

CoC Program HMIS Manual

Continuum of Care Program

U.S. Department of Housing and Urban
Development

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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) Lead Agencies and CoC program recipients. This manual provides information on HMIS program setup and data collection guidance specific to the CoC Program and the legacy programs: Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO) that have not yet renewed under the CoC Program.

The guidance provided in this document aligns with requirements around using HMIS as stated in the [CoC Program interim rule](#) and the [Emergency Solutions Grant \(ESG\) program interim rule](#) and refers to the data elements required in an HMIS as established in the [2014 HMIS Data Standards](#). This document is not intended to replace the HMIS Data Dictionary or the Data Manual, but to complement them and relate CoC Program-specific requirements. 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 CoC Program-funded projects.

For additional assistance please refer to the following:

Guidance about the CoC Program and its requirements can be found on-line at the HUD Exchange on the [CoC Program](#) page.

- To ask a question about any CoC Program requirement go to the [Ask A Question](#) section of the HUD Exchange. Please be sure to select “CoC Program” for your question under “My Question is Related To.”
- Information on HMIS is located in the [HMIS Section on the HUD Exchange](#).
- To ask an HMIS-specific question go to the [Ask A Question](#) section of the HUD Exchange. Please be sure to select “HMIS” for your question under “My Question is Related To.”

HMIS Project Setup Steps

It is important to be sure that communities understand the difference between a **program** and a **project** because they have distinct meanings in this context. A program is the source of funding that the organization is receiving to run its project (e.g. CoC Program funding for ABC Transitional Housing project). For data collection purposes, HUD and its federal partners refer to categories of funding within a program as **components**. For CoC, there are five program components that communities can establish and operate projects under: permanent housing, transitional housing, and supportive services only, HMIS and, in some cases, homelessness prevention. Additionally, there are Safe Haven projects with previous funding under the Supportive Housing Program that will be renewed under the CoC Program and the legacy programs: Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO) that have not yet renewed under the CoC Program. The project is the group of activities on the ground delivering services or housing for the homeless client (e.g. XYZ Shelter, Homeless Street Outreach, etc.).

1. Identify Projects for Inclusion in HMIS

Identify all the **projects** within the HMIS implementation that receive CoC Program funding or are still receiving their original funding through HUD legacy programs (Supportive Housing Program (SHP), Shelter Plus Care (S+C) and Single Room Occupancy for the Homeless (SRO)) and have not renewed under the CoC Program yet. HUD posts the annual awards on [HUDExchange.info](https://www.hudexchange.info) under the [Continuum of Care](#) page.

2. Identify Funding Components for each Project

Identify the **component** for each project funded through the CoC Program *per the project's grant agreement*. The CoC Program includes six eligible components:

- **Permanent Housing (PH)** has two distinct types:
 - **PH: Permanent Supportive Housing** provides indefinite housing assistance in community-based housing paired with supportive services to assist homeless individuals with a disability or families with an adult or child member with a disability achieve housing stability.
 - **PH: Rapid Re-Housing (RRH)** provides short or medium term tenant-based rental assistance in community-based housing paired with necessary supportive services for homeless individuals and families (with or without a disability).
- The **Supportive Services Only (SSO)** component of the CoC program provides services to homeless individuals and families not residing in housing operated by the recipient. Funds may be used to conduct outreach to sheltered and unsheltered homeless persons and families, link clients with housing or other necessary services, and provide ongoing support.
- The **Transitional Housing (TH)** component of the CoC program provides housing and accompanying supportive services to homeless individuals and families for up to 24 months to assist with stability and support to successfully move to and maintain permanent housing.

- The **Homelessness Prevention (HP)** component is limited to recipients in “High Performing Communities Only”. HUD has not designated any High Performing Communities as of January, 2015, thus no projects have been funded for Homelessness Prevention, to date, under the CoC Program.
- The **HMIS** component of the CoC program may be used only by HMIS lead agencies for costs associated with HMIS. No HMIS project setup is required for grants funded under the HMIS component.
- The **Safe Haven (SH)** program is a component that can be renewed from the SHP Program under the CoC Program. However, no new Safe Haven projects have been funded since 2011. All Safe Haven projects can be renewed to continue ongoing eligible costs and must be included in HMIS.

Legacy Program Information:

- The **Supportive Housing Program (SHP)** is not a component under the CoC program. No new SHP projects have been funded since 2011.
- The **Shelter Plus Care (S+C)** program is not a component under the CoC program. No new S+C projects have been funded since 2011. However, some of the older five year grants are still in effect and all S+C projects could be renewed under the CoC Program should be included in HMIS
- The **SRO** program is not a component under the CoC program. No new SRO projects have been funded since 2011. Existing SRO projects continue to be renewed under the Multifamily Assisted Housing Reform and Affordability Act of 1997 and should be included in HMIS.

3. Set Up Projects in HMIS

For projects new to HMIS, the System Administrator will need to follow normal setup procedures required for the communities HMIS. All projects with existing HMIS records should be checked for accuracy and consistency with the 2014 HMIS Data Standards and this guidance. This must include the following Project Descriptor Data Elements:

- **Organizational Identifier (2.1)** – The name of the agency/organization receiving CoC funding must be entered or identified with the CoC specific project. An identification number will be generated by the HMIS. There should be a single record in HMIS for each agency/organization, regardless of how many projects they operate.
- **Project Identifier (2.2)** – The name of the project receiving CoC funding must be entered or identified with the CoC specific project. HMIS administrators should note that often the name of the project on the grant agreement is not the same as the name the project is called by the organization and/or the common name in the community and often not the same name as is used on the Housing Inventory Chart (HIC). System administrators should maintain mapping information to correlate grant names, HIC names, and common names with the project identifiers either within the HMIS itself or separately.

Continuum of Care (CoC) Code (2.3) – Select the CoC code based on the location in which the project operates. For example, if the project operates in City X which is part of a CoC consolidated application, select the CoC Code that was identified for each project in the annual grant application.

- **Project Type (2.4)** – Select the correct project type for each project. Each project in an HMIS must be set up for the correct project type. No single project within an HMIS may have two project types. No agency receives a CoC Program award consisting of multiple components.

Continuum Project should be answered ‘Yes’ for all projects funded under programs listed below. Appropriate project types will be critical to the CoC’s ability to produce System Wide Performance measures. PATH project types should be set up as follows:

COC Program Component	HMIS Project Type
Permanent Housing (PH)	PH: Permanent Supportive Housing
	PH: Rapid Re-Housing
Supportive Services Only (SSO)	See SSO Chart Below
Transitional Housing (TH)	Transitional Housing
Homelessness Prevention (HP)	Homelessness Prevention
Safe Haven (SH)	Safe Haven
Legacy Programs	HMIS Project Type
Supportive Housing Program – Permanent Housing	PH: Permanent Supportive Housing
Supportive Housing Program – Supportive Services Only	See SSO Chart Below
Supportive Housing Program – Transitional Housing	Transitional Housing
Shelter Plus Care	PH: Permanent Supportive Housing
Single Room Occupancy for the Homeless	If services are provided – type as PH: Housing With Services
	If services are not provided – type as PH: Housing Only

There are a wide variety of Supportive Services Only projects within the CoC Program. Many SSO projects that were incorrectly classified were able to reclassify their project in 2014 and [change their component type](#) from SSO to a Housing Project Type (e.g. SH, TH or PH) depending on the relationship of their services to specific housing. Those SSO projects that changed component types in 2014 or later should have their project types changed in the HMIS to the residential HMIS Project Type they are affiliated with.

For SSO projects whose services are designed to serve all persons in the residential facility, and where the project’s housing and service providers are able to share data – it is advisable to adjust the system so that there is only a single project within the HMIS, using the residential HMIS Project Type. In this situation both the housing provider and the service provider would have access to the clients’ project record and would be able to enter data and run reports on the same client. In merging these projects together within the system the occurrence of duplicate client records and double counting for inventories and system-wide outcomes will be eliminated. If the housing and service providers cannot

share the same record due to community confidentiality policies or domestic violence restrictions then the project that the service provider is entering data for in the HMIS should be typed as a Supportive Service Only project and should identify in the Project Type element that “yes” they are affiliated with a residential project and enter the HMIS Project ID of the project they are affiliated with.

For **SSO projects that are affiliated with a residential project in HMIS that did not change component types or who provide services only to Emergency Sheltered clients** the following rules should be applied.

Way the affiliation works	<p>Affiliated with one residential project</p> <p>& either does not offer to provide services for all of the residential project clients</p> <p>Or only serves clients for a portion of their project stay (e.g. provides classes)</p> <p>Or information sharing is not allowed between residential project and service provider.</p>	<p>Affiliated with multiple residential project of the same project type (e.g. multiple PH:PSH)</p> <p>& either does not serve all of the all residential project clients.</p> <p>Or information sharing is not allowed between residential projects and service provider.</p>	<p>Affiliated with multiple residential project of different project types (e.g. PH: RRH and PH:PSH)</p> <p>OR Affiliated with Emergency Shelter(s)</p>
2.4 Project type to use	Services Only		
2.4 A – Affiliated with a residential project	Yes		
2.4 B – ID of Affiliated Project	List the HMIS Project ID of the residential project		

For a **SSO whose primary work is street outreach** use the HMIS Project Type – Street Outreach.

For a **SSO that is a standalone supportive service** use the HMIS Project Type – Other. A standalone supportive service is one that is typically provided in a facility or office designated for the sole purpose of providing that service by providers that are trained and/or licensed in the field. Common example include: child care centers or employment training centers. These SSO’s will generally be the APR SSO’s without Housing Outcomes. By using other you are ensuring that this project will not be considered in system wide performance measurements or causing duplicate HIC/PIT counts.

- **Method for Tracking Emergency Shelter Utilization (2.5)** – This element is not relevant for CoC Projects as the CoC Program does not fund Emergency Shelter projects.

- **Federal Partner Funding Sources (2.6)** – projects funded in whole or in part by CoC Program funds are to be identified based on the CoC Program component type. Select the appropriate CoC component for each project:
 - HUD: CoC – Permanent Supportive Housing [Use also for legacy SHP-PSH and S+C]
 - HUD: CoC – Rapid Re-Housing
 - HUD: CoC – Supportive Services Only
 - HUD: CoC – Transitional Housing [Use also for legacy SHP-TH]
 - HUD: CoC – Safe Haven
 - HUD: CoC – Single Room Occupancy
 - HUD: CoC – Homelessness Prevention (High Performing Communities Only)

Enter a grant identifier for each CoC Program grant the project receives along with the grants operating start and end dates.

- **Bed and Unit Inventory Information (2.7)** – projects which provide lodging (Permanent Supportive Housing, Transitional Housing, Rapid Re-housing, and Safe Haven) must complete the bed and unit inventory information. This information should match the information provided by the CoC for the Housing Inventory Count (HIC). The bed and unit information is based on the number and type of beds in the entire project, which may be more beds/units than are funded by the CoC Program.
- **Site Information (2.8)** – Where HMIS is used to generate the HIC, site information should be entered consistent with HIC guidance and the policies of the HMIS implementation.
- **Target Population (2.9)** – Where HMIS is used to generate the HIC, target population should be selected if the project is designed to serve that population and at least three-fourths (75 percent) of the clients served by the project fit the target group descriptor.

Data Collection Requirements

All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

HMIS Program Specific Data Element		Homelessness Prevention	Permanent Supportive Housing	Rapid Re-Housing	Supportive Services Only	Transitional Housing
4.1	Housing Status	Housing Status is required ONLY if the CoC has applied for and been approved by HUD to serve persons in Category 3 – Homeless Under Other Federal Statutes				
4.2	Income and Sources	X	X	X	X	X
4.3	Non-Cash Benefits	X	X	X	X	X
4.4	Health Insurance	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X
4.12	Contact				Required for Street Outreach	
4.13	Date of Engagement				Required for Street Outreach	
4.17	Residential Move-In Date			X		
4.18	Housing Assessment Disposition	Data collection is optional and determined by how the CoC has structured the coordinated assessment in their area. Placement of the element would be required for any project that is conducting a coordinated assessment. This may be across multiple projects or sited in a central access point or coordinated intake center.				
4.19	Housing Assessment at Exit	X				
X = data collection is required						

Refer to the [HMIS Data Standards Manual](#) for information on rationale, collection point, and subjects.

Special Data Collection Instructions

There are several special data collection issues that apply to CoC Program funded projects of which both System Administrators and HMIS users should be aware.

Homelessness Prevention

- Homelessness Prevention and Rapid Re-Housing are two separate projects in an HMIS. They may no longer be combined into one project.
- In addition to the Universal Data Element – 3.12 (Destination) Homelessness Prevention projects must also collect 4.19 (Housing Assessment at Exit) information to more accurately reflect the housing situation of clients at exit.

- Data collection must include an annual assessment for all persons in the project one year or more.

Permanent Supportive Housing

- Data collection must include an annual assessment for all persons in the project one year or more.

Rapid Re-Housing

- Rapid Re-housing assistance usually begins prior to the client entering housing. Depending on the HMIS setup, data collection may occur in one of two ways:
 - Method 1: Identifying Residential Move-In Date
 1. The Project Entry Date is the date the person eligible for ESG Rapid Re-housing assistance is admitted to the project, even only in initial stage of engagement. Rapid Re-housing is the only residential program that allows the project entry date to be earlier than the client's move in date.
 2. At project entry, record the Universal Data Elements and any other information required at project entry.
 3. Enter "no" in the Residential Move-In Date (4.17) field until the client is housed under the Rapid Re-housing project.
 4. When the client moves into housing, update the Residential Move-In Date (4.17) field to "yes" and enter the date the client physically moved into the housing unit.

Note: In this method, the HMIS must be programmed to exclude from all point-in-time or residential services counts all persons with a "no" in Residential Move-In Date (4.17).

- Method 2: Using a pre-entry project (using a project type of Service Only)
 1. Enter all Universal Data Elements and any other information required at entry beginning with the first encounter when the client is entered into a pre-entry Rapid Re-housing project in HMIS.
 2. When the client physically moves to housing, exit him/her from the pre-entry Rapid Re-housing project and enter him/her into the Rapid Re-housing residential project in HMIS.

Note: In this method, the HMIS must exclude all pre-entry project clients from all point-in-time or residential services counts. The Residential Move-In Date (4.17) is equal to the Project Entry Date (3.10) of the Rapid Re-housing residential project.

Note: In this method the HMIS must exclude all pre-entry project clients from all point-in-time or residential services counts AND the Residential Move-In Date (4.17) is equal to the Project Entry Date (3.10) of the Rapid Re-housing residential project.

- Data collection must include an annual assessment for all persons in the project one year or more.

Supportive Services Only

- 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 setup. Pay careful attention to the project typing instructions.

- Data collection must include an annual assessment for all persons in the project one year or more.

Supportive Services Only - Street Outreach

- **Data Collection Challenges:** A street outreach project is likely to encounter difficulty engaging homeless persons. Street outreach projects may record a project entry with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in an HMIS as they engage the client. The initial entry may be as basic as the project entry date, a “made-up” name (e.g., “Redhat Tenthstreetbridge”) that would be identifiable for retrieval by the worker in the system, and gender. Over time, the data must be edited for accuracy (e.g., replacing “Redhat” with “Robert”) as the worker learns that detail.
- **Contacts:** A street outreach project is expected to record every contact made with each client in the HMIS. 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 street outreach 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 entry date is recorded on the same day.
- **Engagements:** 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 outreach worker. This date may be on or after the project entry 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.
- **Data Quality:** Reporting to HUD on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that when a worker records the date of engagement he/she also reviews all of the Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy.
- **Annual Assessments:** Data collection must include an annual assessment for all persons in the project one year or more.

Transitional Housing

- Data collection must include an annual assessment for all persons in the project one year or more.