

HMIS FAQs

Q: How do I document Housing Move-in Date

A: If the individual is in permanent housing the day they enter the RRH or PSH project, the Housing Move-in Date must be recorded on the entry assessment. If the individual is not in permanent housing at project entry, the Housing Move-in Date must be recorded on an update assessment.

Q: How do I bridge someone from RRH to another RRH or to PSH

Housing Move-in-Date: If the individual was housed in the first project and remains housed when they enter the new RRH or PSH project, the Housing Move-in Date for the new project will be updated to reflect the Start Date of the project. Additional information on Housing Move-in Date can be found in the FY '22 HMIS Data Standards (<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>) on pages 98 – 100.

Prior Living Situation: If the individual was housed in the first project and remains housed when they enter the new RRH or PSH project, the Prior Living Situation and Length of Stay at Previous Location should be updated to reflect the housed situation when the Project Start assessment is completed for the new RRH or PSH project. Additional information on Prior Living Situation can be found in the FY '22 HMIS Data Standards (<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>) on pages 100 – 110.

Project Start and End Dates: When bridging an individual from one RRH project to another or from a RRH project to a PSH project, enter the date the individual will no longer be receiving assistance from the first project in the Exit Date field and list the Exit Destination as “Rental by client, with RRH or equivalent subsidy” if the individual is bridging into a new RRH project or “Permanent housing (other than RRH) for formerly homeless persons” if bridging into a PSH project. Once the individual is exited from the first project, create a Project Start for the new RRH or PSH project. The Project Start Date will be dated the same date that was used to exit the individual from the first project.

Q: Do services have to be documented for HUD projects?

A: No. Services are not required to be documented for HUD funded projects, but projects are strongly encouraged to record services. RHY, PATH, and SSVF projects are required though.

Q: How do I access ServicePoint from a new computer?

A: Open a web browser (Internet Explorer, Firefox, Google Chrome) and type <https://sp5.servicept.com/sc211> into the URL text box.

Q: How do I select multiple genders on ServicePoint?

A: Click on the first gender the individual identifies as then while holding down the Ctrl key select the additional genders the individual identifies as.

Q: What reports are due monthly

A: All projects are required to run the CoC APR report monthly and submit them to schmis@icalliances.org. Depending on how a project is funded or if a CoC level report is due soon, agencies may be asked to submit additional reports.

Q: How do I add or remove someone from a household? How can I add or remove a household member to/from an existing project entry?

A: Detailed step-by-step instructions for adding and removing household members on the Households tab and for adding/removing household members from an existing project entry can be found on the

ICA South Carolina “How-To-Guides” page under the Miscellaneous Guides section, which can be found at <https://icalliances.org/how-to-guides-south-carolina>. The password to access the guides page is “SC500.”

Q: How do I schedule a refresher training?

A: Submit a request to the HMIS Help Desk at hmis@one80place.org. ICA provides trainings on all areas of ServicePoint, including reporting, workflow, case management, and Service Transactions. Trainings can be provided one-on-one or with a group.

Q: How do I update income, non-cash benefits, health insurance, and disabilities?

A: Detailed step-by-step instructions for updating sub-assessments can be found on the ICA South Carolina “How-to-Guides” page under the Miscellaneous Guides section, which can be found at <https://icalliances.org/how-to-guides-south-carolina>. The password to access the guides page is “SC500.”

Q: How do I enter an Annual Assessment?

A: Annual assessments must be completed within 30 days prior and 30 days post the Head of Household’s Project Start Date anniversary. It is highly recommended that Annual Assessments are entered within 30 days prior to the HoH’s start date anniversary to avoid possible reporting errors. Only one Annual Assessment is to be completed each year. Document any changes in the person’s income, health insurance status, disabling conditions, etc. To complete an Annual Assessment, go into the client’s entry/exit tab and click on the notebook icon located under Interim. The Interim Review Type should be “Annual Assessment” and the Review Date must be in the 60-day window. After you click Save & Continue, the assessment will load, and you can make any updates. Please note, Annual Assessments **must** be completed even if no assessment information changed.

There is a report in ART (must have ART access to run the report) that can be run to see who has a project anniversary in the 60 day window from the current date. The report can be found in the Data Quality folder in the LHC folder in ART.

Q: PATH: How do I determine which project an individual needs to be entered into?

A: If the client’s Prior Living Situation is Place Not Meant for Habitation, they should be entered into the PATH Outreach project. If the client’s Prior Living Situation is anything other than Place Not Meant for Habitation, they should be entered into the PATH Shelter/Support Services project. The PATH project a client starts with is the PATH project they will remain in until they exit the project.

Q: How do I correct client records that show a client entered into the same project for the same timeframe?

A: Submit a ticket to the HMIS Help Desk at hmis@one80place.org with the name of the client, the name of the duplicate project entry, and the start date of the duplicate project entry

Q: What do each of the Exit Destination types mean?

A: A list of Exit Destination types and the HUD definition for each destination type can be found on the ICA website at <https://icalliances.org/south-carolina-hmis-assessment-forms>.

Q: How do I determine the Approximate Date Homelessness Started?

A: The key concepts to help determine the approximate start date are:

1. Have the client look back to the date of the last time the client had a place to sleep that was not on the streets, ES, or SH.
2. As the client looks back, there may be breaks in their stay on the streets, ES or SH. The breaks are allowed to be included in the look back period to calculate the approximate start date ONLY:
 - If the client moved continuously between the streets, shelters, or safe havens. The date would go back as far as the first time they stayed in one of those places; or
 - If the break in their time on the street, ES or SH was less than 7 nights. A break is considered 6 or less consecutive nights not residing in a place not meant for human habitation, in shelter or in a Safe Haven. The look back time would not be broken by a stay less than 7 consecutive nights; or
 - If the break in their time on the streets, ES, or SH was less than 90 days due to an institutional stay (i.e. jail, substance abuse or mental health treatment facility, hospital, or other similar facility). The look back time would include all of those days (up to 89 days) when looking back for the start date.
3. If the client knows the actual date – enter the date they indicate. If they know the month and year but not the day, the worker may substitute the day of the month with the same day of the month as project entry. For example: a client enters the project on March 15, 2015. During the intake interview, the client answers the start date question with a response of “a couple of months”. The worker clarifies - “It’s March, would that mean you started sleeping on the streets in January this year?” Client affirms, yes, January. The worker clarifies: “Do you know the day?” Client responds: “no.” - Worker then enters January 15 (day of the month of project entry), (this year).
4. If the HMIS displays information about the person’s entry date on the streets, ES or SH, the worker may share that information with the client to help jog their memory. However, administrative information may not be substituted for the information provided directly by the client or entered in lieu of asking the client the question.

For additional information on documenting Approximate Date Homelessness Started, please view the Prior Living Situation (3.917) Helper, which can be found at <https://icalliances.org/south-carolina-hmis-assessment-forms>.

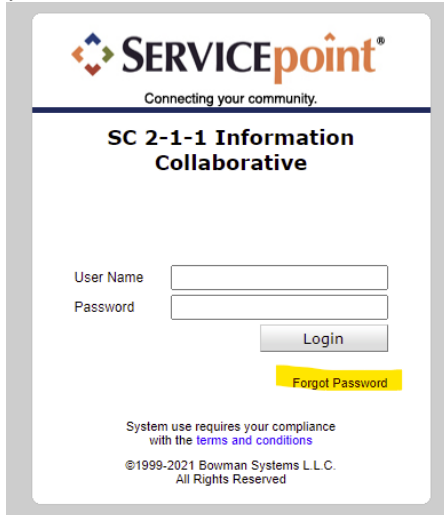
To assist with collecting an accurate Approximate Date Homelessness started response ICA has created a Housing and Homeless History Form, which can be found on the ICA South Carolina HMIS Assessment Forms page under the Coordinated Entry Forms section, which can be found at <https://icalliances.org/south-carolina-hmis-assessment-forms>

Q: How do I lock a record down if a client doesn’t want to share their information?

A: Clients must be provided an overview of the HMIS Privacy Policy and have the right to request their information not be shared with any other agency participating in the HMIS. For assistance in locking down client records for individuals who do not want to share their information, please contact the HMIS Help Desk at hmis@one80place.org.

Q: How do I reset my password?

A: First try using the “Forgot Password” button on the ServicePoint login page. A link will then be sent to your email with instructions for resetting your password.



The screenshot shows the ServicePoint login interface. At the top is the ServicePoint logo with the tagline "Connecting your community." Below this is the title "SC 2-1-1 Information Collaborative". The login form includes two input fields: "User Name" and "Password". To the right of the "Password" field is a "Login" button. Below the "Login" button is a yellow button labeled "Forgot Password". At the bottom of the form, there is a small text block: "System use requires your compliance with the [terms and conditions](#)" and a copyright notice: "©1999-2021 Bowman Systems L.L.C. All Rights Reserved".

If you don't receive the email with the reset link, you can ask your project manager/director to reset your password or you can email the HMIS Help Desk at hmis@one80place.org and an ICA staff member will reset your password for you.