

Wheel of Knowledge

Annual Workshop – December 1, 2016

Emergency Housing

What is the time limit that a person can stay in HUD Emergency Shelter? Each organization, and certain contracts may have limitations on the amount of time a person may take advantage of Emergency Housing, but there is no legal limitations on the length of time.

HUD funded emergency shelters are for people who are homeless and also people who aren't homeless but need a low cost place to stay for a while. TRUE or FALSE

Every person who is a resident of Emergency Housing is required to have the following except one:

- A. An HMIS Release of Information
- B. A Written Occupancy Agreement
- C. Complete, Current, Consistent and Correct answers to all Universal Data Elements

ShelterPoint

What is the first step in using ShelterPoint to place a person in an available bed? Through ShelterPoint, search to see if the Client has already been entered into HMIS.

Can you have a single shelter list in ShelterPoint that includes Emergency, Transitional and Permanent Supportive Housing beds? No, the HMIS system requires that each of the three primary types of housing have their own bed list, even if they occupy the same shelter.

Do you need to create a program entry after you have placed a person in a shelter bed? No, when a person is assigned a bed in ShelterPoint, a program entry is automatically created, as well as a need and service.

What are the three types of residency programs that use ShelterPoint? Emergency, Transitional and Permanent Supportive Housing.

General HMIS Knowledge

How do you determine if a person is considered chronically homeless? The person must literally homeless at time of entry, AND be either continuously homeless for a period of 12 or more months at the time of project entry or must have been homeless 4 or more times in the last three years that total 12 months or more; AND have a HUD recognized disability.

What is the one question for which Data Not Collected can be an acceptable answer? Veteran status for those who are under the age of 18.

What part of ServicePoint is used to enter a new client for a housing project? ShelterPoint

The preferred way to determine how to answer the question regarding whether the person has a HUD disability is:

- A. Get documentation from a health professional.

- B. **Ask them using the HUD Verification list.** *Although you need to document their attestation in order to verify eligibility for a program activity.*
- C. Observe their behavior, using active listening techniques and make your own determination as to their disability status.

Rapid Re-Housing

A month to month lease is sufficient for a Rapid Re-Housing placement. **No. A lease of at least one year that is renewable and terminable only for cause.**

A person who is chronically homeless and without income should be a prime candidate for Rapid Re-Housing. **Chronically homeless persons without income are among with the highest acuity of need, requiring on-going supportive services. This would make Permanent Supportive Housing a more effective choice.**

When a lease is signed by both parties, HMIS automatically completes the entry for Rapid Re-housing without the case worker needing to be involved. **Rapid Re-housing providers must make an entry for each client in HMIS as they receive services, including direct client services.**

Permanent Supportive Housing

A lease for HUD Permanent Housing must be for at least one year and also have two other features regarding length of stay. **Renewable and Terminable only for cause.**

Can HUD Permanent Housing also use occupancy agreements instead of leases? **No, there must a lease the complies with state requirements for residential leases, is for at least one year, renewable and terminable only for cause.**

Which state requirements for valid leases must be included in a HUD Permanent Housing lease? **All state requirements for valid leases must be included in a lease for HUD Permanent Housing.**

For HUD Permanent Supportive Housing wrap around services are:

- A. A Good Idea
- B. **Required in most PSH contracts**
- C. Prohibited by law

Transitional Housing

Must include what kind of written agreement? **An Occupancy Agreement. This sets out the terms and conditions for residency, but does not need to meet the standards of a valid lease. The Occupancy Agreement need not be for a specific time period, but can't be in excess of the time limit for the Transitional Housing program.**

What is the time limit for Transitional Housing? **24 months**

In the latest HUD definitions, what is the difference between Interim Housing and Transitional Housing? **Interim housing maintains a person's status as literally homeless, because it is used when a lease is in place but occupancy delayed or a voucher has been issued.**

Entry

What should be used as the Entry Date for a client beginning a project? **The actual date they began the project.**

Do you need to review the client information when a client enters a project? **YES. If the client is already a part of HMIS, then you will be given the opportunity to review the information when you enter through the ENTRY/EXIT tab or you assign a bed in ShelterPoint. If the client is new, the entry tab will give you the opportunity enter a new client or household. All your data entry and updating is completed through the entry/exit tab, or through ShelterPoint as you assign a bed.**

What is the time limit for completing the information regarding a project entry for a client?

- A. **24 hours**
- B. 7 to 10 days
- C. When Amiee calls and tells me that information is missing.

Interim

When a client provides new or changed information, where and when do you make those changes? **Through the ENTRY/EXIT tab, clicking on the Interim box.**

What is an Annual Assessment and how is it recorded in HMIS? **Any project for which a client is continuously enrolled or housed for one year, must review and update the client information within 30 days of the anniversary of their participation. This update is completed by clicking on the Interim box and selecting the ANNUAL ASSESSMENT.**

Can we just use the Client Profile to update information for clients who are entered into a project through ShelterPoint or the ENTRY/EXIT tab? **NO. Many reports generated use the Interim updates and annual assessments are the source for data.**

How do you change information for these items: Disability, Income, Non-Cash, Health Insurance? **Use the Interim tool under the ENTRY/EXIT tab.**

Exit

If a person leaves a housing project or entry/exit project and doesn't have an exit interview, you don't need to exit them until you hear from them again. **FALSE, they should be exited from the project as of the date they were no longer a participant, answering the two questions (see below) as best you can based upon your case management.**

What are the two big questions that need to be answered during the exit process? **DESTINATION and REASON FOR LEAVING.**

The new performance standards make tracking this area of information important at entry, interim and exit. **INCOME. Many projects and funding sources are now using maintenance or increasing income as a key performance standard.**

Follow up

Follow up can be done at any time before a person exits a program. True or **False**

The best way to find out what happens to clients once they exit your program is to:

- A. See if they have re-entered the HMIS system.
- B. Contact them and ask them.
- C. Check with the landlords or Permanent Housing project managers.
- D. All of the above
- X. A and Z only

Toss Up Questions

In last year's PIT the percentage of persons who said they were homeless who also were determined to be chronically homeless. 311 out of 1468 21%

In last year's PIT the percentage of persons who said they were homeless who were also considered unsheltered. 664 out of 1468 45%

In last year's PIT the percentage of persons who said they were homeless who have a college degree or better. 23%

The number of veterans who said they were homeless. 161