

HEAP ZoomGrants HMIS Guide

To gather the information necessary for answering the following in ZoomGrants:

- **“Unduplicated homeless persons served”**
- **“Unduplicated at-risk of homelessness persons served”**
- **“Unduplicated Unsheltered Homeless persons served”**
- **“Unduplicated persons entering Permanent Housing served”**

In Clarity, run a “[HUDX-227] Annual Performance Report” (the “APR”) categorized under “HUD reports” for your relevant dates and relevant program(s). Your APR should only include the dates you are reporting on and the program(s) specific to the ZoomGrants submission.

As an example, if you are reporting on your HEAP shelter for January, select only your HEAP shelter as your program and only January as your APR dates.

Here is a comparison chart showing where to source data for your ZoomGrants submission:

Data Point in ZoomGrants	Data Point on the APR
Unduplicated homeless persons served	APR Q15, <u>Subtotal row</u> of “total” (1 st) column for “Homeless Situations”
Unduplicated at-risk of homelessness persons served	APR Q15, <u>Subtotal row</u> of “total” (1 st) column for “Other Locations” <u>plus</u> “Institutional Situations” <u>minus</u> amounts of “total” (1 st) column for “Client Doesn’t Know/Client Refused” and “Data Not Collected”
Unduplicated Unsheltered Homeless persons served	APR Q15, Amount in “total” (1 st) column for “Place not meant for human habitation”
Unduplicated persons entering Permanent Housing served	APR Q23c, <u>Subtotal row</u> of “total” (1 st) column for “Permanent Destinations”

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Unduplicated Homeless Persons Served Example:

Q15. Living Situation					
Program Applicability: All Projects					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	103	99	4	0	0
Transitional housing for homeless persons (including homeless youth)	46	46	0	0	0
Place not meant for habitation	958	891	3	1	63
Safe Haven	15	15	0	0	0
Host Home (non-crisis)	0	0	0	0	0
Subtotal	1,122	1,051	7	1	63

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Unduplicated At-Risk of Homelessness Persons Served Example:

(add green boxes, subtract red boxes)

Institutional Settings					
Psychiatric hospital or other psychiatric facility	3	3	0	0	0
Substance abuse treatment facility or detox center	18	17	1	0	0
Hospital or other residential non-psychiatric medical facility	3	3	0	0	0
Jail, prison or juvenile detention facility	5	5	0	0	0
Foster care home or foster care group home	0	0	0	0	0
Long-term care facility or nursing home	0	0	0	0	0
Residential project or halfway house with no homeless criteria	3	3	0	0	0
Subtotal	32	31	1	0	0
Other Locations					
Permanent housing (other than RRH) for formerly homeless persons	2	2	0	0	0
Owned by client, no ongoing housing subsidy	0	0	0	0	0
Owned by client, with ongoing housing subsidy	0	0	0	0	0
Rental by client, with RRH or equivalent subsidy	0	0	0	0	0
Rental by client, with HCV voucher (tenant or project based)	1	1	0	0	0
Rental by client in a public housing unit	0	0	0	0	0
Rental by client, no ongoing housing subsidy	22	22	0	0	0
Rental by client, with VASH housing subsidy	0	0	0	0	0
Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
Rental by client, with other ongoing housing subsidy	5	5	0	0	0
Hotel or motel paid for without emergency shelter voucher	3	3	0	0	0
Staying or living in a friend's room, apartment or house	28	25	3	0	0
Staying or living in a family member's room, apartment or house	16	16	0	0	0
Client Doesn't Know/Client Refused	2	2	0	0	0
Data not collected	0	0	0	0	0
Subtotal	79	76	3	0	0
Total	1,247	1,172	11	1	63

Unduplicated Unsheltered Persons Served Example:

Q15. Living Situation					
Program Applicability: All Projects					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	103	99	4	0	0
Transitional housing for homeless persons (including homeless youth)	46	46	0	0	0
Place not meant for habitation	958	891	3	1	63
Safe Haven	15	15	0	0	0
Host Home (non-crisis)	0	0	0	0	0
Subtotal	1,122	1,051	7	1	63

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Unduplicated Persons Served Entering Permanent Housing Example:

Q23c. Exit Destination					
Program Applicability: All Projects					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Permanent Destinations					
Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
Owned by client, no ongoing housing subsidy	0	0	0	0	0
Owned by client, with ongoing housing subsidy	1	1	0	0	0
Rental by client, no ongoing housing subsidy	5	4	1	0	0
Rental by client, with VASH housing subsidy	0	0	0	0	0
Rental by client, with GPD TIP housing subsidy	0	0	0	0	0
Rental by client, with other ongoing housing subsidy	18	18	0	0	0
Permanent housing (other than RRH) for formerly homeless persons	0	0	0	0	0
Staying or living with family, permanent tenure	4	3	1	0	0
Staying or living with friends, permanent tenure	0	0	0	0	0
Rental by client, with RRH or equivalent subsidy	4	4	0	0	0
Rental by client, with HCV voucher (tenant or project based)	17	17	0	0	0
Rental by client in a public housing unit	2	2	0	0	0
Subtotal	51	49	2	0	0

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For All Program Types:

To gather the information necessary for answering the following in ZoomGrants:

- Unduplicated instances of services (encounters) occurred

This requires two reports for Street Outreach, and one report for every other program type.

Data Point in ZoomGrants	Data Point on the GNRL-400
Unduplicated instances of Services (encounters)	Sum of GNRL-400 “# Attendances”

For all program types: Run a “[GNRL-400] Program Linked Service Review” categorized under “Program Based Reports” in Clarity.

[GNRL-400] Program Linked Service Review



Similar to the APR above in order to run the GNRL-400 you just need to select your relevant program(s) and enter the relevant dates for your ZoomGrants submission. The output can be either an Excel or a Web Page. For Ease of tallying, we recommend Excel as the output format. Here’s what your report prompt will look like:

Program Based Reports > [GNRL-400] Program Linked Service Review

Program Status

Program(s)

Report Date Range 25 - 25

Report Output Format Web Page Excel

Note: If the report contains more than 80,000 rows, the Report Output Format will be automatically changed to Excel

Fill it in and run the report. Once the report runs and you download it you’ll get an Excel file containing a list of services given that are linked to your HEAP program within the timeframe selected. These are called Program-Linked Services and require an active enrollment for them to have been added to your

clients. **All HEAP services will be program-linked services. If this report is blank, no services were recorded.**

To get the total number of HEAP services given in the time frame you ran the report for, navigate to the 2nd tab of your Excel called “**Attendance Drilldown**” and highlight the relevant count of attendances in Column F. In my example screenshot below, 5 clients attended services 10 times total. In this **example** 10 is my reported count of service instances.

TEST AGENCY		
Date Range:		
Delivery Type	# Attendances	Attendance Date
Multiple Attendance	3	06/16/2020 08:24AM 06/09/2020 08:24AM 06/03/2020 08:24AM
Multiple Attendance	1	06/09/2020 08:49AM
Multiple Attendance	2	06/16/2020 08:22AM 06/03/2020 08:22AM
Multiple Attendance	3	06/16/2020 08:20AM 06/05/2020 08:20AM 06/03/2020 08:20AM
Multiple Attendance	1	06/09/2020 08:47AM

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own (+) :< 100%

Average: 2 Count: 5 **Sum: 10** 100%

(for Street Outreach Programs, the guide is continued on the next page)

For **Street Outreach** programs only:

Outreach Contacts for the purposes of HEAP are being considered instances of service. For this reason, the below is for **Street Outreach programs only**.

Data Point in ZoomGrants	Data Point on the GNRL-400
Unduplicated instances of Services (encounters)	Sum of GNRL-400 “# Attendances” ± APR Q9a Total Persons Contacted drilldown sum of contacts

APR Q9a “Total Persons Contacted” has a drilldown component to it. On this drilldown, you can easily find the sum of the column that counts contacts. Here’s how to get your total number of contacts for your Street Outreach program(s) on an APR during any particular time period.

When running an APR, select everything as you normally would except for the final option which asks for drilldown output. Here we select CSV output

Report Date Range / / - / /

Report Output Format Web Page PDF Excel CSV-Details CSV-Upload

Drilldown Output Format Web Page CSV

SUBMIT

What this means is that when you click on any number within the APR, you’ll be getting a CSV download of the data. The default here is “web page” which opens a new browser tab (web page) with the data for drill downs.

Once you have run your APR, navigate to APR Q9a and click on the number of “Total Persons Contacted” in the first data column in the last row to download the CSV containing the drilldown’s detailed information about that metric.

Q9a. Number of Persons Contacted				
Program Applicability: ES Night By Night - Street Outreach				
	All Persons Contacted	First contact - NOT staying on the Streets, ES, or SH	First contact - WAS staying on the Streets, ES, or SH	First contact - Worker unable to determine
Once	688	9	152	527
2-5 Times	9	0	9	0
6-9 Times	3	0	2	1
10+ Times	1	0	1	0
Total Persons Contacted	701	9	164	528

Click Here

Clicking there will download a CSV. Open the CSV you download and highlight Column H. Excel will automatically calculate the total sum of outreach contacts per client. In the example below, my sum is 743 contacts made with 701 clients (702 -1 for the column header).

F	G	H	I	J	K
Program Name	Age	#Of Contacts	First Contact Place	Engagement Date	
TEST PROGRAM	49	1	Staying on Streets, ES or SH		
TEST PROGRAM	65	1	Worker unable to determine		
TEST PROGRAM	49	1	Worker unable to determine		
TEST PROGRAM	58	1	Worker unable to determine		
TEST PROGRAM	57	1	Worker unable to determine		
TEST PROGRAM	46	1	Worker unable to determine		
TEST PROGRAM	61	1	Worker unable to determine		
TEST PROGRAM	44	1	Worker unable to determine		
TEST PROGRAM	65	1	Worker unable to determine		

Average: 1.059914408 Count: 702 **Sum: 743** 100%

In this example, 743 is the number I will add to the GNRL-400 count gathered above.