

# NW Social Service Connections / Clackamas County CMIS/HMIS Community Data Standards

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## 1. Introduction to the NWSSC Community Data Standards Notice

As called out in the Final Revised HMIS Data Standards; March 2010

([http://www.hmis.info/ClassicAsp/documents/Final%20HMIS%20Data%20Standards-Revised%20\\_3.pdf](http://www.hmis.info/ClassicAsp/documents/Final%20HMIS%20Data%20Standards-Revised%20_3.pdf));

HUD Program Descriptor Data Elements, Universal Data Elements, Program-Specific Data Elements, and Homelessness Prevention and Re-Housing Program Data Elements; are collected and entered as appropriate. Based on the special reporting needs of NWSSC, the Continuum of Care, other program specific needs, as well as best practices we are implementing these data standards at a local level. The intention is to allow for the collection and reporting of standardized client and program-level data on homeless service usage among programs within our community.

## 2. Definitions

This section defines terms commonly used throughout the community but are not included in the Final Revised HMIS Data Standards; March 2010 for HUD definitions. This list is not all-inclusive and is subject to change.

- **ACDC** - Active Client Demographic Count (considered a CoC Standard Report)
  - **Adult** –An adult is any person 18 years of age or older.
  - **Anonymous Client** - A client entered into the CMIS/HMIS with a unique computer generated identifying code used in lieu of actual client name. Contact PHB for more information.
  - **B2H** – Bridges to Housing
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  - **Children** – Children are defined as any person under the age of 18.
    - ~**Chronically Homeless Individual/Family-**
- A. Homeless single or adult in a family\* **plus**

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- B. Have a disabling condition\*\* **plus**
- C. Sleeping in an emergency shelter or place not fit for human habitation **plus**
- D. Continually homeless for over a year **OR** homeless 4 times in past 3 years.

\*If a parent fits the definition of the 4 criteria for Chronically Homeless, then the rest of the family, including the children, are also considered Chronically Homeless.

\*\* **Definition of Disabling Condition:** (1) a disability as defined in Section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is expected to be of long-continued and indefinite duration, substantially impedes an individual's ability to live independently, and of such a nature that the disability could be improved by more suitable conditions; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agent for

- acquired immune deficiency syndrome; or (5) a diagnosable substance abuse disorder. **CMIS** - Client Management Information System
- **Completeness** – Is the client record complete?  
In general, an object is complete if nothing needs to be added to it.
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- **Data quality** – Accuracy: Does the File match data entry?  
Data is of high quality "if they are fit for their intended uses in operations, decision making and planning" (J. M. Juran). Alternatively, the data is deemed of high quality if it correctly represents the real-world construct to which it refers.
- **Domestic violence** - can be defined as a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone. (Refer to Violence Against Women Act (VAWA) and Department of Justice for more information <http://www.ovw.usdoj.gov/ovw-fs.htm>)
- **Entry** – ServicePoint procedure used to represent the assistance start date, enrollment in program or point in time that the client becomes reportable
- **Entry Exit Report/ HUD APR** – Performance report/HUD Annual Performance Report (considered a CoC Standard Report)
- **eSNAPS** - Grants management system for HUD's Homeless Programs
- **Exit** - ServicePoint procedure used to represent the assistance end date, program departure or point in time that the client is no longer reportable
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- **HDX** – Homeless Data Exchange
- **HIC** – Housing Inventory Account
- **High resource Using Family** (AKA: Chronically Homeless Family) *developed for Portland/Gresham/Multnomah County's 10-Year Plan to End Homelessness* - must meet the following: Family as defined as a parent(s) or guardian with one or more children; who have High resource usage is based on any family member's involvement with multiple categories listed below within a 12-month period unless otherwise specified.
  - Substance Abuse
  - Mental Health
  - Foster Care (State or Tribal)
  - Corrections
  - Physical and Cognitive Health Issues
  - Domestic Violence/Victim's Services/Issues
  - Homeless/Housing System
  - Mainstream Resources Involvement

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- **Homeless** - Federal Definition of Homeless - The United States Code contains the official federal definition of homeless in Title 42, Chapter 119, Subchapter I. §11302. General definition of homeless individual

### **Homeless - for Emergency Shelter and Permanent Supported Housing programs:**

- A. Living in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings etc. **OR**
- B. Living in an emergency shelter **OR**
- C. Living in transitional housing for homeless persons **OR**
- D. Living in any of the above places but most recently spent 90 days or less in a jail, hospital or other institution.

### **Homeless - for Transitional or Services Only programs:**

- A. Living in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings etc. **OR**
- B. Living in an emergency shelter **OR**
- C. Living in transitional housing for homeless persons **OR**
- D. Living in any of the above places but most recently spent 90 days or less in a jail, hospital or other institution.
- E. Is being evicted within a week from private dwelling unit, no subsequent residence has been identified and the person lacks the resources/support network needed to obtain housing **OR**
- F. Is being discharged within a week from an institution in which the person has been a resident for 91 or more days, no subsequent residence has been identified and lacks the resources/support network needed to obtain housing.

Exclusion, for purposes of this chapter, the term "homeless" or "homeless individual" does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.

- **Household** – A single individual or a group of persons who together apply for, enroll in, or receive services.
- **Households with Children and Adults** - include households composed of at least two persons, one of whom is an adult and one is a child.
- **Households with only children** - are composed only of persons age 17 or under, including unaccompanied youth, adolescent parents and their children, adolescent siblings, or other household configurations composed only of children.
- **Household without Children** – A household that does not include any children, including unaccompanied adults, multiple adult households, and pregnant women not accompanied by other children. For the purposes of reporting, households without children that contain multiple persons should be counted as one (1) household without children.
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- **Leaver** –refers to clients who exited and were not in the program on the last day of the reporting period.
- **MFI** - Median Family Income
- **NWSSC**- Northwest Social Services Connection
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- **PHB** – Portland Housing Bureau
- **Privacy Notice** - Notice to Clients of Uses & Disclosures
- **Provider /Provider Programs** – Organization or Agency and the assistance programs they operate
- **PSDE** – Program Specific Data Element

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- **PSH** - Permanent Supportive Housing
- **Regulatory compliance** – Do the provider and its users comply to Data Standards and Policies and Procedures?  
Regulatory compliance describes the goal agencies aspire to in their efforts to ensure that personnel are aware of and take steps to comply with relevant laws and regulations.
- **ROI** – Release of Information – includes both ROI paper form and electronic transaction for ROI (electronic release only).
- **S+C** - Shelter Plus Care
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- **Housing Status Definitions**

When is Data Recorded in HMIS?

- ✓ upon Entry and Exit

On Whom is Housing Status Data Recorded in HMIS?

- ✓ all clients ....adults and children

Literally Homeless? - persons who are in one of the following:

- ✓ Places not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- ✓ A supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing for homeless persons);
- ✓ A hospital or other institution, if the person was sleeping in an emergency shelter or other place not meant for human habitation (cars, parks, streets, etc.) immediately prior to entry into the hospital or institution;
- ✓ Fleeing a domestic violence situation.

Imminently Losing Their Housing? – persons who:

- ✓ Are currently housed and not literally homeless, per above definition;
- ✓ Are imminently losing their housing, whether permanent or temporary;
- ✓ Have no subsequent housing options identified; and
- ✓ Lack the resources or support networks needed to retain current housing or obtain temporary or permanent housing.

Examples of imminent housing loss include:

- ✓ Being evicted from a private dwelling unit (including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations);
- ✓ Being discharged from a hospital or other institution;
- ✓ Living in housing that has been condemned by housing officials and is no longer considered meant for human habitation.

Unstably Housed & At-risk of Losing Housing ?- persons who:

- ✓ Are currently housed and not literally homeless pr imminently losing their housing, per above definitions;
- ✓ Are experiencing housing instability, but may have one or more other temporary housing options; and
- ✓ Lack the resources or support networks to retain or obtain permanent housing.

Housing instability may be evidenced by:

- ✓ Frequent moves because of economic reasons;
- ✓ Living in the home of another because of economic hardship;

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- ✓ Being evicted from a private dwelling unit (including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations);
- ✓ Living in a hotel or motel not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations;
- ✓ Living in severely overcrowded housing;
- ✓ Being discharged from a hospital or other institution; or
  - ✓ Otherwise living in housing that has characteristics associated with instability and an increased risk of homelessness.

Stably Housed? – persons who are in a stable housing situation and not at risk of losing this housing (i.e., do not meet the criteria for any of the other housing response categories, per above definitions).

- **ServicePoint** – is the City of Portland, NWSSC Connections, software of choice for HMIS/CMIS. ServicePoint is a product of Bowman Systems, Shreveport LA. ServicePoint is a web-based management information system that allows agencies, coalitions, and communities to manage (real-time) client and resource data. ServicePoint provides client, service and referral tracking, case management, agency and program indexing, and reporting.
  - **ClientPoint** – A module in ServicePoint that allows Users to enter, edit, view, or print Client information. Additionally, ClientPoint offers features such as building and tracking family relationships, restricting Client records, and conducting case management.
  - **ServicePoint** – A module that allows you to add new service items, update status, send and receive referrals, and view a Client's service history (unless restricted). The result is a thorough understanding of a Client's situation and providing Clients quicker access to appropriate services.
  - **ShelterPoint** – A module specifically designed to provide housing providers an efficient method of managing inventory, viewing area availability, and making referrals.
  - **ART** – The reporting module for ServicePoint.
- **SHAR** - Shared Housing Assessment Report (considered a CoC Standard Report)
- **Stayer** –refers to clients who were in the program on the last day of the reporting period. This includes clients who exited the program and re-entered the program before the end of the reporting period.
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- **Transitional Housing** –
  - (The McKinney-Vento Homeless Assistance Act As amended by S. 896 The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009) The term 'transitional housing' means housing the purpose of which is to facilitate the movement of individuals and families experiencing homelessness to permanent housing within 24 months or such longer period as the Secretary determines necessary.
  - Transitional housing means a project that has as its purpose facilitating the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). Transitional housing includes housing primarily designed to serve deinstitutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children.
- **UDE** – Universal Data Element
- **Victim Service Provider** - A nonprofit or nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. Programs that do not identify any of these populations as their primary mission are not considered victim service providers under VAWA and are not exempt from using HMIS.

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- WESC - Women's Emergency Service Collaborative

### 3. Documentation

- Homeless Status
  - Participants and respective users will record information on the homeless status of all clients entered into ServicePoint.
    - Data must be updated in ServicePoint at each program entry or as soon as possible thereafter and at program exit.
- If a funding program requires that a data element(s) must be collected, then official documentation must be obtained. If the funding source chooses to have these data elements as "optional", then no official documentation is required (it can be client reported, etc.)
  - SHP funded programs, S+C, SRO – for purposes of program eligibility HUD may require the collection of program-specific data elements (example: 4.3 Physical Disability; 4.4 Developmental Disability; 4.5 Chronic Health Condition; and 4.7 Mental Health). Under these circumstances, when the response is "yes", then the programs are required to obtain official written documentation to back it up.
  - Emergency Shelters – currently no federal funding source requires the collection of program-specific data elements for emergency shelters (only the PSDEs and UDEs are required). Therefore if an emergency shelter chooses to collect any of these data elements, it does NOT require official documentation and it can be client reported, etc.

### 4. NWSSC CMIS/HMIS Goals

OR-507 Clackamas CoC Goals include:

- Set common objectives
- Identify indicators/issues for performance measurement and evaluation
- Implement robust data quality Process.
- Coordinate approach in order to ensure that there is sufficient, consistent and timely information

### 5. Data Entry requirements

- It is the responsibility of Participants and respective users to ask for all Universal and other required data elements from each client entered into ServicePoint.
  - Exceptions may include non-homeless CMIS organizations. Please contact the System Administrator for information and waiver.
  - Data will be entered in a timely manner, within 5 working days following client event/contact. Please contact the System Administrator for information and waiver.
- Blanks, Nulls or "unknown" entries in required fields will not exceed 5% per month.
- Complete and accurate data is essential to the system's success; however it is important to note exceptions.
  - Clients may refuse to provide information without being denied services.
  - In the case where there is a conflict with collecting data and the provision of quality services and/or client safety, providers should not enter personal identifying information or do so at a later time.
  - NWSSC CMIS/HMIS monitoring will include data quality, "Does the file match data entry?" Accuracy will be no less than 95%.

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## 6. Shared Outcomes

- Participants will complete all data entry requirements as needed for common goals and objectives reporting
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## 7. Client Consent

- The Notice to Clients of Uses & Disclosures must be posted and/or given to each client so that he/she is aware of the potential use of his/her information and where it is stored. No consent is required for the functions articulated in the notice.
- Consent of the individual for data collection is inferred for the circumstances of the collection.
  - “We collect personal information directly from you (the client) for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.”
- A client has a right to request entrance into the database as an anonymous client or a restricted client. Contact System Administrator for more information.
- A completed Release of Information Form (hard copy) is required prior to any electronic information sharing. Also, the ServicePoint ROI procedure must be transacted to effectively share electronic information appropriately.
  - Clients who choose not to authorize Agency to Agency sharing of information cannot be denied services for which they would otherwise be eligible.
  - CMIS/HMIS-related Authorization for hard copy ROI forms will be retained for a period of 7 years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.

