

## HPRP DATA COLLECTION and REPORTING – GENERAL INSTRUCTIONS - DRAFT

### Minimum Data entry requirements:

- **Client Data**
  - Upon intake / Entry into an HPRP program client will be entered into ServicePoint with complete HUD universal data elements.
  - For households, each household member entered in to ServicePoint with complete HUD universal data elements and household recorded in ServicePoint.
  - The client (each household member) must have a recorded answer to the new “Housing Status” question at the time of program entry.
- **Entry** – Upon intake / Entry into an HPRP program with an entry date and Program type HPRP.
  - The client must have a combination of HPRP type program entry/exits which indicate they were enrolled in the program of the specified provider during the date range (Report period, Grant to Date, and/or Quarter).
  - The entry date should be the date of Intake or entry into an HPRP program.
  - Financial Assistance should be entered in the Head of Household record.
  - When more than one person in the household is **directly** receiving services, those services should record for each individual receiving the service in that person’s HMIS record.
- **Services** - The client must have one or more **service transactions** which indicate they received one or more services from the specified entry-exit provider during the date range (Report period, Grant to Date, and/or Quarter).
  - This service transaction must also have a start date during the time the client was enrolled.
  - The client’s service transaction must be accompanied by a recorded HPRP Financial Assistance Activity, or by an HPRP Housing Relocation & Stabilization Service.
  - HPRP Financial Assistance Activity
    - When financial services initiated, the type of HPRP Service must be recorded when a check / voucher is given or renewed and the amount of that check / voucher must be entered.
    - One-time financial assistance, such as a utility deposit , will have the service start date which is the date the assistance is given and an end date same date as the start date.
    - Non-one-time financial assistance, such as a rental voucher, will have the service start date as the date of issuing. The amount of that check / voucher must be entered. Upon end of financial assistance, the end date will reflect the end date of the last period for which the client received that financial assistance from the provider.
  - HPRP Housing Relocation & Stabilization Service.
    - When a Housing Relocation & Stabilization initiated, the type of HPRP Service must be recorded.
    - One-time assistance, such as an intake interview, will have the service start date the date of client contact /service and a service end date the same day as the start date.
    - Non-one-time assistance, such regular support sessions, will have the service start date the date of client contact /service end date reflecting the end date of the period the for which the client receives that client contact /service.
    - The unit describing the type of service unit and number of service units which the non-one time assistance represents will be entered.
- **Exit** - If the client exited from the program during the date range (Grant to Date or Quarter), their exit date must be recorded and must include a recorded exit destination.
  - A client may be exited from a specific HPRP provider or program while still being considered active in other HPRP providers or programs.
  - For persons screened but not accepted the date of intake and exit from the program may be the same.
  - The exit date for an HPRP client should be the last direct contact with the client to provide services or the last day of the last month for which the financial assistance is provided.
  - Exit must include a recorded **exit destination**.

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**One time service / Intake but ineligible for service:** The client who makes an application or is interviewed to determine eligibility will be

- Client will be entered with an Entry into an HPRP program for the date of intake / interview.
- Record complete HUD universal data elements for the applicant..
- Enter a one-time assistance; service of “**Case Management**” reflecting the Intake interview date.
- The outcome of the eligibility determination will be entered into the HPRP eligibility determination field.
- In a case where the intake ends in a determination of ineligibility, household members (those household members not present at the intake) do not need to be entered into HMIS.
- Any referrals made on the behalf of the ineligible applicant will be recorded in the HPRP Referrals sub-assessment.

**When a client is served by more than one provider or program inside a provider:** The client must have an entry date for each provider and have one or more service transactions entered by each provider which indicate the client has received one or more services from the specified entry-exit provider during the date range (Grant to Date and/or Quarter). If the client exited from a program that exit must include a recorded exit destination. (even if there are other HPRP providers still serving the client).

**Housing Status Change:** Clients are included in the report’s Homeless Assistance and/or Homeless Prevention categories based upon their answer to the housing status question at the time of program entry.

- Those indicated as “literally homeless” are counted as homeless assistance clients,
- All other answers are counted as homeless prevention for the QPR.
- Clients without an answer to the question at time of entry are excluded from the report altogether.

HPRP programs are permitted to serve and count a client/household in both categories during a single time frame (Grant to Date and/or Quarter), however for this to be captured properly in the report, the program will need to exit the client, record their exit destination, change the housing status answer and then enter the client into a HPRP program.

**Single Person Households:** HPRP reporting instructions specify the inclusion of single person households in the QPR household counts. Since it has been common practice among ServicePoint users to not create a household for an unaccompanied individual, this report adjusts the household count by adding the de-duplicate client count of those without entry/exit and/or service household ids, to the household counts. This adjustment was endorsed by the HPRP User Forum and is necessary to prevent a significant under-count of the HPRP households that were served.

**Household Members and Persons Served:** The current HUD definition of a Household makes the number of persons served likely to be close to the number of households served. Under most situations the bulk of the assistance and services will be recorded using the head of household’s ServicePoint record. For any household member to be counted as a “person served” on the QPR, That household member must have an entry date into a HPRP program, homeless status, and one or more HPRP services recorded during the reporting period.

**Financial Assistance:** Programs must record the amount of HPRP assistance at the point the assistance is provided (check issued etc). Clients who receive multiple-instances of financial assistance will have a separate Financial Assistance service / action recorded for each instance of assistance.

**Exit Date:** The exit date for an HPRP client should be the last direct contact with the client to provide services or the last day of the last month for which the financial assistance is provided (Which ever is later). For a person receiving ongoing services, the last day of direct service is the exit date. In the case that the client terminates involvement by failing to return for a regularly scheduled session, the date of the last session attended is the exit date.