# Client Management Information System (CMIS)/Homeless Management Information System (HMIS) Community Standards

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# 1. ~INTRODUCTION

~As called out in the HUD HMIS Guides and Tools, including but not limited to the HMIS Data Standards manual (https://www.hudexchange.info/hmis/guides/) HUD Program Descriptor Data Elements, Universal Data Elements, and Program-Specific Data Elements; are collected and entered as appropriate.

~Based on the special reporting needs of A Home For Everyone (AHFE), the Continuum of Care (OR-501), the City of Portland, 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 service usage among participating programs within our community.

~The NWSSC CMIS/HMIS is the principal source of data for AHFE reporting.

# 2. ~DEFINITIONS

~This section defines terms commonly used throughout the community but are not included in HUD or other federal partner definitions. This list is not all-inclusive and is subject to change.

- **Adult** – An adult is any person 18 years of age or older.
- **AHFE** – A Home for Everyone, the Portland/Gresham/Multnomah County Continuum of Care (OR-501), is a community-wide effort to house homeless Multnomah County citizens by making smart investments in the areas of housing, income, survival, emergency services, health, access to services and systems coordination.
- **AHAR** – Annual Homeless Assessment Report
- **APR** – Annual Performance Report
- **ART** – The Advanced Reporting Tool in ServicePoint
- **Children** – Children are defined as any person under the age of 18
- **CHO** – Contributory CMIS/HMIS Organization; any agency or organization using CMIS/HMIS
- **Client Consent** – See ROI. Client Consent and ROI are often used interchangeably
- **CMIS** – Client Management Information System
- **COC** – Continuum of Care

- **Completeness** – Is the client record complete?
    In general, an object is complete if nothing needs to be added to it.
- **Data Element Matrix** – Summary of all Data elements
- **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.
- **Data Completeness Report Card** – aggregate reporting to measure completeness of data
- **Entry –**procedure used to represent the assistance start date, enrollment in program or point in time that the client becomes reportable
- **eCART –** ESG-CAPER Annual Reporting Tool
- **eSNAPS** - Grants management system for HUD's Homeless Programs COC grant application and APR
- **Exit –** procedure used to represent the assistance end date, program departure or point in time that the client is no longer reportable
- **HDX** – Homeless Data Exchange
- **HIC** – Housing Inventory Count
- **HMIS** – Homeless Management Information System
- **HMIS Lead** – The entity responsible for the HMIS Implementation. Including but not limited to HUD Compliance, Regulatory Compliance, and responding to CoC directives.
- **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. (Determined by data entry and reporting computation)
- **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. (Determined by data entry and reporting computation)
- **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. (Determined by data entry and reporting computation)
- **Leaver** – Refers to clients who exited and were not in the program on the last day of the reporting period.
- **NWSSC** – Northwest Social Services Connection
- **NOFA** – Notice of Funding Availability
- **PHB** – Portland Housing Bureau
- **PII** – Personally Identifiable Information (also known as Protected Personal Information)
- **PIT** – Point in Time Count
    - o Sheltered (ES, TH, SH, RRH, PSH, OPH)
    - o Unsheltered
- *PPI* – Protected Personal Information (also known as Personally Identifiable Information)
- **Privacy Notice** – Notice to Clients of Uses & Disclosures
- **PSDE** – Program Specific Data Element
- **Regulatory compliance** – Do the provider and its users comply with all 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).
- **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.
- **STRA** – Short Term Rent Assistance Program; administrated by Home Forward
- **System Performance Measures** – HUDs prescribed system-level performance measurement tool. Aggregate reporting on all participating Service Providers.
- **UDE** – Universal Data Element
- **Youth** – May include both unaccompanied children under 18 or youth age 18-24 not otherwise served with other adults

# 3. Documentation

- Refer to funder specific program requirements and recordkeeping requirements
- If a funding program requires that a data element(s) must be collected, then official documentation may be required. If the funding source chooses to have these data elements as "optional", then no official documentation is required (it can be client self-reported, etc.)

# 4. AHFE CMIS/HMIS Goals

- Set common objectives
- Identify indicators/issues for performance measurement and evaluation
- Identify questions suitable for inclusion in community plan evaluations
- Coordinated approach in order to ensure that there is sufficient, consistent and timely information

# 5. Data Entry Requirements

- It is the responsibility of participating Service Providers and respective users to ask for all UDE and any PSDE 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 to meet aggregate reporting needs (recommended all data be entered within 3-5 working days following client contact).
- Data accuracy will be no less than 90% (The file matches data entry)
- Universal Data Elements Null/Missing Values will not exceed 5%, unless AHFE Data Expectations and Exceptions identifies other.
- Universal Data Elements Refused/Don't Know Values will not exceed 5%, unless AHFE Data Expectations and Exceptions identifies other.
  - Refused/Don't Know responses are client self-identified, not the case manage or data entry person's assessment.
  - Data Not Collected is reported the same as Null/Missing
  - 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.
- Although each participant will use the HMIS/CMIS in various capacities, the minimum data fields required for all providers regardless of funding source are detailed in the Data Element Matrix.

# 6. Data Quality and Monitoring

- Refer to AHFE Data Expectations and Exceptions
- Refer to The ServicePoint Data Quality Plan
- Refer to Funder Contract Obligations

# 7. Privacy

- Refer to CMIS/HMIS Policies and Procedures
    - o CONFIDENTIALITY & SECURITY
- Refer to ServicePoint User Agreement

# 8. Security

- Refer to CMIS/HMIS Policies and Procedures
    - o ROLES AND RESPONSIBILITIES
- Refer to ServicePoint User Agreement

# 9. Shared Outcomes

- Participants will complete all data entry requirements as needed for common goals and objectives reporting
    - o AHFE: Multnomah County/City of Portland/Continuum of Care OR-501 service providers share common goals related to housing placement and housing retention
        - HUD System Performance Measures
        - AHFE Performance Measures

# 10. 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.
    - o ''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 PHB for more information.
- A completed Client Consent or Release of Information Form is required prior to any electronic information sharing.
    - o Clients who choose not to authorize sharing of information cannot be denied services for which they would otherwise be eligible.
    - o All Client Authorization for ROI forms related to the CMIS/HMIS data sharing will be placed in a file to be located on premises of service provider.

REVISION HISTORY

| Version | Date | Description | Author |
|---------|------|-------------|--------|
| 0 | 01/12/2011 | New Document          Community Review/Input  09/23/2010<br>Legal Review 12/28/2010 | W. Smith |
| 1 | 02/02/2011 | Chronically Homeless –definition corrected to HEARTH act | W. Smith |
| 2 | 07/2011 | 3. Documentation – clarified the SHP requirement of documentation for PSEs. | W. Smith |
| 3 | 06/01/2016 | Removed v.2<br>See ~ for updates<br>Added Data Quality and Monitoring, Privacy, and Security sections | W. Smith |
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