Coordinated Entry System Workflow Update: Length of Homelessness

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Introduction
Spokane’s coordinated entry system (CES) has added five new questions to the Homeless Management Information System (HMIS) CES workflow. This document will provide instructions on how to access and properly complete them. The CES workflow contains several forms, one of which contains the newly added Length of Homelessness questions. A form contains a set of survey questions designed to collect data from persons accessing services, several forms are put together create a Workflow.

How do I get started?
Before you can access the new set of questions you must first be in the correct Workgroup. A workgroup establishes what menu options and most importantly, what Workflows you have access to use.

Log-into ClientTrack and locate your Settings and select Coordinated Assessment, your Organization should already be defaulted to your agency but if it is not, please select it and click apply.
Where is the workflow?
In order to access the Workflow you must be in the Client’s Tab. The Workflow is located in the top right hand corner of the screen. Click on the text to enter the workflow.

IMPORTANT: Please navigate to an existing client’s dashboard before creating the new enrollment for them or you may need to create a new client.

Where are the survey questions for Lengths of Homelessness?
Once you have entered into the Workflow the new questions are located on the fourth form in the workflow. This section is called SHCA/HFCA Eligibility Screening Questions
What are the Length of Homelessness questions?
The Length of Homelessness questions are a new addition to the CES Workflow and are used for prioritization of services. Here is a list of the new questions and instructions for deploying them.

How do I properly deploy these questions?
You should ask the questions in order as they appear in the form and please reference the help text next to each question for further guidance 🤔. Start by asking how old the head of household was when they first became homeless. Then ask the client if they have been continuously homeless since then, and if yes, how many years and months they have been homeless. For example, if a client said they’ve been homeless for 7 years and 3 months, a 7 should be entered for How many years have the client been homeless and a 3 for months for the How many months has the client been homeless. Enter in 0 they question does not apply to the client, if this data is not collected or the client has not been homeless for any length of time.

IMPORTANT: Do not answer how many months the client has been homeless by converting the number of years into months.
How do I update or edit the length of homelessness questions?

Clients may need to have the length of homelessness questions edited or updated. To do this you will need to go to the client’s dashboard and locate the enrollment. Next to each enrollment is a blue action button, click on it to reveal the drop-down menu. Select *Edit Enrollment Workflow* and you will re-enter the client’s enrollment and entry assessment. Click *Next* on each form until you get to the length-of-homelessness questions. Update or edit the questions and then advance forward to the end of the workflow by clicking next to complete the update.

**TIP:** When you come to the assessment section of the workflow, select *Next* to advance to the length of homelessness questions, if you select *No Changes*, you will skip them.