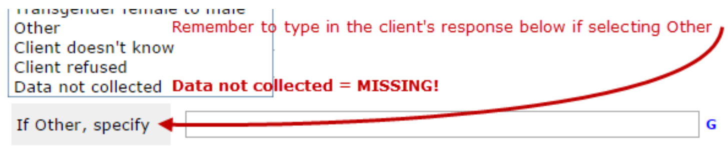
<u>NEW HUD Data Standards</u>

HUD has issued a new set of data standards that went into effect 10/1/14. This applies to all anti-poverty and housing clients **active** on or after 10/1/14. For clients who entered before 10/1/14, you may enter this information now, at their annual review, or at Exit.

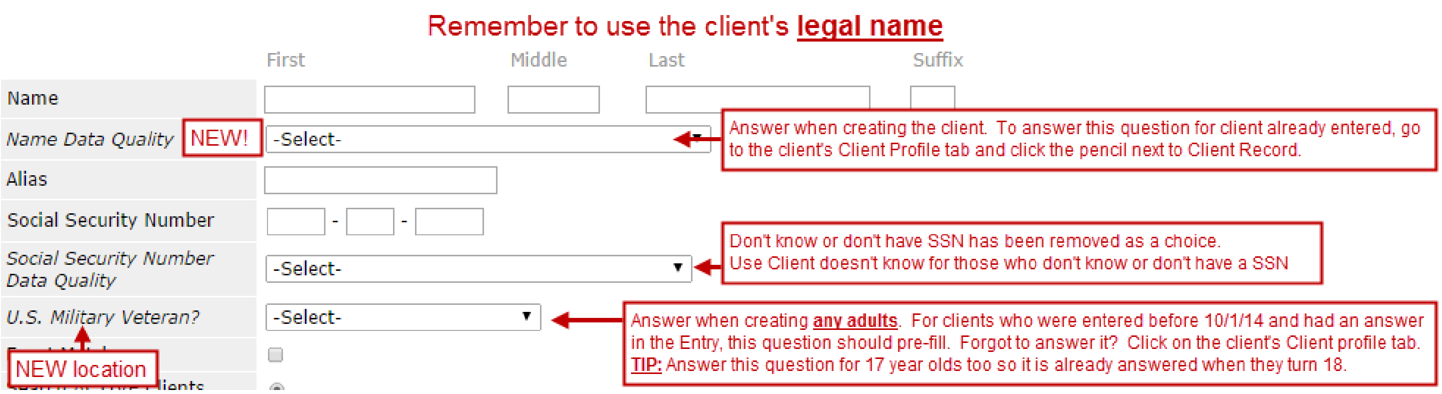
New Picklists

You will see new picklists throughout ServicePoint:



Remember, our Continuum and programs are measured on the amount of missing data. Only use *'Data not collected'* as a last resort!

Most changes are small. Make sure you review **each** picklist as you enter your data.



Race and Ethnicity: We have been told that race and ethnicity will soon be moving to the summary tab and be entered when the client is entered into ServicePoint (instead of at each Entry). There have been no other changes (we are still using the same 5 HUD Race categories and it is still based on self-report, not staff observation.) Look for this in an upcoming update to ServicePoint.

Residence Prior to Project Entry: Programs are now called projects! There are *minor* changes to this picklist: 3 new types were added (*'long-term care facility/nursing home'*, *'Rental with GPD subsidy'*, and *'Residential project/halfway house with no homeless criteria'*) and a few are re-worded (e.g. *'hospital or other residential non-psychiatric medical facility'*.)

Length of Stay: Still refers to how long you have been staying at the Residence Prior. The choice *'One week or less'* has been broken out to either *'One day or less'* and *'Two days to one week'*.

Relationship to Head of Household: All clients must have this question answered in every client's Entry. Even if you have created a household for the client (sorry!) You must update this if the Head of Household leaves but household members remain enrolled.

Client location: A new question for the person designated as Head of Household in the Entry. Select the continuum of care the client is located/where they receive services (Multnomah County is **OR-501**)

Housing Status: We will continue to collect this question for all adults and underage heads of household. The categories have changed! The Portland Housing Bureau will issue further guidance on answering the question. As a brief overview:

- Category 1: On the street (car, park, etc.), in shelter, in motel/hotel paid with a voucher or non-profit, or transitional housing
- Category 2: losing their housing within 14 days AND no other housing identified AND no other resources/support networks to obtain housing
- Category 3: DO NOT USE for Multnomah County programs
- Category 4: Fleeing domestic violence. Only select this category if only option (they are not Category 1 or 2)
- At-Risk of homelessness: Homelessness Prevention type programs ONLY; DO NOT USE for Multnomah County

Time on Street: There are five new questions about a client's history of homelessness:

New Homelessness Questions (time on street/shelter/safe Haven ONLY-not doubled up)		**Available Responses**
Continuously Homeless for at Least One year	-Select- G	Yes or No
Number of Times the Client has been Homeless in the Past Three Years	-Select- G	0, 1 (this time only), 2, 3, 4 or more
If 4 or more, Total Number of Months Homeless in the Past Three Years	-Select- G	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, More than 12 months
Total number of months continuously homeless immediately prior to project entry	G	Enter a whole number (e.g. 1, 5, etc.)
Status Documented	-Select- G	Yes or No

These questions are for all underage Heads of Households and all adults. They refer **only** to the client's time <u>on the street, in Emergency Shelter, or Safe Haven</u>. **Do not include time spent doubled up**.

Total number of month questions: Any day or part of a month should be counted as a month (e.g. a client homeless for 20 days should be counted as homeless for 1 month.)

Status Documented: Is there documentation in the client's file or ServicePoint about the client's length of homelessness?

*These questions will eventually replace some former homelessness questions once we know we can accurately report the new questions.

Is Client Homeless?	-Select-
Is Client Chronically Homeless?	-Select-

Income

Income is only reported on all adults and underage Head of Households. If household income is received on behalf of a minor child, enter it under the Head of Household (e.g. a child's SSI is sent to Mom.) It is not required to enter income for a minor if it is not household income (e.g. 16 year old's afterschool job to buy new clothes.)

Income is no longer collected for the 30 days prior to Entry: only enter income that is <u>**ongoing**</u>. Do not enter income that has ended and will no longer be received by the client. If a client does not know the exact amount they received from a source, they must estimate that amount.

Clients should be asked if they receive money from **each** source instead of being asked to state their income.

<u>Examples</u>

Sherry receives monthly child support, but she is not sure exactly how much. She thinks it's about $200 a month, give or take (enter Sherry receives $200 of Child Support a month into ServicePoint).

Katie works a part-time job, usually around 20 hours a week for $12/hour ($1008 a month). Her last paycheck was during the holiday rush, where she worked full-time, so her check was ($2016). She is now back at 20 hours a week. Enter that Katie receives $1008 of Earned Income.

Emily is receiving unemployment benefits on her intake date but next week is her last week of benefits. Enter into ServicePoint that Emily does not have unemployment benefits.

David has paycheck but lost her job last week and has not yet found other employment. Enter into ServicePoint that David does not receive Earned Income.

*Use the 'HUD Verification' function to answer Yes or No for each income source:

Monthly Income **HUD Verification**

<u>Training Tip:</u> Enter income for 17 year olds so it is already answered when they turn 18!

Non-Cash Benefits

Benefits are only reported on all adults and underage Heads of Households. Benefits received by a minor child should be entered under the Head of Household. Only collect **current** benefits (i.e. do not collect benefits if the client will not continue to receive them.) Health Insurance will no longer be collected as a non-cash benefit; it will be a separate question. We will no longer ask that you enter Food Stamp amount.

Non-Cash Benefit Types

Supplemental Nutrition Assistance Program (Food Stamps) (HUD)
Special Supplemental Nutrition Program for WIC (HUD)
TANF Child Care Services (HUD)
TANF Transportation Services (HUD)
Other TANF-Funded Services (HUD)
Section 8, Public Housing, or other ongoing rental assistance (HUD)
Other Source (HUD)
Temporary rental assistance (HUD)

*Use the 'HUD Verification' function to answer Yes or No for each benefit type:

Non-Cash Benefits **HUD Verification**

Training Tip: Enter benefits for 17 year olds so it is already answered when they turn 18!

Covered by Health Insurance: This is a new question (it will replace Multnomah County's current health insurance question). All clients (adults and children) must have this question answered at Entry, at their annual review, and at Exit. If a client is covered by health insurance, you must specify the type of health insurance:

MEDICAID **OHP and CCOs(Health Share & Family Care)**
MEDICARE
State Children's Health Insurance Program **Healthy Kids**
Veteran's Administration (VA) Medical Services
Employer - Provided Health Insurance
Health Insurance obtained through COBRA
Private Pay Health Insurance
State Health Insurance for Adults

Use the 'HUD Verification' function to answer Yes or No for each insurance source:

Health Insurance **HUD Verification**

Disability Type: Every client enrolled (adults and children) must verify if they have the following disability types (even if they reported they have no disabling condition):

- Physical Disability (a physical impairment)
- Developmental Disability (a severe, chronic disability attributed to a mental and/or physical impairment that occurs before 22 & limits the ability for independent living and economic self-sufficiency)
- Chronic Health Condition (a diagnosed condition lasting more than 3 months and is not curable or has residual effects that limit daily living and require adaptation or special assistance, e.g. heart disease, stroke, dementia)
- HIV/AIDS
- Mental Health Problem (a cause of homelessness, a significant issue for the client, or of a serious nature)
- Alcohol Abuse
- Drug Abuse

*Use the 'HUD Verification' function to answer Yes or No for each disability type:

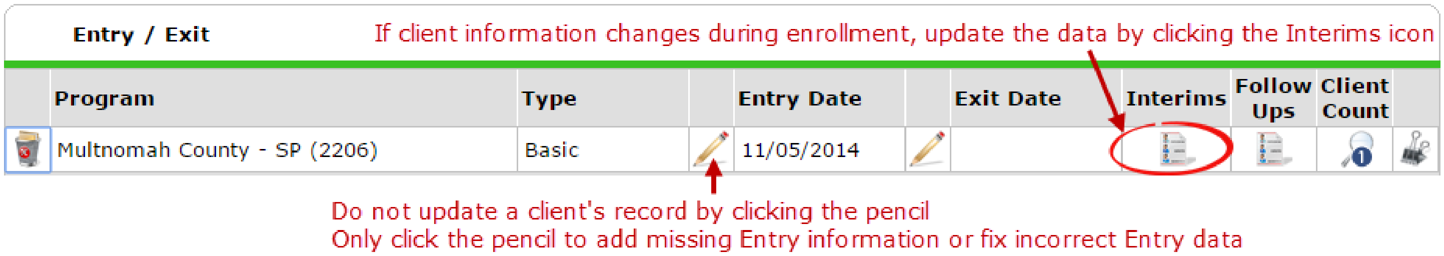
Disabilities **HUD Verification**

Residential Move-In Date: Required of all clients enrolled in Rapid Re-Housing projects only.

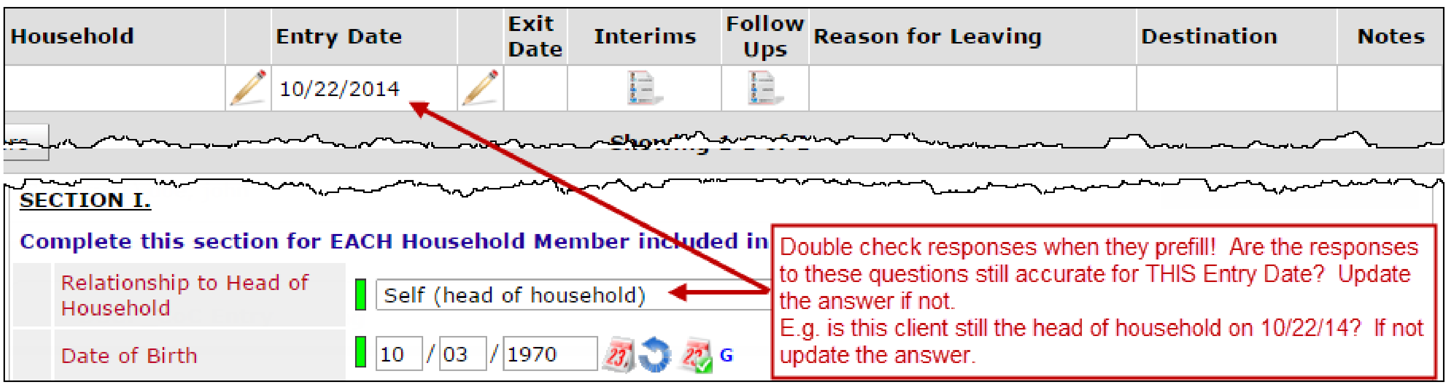
Destination: '*No exit interview completed*' has been added to the pick-list—only select this option for clients who disappear. Please note this will be considered missing data, so every effort should be made to collect this information.

ServicePoint Reminders

Responses to Entry questions should be true for the client on their specific Entry Date. Do not update client information in the Entry. Updates should be entered as an Interim Review.



If data for a client pre-fills in their Entry—remember to check the answers to make sure they are still accurate as of their Entry Date.



Only those <u>currently</u> in the household should be entered. If others join the household later, create a related Entry with the new household member's Entry Date the date they joined the household. Answer should reflect that household member's situation on their Entry Date (and not the household's answers.)

> Check out our handout on adding household members to an existing Entry on our website in the Manuals, Guides, and Handbooks section: https://multco.us/servicepoint/manualsguides

Questions? Comments? Concerns? Contact the Multnomah County ServicePoint helpline at (503) 970-4408 or servicepoint@multco.us.