

Street Outreach Basic HMIS Workflow

All clients served with CoC or ESG funds must be entered in your project in HMIS by enrolling them in your Street Outreach program in Clarity.

- 1.) First contact with client occurs by Street Outreach staff.
- 2.) Client receiving contact is entered in the Street Outreach program in HMIS.
 - a. Program Entry Date is the same date as date of first contact.
 - b. If you have not received consent at this point, create a record using non-identifiable alias information in profile fields. (See the slide on page 3 on how to create an anonymous record)
 - c. There may be limited data collected at this point, therefore, "Data Not Collected" is a valid response to some of the Program Enrollment Screen questions.
- 3.) On the Program Enrollment Screen, the data field for "Client Has Become Engaged" should be "No" until an "interactive client relationship results in a deliberate client assessment or beginning of a case plan." ([2014 HMIS Data Standards, Page 64](#))
- 4.) Record a Contact/Outreach Service ([2014 HMIS Data Standards, Page 63](#)). The "Service Start Date" and "Service End Date" should be the same as the Project Entry Date. This records the first contact service for your Client.
- 5.) Each time the project has contact with client, a Contact Service should be provided with the date the contact took place. (You can record contacts for multiple clients at once using the **Attendance Module**.) Case Notes for each client can be recorded under the Notes section of their respective record.
- 6.) Whenever applicable, staff can update the **Program Enrollment Screen** if they are able to capture more client information/demographics (changing "data not collected" fields to other accurate responses based on new information received from the client).
- 7.) **Important:** When the client has become fully engaged, staff need to update the Program Enrollment Screen to reflect this by selecting "Yes" for "*Client Has Been Engaged*." This will prompt the User to enter a Date of Engagement. Use the date that reflects when you had a significant meeting with your client and they gave you information that allowed you to complete a thorough HUD Entry Assessment.
- 8.) **Status Update Assessment:** As appropriate, complete program status update assessments to capture any changes to disability types, and services, income, benefits, or health insurance.
- 9.) **Exit:** When a client is ready to Exit the Street Outreach Program, fill out a Program Exit Screen (via the pinkish "End" link).

Entering Non-Identifiable Client Records:

Important: Outreach programs need to keep track of the non-identified client and alias information in order to not create duplicate records and to know which record to return to for updating. Once you obtain client consent, you should update these records with identifiable data as the relationship with your client evolves.

Types of naming conventions for entering clients not yet identified:

First Name = Oooooo, Last Name = Identifying Characteristic (e.g. Redhat, WhiteBeard, etc.)

Name Data Quality Field is answered as “Partial, Code or Street Name Reported”

How to enter anonymous client records

- **Social Security Number**
 - Enter all 0's
 - For SSN Quality, choose “Client Refused”

- **Client Name Fields**
 - Enter series of letter “x” as last name (Xxxxx)
 - Enter series of letter “o” as first name (Oooooo)
 - “Partial, street name, or code name reported” for Name DQ
 - After saving, replace Unique ID “A2343Y49” in Last Name field and save changes

- **Date of Birth**
 - Enter only the year the person was born
 - Eg. 1/1/1976 instead of 3/17/1976

Use the Location tab (only visible to your agency) to list a location where your client frequents during the day or night.

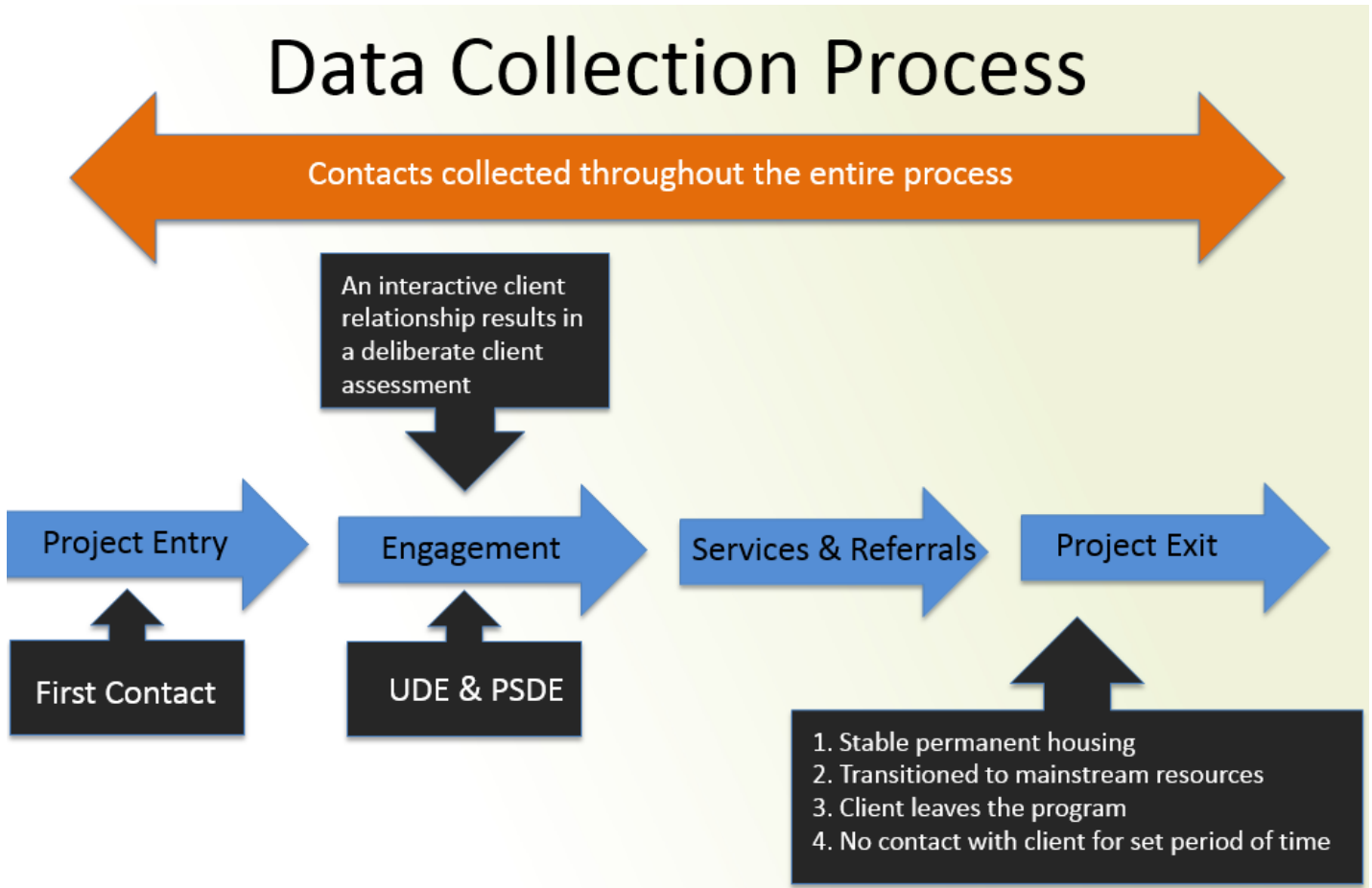
You must be mindful of securely sharing this information with colleagues in order to prevent duplicate records from your agency for the same client in HMIS.

HUD does not measure data quality for Street Outreach data until the Date of Engagement. The assumption is that as you form a relationship, you can obtain better data and update HMIS accordingly.

Reporting for Street Outreach projects includes the CoC APR and ESG CAPER. Data from Street Outreach projects also informs the System Performance Measure reporting for the entire Cambridge CoC.

Automatic Exit within specified number of days without contact

CHMIS has turned on auto exit for some Street Outreach and Emergency Shelter projects. This eliminates the possibility that a client who is no longer active in the program remains enrolled – they are automatically exited from the program if there is no activity within the specified time period (the ‘End Date’ will match the end date of the last active service). This removes these clients from the staff member’s caseload and also increases data accuracy. If you want to know more about this function relative to your project, please contact Marianne Colangelo.



Slide from presentation at NHSDC Fall 2015 Conference: Relationship Building: Street Outreach Data Collection, October 23, 2015

HUD Policy and Guidance for Street Outreach

For a helpful review of data collection requirements for Street Outreach projects, please read [pages 11-12 of the HUD CoC HMIS Program Manual](#).

- CoC Program HMIS Manual
 - <https://www.hudexchange.info/resources/documents/CoC-Program-HMIS-Manual.pdf>
- ESG Program HMIS Manual
 - <https://www.hudexchange.info/resources/documents/ESG-Program-HMIS-Manual.pdf>
- PATH Program HMIS Manual
 - <https://www.hudexchange.info/resources/documents/PATH-Program-HMIS-Manual.pdf>