



# Homeless Management Information System (HMIS) Policies and Procedures Annual Training

SEPTEMBER 2024

# Welcome!

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## Today's Agenda

1. Introductions
  1. *Feel free to drop your name, role, and agency in the chat!*
2. Background
3. HMIS Updates and Housekeeping
4. Policies and Procedures – Key Policies Review
5. Staff Training Requirement
6. APR & Reporting Demonstration
7. Questions

# HMIS Team

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**Jayne Day** – HMIS Director

**Charles M. Winkler** – Deputy Director

**Roxanna Deleon** – HMIS Coordinator

**Israel DeJesus** – HMIS Special Projects Analyst

**Allyson Kelley** – HMIS Analyst

**Caroline Prichard** – HMIS Analyst

**Tori Morris** – HOPE Coordinator and HMIS Analyst

# Background

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- Who Participates?

- All HUD – CoC Funded projects are required to participate in their local HMIS.
- Goal is 100% participation across the NYC CoC for all programs that serve individuals who are homeless or homeless-at-entry.
- CoC-funded **Victim Service Providers (VSPs)** are required to use a HMIS comparable database that conforms to the HMIS Data Standards and can produce all HMIS reports. DV projects not operated by VSPs are required to participate in HMIS if they are HUD funded.

## What is Participation?

1. Upload data monthly to NYC HMIS Data Warehouse
2. Comply with HMIS policies and procedures

The HMIS Lead must provide an annual HMIS training, as per the Policies and Procedures.

# 2024 -2025 HMIS Calendar

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<b>October 30<sup>th</sup>, 2024</b>	<ul style="list-style-type: none"><li>• Annual Notice of Funding Opportunity (NOFO) Due</li></ul>
<b>November 2024</b>	<ul style="list-style-type: none"><li>• Longitudinal System Analysis (LSA) Opens</li></ul>
<b>January 28<sup>th</sup>, 2025</b>	<ul style="list-style-type: none"><li>• HOPE Count<ul style="list-style-type: none"><li>• All CoC – funded agencies get to be required to participate!</li></ul></li><li>• Housing Inventory Chart/ Point in Time (HIC/PIT) Process begins</li></ul>
<b>February 2025</b>	<ul style="list-style-type: none"><li>• System Performance Measures (SPM) opens</li></ul>
<b>March 2025</b>	<ul style="list-style-type: none"><li>• System Performance Measures (SPM) due</li></ul>
<b>April/May 2025</b>	<ul style="list-style-type: none"><li>• Housing Inventory Chart/ Point in Time HIC/PIT due</li></ul>

# Reporting Deadlines

Special Opportunity Funding Projects Only (SNOFO & YHDP)

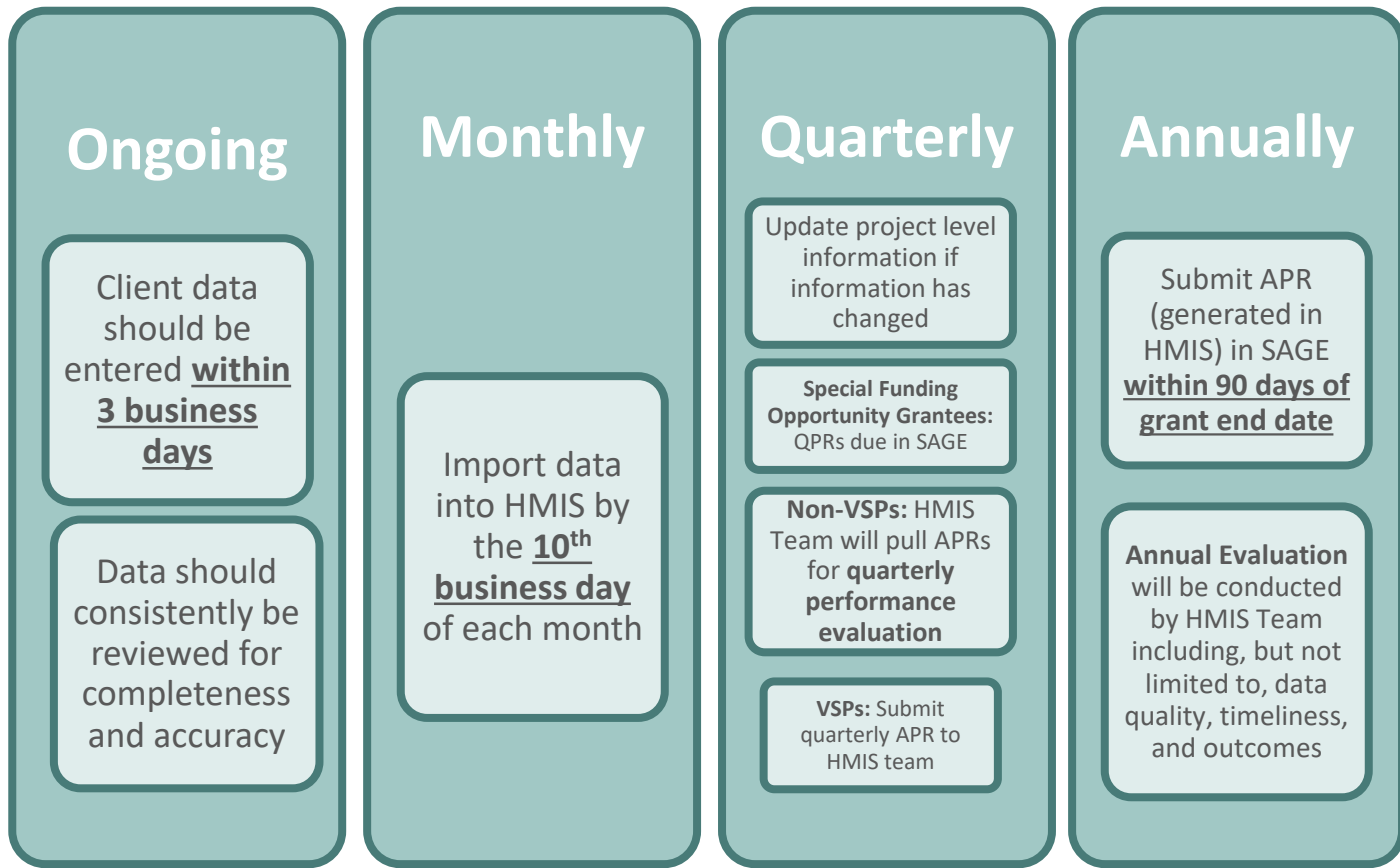
Quarterly		
Quarter	Dates Covered	Due date
Q1	10/1 - 12/31	1/30
Q2	1/1 - 3/31	4/30
Q3	4/1 - 6/30	7/30
Q4	7/1 - 9/30	10/30

## Annual

**YHDP:** Annual Performance Report (APR) for operating year due 90 days after operating year end date

**SNOFO:** As SNOFO reporting is cumulative, your “APR” will be the report ending on 9/30 of each year and will include additional questions.

# Regular Reporting



# HMIS – Focused CoC Committees

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<b>Performance Management Committee</b>	Standing committee that supports the CoC via assessment, monitoring, and evaluating performance.
<b>Performance and Quality Improvement (PQI) Subcommittee</b>	Focuses on improving individual program performance; Reviews data quality quarterly Aims meet with all programs, regardless of data quality, over
<b>Data Management Workgroup</b>	Provides recommendations and support regarding HUD regulations

Interested in joining a committee or workgroup? Membership information can be found on the [CoC website!](#)



# HMIS Data Warehouse Transition – Status & Updates

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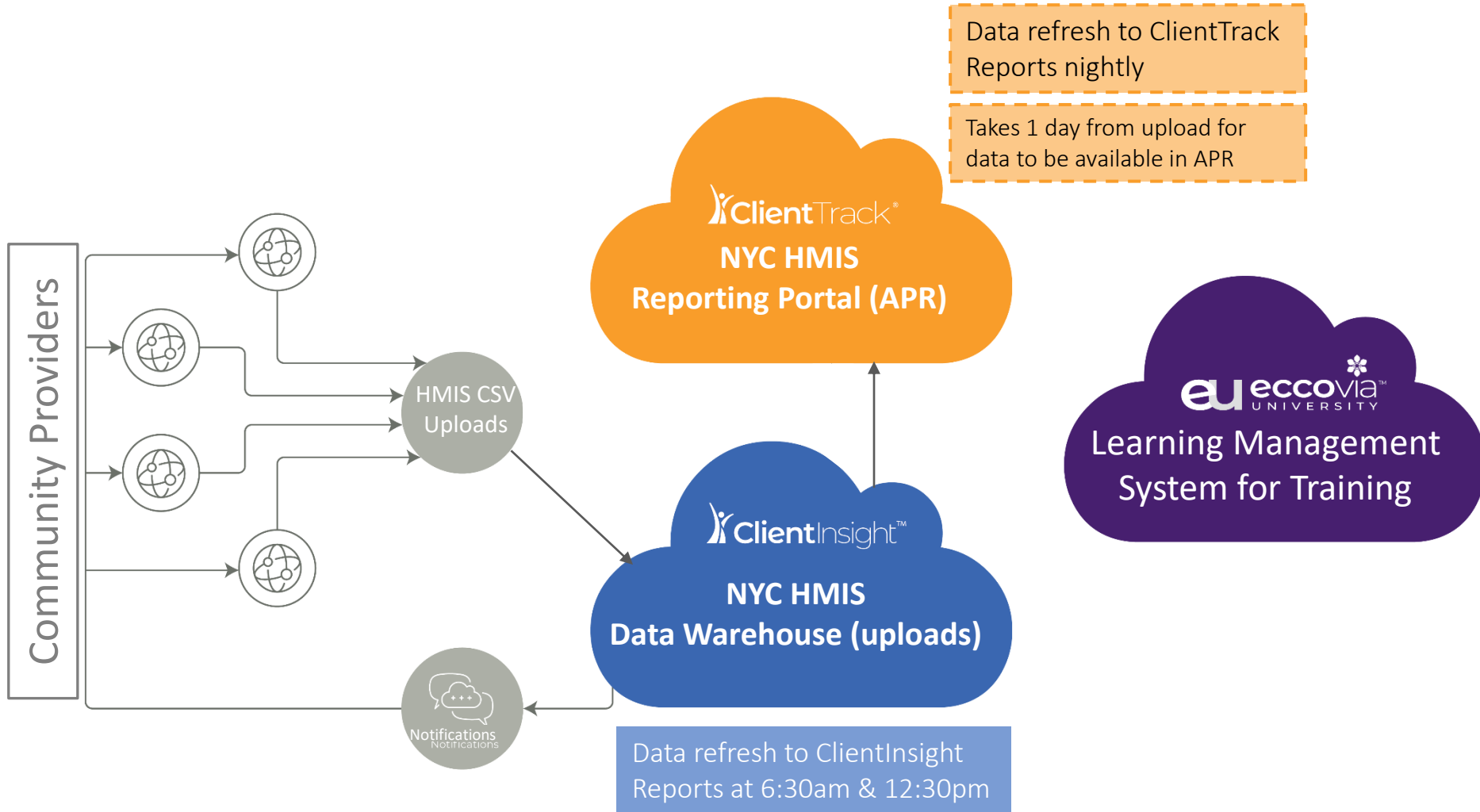
**Happy 1<sup>st</sup> Birthday New NYC Data Warehouse!**



- NYC HMIS has been completely transitioned from AWARDS to ClientInsight/ClientTrack and the new system has experienced a full federal reporting cycle
- HMIS Lead Team and Eccovia have been working together to iron out pain points including:
  - Differences in logic between ClientTrack APRs and agency source system APRs
  - Building out ClientInsight's reporting capabilities to meet the needs of the NYC CoC; including an Evaluation Tool

*These efforts will be ongoing!*

# New NYC HMIS Data Environment

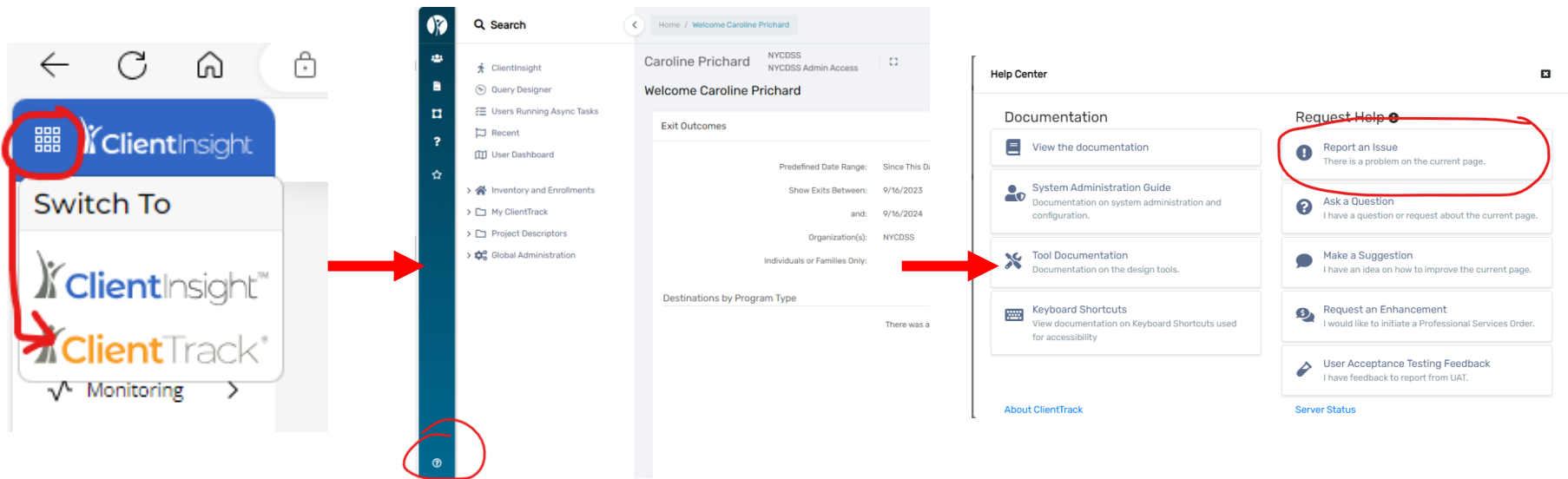


# Communicating with the HMIS Team and Eccovia

ClientTrack Ticket	Email
<p data-bbox="200 482 678 525"><b>Upload or Report Issues</b></p> <ul data-bbox="200 561 1000 1200" style="list-style-type: none"><li data-bbox="200 561 1000 801">• Technical questions regarding back-end data access or programming<ul data-bbox="297 665 1000 801" style="list-style-type: none"><li data-bbox="297 665 1000 801">• <i>Ex: A report is producing something unexpected that does not match your source data.</i></li></ul></li><li data-bbox="200 815 1000 1001">• Issues with the ClientTrack or ClientInsight interface<ul data-bbox="297 919 1000 1001" style="list-style-type: none"><li data-bbox="297 919 1000 1001">• <i>Ex: A menu option is missing when an End User logs in to run a report.</i></li></ul></li><li data-bbox="200 1015 1000 1200">• User access<ul data-bbox="297 1062 1000 1200" style="list-style-type: none"><li data-bbox="297 1062 1000 1200">• <i>Ex: An End User does not have access to a specific program's data in ClientTrack.</i></li></ul></li></ul>	<p data-bbox="1037 482 1344 525"><b>Business Issues</b></p> <ul data-bbox="1037 561 1731 1058" style="list-style-type: none"><li data-bbox="1037 561 1731 658">• Questions regarding policies<ul data-bbox="1134 619 1731 658" style="list-style-type: none"><li data-bbox="1134 619 1731 658">• Annual Evaluation, compliance</li></ul></li><li data-bbox="1037 672 1731 801">• Questions regarding federal reporting<ul data-bbox="1134 776 1731 801" style="list-style-type: none"><li data-bbox="1134 776 1731 801">• APRs, SAGE</li></ul></li><li data-bbox="1037 815 1731 1001">• Notification of staff changes, privacy/security breaches, or of an agency's intent to switch data systems</li><li data-bbox="1037 1015 1731 1058">• Anything else!</li></ul>

# Submitting a ClientTrack Help Desk Ticket

1. Log in to ClientInsight.
2. Toggle to the ClientTrack side using the window icon on the upper lefthand corner.
3. Select the question mark icon on the lower lefthand corner, and “Report an Issue.”



# What to Include in a Help Desk Ticket

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- Descriptive subject
  - “Missing Data from [Project] APR” ✓
  - “Something is Wrong” ✗
- Detailed description of problem, including error message(s) and when you first encountered the issue.
- Any solutions you have already tried.
- Screenshots of error messages or visual issues, and any relevant files or documents related to the problem. **The CT Help Desk is secure and PII can be uploaded on this platform, unlike email.**

# Eccovia University



NYC PP

NYC PP  
**#1 - Overview of NYC HMIS Policies and Procedure**


Revisit course



NY CI CT

NY CI CT  
**#2 - Orientation to New Data Environment**


0%



NY CI BASIC NAV

NY CI BASIC NAV  
**#3 - ClientInsight Basic Navigation**

Completed



NY CI DASHBOARD

NY CI DASHBOARD  
**#4 - ClientInsight Dashboard Filters and Visuals**

Completed



NY CI REPORTS

NY CI REPORTS  
**#5 - ClientInsight Dynamic Reporting**

Completed



NY CI DATA TOOLS

NY CI DATA TOOLS  
**#6 - ClientInsight Client Deduplication and Record Linking**


Completed



NY CI CONFIG

NY CI CONFIG  
**#7 - ClientInsight Report Categories and Data Quality Alerts**


Completed



NY CI APR

NY CI APR  
**#8 ClientTrack - How to Run an APR in ClientTrack**


0%



NY CI DATA QA

NY CI DATA QA  
**#9 - ClientTrack - Helpful Reports to Monitor Data Quality**

Completed



NY CI CGA APR

NY CI CGA APR  
**#10 - ClientTrack Collaborative Grant Administrators APR Training**

0%

# Weekly Office Hours

- Tuesdays, 11am – 12pm
- Link can be found on the HMIS Website (Under “HMIS Data Warehouse) or [HERE](#).
- Bring issues, questions, or suggestions!

The screenshot shows the NYC Continuum of Care website. The header includes the logo and navigation links: Home, About, Committees, Providers, HMIS, CAPS, EHV, 2024 NOFO, and a search bar. Below the header is a purple navigation bar with buttons for Policies & Procedures, HUD Reporting, Data Quality & Standards, and Training & Resources. The main content area is titled 'HMIS Data Warehouse' and contains several sections: 'Data Warehouse Information', 'Vendor Letter' (with a link to a PDF dated June 12, 2024), 'Data Migration Guide' (with a link to a PDF dated June 26, 2024), 'Office Hours' (highlighted with a red circle), 'Annual Training' (with a link to a PDF from October 2023), and 'How to Access ClientInsight, ClientTrack, and...'. The 'Office Hours' section text states: 'The HMIS team will be hosting office hours weekly on Tuesdays from 11am to 12pm at the following Teams link:' followed by a bullet point: '• [HMIS Office Hours](#)'.

# Need More Training?

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We are here to help! Please let us know if you have requests for additional training resources, including:

- Eccovia University trainings
- One on one support from the HMIS Team or our Eccovia administrators
- Additional live training sessions
- Additional office hour availability

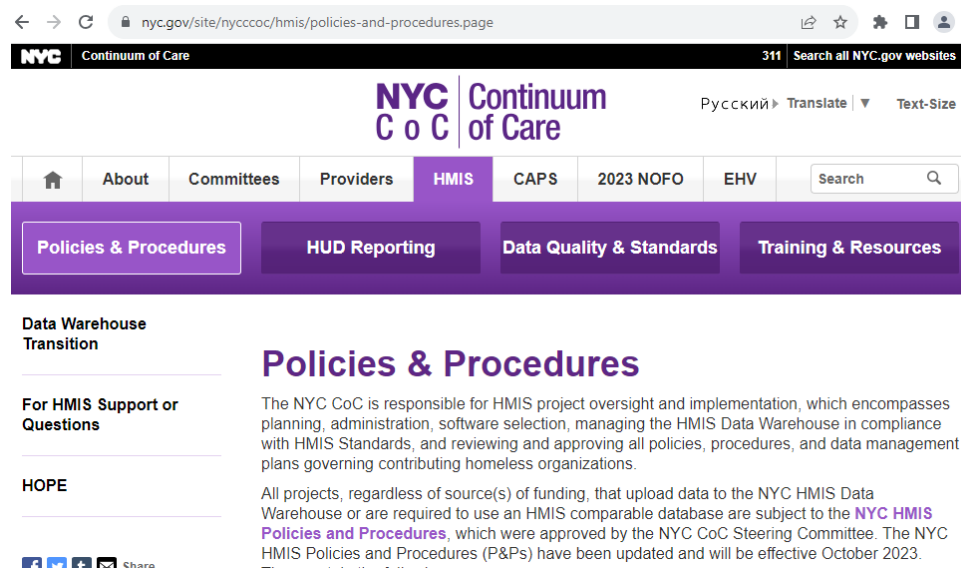


# Policies & Procedures – Key Policies Review



# Policies and Procedures

- HUD requires HMIS implementations to have policies and procedures (P&Ps) that adhere to **HUD's technical standards** (privacy and security) and most recent **HUD HMIS Data Standards**.
- The P&Ps are posted on the CoC/HMIS [website](#) and went into effect **October 1, 2023**.



The screenshot shows the NYC CoC/HMIS website. The browser address bar displays 'nyc.gov/site/nycccoc/hmis/policies-and-procedures.page'. The website header includes the NYC CoC logo, 'Continuum of Care', and a search bar. The navigation menu is highlighted, with 'Policies & Procedures' selected. The main content area features a section titled 'Policies & Procedures' with a sub-heading 'Policies & Procedures'. The text below states: 'The NYC CoC is responsible for HMIS project oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS Data Warehouse in compliance with HMIS Standards, and reviewing and approving all policies, procedures, and data management plans governing contributing homeless organizations. All projects, regardless of source(s) of funding, that upload data to the NYC HMIS Data Warehouse or are required to use an HMIS comparable database are subject to the **NYC HMIS Policies and Procedures**, which were approved by the NYC CoC Steering Committee. The NYC HMIS Policies and Procedures (P&Ps) have been updated and will be effective October 2023.'



# Policy Highlights

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- Policies & Procedures apply to both the **NYC HMIS Data Warehouse** (ClientInsight/ClientTrack) and **each Contributing HMIS Organization (CHO)'s HMIS Software** where data are collected.
- CHOs must update their NYC HMIS Warehouse End User Agreements as needed for staffing changes (within 15 days).
  - Notify the HMIS Team at [DSSHMIS@dss.nyc.gov](mailto:DSSHMIS@dss.nyc.gov) to update!
- CHOs receiving CoC funding are required to run/pull HUD Annual Performance Reports (APRs) from the warehouse (not the CHO's HMIS software) for SAGE submission.
  - HMIS Team will work with agencies who have support issues with APRs due to warehouse discrepancies. Please run your APRs as early as possible to ensure adequate time to address any issues.

# Requirements for Participating Organizations

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- Self-certify use of HMIS compliant software, as well as review and compliance with Policies and Procedures
  - Issues of compliance should be remediated within 30 days
- Data should be collected & uploaded timely (3 business days to enter collected data, uploaded within the first 10 business days of each month).
- HMIS Lead should be notified:
  - Changes to staff contacts or End Users
  - Software/vendor changes\*
  - Changes to project participation
  - Security or privacy breaches

**NOTE:** Please notify the HMIS team as early as possible in this process. Switching to a new software without advance notice could lead to delays in your ability upload and produce reports.

# Privacy & Security

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- All participating organizations should maintain a **Privacy Notice** (detailing the organization's security procedures for collecting and storing PII) and a **Privacy Posting** where data is collected.
  - Samples of these can be found on pages 33-38 of the Policies and Procedures and can be used or edited as needed.
  - Privacy Notice should be publicly available on organization's website.
- Data should be retained for a minimum of 7 years, but organization can define longer retention timeline.
- Organization should have a procedure for disposing of data securely, including physical records and documentation.

Appendix G: Sample Privacy Posting



## HMIS Privacy Posting

We collect personal information about homeless individuals in a computer system called a Homeless Management Information System (HMIS) for reasons that are discussed in our *privacy notice*.

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 individuals, and to better understand the needs of homeless individuals. We only collect information that we consider to be appropriate.

If you have any questions or would like to see our *privacy notice*, our staff will provide you with a copy.

NYC HMIS Warehouse Policies and Procedures (Version 6 Oct 2023)

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# Data Quality

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- **Completeness**

There should be no missing data for program-specific data elements (program-level data, such as operating start date and bed inventory) OR universal data elements (data required for all individuals, such as DOB)

- **Duplicate client records**

- **Data accuracy**

- Veterans must be 18+
- Those on SSI must have a disability
- Unaccompanied children (under 18) should be verified and documented

- **Timeliness**

- Client should be entered within 3 business days at entry, annual assessment, updates, and exit

- **Overall error rate**

- Can be identified using your APR

# End User Agreements

## Passwords

- My NYC HMIS Data Warehouse User ID and Password are for my use only and must not be shared with anyone.
- I will take all reasonable means to keep my User ID and Password physically and electronically secure.

## Hardware

- If I am logged into the NYC HMIS Data Warehouse and must leave the work area where the computer is located, I must log-off the NYC HMIS Data Warehouse before leaving the work area.
- I will ensure that any computer I am using to access the NYC HMIS Data Warehouse:
  - Is equipped with locking timeout function
  - Has virus protection software installed with auto-update functions
  - Has software or hardware firewall protection

## Security Breaches

- If I notice or suspect a security breach or other issues with HMIS data or systems, I must notify the HMIS Lead System Administrator – NYC Department of Social Services – within 3 business days.

# Staff Training





# Did You Know?

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Contributing HMIS Organizations (CHOs) are required to train users of your **home data system** before users access the system & annually.



# Data Quality

What makes good data quality?		How can I achieve this?
Completeness	No missing universal data elements – Including name, DOB, SSN, Race, Gender, Veteran status	<ul style="list-style-type: none"> <li>• <i>Confirm information at every interaction</i> <i>Make data quality selection when an element is not provided</i></li> <li>• <i>Explicitly ask for each piece of information and do not assume</i></li> </ul>
Duplication	Clients' records should be associated with a single client ID	<ul style="list-style-type: none"> <li>• <i>Exit clients timely</i></li> <li>• <i>Check system for existing records</i></li> </ul>
Accuracy	Related information should reconcile Ex: Veterans should be 18+, Individuals receiving SSI should have a recorded disability	<ul style="list-style-type: none"> <li>• <i>Double check data</i></li> <li>• <i>Verify with documentation when possible</i></li> </ul>
Timeliness	Client should be entered within 3 business days at entry, annual assessment, updates, and exit	<ul style="list-style-type: none"> <li>• <i>Don't wait to input records! Data quality is better when information is recorded immediately.</i></li> </ul>

# Privacy Notice

Participants in your programs have a right to be informed regarding the collection, usage, and maintenance of their PII.

## Clients should be informed of:

What is being collected	Personally identifiable information Demographic information Information relating to outcomes for services received
Why it is being collected	Provide individual case management, track individual and project-level outcomes, identify unfilled service needs, conduct research, and producing aggregate-level reporting
Who it is being shared with	The Department of Social Services Federal Homeless Policy and Reporting (FHPR) unit, acting as the HMIS Lead for NYC <i>Client-level data is NOT shared directly with HUD</i>
When & how it will be disposed of	Dependent on organization: 7 years minimum, disposed of securely

# Privacy & Security Checklist

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- ✓ **Clients are informed of their right to privacy.**
- ✓ **I have read and understand my organization's privacy and security protocols.**
  
- ✓ **My physical space is secure.**
  - ✓ My User ID and password are not written down & I will not share my login info.
  - ✓ If I am away from my workspace, my desktop is locked.
  - ✓ I will ensure printed or hardcopies of clients' records or documents are physically secured, such as in a locked file cabinet.
  - ✓ I follow my organization's procedures for securely disposed of or destroyed.
  - ✓ Non-authorized individuals do not have access to PII.
  
- ✓ **My technology is secure.**
  - ✓ I do not access PII on public networks.
  - ✓ I only electronically transmit PII via secure, encrypted means.
    - X Flash drives
    - X Unencrypted emails

# APR Demonstration



Navigation sidebar with search bar and menu items:

- Search
- ClientInsight
- Query Designer
- Users Running Async Tasks
- Recent
- User Dashboard
- Inventory and Enrollments
- My ClientTrack
- Project Descriptors
- Global Administration

- My Saved Reports
- Files on Server
- By Name Lists
- HMIS Exports
- HMIS Reports
- Client Reports
- Enrollment Reports
- Administrative Reports
- Provider Reports
- Service Reports
- Referral Reports

### Files on Server

Displayed below is a list of the files available for you to download. Files with an expiration date will be automatically removed. The file will no longer be available for download by any user and will not be available for processing if used in an image.

[View the status of export or import tasks.](#)

HMIS APR 2024 Export_20240920165246_TaskID_13537.zip
HMIS APR_CAPER 2024 Validation_20240920164807_TaskID_13538.zip
HMIS APR_CAPER 2024 Pre-Load 2_20240920164219_TaskID_13536.zip
HMIS APR_CAPER 2024 Pre-Load_20240920164120_TaskID_13535.zip

Search

- ClientInsight
- Query Designer
- Users Running Async Tasks
- Recent
- User Dashboard
- Inventory and Enrollments
- My ClientTrack
- Project Descriptors
- Global Administration

Search

- Data Explorer
- Files on Server
- My Saved Reports
- By Name Lists
- FY 24 HMIS Exports
  - APR / CAPER Review
  - CSV APR - FY24 v1.0
  - CSV CAPER - FY24 v1.0
  - HUD XML Export
  - CSV Export 2024
  - LSA Export
  - Preview LSA Runs
- HMIS Reports

Reports / APR / CAPER - Runs

Annual Performance Report (CoC APR), Consolidated Annual Performance and Evaluation Report (ESG CAPER) viewable reports can be found below. Detail data will only be available for the user that requested the report to

Report Type: -- SELECT --

14 results found.

Run #	Fiscal Year	Export Asynchronous Task ID	Report Run Date	Report Identifier	Begin Date	Project List
...	1177	2024	11634	View 2024 APR/CAPER		
...	1160					

Exports Excel version of the APR with each question in a separate tab

Question	Value	Value
Number of adult and head of household lea		<u>16</u>
Total Number of Stayers		<u>111</u>
Number of Adult Stayers		<u>100</u>
Number of Veterans		<u>2</u>
Number of Chronically Homeless Person		<u>0</u>
Number of youth under age 25		<u>11</u>
Number of parenting youth under age 25 with children	0	0
Number of Adult Heads of Household	<u>114</u>	<u>114</u>
Number of child and unknown-age heads of household	0	0



**Q6a - Data Quality: Personally Identifiable Information**

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	2	0	2	1.57%
Social Security Number (3.02)	1	13	0	14	11.02%
Date of Birth (3.03)	0	0	11	11	8.66%
Race and Ethnicity (3.04)	2	13		15	11.81%
Gender (3.06)	0	2		2	1.57%
Overall Score				17	13.39%

**Q6b - Data Quality: Universal Data Elements**

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	2	0	2	1.72%
Project Start Date (3.10)			1	1	0.79%
Relationship to Head of Household (3.15)		0	2	2	1.57%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	1	13	0	14	11.02%

**Q6c - Data Quality: Income and Housing Data Quality**

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	0		0	0.00%
Income and Sources (4.2) at Start	0	2	0	2	1.72%
Income and Sources (4.2) at Annual Assessment	0	17	0	17	47.22%
Income and Sources (4.2) at Exit	1	0	0	1	6.25%

**Q6d - Data Quality: Chronic Homelessness**

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.91.3) Missing	Number of times (3.917.4) DK/PNTA/missing	Number of months (3.917.5) DK/PNTA/missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0				0	0	0.00%
TH	0	0	0		0	0	0.00%
PH (all)	116	0	3		0	0	2.59%
CE	0	0	0		0	0	0.00%
SSO, Day Shelter, HP	0	0	0		0	0	0.00%
Total	116						1.72%

**Q8a - Number Of Households Served**

Number Of Households Served	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Total Households	<u>114</u>	<u>108</u>	<u>6</u>	0	0
For PSH & RRH - the total persons served who moved into housing	<u>57</u>	<u>53</u>	<u>4</u>	0	0

## Appendix A: Exit Destinations

Destinations indicated with an  cause leavers with those destinations to be completely excluded from the entire measure universe. Clients whose destination is indicated with an  will be included in the measure universe. Undefined project types should use the "HP & PH (all)" column when determining positive exit destinations.

Data Standards Response	Exit Destinations	SO	ES-EE	ES-NbN	TH	HP & PH (all)	SH	SSO
<b>Homeless Situations (100-199)</b>								
101	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	<input checked="" type="checkbox"/>						
116	Place not meant for habitation							
118	Safe Haven	<input checked="" type="checkbox"/>						
<b>Institutional Situations (200-299)</b>								
206	Hospital or other residential non-psychiatric medical facility	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
215	Foster care home or foster care group home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
207	Jail, prison, or juvenile detention facility							
204	Psychiatric hospital or other psychiatric facility	<input checked="" type="checkbox"/>						
205	Substance abuse treatment facility or detox center	<input checked="" type="checkbox"/>						
225	Long-term care facility or nursing home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Temporary Housing Situations (300-399)</b>								
329	Residential project or halfway house with no homeless criteria	<input checked="" type="checkbox"/>						
314	Hotel or motel paid for without emergency shelter voucher	<input checked="" type="checkbox"/>						
312	Staying or living with family, temporary tenure	<input checked="" type="checkbox"/>						
313	Staying or living with friends, temporary tenure	<input checked="" type="checkbox"/>						
302	Transitional housing for homeless persons (including homeless youth)	<input checked="" type="checkbox"/>						
327	Moved from one HOPWA funded project to HOPWA TH	<input checked="" type="checkbox"/>						
332	Host Home (non-crisis)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
<b>Permanent Housing Situations (400-499)</b>								
426	Moved from one HOPWA funded project to HOPWA PH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
411	Owned by client, no ongoing housing subsidy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
421	Owned by client, with ongoing housing subsidy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Data Standards Response	Exit Destinations	SO	ES-EE	ES-NbN	TH	HP & PH (all)	SH	SSO
410	Rental by client, no ongoing housing subsidy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
435	Rental by client, with housing subsidy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
422	Staying or living with family, permanent tenure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
423	Staying or living with friends, permanent tenure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other (1-99)</b>								
24	Deceased	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	Client doesn't know							
9	Client prefers not to answer							
99	Data not collected							
30	No exit interview completed							
17	Other							

# Resources

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- ❑ [NYC HMIS Policies and Procedures](#)
  - ❑ Defines how HMIS operates locally
- ❑ [HUD HMIS Data Standards Manual](#)
  - ❑ Provides guidance around all HMIS fields, including collection guidance and details for specific selection options
- ❑ [HUD HMIS Data Dictionary and CSV Specifications](#)
  - ❑ Data and technical standards that guide HMIS data collection and formatting across all CoCs

# Thank You!

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Questions? Concerns?

[DSSHMIS@dss.nyc.gov](mailto:DSSHMIS@dss.nyc.gov)

Join our NYC HMIS office hours, Tuesdays 11am – 12pm!

[NYC HMIS Website](#)