Nashville-Davidson County HMIS
Street Outreach Workflow

Prior to entering an SO project in HMIS, each client must have a **Release of Information** on file

Street Outreach projects offer services necessary to reach out to people experiencing unsheltered homelessness, connects them to emergency shelters, housing, or critical services, and provide urgent non-facility-based care to people unwilling or unable to access emergency shelter or other housing. Contacts and Updates can happen out of order between Project Start and Project Exit.

Project Start
Entry/Exit

- Date of first contact with the client.
- The project start date, using an **Entry on the Entry/Exit tab,** is a required Universal Data Element that indicates when a client has joined the project.
- Over time, outreach workers must attempt to collect all data required for street outreach projects and edit recorded data for accuracy (e.g., replacing "Redhat" with "Robert") as the outreach worker learns more about the client.

Contacts
Interim Update

- Street outreach projects are expected to record every contact made with each client in the system as a **Current Living Situation touchpoint**.
- A CLS touchpoint is defined as an interaction between a worker and client designed to engage the client.
- A CLS touchpoint must be recorded anytime a client is met, including when engagement date or start date is on the same day.
- It is expected that many CLS touchpoints will be added during the client's enrollment.

Engagement
Interim Update

- Date the interactive client relationship results in a deliberate client assessment or case plan.
- Must be entered in an Interim Update at the point the client has been engaged by the outreach worker.
- May be on or after the project start date.
- If a client was also contacted on the Date of Engagement, a CLS checkpoint must also be entered for that date.
- If a client never reaches the point of "engagement," they can be exited without a date of engagement.
- Data Quality standards only apply for clients who do have a Date of Engagement.

Ongoing Services, Contacts, and Updates
Interim Updates

- Client updates, entered as **Interim Updates** in HMIS, should be used for updating client information such as changes in income, disability, insurance, or non-cash benefits. A **Current Living Situation** update must be added at every contact.
- Client information should not be edited or change in the Entry unless the information was incorrect at project start.
- Changes in Income are designated by end dating the current income and adding the update amount separately.

Annual Assessment
Interim Update, if applicable

- Data collection must include an annual assessment for any client who is in the project for one year or more.
- Data elements required for collection at Annual Assessment must be entered with an Update date of no more than 30 days before or after the anniversary of the Head of Household's Project Start Date.
- Annual Assessments are entered in HMIS as **Interim Updates.**

Project Exit
Entry/Exit

- A client's exit date from an SO project means the client has entered another project type (TH, PSH, RRH),or otherwise found housing; is deceased; or the outreach worker has been unable to locate the client for 90 days and there are no recorded CLS touchpoints.
- Add an **Exit Assessment** using the Entry/Exit tab in HMIS and select the appropriate Reason for Leaving and Destination at Exit. If the client is still experiencing homelessness, leave them open in CE.