



Deceased Client Data Policy

Updated May 2023

Northern Nevada Continuum of Care Deceased Client Data Policy

Purpose: To advise CoC participating agencies on the process for confirming the death of a client and updating their record in the shared Homelessness Management Information System (HMIS). This policy is not intended to supplant existing agency policies but rather to be supplemental in providing specific instruction on Homeless Management Information System data entry when a client is deceased.

This Deceased Client Data Policy provides guidance to Northern Nevada HMIS-participating agencies who serve the homeless and at-risk of homelessness populations throughout Washoe County. There are various scenarios service providers may encounter with respect to the death of a client. If you have any questions or concerns about what to do in a specific case, please contact the CoC Coordinator for additional guidance.

Confirmation of Death and HMIS Data Management Policy: When an HMIS-participating agency is made aware of a client's death, partner agencies should follow this series of steps:

1. Confirm that the death occurred, and when, by contacting the appropriate medical authority, such as the [Washoe County Regional Medical Examiner's Office](#). Information sharing across agencies involved with a particular client is supported by a signed Client Consent for Data Collection and Release of Information (ROI). These are required for client information to be stored in HMIS and shared across provider/response partners and is accessible through a client's HMIS profile.
2. Once you have confirmation that the client has passed away, exit them from all active program enrollments, for your agency in HMIS via the instructions below. If the client was recently referred to a program with your agency, deny their referral and exit the client from the Northern Nevada Coordinated Entry Program. Contact the CoC Matchmaker with any questions about this process.
3. Enter a public alert into HMIS to inform other partner agencies within the CoC that the client has passed away and the date they passed away.

It is important that community coordination continues once someone engaged in the homelessness response system has passed away. By closing out their HMIS program enrollments or referrals, and posting a public alert, we can effectively inform all providers who may have been in touch with a client – including those who may not have been engaged with the client at their time of death. People experiencing homelessness in our community are often engaged with multiple providers at various points in time and the HMIS public alert system ensures that those who should be informed are.

Steps for Exiting a Deceased Client from Active Programs in HMIS:

- A. Navigate to the client’s HMIS profile from the homepage using their name or unique ID number.

Billy Test

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS FILES NOTES CONTACT LOCATION REFERRALS

CLIENT PROFILE

Social Security Number: XXX - XX - 1234

Quality of SSN: Full SSN Reported

Last Name: Test

First Name: Billy

Quality of Name: Full name reported

Quality of DOB: Full DOB Reported

Date of Birth: 03/09/2005 Adult Age: 18

Middle Name: Suffix: None

Alias:

Gender Identity: Male

Race: White

Ethnicity: Non-Hispanic/Non-Latin(a)(o)(x)

Zip Code of Last Address: 89433

Veteran Status: No

UNIQUE IDENTIFIER: 664EE356F

- B. From the client’s HMIS profile page, navigate to the “Programs” tab of HMIS and identify all active program enrollments.

Billy Test

PROFILE **PROGRAMS** SERVICES ASSESSMENTS NOTES FILES CONTACT LOCATION HISTORY REFERRALS

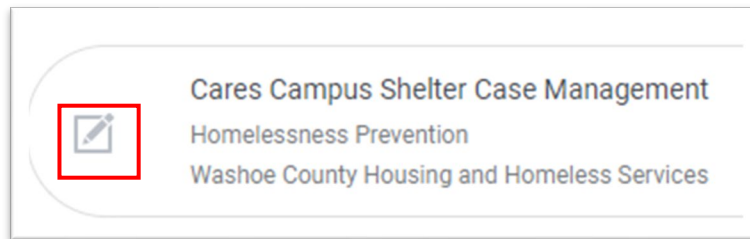
PROGRAM HISTORY

Program Name	Start Date	End Date	Type
(CLCY) The Courtyard Street Outreach City of Las Vegas Courtyard	05/31/2022	05/31/2022	Individual
(CLCY) The Courtyard Street Outreach City of Las Vegas Courtyard	05/27/2022	05/31/2022	Individual
Call-Out Project Street Outreach Mobile Crisis Intervention Team (MCIT)	05/06/2022	05/06/2022	Individual

***Note:** This client example does not have any active program enrollments, which would be indicated in the “End Date” column as “Active,” like so:

Start Date	End Date	Type
09/13/2022	Active	Individual

- C. For active program enrollments offered by your agency, complete the standard program/project exit process by selecting the edit/ pencil icon next to their program enrollment.



- D. When you click the edit icon, you'll be directed to the client's History page, instead you should navigate to their Exit page by selecting the "X Exit" tab from the program-level navigation bar.



- E. From the Exit page, enter in all available client details. List the "Program Exit Date" as the date they passed, if known. Enter their "Exit Destination" as "Deceased," and "Housing Assessment at Exit" (if it appears) to "Client Died." Last, enter in all income, non-cash benefit sources, and health insurance details as known prior to their passing. Be sure to hit "Save Changes" once complete.

PROGRAM: (CLCY) THE COURTYARD

Enrollment History Assessments Notes Files Forms X Exit

End Program for client Billy Test

Program Exit Date 05/31/2022

Destination Deceased

***Context:** As part of HUD’s program evaluation process, they will want to know the client’s income, non-cash benefit, and health insurance coverage statuses at the time of their death. These fields will all be available to complete on the program “Exit” page. Please note that you should record any income, non-cash benefits, and health insurance that were received at the time of death. This means that if a client was receiving income, non-cash benefit sources, and/ or health insurance prior to passing – those should all be captured in HMIS on their Exit record. Sometimes service providers assume they should capture income as \$0, and not capture non-cash benefit sources or health insurance coverage because the client is no longer receiving those resources since they have passed, but this is incorrect. Instead, service providers should report to HUD (via the Exit page/ record) all resources received by the client prior to their passing via the Program Exit page, rather than indicating that the client was receiving no resources at the time of death. For reference the income, non-cash benefits, and health insurance fields to be on the Exit page/ record are listed on the righthand side of this section.

DISABLING CONDITIONS AND BARRIERS
Physical Disability
Developmental Disability
Chronic Health Condition
HIV - AIDS
Mental Health Disorder
Substance Use Disorder
MONTHLY INCOME AND SOURCES
Income from Any Source
NON-CASH BENEFITS
Receiving Non-Cash Benefits
HEALTH INSURANCE
Covered by Health Insurance
EDUCATION
Currently Enrolled in School
Highest Level of School Completed