The mission of Human Services is to help all persons meet their basic needs and develop their potential by providing timely, effective human services and building community.
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Document Revision History

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<tr>
<th>Date</th>
<th>Edition</th>
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<tr>
<td>08/2015</td>
<td>Second</td>
<td>Added consent flowchart, updated to reflect change in ClientTrack platform from version 13 to 15.</td>
</tr>
<tr>
<td>08/2016</td>
<td>Third</td>
<td>Further updated information related to ClientTrack version 15 and our standard business model.</td>
</tr>
<tr>
<td>10/2017</td>
<td>Fourth</td>
<td>Updated consent flowchart, document links, and data standards revisions</td>
</tr>
<tr>
<td>10/2018</td>
<td>Fifth</td>
<td>Updated cover page to Human Services standard. Updated document links, removed pronouns, added information on completing an Annual Assessment, updated screenshots, and clarified language in consent section. Updated anonymization language to include persons who are HIV+. Clarified ownership of the software platform. Added revision history.</td>
</tr>
<tr>
<td>07/2019</td>
<td>Fifth, second revision</td>
<td>Per new HUD Longitudinal Systems Analysis (LSA) reporting standard, updated section on how to anonymize a client record. This to remain in compliance with LSA.</td>
</tr>
<tr>
<td>12/2021</td>
<td>Sixth</td>
<td>Added Well-Being Assessment and other new Data Standard elements, updated screenshots, updated guidance on entering de-identified records, edited document for clarity and consistency.</td>
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Production and Training HMIS Databases

Snohomish County maintains two HMIS databases that are used for different purposes. The Production environment is the live HMIS system where all client-level work is recorded and archived. The Training environment is primarily used by HMIS Admin Staff for creating and testing customizations prior to making changes in Production, and for training new users in the technical aspects of the database.

Our Production environment is intended for everyone who regularly uses HMIS. Access to this environment is granted after a new user has completed security training with Snohomish County staff. [https://www.clienttrack.net/snocohsd](https://www.clienttrack.net/snocohsd)

The Training environment is only for testing of new functionality and some specialized training. Access is limited and granted on a case-by-case basis. [https://www.clienttrack.net/snocohsd_train](https://www.clienttrack.net/snocohsd_train)

Eccovia Solutions (formerly ClientTrack, Inc.) owns and maintains the ClientTrack platform, which is hosted on the Microsoft Azure cloud. Additional information regarding Eccovia and the database may be found on their website. Note that all requests for assistance must be directed to the Snohomish County HMIS Admin team.

Section I: Client Consent and Release

Clients presenting for services must be made aware of their privacy rights prior to entering identifiable information into the HMIS/ClientTrack. Per the HMIS Agency Partner Agreement, the HMIS Client Privacy Rights document must be made clear to the client, and be posted at each work station.

For HMIS project enrollments, all adults who are to be served in the project must be presented with the HMIS Informed Consent and Release of Information Authorization form (IC-ROI) for review/signature before information can be entered into the HMIS. This also applies to heads of household aged 13 and older who present for services without a parent or guardian, as in the case of youth shelter projects. Parents of children under 18 who will receive services with their parent or guardian will consent on their behalf by adding their children’s names to the IC-ROI in the applicable section. The IC-ROI defines a client’s choice in how their information is entered into the HMIS system (ClientTrack):

- In an identified manner, including a client’s name, date of birth, social security number, gender, race, ethnicity, contact information, etc.
- In a de-identified manner, where none of the above information is entered, but enrollment, assessment, services, and other transactional information are entered and shared in the system with partner agencies for the purposes of care coordination.

Consent and release of information is relevant only to clients not experiencing or fleeing from domestic or intimate partner violence, or those who have not disclosed that they are living with HIV/AIDS. If this is the case, client data must be made unidentifiable, regardless of whether or not the client would otherwise choose to sign the consent and release of information authorization.

Clients can also complete a Client Revocation of HMIS Consent at any time should they decide to remove their identifying information from the HMIS/ClientTrack.

Consent and Release within ClientTrack

Within the SnoCty: HMIS Programs workgroup, a user will be able to see basic identifiable client information – full name, telephone number, date of birth, social security number, race, ethnicity, gender, etc., provided the client gave telephonic consent at the time of enrollment into Coordinated Entry, or if they previously signed the IC-ROI when enrolling into a project in the past. If a client first entered the database outside of Coordinated Entry, then they would not have had the option to provide telephonic consent. There are a few fields within the database that must be completed to document a client’s decision to have identified data in the HMIS. By default, all client records will be created with “00” in the Information Release # field, and the date of data entry for Begin Date, with the date 7 years out from the Begin Date as the End Date. If a client has signed the most recent version of the IC-ROI, then “Has the client (or client’s guardian) signed the 2019 Release of Information?” will be answered “Yes.” If the client declined to sign the form, answer “no,” and enter their information anonymously, per Section VIII in this manual, “How to Enter De-Identified Clients into ClientTrack.”
Consent and Release Legal
Our local internal policy follows Washington State Law (RCW 43.185C.180), and these records are also protected under Federal and State Confidentiality Regulations (42 CFR, Part 2), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 CFR, 160 & 164 – and cannot be disclosed outside of the system without written consent. If care coordination involves agencies that are not included in the HMIS as Partner Agencies, consent to share/release must be obtained in the form of an external Release of Information. If you have questions about this, please reach out to your Supervisor or County HMIS/Program staff.

Penalties for improper release of client data include, but are not limited to denial of access to HMIS related systems, termination of employment, and/or fines up to $5000 per disclosure.

Consent: Coordinated Entry to HMIS Programs
Section II: Logging in to HMIS the First Time
After a new user and their director signs the HMIS User Policy and Code of Ethics and Responsibility Statement, and the new user has completed security training with Snohomish County HMIS staff, the user will be given access to the database.

To log in for the first time, open the Production HMIS site in a browser (preferably Google Chrome) and enter credentials as assigned by the Snohomish County HMIS staff. Note that credentials must never be shared with another person. Sharing will lead to immediate termination of a user account.

Before proceeding forward, a user must change their temporary credentials to a preferred permanent password for security reasons. One should automatically be prompted to change their temporary password after logging in. A new password must contain at least 8 characters, including at least one capital letter, one number, and one non-alpha-numeric character (such as ! or $). For security reasons, users must never use a password storage feature in their browser/computer; login information must be entered directly into the system and not auto-filled.

There will be a prompt to update recovery information, including creating a security question. This question allows a user to recover their forgotten password. Users are strongly urged to complete their account recovery information when logging in for the first time. Note that the Snohomish County HMIS team can always assign a new temporary password, though the current password is not viewable.

Logging in to HMIS After the First Time
Each time at log in to HMIS, this screen appears.

The first dropdown box is to allow a user to choose the workgroup required to complete a task. If access is granted to only one workgroup, this will display the one option available. A limited number of users are granted access to both HMIS and Coordinated Entry workgroups due to the nature of their roles.
Section III: Settings/Help/Sign Out

On the top, right-hand side of the screen, three links are visible: Name (Settings), Help, and Sign Out. These are shortcuts which are available to help manage one’s work in HMIS. If the browser window isn’t fully expanded, then this information will appear at the bottom center of the screen.

Settings

A limited number of users will have access to multiple workgroups due to the nature of their work. A user may switch between workgroups without signing out of ClientTrack.

1. Click on the Settings button on the top, right-hand side of the screen.
2. Select the new workgroup from the dropdown.
3. Click Apply.

The Settings window also includes two shortcuts to other processes: changing a password and clearing preferences.

By clicking on Change My Password, this automatically routes to the password change screen.

Help

The Help window allows a user to quickly report issues. This is available on the top of every screen in the upper-right corner.

Report an Issue

By selecting Report an Issue, a small form appears where a brief summary of the technical or data quality issue can be written. Provide a detailed description of the issue and confirm the client identification number. These reported issues are sent to Snohomish County HMIS team for resolution.

It is always recommended that as much documentation as possible is provided when reporting issues to reduce the amount of time that it might take to identify and resolve the issue. A good practice is to take a screen shot of the issue (when relevant) and to note the questions on the page with the issue so that staff can quickly address the problem. Pictures and screenshots can be attached to the issue under the description.

Please note that, when taking screen shots, client identifying information must be redacted, such as name, social security number, etc. For more information on taking screen shots, please see the Screen Shots section of this manual.

Ask a Question

Similar to reporting issues, the Ask a Question form allows a user to ask a short question and provide more detailed background, as well as upload files and screen shots. When asking a question through this form, it is sent to the Snohomish County HMIS team, who will respond as soon as possible.
Other Options
These options are not used and should be ignored. Please use the Report an Issue to request assistance.

Sign Out
Please sign-out of HMIS prior to closing the window, as some internet browsers retain login information. For security reasons, it is critical to use this button to log-out of ClientTrack when finished working or when away from the computer. In addition, there are a limited number of ClientTrack licenses available across the county, so logging out when you leave your computer will open up a license for someone else to access the HMIS.
Section IV: Home Workspace Functions

Clicking this allows you to access a new active workspace and associated options. The Home workspace contains information about the user account, the Bulletin Board, and additional menus.

Menu
On the upper left, there is a collapsible menu. By clicking this white-box icon, and depending upon level of access, Global Administration, My ClientTrack, and Reports with submenus will appear.

To keep the menu in place after navigating to a different part of the screen, simply “pin it” by clicking on the thumbtack icon.
My ClientTrack
The My ClientTrack menu group populates a list of options related to the user account and the cases managed, as well as the workflows paused, and issues submitted.

Bulletin Board
The Bulletin Board is a place where HMIS Admin Staff can post announcements and system-wide information. Click in to view old posts for helpful information.

Recent
The Recent menu item summarizes all of the recent activity undertaken in HMIS. Click to view a list of recent clients you’ve worked with in the database.

Current Enrollments
The Current Enrollments folder in the left-hand menu allows a display of all clients enrolled in a specific program, the enrollment date, the number of days enrolled, and the number of case members. The “Open Enrollments w/Most Recent Assessment” floating sub-folder allows the search to be narrowed for clients currently enrolled in a specified program.

My User Configuration
To check or change your information in the system, hover over the icon. This will bring down three options: My Information, My Team, and Change My Password. Please do not use these options to change your email address; if you need an email address change, please submit a help ticket.

Paused Operations
This list displays workflows that a user has paused. A user may resume the process were left off; restart workflows, or purge the paused workflow.

My Submitted Issues
Click to view all issues you’ve submitted through the system, as well as responses from HMIS Admin staff. Click the pencil icon for a particular issue to view responses or leave additional information as needed.

Section V: Clients Workspace Functions
Data in ClientTrack is entered and accessed through the Clients workspace. From this space, functions include creating records through an enrollment, recording assessments, logging services, updating case notes, and exiting client enrollments.

To access the Clients workspace, first click on the top of the screen to show workspace selection options.

Next, select the floating Clients workspace option. This will navigate directly to the Client Dashboard and associated menu options.

Client Dashboard
The first screen viewable in the Clients workspace is the client dashboard of the last client queried. It is a summary of the client’s information, including basic demographic information, program enrollments,
services provided, and any assessments that have been completed. Depending on agency procedures, case notes, referrals, client goals, and tasks may be denoted in this area, accessed via the menu section.

On this client’s dashboard in the upper left corner the unique Client ID is found (#16230).

Elsewhere on the dashboard the client’s identifying information such as name, gender, ethnicity, birth date, and race are easily accessible. Depending on when a client’s release of information was signed, enrollment, assessment, and service information is also available. If you are unable to view a client’s record that you know was in the system previously, please submit a help ticket providing the information you know was in the system. Older client records were entered under a now-outdated security model, and HMIS Admin staff can review to make basic information available.

Section VI: Workflows

Client Enrollment

On the top, left-hand side of the screen in the Clients workspace, you will see two icons -- one labeled “Find Client” and the other labeled “Enrollment.” Labels are accessible by hovering over the icon.

Finding an Existing Client

If it is known that a client has previously been entered into the HMIS, select Find Client. When done, a screen will appear asking for several pieces of information.

For best results, enter only a partial first and last name, this will assist in finding the client if in the system with a shortened or misspelled name. Example: Search by “Mi Jon” instead of Michael Jones, as they might be in the system as Michael, Mical, Mike, etc. If the client appears as expected, click on the client’s name and the system will navigate to the client’s dashboard.
If the client does not appear, it could mean that the client’s record has not been entered into HMIS, the record that was entered into HMIS included different/anonymous information, or the client’s record was entered into HMIS under a security level that restricts a user’s ability to view the client record.

Adding a New Client at Enrollment

If you are unsure whether or not the client with whom the agency is working with has already been entered into HMIS and the client is currently seeking services, select the Enrollment button to begin a new Enrollment. This navigates to the Add or Edit screen. A user may Add a new client, Use the current client record, or Select another client.

Selecting another client or using the current client means that an existing client will be enrolled into program after the client’s basic data has already been entered. Taking this step helps reduce the risk of entering a duplicate client record into HMIS. Duplicate clients create inaccuracies in Snohomish County’s data and reporting. For more information about duplicate clients, please see the Duplicate Client Records section of this manual.

The first screen that appears allows a user to Search Existing Clients. This is a required step to double check that the client presenting for services does not already exist in the system. Enter partial data to search for an existing record and choose Next. This data is the beginning portion of the Basic Client Information. The next screen to appear will either be a list of existing clients who resemble the information entered.

In this example, a new client will be created – Michelle Jons.
Basic Client Information/Client Demographics

The next screen to appear will be the Basic Client Information form. This allows client data to be entered such as their full name, gender, race, etc.

![Basic Client Information Form](image)

Scroll down and enter the remaining demographic information on this page as the client reports and identifies, not as they appear to the observer.

**Information Release #**

When entering a new enrollment, every client should have an Information Release # of 00. If a client refuses to sign the IC-ROI (or is not allowed to due to DV or positive HIV status), in the Information Release # will still be 00, but enter the client’s record anonymously. The Begin Date will default to the date that the information is entered into the HMIS. If doing back data entry, make sure to change the Begin Date to the date of enrollment into the project. Next, confirm or enter the end date of exactly seven years from the Begin Date. The client may elect to sign a new release which holds for seven years before needing a new reviewed and signed form. For more information about Consent and Release, please visit the Consent and Release section of this manual.

The next screen allows additional family member information to be quickly entered into the HMIS, all at once.

**Adding Family Members at Enrollment**

The first line on the Family Members page will display the head of household (HoH). To add additional persons, click the check box below and add their information, scrolling to the right. Repeat this process for each new household member. All adult household members must be presented with the IC-ROI separately; you must not enter PII into the database if a client has refused to sign the IC-ROI.

![Family Members Page](image)

**Program Enrollment**

When enrolling a client into a program through the enrollment workflow, simply select the relevant program from the drop-down menu on the screen that appears after Family Member information, and select all family members who are being enrolled.
If the client is entering a Permanent Supportive Housing, Permanent Housing with Services (no disability required) or a Rapid Rehousing program, HUD now requires users to enter distinct dates for Project Start (the date a client was enrolled in a program) and a Housing Move-in Date (the date the Head of Household moved into the unit).

If the client has not yet moved into the unit, leave Housing Move-in Date empty. There is an option to complete this field elsewhere in the system. Note, Housing Move-in Date is only entered for the Head of Household.

Assessments
Depending on the client’s status related to Disabling Condition and Veteran’s Status, or the specific program in which the client is being enrolled, a client may have many or few entry assessments in the enrollment workflow.

Universal Data Assessment
The first assessment is always the Universal Data Assessment. This assessment asks for critical housing information to determine the client’s homeless status in the HMIS. Note that Disabling Condition has been moved to this page for the most recent Data Standards update.

Veteran’s Assessment
If client answers yes to Veteran status, an additional screen will appear. Complete branch of service, discharge status, and service dates.
Barriers Assessment
The Barriers assessment is next. If the client has indicated that they have a Disabling Condition, select the barrier and respond to any items known, then select Save and Close. If HIV+, the client record will need to be anonymized. Please note that “Disabling Condition” and Barriers are logically connected; if the answer to Disabling Condition is No, then there will be an error if a Barrier is identified and is indefinite.

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Help</th>
<th>Barrier Present</th>
<th>Condition is Indefinite</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Abuse</td>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chronic Health Condition</td>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developmental Disability</td>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drug Abuse</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td>Obsessive compulsive di</td>
</tr>
<tr>
<td>HIV+</td>
<td></td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Illness</td>
<td></td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Disability</td>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Domestic Violence Assessment
Answer whether or not the client has ever had a domestic violence experience. If yes, note when the experience occurred. If the client is currently experiencing domestic violence or actively fleeing, the record will need to be anonymized. Directions are available in the How to Enter in De-identified Clients into Client Track section of this manual.

Income and Sources, Non-Cash Benefits
If the client has any income or non-cash benefits, please list them here. If yes is selected, more options appear, to gather the type and amount of income or benefit.
Well-Being
This assessment seeks to assess a client’s feelings in three different areas: life value/worth, support from others, and ability to bounce back. Please note, this assessment is only for CoC-funded PSH projects.

Employment
This assessment records whether a client is employed, and if so the number of hours worked the previous week. Example, if client worked consistently for 40 weeks and then last week due to fire worked only 7 hours – please enter 7 hours.

Education
Depending on age of client, the workflow will go to the Adult Education or Child Education screen. Log the latest educational level and attendance status as applicable.
The enrollment workflow will continue to loop and ask questions of each person in the household.

It’s important to complete the workflow all the way through clicking the “Finish” button to make sure that all assessments are connected together as expected.

**Annual Assessments**

Data collection must include an annual assessment for all persons who have been in certain HMIS project types for a year. This includes Homeless Prevention, Permanent Supportive Housing, Rapid Rehousing, Supportive Services, and Transitional Housing.

Annual assessments may be completed only within a narrow window of 30 days prior to the Head of Household’s project enrollment anniversary date through 30 days after, regardless of the date of the most recent update or any other program’s annual assessment. HMIS Admins are unable to override this restriction.

**Starting an Annual Assessment**

To begin, navigate to the Head of Household’s dashboard.

Click the blue action gear next to the open enrollment that requires an annual assessment.

By doing so, the blue action gear will show an options menu. Select “Update/Annual Assessment.” This will begin the Annual Assessment workflow.
The first screen to appear is the HUD Program Enrollment screen. This may be skipped by clicking “No Changes,” unless you need to add a move-in date (some project types only).

Next, a screen appears that asks the type of assessment – During or Annual, select “Annual.”

The Annual Assessment workflow begins. Now information related to Health Insurance, connection with SOAR (if applicable), Income, and employment may be updated. This should look similar to the entry assessments at time of enrollment.

Once complete, an HMIS Master Assessment type of Annual will appear on the client dashboard.

Add Housing Move-In Date
Housing projects like Permanent Supportive Housing, Rapid Rehousing, and other housing projects that provide rental assistance require a Move-in Date to be logged on the Head of Household’s record. From the Head of Household’s dashboard, click the blue action gear and select “Add Housing Move-in Date.”

Once directed to the HUD Program Enrollment page enter the “Housing-Move-In Date” for the “Self,” and select Save.
Program Exit

If exiting the entire household, this is done from the Head of Household’s client dashboard. If exiting a single family member (such as an adult child) navigate to that specific person’s dashboard. All current and past enrollments will be shown under the Program Enrollments for HUD Programs section. Select the blue action gear next to the enrollment from which the client is exiting.

When you select the action gear, you are given several choices. Choose Exit the Enrollment to conduct an exit assessment and perform a formal program exit.

The Enrollment Exit screen asks for the exit date, which will default to today’s date. Update this to the date the client actually exited the program.

The Destination should be the best descriptor for the client’s housing situation immediately following the program’s exit. The Exit Reason should be the best descriptor for why the client is exiting the program.

Services are not to be logged on the exit screen; instead, they should be entered following the instructions in Section IX: Case Notes & Services within this manual.

Next, you will complete an amended Universal Data Assessment. This shortened version asks for specific, program-required information, much of which will automatically populate based off of the entry workflow.

Follow the Universal Data Assessment, other assessments are the

- Barriers Assessment
- Income and Sources Assessment
- Employment Assessment
• Adult Education Assessment

If also exiting family members, indicate that on the next page and complete all necessary assessments for each family member. Otherwise, select No. When done with this task, select Finish.

**Recording the FJSSM in HMIS for Housing programs**

This is recorded within the HMIS after each entry, annual assessment, recertification and exit assessment has been completed for your client, contingent on your project’s contract. Examples of applicable projects in the HMIS include emergency shelter, targeted prevention, transitional housing, permanent supportive housing, other permanent housing, and rapid rehousing.

On the Clients workspace, search for the Head of Household using the “Find Client” icon. From the Head of Household’s dashboard, on the left side, hover over the Assessments folder, and then click on the “Self-Sufficiency” folder icon.

![](image1)

**WAIT! Before starting the matrix, you must tie it to the correct assessment!**

Click the magnifying glass icon to search for, and tie to, the applicable assessment. Clicking the magnifying glass icon will bring up a second search box. Click ‘Search’ one additional time.

A list of historical Master Assessments will appear. For example, to tie the FJSSM to a client’s Enrollment assessment, click on the “Entry” assessment to begin the FJSSM for that client’s enrollment (entry) assessment.

If done correctly, you will return to the matrix. The top will be labeled to show which assessment you have tied the FJSSM to.
Now, you may complete the matrix questions by choosing one option per category. Click “Save” when done.

Your matrix will appear on the historical list of matrices completed for this client; the FJSSM is now complete.

Section VII: Helpful Hints

Pausing a Workflow
After starting a workflow, while not ideal, a situation may arise where the workflow must be paused to attend to some other pressing need.

To pause a workflow, note the options in the upper left-hand side of the screen when engaged in any workflow.

Click to pause the workflow and return later. For information about resuming paused workflows, see the Paused Operations section of this manual.

Click to cancel the workflow and remove all information entered while in the workflow. This does not delete information entered outside of the workflow, but any information entered in the workflow will be lost.
Screen Shots
When you Submit an Issue or Ask a Question it is very helpful to attach a screen shot of the item that is causing concern. This must be done in a way that does not share private client information.

To take a screen shot, press the Ctrl keyboard button and then press the Print Screen key. This takes a picture of what is present on the computer screen(s). Alternatively, programs such as Snipping Tool or Snagit may be utilized and information easily redacted. Make sure to use a tool to cover/block PII found on the screenshot, and communicate the issue to the HMIS Admin team using the client’s ID instead of name or other PII.

Duplicate Client Records
At time, Snohomish County HMIS staff will come across multiple files that are clearly both for the same person, but have been entered into HMIS by separate persons or agencies, creating duplicate records. Duplicate records are devastating to the quality of the data that is reported using HMIS and may have negative results on funding. To avoid creating a duplicate client record, always search by the client’s partial name before creating the client record. Do not search by social security number or birthdate as these are often missing or incorrect.

If a duplicate record is found, please contact HMIS staff for assistance in merging the records.

Sometimes when searching for a client, the record will appear not to exist in the system. However, Snohomish County HMIS staff may email about a possible duplication. This is due to legacy security settings which affected some of the first 35,000 client records in HMIS. When these first clients do not consent to share and/or release their information, the client’s file will be invisible to all other agencies. In these situations, at enrollment it may not be obvious that a client already has an existing record. County HMIS staff will merge or update the security settings as appropriate.

Editing Families
Once families are created in ClientTrack, it can sometimes be difficult to update or add new information if the family structure changes. Below are some basic helpful processes for editing families in HMIS. More advanced or uncommon family editing functions should be submitted to HMIS Admin staff via a help ticket.

Adding a Household Member to an Enrollment
Adding a household or family member after the initial enrollment might be necessary, in cases like the birth of a child or addition of a family member to the project. To do this select the blue action arrow off of the appropriate enrollment and select  ![Add Household Member](image). You will then be prompted to review all family members within the household currently. Checkmark the box on the blank line to add another family member to the household if needed.
Simply select the household/family members who are to be enrolled in the project, then press “Save.”

You will then be prompted to complete all necessary “entry assessment” for the new client(s) enrolled. Once you reach the end of the workflow and close the workflow, the new member(s) will be enrolled.

Changing the Head of Household

In situations in which the family structure changes so that the original head of household is no longer serving as the head of household (which can be defined by the agency program), submit a help ticket to have HMIS Admin staff assist. Often these head of household changes need to be approved by the Contract team, to ensure eligibility rules are followed.

Section VIII: How to Enter De-identified Clients into ClientTrack

Clients are asked to consent to share Personally Identifiable Information (PII) that we enter into ClientTrack/the HMIS as a way for us to establish an accurate, unduplicated count of the number of people seeking homeless services in the County. However, there are some cases when we do not enter PII into the database. This document explains those situations and how to properly create de-identified client records, or to request that existing records be de-identified.

Consent Refused at Enrollment, or Client Discloses Living with HIV/AIDS

If the client refuses consent, either written or telephonic (Coordinated Entry only), or they disclose that they are living with HIV/AIDS you must use certain de-identified data elements:

- First Name: Anonymous
- Last Name: Anonymous
• Name Quality: **Client Refused**
• Social Security Number: **[LEAVE BLANK]**
• Social Security Number Quality: **Client Refused**
• Date of Birth: Use client’s correct birth month and year, but rounded to the first of the month, unless that is the client’s actual birthdate, then shift by one month.
  o Example: If actual date of birth is 04/05/1991, the entered date of birth should be 04/01/1991.
  o Other example: If actual birthdate is 10/01/1991, change to 09/01/1991.
• Date of Birth Quality: **Approximate or Partial DOB reported**
• **Do not enter** any contact information, like phone number, email address, or location information.
• Other remaining demographic data elements are generally not considered to be identifiable, so enter the correct information.
  Exception: Client is de-identified, but is from a small town and has unique race, gender, national identity, and other traits that would make them still easily identifiable. Use your best judgment to further de-identify the client’s record; if you still have questions, submit a help ticket and ask the HMIS Admin Team for assistance.

This de-identification process must be completed for all members in the household so the person who refused consent is not easily identifiable. For program requirements and reporting purposes, be conscious when changing the birthdate of any household member who will soon turn/has recently turned eighteen years old.

**Enrolling a De-identified Client into Coordinated Entry**
If you are enrolling a de-identified client into Coordinated Entry (CE) and will be referring them to another agency for assessment and services, complete the de-identified enrollment, and let the client know that you must send their contact information to the other agency via fax. In the fax, include the de-identified client’s HMIS ID, name, and contact information so the referred agency can contact them and complete all necessary assessments on the existing de-identified record.

**Client Later Revokes Consent**
If the client’s record already exists in the database, but they later revoke or decline consent, do not de-identify the data on your own. There are a number of administrator-only forms that have been marked with the client’s data after the identified record has been created. Please submit a help ticket within ClientTrack to ask the Snohomish County HMIS Admin Team to de-identify the existing record. Follow the same external fax process to send the client’s contact information to the other agency if completing a Coordinated Entry enrollment and referral.

**Fleeing Domestic Violence/Intimate Partner Violence**
The first question in the CE enrollment seeks to establish if a client is currently fleeing domestic violence/intimate partner violence. If the client is currently fleeing, they should be asked if they want to be referred to Domestic Violence Services of Snohomish County (DVS). If they accept the referral, cancel
the enrollment workflow and complete the external DVS Referral Form, and fax it to DVS. DVS will complete the enrollment when they contact the client.

If the client is currently fleeing domestic or intimate partner violence and does not want to be referred to DVS, you must complete the enrollment using certain de-identified elements. This process is similar to the process if consent is refused, but is slightly different for safety concerns:

- First Name: Anonymous
- Last Name: Anonymous
- Name Quality: Client Refused
- Social Security Number: [LEAVE BLANK]
- Social Security Number Quality: Client Refused
- Date of Birth: Shift the client’s year of birth by one to three years randomly (i.e., do not always shift 2 years forward, but instead randomize your choice) and assign the month and date as 01/01.
  - Example: If the actual date of birth is 04/05/1991, the entered date of birth could be 01/01/1993, 01/01/1989, or any year between 1988-1994.
- Date of Birth Quality: Approximate or Partial DOB reported
- Do not enter any contact information, like phone number, email address, or location information.
- Other remaining data elements are generally not considered to be identifiable, so enter the correct information.
  - Exception: Client is de-identified, but is from a small town and has unique race, gender, national identity, and other traits that would make them still easily identifiable. Use your best judgment to further de-identify the client’s record; if you still have questions, submit a help ticket and ask the HMIS Admin Team for assistance.

This de-identification process must be completed for all members in the household so the client is not easily identifiable. For program requirements and reporting purposes, be conscious when changing the birthdate of a family member who will soon turn eighteen years old.

Domestic Violence or Disclosure of HIV/AIDS Status After Enrollment

If the client later experiences domestic violence/intimate partner violence or reveals they are living with HIV/AIDS after their identified record has been created, do not de-identify the data on your own. There are a number of administrator-only forms that have been marked with the client’s data after the enrollment has been completed. Please submit a help ticket within ClientTrack to ask the Snohomish County HMIS Admin Team to de-identify the existing record due to DV/Intimate Partner Violence or HIV/AIDS status. Follow the same external fax process to send the client’s contact information to the other agency if completing a Coordinated Entry enrollment and referral.
Section IX: Case Notes & Services

Services

A service should be entered into the HMIS anytime the service is performed. Navigate to the left menu and select Services and click "Add New".

Fill out the service form from top to bottom; first entering in the Grant, correct Enrollment, and then choosing the service type. Use the Comments box to describe the service performed. If more detail is necessary, please enter a case note in addition to the service record.
Case Notes

Case notes are to be entered without using personal identifying information, any medical diagnoses, and must be free of judgement or opinion. State the facts as they may be pertinent to coordination of a case only.

To keep client communication recorded and available to other users within the HMIS, users can add case notes. Do this by first navigating to the left menu to select Case Notes and then .

Enter in the entry date, user completing the case note, and the issue the case is regarding. Note type is an optional field.

Enter the case note information within the text box provided and click .
Section X: Federal Program Partners

The following portions of the manual apply only to the specific federal funding program partners below. If your project is not funded by one of the listed sections, the assessments and data elements below will not be presented for your clients/project.

PATH

PATH Date of Engagement & Status Determined

On the HUD Program Enrollment page is where users can enter their clients Date of Engagement and Date PATH Status Determined. Date of Engagement - The point at which an interactive client relationship results in a deliberate client assessment or the beginning of a case plan. Engagement is a one-time event within any given project enrollment, may occur on or after the Project Start Date, and must occur prior to PATH enrollment. Clients cannot be enrolled in PATH without being engaged (Path Program Manual, pg 5). Complete the PATH Status Determined date, then if the Client Became enrolled in PATH. If no is selected, enter the Reason not Enrolled in PATH.

Connection to SOAR

The assessment records whether the client has a connection to the SOAR (SSI/SSDI Outreach, Access, and Recovery) program.
Contact
Use the Current Living Situation assessment to record a Contact with a client. **Contact-An interaction between a PATH-funded worker(s) and an individual who is potentially eligible for PATH or enrolled in PATH.** Contacts may range from a brief conversation between the PATH-funded worker and the client about the client’s well-being or needs, to a referral to service. Contacts are recorded in HMIS using Current Living Situation (Path Program Manual, pg 5). A contact will need to be entered anytime a case manager interacts with a client, regardless of enrollment status or length of conversation. Select Record Contact to complete.

RHY
Sexual Orientation
This RHY element can be entered on the Basic Client Information page upon enrollment. This element will be repeated within the RHY Entry Assessment as well.

RHY Enrollment
On the HUD project enrollment page, the following elements must be collected.
BCP Status

For RHY-BCP projects only.

The BCP Status Assessment can be completed when the status “occurs on the date when eligibility for RHY Services has been determined” (RHY Program Manual, pg 24).

If selecting No, enter in the reason why the service need is not funded by the BCP grant.

School Status

The Child Education Assessment will present extra element labeled School Status. Enter as appropriate for the client and any comments necessary.
Health Status
“The general health status is a scale from 1 to 5, where 1 is excellent and 5 is poor. Thus, a lower health score at exit actually indicates an increase in well-being, and a higher score at exit indicates a decline in well-being (RHY Program Manual, pg 26). Clients’ pregnancy status is also recorded within this assessment.

RHY Entry Assessment
This assessment is where sexual orientation, RHY referral source, and Family Critical Issues can be recorded within this assessment.
Formerly Ward Of
Use this assessment to enter whether the client has formerly been a ward of the Child Welfare/Foster Care Agency or Juvenile Justice system. As well as the number of years or months the client was a ward of either institutions.

Counseling Assessment (at Exit)
“Indicate if the youth received counselling during their project say and the primary type of counseling received: individual, family, or group counseling. Group counseling may include topical counseling (e.g. substance abuse) and/or peer counseling. For each youth that received counseling, indicate the total number of sessions the youth received between project start and exit. Also, indicate the number of sessions planned for in the youth’s treatment or service plan, and whether a plan is in place to either start or to continue counseling after project exit” (RHY Program Manual, pg 26).

The Counseling Assessment is meant to be collected upon Project Exit. This assessment will appear during the Exit assessment.
Safe and Appropriate Exit

“The purpose of this element is to determine the number of youth who exited to safe and appropriate destinations as determined by the youth (head of household and adult) themselves and as determined by the project/caseworker” (RHY Program Manual, pg 31). For more information on what is considered a safe and appropriate exit consult the RHY Program Manual.

Access this assessment by hovering over following the path; Assessment - RHY Assessment - and clicking RHY Safe and Appropriate Exit. Then click Add New.

The Safe and Appropriate Assessment is meant to be collected upon Project Exit. You’ll complete the assessment through the exit workflow.
RHY Exit Assessment

The RHY Exit Assessment collects information relating to the clients experience with Sexual and Labor Exploitation.
Aftercare Plans

“Aftercare entries that will be considered are those entered from the date of project exit for a minimum of 3 months after the date of exit. Each client must have at least one Aftercare record entered indicating if aftercare was provided (yes/no/client refused). If no aftercare was provided enter the information date as the date of project exit and “no” to aftercare was provided” (RHY Program Manual, pg 32).

To enter an Aftercare Plan, select the blue action arrow on the appropriate enrollment and select RHY Aftercare Plan.

Complete the assessment, then select Save.

HOPWA
Medical Assistance

“Enter the date on which the information was collected. For each source of medical assistance listed below, determine if the client is presently receiving the medical assistance specified. Clients may identify
multiple sources of medical assistance. If the client is not receiving medical assistance, enter the reason why such insurance is not being received” (HOPWA Program Manual, pg 12).

T-cell/Viral Measurements
“Indicate T-cell count (CD4) and viral load measurement at 6-month intervals, or as frequently as the client’s medical plan allows, beginning at project start through project exit. At a minimum for clients staying one year or more, the data must be collected at annual assessment. The updated data (6-month collection, or as frequently as the client’s medical plan allows) of t-cell (CD4) and viral load may be entered on different dates as information is available.” (HOPWA Program Manual, pg 13)

Prescribed Anti-Retroviral
“Indicate if the client has been prescribed anti-retroviral drug treatment. At a minimum for clients staying one year or more, the data must be collected at annual assessment. The data element may also be updated at any point during the year, as information is available or can be corrected.” (HOPWA Program Manual, pg 14).
VA-VASH/SSVF
VA Universal Data Assessment

VAMC Station Number: Enter the clients appropriate VAMC Station Number. Also indicated what the Households Income as a Percentages of AMI is. This will be presented and collected within the Universal Data Assessment during Program Entry.

The Address Prior to Entry (Last Permanent Address) is also presented and collected on the Universal Data Assessment upon Program Entry.

Veteran Information
Indicates the Branch of the Military the client served in, their Discharge Status, Services Entry and Exit dates, and, if any, Theatre of Operations the client served in.
Connection to SOAR
The assessment records whether the client has a connection to the SOAR (SSI/SSDI Outreach, Access, and Recovery) program.

SSVF Homelessness Prevention
*Only for SSVF Homeless Prevention projects.*
Complete the SSVF HP Targeting Criteria to see and record the client’s HP applicant total points.
HUD-VASH Voucher Tracking
To be collected at entry and exit for HUD-VASH-PSH projects only.

HUD-VASH Exit Information
To be collect at exit for HUD-VASH-PSH projects only.
<table>
<thead>
<tr>
<th>Assessment Date</th>
<th>10/28/2021</th>
</tr>
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<tbody>
<tr>
<td>Case Management Exit Reason</td>
<td>Accomplished goals and/or obtained services and no longer needs CM</td>
</tr>
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