

Top 10 Most Common Mistakes in HMIS

In our first two years of completing assessments through D.C.'s Coordinated Assessment and Housing Placement system, the following represent the top 10 most frequent mistakes when recording results within the Homeless Management Information System (HMIS).

Entirely forgetting the Release of Information

Client - (999999) Solo, Han



(310549) Solo, Han

Release of Information: **None**

Client Information

Service Transactions

Summary

Client Profile

Households

ROI

Entry / Exit

Case Managers

Case Plans

Assessments

Added to the system 08/26/2015 09:45 AM

Name	Solo, Han	Gender	Male
Date of Birth	05/25/1977 (Age 38)	Primary Race	White (HUD)
Social Security	202-20-2020	Secondary Race	
		U.S. Military Veteran?	Yes (HUD)



Release of Information

Provider	Permission	Start Date	End Date
No matches.			

Uh oh! What did I forget here? This prevents **ANY OF THE INFORMATION** I collected from being visible to providers other than my own agency. Why? Because while I **COLLECTED** the information, I also need to **RELEASE** it so that it can be seen by all other providers within our Coordinated Assessment and Housing Placement system.

Entry/Exits

Program	Type	Entry Date	Exit Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	12/18/2015	

Add Entry / Exit

Showing 1-1 of 1

Remembering the Release of Information but for the wrong provider

Client - (999999) Solo, Han



(310549) Solo, Han

Release of Information: **None**

Client Information

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An ROI like this still prevents ANY OF THE INFORMATION I collected from being visible to providers other than my own agency. Why? Because the provider **RELEASING** the information has to be the same as the provider who originally **RECEIVED OR COLLECTED** it.

Release of Information

Provider	Permission	Start Date	End Date
[Your Agency's Name Here] - Something Other Than "Coordinated Entry for Single Individuals" Here	Yes	12/18/2015	12/18/2016

Add ROI

Showing 1-1 of 1

Entry/Exits

Program	Type	Entry Date	Exit Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	12/18/2015	

Add Entry / Exit

Showing 1-1 of 1

Remembering the Release of Information and provider but not the proper start/end dates

Client - (999999) Solo, Han 

(310549) Solo, Han
Release of Information: None

Client Information **Service Transactions**

- Summary**
- Client Profile
- Households
- ROI
- Entry / Exit
- Case Managers
- Case Plans
- Assessments

Added to the system 08/26/2015 09:45 AM

Name	Solo, Han	Gender	Male
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The ROI start date needs to match the "program entry date" which is also the same as the "VI-SPDAT date assessed." And the end date is one year from that program entry/ROI start/VI-SPDAT date assessed date.

Release of Information

Provider	Permission	Start Date	End Date
[Your Agency's Name Here] - Something Other Than "Coordinated Entry for Single Individuals" Here	Yes	12/19/2015 <i>Oh no! Too late!</i>	12/18/2015 <i>Wait! Too early!</i>

Add ROI Showing 1-1 of 1

Entry/Exits

Program	Type	Entry Date	Exit Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	 12/18/2015	

Add Entry / Exit Showing 1-1 of 1

Forgetting to select "Add" in order to answer the 50 scored questions

Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) Entry Date: 12/18/2015 12:01:00 AM

Vulnerability Index and Service Prioritization Decision Assistance Tool Pre-Screen Assessment

Interviewer's Name	<input type="text" value="Chewbacca"/>	G
Interviewer's Agency	<input type="text" value="The New Republic"/>	G
Interviewer's Work Phone Number	<input type="text" value="800-STAR-WARS"/>	G
Interviewer's Work Email Address	<input type="text" value="Chewie@StarWars.com"/>	G
VI-SPDAT Date Assessed	<input type="text" value="12 / 18 / 2015"/>	G
Location of Assessment	<input type="text" value="Washington, D.C."/>	G
In what language do you feel best able to express yourself?	<input type="text" value="English (also fluent in Wookiee)"/>	G
First Name	<input type="text" value="Han"/>	G
Last Name	<input type="text" value="Solo"/>	G
Nickname	<input type="text" value="Scruffy Nerf Herder"/>	G

VI-SPDAT

Start Date *	GENERAL INFORMATION	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONING	D. WELLNESS	PRE-SCREEN TOTAL
<input type="button" value="Add"/>	Looks like we forgot to complete any of the 50 scored questions! Or read the italicized, emboldened reminder below!					

Do not forget to select "Add" above in order to collect the 50 scored questions!

Finally, I'd like to ask you some questions to help us better understand homelessness, your eligibility for certain housing programs, and to improve housing and support services:


What is your gender?	<input type="text" value="Male"/>	G
Have you ever served in the U.S. military?	<input type="text" value="Yes"/>	G



Only selecting "Add" to answer the 50 scored questions

3. In the past three years, what is the total number of months you have lived on the streets or in shelters?

4. During the last three years, have you been continually homeless for at least a year?

But wait! Did I just forget a few things? Like the person's name?
 Interviewer?
 Location?
 Age?
 Length of time homeless continually for at least a year?
 Military service history?
 Income sources and amounts?
 Best location and time to contact?
 Phone number or email?
 Other agency involvement?

 VI-SPDAT

	Start Date*	GENERAL INFORMATION	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONING	D. WELLNESS	PRE-SCREEN TOTAL
 	05/18/2015	0	1	3	2	4	10

Showing 1-1 of 1

Do not forget to select "Add" above in order to collect the 50 scored questions!

Finally, I'd like to ask you some questions to help us better understand homelessness, your eligibility for certain housing programs, and to improve housing and support services:


What is your gender? **Um.**

Have you ever served in the U.S. military? **What happened?**

If yes, which war/war era did you serve in? **Don't we need this?**

If yes, what was the character of your discharge? **Could military service information help us house veterans?**

Attempting to update or view a record but instead creating a duplicate

Client - (999999) Solo, Han 


(310549) Solo, Han
Release of Information: **None**

Client Information
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Added to the system 08/26/2015 09:45 AM

Name	Solo, Han	Gender	Male
Date of Birth	05/25/1977 (Age 38)	Primary Race	White (HUD)
Social Security	202-20-2020	Secondary Race	
		U.S. Military Veteran?	Yes (HUD)







Release of Information

Provider	Permission	Start Date	End Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	Yes	12/18/2015	12/18/2016

Add ROI
Showing 1-1 of 1

Entry/Exits Select the pencil icon to update or view an existing assessment

Program	Type	Entry Date	Exit Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	<div style="border: 2px solid blue; padding: 2px; display: inline-block;">  </div> 12/18/2015 	
These appear to be duplicates			
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	 12/18/2015 	

Add Entry / Exit
Showing 1-2 of 2

Only select "Add Entry / Exit" when recording an entirely new assessment

Recording an exit the same as entry date (or exactly one year from assessment)

Client - (999999) Solo, Han



(310549) Solo, Han

Release of Information: **None**

Client Information

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Release of Information

Provider	Permission	Start Date	End Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	Yes	12/18/2015	12/18/2016

Add ROI

Showing 1-1 of 1

Don't forget that the ROI "end date" is different than an "exit date" so don't add exits for one year from the assessment/"entry date" either.

Entry/Exits

Wow! Housed in less than 24 hours!
Most impressive! Are you sure?

Program	Type	Entry Date	Exit Date
[Your Agency's Name Here] - Coordinated Entry for Single Individuals	HUD	12/18/2015	12/18/2015

Add Entry / Exit

Showing 1-1 of 1

Forgetting to add a “program exit date” and three “housing placement” fields for everyone housed (and these should match)

id with this Entry / Exit

	Entry Date	Exit Date	Interims	Follow Ups	Reason for Leaving	Destination	Notes
	12/18/2015	12/18/2015			Completed program	Permanent housing for formerly homeless persons (HUD)	

Showing 1-1 of 1

Exit Assessment

When an individual exits to permanent housing, ensure that is recorded in two locations: through a "program exit" as well as completing the three fields below on the "program entry"

Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) Entry Date: 12/18/2015 12:01:00 AM

When Assigning Housing Provider - "Pulling from the Registry"

Once assigned to housing provider, agency assigned Any individual who is permanently housed following their assessment should have these three fields recorded

Date assigned to housing provider / / For individuals who you learn have been permanently housed without being formally matched, you can select your agency as the "agency assigned" and use the "date of housing placement" as the "date assigned to housing provider"

Date of housing placement / /

If unassigned, name of provider unassigned G

If unassigned, date of housing unassignment / / G

If unassigned, explain circumstances G

Unassignment reason/category G

Assessments Assessment



Exit Date

Wait. He exited?

5 12/18/2015

If so, he should have a "date of housing placement" to match

number

Inconsistent question responses, particularly questions 1-4

Is this "2 or more years?"

1. What is the total length of time you have lived on the streets or in shelters? (IN MONTHS, NOT YEARS OR WEEKS)

2. In the past three years, how many times have you been housed and then homeless again?

3. In the past three years, what is the total number of months you have lived on the streets or in shelters?

4. During the last three years, have you been continually homeless for at least a year?

Later we recorded "2" though

VI-SPDAT

Start Date *	GENERAL INFORMATION
12/18/2015	0

Add

Edit Recordset - (310549) Solo, Han

VI-SPDAT

Start Date * / /

A. HISTORY OF HOUSING AND HOMELESSNESS

1. What is the total length of time you have lived on the streets or shelters? Is this "12 months" like previously recorded?

2. In the past three years, how many times have you been housed and then homeless again? 1 or 2? Which is it?




B. RISKS

I am going to ask you some questions about your interaction with health and er you need any help figuring out when six months ago was, just let me know.

3. In the past six months, how many times have you been to the emergency department/room?

4. In the past six months, how many times have you had an interaction with the police?

Creating new records for each new assessment (instead of using existing records)

Name	<input type="text" value="Han"/> <input type="text" value="Solo"/>	<input type="checkbox"/>	This individual already has an existing record (seen below)
Name Data Quality	-Select-	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>   
Alias	<input type="text"/>	DOB Data Quality	-Select-
Social Security Number	<input type="text"/> - <input type="text"/> - <input type="text"/>	Gender	-Select-
Social Security Number Data Quality	-Select-	If Other Gender, specify	<input type="text"/>
U.S. Military Veteran?	-Select-	Primary Race	-Select-
Exact Match	<input type="checkbox"/>	Secondary Race	-Select-
Search ACTIVE Clients	<input checked="" type="radio"/>	Ethnicity	-Select-
Search INACTIVE / DELETED Clients	<input type="radio"/>	When searching for individuals, if a record already exists for them within the system, DON'T select "Add New Client With This Information"	
Search ALL Clients	<input type="radio"/>		




Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #

In this case, you would select this record rather than create a new one above, in order to begin collecting assessment information

Client Results

ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Household Count
  310549	Solo, Han	202-20-2020		Scruffy Nerf Herder		0 

In this case, you would select this record rather than create a new one above, in order to begin collecting assessment information

Showing 1-1 of 1