



INTERIM REVIEW GUIDE FOR HMIS USERS

Rhode Island Coalition for the Homeless

This brief guide will show you how to do interim reviews (updates and annual assessments) in the Rhode Island Homeless Management Information System (HMIS).



Rhode Island Coalition
for the Homeless

Rhode Island Coalition for the Homeless
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Interim Review Guide for HMIS
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DEFINITIONS

Per HUD, Agencies need to periodically assess client information following a client's entry into a project. There are two types of interim reviews to be used for a client still open to a program in ServicePoint,

1. An **Interim Update** includes assessment data and a review date that falls between the Entry date and the Exit date. Interim updates should be done any time a client reports a change in income, non-cash benefits or health insurance. Interim reviews can and should also be used for outreach to record 'Date(s) of Contact' and/or 'Date of engagement'. Rapid Re-Housing and Permanent Housing Programs can use interim updates to record 'Housing Move-In Dates.'
2. An **Annual Assessment Interim Review** includes assessment data and a required review date after the anniversary of the Entry date **that must be done no more than 30 days before or after the anniversary of the client's Project Entry date, regardless of the most recent 'update' or 'annual assessment.'** Information required to be checked/updated at Annual Assessment include income, non-cash benefits and health insurance. **Even if no changes are made, an annual assessment is required in HMIS.**

WHY ARE INCOME, NON-CASH BENEFITS AND HEALTH INSURANCE REVIEWED?

- **Income and sources of income** are important for determining service needs of people at the time of project entry, determining whether they are accessing all income sources for which they are eligible, describing the characteristics of the population experiencing homelessness, *and allow analysis of changes in the composition of income between entry and exit from the project and annual changes prior to project exit.* Increase in income is a key performance measure of most federal partner programs.
- **Non-cash benefits** are important to determine whether clients are accessing all mainstream program benefits for which they may be eligible and to *develop a more complete picture of their economic circumstances.*
- **Health insurance information** is important to determine whether clients currently have health insurance coverage and are accessing all mainstream medical assistance benefits for which they may be eligible, and to *ascertain a more complete picture of their economic circumstances.*

WHAT ARE THE ADVANTAGES OF DOING INTERIM UPDATES AND ANNUAL ASSESSMENT REVIEWS?

- Helps ensure **data quality** for your APR - **clients over 365 days enrollment with and without valid interim updates are displayed in the CoC APR.**
- Provides a way to ensure client *income is up-to-date* which is considered to be a best practice.
- **Tracks increases in income which is a key performance measure.**
- Helps you keep track of income, non-cash benefits, and health information.
- Provides point-in-time data linked to a client's Entry/Exit record that *can be used to create more accurate and meaningful client reporting by providing changes over time.*
- Allows long-term projects (for example, Transitional, Rapid Re-Housing, and Permanent Supportive Housing) to create mandatory HUD Annual Assessment reviews for clients.

How to add an interim review/annual assessment:

- I. Log into ServicePoint and search for the client.
- II. From the Client Information Screen, Click the **Entry/Exit** tab.
- III. Click on the interims icon (see figure 1).

Client - (5477) Interim, Tim

(5477) Interim, Tim
Release of Information: None

Client Information Service Transactions

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

Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
HUD		10/23/2013				

Add Entry / Exit Showing 1-1 of 1

Exit

Figure 1: Interims icon

- IV. A popup window lists any existing reviews (figure 2). Figure 1 shows there are no previous reviews.

Interim Reviews

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
No matches.		

Add Interim Review

Exit

Figure 2: Associated Interim Reviews

- V. Click on the **Add Interim Review** button to add an Update or Annual Assessment.
 - A. Although many types are listed, we only focus on **Update** or **Annual Assessment**.
- VI. The only difference between entering a single client and a couple/family is that you must select the household members to include in the review.

We will look at 3 different scenarios when doing an update/annual assessment.
(IMPORTANT: These examples are focused on income, but the same steps can be followed for non-cash benefits and health insurance.)

1. No income at Entry, then adding a new income.
2. Income (unemployment) at entry that ended and there is no new income.
3. Income at entry changed to a different amount.

Example 1 - No income at Entry, then New Income

1. Your client reports to you (today, 11/1), that they now have \$800 from Unemployment. They reported at entry that they had no income, so now you must reflect the changes in an update.
2. Click the Add Interim Review Button and Select Interim Review Type (steps III-Va above), for this example, it'll be an update.

3. Click on the **Save and Continue** button.
4. Scroll down to the Monthly Income Assessment.
5. Right now, the clients income is zero. Type 800 in the Monthly Amount box, and for Income from any Source, select **Yes**.

6. Now, you want to reflect the amount in the source that the client reports.
7. First, there was previously a 'No' for unemployment. Since our client is reporting they are receiving unemployment, we need to add an END DATE to the Unemployment to the day prior to the assessment date so there are no overlapping answers.
 - a. Since the client reported they are receiving Unemployment Income on 11/1, we must end the NO for the date prior, 10/31.

Edit Recordset -

Monthly Income

Monthly Amount: 0 G

Source of Income: Unemployment Insurance (HUD) G

If Other, Please Specify:

We do not change any historical client data when doing updates. Only adding End Dates and adding in New information. Do not change any 'No's to Yes' and vice versa.

Receiving Income Source? No G

Start Date: 10 / 01 / 2014 G

End Date: 10 / 31 / 2014 G

Print Recordset Save Save and Add Another Cancel

8. Click 'Save'
9. To add the new unemployment income of \$800, click the 'Add' button.

Monthly Income (Cash) HUD Verification

	Monthly Amount	Source of Income	Start Date	End Date
		VA Service Connected Disability Compensation (HUD)	10/01/2014	
		SSDI (HUD)	10/01/2014	
	US\$0.00	Unemployment Insurance (HUD)	10/01/2014	10/31/2014
		SSI (HUD)	10/01/2014	
		Earned Income (HUD)	10/01/2014	

Add View Gross Income Showing 11-15 of 15 First Previous Next Last

10. Enter the \$800 as the new Monthly Amount, and select source of Income = Unemployment Insurance. Change the Answer to Receiving Income Source = Yes. Start date should automatically be filled in for the date of update 11/1.

Add Recordset -

Monthly Income

Monthly Amount: 800 G

Source of Income: Unemployment Insurance (HUD) G

If Other, Please Specify: G

Receiving Income Source? Yes G



Start Date: 11 / 01 / 2014 G

End Date: / / G

Save Save and Add Another Cancel

11. To see that the income has saved, you may click on the magnifying glass on the top left of the income section; OR you can click on view gross income which will show you the monthly income amount.

Monthly Income (Cash) HUD Verification ☒

















Monthly Amount	Source of Income	Start Date	End Date
 	Earned Income (HUD)	10/01/2014	

Add View Gross Income Showing 16-16 of 16 First Previous Next Last

12. Click any of the column titles to sort, for this example, you can sort by "Source of Income". You want to be sure that for every source there is only one YES without an end date and any old information has an end date to the date prior.

Show All Monthly Income

Monthly Income

Provider	Date Effective	Monthly Amount	Source of Income	Start Date	End Date
 	10/01/2014 12:00:00 AM		Worker's Compensation (HUD)	10/01/2014	
 	10/01/2014 12:00:00 AM		VA Service Connected Disability Compensation (HUD)	10/01/2014	
 	10/01/2014 12:00:00 AM		VA Non-Service Connected Disability Pension (HUD)	10/01/2014	
 	11/01/2014 12:00:00 AM	US\$800.00	Unemployment Insurance (HUD)	11/01/2014	
 	10/01/2014 12:00:00 AM	US\$0.00	Unemployment Insurance (HUD)	10/01/2014	10/31/2014
 	10/01/2014 12:00:00 AM		TANF (HUD)	10/01/2014	
 	10/01/2014 12:00:00 AM		SSI (HUD)	10/01/2014	
 	10/01/2014 12:00:00 AM		SSDI (HUD)	10/01/2014	

13. *Street Outreach Only* - Remember, getting any updated information from your client is considered a client contact and thus a contact date should be recorded at the bottom of the interim update. The client should already be engaged and have a date of engagement prior to updating any income, non-cash, or health insurance
14. Click on the **Save and Exit** button on the bottom right of the page.
15. If this was the first review, you can see that 1 interim update has been done on the Entry/Exit Tab under the Interims Column.

Client -

Client Information | Service Transactions

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

Reminder: Household members must be established on Households tab before creating Entry / Exits

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
	HUD	10/01/2014		1		

Add Entry / Exit

Showing 1-1 of 1

Exit

16. You can click on the interim reviews icon to see that an interim review has been done. Remember, all changes made in an update/annual assessment will NOT be reflected in the client entry - it is going to appear as changes in the future, AFTER entry, in the update. You can view/edit interim updates by clicking on the interim review icon and then the pencil next to the one you want to view.

Interim Reviews

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
11/01/2014	Update	1

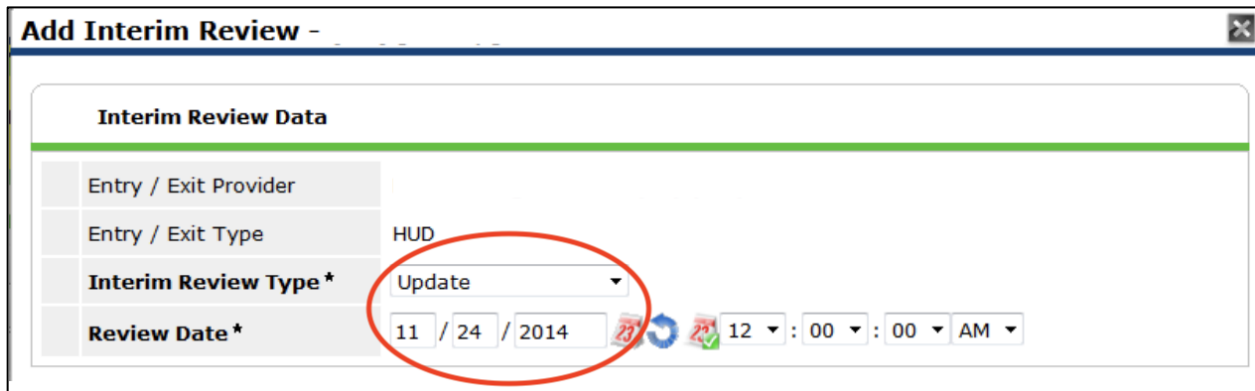
Add Interim Review

Showing 1-1 of 1

17. **When you are done, the same steps can be repeated when adding new non-cash benefits or health insurance.**
18. DONE! Click on the **Save and Exit** button on the bottom right of the page to return to Client Profile.

Example 2 - Income at Entry that Ended

1. Your client reports to you today (11/24) that they no longer have any income - including the income that they had at the time of entry (\$580).
2. Click the Add Interim Review Button and Select Interim Review Type (steps III-Va above), for this example, it'll be an update.

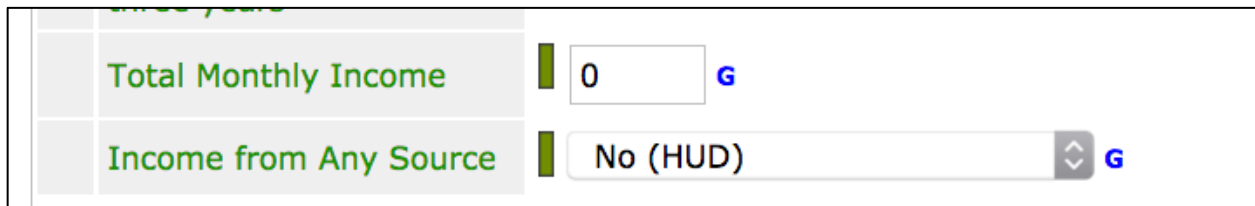


Add Interim Review -

Interim Review Data

Entry / Exit Provider	
Entry / Exit Type	HUD
Interim Review Type *	Update
Review Date *	11 / 24 / 2014

3. Click on the **Save and Continue** button.
4. Scroll down to the Monthly Income Assessment.
5. Right now, the clients income is \$580. Type \$0 in the Monthly Amount box, and for Income from any Source, change the yes to **No**.



Total Monthly Income	0
Income from Any Source	No (HUD)

6. Now, you want to reflect the amount in the source that the client reports.
7. Find the income that is still open with no end date by clicking 'Next' to sort through. Once identified, click on the pencil next to the income that needs an end date.

Income from Any Source * **G**

Monthly Income (Cash) HUD Verification ☒

	Monthly Amount	Source of Income	Start Date	End Date
		SSDI (HUD)	11/01/2014	
		TANF (HUD)	11/01/2014	
		SSI (HUD)	11/01/2014	
		Unemployment Insurance (HUD)	11/01/2014	
	US\$580.00	Earned Income (HUD)	11/01/2014	

Add **View Gross Income** **Showing 11-15 of 15** **First** **Previous** **Next** **Last**

8. Reminder: We do not edit any pre-existing client information. The only thing we do here is add an end date. Otherwise, it will look like the client never had earned income, which they reported to have on 11/1. Since our client is reporting no income on 11/24, we must add an end date to the day prior, 11/23.

Add Recordset -

Monthly Income

Monthly Amount: **G**

Source of Income: **G**

If Other, Please Specify:

Receiving Income Source?: **G**

Start Date: **G**

End Date: **G**

Save **Save and Add Another** **Cancel**

9. Click **Save**.
10. To show the income is now zero, click the 'Add' button.
11. Type in the Monthly Amount = 0, Source of Income = Earned Income, Receiving income source = No. The start date will automatically populate to the date of the update.

Add Recordset -

Monthly Income

Monthly Amount: 0 G

Source of Income: Earned Income (HUD) G

If Other, Please Specify: G

Receiving Income Source? No G

Start Date: 11 / 24 / 2014 G

End Date: G

Save Save and Add Another Cancel

12. To see that the income has saved, you may click on the magnifying glass on the top left of the income section.
13. Click any of the column titles to sort, for this example, you can sort by "Source of Income". You want to be sure that for every source there is only one YES without an end date and any old information has an end date to the date prior.

Show All Monthly Income

Monthly Income

	Provider	Date Effective ▼	Monthly Amount	Source of Income	Start Date	End Date
		/2014 :00 AM	US\$0.00	Earned Income (HUD)	11/24/2014	
		/2014 :00 AM	US\$580.00	Earned Income (HUD)	11/01/2014	11/23/2014
		/2014 :00 AM		Other (HUD)	11/01/2014	
		/2014 :00 AM		Child Support (HUD)	11/01/2014	
		/2014 :00 AM		Alimony or Other Spousal Support (HUD)	11/01/2014	

14. *Street Outreach Only* - Remember, getting any updated information from your client is considered a client contact and thus a contact date should be recorded at the bottom of the interim update. The client should already be engaged and have a date of engagement prior to updating any income, non-cash, or health insurance
15. **When you are done, the same steps can be repeated when adding new non-cash benefits or health insurance.**
16. DONE! Click on the **Save and Exit** button on the bottom right of the page to return to Client Profile.

Example 3 - Income that Changed

1. Your client reports to you today (11/1) that the income that they had at entry has changed from \$500 per month to \$525 per month.
Important: you must end the previous income of \$500 before adding in the new income.
2. Click the Add Interim Review Button and Select Interim Review Type (steps III-Va above), for this example, it'll be an update.
3. Click on **Save and Continue**.
4. Scroll down to the Monthly Income Assessment.
5. Right now, the clients income is \$500. Type \$525 in the Monthly Amount box, and for Income from any Source, leave it selected **Yes**.

Total Monthly Income	525	G
Income from Any Source	Yes (HUD)	G

6. Now, you want to reflect the amount in the source that the client reports.
7. Find the income that is still open with no end date by clicking 'Next' to sort through. Once identified, click on the pencil next to the income that needs an end date.

Monthly Income (Cash)				HUD Verification
	Monthly Amount	Source of Income	Start Date	End Date
	US\$500.00	Earned Income (HUD)	10/20/2014	

Add View Gross Income Showing 16-16 of 16 First Previous Next Last

8. Reminder: We do not edit any pre-existing client information. The only thing we do here is add an end date. Otherwise, it will look like the client never had earned income, which they reported to have on 10/20.

9. Since our client is reporting a change in income amount on 11/1, we must add an end date to the day prior, 10/31.

The screenshot shows a web application window titled "Edit Recordset -". Inside, there's a section titled "Monthly Income". The form has several fields: "Source of Income" with a dropdown menu showing "Earned Income (HUD)"; "If Other, Please Specify" with a large text area; "Receiving Income Source?" with a dropdown menu showing "Yes"; "Monthly Amount" with a text input field containing "500"; "Start Date" with a date picker showing "10 / 20 / 2014"; and "End Date" with a date picker showing "10 / 31 / 2014". A red arrow points to the "End Date" field. At the bottom, there are buttons for "Print Recordset", "Save", "Save and Add Another", and "Cancel".

10. Click **Save**.
11. To change the income to \$525, click the 'Add' button.
12. Enter the new income amount (\$525), the source (Earned Income), and the question Receiving income source should be = Yes. The start date will automatically populate to the date of the update.

13. To see that the income has saved, you may click on the magnifying glass on the top left of the income section.

14. Click any of the column titles to sort, for this example, you can sort by “Source of Income”. You want to be sure that for every source there is only one YES without an end date and any old information has an end date to the date prior.

15. And, it is also good practice to verify the gross income amount by clicking **View Gross Income**.

	Monthly Amount	Source of Income	Start Date	End Date
	US\$525.00	Earned Income (HUD)	11/01/2014	
	US\$500.00	Earned Income (HUD)	10/20/2014	10/31/2014
		Other (HUD)	11/01/2014	
		Alimony or Other Spousal Support (HUD)	11/01/2014	
		Child Support (HUD)	11/01/2014	

16. If the monthly income is not correct, make sure that all previous income is ended and there are no overlapping start/end dates.

The screenshot shows a 'View Gross Income' dialog box with the following totals:

Totals	
Gross Monthly Income:	US\$525.00
Gross Annual Income:	US\$6,300.00

Below the dialog box is a table of income sources. The table has columns for an edit/delete icon, Amount, Source, Start Date, and End Date.

	Amount	Source	Start Date	End Date
	US\$525.00	Earned Income (HUD)	11/01/2014	
	US\$500.00	Earned Income (HUD)	10/20/2014	10/31/2014
		Other (HUD)	11/01/2014	
		Alimony or Other Spousal Support (HUD)	11/01/2014	
		Child Support (HUD)	11/01/2014	

At the bottom of the table, there are buttons for 'Add', 'View Gross Income', and a status bar showing 'Showing 1-5 of 17'. Navigation buttons 'First', 'Previous', 'Next', and 'Last' are also present.

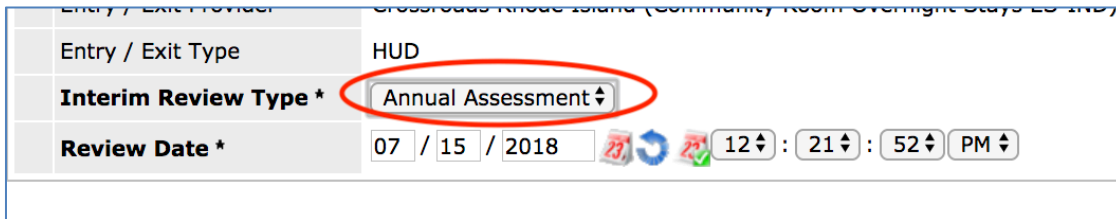
17. *Street Outreach Only* - Remember, getting any updated information from your client is considered a client contact and thus a contact date should be recorded at the bottom of the interim update. The client should already be engaged and have a date of engagement prior to updating any income, non-cash, or health insurance.

18. **When you are done, the same steps can be repeated when adding new non-cash benefits or health insurance.**

19. DONE! Click on the **Save and Exit** button on the bottom right of the page to return to Client Profile.

Example 4 – Annual Assessment is Due

1. The difference between this Update and the previous 3 examples, is that the Annual Assessment is **REQUIRED** – regardless of the last date of an update and/or if anything changes or not. The system requires a Annual Assessment 365 days **AFTER** the Program Entry!
2. Your client entered your program on July 15, 2017. It is important to do an Annual Assessment 365 day after the client entered the program. There is a 30-day grace period, so it can be done 30 days before or 30 days after the date it is due. Thus, you can do it between June 15, 2018 and August 15, 2018. It is now July 15, 2018 and your client has agreed to meet with you today to check-in on any updates.
3. Identify your open program entry, and as in the previous examples, click the Add Interim Review Button and Select Interim Review Type (steps III-Va above), for this example, it'll be an Annual Assessment
4. Click on **Save and Continue**.



The screenshot shows a form with the following fields:

- Entry / Exit Provider**: Crossroads Rhode Island (Community Room Overnight Stays ES and)
- Entry / Exit Type**: HUD
- Interim Review Type ***: Annual Assessment (highlighted with a red circle)
- Review Date ***: 07 / 15 / 2018

Below the date field, there are icons for undo, redo, and delete, followed by time selection fields: 12 : 21 : 52 PM.

5. If no information changed, still go through to ensure the record is still accurate. If all is accurate, and nothing needs to be changed, scroll to the bottom and click **Save and Exit**.
6. If any income, non-cash benefits or health insurance is reported as a change – follow the instructions in Examples 1-3 (whichever pertains to the situation your client reports).
7. **DONE!** You've successfully added an annual assessment.

Street Outreach and Dates of Contact through Interim Updates

(The below information only applies to Street Outreach Programs – See the Street Outreach Guide on the RICH Website for More Information)

- **Interim Update** – An interim update is required to be entered into HMIS each time a client contact is made. At each client contact, staff should attempt to obtain their clients' income, noncash benefit and health insurance information to report changes if necessary, as each interim update gives the HMIS user a chance to update this information.
- **4.12 Date of Contact** – This data element is collected at multiple points during a clients' entry in an outreach program; each time there is a contact with a client, a record of contact must be recorded which includes the date of contact as well as the clients' present homelessness status. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day. Each contact should be recorded through an 'Interim *update*' of an already OPEN Project Start Date.
- **4.13 Date of Engagement** – Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into HMIS at the point when the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit. If the client exits without becoming engaged, the engagement date should be left blank. If contact was made with the client the date they became engaged, a date of contact should *also* be recorded.

STEPS:





1. You saw your client today (11/24/2014) while doing street outreach. You recorded your Case Notes and Service Transaction – Now, you must add a **Date of Contact**. A **Date of Engagement** should be recorded through an interim update the date that you begin engaging. Same procedure as below.
2. Click the Add Interim Review Button and Select Interim Review Type, for this example, it'll be an update.
3. Click on the **Save and Continue** button.
4. Update any reported changes of **Income**, **Noncash Benefits** and **Health Insurance** if any.
5. Scroll to the bottom. Select: **Add Under Outreach**. On the next box that comes up, put the **date/time of the contact**. Select **where the client was reportedly staying** on the date you contacted them. The **Start Date and End Date should always be the same** (the end date does not populate on it's own, you must input it.) Click **Save**.



Domestic violence victim/survivor





If yes for Domestic violence victim/survivor, when experience occurred





If yes for Domestic Violence Victim/Survivor, are you currently fleeing?

Add Recordset - Outreach





Date of Contact: / /    

Staying on Street, ES, or SH: -Select-  





Start Date*: 06 / 18 / 2018    





End Date: / /    

Save **Save and Add Another** **Cancel**

	Date of Contact	Staying on Street, ES, or SH	Start Date *	End Date
	06/21/2018 12:10:52 PM	Yes	06/21/2018	06/21/2018
	06/18/2018 11:30:37 AM	Yes	06/18/2018	06/18/2018
	04/21/2018 12:00:00 PM	Yes	04/21/2018	04/21/2018
	04/19/2018 10:04:43 AM	Yes	04/19/2018	04/19/2018

Add **Showing 1-4 of 4**

Date of Engagement: / /    

Housing Move-in Date: / /    

6. Following the steps above, this is also how and where you add the **Date of Engagement** once engaged and if the client gets into housing, you may add a **Housing Move-In Date**.
7. **Done!** Repeat these steps every time a client contact occurs by creating a new Interim Update each time.

Questions?

**Contact one of our
HMIS Team Members!**

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