Spokane Homeless Management Information System

Housing Check-In

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Introduction

This instruction manual is for HMIS projects that are using the night-by-night method of tracking emergency shelter utilization. This method of tracking is typically used in mass shelters and/or shelters where a significant proportion of clients enter and exit on an irregular bases. The night-by-night method relies on creating a separate record of each individual date on which a client is present in the shelter as a means for calculating length of stay. In this method: (1) entry information is collected (2) the project records every discrete date (or series of dates) that the client utilizes a bed; (3) the HMIS maintains historical data on the nights a client is sheltered; (4) the client may be exited or the system may be designed to automatically generate an exit after an extended absence; and (5) the duration of each stay can be accurately determined and aggregated based on bed nights provided to calculate each client’s total length of stay in the project.
How do I get started?
Log into ClientTrack and then select the appropriate workgroup.

Navigate to the Client Workspace
Once you are logged into ClientTrack navigate to the Client Workspace using the carousel.
Enroll the Client into the Project: Use the Workflow
Once you have entered the Client Workspace click on the workflow icon to begin the enrollment and assessment(s) of the client into the project. You can either look-up the client using the find feature or you can create a new client. Follow each step in the workflow to complete the enrollment and assessment. The enrollment is necessary to complete a housing check-in.

Navigate to the Housing Workspace & Family Check-In Form
Once you are logged into ClientTrack navigate to the Client Workspace using the carousel. Click on Housing in the left hand menu pane and select View Facilities. Click on your facility and then return to the menu pane and select Family Check In.
Check-In the Client into the Facility

Please follow each step closely to ensure you do not accidentally create a second enrollment or get navigated back to the Client Workspace workflow. Do not type in the client name or ID and press enter in any of the fields, use the steps below.

Now that you are in the Family Check In form, click on the magnifying glass next to the Last Name field. A client search form will pop-up, use the form to search your client by either their name or client ID. Select your client when it appears in the list. This will load your client into the Family Check-in Form.

In the Selected Enrollment section of the form locate the enrollment field (do not select Edit Enrollment/Household). Select the shelter enrollment associated with the client. Update the Checked in from field with the appropriate date. Select the appropriate Room. In the Household Members sections select your client by clicking on the box next to their name, and then select the appropriate bed assignment then click Check In to finish. Checking the client into the facility creates a “housing check-in” service entry that will posted to the client’s record.
Verify the Check-In
You can verify the enrollment and most importantly, the check-in service by reviewing the client’s dashboard to see that the service was posted.

How to Run the Barcode Check In Roster
You can run a report of individuals checked into your facility for any given night. Navigate to the Housing Workspace and in the Housing Reports menu select **Barcode Check In Roster**. Select the appropriate housing facility and select all the rooms. You can select all the rooms by clicking on the green check mark next to the **Rooms** field. Enter in the date you want to run the report and select **Client ID** as the **Bar Code Type**. Click **Report** to run it and use the PDF or Excel buttons in the report viewer to save, print or export it.