

LTH Service Transactions in HMIS

Appropriate AIRS Taxonomy Descriptions, Codes, and Explanations

LTH service providers should record at least one service transaction (a two step process of recording need and service in ServicePoint) for each LTH participant. Providers are required to record only the services they provide directly to a participant.

Need and Service Category Selection: Providers that provide ongoing support and/or multiple services to participants should record the need and service under the most inclusive service description of the activities (e.g., Case/Care Management; Individual and Family Support services; Behavioral Health, etc.). Occasional, one-time or services of short duration (e.g., benefits assistance, specialized information and referral, etc.) that are NOT part of ongoing support should be recorded as a specific service, with start and end dates.

Provider: Select the appropriate Long-term homeless provider name for your project from the drop down box.

Start and End Date: Enter the date services begin. Enter an end date when the level of support changes, a specific service ends, or when the participant moves or leaves the program.

Cost of Service and Funding Source: This is not required for LTH service transactions. Ongoing rent subsidies should be recorded in the Housing Cost and Subsidy sub-assessment in the LTH Assessment section.

Overall need and outcome: This is not required for LTH service transactions.

Regular Updates: Service Transactions should be updated quarterly in HMIS (change in services, new services, and when participant exits the program).

SERVICE CATEGORIES

Outreach Programs (TJ-650.630): Program activities that work to engage people experiencing homelessness to access services and housing (includes assessment).

Case/Care Management (PH-100): Intensive, *full range* of services including assessment, case planning, developing an individualized service plan, with specific goals and expected outcomes, based on the assessments, and connection, coordination, and personal advocacy; also includes monitoring progress, as related to reporting, and follow-up to learn outcomes. (NOTE: This term should only be used if the services go *beyond* "Individual and Family Support Services [PH]", below, and *meet* the ITF definition of case management [see http://www.mhfa.state.mn.us/multifamily/FHPAP_Definition_Case_Mgmt.pdf]

Individual and Family Support Services (PH): “Case-management light”: Case-management-type support services that help a household to maintain stable housing – use this term when the support services do not meet the intensity and threshold of the 6-point ITF definition of case management (see above).

Resident Services Coordination (BH-690): Housing tenancy support services focused on participant maintaining stable housing (includes watchful eye and 24-hour front desk resident services).

Landlord/Tenant Assistance (FT-450): Legal services and advocacy, as related to housing stability. Eviction prevention and help with lease-compliance issues.

Behavioral Health (R) [Mental Health Care and Counseling]:

Services provided for mental health (including traumatic brain injury) and chemical health (includes medication management and monitoring, CD treatment and relapse prevention, etc.). Providing preventative, diagnostic and treatment services in a variety of community settings to help people to achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress. Treatment may include emotional support, introspection and problem solving assistance utilizing a variety of modalities and approaches, and medication, as needed, for individuals who range from the severely chronically mentally ill through those who are experiencing difficult life transitions or who are having problems with daily living.

Employment (ND): Assisting people to prepare for, find, secure and retain suitable employment; increase job skills and income including education, training and support.

Crisis Intervention(RP-150): A service that provides immediate assistance to people who are in acute emotional distress; who are or perceive themselves to be in life-threatening situations; who are a danger to themselves or to others; or who are hysterical, frightened or otherwise unable to cope with a problem that requires immediate action. The objective of crisis intervention is to defuse the critical nature of the situation, ensure the person’s safety, and return the individual to a state of equilibrium in which he or she is capable of identifying and seeking solutions to the problem.

Specialized Information and Referral (TJ-300.800): Assessment, where the service provided is to screen and refer the household to any services related to housing search and housing stability (including mental health, chemical dependency/substance abuse, employment training, job training and job placement, vocational, etc.); also, where the service is assessment, such as completing the Barriers to Housing Stability Assessment, when the data is being used for the purpose of making referrals.

Family Maintenance/Reunification (PH-650.150-20): Working with families who have children in foster placement, or, families who have an open child abuse case, or, with families who have been identified as being at risk for child abuse or neglect with the objective of establishing a case plan for ongoing services which will allow the child to remain in the home or return to the home if previously removed. Services provided or coordinated for the family may include parenting skills training, home management instruction, stress management and tutoring. Also, for unaccompanied youth, this term would be used to describe efforts to reunite youth with their families.

Benefits Assistance (FT-100): Use where the service is, specifically, to assist the household in applying for and obtaining entitlements and mainstream resources. Use the category "Individual and Family Support Services (PH)," if this is provided as part of a more comprehensive housing stabilization services plan; OR if the services are provided as part of a full range of services meeting the ITF definition of case management, use the term, "Case/Care Management (PH-100)," instead.

Independent Living Skills Instruction (LR-320): Financial literacy and life-skills training as related to housing stability. Also includes tenant training.

Basic Needs (B): Help with food, clothing, furniture, and other basic needs. If these services are provided as part of a more comprehensive housing stabilization services plan, use either "Individual and Family Support Services (PH)," above, or "Case/Care Management (PH-100)," above, as appropriate.

NOTE: For any services or assistance that do not appropriately fit into any one of the **bold-face definitions** above, consult the AIRS Taxonomy and with the specific LTH program manager (DHS Support Services or MHFA Rental Assistance or Supportive Housing) to pick the most suitable descriptive code.