**HMIS FAQ**

1. *Do I need to put an ROI (Release of Information) in HMIS for my client?*
2. Yes. Unless there are special circumstances, each Client in HMIS should have an ROI with a date range that covers the entry date of your client. ROI’s are important because they allow you to share important HUD data between agencies. **The ROI Provider MUST match the provider you use to enter data.**
3. *Do I need an ROI for each family member?*
4. Yes. Unless there are special circumstances, each family member you enter into HMIS needs an ROI. When entering the ROI for the Head of Household, you can check the box next to the appropriate family member to add an ROI for them.
5. *Do I need to enter the entire family into HMIS?*
6. Yes. If your client has family members that spend regular time with your client in your housing, they need to be entered into HMIS as a household.
7. *How do I add a newborn to a household?*
8. There is a specific process for adding a newborn into HMIS with their birthday as the entry date. Please call or e-mail Homeless Alliance staff for guidance or check our website.
9. *How do I update income?*
10. You update a client’s information at the exit or the interim review assessment. To update income, navigate to the interim review or exit assessment, then change the “Total Monthly Income” amount to the current amount. Next go to the Income HUD Verification box and find the source of income you are updating (SSDI, Earned Income, etc…). Edit the existing income by adding an end date to the old amount and save. Then start a new source of income with the new amount. Leave this source of income with no end date. This method ensures that income performance is properly reported. Treat the different income amounts as two separate time periods.
11. *What is the best HMIS destination for my client?*
12. See HMIS Destination Reference Guide on website for a list of destinations and what they mean. [Guide Link](http://wnyhomeless.org/wp-content/uploads/Exit-Destinations-Reference.doc)

1. *What is EDA (Enter Data As)?*
2. EDA, or Enter Data As, is a mode that an HMIS user can use to enter data as a different program. This mainly applies to agencies with multiple programs where users may need to switch between programs to enter client data. Each agency, provider, and assessment in HMIS has their own visibility settings that are activated by your client’s ROI. Therefore it is important to pay attention to what program you are entering data under to make sure your client’s data, ROI, and visibility settings all align. This mode does not apply to single program HMIS providers.
3. *What makes up a homeless episode?*
4. A homeless episode starts when a person does not have stable housing. If a person is stably housed in a permanent housing situation for more than 7 nights, they are not considered homeless. Similarly, if a person is housed in an institutional setting for more than 90 nights, they are no longer considered homeless. If a person becomes homeless again after meeting these criteria, the time spent stably housed would be considered “breaks” between homeless episodes.
5. *What date should I put down for “Approximate date homelessness started”?*
6. This date should be the start of their **LAST** homeless episode. This is a question that has the capability to change after each new entry into HMIS. Please check to make sure this date is accurate as it pertains to your client at their time of entry. If your client has had a “break” in homelessness since their last entry into HMIS, the new date should reflect the start of their last episode.
7. *What is the definition of Chronic Homelessness?*
8. An homeless individual or family who has either been continuously homeless for a year or more **OR** has had at least four (4) episodes of homelessness in the past three (3) years that add up to a year. The individual or family must have been on the streets or in an emergency shelter (not transitional housing) during these episodes. The individual must have a disability.
9. *What is a prior living situation?*
10. A client’s prior living situation refers to where your client stayed the night before entering your program. Like the approximate date homelessness started, this question should be adjusted each time a client starts a new entry in HMIS.
11. *What is the difference between a Start Date and an Entry Date?*
12. For emergency shelters, outreach teams, and service only projects, your Start Date is your Entry Date. For Permanent Supportive Housing and RRH projects, your Start Date is the date that your client meets the criteria for entry into the program. For PSH and RRH projects, the Start Date is used with a Housing Move-In Date to determine how long it takes for a project to house a client.
13. *What are the criteria for entry into a PSH or RRH project?*
	1. The client has to meet the project’s local threshold for admission, the project has to have an opening, and the client has to want to be housed by this project.
14. *Does my client need a VI-SPDAT or VI-FPSDAT? How do I enter one in HMIS?*
15. In order for our Coordinated Entry System to work, outreach teams and shelters should complete a VI-SPDAT (Individual) or a VI-FSPDAT (Family) assessment and enter it into HMIS. An assessment should be given after your client has been unstably housed for longer than 14 days. The electronic version of this assessment is found under the “Assessment” tab on your client’s page in HMIS. It is labeled as Coordinated Assessment for Singles and Families (2016).