

Homeless Verification in CT HMIS Frequently Asked Questions

How does information get into the Homeless Verification form in HMIS?

Information in HMIS automatically pulls into this form from shelter bed check ins, Current Living Situation assessments, and program enrollments. For time not reflected by an HMIS program, there is an option to add a manual entry. Please reference the training slides for more detail.

Does this replace the HMIS paper form?

Yes, as of 10/1/2026, all housing programs are required to use the Homeless Verification in CT HMIS instead of the paper form. Exceptions include YHDP programs (only when Homeless Verification in HMIS isn't possible) and some programs serving veterans or individuals who are not recorded in HMIS. For these limited cases, staff may continue to utilize the paper form.

I used to tell the BNL manager when I uploaded a paper homeless verification form. What do I do now?

You should still notify your BNL manager that there is a Homeless Verification form in HMIS that documents 12 or more months of homelessness.

Whose responsibility is it to update the Homeless Verification in HMIS after a client is enrolled in a housing program?

Up until the point of referral, outreach workers and shelter staff should be providing updates to the form as needed. Once a participant is enrolled in a housing program (RRH or PSH), that program should provide any necessary updates to the Homeless Verification in HMIS. All housing programs have the ability to enter a CLA if necessary to document continued unsheltered homelessness.

Who signs the signature portion?

Either an outreach or shelter worker can sign the first signature, or the BNL manager can sign the first signature. The second signature must be completed by the receiving housing program, and the second signature is certifying that, based on what appears in the form, the individual is eligible to enter into the housing program.

If I upload a 3rd party letter or self certification, how do I make that show up on the Homeless Verification?

You will need to create a manual entry that tells HMIS what time period the letter is covering. Please note all letters will also need to be uploaded to HMIS, and will need to meet the same standards as always (on letterhead, outlining dates known to be homeless, must list specific months and how someone was known to be literally homeless in that period). We anticipate as we move forward fewer and fewer letters will be needed, as outreach workers are regularly completing Current Living Situation assessments for participants.

Updated: September, 2026

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Something isn't showing or working as I would expect it to, based on knowing this person's homeless history. What should I do?

With any technical issues, please submit a ticket to Help@NutmegIT.com. With eligibility questions please reach out to either your DOH or DMHAS point of contact. You can also join Nutmeg's office hours on Thursday afternoons at 2PM.

Updated: September, 2026