

## Determining Program Eligibility and Recording it in Safe Harbors

When entering data into Safe Harbors, remember that if any member of the household has a physical disability, this has to be noted in HMIS.

### When is the data collected?

Data is collected in the course of client’s assessment once the individual is admitted—unless this information is needed prior to admission to determine program eligibility—at program exit, and at least once annually during program enrollment if the period between program entry and exit exceeds one year. Programs may decide when to collect the information on an annual basis, but U.S. Department of Housing and Urban Development (HUD) encourages programs that are required to complete the APR to update this data near the end of their APR operating year.

### What do I need to do?

Determine if a client has a physical disability or veteran’s status, and if the client is currently receiving services or treatment for this disability or received services or treatment prior to exiting the program. A physical disability means a physical impairment that is expected to be of long, continued and indefinite duration, substantially impedes an individual’s ability to live independently, and that could improve with more suitable housing conditions.

### Do I need to record disability into HMIS?

All the documents (award letters, credentials, etc) that prove disability or veteran’s status should be scanned and recorded into HMIS. If you don’t know how to scan these documents please contact the Help Desk.

### **How AMI is calculated:**

In the past, Area of Median Income (AMI) has been calculated with the client's last residence zip code. This is changing now. All your clients' data will be updated to your agency's physical zip code. The system will determine AMI from the agency's zip code. No action is required from agency staff.

### **What do I need to do after the update?**

You will need to check your data and make sure that the clients with AMI has been updated accurately and that they show the correct AMI.

### **How can a make sure that the AMI is correct?**

If you are not sure if the AMI was calculated accurately for your program, please contact the Help Desk and we will explain how it is calculated.

### **FAQ'S**

#### **How do you define chronically homeless?**

A chronically homeless individual is an unaccompanied homeless individual who has a disabling condition (the 2010 NOFA expanded the definition of chronically homeless person to include families with at least one adult member who has a disabling condition) **and** who has either been continuously homeless for a year or more OR has had at least four episodes of homelessness in the past three years.

#### **How does HMIS protect individual safety and confidentiality for victims of domestic violence?**

The standards require, at a minimum, eight layers of security and privacy protections. These layers include strict user authentication measures, firewalls, digital certificates, system monitoring requirements, restrictions on physical access, protections for hard copy data, and provisions that significantly restrict the uses and disclosures of personal information.

### ***Support Services***

In-House Training – Your Implementation Specialist can schedule site visits anytime to do one-on-one or group trainings specific to your programs.

Contact us to set up a WebEx or an In-House Training M-F.

[SafeHarborsHMISHelp@Seattle.gov](mailto:SafeHarborsHMISHelp@Seattle.gov)

**Barbara Lundstrom,**  
**Help Desk:**

[barbara.lundstrom@seattle.gov](mailto:barbara.lundstrom@seattle.gov)  
206-386-0030

**Mei Lin Tangalin,**  
**Implementation Specialist:**  
[meilin.tangalin@seattle.gov](mailto:meilin.tangalin@seattle.gov)  
206-233-7083

**Monica Humphrey**  
**Implementation Specialist**  
[monica.humphrey@seattle.gov](mailto:monica.humphrey@seattle.gov)  
206-386-4257

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

### ***Partners Meeting***

Don't forget our Next Partners Meeting will be held on Tuesday October 12<sup>th</sup>, 2010 (1:00 – 3:30 pm). **Douglass Truth Library located at: 2300 E. Yesler Way, Seattle, WA. 98122**