
Affiliated Service Provider	Any Agency having an agreement to access HMIS.
Agency	Any organization providing services to eligible homeless or near homeless persons, also know as Covered Homeless Organization (CHO), and has access to HMIS.
Annual Homeless Assessment Report (AHAR)	HUD's annual report to Congress on the nature and extent of homelessness nationwide.
Annual Performance Report (APR)	A reporting tool that HUD uses to track program progress and accomplishments of HUD homeless assistance and HPRP programs.
Case Management	Services or activities for the arrangement, coordination, monitoring, and delivery of services to meet the needs of homeless individuals and families.
Chronic Homeless	A "chronically homeless" person is defined as: an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years. To be defined as chronically homeless, a person must be sleeping in a place not meant for human habitation (e.g. living on the streets) or in emergency shelter at the time of the count or eligibility determination. The definition does not include those currently in transitional housing.
Client	A person who is eligible to receive services. The CHO collects or maintains PPI in a HMIS.
Client Consent	Acknowledgment by Client, that information is being collected, stored, and aggregated for reporting purposes within the HMIS. Allows for written permission to share information that is stored in the HMIS with another Affiliated Service Provider.
Continuum of Care (CoC)	The primary decision making entity defined in the funding application to HUS as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency.
Covered Homeless Organization (CHO)	Any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses or processes PPI on homeless clients for an HMIS.

Disabling Condition	A diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A Disabling condition limits the individual's ability to work or perform one or more activities of daily living.
Documentation of Homelessness	“SHP” and “ESG” grant recipients are required to maintain adequate documentation of homelessness status to determine the eligibility of persons served by HUD's homeless assistance programs. The documentation is typically obtained from the participant or a third party at the time of referral, entry, intake or orientation to the “SHP” or “ESG”-funded project. A copy of the documentation should be maintained in the Client file. Refer to “SHP” Policies and Procedures or “ESG” Policy and Procedures for more information.
Emergency Shelter:	Any facility, the primary purpose of which is to provide temporary or short-term transitional shelter for the homeless in general or for specific populations of the homeless.
Encryption	Conversion of plain text into encrypted data by scrambling it using a code that masks the meaning of the data to any unauthorized viewer.
End User (User)	An employee, volunteer, affiliate, associate and any other individual acting on behalf of a CHO or HMIS Lead Agency who uses or enters data in the HMIS or another administrative database from which data are periodically uploaded to the HMIS.
ESG	Emergency Shelter Grant.
HIPAA	Health Insurance Portability and Accountability Act.
HMIS	Homeless Management Information System. A computerized data collection tool specifically designed to capture Client level system-wide information over time on the characteristics and service needs of men, women, and children experiencing homelessness.
HMIS Lead Agency	An organization designated by a CoC to operate the CoC's HMIS on its behalf.
HMIS Participating Bed	Beds in a residential homeless program where there is a reasonable effort to record all universal data elements on all clients serviced in that bed and the information is disclosed to the HMIS Lead Agency at least once annually..

Homeless	As the term is defined in 42 U.S.C. 11302, hereby included by reference. In general, the term “homeless” or “homeless individual or homeless person” includes an individual who lacks a fixed, regular, and adequate nighttime residence; an individual who has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations, or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings and whom do not have the resources or support needed to obtain housing. Criteria are discussed further under Client Eligibility, in the ESG Policy & Procedures and/or the SHP Policy & Procedures. Exclusion, the term “homeless” or “homeless individual” does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.
HUD	US Department Housing and Urban Development.
IHFA	Idaho Housing and Finance Association. Designated HMIS Lead Agency and the owner and operator of the IHFA Homeless Management Information System (HMIS) and serves as the System Administrator and custodian of data in the HMIS.
Intake for Funded Project(s)	The admission into the “SHP”, “S+C”, “ESG”, or other funded program/project.
Intake for HMIS	The process of inputting data/information into the HMIS.
Intake for Shelter/Service	The act or process of checking Client into the shelter/service.
Key User	Designated User identified and authorized to be the first level of Service Provider administration in the HMIS system.
Mainstream Resource	A term used to describe a variety of federal, state and county government assistance programs.
NewsFlash	ServicePoint Communication Tool. Provides important news items, updates and alerts, found on the Home page or via the Toolbox in ServicePoint. May be System wide for all users to view or Agency specific where only users in a designated agency will be able to view.
Non-Affiliated Third Party	Any entity or individual not having an agreement to access the ServicePoint system.
Outlier	Data representing less than 5% of any value.

Point-in-Time Count (PIT)	One night count of sheltered and unsheltered homeless persons and families conducted nationally during the last 7 days of January.
Protected Personal Information (PPI)	Any information that can be used to identify a particular individual. Protected Personal Information includes without limitation a Client's name, Social Security Number, Date of Birth, and such personal identifying information that identifies directly, indirectly, by linking with other identifying information to identify a specific individual, or can be manipulated by a reasonably foreseeable method to identify an individual.
Quarterly Performance Report (QPR)	A reporting tool that HUD uses to track progress and accomplishments of HPRP funded programs on a quarterly basis.
Real Time	Real Time is defined as immediate data entry upon seeing a Client
Release of Information (ROI)	Form to notify the client that his information will be entered into the HMIS and to obtain his consent to share said information with other affiliated service providers.
Service Provider	Organization having an agreement to access HMIS and place data in the ServicePoint database as administered by IHFA.
ServicePoint Software System	The IHFA HMIS software system of choice. ServicePoint is a Client Information System that provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating Agencies identify gaps in the local service.
SHP	Supportive Housing Program
Supportive Services	Includes but not limited to services concerned with employment, health, drug abuse, and education and may include: Assistance in and referrals for obtaining permanent housing, Medical and psychological counseling and supervision, Employment counseling, Nutritional counseling, Substance abuse treatment and counseling, obtaining other Federal, State, and local assistance including mental health benefits; employment counseling; medical assistance; Veteran's benefits; and income support assistance such as Supplemental Security Income benefits, Aid to Families with Dependent Children, General Assistance, and Food Stamps; job placement or training.

System Module - ServicePoint	Component of ServicePoint System. ClientPoint: System module that maintains all information related to your Clients. Includes profile, assessments, case plans and service transactions. ResourcePoint: System module that maintains a comprehensive database of Agencies and programs. ShelterPoint: System module that maintains bed status and reservation system for shelters.
Transitional Housing	Transitional Housing: One type of supportive housing used to facilitate the movement of homeless individuals and families to permanent housing, basically, it is housing in which homeless persons live for up to 24 months and receive supportive services that enable them to live more independently. The supportive services may be provided by the organization managing the housing or coordinated by them and provided by other public or private Agencies.
User	See End User