

### FAQs

**Is the head of the household the only one who has to fill out a consent form, or does each family member need to fill one out?**

Each person that is receiving services must fill out and sign a consent form.

**When a whole family is enrolled into the program, do I keep applying all of the services to the whole family or just the head of household?**

Normally, the whole family, *if* they are all receiving the same services. Sometimes mom/dad receive different services than the children, so just make sure to apply services according to what each person is actually receiving.

**When answering the "Reason for Homelessness" question and it says "New Arrival" does that mean they have relocated from within the United States, or immigrated from another country?**

This could mean either of those answers, and "New Arrival" should be selected in either of those cases.

Cont...

### Consultant Ernie Hughes available to help you!

In order to better assist you with your HMIS needs, we've hired a consultant who will work with agencies to develop business processes and needs around HMIS data management. His name is **Ernie Hughes**, and he will be contacting agencies individually as well as making site visits with your Implementation Specialist. Ernie brings a wealth of experience in working with software systems in many types of environments. The Safe Harbors team will help Ernie identify agencies to contact based on our assessment of need. Interviews will begin in December. *Please let your Implementation Specialist know if you are interested in Ernie working with your*

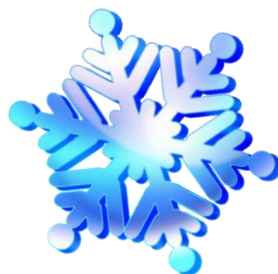
### Safe Harbors Partners Meeting

**Our next Safe Harbors Partners Meeting will be January 19, 2010 from 1:30-3:30 p.m., at Northgate Community Center.**

It is mandatory that there is a representative from each agency/program in attendance. We will be discussing our findings from the 2008 HMIS data, what we have learned from our first Annual Homelessness Assessment Report (AHAR), and much more. These meetings are an opportunity to share resources, ask questions, and learn how we can help you with your HMIS processes.

Thank you so much to all of our partner agencies, and keep up the fabulous work!

agency.



Happy Holidays from Safe Harbors!

**In “Household Statistics,” does “prior living situation” mean before the client became homeless? Also, is “length of stay at the previous place” referring to the place they were living in before being homeless?**

“Prior living situation” is referring to where the client was staying before they came into your program, and the “length of stay” is referring to the same.

**Does a client’s absence from the agency for any time render their consent null and void? Is there a time limit on consent forms for Safe Harbors?**

The consent stands until the client tells you consent is revoked. You should not have to ask every time the client returns to sign consent for data collection in SH.

Clients should be made aware that this is how you will handle their consent so they understand they can revoke it at anytime, but they will have to notify you in writing that they wish to do so.

Data is kept in the system for seven years and then it is purged. At that point you would need to re-obtain consent and enter the client record if it turns out he or she has not had any services in the most recent seven years.

A link has been added to the Safe Harbors Website to enable all of you to view the report demonstration materials that were presented at the Partners meeting on October 20<sup>th</sup>.

To view:

Log on to the Safe Harbors Website.  
<http://www.safeharbors.org/>

Find the link on the scroll ticker at the top of the page and double click the presentation you’d like to view. The presentation will be titled “Ad-Hoc Presentation.” If you’d also like to view the application report presentation, click on “Application Report.”



### **Safe Harbors**

Safe Harbors is King County’s Web-based Homeless Management Information System (HMIS). This comprehensive, confidential data system helps provide funders, social service providers and elected officials with information to prevent and end homelessness. Safe Harbors is managed by the City of Seattle’s Human Services Department, and is a joint project of the City of Seattle, King County’s Department of Community and Human Services, and United Way of King County.

*We’re here for you!*

We are here to HELP and SUPPORT you. Please call or e-mail us at anytime. Your Implementation Specialist can coach you through the implementation and usage process, and if we can’t answer your questions immediately, we will find the answers and get back to you as soon as we can.

Staff contacts:

<http://www.safeharbors.org/Contact%20Us.htm>

Safe Harbors Help Desk:  
206-386-0030

Also, please refer to the Safe Harbors Web site regularly for updates and information:  
<http://www.safeharbors.org/>

Safe Harbors is a community project, and its success depends on each and every one of us.

Thank you again.



**Safe Harbors**



**City of Seattle**



**King County**



United Way of King County