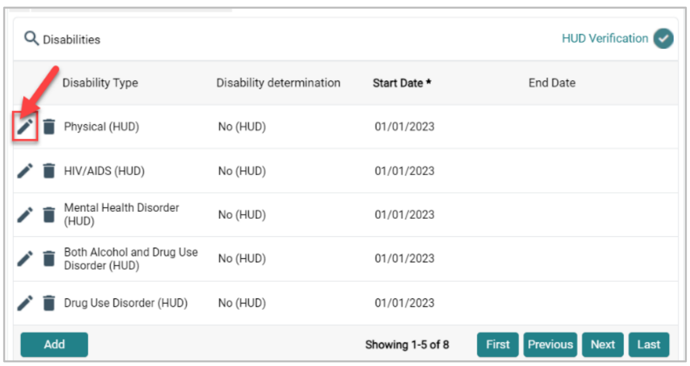
1. Navigate to the **assessment question** that needs to be updated
    a. Adjust the **dropdown** response to reflect the updated status.
    b. Clicking the **colored bar icon** next to the assessment question provides historical response data.

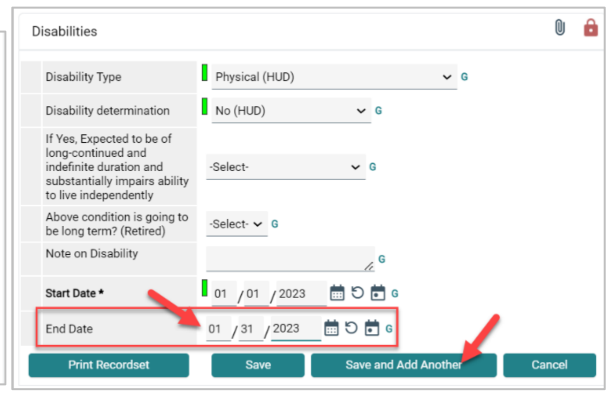


Updating HUD Sub Assessment Data

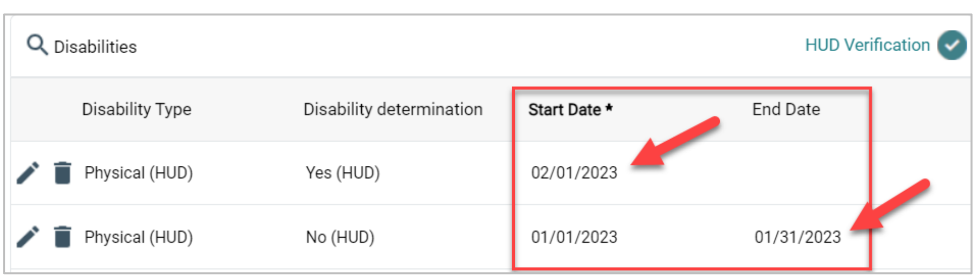
It is important to __never__ overwrite HUD's sub assessment records! Each time there is a change in *income*, *noncash benefits, health insurance*, and/or *disability information*, a new record must be added.

1. Locate and click the **edit pencil** next to the sub assessment record that needs updating.





2. **Add an end date** on the current record (i.e. the day before the change occurred) to indicate the information is no longer accurate as of that date.
    a. Click **Save and Add Another** to record the new information.
3. **Record new income information**. Complete all of the required fields to reflect the change that occurred.
    a. Click **Save**
4. Verify that the start and end dates for the sub assessment records you updated don't overlap.



5. Be sure to update the sub assessment gateway question(s) if applicable

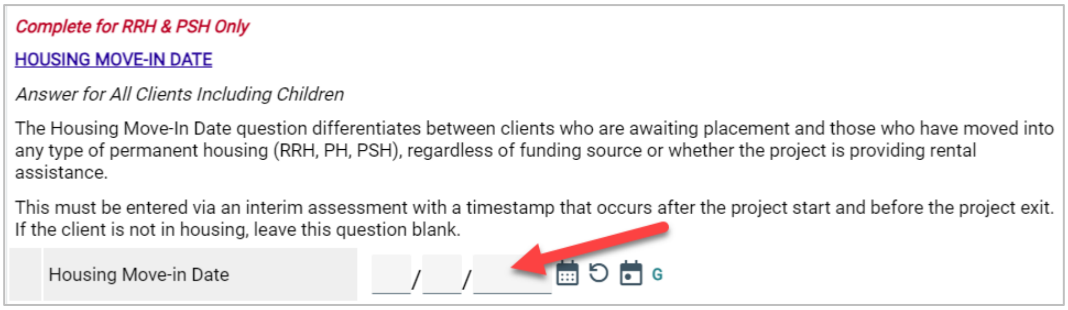
HMIS Data Collection: After Client is Housed

Updating and Maintaining Client Record Continued

Recording the Housing Move-In Date (HMD)

All RRH & PSH Projects must create an *Update Interim Review* to record the **Housing Move-In Date** (**HMD**) when a client first moves into a unit. The Interim Review Date **must** be the same as the Housing Move-In Date.

REMEMBER to also update the *PSH Match Status/Outcomes*!!



NOTE: There should only be **one HMD recorded per project enrollmen**t. If a client loses housing after moving into a unit, the client record should be closed, and a new project enrollment should be created for the following day. The HMD on the new enrollment should be left blank until the client moves into a new permanent housing situation.

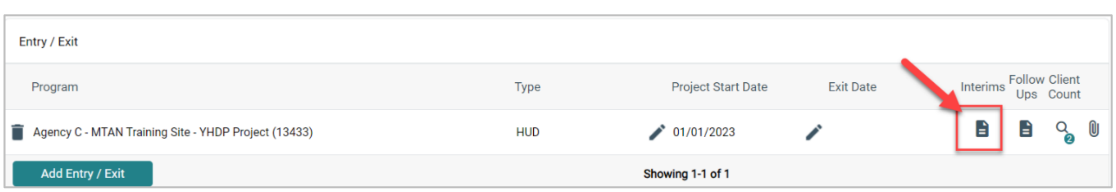
NOTE: An **HMD** should be **recorded for clients that move into any permanent housing situation, regardless of whether financial assistance is provided**. This includes clients, not housed by the program, that exit to family/friends (permanently) or to their own unit without any subsidy.

Completing Annual Assessment Interim Reviews

IMPORTANT NOTE

Annual Assessments must be completed at least once a year for all household members that receive services for 365 days or more. Annual Assessments must be completed no more than 30 days before or after the anniversary of the head of household's Project Start Date.

1. Add an **Interim** review to the **Program Entry** as follows:
    a. Navigate to the **Entry/Exit** tab and click the icon in the **Interims** column of your open PSH Program Entry.

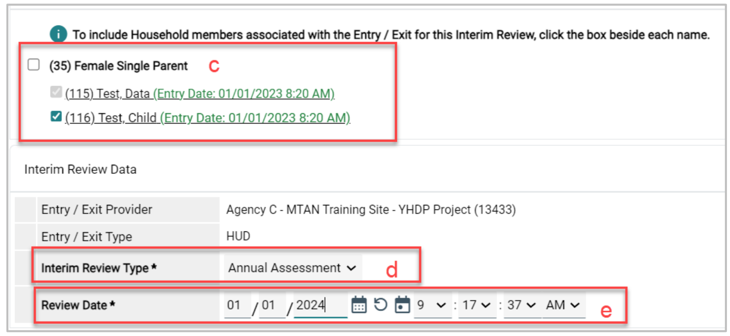


b. Click **Add Interim Review.**

c. Check the box to include all relevant Household members.

d. Select **Annual Assessment** from the **Interim Review Type** dropdown list of options.

e. Make sure the **Review Date** is set to the date that the change took place.



f. Click **Save & Continue** to proceed to the **MSHMIS Update** assessment.

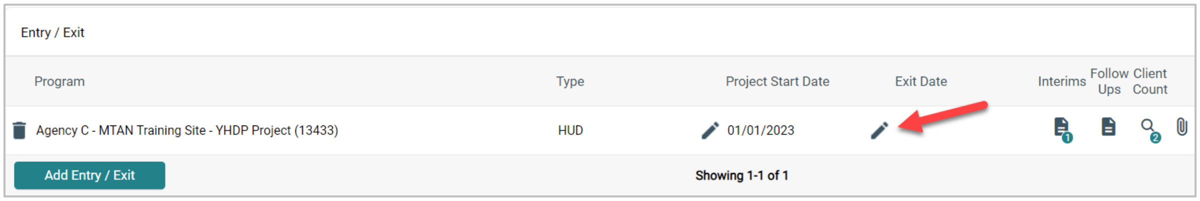
g. **Update income, non-cash benefit, and health insurance** information regardless of whether responses have changed since the project start or previous annual assessment.

NOTE: A new record must be created for each subsequent annual assessment such that it is possible to view a history, by date, of the values for each data element. See *Updating HUD Sub Assessment Data* for more information.

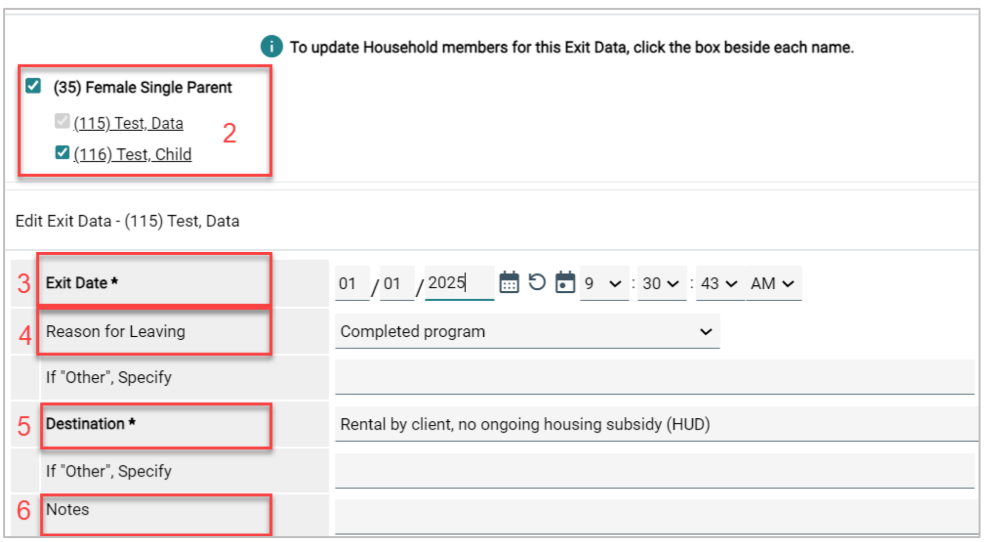
Exiting the Client

Recording Client Discharge Information

1. Click the pencil next to the **Exit Date** in the Entry/Exit screen.



2. Check the box to include all **household members**, if applicable.
3. Add the **Exit Date**, which is the day the household leaves the unit and/or is no longer receiving services from the project.
4. Select the **Reason for Leaving** from the dropdown list of options.
5. Select the appropriate **Destination** from the drop-down list of options.
6. Add **Notes**, if applicable.



7. Scroll down to the **MSHMIS Exit** assessment**.**
   a. Update any information that may have changed for the clients since the project start or last interim review.
8. Click **Save.**
9. Complete the MSHMIS Exit assessment for each additional household member, if applicable.

a. Click the name of the Household member located in the household member's column of the assessment.

b. Verify/complete the above-referenced fields, as applicable, for the selected household member.

c. Click **Save.**

d. Click on the name of another household member and repeat the process, if applicable.

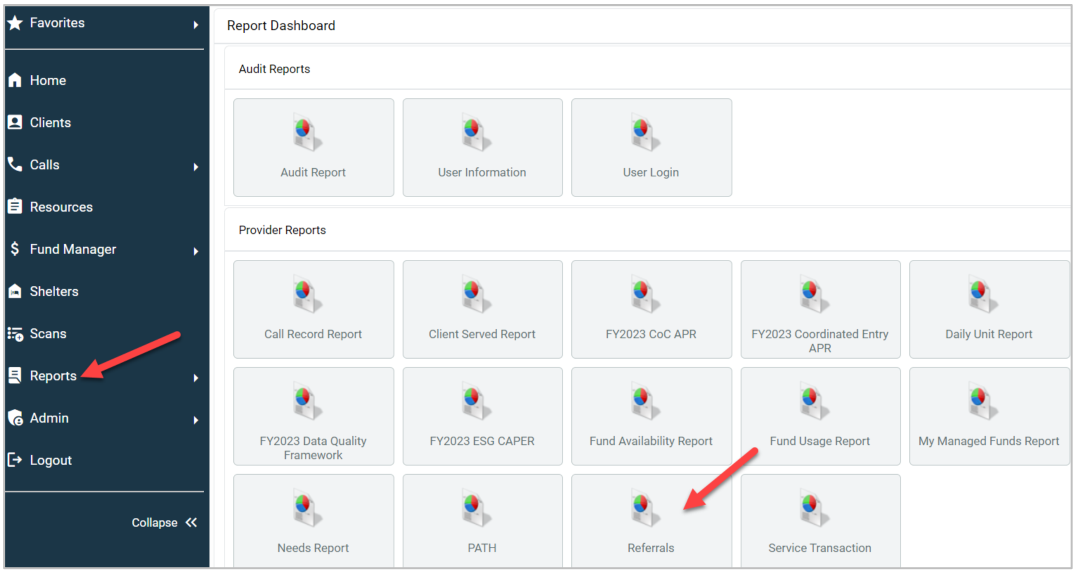
e. Go back to the Head of Household record, when finished entering data for all household members.

10. Click **Save & Exit.**

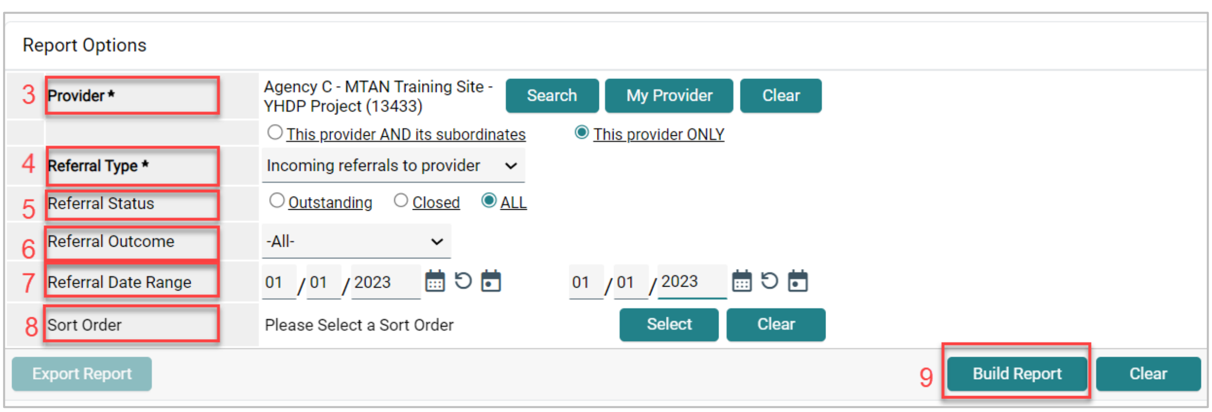
Appendix I: Running Referral Reports & Updating Referral Outcomes

Running the Referral Report

1. Click on the **Reports** tab
2. Click **Referrals** report



3. Make sure the **correct Provider** is selected
4. **Referral Type = Incoming Referrals**
5. **Referral Status = All**
6. **Referral Outcome = All**
7. Enter **Referral Date Range** (NOTE: start date should be 1 day before first referral was made)
8. Select desired **Sort Order** (Optional)
9. Click **Build Report** (report results will display)

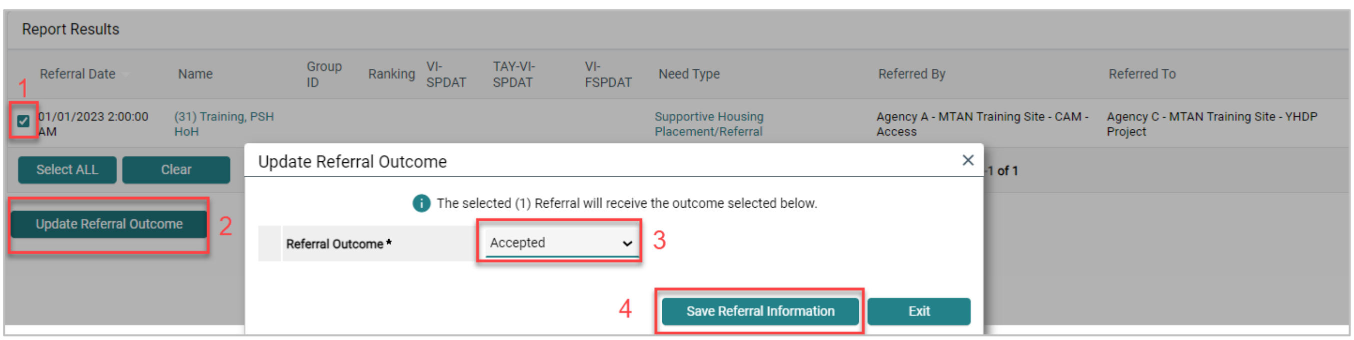


Updating Referral Outcomes (within the Referral Report)

IMPORTANT NOTE

Only those with an Agency Admin license or higher will have the option to update referral outcomes within the Referral Report. Case Managers and those with a lower level of access will only be able to update referral outcomes for individual clients within the client record. For more information refer to [*Updating the Referral Outcome (within the Client Record)*] *section of this process guide.*

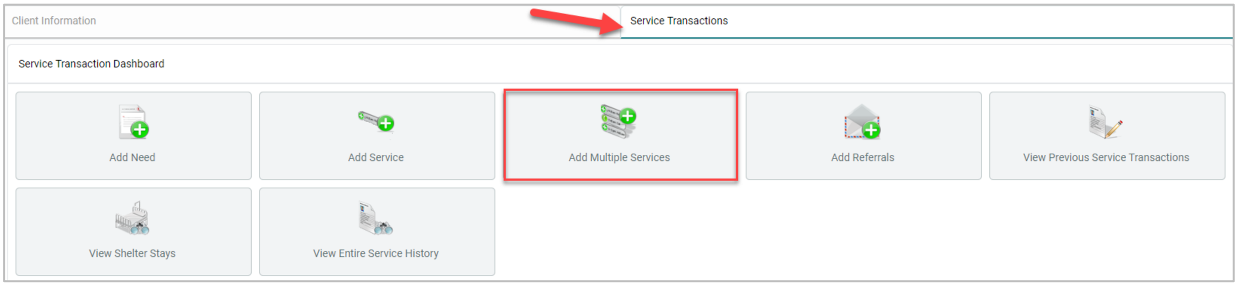
1. **Check** the **box next to the name(s)** of the clients with a known referral outcome
2. Click the **Update Referral Outcome button** located at the bottom of the Referral Results list
3. Select the appropriate Referral Outcome from the dropdown list
   a. **Accepted**: if client is accepted into the project
   b. **Declined**: if the project declines the referral
   c. **Canceled**: if the project is unable to contact client or the client declines services
4. Click **Save Referral Information**



APPENDIX II: RECORDING SERVICE TRANSACTIONS (OPTIONAL)

1. Click on the **Service Transactions** tab

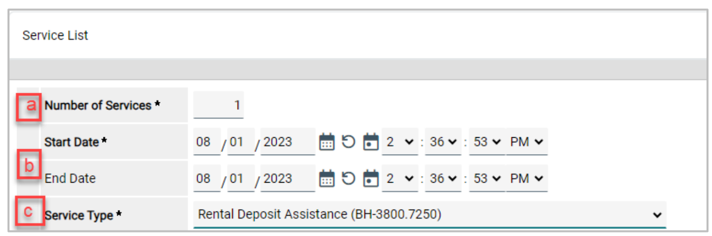
2. Select **Add Multiple Services**



3. **Add applicable Household Members** to the service transaction as appropriate by checking the box next to the household member's name.

   NOTE: ***<u>Financial assistance services</u>*** *should* ***<u>only</u>*** *be* ***<u>entered for the head of household</u>****. Including other household members will inflate the total cost of financial assistance provided on service reports.*

4. Ensure the **Service Provider** is correctly displayed.



5. Scroll down to **Service List** section

   a. Leave the **Number of Services** set to **1**

   b. Establish the **Start** and **End** date for the service.

   NOTE: *Most service transactions should be dated for the day the funds were administered and/or the service was provided. In many cases, the start and end date will be the same day.*

   For ***ongoing Rent Payment Assistance,*** *the* ***service transaction should cover the <u>entire month</u> that the payment was applied to****. The start date should be the first of the month (or the payment start date if the client moved in after the 1st) and the end date should be the end of the month.*

   For example, if a household receives rent payment assistance from July-September, the head of household should have three separate Rent Payment Assistance service transactions with the following start and end dates: 07/01/2023-07/31/2023, 8/1/2023-8/31/2023, and 9/1/2023-9/30/2023

   c. Select the **Service Type** by clicking the **Pencil** Icon and choosing the appropriate service from the dropdown list of options.

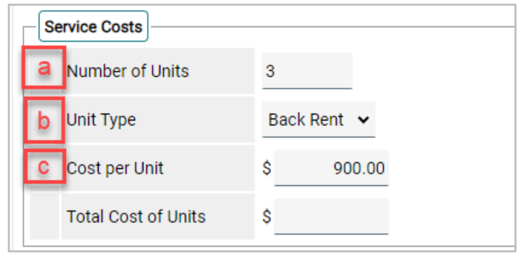
   NOTE: *To record rent arrearage assistance, select the Rent Payment Assistance Service Type and complete the Service Cost section (see Step 6 below).*

6. For **Back Rent/Back Utility Payments ONLY** - Scroll down to **Service Costs** section (otherwise skip to Step 7)

    a. Enter the **Number of Units** (i.e., months) being covered for back rent or back utility

    b. Select the appropriate **Unit Type** from the drop-down menu (back rent or utility arrearage)

    c. Add the Cost Per Unit (i.e., total rent per month)



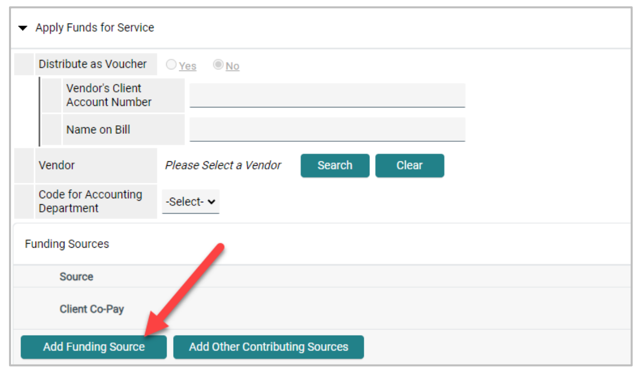
NOTE: *The Total Cost of Units will be calculated automatically upon Save & Exit*

7. For **Financial Services Only** – Scroll down and click the arrow next to the **Apply Funds for Services** section to expand (otherwise skip to Step 8)

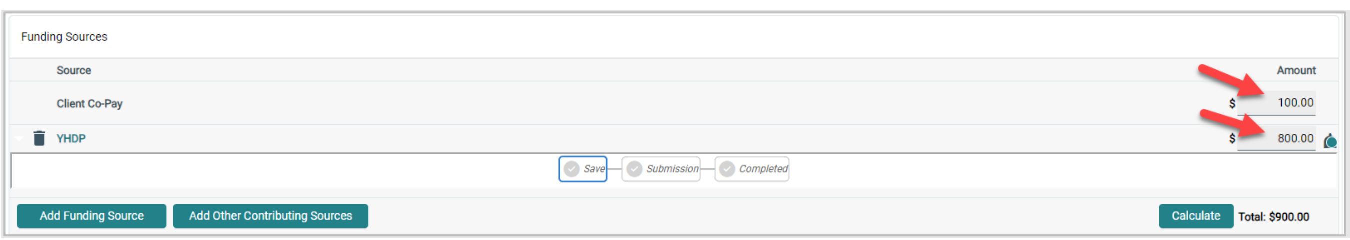
    a. Scroll down to **Funding Sources** and click **Add Funding Source**

    b. Use the Fund Search option to search for the funding source

    c. Click the **plus sign icon** to select the funding source.



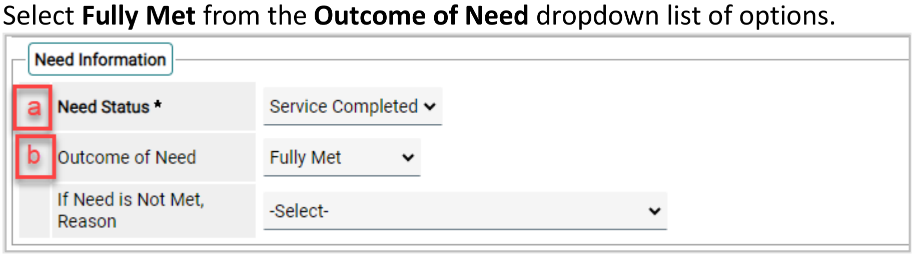
    d. Enter the financial amount of the service along with the Client Co-Pay, if applicable.



8. Navigate to the **Need Information** section.

    a. Select **Service Completed** from the **Need Status** dropdown list of options.

    b. Select **Fully Met** from the **Outcome of Need** dropdown list of options.

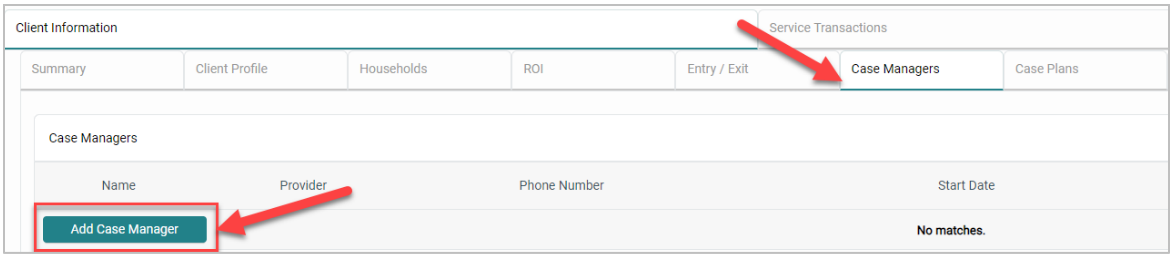


9. Click the **Add Another** button to add additional services, if applicable.

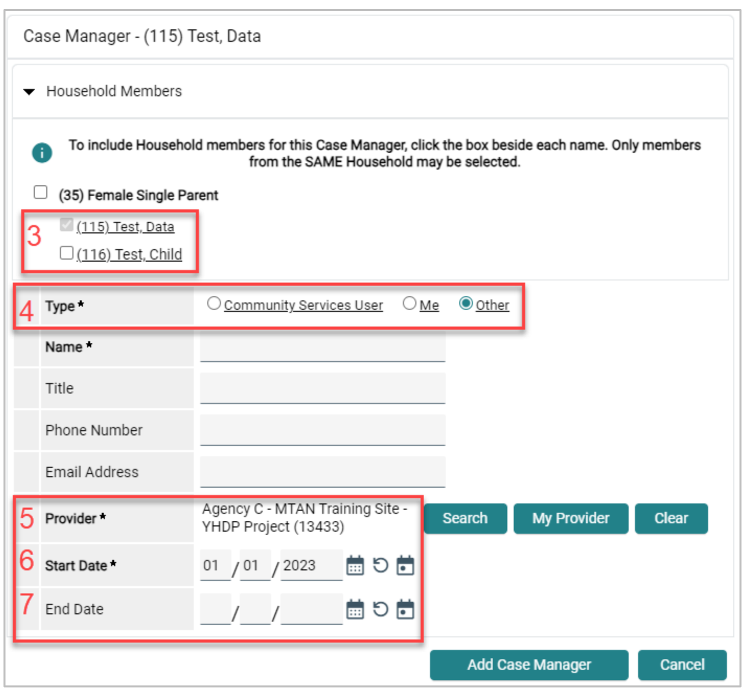
10. Click **Save & Exit** once all services are added

APPENDIX III: ASSIGNING A CASE MANAGER (OPTIONAL)

1. Navigate to the **Case Managers tab**
2. Click '**Add Case Manager'**



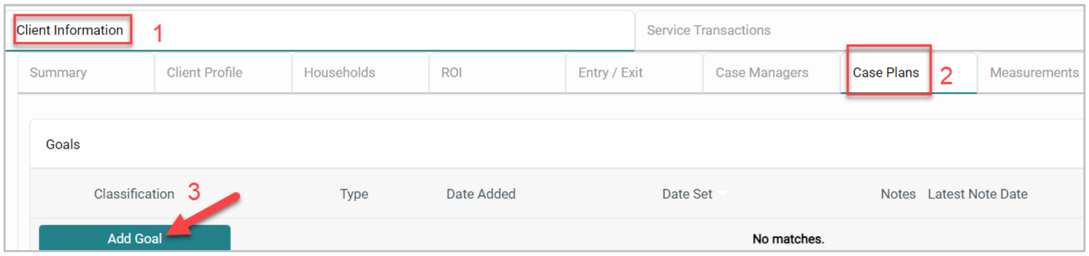
3. Check the Box to include all **household members** (if applicable)
4. Select **Type**
   a. **Other**: Allows users to manually enter Case Manager details (use if the Case Manager is not the same person that is completing the data entry).
   b. **Me**: Auto-populates the Case Manager details for the individual completing the data entry.
5. Make sure that the correct **Provider** is listed (i.e. PSH project)
6. Make sure that the correct **Start Date** is listed
7. Leave the **End Date** blank (until the case manager is no longer working with the client).



Appendix IV: Documenting Case Notes (Optional)

1. Navigate to the **Client Information Tab**.

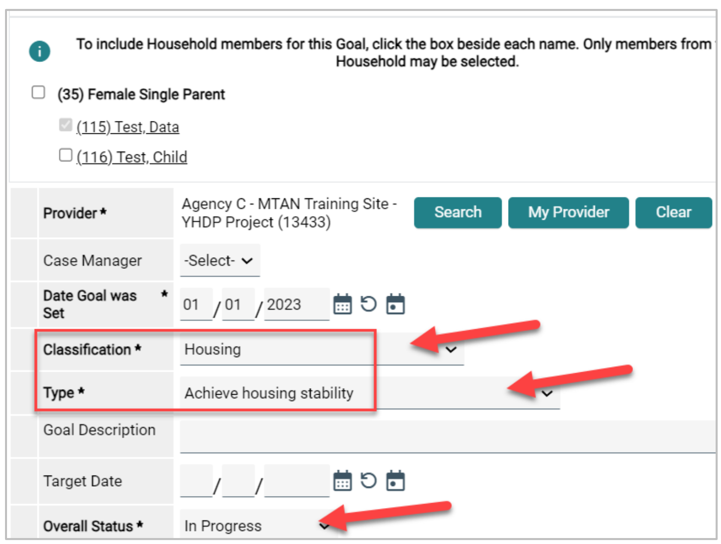
2. Select the **Case Plans** tab to add client goals and case notes.



3. Click the **Add Goal** button.

   a. Ensure at a minimum the following required fields are completed.

      – Date Goal was Set.
      – Classification
      – Type
      – Overall Status



   b. Click **Add Goal.**

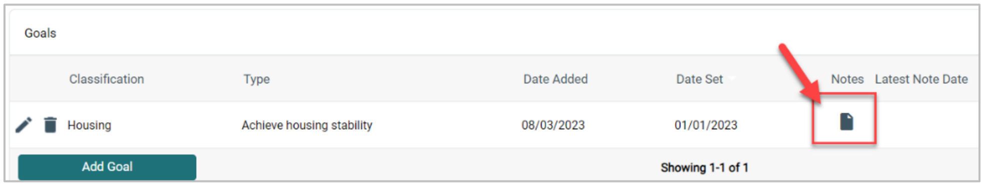
   c. Click **Add Case Note** to add the initial case notes pertaining to this goal.

   d. Click **Save Case Note**.

Adding Additional Case Notes

To add additional case notes to the existing goal:

1) Navigate to the **Case Plans** tab and click the **Notes icon** for the Goal.



2) Click the **Add Case Note** button to open another window for adding the case note.

3) Add the **Case Note and Save.**

Appendix V: Additional Resources

Resource Type	Description	URL
Job Aid: Creating and Managing Households	Step-by-step instructions for: - Creating a new household - Adding new members to an existing household/entry - Removing members when they leave a household	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/6123b7ca057dc2593a0f2973/1629730764342/HAND+Job+Aid+-+Creating+and+Managing+Households.pdf
Homeless History Interview Guide	Detailed guidance for completing the Homeless History Interview section of the HMIS Intake Assessment.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/64355641faa7052c0b05aea1/1681217089648/Homeless+History+Interview+Guide.pdf
Determining Approximate Date of Homelessness	Examples of follow-up questions that should be asked of clients when completing the Homeless History Interview to help ensure the correct date is entered in HMIS for the client's Approximate Date of Homelessness.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/643555cc57ee21322d7a0972/1681216972295/Determining_Approximate_Date_of_Homelessness.02.pdf
Permanent Housing Entry/Exit & Move-In Guidance	Detailed guidance regarding the nuances involved with PSH/RRH referrals, project start dates, housing move-in dates, and project exits. As well as detailed guidance for managing transfer clients and housing displacements.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/61e19df0ca610d6b667a384e/1642175984217/Permanent+Housing+Entry-Exit+and+Move-in+Guidance.pdf
Running, Reviewing, and Printing the CoC APR	Step-by-step instructions for running and printing the CoC APR. As well as detailed guidance for finding and fixing common errors within the COC APR.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/629e53f2279e4539bbb805da/1654543373773/Running%2C+Reviewing%2C+and+Printing+the+CoC+APR.pdf
Finding & Fixing Errors in APR	Detailed instructions for interpreting and fixing errors within the CoC APR.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/61e19cbaa7d41c510161e260/1642175677851/Finding_and_Fixing_Data_Quality_Errors_CoC_APR_and_ESG_CAPER_20210730.pdf
PSH Moving On Service Transaction Resource Guide	Detailed instructions for capturing required data on PSH clients that are receiving Moving On Assistance.	https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/623cc49ef5ae30798a95ce5e/1648149719229/PSH+-+Moving+On+Service+Transaction+Guide.pdf

Appendix VI: Detroit PSH HMIS Data Entry Checklist

Below is a high-level overview of the HMIS workflow requirements for Detroit's Permanent Supportive Housing (PSH) projects.

Receive/Process Referral

- ✓ Run **Referrals Report**
- ✓ **Access Client Record** (EDA into appropriate **PSH Bin**, if not defaulted there)
- ✓ Complete the **Detroit Housing Match Assessment** sections below (on the **Client Summary Tab**):
  - **Detroit Agency Contacts**
  - **Case Notes** (document attempts made to contact client)
  - **PSH Match Status/Outcomes** (must be updated every two weeks until the client is housed or returned to CAM)
- ✓ Update the **Referral Outcome**

Cancelled/Declined Referrals – End of HMIS Workflow

Accepted Referrals – Proceed to Record Intake Information

Record Intake Information

- ✓ Review/Edit **Household** (if applicable)
- ✓ Add Electronic **ROI** (Release of Information), include all HH members (if applicable)
- ✓ Record (HUD) **Project Entry** for all HH members (if applicable)
  - Start Date = Date of Intake Meeting
- ✓ Add/Update **MSHMIS COC Intake** assessment questions for all HH members (if applicable)

Update & Maintain Client Record

- ✓ Continue to update the PSH Match Status/Outcomes (until client is housed)
- ✓ **Add Update Interim Reviews**
  - Record **Housing Move-In Date** (after client moves into a unit)
    - **REMEMBER** to also update the *PSH Match Status/Outcomes* and **Current Living Situation**!!
  - Continue to update the client record to reflect changes (i.e. income, non-cash benefits, etc.)
- ✓ **Add an Interim Review (Type: Annual Assessment)**
  - Complete a new Annual Assessment for all household members (30 days +/- the anniversary of the head of household's project start date)

Exit the Client from Project

- ✓ Record **Project Exit Date** = Date client leaves the PSH units and/or stops receiving services from the project.
  - Document **Reason for Leaving** & **Destination**
  - Complete the **MSHMIS Exit** assessment including
  - Update any data elements that changed since entry (or last interim review)