

Sub-assessment 101:

What to know about HUD Verifications for income, insurance, benefits, and disabling conditions



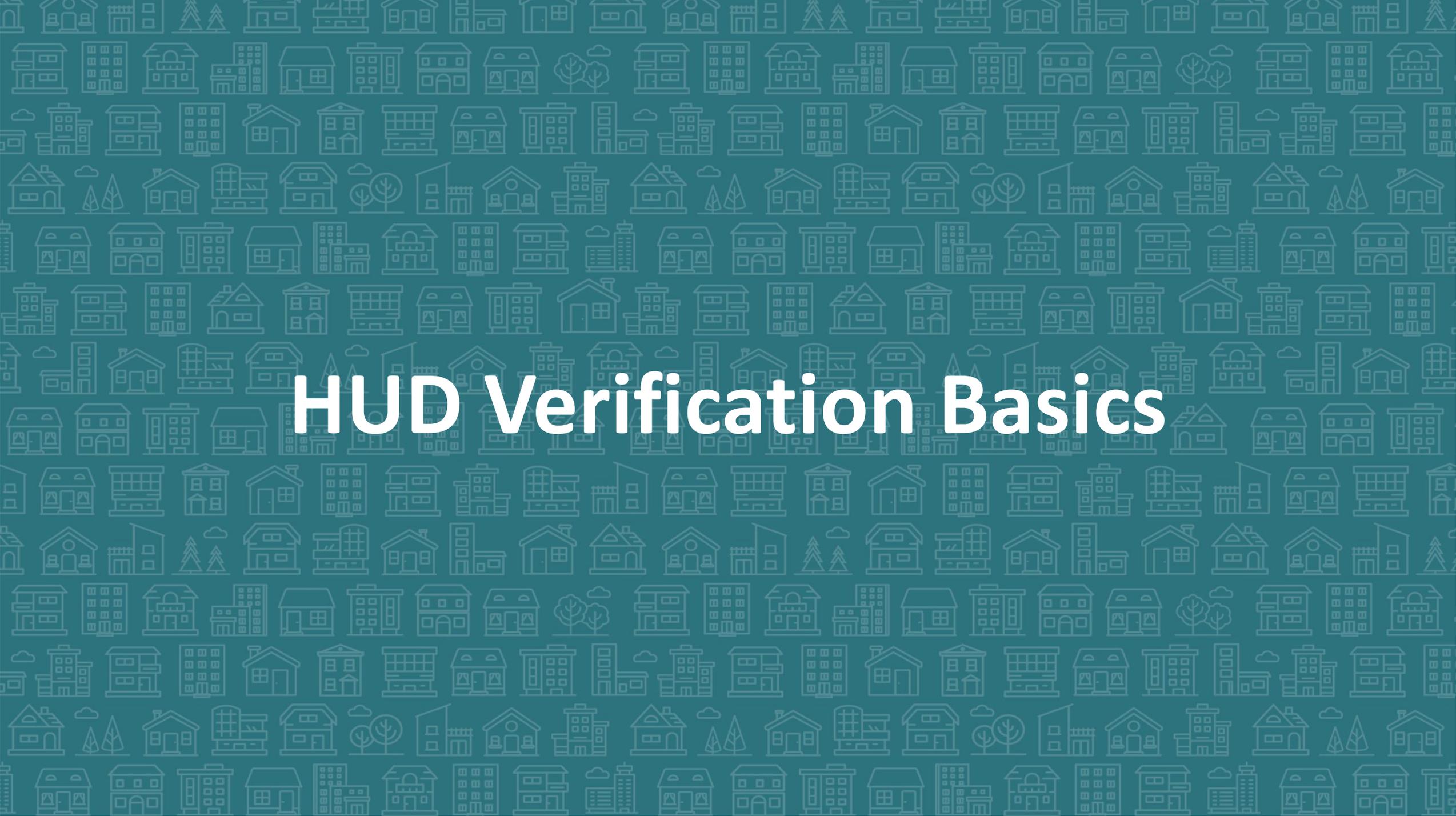
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Presentation Agenda

By the end of the presentations, HMIS users will:

- Have basic Data Standards Knowledge of HUD Verification Sub-assessment data elements
- Be able to record HUD verifications for newly created clients
- Be able to update HUD verifications for existing clients
- Understand the four basic steps to quickly look for errors
- Be better able to navigate the unique requirements of the HUD disability sub-assessment
- Have an improved understanding of how to review and correct income errors



The background of the image is a repeating pattern of white line-art icons on a blue background. The icons represent various types of buildings, including houses, multi-story apartment buildings, and industrial structures, interspersed with small trees. The text "HUD Verification Basics" is centered in the middle of the image in a large, white, sans-serif font.

HUD Verification Basics

Things to know about HUD Verifications

There are 4 HUD Verification Sub-assessments:

- disabling conditions
- health insurance
- Income
- benefits

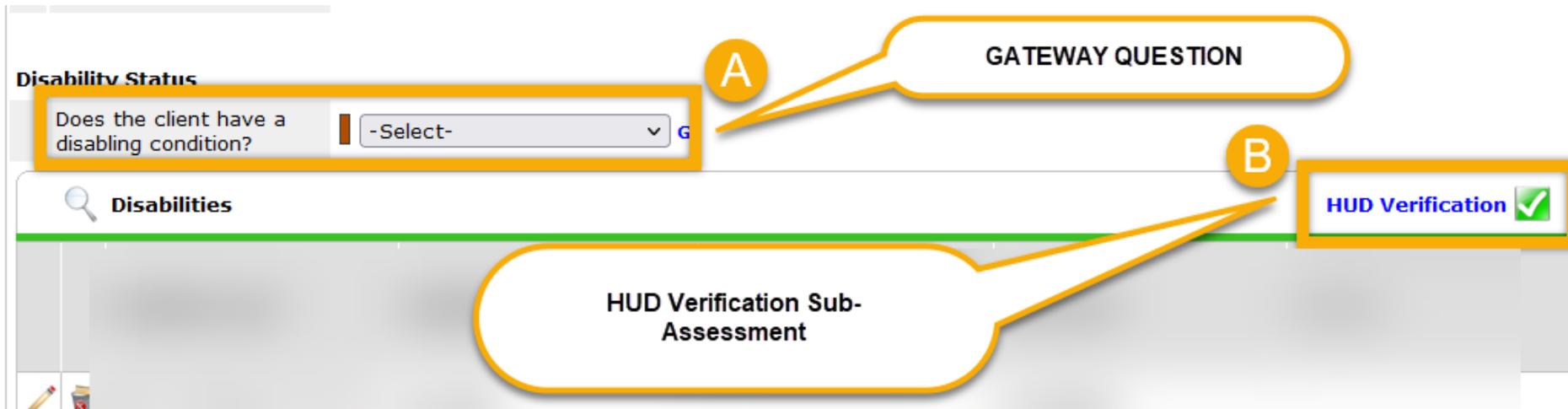
FIRST



Things to know about HUD Verifications

Each HUD Verification Sub-assessment has two required sections:

- a) the gateway question
- b) the sub-assessment



Things to know about HUD Verifications

Both the gateway question and the sub-assessment **must be** filled out completely in order to meet the requirements.

HUD Verification Sub-Assessments with a red triangle mean there are assessment response options that are incomplete/without a recorded response. HUD Verification Sub-Assessments with a green triangle mean all assessment response options have a response recorded.

YOU ALWAYS WANT GREEN!



Things to know about HUD Verifications

Some HUD Verification Sub-Assessments require additional, follow-up information be recorded when “Yes” is selected for a specific disability or for income.

This applies only to Income and Disability HUD Verifications.

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	500	G
Source of Income	Child Support (HUD)	
If Other, Please Specify	<div style="border: 1px solid gray; height: 100px;"></div>	
Receiving Income Source?	Yes	
Start Date *	11 / 19 / 2021	   G
End Date	/ /	   G

Save Cancel

s of 05/01/2022 are displayed below. Any previous records for yed. ill be

Edit Recordset -

Disabilities

Disability Type	Mental Health Disorder (HUD)
Disability determination *	Yes (HUD) G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select- G
Start Date *	05 / 01 / 2022    G
End Date	/ /    G
Note on Disability	<div style="border: 1px solid gray; height: 50px;"></div>

Print Recordset Save Cancel

Recording initial HUD Verification Sub-Assessments



3 Simple Steps!

1. Complete the gateway answer
2. Click the blue HUD Verification button
3. Complete the HUD Verification sub-assessment

1

Non-Cash Benefits

Non-Cash Benefit from any source

-Select-

G

2

HUD Verification



3

HUD Verification: Non-Cash Benefits for 11/19/2021



Per Source of Non-Cash Benefit, the current records for Non-Cash Benefits as of 11/19/2021 are displayed below. Any previous records for Non-Cash Benefits not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Non-Cash Benefit as of 11/19/2021, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Benefit? value for all incomplete Source of Non-Cash Benefit records

- Yes
- No
- Data Not Collected
- Incomplete

Source of Non-Cash Benefit	Receiving Benefit?			
	Yes	No	Data Not Collected	Incomplete
Supplemental Nutrition Assistance Program (Food Stamps) (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Special Supplemental Nutrition Program for WIC (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
TANF Child Care Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
TANF Transportation Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other TANF-Funded Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other Source (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

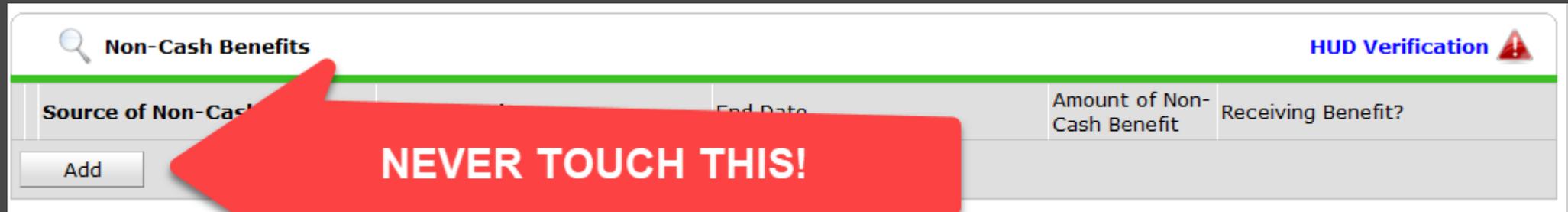
Save

Save & Exit

Exit

WARNING!!!!!!

*Do not become tempted to touch the “Add” button.
Always and ONLY ever use the blue HUD Verification button!*



The screenshot shows a web interface for "Non-Cash Benefits". At the top left is a search icon and the title "Non-Cash Benefits". At the top right is a blue link "HUD Verification" with a red warning triangle icon. Below the header is a table with columns: "Source of Non-Cash", "End Date", "Amount of Non-Cash Benefit", and "Receiving Benefit?". Below the table is an "Add" button. A large red arrow points from the right towards the "Add" button, with the text "NEVER TOUCH THIS!" written in white on the arrow.

Source of Non-Cash	End Date	Amount of Non-Cash Benefit	Receiving Benefit?
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NEVER TOUCH THIS!

Updating HUD Verification Sub-Assessments

4 Simple Steps!

1. Confirm the gateway answer is still accurate. If not, update.
2. Click the blue HUD Verification button
3. Click the pencil next to each item that client reports ended. **ADD ONLY THE END DATE (& save)**
4. Next to each item that shows as incomplete, click the radio button to select the new answer. (Save after all changes are completed)

Income & Sources

1

Income from Any Source

Yes (HUD)

2

HUD Verification

HUD Verification: Monthly Income for 09/17/2022

Per Source of Income, the current records for Monthly Income as of 09/17/2022 are displayed. Records for Monthly Income not overlapping as of this date are not displayed. In the event that Source of Income as of 09/17/2022, records containing "Yes" values will be displayed and take purposes.

Edit Recordset -

Monthly Income

Enter each source of income as a separate record

Monthly Amount * 1000

Source of Income Earned Income (HUD)

If Other, Please Specify

Receiving Income Source? Yes

Start Date * 09 / 17 / 2022

End Date 09 / 26 / 2022

3

A

3

B

4

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Support (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earned Income (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
General Assistance (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



Let's see an example!



REMINDERS!

- 1. Do not become tempted to touch the “Add” button. Always and ONLY ever use the blue HUD Verification button!*
- 2. When in an old recorded response, change NOTHING that already has an answer. ONLY ADD AN END DATE!*
- 3. The end date should be one day prior to the assessment date. Ex: The assessment is being done for 12/5/2022. The end date should be 12/4/2022 since that is the last date that previous answer was true & valid.*

Did You Know....

There is a ZenGuide article all about how to properly record an update for HUD Verification Sub-Assessments.

Updating HUD Verification Sub-Assessments

Simply search for this title on ZenGuide (<https://ncceh.zendesk.com/>)



HUD Sub-assessments Errors

Things to know

- Gateway responses & HUD Verifications must always be filled out
(*special consideration here for Street Outreach project types only!)
- Gateway responses must match HUD Verification responses
- There must be one answer per item per calendar day recorded in the computer during your client's stay
- Empty End Dates = "the answer is still valid"
- Total Month Income can be REALLY important and helpful!

Total monthly Income



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HUD Sub-Assessment Errors

Most Common Errors

1. INCOMPLETE - Gateway Question
2. INCOMPLETE - HUD Verification Sub-assessment
3. INCONGRUENT - Responses to Gateway Question & HUD Verification Sub-assessments don't match
4. INCOMPLETE – Disability Follow-Up Question



HUD Sub-Assessment Errors

Identifying Errors

1. Check to see if the Gateway question is complete
2. Check to see if the HUD Verification is complete **look for the green check mark!**
3. Check to see if the Gateway response matches the HUD Verification responses
4. *For disability only*, check to see if the follow-up question is complete

NOTE: Review the oldest assessment first!

If the error is appearing on Project Start, Annual Assessment, and Project Exit, review the Project Start Assessment first as it may resolve all the following assessment errors!

Disability Status
Does the client have a disabling condition? Yes (HUD) G 1

HUD Verification: Disabilities for 02/13/2015 HUD Verification ✓ 2

Per Disability Type, the current records for Disabilities as of 02/13/2015 are displayed below. Any previous records for Disabilities not overlapping as of this date are not displayed. In the event that multiple records exist per Disability Type as of 02/13/2015, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Disability Type	Yes (HUD)	No (HUD)
Physical (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Chronic Health Condition (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
HIV/AIDS (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Developmental (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Alcohol Use Disorder (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Drug Use Disorder (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Both Alcohol and Drug Use Disorder (HUD)	<input type="radio"/>	<input checked="" type="radio"/>
Mental Health Disorder (HUD)	<input checked="" type="radio"/>	<input type="radio"/>

Disability determination
Edit Recordset -

Disabilities

Disability Type: Mental Health Disorder (HUD)

Disability determination: Yes (HUD) G

If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently: -Select- G 4

Start Date: 02 / 13 / 2015

End Date: / /

Note on Disability:

Print Recordset Save Cancel

HUD Sub-Assessment Errors

1. Incomplete Gateway question
2. Incomplete HUD Verifications
3. Incongruent Responses
4. Incomplete Disability follow-up

Identifying & Correcting Errors

Correction 1: Incomplete gateway question

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Select Yes or No for the gateway question, based on your client's response.

Responses of:

-Select-

Client Doesn't Know

Client Refused

Data Not Collected

Will usually always show as an error on reports. Only Client Doesn't Know & Client Refused can be acceptable if that is truly the reply the client provided and it is a small percentage of your overall clients served!



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HUD Sub-Assessment Errors

1. Incomplete Gateway question
2. Incomplete HUD Verifications
3. Incongruent Responses
4. Incomplete Disability follow-up

Identifying & Correcting Errors

Correction 2: Incomplete HUD Verifications

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Click the blue HUD Verification button
5. Click the radio dial button to select the appropriate response for the source item which is incomplete.

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
 Alimony or Other Spousal Support (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Child Support (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Earned Income (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
 General Assistance (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



Let's Pretend....

- ✓ The Gateway Answer is Complete
- ✓ The HUD Verification button has a green checkmark
- ✗ The HUD Verification Sub-Assessment does not match the Gateway Answer

You have incongruent responses!

Before editing anything, check the client's sub-assessment history!



Meet “Mag”

— Your New BFF

The magnifying glass in front of each HUD Sub-Assessment will allow for you to review the entire history of the client responses. This will provide you a better picture of the client's history overtime and to identify any gaps &/or overlaps in responses!

HUD Sub-Assessment Errors

1. Incomplete Gateway question
2. Incomplete HUD Verifications
3. Incongruent Responses
4. Incomplete Disability follow-up

Identifying & Correcting Errors

Correction 3: Incongruent Responses

Does the gateway question match the HUD verification sub-assessment responses?

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Review the gateway question compared to the HUD Verification Sub-Assessment table.
5. Establish which is incorrect. Consider other details from the HMIS record (i.e. Is there an amount in total monthly income box? Does the client report an insurance, income source, or disability that might hint at the right response?) Consider details from outside of HMIS, such as paper records.



HUD Sub-Assessment Errors

1. Incomplete Gateway question
2. Incomplete HUD Verifications
3. Incongruent Responses
4. Incomplete Disability follow-up

Identifying & Correcting Errors

Correction 3 con't: Incongruent Responses

Does the gateway question match the HUD verification sub-assessment responses?

6. *If the incongruent response is due to the gateway questions, change the gateway response only.*
7. *If the incongruent response is due to the HUD Verification Sub-Assessment, you will need to update the HUD Verification sub-assessment.*



Let's see an example of corrections for: Incongruent Responses



Recap: Identifying & Correcting Historical/Incongruent Responses

1. Click the Magnifying Glass next to the Table Name
2. Click on the column header “[Source Type]” to alphabetize the pop-up box table

- Example:

Provider	Date Effective	Start Date	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not covered	End Date
Heading Home -			Employer -				

3. Review each type row for accuracy & identify if there are any sources that have overlapping responses.

- Example: Are there two Earned Income rows with overlapping dates?

Provider	Date Effective	Monthly Amount	Source of Income	Receiving	End Date
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Alimony or Other Spousal Support (HUD)		
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Child Support (HUD)	No	05/01/2022
Heading Home - Rowan County - Emergency Shelter - NbN (7389)	11/19/2021 2:00:00 AM		Earned Income (HUD)	No	11/19/2021
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM	US\$1,600.00	Earned Income (HUD)	Yes	05/01/2022
Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		General		

No End Dates mean that each row is still an "active, valid" answer to the computer. This means the client has two answers for the same source during the same time period.

Recap: Identifying & Correcting Historical/Incongruent Responses

- If there are overlapping responses for the same item, click the pencil next to the row that is no longer a valid, current response to insert an end date.*

 - The end date should be one day before the start date of the next recorded response.

Housing - ESG (7390)								
		Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	10/05/2016 2:00:00 AM	US\$0.00	Earned Income (HUD)	No	10/05/2016	09/01/2022
		North Carolina Coalition to End Homelessness (2)	09/02/2022 10:44:00 AM	US\$1,600.00	Earned Income (HUD)	Yes	09/02/2022	
		Heading Home - Rowan	10/05/2016		General			

- If there are no overlapping responses for the same item, exit out of the pop-up box and properly update the HUD Verification sub-assessment as discussed earlier in this training.*

HUD Sub-Assessment Errors

1. Incomplete Gateway question
2. Incomplete HUD Verifications
3. Incongruent Responses
4. Incomplete Disability follow-up

Identifying & Correcting Errors

Correction 4: Missing Disability Follow Up

Applicable only for some Disabilities Marked "yes"

1. Set Enter Date As
2. Set Back Date Mode
3. Open the assessment to be corrected
4. Click the blue HUD Verification button
5. Click the pencil next to each disability marked "Yes" to confirm &/or complete the follow-up question "*If yes, expected to be of long-continued and indefinite duration...*".

IMPORTANT NOTE: HUD's definition of disability must be met in order for the client to have the gateway response marked "yes".

In order for the gateway response to be marked "yes", at least one of the client self-identified disabilities must also be marked as long-continued and indefinite duration, impacting housing.



Did You Know....

There is a ZenGuide article all about identifying and resolving HUD Verification Sub-Assessment errors.

Data Quality: HUD Verification Sub-assessments

Simply search for this title on ZenGuide (<https://ncceh.zendesk.com/>)



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Have additional questions?

Check out ZenGuide

<https://ncceh.zendesk.com/hc/en-us>

If you still have questions, contact the HMIS@NCCEH Data Center at: **hmis@ncceh.org**

To ensure we can offer the best possible support, we recommend the following:

- Include the report's name and prompt values in your email.
- Share any client ID numbers of interest.

If you choose to attach a copy of the report or include any screenshots, please remove any Personally Identifiable Information (PII) like client names or Social Security Numbers first!