QRG – Street Outreach Projects

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WHAT IS A QRG – QRG stands for **Quick Reference Guide**. Quick Reference Guides are short 1-8 page documents that provide concise practical information and advice on specific topics. Sometimes known as "cheat sheets" quick reference guides are designed for users who know the material or task but need something in front of them to remind them of the steps.

WHO THIS GUIDE IS FOR – Users supporting Street Outreach projects that are funded by one of the following components:

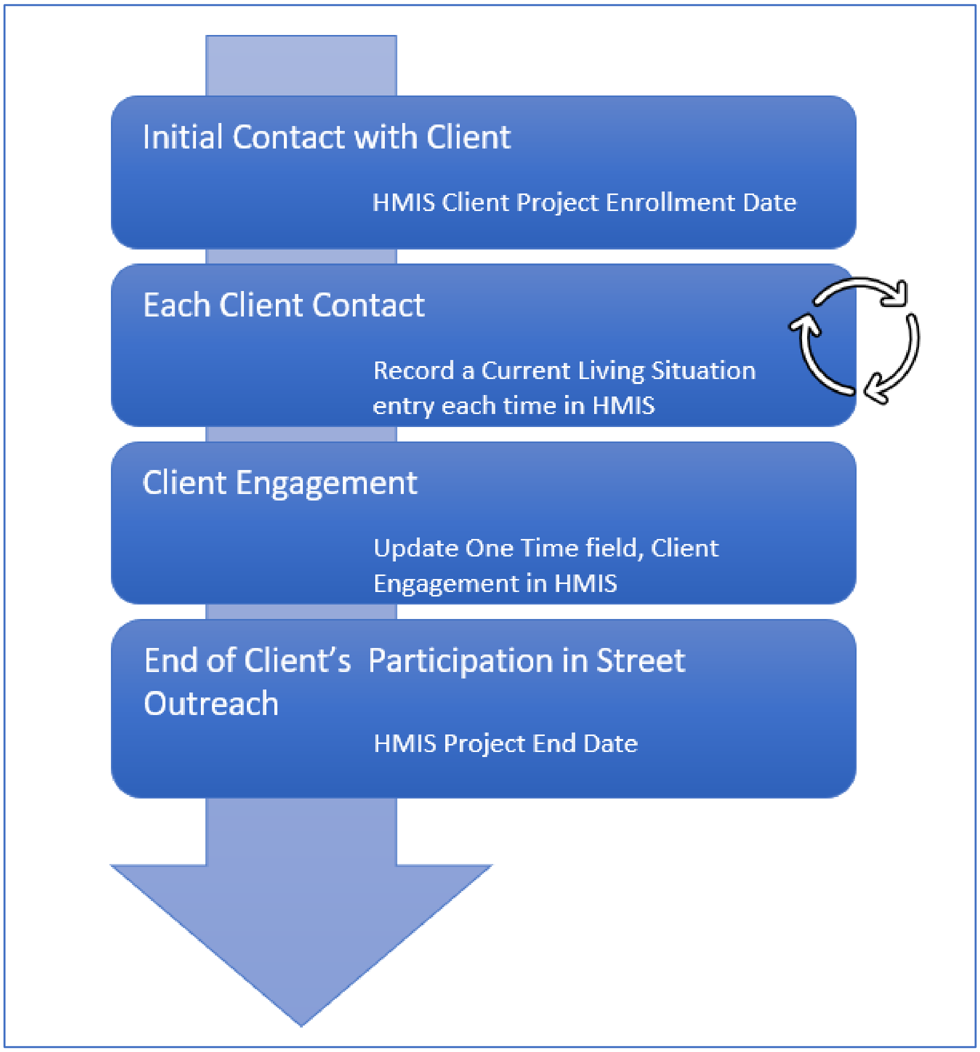
- HUD ESG: Street Outreach
- HUD CoC: Street Outreach

If you aren't sure if the project you are supporting is funded by one of the above grant types, please reach out to your manager. If your Street Outreach project is funding by a source not listed above, please reach out to HMIS Administration: hmishelpdesk@marc.org.

OVERVIEW OF KEY DATA ELEMENTS FOR STREET OUTREACH PROJECTS

Street Outreach projects support people who might not otherwise seek assistance or come to the attention of the homelessness service system and thus play an important role in the communities' efforts to end homelessness.

Street Outreach projects are likely to encounter difficulty engaging people experiencing homelessness. Street outreach projects may record a project start with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in an HMIS as they engage the client. To effectively track clients and report on Street Outreach projects key HMIS data elements are used throughout the client's enrollment as depicted by the following graphic.

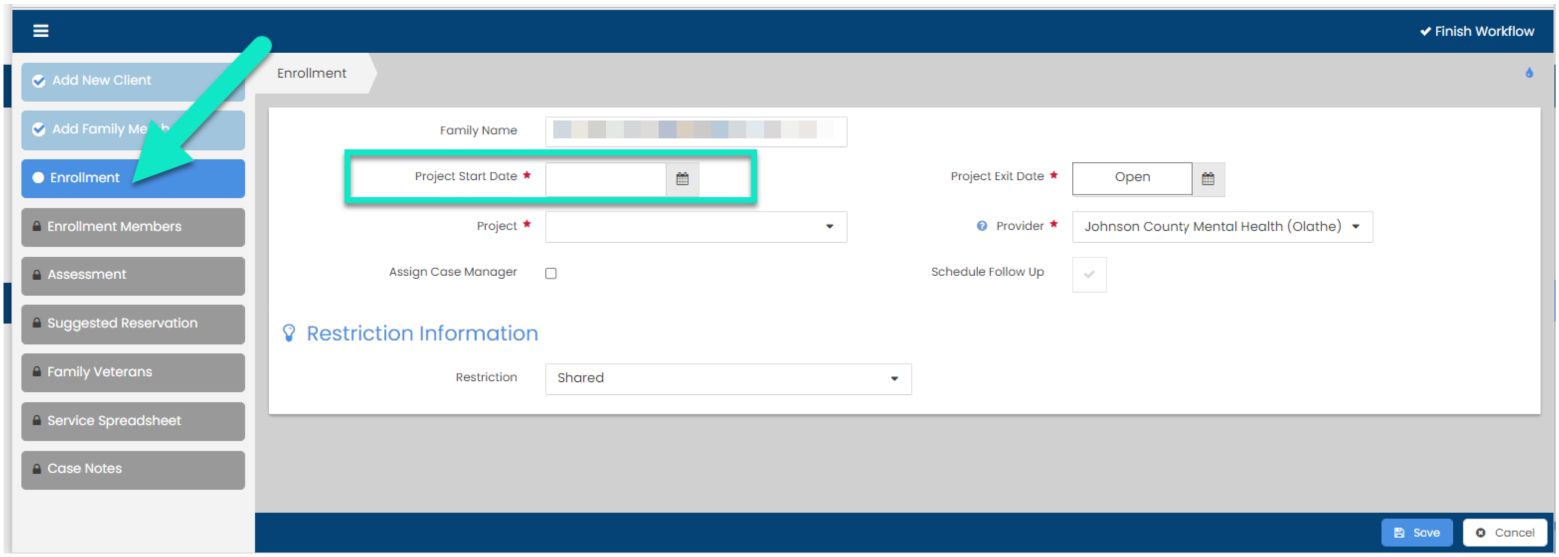


The following sections will provide further detail on how to capture this information in HMIS.

Initial Contact with Client – Client Project Start Date

For Street Outreach projects the project start date is the date of first contact with the client. A contact is defined by HUD as an interaction between a worker and a client designed to engage the client.

The Project Start Date is included in the Enrollment section of the HMIS Intake Workflow.



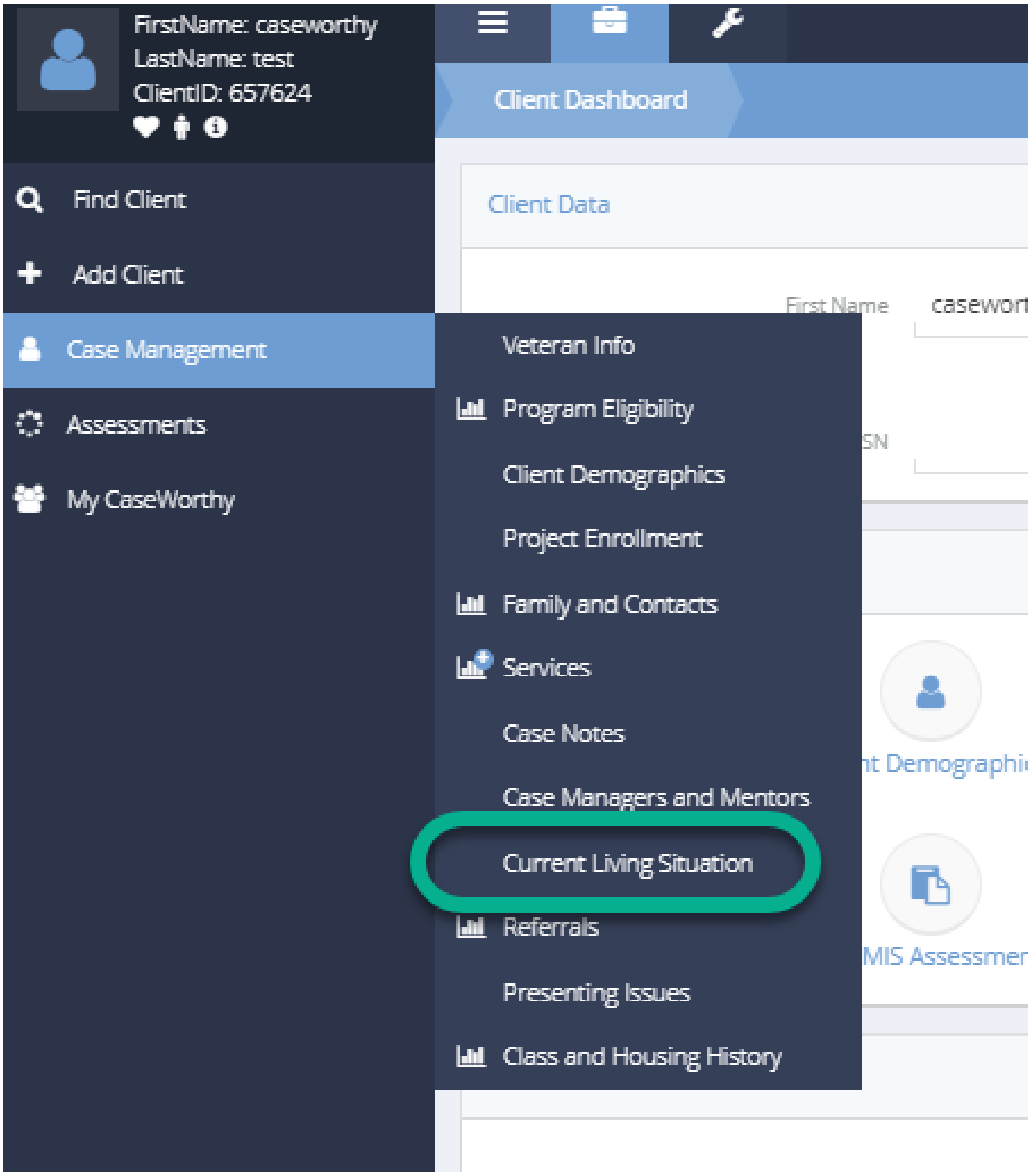
Each Client Contact – Current Living Situation

Street Outreach projects are expected to record every contact made with each client in the HMIS. 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.

IMPORTANT: Client contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.

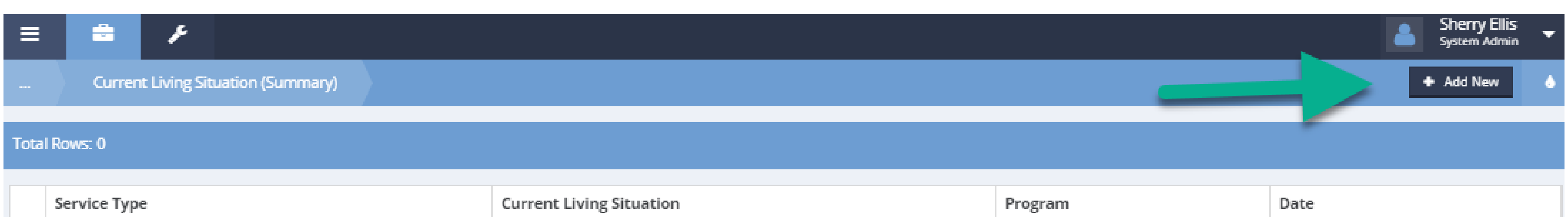
TO ACCESS THE CURRENT LIVING SITUATION FORM

Go to: **Case Management** (left nav) > **Current Living Situation**

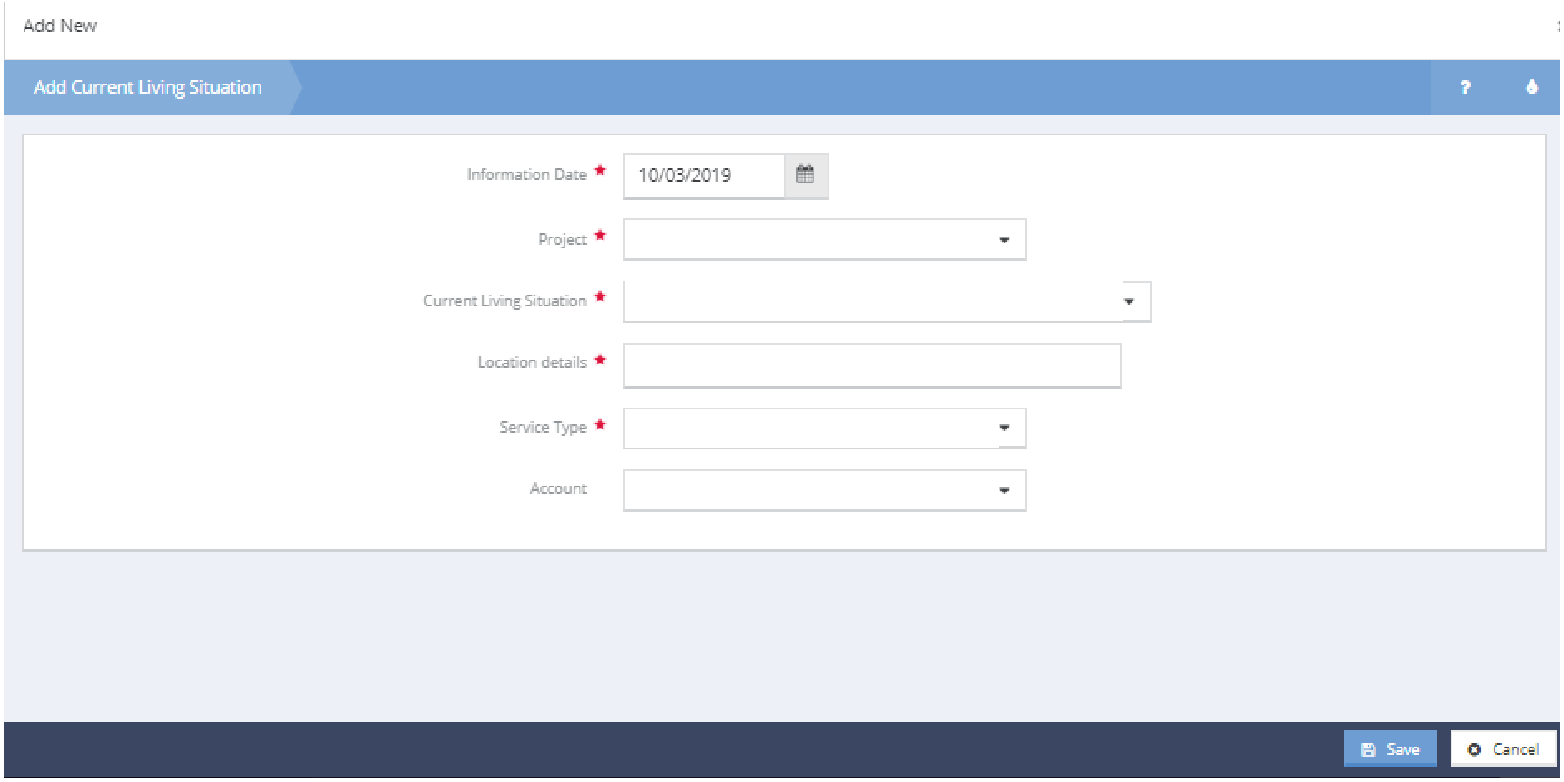


ADDING A CURRENT LIVING SITUATION ENTRY FOR YOUR CLIENT

Click on **Add New** button



Complete the required fields.



- **Information Date -** Defaults to the current date
- **Project -** Select the appropriate enrollment
- **Current Living Situation** - Select from the categorized list of living situations
- **Location details** –Defaults to user's current Provider, however, it is an editable text box to record info about current location
- **Service Type** - Select from the list of services which are mapped as Current Living Situation
- **Account** – leave this field blank

If the Current Living Situation is one of the *Homeless Situation* selections, no further questions are required. Any other responses will require a response to:

- **Is client going to have to leave their current living situation within 14 days? -** Select 'Yes', 'No', 'Client refused', 'Client doesn't know', or 'Data not collected'

If the response to above question regarding leaving current situation within 14 days is *Yes* than the following additional questions are asked:

- **Has subsequent residence been identified?** - Select 'Yes', 'No'. 'Client refused', 'Client doesn't know", or 'Data not collected'
- **Does the individual or family have resources or support networks to obtain other permanent housing?** - Select 'Yes', 'No', 'Client refused', 'Client doesn't know', or 'Data not collected'

- **Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?** - Select 'Yes', 'No'. 'Client refused', 'Client doesn't know', or 'Data not collected'
- **Has the client moved two or more times in the last 60 days?** - Select 'Yes', 'No', 'Client refused', 'Client doesn't know', or 'Data not collected'

When you have completed entering the client data **Save** the record.

IMPORTANT BACKGROUND ON CURRENT LIVING SITUATION

This functionality went live with the launch of the HUD 2020 Data Standards on 10/1/2019. It was formerly known as **Contact**, with its own form and menuing in HMIS.

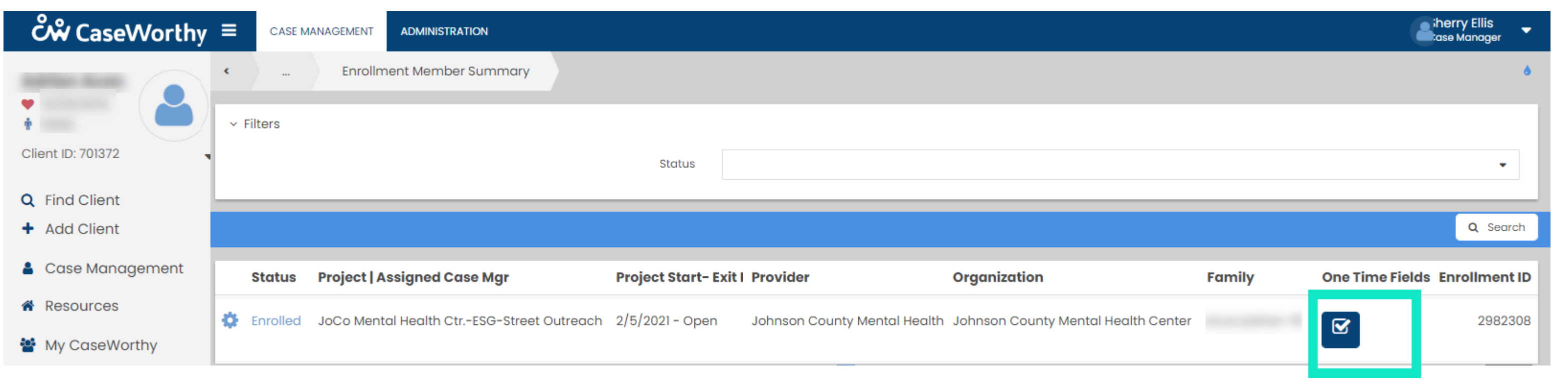
Some users were originally told to track contact with the client by entering a Service record in HMIS. This should **NO LONGER** be done. The Current Living Situation form will capture the services provided during the contact.

Client Engagement – One Time field

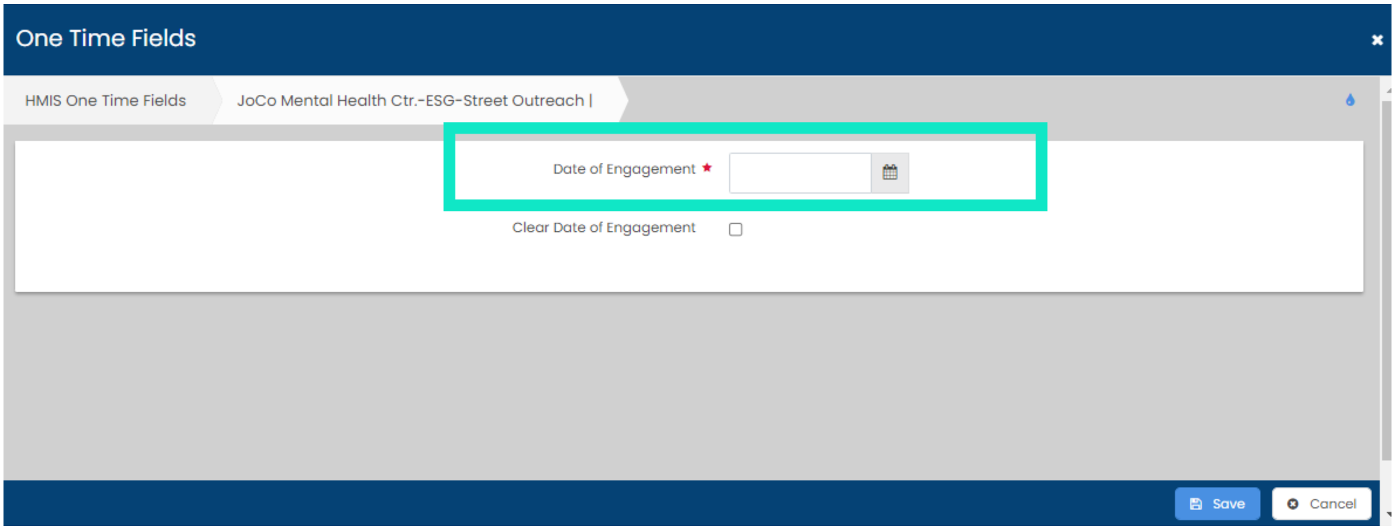
Per the HMIS Data Standards and federal partners, an engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan.

The date of engagement should be entered into HMIS at the point when the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit. If the client exits without becoming engaged, the engagement date should be left blank. If the client was contacted on the date of engagement, a Current Living Situation must also be entered for that date.

To access the Client Engagement one time field:



Then enter the Date of Engagement and **Save** the record.



End of Client's Participation – Project End Date

Project exit represents the end of a client's participation with a project. 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.

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
- The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts. Work with your agency to clarify what is meant by an extended period of time.
    - 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.

FOR ADDITIONAL INFORMATION ON STREET OUTREACH PROJECTS

ESG Program HMIS Manual

https://files.hudexchange.info/resources/documents/ESG-Program-HMIS-Manual.pdf

COC Program HMIS Manual FY2022

https://files.hudexchange.info/resources/documents/CoC-Program-HMIS-Manual.pdf

HUD Data Standards FY2022

https://files.hudexchange.info/resources/documents/FY-2022-HMIS-Data-Standards-Manual.pdf

Core Elements of Effective Street Outreach to People Experiencing Homelessness

https://www.usich.gov/resources/uploads/asset_library/Core-Components-of-Outreach-2019.pdf

Or reach out to HMIS Helpdesk for support: hmishelpdesk@marc.org