

# American Recovery and Reinvestment Act Homelessness Prevention and Rapid Re-housing Program



## HPRP and HMIS

Sponsored by:  
Office of Special Needs Assistance Programs  
(SNAPS)



**U.S. Department of Housing & Urban  
Development**

# Partners

- Moderator: Karen DeBlasio, HUD
- Presenter: Kat Freeman, Cloudburst
- Presenter: Natalie Matthews, Abt Associates
- Resource Advisor: Tom Albanese, Abt Associates

# Purpose

- Provide grantees, subgrantees, and HMIS System Administrators with:
  - An up to date understanding of the data collection requirements for HPRP
  - Common questions and solutions for HPRP/HMIS
  - Available resources and tools for HPRP/HMIS

# Webinar Format

- Call will last approximately an hour and a half.
- Presenters will walk through presentation material.
- Call will be recorded audience members are “muted” due to the high number of participants.

## Submitting questions in the webinar

- Audience members who would like to pose a question can do so through the “questions” function found in the “GoToWebinar” toolbar.
- Questions will be responded to directly by HPRP resource advisors standing by.
- We will only be able to answer some questions. If you have a question, please submit it to HUD’s Virtual Help Desk at <http://hudhre.info/HPRP/>

# Webinar Materials & Evaluation

- Materials referenced during this webinar can be found on HUD's Homelessness Resource Exchange at <http://hudhre.info/HPRP/>
- Evaluation questions to measure the effectiveness of this call will be emailed out following the call to all participants.

# Overview of Today's Webinar

- HMIS 101
- Data Standards
- Frequent Questions and Solutions
- Resources and Tools

# HMIS 101

# What is HMIS?

- A Homeless Management Information System (HMIS) is a *locally administered*, electronic data collection system that stores longitudinal person-level information about persons who access the homeless service system.
- HMIS is HUD's response to a Congressional Directive to capture better data on homelessness.
- HMIS is intended to be a widely used community tool to assist in local planning efforts.

# Why is HMIS Important?

- Every Continuum of Care (CoC) is required to implement an HMIS and is scored annually in the CoC NOFA.
- Local HMIS data is critical for the Annual Homeless Assessment Report (AHAR).
- Implementation of HMIS at the local level can support coordinated case management.

# HMIS Data and Technical Standards

- HMIS Data and Technical Standards published via Federal Register and define standards for:
  - Data collection (Program Descriptor, Universal and Program Specific data elements)
  - Privacy
  - Security
- Data portion updated and published in March 2010 after a public comment on draft standards from July 2009

# Benefits from an HMIS

- **Clients:** Streamlined intake, coordinated case management
- **Agency directors and program managers:** Measuring outcomes, ability to produce reports for funders, boards and other stakeholders
- **Policy makers and advocates:** Understanding of the extent and scope of homelessness, informing systems design and policy decisions

# Data Standards

# Data Collection Requirements

- Recovery Act requires use of HMIS or comparable database for data collection
- Grantees and subgrantees providing HPRP assistance/services must report client-level data into CoC's HMIS or comparable database (unless prohibited by local, state, federal law)
- Comparable database must be consistent with HMIS Data and Technical Standards

# HPRP Data Elements

- The data elements specifically for HPRP grantees fall under all three data element categories:
  - Program Descriptor Data Elements
  - Universal Data Elements
  - Program Specific Data Elements

# HPRP Data Elements

- Program Descriptor Data Elements:
  - Required for all homeless assistance or prevention programs in CoC jurisdiction
  - Programs that operate in multiple CoCs must be established as distinct programs within each CoC
  - Necessary for accurately reporting HPRP activities by grant

# HPRP Data Elements- Program Descriptor Data Elements

- 2.1 Organization Identifier
- 2.2 Organization Name
- 2.3 Program Identifier
- 2.4 Program Name
- 2.5 Direct Service Code
- 2.6 Site Information
- 2.7 Continuum of Care Number
- **2.8 Program Type Code**
- **2.9 Bed and Unit Inventory Information**
- 2.10 Target Population A
- 2.11 Target Population B
- 2.12 Method for Tracking Residential Program Occupancy
- **2.13 Grantee Identifier**

# Bed Inventory and HPRP- Homeless Assistance Programs Only

An HPRP participant must meet all three of the following criteria to be included in the housing inventory chart:

- HPRP participant is in conventional housing (apartment, house, etc,) on the night of the annual housing inventory; and
- HPRP participant receiving rapid re-housing assistance under HPRP (financial assistance and/or housing relocation & stabilization services); and
- HPRP participant housing status at HPRP program entry = literally homeless.

# HPRP Data Elements- Universal Data Elements

- 3.1 Name
- 3.2 Social Security Number
- 3.3 Date of Birth
- 3.4 Race
- 3.5 Ethnicity
- 3.6 Gender
- 3.7 Veteran Status
- 3.8 Disabling Condition
- 3.9 Residence Prior to Program Entry
- 3.10 Zip Code of Last Permanent Address
- **3.11 Housing Status**
- **3.12 Program Entry Date**
- **3.13 Program Exit Date**
- 3.14 Unique Person Identification Number
- **3.15 Household Identification Number**

# Program Entry/Exit Dates

## ■ Program Entry Date:

- This date may represent:
  - the first day of program enrollment, which may be
    - the day a service was provided for *one-time assistance*, or
    - the first date of a period of continuous participation in a service (e.g., daily, weekly or monthly) for *ongoing assistance*.

## ■ Program Exit Date:

- May be the same date as program entry for *one-time assistance*

# HPRP Data Elements- Program Specific Data Elements

- 4.1 Income and Sources
- 4.2 Non-Cash Benefits
- 4.13 Financial Assistance Provided
- 4.14 Housing Relocation & Stabilization Services Provided

# HPRP Data Elements

- 4.1 Income and Sources
  - Must be collected in HMIS at entry, exit and annually if length of service or assistance is 12 months or more
  - May be the same, if one time assistance (same day entry/exit)
- 4.2 Non-Cash Benefits
  - Same as Income and Sources

# HPRP Data Elements

## ■ 4.10 Destination

- To document client outcomes
- Collected at program exit

## ■ 4.13 Financial Assistance Provided

- To document the type and amount of financial assistance provided during program participation

# HPRP Data Elements

## ■ 4.13 Financial Assistance Provided (con't)

- Assistance is paid to a third party (e.g. landlord, utility co.) on behalf of client:
  - Rental assistance
  - Security deposits
  - Utility deposits
  - Utility payments
  - Moving cost assistance
  - Motel & hotel vouchers

# HPRP Data Elements

- 4.14 Housing Relocation & Stabilization Services Provided
  - To collect data on the housing relocation and stabilization services provided during program participation
    - Case Management
    - Outreach and engagement
    - Housing search and placement
    - Legal services
    - Credit repair

# Frequent Questions and Solutions

# Key Terms and Concepts for HPRP from QPR instructions

- **Persons served:** A person whose Housing Status at program entry (excluding “don’t know” and “refused”) is entered in HMIS (or a comparable data system), and who receives HPRP Financial Assistance or Housing Relocation and Stabilization Services.
- **Households served:** A single individual or a group of persons who together apply to an HPRP funded program for services and meet the conditions for “program participant” per above. **Different definition than what is in the AHAR.**

# Frequent Questions and Solutions

- Service Start Date and Program Entry Date (Example 1)
- Outreach and Engagement (Example 1)
- Recertification (Example 2)

# Example 1

- Joanne Smith is a 32 year old mother of two, who is facing eviction from her apartment. She owes two months of rent. On Monday, April 5<sup>th</sup>, Joanne calls her town's Department of Social Services . The town department refers Joanne to the local HPRP agency for more information.

# Data Collection- Initial Client Contact

- Should this initial client contact be recorded in HMIS?

No. The town Department of Social Services is only conducting outreach for HPRP. Additionally, the client has not yet been confirmed as eligible for HPRP.

# Eligibility Screening and Verification

On Friday, April 9<sup>th</sup> Joanne and her family go to the local HPRP agency, where they meet with a case manager. The case manager completes an eligibility screening and verification for HPRP.

# Data Collection- Eligibility Screening and Verification

- How should eligibility screening and verification be recorded in HMIS?
- The screening/eligibility determination can be either “outreach and engagement” or “case management.” That distinction is left up to the HPRP grantee, and how their community would like to record the use of HPRP funds and assistance.

# Intake and HMIS Data Collection

- That same day (April 9<sup>th</sup>), Joanne and her family are able to complete the intake process with their case manager.
- HMIS data elements for HPRP are recorded in HMIS or a comparable database, on all household members
- Housing Relocation & Stabilization Service recorded for initial consultation and eligibility determination

# Intake and HMIS Data Collection

- What is the household's program entry date in HMIS?
- The program entry date for the household is the date that they are enrolled in the HPRP program, April 9<sup>th</sup>.

# Assistance

- The case manager has approved payment of Joanne's rental arrears.
- **For one-time payment of rental arrears**, the start date in the Financial Assistance Provided record must correspond to the day the Financial Assistance was approved. The end date should be identical to the start date.

# Recording Financial Assistance, Current or First Month Rent

- Financial Assistance Start Date must correspond to the first day of the month for which rental assistance applies.
- Financial Assistance End Date must correspond to the last day of the last month for which rental assistance applies.

# Recording Financial Assistance, One-Time Arrears

- Financial Assistance Start Date must correspond to the day the Financial Assistance was approved.
- Financial Assistance End Date should be identical to the start date.

# Recording Financial Assistance, Hotel/Motel Voucher

- Financial Assistance Start Date corresponds to the first day for which the voucher assistance applies
- Financial Assistance End Date corresponds to the last day voucher assistance applies.
- A separate record should be entered if there is a break in hotel/motel voucher assistance for one or more days during a period of program participation (as determined by program entry and exit date).

# New Service

- After the one time payment of rental arrears and program exit, Joanne again becomes at risk of homelessness due to a drop in income.
- The following information must be recorded now in HMIS:
  - New program entry date and service start date—break in services occurred
  - Re-collect the HMIS data elements for HPRP to ensure that any changes to the household are accurately recorded in HMIS

# Data Collection- New Program Entry

- When is a new program entry date recorded for a client?
- After each break in services, a new program entry date should be recorded. There should be a new program entry date (and corresponding program exit date) for each period of program participation, as determined by the program.

## Example 2

- Kyle and his wife, Vanessa have been receiving HPRP rapid re-housing services and assistance for the last three months. They have met with their case manager, and the case manager verified that they are eligible to receive an additional 3 months of assistance.

# Data Collection: Recertification

- What data must be recorded in HMIS at recertification?
  - An updated financial assistance record
  - A new housing relocation and stabilization record for new services

# Resources and Tools

# Resources and Tools

- HPRP page on HUD HRE:  
[www.hudhre.info/HPRP/](http://www.hudhre.info/HPRP/)
- HPRP Data Collection and Reporting:
  - Q&A document and searchable FAQ database
  - Virtual Help Desk
  - Community documents

# Upcoming Webinars

- Friday, April 23, 2010, 11:00 AM – 12:30 PM (Eastern) **HPRP and HMIS**
- Thursday, April 29, 2010, 2:00 PM – 3:30 PM (Eastern) **Monitoring HPRP Subgrantees**

# Save the Date

## HUD Conference on Homelessness

September 14-17 - Denver

September 27-30 - Atlanta

Covering topics on:

HPRP HEARTH HMIS

Questions?  
FAQ's and HUD Virtual  
Help Desk  
[www.HUDHRE.info](http://www.HUDHRE.info)