



ESG Program HMIS Manual


A GUIDE FOR HMIS END USERS AND SYSTEM ADMINISTRATORS

U.S. Department of Housing and Urban Development

ALIGNS WITH FY 2026 HMIS DATA STANDARDS | RELEASED OCTOBER 2025

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Revision History

Release Date	Revision Summary
October 2025	<p>Removed ESG-CV sections of the manual</p> <p>Other updates throughout to align with FY 2026 HMIS Data Standards including:</p> <ul style="list-style-type: none">• Add element - 4.21 Sex• Retire element C4 Translation Assistance Needed

Introduction

The Emergency Solutions Grants Program (ESG) HMIS Manual is intended to support data collection and reporting efforts of Homeless Management Information System (HMIS) Lead Agencies and ESG recipients and subrecipients. This manual provides information on HMIS project setup and data collection guidance specific to the ESG Program.

This document is not a replacement for any specific program guidance, requirements, regulations, notices, or training materials on the ESG Program. This manual only addresses the use of HMIS for ESG.

Additional Resources

- **ESG Program:** Guidance about the ESG Program and its requirements can be found online at the HUD Exchange on the [ESG Program](#) page.
- **Ask A Question:** To ask a question about any ESG Program HMIS requirement go to the [Ask A Question](#) section of the HUD Exchange. Please be sure to select “HMIS” for your question under “My Question is Related To”. HUD and ESG program staff work together to answer questions that come in on Ask A Question related to ESG and HMIS.

Additional HMIS Resources

- There are a variety of documents available on the HUD Exchange [HMIS](#) page that detail all HMIS Data and Technical Standards, Federal Partner Information, and information about HMIS forums for HMIS Leads, System Administrators, and Vendors.
- The [FY2026 HMIS Data Standards](#) page contains a suite of HMIS Data Standard resources, which are briefly described below. Each of the documents has a specific purpose and intended audience. The HMIS Lead should be familiar with all the documents and collectively use them as their HMIS reference materials along with specific materials provided by the software provider.
 - [FY2026 HMIS Data Manual](#) represents the foundation for the data contained within an HMIS, project set up instructions, and data collection instructions.
 - [FY2026 HMIS Data Dictionary](#) Table Shells contain the data element tables with relevant programming instructions, system logic and other issues to be used by vendors for HMIS programming. The information in the tables shells aligns with the information contained herein.
 - [FY2026 CSV Specifications](#) This document provides specifications for a standard set of comma-separated values (CSV) files that include all data elements and fields defined by the FY2026 HMIS Data Standards, along with information that describes an exported data set.
 - [HMIS Federal Partner Participation Resources](#) Each link on this page contains resources and materials for following the HMIS requirements of HUD and other federal partners.
 - [HMIS Project Setup Tool](#) provides a general framework to support project

setup in HMIS by system administrators. It assists system administrators in ensuring that all HMIS participating projects are set up using the appropriate HMIS project types and are collecting the required data elements.

ESG Recipients

ESG awards are non-competitive and made on a formula basis to states, cities, counties, and territories across the country who are then the *recipients* of the ESG grant from HUD.

Geographic size, population, and poverty rates all play a part in the ESG formula. It is the ESG Recipient's responsibility to allocate its funding in coordination with the Continuum of Care (CoC) through a process which they articulate in their Consolidated Plan which is submitted to and approved by HUD. They allocate the funds following their community process to eligible *subrecipients* for specific projects. For example, a state could have a plan that says the majority of the state's ESG funding should be targeted to providing Rapid Re-Housing in rural areas of the state. The state then allocates funding to eight different eligible providers throughout the state. These providers are *subrecipients*.

Because the ESG Recipient's geography overlaps (i.e. cities are in counties; counties and cities are in states) it is possible that an ESG subrecipient could receive funding for the same ESG component (e.g. Rapid Re-Housing) from two or three recipients. The HMIS Lead should work with each ESG Recipient to understand what funding component(s) each organization in their implementation is receiving; who the recipient is that provided the funding; and what ESG component the funding is for. They must also verify with the organization which of their projects in the HMIS is the project that received the specific funding.

HMIS Project Setup

It is important to be sure that communities understand the difference between a **program** and a **project** because they have distinct meanings in the context of HMIS project setup. In HMIS a program is the source of funding that the organization is receiving to run its project (e.g., ESG Program funding for ABC Rapid Re-Housing project). For data collection and reporting purposes, HUD and its federal partners refer to categories of funding within a program as **components**. For the ESG Program, there are four program components under which communities can establish and operate projects:

- Street Outreach (SO)
- Emergency Shelter (ES)
- Homelessness Prevention (HP)
- Rapid Re-Housing (RRH)

The guidance in this manual should also be applied to emergency shelters that are not federally or ESG-funded. Projects which are defined as emergency shelters, whether funded by HUD or not, are included in the community's Housing Inventory Count (HIC) and Point-in-Time Count (PIT). All shelter projects participating in HMIS are also part of the Continuum of

Care's System Performance Measures. Therefore, the closer an HMIS implementation can align the non-federally funded shelters with the guidance in this manual, the more the information can be gleaned from them as part of the community's data-driven understanding of performance.

Identify Projects for Inclusion in HMIS

HMIS Leads/System Administrators should work with all relevant ESG recipients to identify all the **projects** within the HMIS implementation that receive ESG funding. For example, if the ESG recipient is a County that funds two subrecipients, Nonprofit A with Emergency Shelter funds and Nonprofit B with Rapid Re-Housing funds, then that local HMIS implementation must have two projects in the HMIS implementation: Nonprofit A Emergency Shelter and Nonprofit B Rapid Re-Housing.

Identify Funding Components for Projects

Identify the **component** for each project funded by the ESG recipient (a local jurisdiction: city, county, or state/territory). The ESG Program includes four eligible components:

- Activities under the ESG **Street Outreach** component are designed to meet the immediate needs of unsheltered homeless persons by connecting them with Emergency Shelter, housing and/or emergency health services.
- Activities under the ESG **Emergency Shelter** component include three distinct activity types which may be funded by ESG for an Emergency Shelter: shelter operations, essential services, and renovation.
- The **Homelessness Prevention** component of ESG funds short- and/or medium-term rental assistance and housing relocation and stabilization services (financial assistance and service costs) designed to prevent an at-risk individual or family from moving into an emergency shelter or living in a place not meant for human habitation.
- The **Rapid Re-Housing** component of ESG funds short- and/or medium-term rental assistance and housing relocation and stabilization services (financial assistance and service costs) designed to quickly move homeless individuals and families from emergency shelter or places not meant for human habitation into permanent housing.

Set Up Projects in HMIS

One of the most critical steps in accurate data collection and reporting is ensuring that a project is set up properly in an HMIS. Incorrect project setup will jeopardize recipients' ability to produce accurate, reliable reports such as the Consolidated Annual Performance and Evaluation Report (CAPER) and will affect the community's ability to generate community-wide reports including System Performance Measures (SPMs) and Longitudinal Systems Analysis (LSA).

HMIS System Administrators should follow the procedures established for their HMIS implementation when setting up projects in the HMIS. These set up procedures must include, at a minimum:

1. Data entry of **Project Descriptor Data Elements (PDDEs)** information for all ESG projects; and
2. Review of **PDDEs** conducted by the HMIS Lead at least annually in consultation with the CoC, and updates to **PDDEs** as needed.

The following are required **PDDEs**:

Organizational Information (2.01)

- **Organization ID (2.01.1)**: The HMIS must assign an Organization ID to each organization via a system generated number or code, which serves as a distinct identifier that is consistently associated with that organization. The HMIS must maintain only one single record for each organization, regardless of how many projects they operate.
- **Organization Name (2.01.2)**: The name of the organization receiving ESG funding must be entered or identified with the specific project. In the HMIS Data Standards, HUD strongly recommends that the name of the organization is the actual legal name of the entity and not an abbreviation or other derivative of the name, since the name is included in reports.
- **Victim Service Provider (2.01.3)**: The HMIS must identify whether the organization is a Victim Service Provider (VSP).

Project Information (2.02)

- **Project ID (2.02.1)**: The HMIS must assign a Project ID to each project via a system generated number or code, which serves as a distinct identifier that is consistently associated with that project.
- **Project Name (2.02.2)**: The name of the project receiving ESG funding must be entered or identified with the ESG-specific project (e.g., XYZ Rapid Re-housing). The name may not be a code or set of abbreviations and must be recognizable to a reader in a CSV export of the data. HMIS administrators should note that often the name of the project on the grant agreement is not the same as the name the project is called by the organization and/or the common name in the community and often not the same name as is used on the HIC. System administrators should maintain mapping information to correlate grant names, HIC names, and common names with the project identifiers either within HMIS itself or separately.
- **Operating Start Date (2.02.3)**: The Operating Start Date of a project must be completed for all projects within the HMIS. The Operating Start Date of the project is defined as the first day the project provided services and/or housing. Thus, this date must be no later than the date the first client served in the project was entered into the project. For projects which began operating prior to October 1, 2012, the start date may be estimated if not known.
- **Operating End Date (2.02.4)**: An Operating End Date must be entered when a project closes. The Operating End Date must be the last day on which the last client

received housing/services. The Operating End Date should be left empty if the project is still in operation (refer to the specific HMIS instructions on project close out in an HMIS). ESG projects remain open even as they transition from one fiscal year to another of continuous ESG funding. As this is the situation for many ESG projects all that needs to be updated is a new funding source for the project (2.07); do not enter an Operating End Date and start a new project to indicate continued ESG funding.

- **Continuum Project (2.02.5):** All ESG-funded projects are considered part of the Continuum of Care, so enter “yes” to identify them as Continuum projects.
- **Project Type (2.02.6):** Each project must be identified with an HMIS project type determined by the specific funding component provided by the ESG recipient.
- Select only one project type for each project in the HMIS--no single project within an HMIS may have two project types. Recipients or subrecipients that have ESG funding from multiple components must have separate projects set up in HMIS for each project type. For instance, Nonprofit C receives a grant award from the City to fund both Rapid Re-Housing and Homelessness Prevention. Nonprofit C must set up a Rapid Re-Housing project AND a separate Homelessness Prevention project in the HMIS.
- There are only six allowable HMIS Project Types that can be set up with ESG funding:
 - Street Outreach
 - Emergency Shelter
 - Day Shelter
 - Transitional Housing
 - Homelessness Prevention
 - Rapid Re-Housing (subtype RRH: Services Only or RRH: Housing with or without services)

Project types in HMIS are determined by the funding component. There may be circumstances in which a project, for example Homelessness Prevention, uses ESG funds to pay for housing relocation and stabilization services for participants while using a non-ESG funding source to pay for rental subsidies. Even though only the housing stabilization and relocation services are being paid for with ESG funding, the project type in HMIS must align with the funding component, in this case Homelessness Prevention, and be set up accordingly. Do not set up a services only project, even if the project is only using ESG funding for housing stabilization and relocation services.

ESG Program Component	Allowable Activity(ies)	HMIS Project Type
Street Outreach	<ul style="list-style-type: none"> • Essential Services 	Street Outreach (4)

ESG Program Component	Allowable Activity(ies)	HMIS Project Type
Emergency Shelter	<ul style="list-style-type: none"> • Shelter Operations • Essential Services • Renovations 	Emergency Shelter-Entry Exit (0) Emergency Shelter – Night –by–Night (1) Day Shelter (11) Transitional Housing (2)
Homelessness Prevention	<ul style="list-style-type: none"> • Housing Relocation and stabilization services • Short-and/or medium-term rental assistance 	Homelessness Prevention (12)
Rapid Re-Housing	<ul style="list-style-type: none"> • Housing Relocation and stabilization services, and • Short-and/or medium-term rental assistance 	PH- Rapid Re-Housing (13)

Additional Project Setup Considerations

Project Type: Transitional Housing (2) – There are some Transitional Housing projects that were funded under the Emergency Shelter Grants program in FY2010 or prior, which are permitted to continue operating as Transitional Housing under ESG funding. In such cases, accomplishments for these projects will be reported under “Emergency Shelter” for the CAPER but must continue to be identified within the HMIS as Project Type: Transitional Housing (2). If a transitional housing project **received funds under a FY2010** Emergency Shelter Grants program and met the criteria under the former emergency shelter definition (“any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless”), it would be eligible to continue to receive Emergency Solutions Grants (ESG) funding under the ESG emergency shelter component and does not have to have been continuously funded since FY2010 in order to receive ESG funding in a later fiscal year.

Project Type: Day Shelter (11) – Projects that receive ESG funding under the Emergency Shelter component where the activity is carried out in a Day Shelter should select Project Type: Day Shelter (11) instead of Emergency Shelter (1). Day Shelters are defined as projects that offer daytime facilities and services (no lodging) for persons who are experiencing homelessness. All Day Shelter projects are required to collect data and report outcomes like those of any Entry/Exit Shelter:

- the project reports performance from project start to project exit, assuming that there is a consistent service delivery between start and exit; and
- that the project is providing services which include a focus on increasing income and housing stability.

Project Type: Coordinated Entry (14)—The ESG Program does not fund Coordinated Entry (CE) projects. ESG funds may be used for CE activities under different funding components, but the

CE project type must never be used for HMIS project setup for any ESG-funded activities. Instead, set up the project type that aligns with the funding source being used for CE activities, for example, Street Outreach or Emergency Shelter. Additional information about CE under the ESG Program can be found in this [Carrying Out Coordinated Entry Activities Under the ESG Program](#) resource.

Project Type: Services Only (6) in Emergency Shelter

An emergency shelter reports all persons sheltered in the project using the ES project type in HMIS, regardless of what specific activity they are funded to provide. All shelter residents are reported in their CAPER report. If using ESG funds only for essential services under the Emergency Shelter component (e.g., case management, transportation, meals, etc.), **the recipient or subrecipient must not use a services only project type.** Should a project elect to collect notes or service records and require a services only project in the HMIS to do so, that HMIS project may not be used for CAPER reporting.

Legal Services in Emergency Shelter, Rapid Re-Housing and Homelessness Prevention

As of October 1, 2021, legal service providers are no longer permitted to be set up in HMIS or a comparable database as a Services Only (6) project. HMIS Leads, and Victim Service Providers (VSP) should determine project setup for legal services based on the ESG funding component under which the legal services are operating.

- Emergency Shelter
 - If clients enrolled in an ES project are receiving legal services in addition to other ES services, no special action or special project is needed as the client's data will be collected in and reported on their ES project enrollment.
 - If most shelters in a community receiving funding for legal services are *not* subrecipients of ESG funding, the community must submit an [AAQ](#). Select **Sage** in step 2 for a review of the situation and a case-by-case determination of HMIS or comparable database requirements.
- Rapid Re-Housing
 - If clients enrolled in an RRH project are receiving legal services in addition to other RRH services, no special action is needed as the client's data will be collected in and reported on their RRH project enrollment.
 - If clients are receiving legal services from a RRH project without a housing component, then the community must submit an [AAQ](#). Select **Sage** in step 2 for a review of the situation and a case-by-case determination of HMIS or comparable database requirements.
- Homelessness Prevention
 - If the project is structured so that a subrecipient for HP must refer the participant to a legal services organization, then there will already be an enrollment for the client by the HP provider. **No additional data collection is required by the legal services provider.** (Note: if the legal services are the only service the participant receives from HP, then legal services and the HP provider must work together to be sure the participant's exit data is correctly and completely entered in HMIS/comparable database.)

- If the project is structured so that the legal service provider is operating the HP project (e.g., legal services at the courthouse to prevent eviction, legal services walk-in clinic, etc.) then the legal services provider must have a Homelessness Prevention project set up in the HMIS and must be entering all the HP elements required.

Continuum of Care Information (2.03)

- Select the CoC code and geocode based on the location of the project. Enter the project address and geography type. Tenant-based scattered site projects and Victim Services Providers are only required to complete the geocode and zip code fields and may use mailing or administrative address information if they wish to complete the remainder of the address fields. For example, if the project operates in City X, which is part of a CoC consolidated application, select the CoC Code that would be used for the CoC application, regardless of the jurisdiction providing the funding. Refer to the [CoC-Consolidated Plan Jurisdiction and ESG Recipient Crosswalk](#) to determine which CoC claimed the geography of the location of the project. For projects that operate in multiple CoC jurisdictions, (e.g., the project is in the city and the city is within a county and both the city and county have an active CoC) the code for each CoC must be entered.

Funding Sources (2.06)

Projects funded in whole or in part by ESG are to be identified as funded by “HUD: ESG – [component name]” – based on the ESG component type. Select the appropriate ESG component for each project:

- **HUD: ESG – Emergency Shelter (operating and/or essential services, renovation) (8)**
 - Projects that receive renovation funding from ESG are expected to report on all persons sheltered in the facility that was renovated just like projects which receive ESG funding for shelter operations and/or essential services.
 - If a project receives ESG Program funding for multiple emergency shelter activity types (e.g., funding for both operating or essential services and renovation funding), it should be set up as a single emergency shelter project in HMIS, as long as the funding source (grant identifier) associated with those activities is the same and the client population is identical.
 - Projects that received ESG funding for shelter operations or essential services and were previously approved to operate Transitional Housing projects that meet ESG rules must select **HUD: ESG-Emergency Shelter (operating and/or essential services)** as the funding source.
- **HUD: ESG – Homelessness Prevention (9)**
- **HUD: ESG – Rapid Re-Housing (10)**
- **HUD: ESG – Street Outreach (11)**
- **HUD: ESG-RUSH (53)**

Enter a **grant identifier** for each ESG grant that the project receives along with the grant start and end dates.

Bed and Unit Inventory Information (2.07)

Projects which provide lodging (Emergency Shelters, previously approved Transitional Housing projects that meet ESG rules), and Rapid Re-Housing, subtype RRH: housing with or without services) must complete the bed and unit inventory information on all residential projects funded through ESG. This information should match the information provided by the CoC for the HIC. The bed and unit information in HMIS is based on the number and type of beds in the entire project, which may be more beds and units than are funded under ESG.

Note: The CAPER is consistent with HMIS in that it requires recipients to report on all beds in ESG-funded emergency shelters; HUD does not require emergency shelters to track each bed by funding source. The CAPER does not require recipients to report on bed/unit information for Rapid Re-Housing. However, when reporting in their CAPER on the persons served by Rapid Re-Housing, Homelessness Prevention, or Street Outreach, recipients must only count the persons served through ESG-funded activities for those project types.

Participation Status (2.08)

ESG-funded projects are required to participate in HMIS or a Comparable Database. HMIS Leads/System Administrators must indicate the participation status (either HMIS Participating or Comparable Database Participation) and the date on which the participation started. For projects that began participating in HMIS prior to October 1, 2012, the start date may be estimated.

Coordinated Entry Participation Status (2.09)

The Coordinated Entry Participation Status data element is designed to identify a project's type of engagement in the local Coordinated Entry System (CES). This element captures information about whether a project is an access point for the CES and/or if the project accepts referrals *from* the CES. All ESG-funded projects should be participating in CES. ESG recipients, CoCs, and HMIS Leads/System Administrators should work together to determine the CE participation status of ESG projects.

Comparable Databases

Victim Service Providers (VSP) funded under ESG are prohibited from entering client-level data into an HMIS and must utilize a comparable database¹ to collect client-level data over time and generate unduplicated aggregate reports.

- A comparable database must be compliant with HMIS Data and Technical Standards for all required data elements for any project as identified in this manual and in the HMIS Data Dictionary, as well as all HUD-defined standards for security, privacy, software functionality, and data quality.
- A comparable database must be able to generate a CSV-CAPER Report.

¹ <https://www.hudexchange.info/resource/5743/hmis-when-to-use-a-comparable-database/>

- Projects must enter client-level data; entry of aggregate data is not sufficient.
- ESG-funded Victim Service Providers should refer to the [HMIS Comparable Database Manual](#) for additional set up information.

Projects Funded by Multiple Jurisdictions

Projects funded by ESG may receive ESG funding from multiple jurisdictions (e.g., an ESG award from a State and another ESG award from a city). In such cases the following guidance applies:

1. Projects funded under Street Outreach, Homelessness Prevention or Rapid Re-Housing which receive an ESG award from more than one jurisdiction (e.g., City-funded RRH and State-funded RRH) must be able to:
 - a. Separate the clients served by each ESG funding source; and
 - b. Produce a valid CAPER for each ESG jurisdiction.

HUD's standard guidance in these situations is to set up a separate project for each jurisdiction. For example, if there is an RRH project in which the City funds rental assistance and the State funds stabilization services, two projects would be set up in the HMIS. A client receiving only rental assistance would only be enrolled in the City project. Enrolling the client only in the project they are receiving assistance in will ensure clients are not counted twice at the national level.

However, the HMIS Lead may create a single project for multiple ESG awards from more than one jurisdiction in certain circumstances. If the project is designed to use both funding sources for one project which, when combined, enables everyone in the project to receive both housing and services to meet the need of the household experiencing homelessness, then both fund sources may be in one project in the HMIS. The HMIS Lead is encouraged to seek guidance through the HUD AAQ if they think there is any other circumstance in which they may be able to combine funding from multiple jurisdictions in a single project in a way which will not negatively impact the ESG data collection and reporting.

2. A single project which receives an ESG: Emergency Shelter award from more than one jurisdiction **does not need to separate its clients into two separate projects** within the HMIS. Each distinct Emergency Shelter, Day Shelter, or (previously approved) Transitional Housing project may combine all their clients in one project within the HMIS. For example: Shelter XYZ receives City and State ESG funding. The shelter is set up in HMIS as one shelter, and there is no need to distinguish between which client was served with each ESG funding source. HUD understands that this will cause the individuals served in the emergency shelter to be counted in both the state and the city CAPERs.

Projects funded by ESG may also receive funding from non-ESG sources. If a recipient's Street Outreach, Homelessness Prevention, or Rapid Re-Housing project has other funding that is contributed to the same overall program that meets ESG requirements (i.e., those non-ESG funds are eligible as match), then it is appropriate to set up one HMIS project to include persons served by that non-ESG funding source and report those persons served on the CAPER. For example, if the provider has an RRH project that meets all ESG requirements

and uses ESG to pay for rental assistance and funds from a foundation to pay for case management/support services (eligible as match), all persons would be included in the HMIS RRH project and reported in the CAPER – even those persons not assisted with ESG rental assistance. However, if the RRH project includes non-ESG funds that are not administered in accordance with ESG requirements (i.e., funds that would not be eligible as match), then persons assisted with only those non-ESG RRH funds must not be included in the HMIS RRH project or reported on the CAPER.

Data Collection Requirements

Information on the rationale, collection point, subjects, and instructions for each element can be found in the [2026 HMIS Data Standards Dictionary and Manual](#).

Universal Data Elements (UDE)

All ESG funded projects are required to collect all the Universal Data Elements, which include:

3.01 Name	3.11 Project Exit Date
3.02 Social Security Number	3.12 Destination
3.03 Date of Birth	3.15 Relationship to Head of Household
3.04 Race and Ethnicity	3.16 Enrollment CoC
3.07 Veteran Status	3.20 Housing Move-in Date
3.08 Disabling Condition	3.917 Living Situation
3.10 Project Start Date	

Special notes about UDE's:

- Many of these elements comprise basic demographics about a client which are critical to an HMIS's client search functionality and ability to de-duplicate client records. Data quality is checked and reported on many basic demographic elements.
- Two of the elements are required to identify a client as chronically homeless: Disabling Condition and Prior Living Situation. Because street outreach and emergency shelter projects are critical in the identification of chronic homeless person's special attention in training should be provided to users of those project types.
- **Project Start Date (3.10)** HMIS Leads/System Administrators should provide users additional information on Project Start Date for each project type.
 - **Street Outreach**– date of first contact with the client.
 - **Emergency Shelters**–
 - **Entry/Exit** - night the client first stayed in the shelter
 - **Night-by-Night** –will have a project start date and allows clients to re-enter without “exiting and restarting” for each stay.
 - **Transitional Housing**– date the client moves into the residential project (i.e., first night in residence).
 - **Rapid Re-Housing**– date following application that the client was admitted into the project. Admission into the project indicates the client met the following factors:

- 1) Information provided by the client or from the referral indicates they meet the criteria for admission;
 - 2) The client has indicated they want to be housed in this project;
 - 3) The client can access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, scattered-site subsidy) or expects to have one in a reasonably short amount of time.
- **Homelessness Prevention and day shelters**– date the client first began working with the project and generally received the first provision of service.

Common Program Specific Data Elements

Common Program Specific Data Elements are data collected by most ESG project types. The following chart indicates which elements are required for collection for each of the ESG component types. Projects funded by the ESG Program must collect data according to the chart below to generate the CSV-CAPER Report.

Data Element	Emergency Shelter Entry/Exit	Emergency Shelter Night-by-Night	Homelessness Prevention	Rapid Re-Housing	Street Outreach
4.02 Income and Sources	x		x	x	x
4.03 Non-Cash Benefits	x		x	x	x
4.04 Health Insurance	x		x	x	x
4.05 Physical Disability	x	x	x	x	x
4.06 Developmental Disability	x	x	x	x	x
4.07 Chronic Health Condition	x	x	x	x	x
4.08 HIV/AIDS	x	x	x	x	x
4.09 Mental Health Disorder	x	x	x	x	x
4.10 Substance Use Disorder	x	x	x	x	x
4.11 Domestic Violence	x	x	x	x	x
4.12 Current Living Situation		x			x
4.13 Date of Engagement		x			x
4.14 Bed Night		x			
4.19 Coordinated Entry Assessment	x*	x*	x*	x*	x*
4.20 Coordinated Entry Event	x*	x*	x*	x*	x*
4.21 Sex	x	x	x	x	x

W5 Housing Assessment at Exit			x		
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* Data collection is determined by how the CoC has structured the coordinated entry system to operate.

Special Data Collection Instructions

HMIS Leads/System Administrators need to be aware of the following special data collection issues that apply to ESG-funded projects and educate HMIS end users.

Street Outreach

Data Collection Challenges: Street outreach projects may create a client record with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in HMIS as the client relationship evolves. The initial client record may be as basic as the *Project Start Date* (3.10) and a de-identified *Name* (3.01). For example, you would record a date “4.5.2025” and a de-identified name “Redhat Tenthstreetbridge” that would be identifiable for retrieval by the street outreach project in HMIS. However, Street Outreach projects are prohibited from establishing protocols that only require outreach workers to collect minimal client data. Over time, street outreach projects must attempt to collect all data required and edit recorded data for accuracy (e.g., replacing “Redhat” with “Robert”) as the client relationship evolves.

De-Duplication of Client Records: It is possible in a street outreach setting that a single client may be contacted by multiple street outreach workers over a period of time in different locations. Local protocols should be established to determine how coordination among street outreach projects effectively manage the identification and data collection of clients. In a smaller CoC, it may be possible to coordinate street outreach efforts and reduce duplication of client records through case conferencing or other efforts to coordinate outreach services. In a larger CoC, client search functionality may be available in HMIS so that street outreach workers can perform queries or client searches by de-identified name or alias, or other informal identifier shared with street outreach workers in order to manage the identification of clients. The use of temporary de-identified names should not be an excuse for excessive duplicate clients or poor data quality. Street Outreach projects and local HMIS leadership should work together to minimize the use of de-identified names and attain high data quality.

Contacts: A street outreach project is expected to record every contact made with each client in the HMIS via 4.12 *Current Living Situation*. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation between the street outreach worker and the client about the client’s well-being or needs, an office visit to discuss their housing plan, a phone call, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or *Project Start Date* (3.10).

Engagements: Per the HMIS Data Standards and by agreement across all federal partners, an Engagement date is defined as the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into HMIS at the point when the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit.

If the client exits without becoming engaged, the engagement date should be left blank. If the client was contacted on the date of engagement, a contact must also be entered for that date.

Data Quality: Data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that outreach workers record the engagement date and also review all of the UDE and applicable Common Program Specific Data Elements for completeness and accuracy. The *Date of Engagement* coincides with the requirement for HMIS data quality, therefore all UDE should be entered into HMIS at or before the *Date of Engagement*.

HUD System Performance Measures: Data collected for street outreach projects in HMIS affects the HUD System Performance Measures that are reported for the entire CoC. Measure 7a evaluates how successful street outreach projects are at helping people move off the “street” and towards permanent housing, recognizing this process may be direct or may involve other temporary situations along the way. Measure 7a does not require a *Date of Engagement* for a client record to be included in the performance measure, only a project exit. Additionally, while data quality is only measured following the *Date of Engagement*, System Performance Measure 7a measures placement from street outreach beginning at the first contact/project start. This means that HMIS leadership and street outreach projects need to work together to assure that street outreach data is of high quality at the time the [HUD System Performance Measures](#) are calculated regardless of the Date of Engagement.

Project Exit: Project exit represents the end of a client’s participation with the street outreach project. The exit date should coincide with the date that the client is no longer considered to be participating in the project. Reasons to exit a client include:

- The client has entered another project type (e.g., ES, TH, RRH, PSH), otherwise found housing, or entered to an institution (hospital, jail);
 - There are some instances where a street outreach worker may temporarily continue to provide services to an outreach client who has been placed in shelter or housing to ensure a successful transition. In these cases, the project exit date should be the date that the last service is provided to the client after entering a shelter or other housing. This transition period is expected to be short-term and the CoC should set a standard limit to assure that street outreach providers are not providing unnecessary or duplicative services to these clients. HUD acknowledges that this may result in an overlapping enrollment with street outreach and a residential project.
- The client is engaged with another outreach worker or project;
- The client is deceased;
- The outreach worker has been unable to locate the client for a period of time and there are no recorded contacts. The CoC must be involved in the determination of “period of time”, and to which projects the solution is to be applied.
 - If this situation arises, and the client is to be exited from the project due to a lack of regular contact the project exit *Destination* (3.12) should be listed as “No Exit Interview Completed.”

- The possibility that the client may not be seen again is not a reason to exit a client from a project, and project exit should only be recorded once project participation has ended, or after the locally determined period of time has passed without a contact with the client.

Continuing Case Management: The nature of effective Street Outreach is focused on creating meaningful relationships between the street outreach worker and the client. This relationship is essential to improving housing stability from literal street homelessness into emergency shelter or rapid rehousing. Effective street outreach includes a warm hand-off to housing and other services providers. As such, HUD recognizes that there are instances when the street outreach worker may need to temporarily continue that client relationship after accessing emergency shelter or rapid re-housing to ensure a successful transition. If the relationship is needed to maintain the housing stability of the client in emergency shelter or rapid re-housing being enrolled in both street outreach and emergency shelter or rapid re-housing is allowable. The CoC should set a standard to assure that street outreach providers are not providing unnecessary or duplicative services to those in emergency shelter or rapid re-housing.

Street Outreach case management can continue when a participant is already enrolled in the Street Outreach program **AND** the participant is not expected to remain in shelter, housing, or an institution for an extended period **AND** it would be reasonably expected that the participant will end up sleeping outside or in a place not suitable for human habitation upon exit of the shelter, housing, or an institution.

Emergency Shelter

Night-by-Night (NBN) shelters:

- **Night-by-Night** shelters should be set up to collect all data required, however, HUD understands that often NBN shelters are not able to collect exit data. Persons who leave/disappear without completing an exit interview are to be recorded with an exit destination as: No exit interview completed.
- **Contacts:** NBN shelters must record contacts they have with each person served via 4.12 *Current Living Situation*. A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts may include activities such as a conversation between the shelter worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service. A contact must be recorded anytime a client is met, including when an engagement date or *Project Start Date* is recorded on the same day.
- **Engagements:** NBN shelters are required to record engagements. Per the HMIS Data Standards and by agreement across all federal partners, an engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into HMIS at the point when the client has been engaged by the shelter worker. This date may be on or after the *Project Start Date* and must be prior to project exit. If the client exits without

becoming engaged the engagement date should be left blank. If the client was contacted on the date of engagement, a contact must also be entered for that date.

Day Shelters: Data collection and performance measurement for Day Shelter and Entry/Exit Shelters are the same, so no other changes in setup or for data collection are required.

Annual Assessment: Data collection must include an annual assessment for all persons being served in a project one year or more, based on the head of household’s anniversary date.

Homelessness Prevention

- Homelessness Prevention and Rapid Re-Housing must be set up as two separate projects in an HMIS. They must not be combined into one project.
- Recipients and subrecipients are not required to maintain financial assistance payment information within an HMIS. Recipients or subrecipients may elect to maintain financial assistance as part of a case management record within the HMIS if the software allows for that type of data collection. However, HUD expects that recipients will use other recipient and subrecipient financial records rather than HMIS for financial reporting in the CAPER.
- Recipients or subrecipients must re-evaluate and update information on Homelessness Prevention clients once every 3 months. Information required to be updated in the HMIS, if changes have occurred, include: 4.02 *Income and Sources*; 4.03 *Non-Cash Benefits*; and 4.04 *Health Insurance*.
- In addition to the UDE – 3.12 *Destination*, Homelessness Prevention projects must also collect W5 (Housing Assessment at Exit) information to reflect the housing situation of clients at exit.

HP to RRH Transition

It is possible that a client who is currently receiving either financial assistance or supportive services from an ESG Homelessness Prevention project becomes literally homeless while enrolled. In these cases, the CoC must determine what approach to take to address this situation. HMIS data collection guidance will vary based on which option the CoC elects to implement.

CoC Options	HMIS Guidance
A – The HP project transfers the case to a Rapid Re-Housing project (ESG or CoC) that has an opening	Complete a full HMIS exit for the client, documenting their exit destination to a homeless situation from the HP project. The RRH project should complete the normal full project start data collection in HMIS.
B – The HP project continues to serve the participant under the Homelessness Prevention component	No action is necessary to be taken in HMIS for this situation. Clients in this situation may potentially be active in both the HP project and an Emergency Shelter, Day Shelter, or Street Outreach project at the same time.

	Data note: In this situation the CoC and/or ESG Recipient will need to discount these cases in reviewing project performance for homelessness prevention success.
Both A and B are options in the community – CoC allows client to select either A or B	Follow the data collection guidance above for the applicable option (either A or B)

NOTE: Regardless of the option that the CoC chooses, the CoC must update their Coordinated Entry policies and procedures and the ESG recipient must update their ESG written standards to describe how the selected option will be operationalized.

Rapid Re-Housing

- The project start date is the date the client(s) were admitted to the project. This means the client has completed an application, and they have been “admitted” to the project. In this context, the requirements for admittance must be:
 - Information provided by the client or from the referral provider indicates that the client meets the criteria required for admission to the project. This does not mean that all or any of the eligibility documentation has been gathered that may be required for the project;
 - The client has indicated they want to be housed in this project; and
 - The client can access services and housing through the project. This means that there is an expectation that within a reasonably short period of time the project expects to have an opening (rental subsidy available for scattered site or unit available for site-based).
- The project start date is not expected to generate a “waiting list” for housing. It is not expected that everyone with a project start will actually move into a unit with the project. It is expected that the time it takes from project start to move into housing will be carefully reviewed by the community to determine program and system performance and continuously strive to reduce the time from project start to move-in.
- Housing move-in date must be completed for all clients who have moved into housing. Move-in means a lease arrangement has been made, the client has a key or entry ability to the unit and that the client has physically slept in the unit.
- Recipients or subrecipients must re-evaluate and update information on Rapid Re-Housing clients once annually. Information required to be updated in the HMIS includes: 4.02 *Income and Sources*; 4.03 *Non-Cash Benefits*; and 4.04 *Health Insurance*. Data elements required for collection at annual assessment must be entered with an *Information Date* of no more than 30 days before or after the one-year anniversary of the head of household’s *Project Start Date*, regardless of the date of the most recent ‘update’ or any other ‘annual assessment’.

ESG Reporting

- ESG recipients are required to collect aggregated ESG Program information from each subrecipient via the Sage HMIS Reporting Repository.
- Subrecipients are required to submit a project-level CSV-CAPER Report to each ESG recipient that funded a project, using the date range specified by the recipient.
- Subrecipients can find additional information about ESG reporting requirements in the [Sage ESG CAPER Guidebook for ESG-funded Programs](#).

Appendix A – ESG-RUSH Guidance

Overview

In October 2022, HUD announced the creation of the Rapid Unsheltered Survivor Housing (RUSH) program. ESG-RUSH is a special allocation of Emergency Solutions Grants (ESG) funding that addresses long-term housing and services needs of people experiencing homelessness whose needs are worsened by disasters, and people who are at-risk of longer-term homelessness as a result of disasters. ESG-RUSH fills a gap in federal disaster assistance for people experiencing or at risk of experiencing homelessness and is focused on presidentially-declared disaster geographies.

ESG-RUSH awards are non-competitive and made on a formula basis to disaster-impacted areas. It is the ESG Recipient's responsibility to allocate its funding in coordination with the Continuum of Care (CoC) through a process which they articulate in their Consolidated Plan which is submitted to and approved by HUD.

In general, the standard ESG Program project setup guidance is applicable to ESG-RUSH funds. The information below is intended to supplement and clarify the ESG project setup instructions described in this manual.

ESG-RUSH Project Setup Considerations

- If funding is provided for an existing **Emergency shelter** – there is no need to set up a new shelter project in HMIS, the existing shelter project can continue to be used.
- A new **Emergency Shelter** project may be set up as a new and separate project in HMIS if it is expanding the shelter bed capacity (e.g., hotel/motel vouchers, overflow shelter spaces). If the hotel/motel is simply being used to replace existing beds that were storm damaged in the shelter, there is no need to create a new project in HMIS; the data may be maintained in the existing shelter's HMIS project.
- **Day Shelter** is limited to projects which do not have overnight accommodations. RUSH may be used an existing day shelter's project in the HMIS.
- ESG-RUSH funding may only be used for an existing legacy **Transitional Housing** project (see [page 8](#) for information about the limited circumstances that TH projects are eligible under the ESG Program). Therefore, the project will already be in the system and regardless of whether they are getting additional funding, using hotel/motel rooms as temporary accommodations due to the storm, or are increasing capacity to house additional persons due to the storm they will all be in one project.

- If funding is provided for **Rapid Re-housing**, the System Administrator must create a new RRH project in the HMIS. HUD strongly recommends recipients fund the full RRH project from one RUSH source. That means that all RRH expenses are funded for a single project by a single recipient and not split up among multiple recipients (e.g. state and county). See below for additional guidance on project setup for RRH if a project must be funded by multiple sources.
- **Homelessness Prevention** is eligible under the ESG-RUSH program, though not the primary focus of ESG-RUSH funding. If a Homelessness Prevention project is funded, it must be set up as new project in HMIS.

Funding Sources (2.06)

HUD: ESG-RUSH should be selected for each project that receives ESG-RUSH funding.

Multiple rounds of funding

Disaster areas **may** have multiple allocations of ESG-RUSH funding, there is no need to set up separate projects for different rounds of funding.

Recommended Additional Data Collection

Connecting disaster survivors to other federal agencies is critical during a disaster. HUD recommends collecting the additional two pieces of data that will help communities better serve disaster survivors.

- **FEMA Case Number:** A unique identifier assigned by the Federal Emergency Management Agency (FEMA). Communities that choose to add this option will create a new element that they will then require their users to respond to.
- **Last Permanent Address:** Communities will need to add a custom data element to collect last permanent address in HMIS.

Projects funded by multiple jurisdictions with ESG-RUSH

Projects may receive ESG-RUSH funding from multiple jurisdictions (e.g., an ESG-RUSH award from a State and another ESG-RUSH award from a city). In such cases the following guidance applies:

In cases where projects funded under **Street Outreach** receive multiple ESG-RUSH awards, system administrators must create a new separate project for each of the ESG-RUSH funding sources in HMIS.

- In cases where projects funded under **Homelessness Prevention** or **Rapid Re-Housing** receive multiple ESG-RUSH awards, System Administrators generally should set up separate projects for each funding jurisdiction, with some exceptions.
- A single project which receives ESG-RUSH **Emergency Shelter** component funding from more than one jurisdiction for the same shelter **does not need to separate its clients into two separate projects** within the HMIS as HUD does not require a breakdown of clients served by activity or funding source in emergency shelters. For example: An organization has a shelter project that receives both City and State ESG-RUSH funding. The shelter is set up in HMIS as one shelter, and there is no need to distinguish between which client was served with each ESG-RUSH funding source.

All clients served in the shelter are reported in both the City's ESG-RUSH CAPER and the State's ESG-RUSH CAPER.

Projects funded by a single jurisdiction with both ESG and ESG-RUSH

Existing projects funded by annual ESG funds may also receive additional ESG-RUSH funding.

1. In cases where existing projects funded under **Homelessness Prevention** or **Rapid Re-Housing** components receive an ESG-RUSH award (in addition to any other ESG award), system administrators generally should create a new separate project for the ESG-RUSH funding in HMIS. Some exceptions may be made in project setup requirements.
2. In cases where an existing project funded under the **Emergency Shelter** or **Street Outreach** components receive both an Annual ESG and ESG-RUSH award, system administrators **do not need to create two separate projects** within the HMIS.

Data Collection Flexibilities

HUD is allowing communities the ability to collect **only** Universal Data Elements for new Street Outreach and Emergency Shelter projects funded by ESG-RUSH. This allowance is only in effect for new projects that are solely funded under ESG-RUSH. This flexibility does not apply if ESG-RUSH funding is applied to an existing ESG-funded Emergency Shelter or Street Outreach project.

If communities choose to take advantage of this flexibility, they can work with their HMIS leads and vendors on the best way to accomplish this. Limited data collection is not a requirement – but can be a tool to help ease the process of data collection in a disaster.

ESG-RUSH Reporting

Annual Reporting

ESG-RUSH reporting will mirror the process of reporting for Annual ESG. ESG-RUSH will not be included in the Annual ESG CAPER report but instead there will be a distinct report submitted into Sage. More information on how to submit the annual CAPER can be found in the [Sage ESG CAPER Guidebook for ESG-funded Programs](#).

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