PERMANENT HOUSING ENTRY/EXIT AND MOVE-IN GUIDANCE

HMIS REFERRAL	HMIS REFERRAL GUIDANCE
	All new and transfer clients must have a corresponding HMIS referral[1]. The receiving agency must update the referral outcome for each client referred. All clients not accepted into the project should be returned to CAM using the existing process outlined in the [PSH Match Policy & Procedure or RRH Policy & Procedure Manual.](#)
	Referral Outcome Responses:
	Accepted: Client accepted in project
	Declined: Agency or client refusal
	Cancelled: Unable to locate client (NOTE: Three attempts must be made to contact the client, one of the contacts must be to the Housing Navigator via email. All attempts to contact the client must be documented in the case notes section of the client's HMIS Summary page).
	[1]Current HMIS housing referral exceptions include HOPWA, SSVF, VASH & Piquette Square.
	HMIS Referrals for Transfer Clients
	When making an internal transfer to another project administered by the same agency or an external transfer to an RRH or PSH project outside the agency, a referral must first be created for the client in HMIS by the referring agency.
	Refer to the [Entering PSH and RRH Transfer Clients in HMIS](#) guidance document for CAM notification protocols.
	Refer to [Process for Managing Direct Referrals](#) guidance document for step-by-step instructions on how to create referrals in HMIS.

PROJECT START DATE	PROJECT START GUIDANCE
	A client is entered into a project when the following three conditions are met:
	1. Information provided by the client or from the referral indicates they meet the criteria for admission.
	2. The client has indicated they want to be housed in the project.
	3. The client can 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 is a reasonably short amount of time.
	Once a client is entered into a project, it may take a while to house the client in a unit. This is where the housing Move-in Date comes in.
	NOTE: Clients generally do not move into housing on the same day they enter the project (exceptions may include transfer clients, SSO clients, housing voucher clients and/or security deposit only clients).
	Project Start Date for Incoming Transfers
	When entering a project start date for incoming transfer clients, first make sure the three conditions above have been met. Also, be mindful of the client's project exit date from the original/referring project so as not to create an overlap. The project start date for the new project must be at least one day after the exit date from the referring project.

HOUSING MOVE-IN DATE GUIDANCE

The Housing Move-in Date is used to document the date that a household, enrolled in an RRH/PSH project, moves into housing. This critical data point is used to differentiate households that have already moved into permanent housing from those enrolled in the project and awaiting housing.

A Housing Move-in Date must be recorded at the point the household moves into a permanent living situation, whether subsidized by the currently enrolled project, a different PH project or subsidy, or without any subsidy at all.

The Housing Move-in Date must be entered via an Interim Review update assessment located under the Entry/Exit tab in HMIS. The date of the interim review must be the same day as the Housing Move-in Date.

Incoming Transfers Already in Housing

In the event a client is transferred into a PSH or RRH project having already moved into a permanent housing unit, the client's Project Start Date and Housing Move-in Date will be the same date. It is not necessary or appropriate to having the Housing Move-in Date reflect the original move-in, since the purpose of the data element is to distinguish between housed and homeless statuses during a single enrollment.

RRH Security Deposit Only Clients

Security Deposit Only clients are treated the same as any other RRH client. They must have an HMIS referral, a Project Start Date and a Housing Move-in Date. The client should be exited from HMIS to the appropriate Destination when they are no longer receiving services. This may be the same day or the day after the client moves into housing, or it may be later depending on when services cease.

NOTE: The client's Project Exit Date must be at least one day after the Project Start Date

Housing Vouchers Clients (EHV, HCV, VASH, etc.)

If a client is housed with a housing voucher and the project is providing supportive services only, but not providing the rental assistance for the unit, a Housing Move-in Date must still be entered to differentiate clients in housing from those still homeless and looking for housing.

Moving in with Family/Friends

If a client moves in with family/friends permanently, after being enrolled in a project, a Housing Move-in Date must be entered for the client on the day they moved into housing. If the project will no longer be serving the client, the client should be exited to the appropriate Destination the same day that the Housing Move-in date is applied.

HOUSING RELOCATION GUIDANCE

Direct Moves from one Unit to Another

If a client moves directly from one unit into another, with no days of homelessness in between, it is not necessary to exit and re-enter them, because their housing Move-in Date would still accurately reflect the day they entered permanent housing under the existing project enrollment.

Housing Displacement While in Project

If a client loses housing but remains in the project while looking for new housing, they must be exited from the project with an accurate Destination and a second enrollment with a new Project Start Date must be created for the client on the following day.

The project would continue working with the client until a new unit is secured, at which point a new housing Move-in Date would be recorded on the second project record. This will ensure that the client's history of housing is preserved.

HOUSING MOVE-IN DATE

HOUSING RELOCATION

PROJECT EXIT	PROJECT EXIT GUIDANCE

PROJECT EXIT GUIDANCE

The Project Exit Date is used to record the date a client stopped participating in a project.

Clients in RRH projects are to be exited after the last RRH services is provided. If case management services are provided past the final date of receiving rental assistance, then the client must not be exited until those services cease.

Destination

The Exit Destination should reflect where the client is expected to move immediately after leaving the project. Select the Destination response category that most closely matches where the client will be staying after exiting the project.

If a client moves into rental housing with a subsidy, be sure to select the correct response based on the type of housing subsidy.

> NOTE: EHV clients should be exited to the *"Rental by client, with HCV voucher"* destination.

If a client moves in with family or friends, select the response that includes the expected tenure of the destination (permanent or temporary). The difference between permanent and temporary is based on whether the family member or friend has placed any limitations that indicated the stay is intended to be temporary (i.e. a specific time limit).

'Other' destination responses should only be used as a last resort if the destination cannot be mapped to another appropriate response. The 'Other' Destination type is not recognized as a positive housing outcome.

Mapping 'Other' Destination Responses (see examples below):
- College dorm or Army-supplied housing = Rental by Client, with other ongoing housing subsidy
- Moving with friends/family during school = Living with Family, Permanent Tenure

> NOTE: When mapping, use the Destination notes field to record the actual destination.

Refer to the Exit Destination Guidance document for additional information.

Appropriate Destination for Unhoused Transfer Clients

DO NOT exit unhoused transfer clients to PSH, RRH, or other permanent housing destinations if they are still awaiting housing at time of exit! Doing so will result in data quality errors on system-wide reports.

The Exit Destination must reflect where the client is expected to move immediately after leaving the project.