

**Washington County, Oregon Continuum of Care**  
*as part of NW Social Service Connections*  
**Agency Participation Agreement**

Attachment B

**NW Social Service Connections**  
**CMIS/HMIS Community Data Standards**

**16. Introduction to the NWSSC Community Data Standards Notice**

As called out in the Final Revised HMIS Data Standards; March 2010 (<http://www.hmis.info/ClassicAsp/documents/Final%20HMIS%20Data%20Standards-Revised%203.pdf>); HUD Program Descriptor Data Elements, Universal Data Elements, Program-Specific Data Elements, and Homelessness Prevention and Re-Housing Program Data Elements; are collected and entered as appropriate. Based on the special reporting needs of NWSSC, 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 homeless service usage among programs within our community.

The NWSSC CMIS/HMIS is the principal source of data for Continuum of Care (OR-501) reporting including, but not limited to, Home Again: a 10-year plan to end homelessness in Portland and Multnomah County.

**17. Definitions**

This section defines terms commonly used throughout the community but are not included in the Final Revised HMIS Data Standards; March 2010 for HUD definitions. This list is not all-inclusive and is subject to change.

- **ACDC** - Active Client Demographic Count (considered a CoC Standard Report)
- **Adult** –An adult is any person 18 years of age or older.
- **Anonymous Client** - A client entered into the CMIS/HMIS with a unique computer generated identifying code used in lieu of actual client name. Contact PHB for more information.
- **B2H** – Bridges to Housing
- **BEST** - Benefits Eligibility Specialists Team
- **Children** – Children are defined as any person under the age of 18.
- **~Chronically Homeless**- HUD has broadened the definition of Chronic to be: either individual or family, in that the individual or family--
  - (i) is homeless and lives or resides in a place not meant for human habitation, a safe haven, or in an emergency shelter;
  - (ii) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least 4 separate occasions in the last 3 years; and
  - (iii) has an adult head of household (or a minor head of household if no adult is present in the household) with a diagnosable substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002)), post traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability, including the co-occurrence of 2 or more of those conditions.
- **CMIS** - Client Management Information System

**Washington County, Oregon Continuum of Care**  
*as part of NW Social Service Connections*  
**Agency Participation Agreement**

- **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, Subject, Comments/Notes, Values, When Collected, and Program Expectation
- **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.
- **Domestic violence** - can be defined as a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone. (Refer to Violence Against Women Act (VAWA) and Department of Justice for more information <http://www.ovw.usdoj.gov/ovw-fs.htm>)
- **Entry** – ServicePoint procedure used to represent the assistance start date, enrollment in program or point in time that the client becomes reportable
- **Entry Exit Report/ HUD-40118 APR** – Performance report/ HUD Annual Performance Report (considered a CoC Standard Report)
- **eSNAPS** - Grants management system for HUD's Homeless Programs
- **Exit** - ServicePoint procedure used to represent the assistance end date, program departure or point in time that the client is no longer reportable
- **HAP** - Housing Authority of Portland
- **HDX** – Homeless Data Exchange
- **HIC** – Housing Inventory Account
- **High resource Using Family** (AKA: Chronically Homeless Family) *developed for Portland/Gresham/Multnomah County's 10-Year Plan to End Homelessness* - must meet the following: Family as defined as a parent(s) or guardian with one or more children; who have High resource usage is based on any family member's involvement with multiple categories listed below within a 12-month period unless otherwise specified.
  - Substance Abuse
  - Mental Health
  - Foster Care (State or Tribal)
  - Corrections
  - Physical and Cognitive Health Issues
  - Domestic Violence/Victim's Services/Issues
  - Homeless/Housing System
  - Mainstream Resources Involvement

**Washington County, Oregon Continuum of Care**  
*as part of NW Social Service Connections*  
**Agency Participation Agreement**

- **Homeless** - Federal Definition of Homeless - The United States Code contains the official federal definition of homeless. In Title 42, Chapter 119, Subchapter I, homeless is defined as: §11302. General definition of homeless individual
  - (a) In general  
For purposes of this chapter, the term "homeless" or "homeless individual or homeless person" includes-
    1. an individual who lacks a fixed, regular, and adequate nighttime residence; and
    2. an individual who has a primary nighttime residence that is -
      1. a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
      2. an institution that provides a temporary residence for individuals intended to be institutionalized; or
      3. a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
  - (b) Income eligibility
    1. In general, A homeless individual shall be eligible for assistance under any program provided by this chapter, only if the individual complies with the income eligibility requirements otherwise applicable to such program.
    2. Exception, Notwithstanding paragraph (1), a homeless individual shall be eligible for assistance under title I of the Workforce Investment Act of 1998 [29 U.S.C. 2801 et seq.].
  - (c) Exclusion, For purposes of this chapter, the term "homeless" or "homeless individual" does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.
- **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.
- **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.
- **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.
- **KNAC** – Key Not A Card
- **Leaver** –refers to clients who exited and were not in the program on the last day of the reporting period.
- **MFI** - Median Family Income
- **NWSSC**- Northwest Social Services Connection
- **OTIS** - Outside Transitions into Stability
- **PHB** – Portland Housing Bureau
- **Privacy Notice** - Notice to Clients of Uses & Disclosures
- **Provider /Provider Programs** – Organization or Agency and the assistance programs they operate
- **PSDE** – Program Specific Data Element
- **PSH** - Permanent Supportive Housing

**Washington County, Oregon Continuum of Care**  
*as part of NW Social Service Connections*  
**Agency Participation Agreement**

- **Regulatory compliance** – Do the provider and its users comply to 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).
- **S+C** - Shelter Plus Care
- **SEA** – City of Portland Service Efforts and Accomplishments
- **ServicePoint** – is the City of Portland, NWSSC Connections, software of choice for HMIS/CMIS. ServicePoint is a product of Bowman Systems, Shreveport LA. ServicePoint is a web-based management information system that allows agencies, coalitions, and communities to manage (real-time) client and resource data. ServicePoint provides client, service and referral tracking, case management, agency and program indexing, and reporting.
  - **ClientPoint** – A module in ServicePoint that allows Users to enter, edit, view, or print Client information. Additionally, ClientPoint offers features such as building and tracking family relationships, restricting Client records, and conducting case management.
  - **ServicePoint** – A module that allows you to add new service items, update status, send and receive referrals, and view a Client's service history (unless restricted). The result is a thorough understanding of a Client's situation and providing Clients quicker access to appropriate services.
  - **ShelterPoint** – A module specifically designed to provide housing providers an efficient method of managing inventory, viewing area availability, and making referrals.
  - **ART** – The reporting module for ServicePoint.
- **SHAR** - Shared Housing Assessment Report (considered a CoC Standard Report)
- **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 HAP
- **Transitional Housing** –
  - (The McKinney-Vento Homeless Assistance Act As amended by S. 896 The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009) The term 'transitional housing' means housing the purpose of which is to facilitate the movement of individuals and families experiencing homelessness to permanent housing within 24 months or such longer period as the Secretary determines necessary.
  - Transitional housing means a project that has as its purpose facilitating the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). Transitional housing includes housing primarily designed to serve deinstitutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children.
- **UDE** – Universal Data Element
- **Victim Service Provider** - A nonprofit or nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. Programs that do not identify any of these populations as their primary mission are not considered victim service providers under VAWA and are not exempt from using HMIS.
- **WESC** - Women's Emergency Service Collaborative

**Washington County, Oregon Continuum of Care**  
*as part of NW Social Service Connections*  
**Agency Participation Agreement**

**18.Documentation**

- Homeless Status
  - Participants and respective users will record information on the homeless status of all clients entered into ServicePoint.
    - Data must be updated in ServicePoint at each program entry or as soon as possible thereafter and at program exit.
- If a funding program requires that a data element(s) must be collected, then official documentation must be obtained. If the funding source chooses to have these data elements as “optional”, then no official documentation is required (it can be client reported, etc.)
  - SHP funded programs, S+C, SRO – because HUD requires the collection of program-specific data elements (example: 4.3 Physical Disability; 4.4 Developmental Disability; 4.5 Chronic Health Condition; and 4.7 Mental Health) for the purposes of the APR, if the response is “yes”, then the programs are required to obtain official written documentation to back it up.
  - Emergency Shelters – currently no federal funding source requires the collection of program-specific data elements for emergency shelters (only the PSDEs and UDEs are required). Therefore if an emergency shelter chooses to collect any of these data elements, it does NOT require official documentation and it can be client reported, etc.

**19.NWSSC CMIS/HMIS Goals**

OR-501 Portland/Multnomah County/Gresham CMIS/HMIS Goals include:

- 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

**20.Data Entry requirements**

- It is the responsibility of Participants and respective users to ask for all Universal and other required data elements 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, within 5 working days following client contact.
- Blanks, Nulls or “unknown” entries in required fields will not exceed 5% per month.
- Complete and accurate data is essential to the system’s success; however it is important to note exceptions.
  - 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.
  - NWSSC CMIS/HMIS monitoring will include data quality, “Does the file match data entry?” Accuracy will be no less than 95%.
- Although each participant will use ServicePoint in various capacities, the minimum data fields required for all providers regardless of funding source are detailed in the Data Element Matrix.

**Washington County, Oregon Continuum of Care**  
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**Agency Participation Agreement**

**21. Shared Outcomes**

- Participants will complete all data entry requirements as needed for common goals and objectives reporting
  - Multnomah County/City of Portland/Continuum of Care OR-501 service providers share common goals related to placement and housing retention
    - Placement
    - Housing Outcomes (retention status) at 6 and 12 months, unless otherwise indicated by contract.
    - Other information, as needed, subject to change

**22. 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.
  - “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 Release of Information Form is required prior to any electronic information sharing. The ServicePoint ROI procedure must be transacted to effectively share electronic information appropriately.
  - Clients who choose not to authorize sharing of information cannot be denied services for which they would otherwise be eligible.
  - All Client Authorization for ROI forms related to the CMIS/HMIS data sharing will be placed in a file to be located on premises.
  - CMIS/HMIS-related Authorization for ROI forms will be retained for a period of 7 years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.

**Washington County, Oregon Continuum of Care**  
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**Agency Participation Agreement**

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**Data Expectations and Exceptions**

ALL Persons using CMIS/HMIS are expected to read, understand, and adhere to

- The Final Revised HMIS Data Standards; March 2010,
- The Department of Housing and Urban Development Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice; Notice
- All NW Social Service Connections documentation; including but not limited to the CMIS/HMIS Policies and Procedures and the CMIS/HMIS Community Data Standards

It is the responsibility of Participants and respective users to ask for all Universal and other required data elements from each client and enter into ServicePoint in a timely manner.

We recognize that it may be difficult to obtain all UDEs for all clients entered into the CMIS/HMIS. Exceptions may include non-homeless CMIS organizations. Please contact the System Administrator for information and waiver.

<b>Program Type</b>	<b>Timely Data Entry (days)</b>	<b>Don't Know or Refused</b>	<b>Missing Data</b>
	Not to Exceed		
Emergency Shelter	3	10%	10%
Transitional Housing	5	5%	5%
Permanent Supportive Housing	5	5%	5%
Homeless Outreach	3	10%	10%
Homelessness Prevention and Rapid Re-Housing	5	5%	5%
Services Only	5	10%	10%
Other: Non-Homeless/Non CoC CMIS organizations (i.e. SUN Service System) <sup>1</sup>	N/A	10%	10%
Other: Homeless special programs (i.e. Point in Time Counts) <sup>1</sup>	N/A	10%	10%
Other: TBD	N/A	TBD	TBD
Safe Haven	3	10%	10%
Permanent Housing (i.e. Mod Rehab SRO, Subsidized housing without services)	5	5%	5%
Overall System wide	5	5%	5%

<sup>1</sup> - Data Completeness measured against data elements required by program, NOT against the HUD Universal Data Elements.