Nashville-Davidson County HMIS
Rapid Rehousing Workflow

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

Rapid Rehousing projects fund short- and/or medium-term rental assistance and housing relocation and stabilization services (financial assistance and service costs) designed to quickly move individuals and families from emergency shelters or places not meant for habitation into permanent housing. Housing move-in date, services, and updates can happen out of order between Project Start and Project Exit.

1 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.

2 Housing Move-in
Interim Update

- Housing move-in date must be completed for all clients who have moved into housing
- Move-in means a lease arrangement has been made and the client has a key/entry ability
- This date must be on or after the Project Start date
- Enter the Housing Move-in Date using and **Interim Update** in HMIS.
- Be sure to enter the date for every household member.

3 Services
Service Transactions

- Service transactions can include services such as showers, costs to obtain valid identification, physical and mental health services payment assistance, and transportation services.
- Services and financial assistance are added using the Service Transactions tab as they occur.
- Services are always performed after Client Engagement and are designed to assist the client on the road to permanent and stable housing.
- A client may have multiple service transactions while enrolled in a project (between their Engagement Date and Exit Date).

4 Updates
Interim Update

- 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.
- Client information should not be edited or change in the Entry Assessment 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.

5 Annual Assessment
Interim Update

- Data collection must include an annual assessment for all persons 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.**

6 Project Exit
Entry/Exit

- Clients should only be exited from the RRH project after they have stopped receiving services or have moved into permanent housing with no ongoing project assistance.
- Create an Exit on the **Entry/Exit tab** and select the Reason for Leaving and Destination at Exit.

Metro Homeless Impact Division **Updated 2020**