HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Quick Reference Guide

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INNOVATIONS

Overview

The **Homeless Management Information System (HMIS)** is a **centralized database** used to collect and manage data on individuals and families experiencing homelessness. It ensures accurate reporting, service coordination, and program evaluation for Emergency Solutions Grant (ESG) and Rural Nevada Continuum of Care (RNCoC) programs.

Who Must Use HMIS?

Required Users	Exceptions
RNCoC Recipients	Victim service providers (must use a comparable database)
ESG Subrecipients	Legal service providers (case-by-case)
Outreach teams	Organizations exempted by HUD
Emergency shelters	
Transitional & Permanent Housing Providers	

Victim service providers must use a separate, HUD-approved system (e.g., BitFocus' Clarity Human Services).

Data Entry & Timeliness

- Data should be entered within 24 hours of intake, exit, or service update.
- Required fields must be complete, with minimal use of "Don't Know," "Refused," or "Missing."
- Annual re-certifications are required for Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) clients.

Key Data Collection Requirements

Data Type	Entry Requirement
Client Identifiers	Full name, DOB, Social Security Number (if available)
Homeless Status	Verified through HUD definitions
Income & Benefits	Updated at entry, exit, and re-certification
Health & Disability	Self-reported or documented by caseworker
Housing History	Length of homelessness, previous housing situation
Services Provided	Case management, financial assistance, referrals

NOTE: *Collection of the last four digits of SSN meets the FY2024 HMIS standard*

Data Privacy & Security

- Client consent must be obtained before data entry.
- Personally Identifiable Information (PII) must be secured and only accessed by authorized users.
- Data-sharing policies must comply with HUD and local regulations.
- Agencies must train staff annually on data security and confidentiality.

Data Quality & Reporting Expectations

- Agencies are responsible for reviewing their data quality monthly.
- Regular reporting to HUD, RNCoC, and ESG program administrators is required.
- Emergency Shelters may use the "auto-exit" feature if a client has not accessed services for an extended period.
- Victim service providers must submit de-identified aggregate reports to HUD.
- Where required (e.g., PSH/RRH), enter the annual assessment within ±30 days of the anniversary of project start.

Common Compliance Issues & Solutions

Issue	Solution
Missing client consent	Ensure all staff are trained on intake procedures
Data entry delays	Set internal deadlines (e.g., same-day data entry)
Incomplete exit information	Implement automated reminders for case managers
High "Don't Know/Refused" responses	Provide additional training on proper client engagement

Special Considerations

- **Street Outreach Teams:** Must document client interactions even if services are declined.
- **Domestic Violence Survivors:** Must have confidential records and use a separate database.
- **Veterans:** Should be flagged for referral to VA resources when applicable.

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Need Help?

For technical support, contact your **HMIS Lead Agency** or refer to the **ESG & RNCoC Written Standards** for compliance details @ https://ruralnevadacoc.org/resources-page/.