Creating the Client Profile

HUD requires you collect certain information from the client with whom you work, in order to create a Client Profile in HMIS. These are some of the required data elements.

Data Element: 3.03 Date of Birth (DOB)
Calculates the client's age at the beginning of their enrollment, and at any time during their enrollment.

Recording Data In HMIS:
- If a client cannot remember or refuses to provide their day/month of birth enter the DOB as:
  - Quality of DOB = Client Doesn't Know/Client Refused
  - Date of Birth = 01/01 for MM/DD
- The same steps should be taken if the client cannot remember their DOB. Ask them to estimate their age and fill out the DOB as Approximate or Partial DOB Reported

Ask things like...
- Do you know how old you are?
- Do you know what month/day/year you might have been born on?
- About how old would you say you are right now?

Data Element: 3.06 Gender
Helps us understand who is experiencing homelessness in our CoC

Recording Data In HMIS:
- Enter the self-reported information as directed by the client
- If the client is already in HMIS, verify that the information is correct. If their gender does not match their current gender then update the record

Ask things like...
- What gender identity they most closely identify with? If none of these work for you, that's okay.

Data Element: 3.04 Race & Data Element 3.05 Ethnicity
Helps us understand who is experiencing homelessness in our CoC.

Recording Data In HMIS:
- Staff observations should never be used for collecting client data
- Information is self-reported as directed by the client
- A client's race cannot be determined based on their answer for ethnicity

(Race) Ask things like...
- Do you know if your ancestors were originally from a country like Spain, somewhere in Africa, or are you part of a native group?
- Where did your ancestors come from? - Race is looking for where their ancestors came from, not where they were born or have lived within their lifetime.

(Ethnicity) Ask things like...
- Do you identify as being Hispanic/Latino?
  - If a client indicates that they are from a Latin American country they might identify their race as Hispanic. However, their race might be White if they know their ancestors were originally from Europe.

Creating Enrollment Screen

After the client has a profile created in HMIS they will need to complete paperwork so that they are officially enrolled in the agency’s project. Certain elements can be updated at any point in time, and others cannot. Elements noted with an asterisk (*) are elements that can be updated when it occurs in cases when things happen to change.

Data Element: 3.10 Project Start Date
Determines when a client begins to participate in a project, which varies between project types.

Ask things like...
- Street Outreach: When was the first contact with the client made?
- Emergency Shelter: When was the first night that the client stayed in the shelter?
- Night-by-night Shelters: Unless the client has not returned to the shelter in the last 90 days, the client will remain enrolled.
- Transitional Housing: When did the client move into the unit? When was the first night they slept in the residence?
- Permanent Housing, including Rapid Rehousing: When was the client accepted into the project? To be admitted, a client must meet the criteria listed on page 75 of the 2020 HMIS Data Standards Manual, which is as follows:
  - Information given by the client, or the referral, indicate that the client will meet the criteria for admission
  - The client has indicated that they want to be housed by this project
  - The client is able to access services and housing through the project. The expectation is that the project has housing opening or expects to have availability in a reasonably short amount of time.
- Services Only, Day Shelter, Homeless Prevention, Coordinated Entry: When did the client begin working with the project and receiving services?

Data Element: 3.917 Residence Prior to Project Entry
 Helps to identify the type of living situation the client was in immediately before they were enrolled in the project, and how long they were there for. Living situations should be selected from the Living Situation Responses Listed under Prior Living Situations listed on page 221 of the 2020 HMIS Data Standards Manual.

Recording Data In HMIS:
- This should reflect where the client was as of their Project Start Date, not where the client was the date that the information is being collected.
- If none of the options listed, in the Living Situation Responses, match the client's previous situations then and only then select Other and enter a HMIS Help Desk ticket describing their living situation.

Ask things like...
- Can you walk me through your housing history from the last three years?
- Is this first time you have experienced homelessness, or has this happened before? How long ago was this?
- Where were you staying before tonight?
- Do you recall where you were staying 3 years ago?
- Can you describe a timeline of events that lead you here?
- When was the last time you had housing and where was that?
Creating Enrollment Screen (Continued)

Data Element: 3.08 Disabling Condition*
This element records clients' disabling conditions and helps to determine clients' chronic homeless status.

Recording Data in HMIS
- There are 7 subcategories within the disabling condition data element. Selecting any of the disabling conditions does not automatically trigger a Yes response to 3.08 (Does the client have a disabling condition?).
  - Please use Disabling Condition Flow Chart to help determine if your client has a disabling condition. (This flow chart can be found in the HMIS Cheat Sheet tab on the ochmis.org site)
- If a client states they have a developmental disability or HIV/AIDS they should automatically be considered as having a disabling condition.
- If the client is a veteran who was disabled by an injury or illness that occurred or aggravated during active military service, and meets the disability definition defined in Section 223 of the Social Security Act, they should be identified as having a disabling condition.
- If a client collects Supplemental Security Income (SSI), Social Security Disability Income (SSDI), VA Service-Connected Disability Compensation or VA Non-Service-Connected Disability Pension, then they can be considered as having a disabling condition.

Ask things like...
- As of today, how much money are you currently earning?
  - The income record should reflect what it is as of the date it is being recorded, for example:
    - If a client lost their job and has not found anything yet, their response for Earned Income should be No.
    - If a client held a job that was full-time and was being paid $15/hour, two weeks ago, but they are now working part-time and earn $10/hour, you will record the income information for the $10/hour job.
  - (Go down the list of possible income sources, do not have the client list out their sources of income. This will help you identify which assistance programs they might be able to access.)

Data Element: 4.02 Income from any Sources*
Helps to determine if households are accessing all of the income sources they are eligible for.

Recording Data in HMIS
- If a client turns 18, while enrolled in a project, create a new income record for them using the Status Update.
  - If the client was working before they 18 and contributing to household expenses:
    - The income they contributed before they were 18 should be added to the H01i's income record.
    - When they turn 18 and if they continue to contribute their income they get a new income record created but the amount will reflect a "0". This will only change if they earning more than what they were previously contributing, in that case the new record will reflect the additional amount. (This is so the H01i does not appear to have lost income during the enrollment period)

Data Element: 3.20 Housing Move-In Data (HMID)
This element is used to document the date that a household admitted into a Permanent Housing (PH) project moves into housing. This element is also used to distinguish homeless clients from house client during the HIC Report.

Recording Data in HMIS
- For RRH Projects, a HMID must be entered regardless if they are providing the rental assistance for the unit, for example:
  - If a RRH project is providing supportive services, but is not providing the rental assistance for a unit a HMID should still be record so that they are differentiated from RRH clients that are in housing and those still experiencing homelessness.
- For PH Projects, clients that are receiving pre-housing services, but are ultimately housed by another project should be exited from the project to the appropriate permanent destination - with no HMID.
  - Examples:
    - If a client leaves a PH project for a different housing opportunity, but does not actually move into any unit - do not enter a HMID, simply exit the client and record the exit Destination.
    - Clients that move from one unit to another with no days of homelessness in between do not need to be exited, because the original housing move in date will reflect the day they entered into permanent housing.
    - If a client was transferred to a PSH or RRH project after having moved into permanent housing then the client's Project Start Date and HMID will be the same.

Ask things like...
- Who paid for your unit?
- When was the first day you slept in the unit?
- (If they are exiting for another project) Where will you be sleeping tonight?

Data Element: 4.11 Domestic Violence (DV) Victim/Survivor*
Helps identify person/households that are survivors of DV.

Recording Data in HMIS
- If a client enters from a non-homeless situation they will negatively impact a project's performance. However, a DV client that is actively fleeing would be considered a neutral entry.
- If a client discloses that they are a survivor of DV during the course of the enrollment, update the Enrollment Screen or any Status Updates/Annual Assessments as necessary.
  - For example, if a client says they are not a survivor at Project Start and later confides that they were a survivor at Project Start, update the Enrollment Screen.

Ask things like...
- Are you currently fleeing from a DV situation?
- How long ago was the incident?
- Do you believe you are currently in danger?
- Only answer Yes to the follow up DV question (Are you currently fleeing) if the incident recently occurred.