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
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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 t*o 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).

Figure 1: Interims icon

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

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.

Add Interim Review -

Interim Review Data	
Entry / Exit Provider	
Entry / Exit Type	HUD
Interim Review Type *	Update
Review Date *	11 / 01 / 2014 12 ▼ : 00 ▼ : 00 ▼ AM ▼

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.**

Total Monthly Income	800	G
Income from Any Source	Yes (HUD)	G

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.

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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.

8. Click '**Save**'

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

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.

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.

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.

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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.

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.
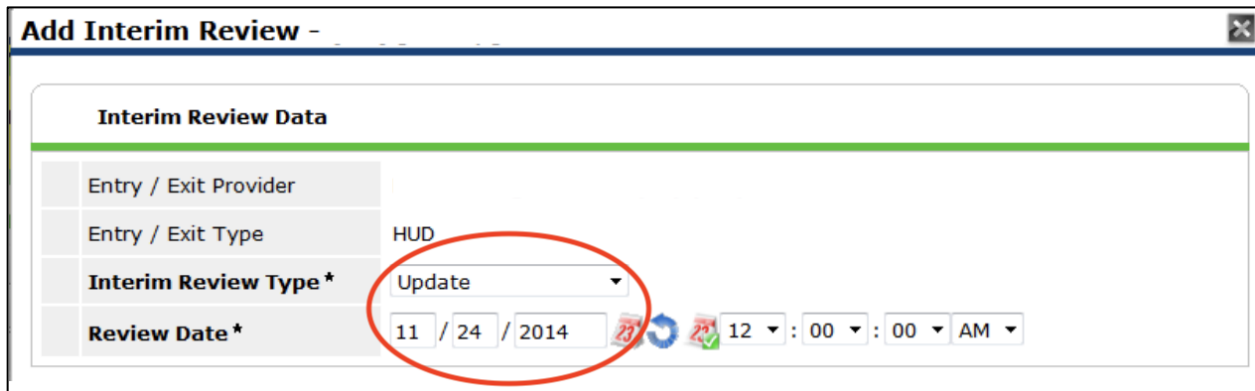

17. **<u>When you are done, the same steps can be repeated when adding new non-cash benefits or health insurance</u>**.

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.
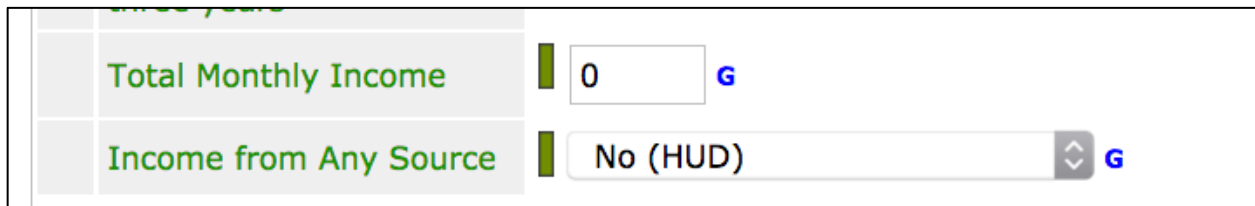

3. Click on the **Save and Continue** button.

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**.

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.

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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.

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.

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.

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.

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.

Add Recordset -

Monthly Income

Monthly Amount	525	G
Source of Income	Earned Income (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

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 Income (Cash)**   **HUD Verification** ✅

		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	

Add   View Gross Income   **Showing 1-5 of 31**   First   Previous   Next   Last

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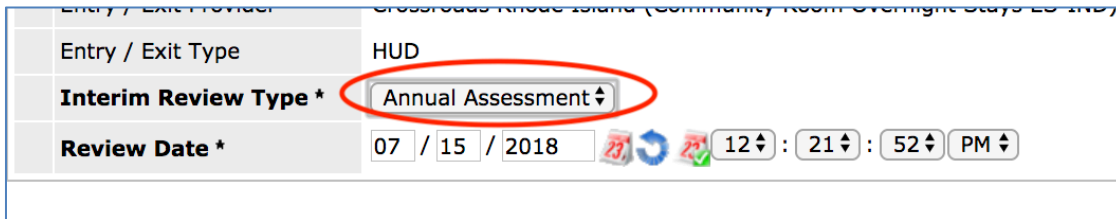

17. *Street Outreach Only* - Remember, getting any updated information from your client is considered a client contact and thus a contact date should be recorded at the bottom of the interim update. The client should already be engaged and have a date of engagement prior to updating any income, non-cash,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

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**.

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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