HOSS KPI Reporting Tool FAQs

1) **For the dropdown components of the KPI Reporting Tool, how do we choose one option if more than one fits?**

   In the *"Reporting - Engagement & CM"* tab, choose the primary/most significant option for your client

2) **Why are we measuring "existing" and "new" clients?**

   We are measuring both because we hope to see that you are engaging clients that your organization has interacted with before (existing) and those that your organization hasn't interacted with before (new). We believe the latter is important to measure because it helps understand your outreach efforts.

3) **What if we don't know that a client is working with another part of our organization?**

   To the best of your knowledge, please mark clients as existing if they are working with any part of your organization. We understand that there may be cases where you do not know this and mark those clients as new. Do your best to identify the correct client distinction.

4) **Are clients still considered "existing" (as opposed to "new") if they were referred internally, but from a service separate from HOSS?**

   Yes - clients referred internally are considered existing clients, even if those clients have received services unrelated to HOSS.

5) **Can we/how do we integrate this Reporting Tool into our client management system so we can better track new vs. existing clients?**

   Social Contract will meet with DSHA to determine if, and how, folks can do this.

6) **For the "Reporting - Engagement & CM" tab, who assigns the unique identifiers?**

   Each HOSS grantee organization will assign the unique identifiers for their clients.

7) **Where can we find the initial eligibility screening?**

   You can find the screening questions in the HOSS Program Design Guide.

8) **What happens if a client does not complete the client satisfaction survey?**

   We understand that not all clients will choose to complete the survey, but we expect that you will encourage them to do so. If they do not take the survey, just indicate that in column AR of the 'Reporting - Engagement & CM' tab.

9) **If we have questions that come up throughout the program, who should we talk to?**

a) Grantees can set up a one-on-one phone call with Kiersten Sweeney and/or Kyle Jones-Bey. We will then compile these questions and update the HOSS FAQ document for all grantees. Please reach out to Kyle@destatehousing.org to schedule.
b) There will additionally be Communities of Practice meetings throughout the program's duration, and questions will also be answered here.

10) For joint events (i.e., resource fair) where multiple HOSS grantees are present, how do we track people encountered vs. people engaged?

a) Encounter: If your organization spoke to the prospective client about HOSS services, your organization should mark them as encountered. Do not mark a prospective client as encountered simply because they attended an event at which a HOSS staff person was present.
b) Engage: Whichever organization conducts the initial eligibility screen will then be responsible for the client and can indicate that they engaged this individual. If during the initial eligibility screen an organization decides that a fellow grantee would be able to better serve the client, they can refer this individual to the other organization who would then be responsible for the client.

11) If clients are referred to legal aid and their case receives review, but not representation, is this still considered enrollment? *Referring to "Reporting - Engagement & CM" tab, specifically "Legal Aid Enrollment".*

a) Yes - as long as you make a successful referral to legal aid and the client receives any sort of legal assistance (case review, general legal advice, etc.), you would count this as enrollment.