

HMIS Lead / Sys Admin – Q&A

Questions from 9/16/20 Webinar

For any questions that were not addressed on the webinar, or if there are specific questions to your own systems, please submit an HMIS AAQ to receive a thorough answer: <https://www.hudexchange.info/program-support/my-question/>

Q: What is happening with PIT 2021?

A: It is likely there will be a sheltered PIT count. There is no clear timeline on the unsheltered PIT count decision. We are working on getting this as soon as possible. Information will always be posted through the HUD Exchange listserv.

Q: Does the 60-day waiver in the ESG-CV notice cover pre-award costs?

A: This is precisely to cover the pre-award costs. However, the 60-day clock begins at the time the eligible project began and it ends either after 60 days or June 30, 2020 - whichever date comes sooner.

Q: For ESG-CV I'm having a hard time understanding when it is appropriate to create a new project in HMIS when ESG-CV funds are being received.

A: This is outlined in the ESG manual, and this chart from the July HMIS Lead webinar should help. It is also posted in the HMIS lead Hub. If you are not in a member of the hub please send an email to hmis@cloudburstgroup.com to be added.

	State ESG-Normal	State ESG-CV	City ESG-Normal	City ESG-CV
SO	Project 1		Project 2	
ES	Project 3			
Temp ES	Nope!	Project 4	Nope!	Project 5
RRH	Project 6	Project 7	Project 8	Project 9
HP	Project 10	Project 11	Project 12	Project 13
HMIS	Data Collection Not Required			

Q: How do we register for the fall NHSDC conference?

A: You can register here: https://whova.com/portal/registration/event1_202004/

Q: If an emergency shelter is receiving regular ESG and ESG-CV then we only need 1 project? All clients would be entered into the regular ESG project?

A: Correct.

Q: Is there a timeline given for the vendors to make available the LSA report?

A: Vendors should have the LSA export capabilities available by the submission start date, which will be announced in the next few weeks.

Q: What role does IDIS play in reporting for ESG-CV uploads into Sage done by the HMIS lead?

A: Sage is the substitute for CR-75 in the CAPER and expenses are entered into Sage. IDIS draw information will be shown in Sage for recipients to reference.

Q: What is the status of the CE APR release?

A: Vendors should have it in your system by 10/1/2021, programming specs are available now.

Q: If someone is assessed on a single CE call for both crisis (shelter) housing and permanent housing, does there

need to be two assessments created?

A: A lot of this is up to local decision. You probably would have two 4.19 records in HMIS for that situation, yes. However, you might only record one "Event" with a single outcome from that one phone call. You can submit an AAQ if you want to dig in further.

Q: Will there be a "transition" CE APR?

A: No. The existing CE APR will be used until 10/1/2021.

Q: How should we handle funders who refuse to fund HMIS with ESG CV?

A: Unfortunately, HUD cannot force them to add funding to HMIS. HUD has provided reminders about the ability to use ESG-CV funding to pay for the additional costs associated with HMIS and has encouraged them to do this. Ultimately, the decision rests with the recipient.

Q: My community has a VSP CE grantee, how will they report?

A: Victim Service Providers will need to report from their comparable databases for CoC CE-SSO projects.

Q: My community has a VSP ESG-CV grantee, how will they report?

A: HMIS Leads will not submit for VSP, the VSP(s) and HMIS lead(s) will upload separate CSV files to Sage. They are expected to report themselves and will be given access into the reporting portal for their projects.

Q: If we have an ESG-CV project that started in March 2020, will these projects be included in the LSA reports for FY20?

A: Generally speaking, yes. Project type, Continuum Project, and all the right PDDEs would need to be set accordingly, but yes LSA data will include FY 2020 projects typed correctly.

Q: Is the HMIS Lead responsible for uploading the CSV for both ESG and ESG-CV, or just ESG-CV?

A: The subrecipients upload ESG. The HMIS Lead uploads the ESG-CV

Q: When can we expect the email from Sage to verify the projects in the bundles?

A: Very close to the first day of each quarter.

Q: What do we do if we get providers that are not in our HMIS because we were not notified they were the recipients?

A: That's going to be a problem if that happens. They must have entered data in the HMIS, so back data entry is probably the best solution.

Q: Would clients being housed in hotel/motel rooms as a response to COVID meet the definition of Temporary Emergency Shelter?

A: It depends. Generally speaking, if you simply relocated clients to the hotel from an existing shelter to increase social distancing, no, that does not meet the TES definition. However, if your community acquired a hotel for sheltering purposes or placed people in the hotel solely for the purpose of housing persons experiencing homelessness who had COVID-19 or who had symptoms and were tested for COVID-19, then yes. Review slides 22-25 for additional information.

Q: If the HMIS lead is applying for ESG-CV funding as a sub-recipient, how would you suggest we quantify/substantiate the effort it will require to support the community's ESG-CV-related efforts (via reporting, technical support to other sub-recipients, etc.)?

A: This document outlines the general responsibilities of all parties involved in the process:

<https://www.hudexchange.info/resource/6143/covid19-homeless-system-response-esgcv-quarterly-reporting-calendar/> - more information on the role that HMIS leads play in this process can be found in the previous webinars available in the Hub. If you aren't a member of the Hub, please email hmis@cloudburstgroup.com to be added.

Q: Can we get a link to check CoC's HMIS Lead contact information so we can verify its correct and ESG-CV email goes to correct address?

A: You can find contact info for HMIS Leads here: <https://www.hudexchange.info/grantees/contacts/>

Q: It sounds the temp shelter examples are still synonymous with the description for Overflow beds within an "Emergency Shelter." What is the difference?

A: Overflow beds in a shelter are beds/mats/cots that are put in an existing shelter. If you create a cold shelter, in a separate building it's a separate shelter (new/separate project in the HMIS). Same concept here it would only be a TES if you created a new COVID shelter.

Q: Do you expect TES be included in the HIC PIT under ES?

A: Yes. The HIC (and sheltered count) will continue to be for all inventory dedicated to serve people experiencing homelessness. We will provide further guidance (knowing that there is a broader population being served to address COVID-19 risks).

Q: Does it does it matter if other funding sources are used in the new ES overflow projects?

A: It does not. Keep in mind though if you have regular ESG funding in the new project too, this project will need to be included in regular ESG reporting.

Q: Can you clarify the difference between emergency shelters that existed before the pandemic who relocated to meet the non-congregate order are different from new NCS's that came on board because of the pandemic

A: The difference is really inventory. Did the existing shelter inventory simply relocate to another facility (hotel for example) to increase social distancing or was brand new inventory added to increase shelter availability (i.e. to move people off the streets into a sheltered situation)? The former would be "relocated" and the latter would be "new" inventory.

Q: For ESG-CV, will the Operating Start Date for the Provider = the Report Start Date?

A: Not necessarily. The reporting start date should be set to when the project began serving clients under ESG-CV. If you funded multiple "normal" shelters you will want to be sure to set the start date to when the preponderance of clients were being served. In other words, if you funded one small shelter (#1) that started serving clients on July 1st and a large shelter (#2) that started serving clients on August 1st, you will want to set your start date to align with when the large shelter started serving clients. This may result in a slight undercount of client served since shelter 1 will not be reported on for July however, this will prevent a large overcount of shelter 2's clients were you to set the start date to align with when shelter 1 started serving clients.

Q: Are we allowed to set up separate ESG-CV projects for emergency shelters or do we have to add the ESG-CV into our current programs?

A: You can setup separate ESG-CV projects for normal ES projects if that makes sense for you. You have that flexibility. We assumed that most people want to avoid a separate project setup with potential double data entry whenever possible.

Q: If a shelter gets regular ESG and ESG-CV funding the clients might get counted in reports for each - that's OK?

A: Yes.

Q: Is it true that for the initial reporting on Oct 1, we should only see 1 bundle for each component?

A: Yes.

Q: In our region, we're still having conversations and negotiations about allocation of ESG-CV funding and allocations between components, etc. I haven't added any ESG-CV projects to my HMIS yet. Am I behind the curve or is this somewhat typical?

A: Nope. We know that every community is in a different place. Your community needs to make these decisions quickly.

Q: Questions about the 24-hour timeframe

A: Sage is being changed to allow 3 days instead of the 24 hours. An example of specifically how this works is:

1. Recipient sends out the bundle request anytime on Monday.
2. Sage counts three days after Monday (i.e. Tuesday, Wednesday, Thursday) and leaves the system locked to give you review time. During these 3 days HMIS Leads are asked to review the bundles, make sure all the projects belong to their implementation and that there are no project typing issues. If you identify an issue you must contact the recipient prior to COB on Thursday (the earlier the better because if what you identified means they bundled incorrectly, they may need to pull back the request for all of the bundles in the jurisdiction.) You may will not be able to upload any CSV bundles during this period.
3. On Friday (at 12:01 a.m.) Sage will open the system for uploads. The link(s) will appear on your portal page for you to upload each bundle. Bundles should be uploaded by the date the recipient has indicated they are due.

Q: Can the project start date be prior to the contract approval for ESG CV Plans?

A: Yes. The key is that it does not go before January 21, 2020.

Q: Will Sage open before 10/1/2020 for recipients to start their work?

A: Yes. It's open for recipients to start entering information now.

Q: Is there a requirement that TES projects operate in an entry/exit-based manner?

A: There is no requirement. Entry/exit was specified because it is the easier data collection option, but if a community uses a NBN method that will not be an issue.

Q: Is it possible to send test email to verify all CoC's receive email from Sage?

A: Please send an AAQ (using the "My question is about" response of "Sage") and we can send you a test email.

Q: Can the bundles change from quarter to quarter?

A: Yes, based on late starters and early enders. If they don't have any of those, the bundle stays the same.

Q: Will a project data upload still be required if no clients are served by Sep 30?

A: No.

Q: Is there a character limit in Sage for HMIS project name?

A: No, not on Project Name. However, there is a character limit to the "code" (Project ID) they assign to you of 8 characters.

Q: If we are not requesting funding for previous ES prior to July 1, then we would not include any ES HH in the report prior to that date, is that correct?

A: You will generate the bundle based on the date the ESG Recipient establishes in Sage.

Q: If there are multiple projects in a bundle and those projects started using the funds on different dates, how is that number calculated?

A: You will get the list of all the projects in the bundle and you will generate one ESG CAPER report in CSV format for all the projects in that bundle using the report start date the recipient provides.

Q: In prior RHY uploads, the lead agency for a collaborative project uploaded 1 file which included data for all partners. I am being told that does not work for this new upload process, and that a 'slot' needs to be created for each partner - is this correct?

A: That is correct. The "slots" are project types, and Grantee Managers can add as many slots as needed.

Q: Will there be a data quality threshold be imposed for ESG-CV.

A: No.