**Ohio Balance of State Continuum of Care**  
***Ending Veteran Homelessness: Reporting on Housing Offers,***

***Plans, and Updates for Homeless Veterans***

Homeless Veterans Reporting Guidance – Updated 6.29.18

**Overview**  
As part of our work to end Veteran homelessness, the Ohio Balance of State Continuum of Care (BoSCoC), utilizes an Active List to identify literally homeless Veterans, as well as a regular reporting and tracking process. Generally, this process involves reviewing the updated Ohio BoSCoC Homeless Veterans Report and Active List and reporting on housing plan status, offers of permanent housing, and housing placements for all Veterans.  
  
The purpose of this process is to ensure that all homeless Veterans are immediately identified, assisted to develop a housing plan that reflects their needs and goals, and then permanently housed as quickly as possible.

In March of 2018, the Ohio BoSCoC transitioned from managing an Active List that was housed in Google Sheets to managing all aspects of the Active List within the CoC’s Homeless Management Information System (HMIS). The following sections detail the protocol for providing all necessary updates on Vets’ housing plans and progress within HMIS.

**Definitions**

* Homeless Management Information System (HMIS)
  + A locally administered, electronic data collection system that stores longitudinal person-level information about the individuals who access homeless and other human services in a community. Each Continuum of Care receiving federal homeless assistance funding is required to implement an HMIS to capture standardized data about all persons accessing the homeless and at-risk of homelessness assistance system.
* Ohio BoSCoC Homeless Veterans Report and Active List
  + This HMIS-generated report identifies all homeless Vets in Ohio BoSCoC HMIS-participating shelters, outreach, transitional housing (TH) projects, and in unsheltered locations, and provides information about housing plans and housing offers that have been documented in HMIS
  + Ohio BoSCoC HMIS is the data source for this report
  + The data in this report is used to track the CoC’s progress on achieving the federal benchmarks for ending Veteran homelessness.
* Homeless Veterans Assessment
  + The assessment within each homeless Veteran client-record in HMIS that is used to report on housing offers, plans, and progress

For additional definitions and background information, visit the Ohio BoSCoC program page about work to end Veteran homelessness here: <https://cohhio.org/member-services-2/boscoc/veteran-homelessness/>

**Ohio BoSCoC Homeless Veterans Assessment: Reporting Process**  
The following section describes the process that Ohio BoSCoC providers need to go through in order to provide updates on housing plans and offers in HMIS for homeless Vets in the CoC.

***Providing Housing Plan Updates in HMIS***   
When it is time to provide updates on housing plans for currently homeless Veterans, the Responsible Provider should take the following steps:

* Log into HMIS
* Search for the client for which you need to provide an update
  + The Vet may be a current client of the Responsible Provider and enrolled in their project, or may be residing in another project. Either way, the Responsible Provider can provide updates on housing plan progress for the Vet via the Homeless Veterans Assessment
* Create an interim for the Vet’s current program stay by clicking on the Entry/Exit Tab, then click on the Interim button
  + Click Add Interim Review, select Interview Review Type ‘Update’, set the Review Date to the date of the update, then click Save & Continue
* Click on the Homeless Veterans Assessment
* Provide updates as needed
  + If documenting an offer of permanent housing, do so via the Offers of Permanent Housing section
  + Any other information about progress on the housing plan should be reported by adding a contact in the Outreach section and adding a note/comment as appropriate
* All updates in HMIS should be made within **5 days** of when the change/update was reported to staff, and in accordance with the CoC’s Data Quality Standards, which can be found [here.](http://hmis.cohhio.org/index.php?pg=kb.page&id=39)

If the Responsible Provider discovers that the Homeless Veterans Assessment is not available for clients of a particular project, they should let CoC staff know. The HMIS team will add the Homeless Veterans Assessment to the provider as needed.

*Determining When Exits to Family/Friends are Permanent*

In cases where a Vet’s exit from a provider was to an unknown location, or they exited temporarily to family/friends, it may be appropriate to update the exit destination at a later date to reflect movement into a permanent housing destination. Please consider the following when determining how to characterize a client’s exit and/or if the client exit destination should be updated after the date of the program exit.

* Exit to family or friends
  + If a Vet exits a homeless program to live with family or friends, record that exit destination as permanent if any of the following apply:
    - Vet is moving into stable housing with family/friends has permission and intent to stay indefinitely
    - Vet intends to stay with family/friends for a short-term, but this temporary stay will lead to an exit destination that is already secured
      * EG, Vet has VASH voucher in hand and has identified a rental unit, just cannot move into the unit quite yet
      * EG, Vet is an RRH client and has identified a rental unit, just cannot move into the unit quite yet

More detailed guidance about how to determine when an exit destination to family/friends may need to be reported in HMIS as permanent or temporary can be found her: <http://hmis.cohhio.org/index.php?pg=file&from=2&id=306>

*When to Update Exit Destinations*

In some cases, Vets may exit a homeless program to a homeless or unknown location, but program staff may learn later on that the Vet was subsequently permanently housed. In certain cases, it may be appropriate for providers to change the exit destination reported in HMIS with the updated information. Please use the following guidance to make determinations about when it’s appropriate to update exit destination information.

* Vet informs program staff directly that they are residing in permanent housing
* VA staff who have continued to work with the Vet inform BoSCoC homeless assistance provider, such as SSVF, that the Vet now resides in permanent housing
* Updates to a Vets exit destination should not happen more than 90 days after a program exit

**Ohio BoSCoC Homeless Veterans Report and Active List: Running and Using the Report**

Ohio BoSCoC SSVF providers, at minimum, should run the Ohio BoSCoC Homeless Veterans Report and Active List in HMIS on a weekly basis. This report will show newly homeless Veterans that SSVF providers may need to outreach to, among things.

Detailed guidance about how to run the report and use the report can be found [here](https://cohhio.org/member-services-2/boscoc/veteran-homelessness/):

For additional information about responsibilities of providers to outreach to homeless Veterans, or to determine which provider is responsible for reporting on housing offers and plans, visit the Ohio BoSCoC program page about work to end Veteran homelessness here: <https://cohhio.org/member-services-2/boscoc/veteran-homelessness/>