

# ESG Program HMIS Manual - SO

## Introduction:

This Emergency Solutions Grants Program (ESG) HMIS Manual excerpt is intended to support data collection and reporting efforts of Homeless Management Information System (HMIS) Lead Agencies and ESG recipients and subrecipients. This manual excerpt provides information on HMIS data collection guidance specific to the ESG Program.

This excerpt document is not a replacement for any specific program guidance, requirements, regulations, notices, or training materials on the ESG Program and only addresses the use of HMIS for ESG.

Please note that this manual contains **excerpts only** from the full HUD ESG Program HMIS Manual. For more information, please click [here](#) to access the complete [2021 ESG Program HMIS Manual](#).

## Universal Data Elements (UDE):

All ESG (Emergency Solutions Grants) recipients and subrecipients for all project types are required to collect all the **Universal Data Elements** which include:

<b>3.1</b> Name	<b>3.917...</b> Living Situation – Chronic Homelessness
<b>3.2</b> Social Security Number	<b>3.10</b> Project Start Date
<b>3.3</b> Date of Birth	<b>3.11</b> Project Exit Date
<b>3.4</b> Race	<b>3.12</b> Destination
<b>3.5</b> Ethnicity	<b>3.15</b> Relationship to Head of Household
<b>3.6</b> Gender	<b>3.16</b> Client Location
<b>3.7</b> Veteran Status	<b>3.20</b> Housing Move-in Date
<b>3.8</b> Disabling Condition	

## **Special notes about UDE's:**

1. Many of these elements comprise basic demographics about a Client which are critical to an HMIS's Client search functionality and ability to de-duplicate Client records. Data quality is checked and reported on many basic demographic elements.
2. Two of the elements are required to identify a Client as chronically homeless: **Disabling Condition** and **Prior Living Situation**.
  - Because street outreach and emergency shelter projects are critical in the identification of chronic homeless person's special attention in training should be provided to users of those project types.
3. **Ethnicity, Race, and Gender** data element responses were updated in the **FY 2022 HMIS Data Standards** to provide more inclusive and representative response options.
  - Please review the [FY 2022 HMIS Data Standards Manual](#) for specific descriptions of these updated responses.
  - Additional data collection guidance related to Race, Ethnicity, and Gender will be made available on the HUD Exchange.

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4. **Project Start Date** - Below is information on when each project type is expected to begin data entry with **Project Start**:
- **Street Outreach projects** – The Project Start Date is the date of first contact with the Client.
  - **Emergency Shelters** – The Project Start Date is the night the Client first stayed in the shelter for the consecutive shelter period from entry to exit.
    - Night-by-night shelters, which use a bed-night tracking method will have a project start date and will allow Clients to re-enter as necessary without “exiting and restarting” for each stay for a specified period.
  - **Transitional Housing** – The Project Start Date is the date the Client moves into the residential project (i.e., the first night in residence).
  - **For all types of Permanent Housing, including Rapid Re-Housing** – The Project Start Date is the date following application that the Client was admitted into the project.
    - Admission into the project indicates the Client met the following factors:
      - Information provided by the Client or from the referral indicates they meet the criteria for admission (for example: if chronic homelessness is required the Client indicates they have a serious disability and have been homeless long enough to qualify, even though all documentation may not yet have been gathered)
      - The Client has indicated they want to be housed in this project
      - The Client can access services and housing through the project.
    - The expectation is the project has a housing opening (on-site, site-based, scattered-site subsidy) or expects to have one in a reasonably short amount of time.
  - **For all other types of Service projects including but not limited to Homelessness Prevention, Coordinated Entry System, and Day Shelters** - The Project Start Date is the date the Client first began working with the project and generally received the first provision of service.

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## Common Program Specific Data Elements:

**Common Program Specific Data Elements** are data collected by most projects funded by one of the federal partners. The following chart indicates which elements are required for collection for each of the ESG component types.

**ESG projects must collect data according to the chart below to generate the CSV-CAPER Report:**

Number	Element	ES entry/ exit	ES Night-by-night	Homelessness Prevention	RRH	Street Outreach
4.02	Income and Sources	x		x	x	x
4.03	Non-Cash Benefits	x		x	x	x
4.04	Health Insurance	x		x	x	x
4.05	Physical Disability	x	x	x	x	x
4.06	Developmental Disability	x	x	x	x	x
4.07	Chronic Health Condition	x	x	x	x	x
4.08	HIV/AIDS	x	x	x	x	x
4.09	Mental Health Disorder	x	x	x	x	x
4.10	Substance Use Disorder	x	x	x	x	x
4.11	Domestic Violence	x	x	x	x	x
4.12	Current Living Situation		x			x
4.13	Date of Engagement		x			x
4.14	Bed Night		x			
4.19	Coordinated Entry Assessment	X*	X*	X*	X*	X*
4.20	Coordinated Entry Event	X*	X*	X*	X*	X*
W5	Housing Assessment at Exit			x		

\* Data collection is determined by how the CoC has structured the coordinated entry system in their area. Placement of the elements would be required for any project that is conducting an assessment or recording an event for the coordinated entry system. This may be across multiple projects or sited in a central access point or coordinated intake center.

## Special Data Collection Instructions:

System Administrators and HMIS users need to be aware of the following special data collection issues that apply to ESG-funded projects:

### Street Outreach:

1. **Project Start vs Enrollment:** For Street Outreach, the project start date is the date of first contact with the Client. The project start date is a required UDE that indicates when a Client has joined the project.
2. **Contacts:** A street outreach project is expected to record every contact made with each Client in the HMIS via 4.12 Current Living Situation.

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- a. A contact is defined as an interaction between a worker and a Client designed to engage the Client.
  - b. Contacts may 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, a phone call, or a referral to another community service.
  - c. A contact must be recorded anytime a Client is met, including when an engagement date or project start date is recorded on the same day.
3. **Engagements:** Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date when an interactive Client relationship results in a deliberate Client assessment or beginning of a case plan.
  - a. The date of engagement should be entered into HMIS at the point when the Client has been engaged by the outreach worker.
  - b. This date may be on or after the project start date and must be prior to project exit.
  - c. If the Client exits without becoming engaged, the engagement date should be left blank.
  - d. If the Client was contacted on the date of engagement, a contact must also be entered for that date.
4. **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 outreach workers record the engagement date and also review all of the UDE and applicable Common Program Specific Data Elements for completeness and accuracy.
  - a. The Date of Engagement coincides with the requirement for HMIS data quality, therefore **all UDE should be entered into HMIS at or before the Date of Engagement.**
5. **HUD System Performance Measures:** Data collected for street outreach projects in HMIS affects the HUD System Performance Measures that are reported for the entire CoC.
  - a. Measure 7a evaluates how successful street outreach projects are at helping people move off the "street" and towards permanent housing, recognizing this process may be direct or may involve other temporary situations along the way.
  - b. Measure 7a does not require a Date of Engagement for a Client record to be included in the performance measure, only a project exit.
  - c. Additionally, while data quality is only measured following the Date of Engagement, System Performance Measure 7a measures placement from street outreach beginning at the first contact/project start.
  - d. This means that HMIS leadership and street outreach projects need to work together to assure that street outreach data is of high quality at the time the HUD System Performance Measures are calculated regardless of the Date of Engagement.
6. **Project Exit:** Project exit represents the end of a Client's participation with a project.
  - a. For street outreach projects, the exit date should coincide with the date that the Client is no longer considered to be participating in the project.
  - b. Reasons to exit a Client include:
    - ✓ The Client has entered another project type (e.g., TH, PSH) or otherwise found housing
    - ✓ The Client is engaged with another outreach worker or project
    - ✓ The Client is deceased

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- ✓ The outreach worker has been unable to locate the Client for an extended period of time and there are no recorded contacts.
  - ❖ The CoC must be involved in the determination of “extended length of time”, and to which projects the solution is to be applied.
  - ❖ If this situation arises, and the Client is to be exited from the project due to a lack of regular contact the project exit Destination (3.12) should be listed as “**No Exit Interview Completed.**”
  - ❖ The possibility that the Client may not be seen again is not a reason to exit a Client from a project, and project exit should only be recorded once project participation has ended, or after the locally-determined period of time has passed without a contact with the Client.

## ESG Reporting:

1. ESG recipients are required to collect aggregated ESG Program information from each subrecipient via the Sage HMIS Reporting Repository.
2. Subrecipients are required to submit a project-level CSV-CAPER Report to each ESG recipient that funded a project, using the date range specified by the recipient.
3. Subrecipients can find additional information about ESG reporting requirements in the Sage ESG CAPER Guidebook for ESG-funded Programs.

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I hope you found this manual helpful. 😊 Please feel free to reach out to me with any questions.

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