

Homeless Management Information System

# Coordinated Entry System Workflow Update: Length of Homelessness

Release Date - May 2016

**Contents**

Introduction ..... 2

How do I get started?..... 2

Where is the workflow? ..... 3

Where are the survey questions for Lengths of Homelessness? ..... 3

What are the Length of Homelessness questions?..... 4

How do I properly deploy these questions? ..... 4

How do I update or edit the length of homelessness questions? ..... 5

## Introduction

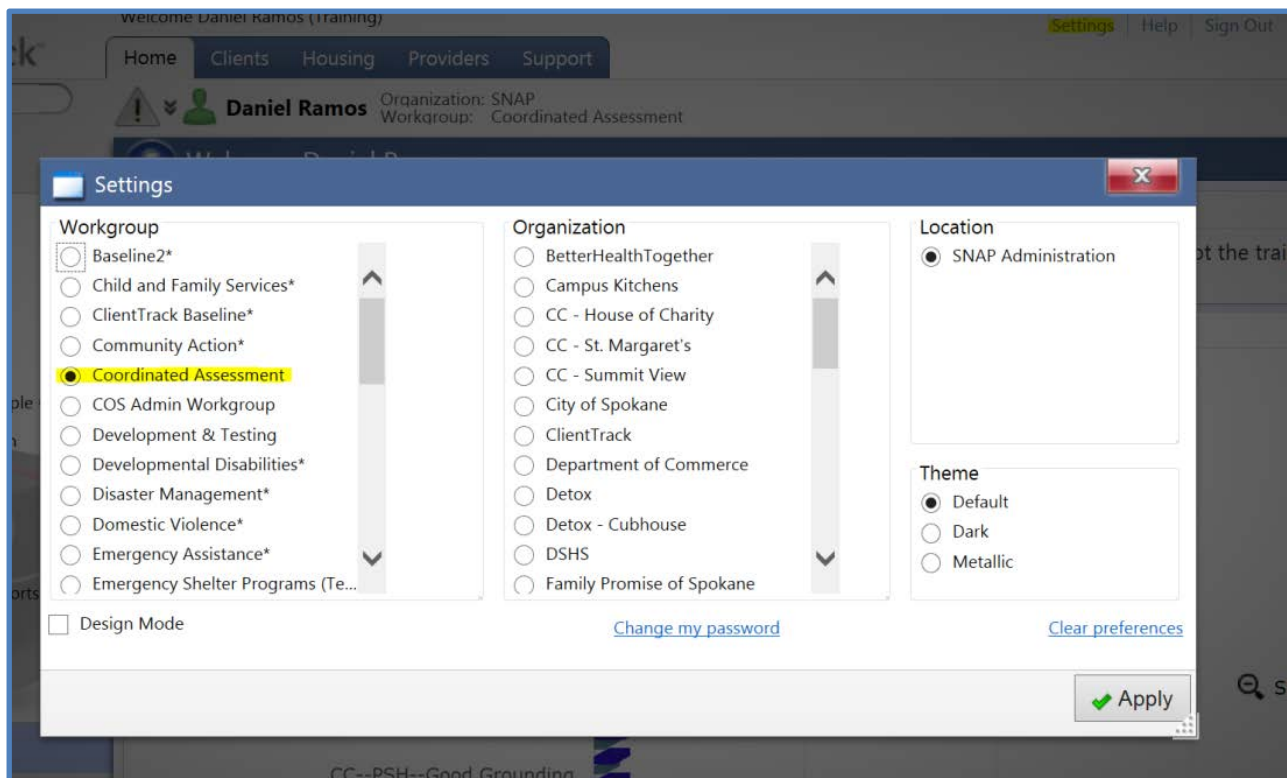
Spokane's coordinated entry system (CES) has added five new questions to the Homeless Management Information System (HMIS) CES workflow. This document will provide instructions on how to access and properly complete them. The CES workflow contains several forms, one of which contains the newly added **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*.

Settings | Help | Sign Out




The screenshot shows the ClientTrack application interface. At the top, there is a navigation bar with 'Settings', 'Help', and 'Sign Out' links. Below this, the user's name 'Daniel Ramos' is displayed along with their organization 'SNAP' and workgroup 'Coordinated Assessment'. The main content area is a 'Settings' dialog box with three columns of radio button options:

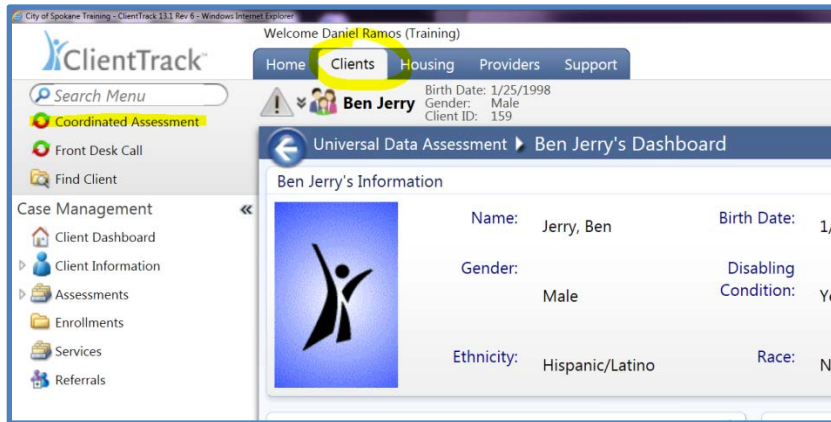
- Workgroup:** Baseline2\*, Child and Family Services\*, ClientTrack Baseline\*, Community Action\*, **Coordinated Assessment** (selected), COS Admin Workgroup, Development & Testing, Developmental Disabilities\*, Disaster Management\*, Domestic Violence\*, Emergency Assistance\*, Emergency Shelter Programs (Te...)
- Organization:** BetterHealthTogether, Campus Kitchens, CC - House of Charity, CC - St. Margaret's, CC - Summit View, City of Spokane, ClientTrack, Department of Commerce, Detox, Detox - Cubhouse, DSHS, Family Promise of Spokane
- Location:** SNAP Administration (selected)

At the bottom of the settings dialog, there are links for 'Change my password' and 'Clear preferences', and an 'Apply' button with a green checkmark.

## Where is the workflow?

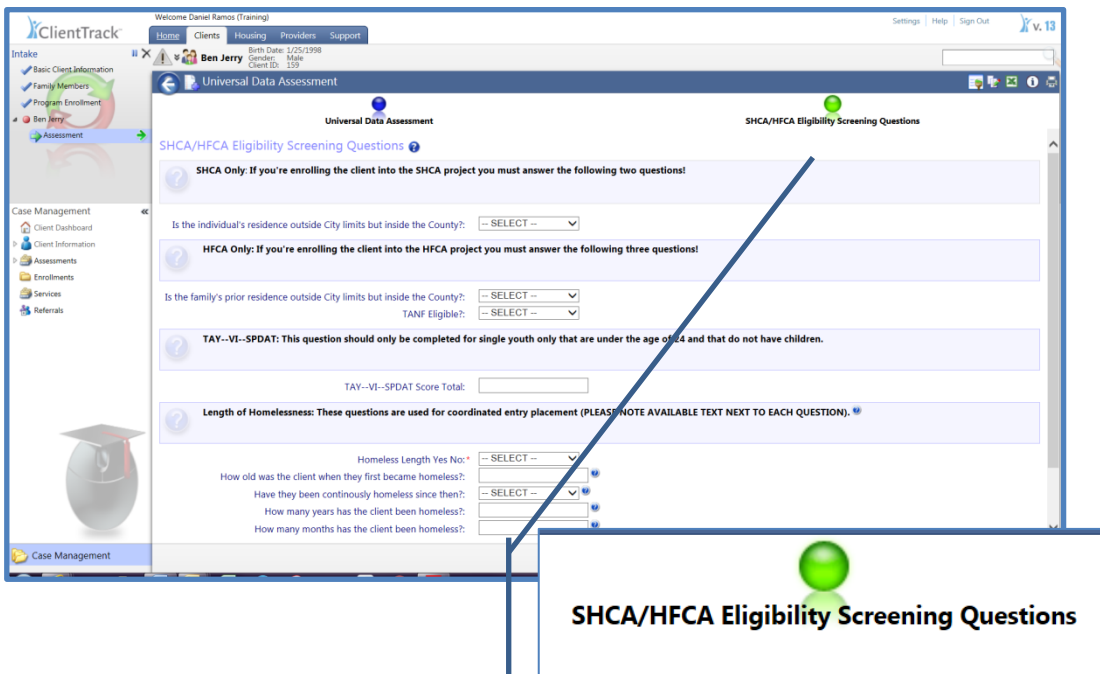
In order to access the Workflow you must be in the Client's Tab. The Workflow is located in the top right hand corner of the screen. Click on the  Coordinated Assessment text to enter the workflow.

**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.

Clients should be asked 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 the years question and a 3 for months. Tip: if you find yourself doing 'math' you're answering the question wrong.

**Length of Homelessness:** These questions are used for coordinated entry placement (PLEASE NOTE AVAILABLE TEXT NEXT TO EACH QUESTION).

Homeless Length Yes No: \* -- SELECT --

How old was the client when they first became homeless?:

Have they been continuously homeless since then?: -- SELECT --

How many years has the client been homeless?:

How many months has the client been homeless?:

**How old was the client when they first became homeless?**

**Have they been continuously homeless since then?**

**How many years has the client been homeless?**


**How many months has the client been homeless?**

## How do I properly deploy these questions?

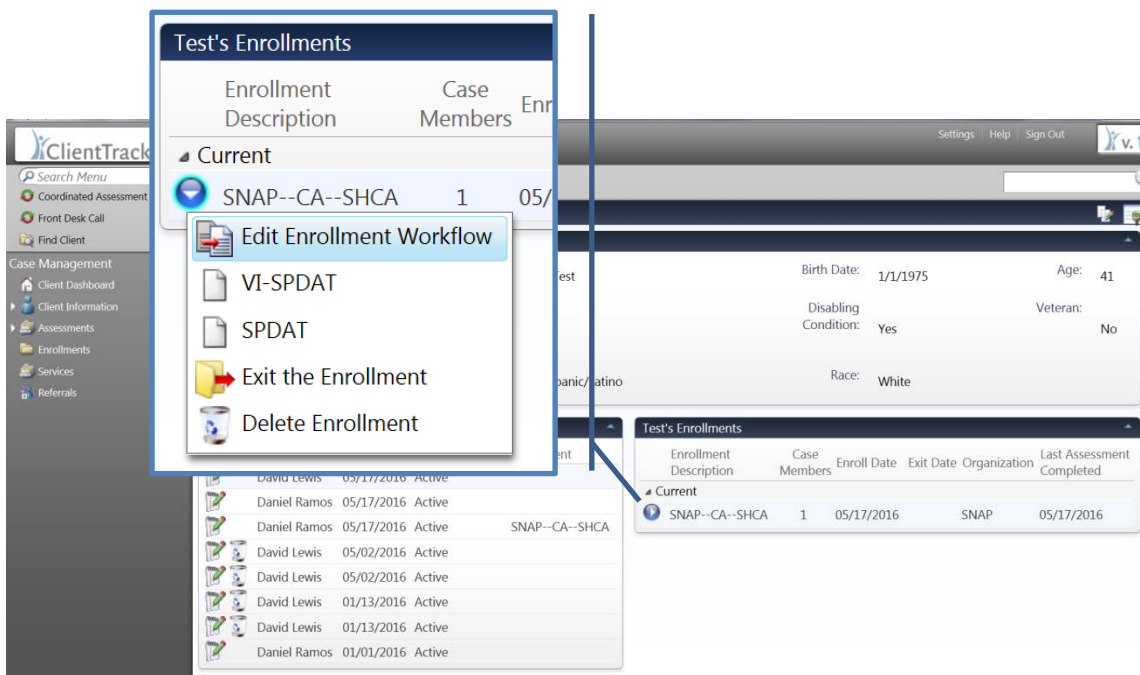
You should ask the questions in order as they appear in the form and please reference the help text next to each question for further guidance. Start by asking how old the head of household was when they first became homeless. Then ask the client if they have been *continuously homeless* since then, 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.



The screenshot shows the ClientTrack interface. A dropdown menu is open for the enrollment 'SNAP--CA--SHCA'. The menu options are:

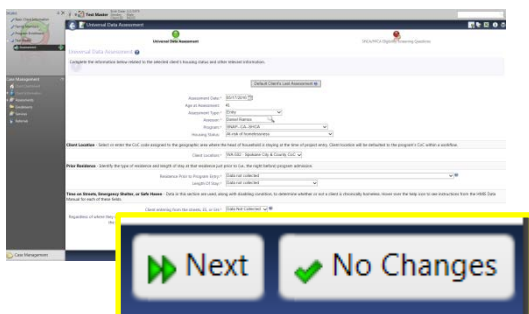
- Edit Enrollment Workflow
- VI-SPDAT
- SPDAT
- Exit the Enrollment
- Delete Enrollment

The background shows a table of enrollments with columns: Enrollment Description, Case Members, and Enroll Date. The current enrollment is highlighted.



 Universal Data Assessment

 SHCA/HFCA Eligibility Screening Questions



The screenshot shows the bottom of the assessment form. Two buttons are visible: 'Next' with a green arrow icon and 'No Changes' with a green checkmark icon. Both buttons are highlighted with a yellow border.



The screenshot shows the 'SHCA/HFCA Eligibility Screening Questions' form. It includes the following questions and input fields:

- Is the family's prior residence outside City limits but inside the County?:
- TANF Eligible?:
- TAY--VI--SPDAT: This question should only be completed for single youth only that are under the age of 24 and that do not have ch...
- TAY--VI--SPDAT Score Total:
- Length of Homelessness: These questions are used for coordinated entry placement (PLEASE NOTE AVAILABLE TEXT NEXT TO EACH...
- How old was the client when they first became homeless?:
- Have they been continuously homeless since then?:
- How many months has the client been homeless?: