

Snapshot: CoC Program Documentation

Adequate case notes and entering services in HMIS can protect you and your agency from a HUD monitoring. Good notes and up-to-date service entries are a roadmap of the services and interactions you have with participants.

Overview

The CoC Interim Rule states “The recipient and its subrecipients must establish and maintain standard operating procedures for ensuring that Continuum of Care program funds are used in accordance with the requirements of this part and must establish and maintain sufficient records to enable HUD to determine whether the recipient and its subrecipients are meeting the requirements of this part” (24 CFR 578.103(a))

Key Knowledge

Key Requirements	• Documentation must be entered into HMIS within three business days of the service date. • Notes need to include sufficient details to support the service(s) provided.
Examples of ineffective notes	• Met with John. We talked about stuff. He seems fine now. Gave him a flyer. Hope he follows up soon. • Case manager met with John for scheduled appointment. We discussed his progress towards his housing goal. We scheduled out next appointment.
Examples of effective notes	Met with the client for our scheduled session. Reviewed progress on housing search efforts and employment goals outlined in his Individualized Housing Plan. John reported submitting two rental applications this week and received a call back from one landlord for a unit in Westview Apartments. We discussed budgeting for rent and transportation needs if you are housed in that location. Provided John with a flyer and contact information for the local tenant rights organization and explained how they can support him during lease-up. Also reviewed the next steps in his Rapid Rehousing referral process, including a scheduled intake with

the RRH case manager on 4/29/2025.

Client appeared alert, engaged, and reported no current mental health or substance use concerns. The next session is scheduled for 5/2/2025 to follow up on rental application status and begin collecting documentation for the housing program intake.

Client Progress: Making progress on housing plan; following up on leads independently and engaging with supports provided.

D – Data

Met with client for scheduled session. John reported he submitted two rental applications this week and was contacted by a landlord regarding a unit at Westview Apartments. He expressed optimism about the opportunity and asked questions about budgeting and lease-up steps. Provided client with a flyer and contact information for the local tenant rights organization. Discussed transportation challenges if housed farther from his current employment. Reviewed upcoming Rapid Rehousing intake scheduled for 4/29/2025. The client was alert, cooperative, and engaged during the session.

A – Assessment

The client is actively engaging in housing search activities and demonstrating follow-through on their housing plan goals. He is taking initiative and expressing appropriate concerns related to budgeting and logistics. No current concerns related to mental health or substance use were reported or observed. The client appears motivated and stable at this time.

P – Plan

- Follow up on rental application status at Westview Apartments.
- Attend RRH intake on 4/29/2025.
- Begin gathering necessary documentation for RRH

	enrollment. • Next case management session scheduled for 5/2/2025 to monitor progress and provide further housing search support.
Strategies	• Build time into the day to ensure documentation is done for case management appointments. • Enter data during or immediately after client appointments. • Schedule 15–30 mins per day just for HMIS catch-up. • Using a file checklist. • Uploading paper documents to HMIS.

Relevant Resources

Written Standards of Service Delivery

578.103 Recordkeeping requirements

For more information or assistance

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