Guidance for Serving Newborn Clients

In this Info Sheet
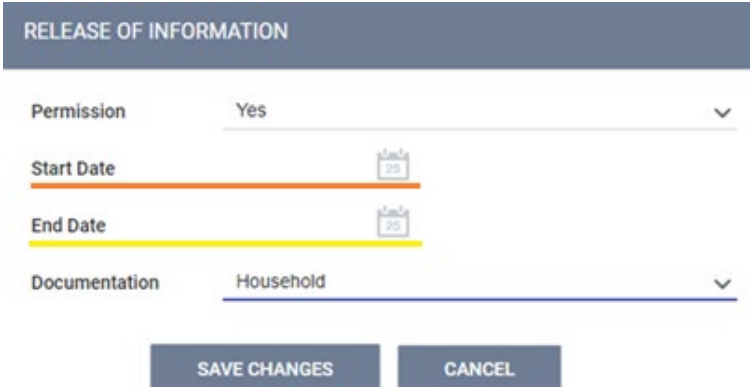
Adding a newborn child to HMIS and connecting them to the family's global household can be a little confusing. Here are a few tips to help you navigate this task:

Client Consent – Release of Information (ROI)

As the newborn is a minor, they will be covered under their parent or guardian's consent form. The Household ROI is used for clients under 18 years of age, so the newborn will need a Household ROI.

To add this ROI correctly, choose the Household option for Documentation, use the newborn's date of birth as the start date, and use the end date of the parent's ROI as the child's end date. For more information on ROIs, please visit our [ROI Categories](#) and [Adding ROIs for a Household](#) job aids.

Client Demographic Data

When setting up a new client profile, it is important to get all of the client's demographic data. Go slowly with the parents, explaining the importance of obtaining accurate information for their child.

Social Security Numbers

Social Security Numbers are specifically challenging to obtain for newborn children. If the hospital where the child was born or registered requests a social security card, the card will be mailed to the parents in a few months. If the request was not made by the hospital, the family will need to make the request themselves by contacting the Social Security Administration directly.

Given the challenges of being unhoused, including not having a stable mailing address, many parents of newborns and other small children do not have a Social Security Card or know their child's SSN. If this is the case, it is extremely important that you help these clients contact the Social Security Administration and obtain an SSN card for their child. The child's SSN is vital identifying information. HMIS users should make every effort possible to enter an accurate SSN into every client's record to maintain high data quality.

Client Documents

Obtaining documentation for clients is always helpful. If the parent or guardian of this child has their birth certificate or any other documents that may be useful for future services, please upload scanned copies to the File section of the client's profile.

Pay Attention to the Dates

As always, our goal is to enter accurate and complete data into the system. When HMIS prompts you to add a date – for example the date the client was added to the global household - please take your time and think through the logic of the data you are entering. A client cannot receive any services, including being enrolled in a program, prior to being born; nothing entered in HMIS should be dated prior to the child's date of birth. Inaccurate data caused by mistakes like these will always cause data quality errors on mandated reports that will need to be corrected. If you are unsure of what to do, please contact the HMIS team.