HOUSING PROVIDER ONEHOME HMIS GUIDE

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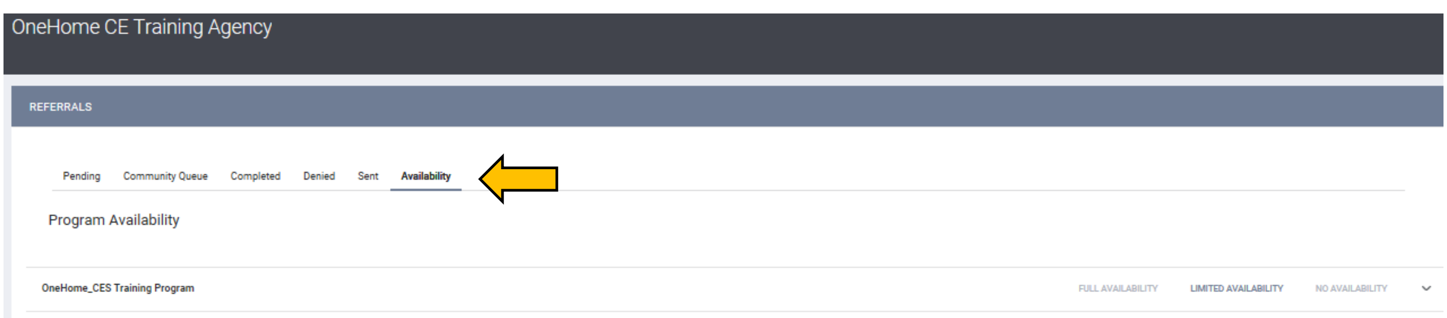
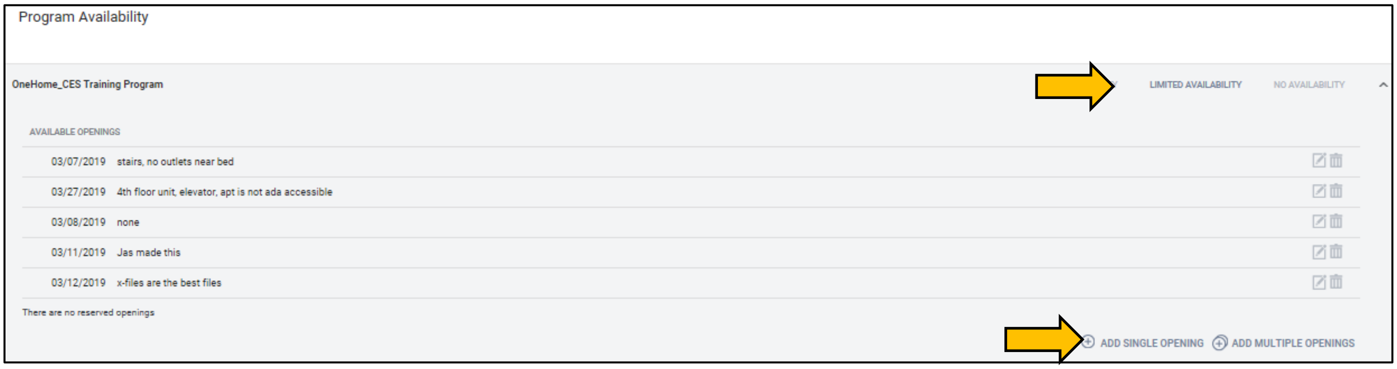
Step 1: You must be in your agency's side of HMIS. Select the Referrals option in the top righthand corner of the screen below your name.

INPUTTING VACANCIES

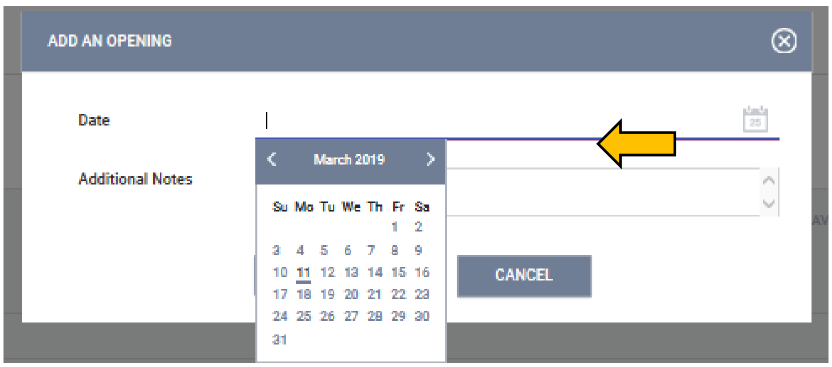
Step 2: To enter vacancies, select the **'Availability'** tab. In this tab, you will find all your agencies programs listed. Select the program with the vacancy that you'd like to enter



STEP 3: From this screen, you can add a single vacancy or multiple vacancies.



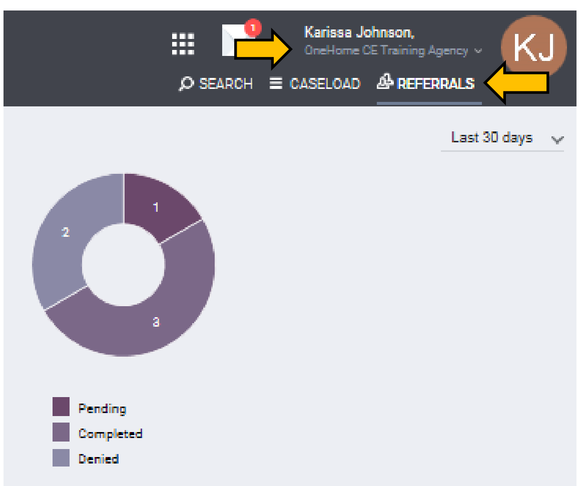
Step 4: When you select add an opening, this screen pops up. The date you should be entering is the date the opening is available, not the current date. Best practice is to ensure the OneHome Coordinators have at least 30 days-notice of upcoming vacancies. You can also add additional notes like, stairs, or 2nd floor unit. No need to include eligibility requirements in these notes. Those go somewhere else.



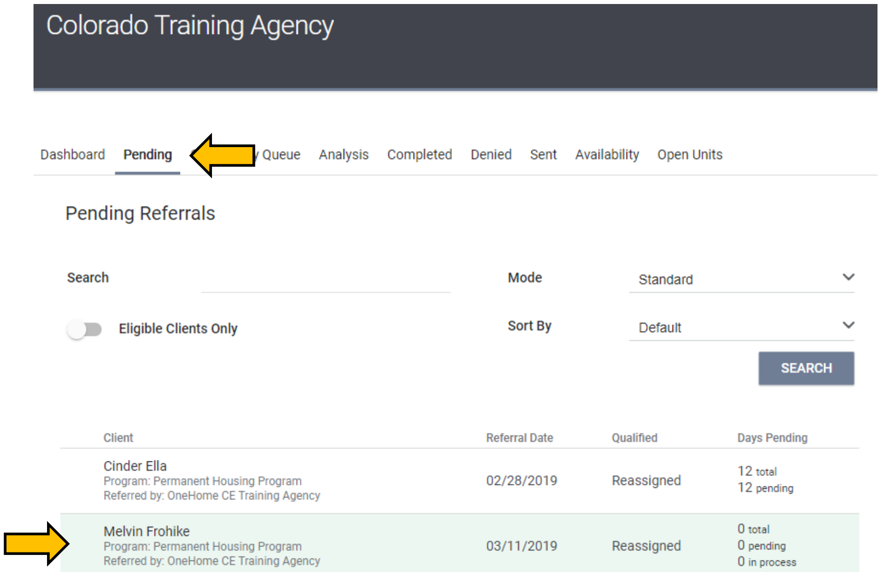
Step 5: Hit save and now your vacancy is in the system.

ACCEPTING REFERRALS:

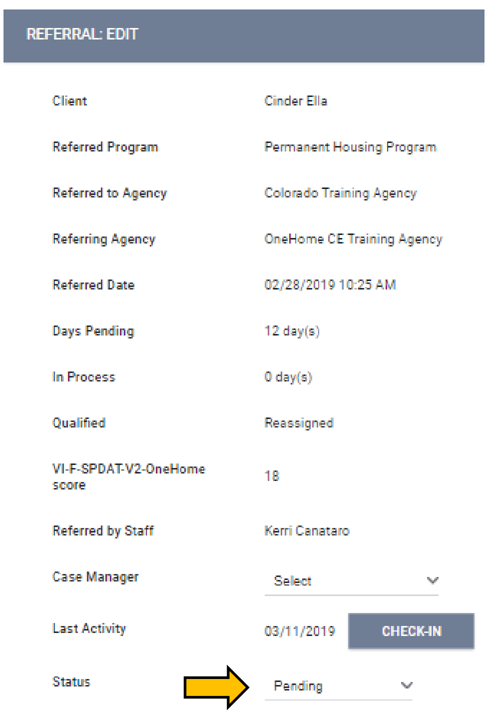
Step 6: To accept a referral, make sure you are in the referrals section of the system and you are still in your agency's section of HMIS.



Step 7: Select the pending tab. This is where the referrals tab will automatically send you ☺. You'll see clients listed at the bottom of this tab. Just hover your mouse over the left side of the client's name and you'll see an option to edit the client's referral.



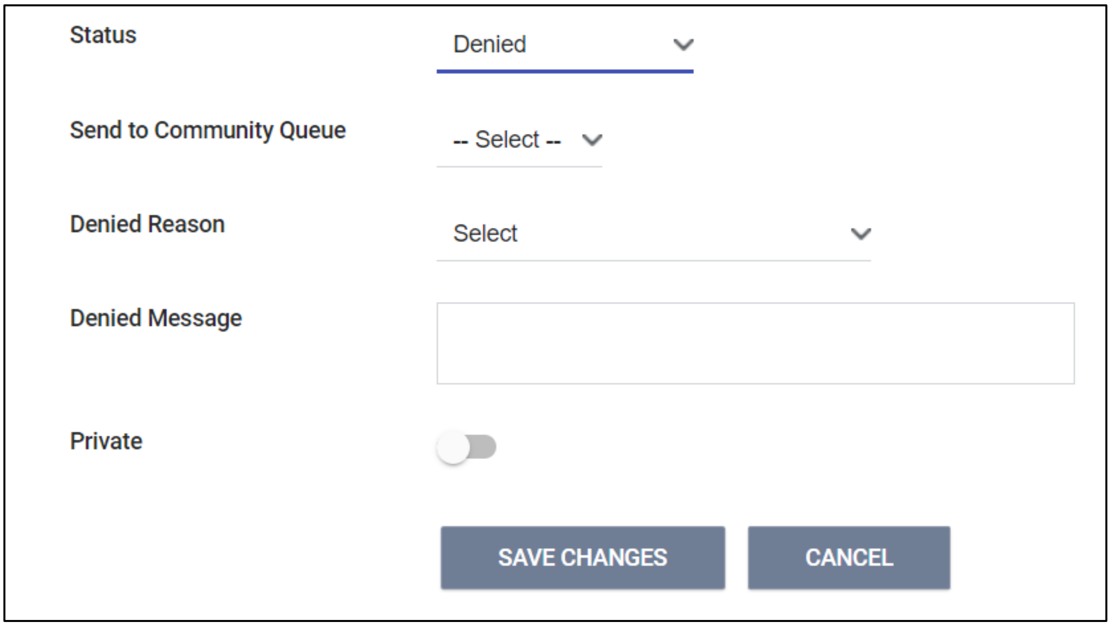
STEP 8: Once you're in the client referral, scroll down to status. There are 4 status options. Pending, Pending in Process, Denied and Expired. **To accept a referral, just select Pending in Process**. That lets the OneHome Coordinators know that you have seen the referral and accepted it on a preliminary basis.



STEP 8 NOTE: You can also review the profile from this screen. you can do that by hitting their name to review client profile. *You can also review the HUD intake by changing your agency to OneHome.* If you see something glaring that they are not eligible, say it's a TAY program and they are 65 you can deny immediately.

DENYING REFERRALS

STEP 9: If you deny a referral, you must provide a reason. There are over a dozen reasons in the drop-down section of the Denied Reason section. You can also enter a note.



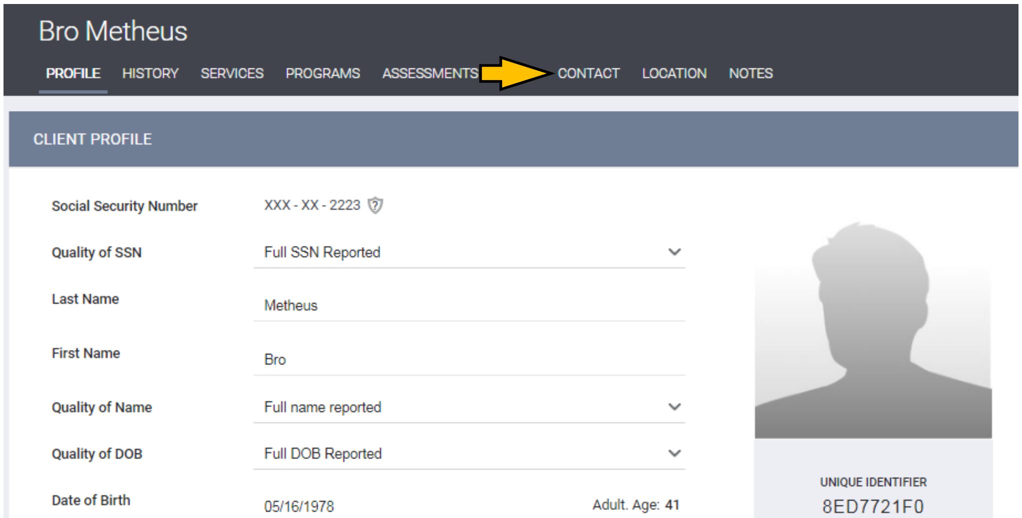
STEP 9 NOTE: The **Send to Community Queue** option should always select **yes** if the household is denied, but still literally homeless. Say for example, they don't want to live in Denver. Select **no** if household is not literally homeless only. For example, if you reach out to them and turns out they moved to FL to live with their spouse.

SECTION 2:

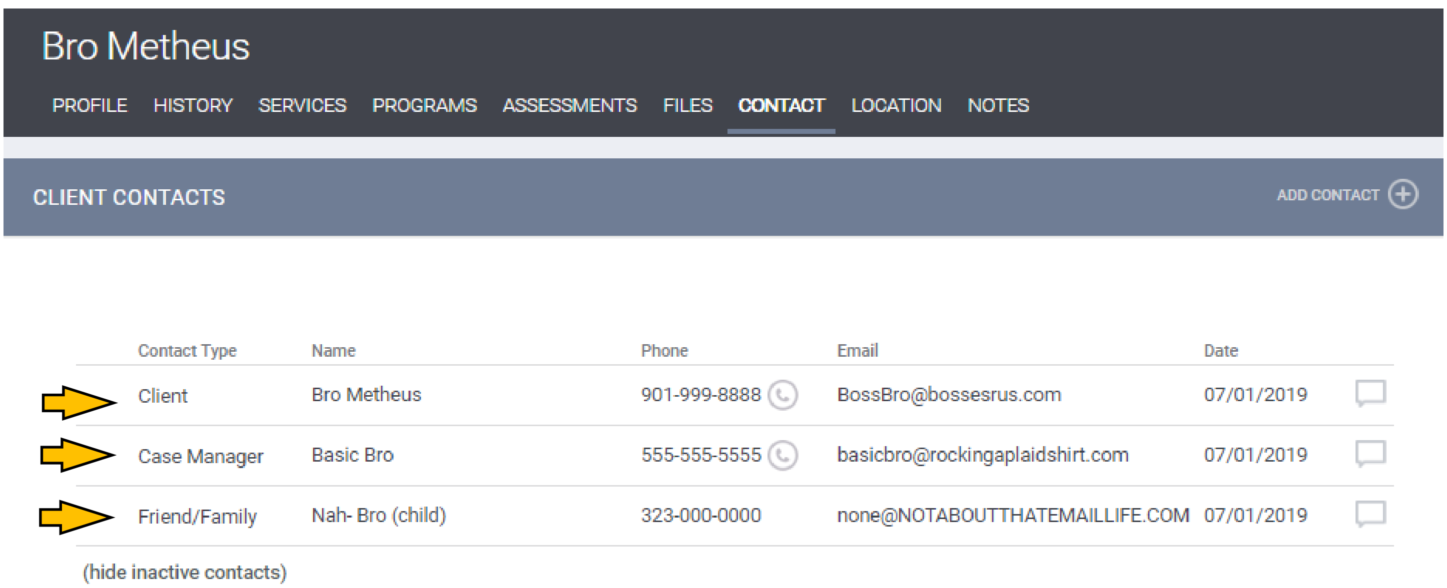
Once you have tentatively accepted a client into "Pending, In Process", your agency should make every effort to find this client and to work with them. The next section outlines the multiple steps that you should take to find a client and provides guidance on how to find contact information in various parts of the HMIS system.

Where to Find Contact Information

Step 1: Go to Client Profile page and select the CONTACTS Tab.

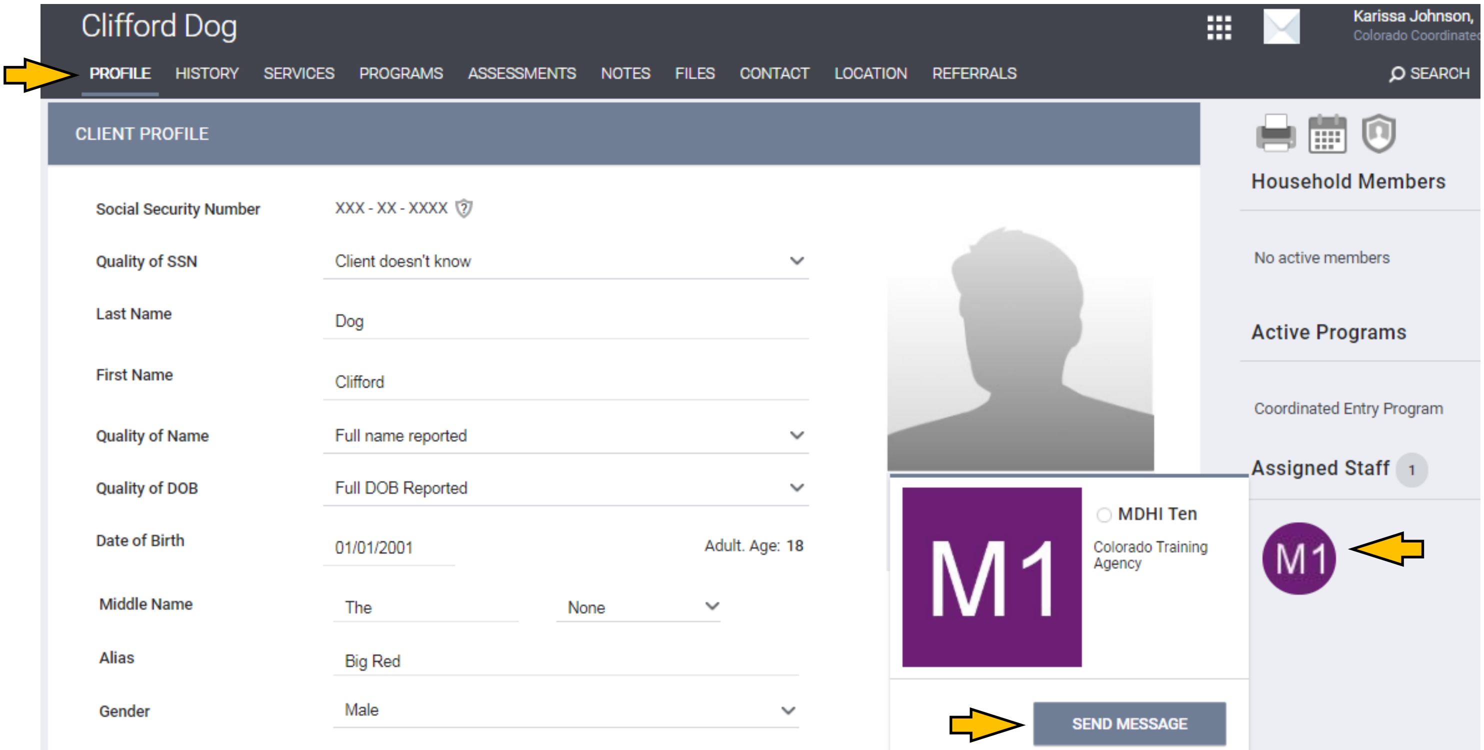


Step 2: Please call, and email all numbers and contacts listed to maximize potential for contacting client.



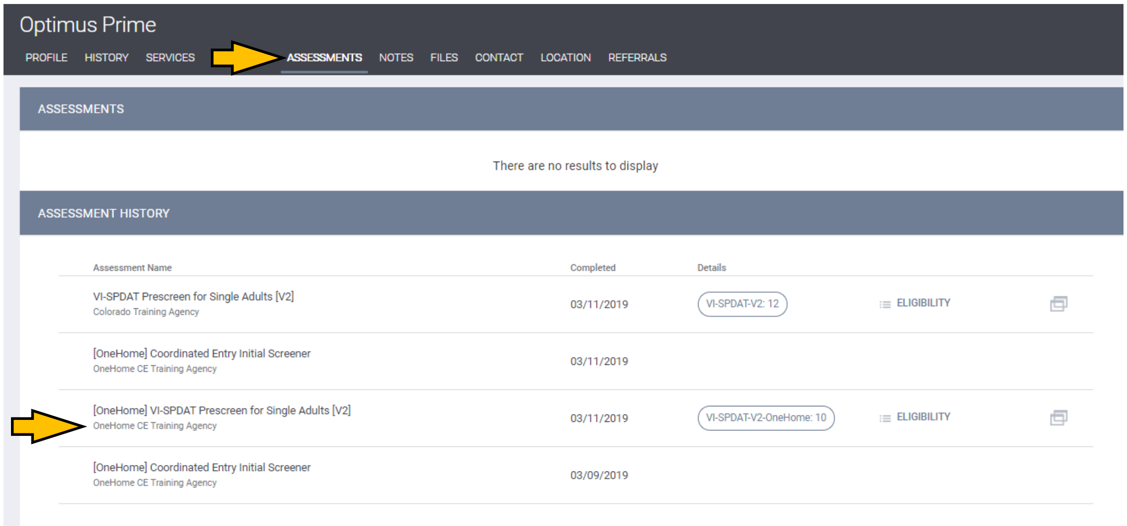
How to Send Messages to Case Manager

Step 1: Go to the client's profile page to view the existing case manager. This information is located on the bottom righthand side of the profile page. Click on the icon next to the case manager's name and a 'send message' option will appear.

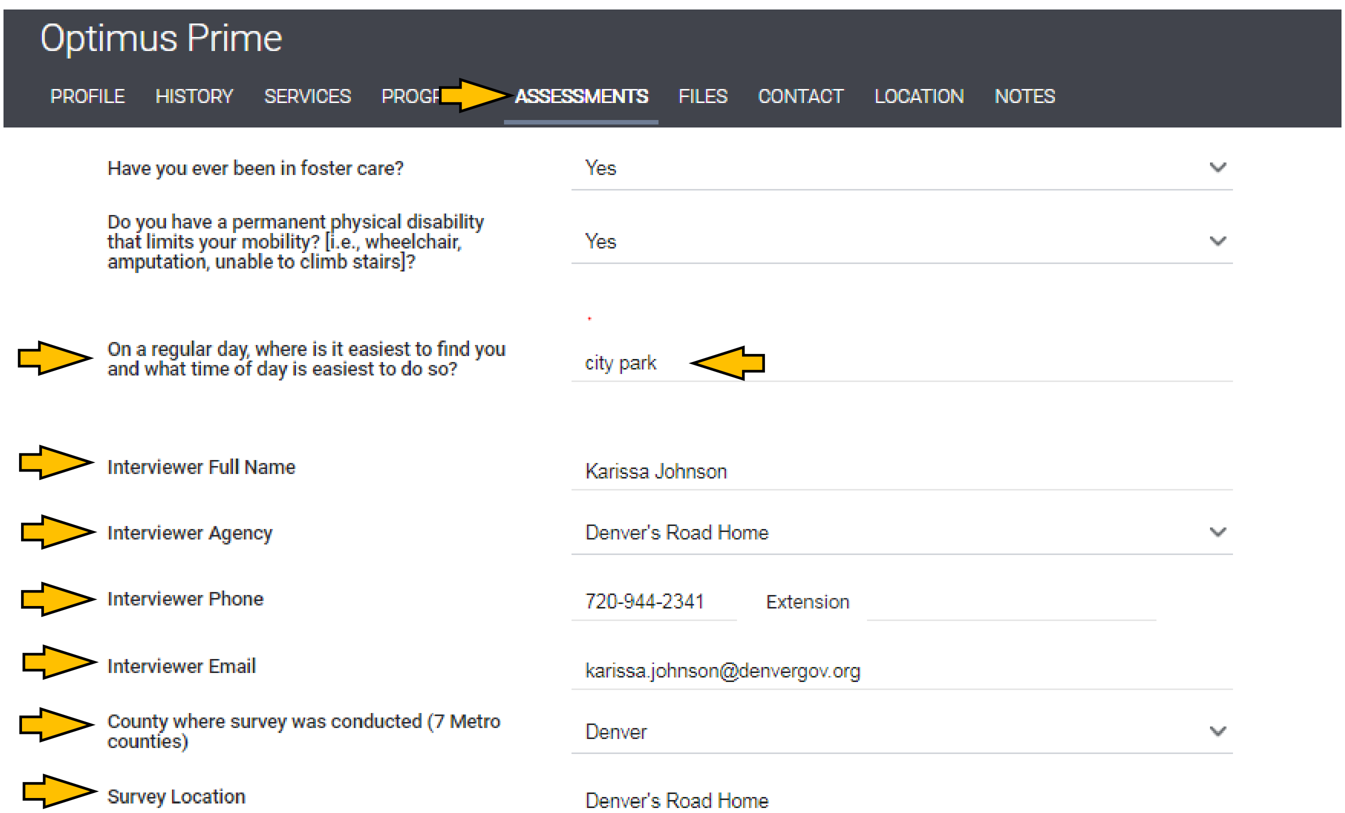


Where to Find Contact Info within the VI-SPDAT Survey

Step 1: Once you're on the client's page, select the assessments tab, and choose which assessment you would like to review. (Make sure you're in the OneHome Agency)

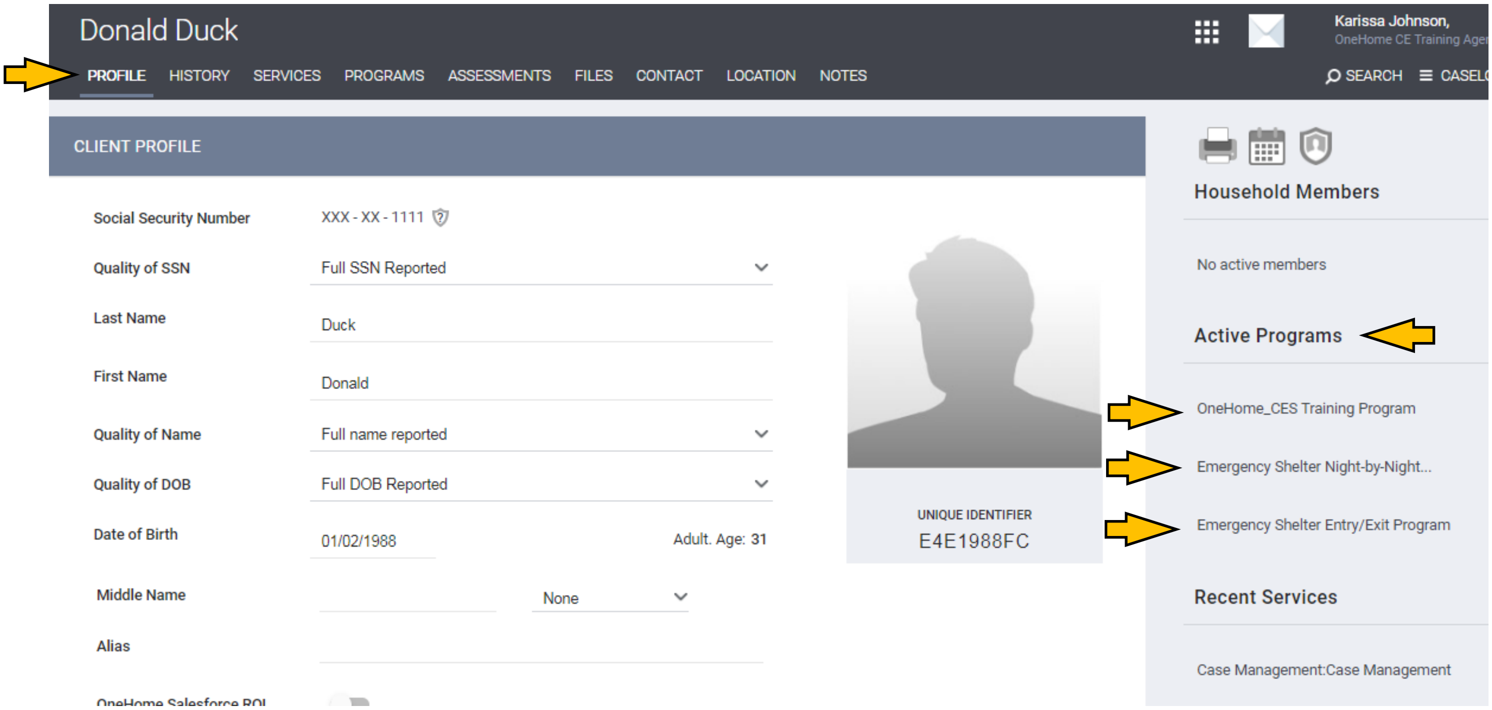


Step 2: Once in the assessment, scroll down to the contact information in the section labelled, FINALLY, I'D LIKE TO ASK YOU SOME QUESTIONS TO HELP US BETTER UNDERSTAND HOMELESSNESS AND IMPROVE HOUSING AND SUPPORT SERVICES

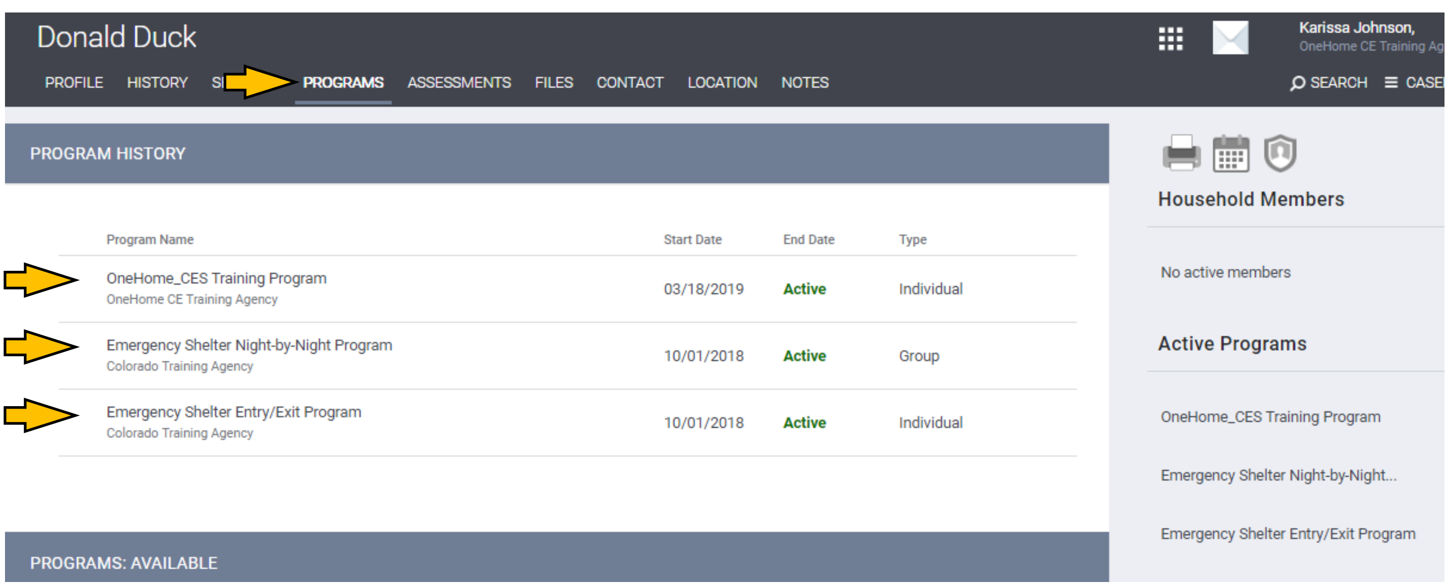


Other Programs Client is Connected With

Step 1: Other programs the client is connected with can be found in 2 ways. The first, is on the client profile page on the righthand side. Active Programs are listed under the Household Members section.



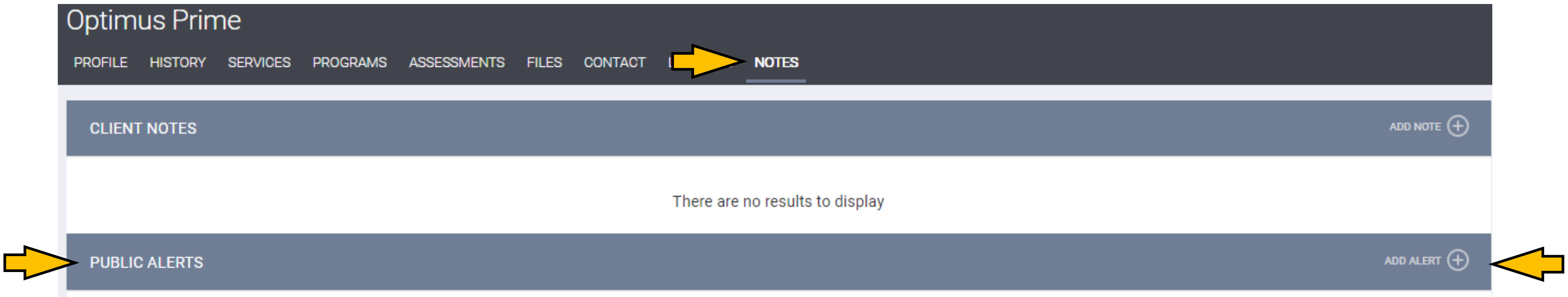
Step 2: Program info can also be found under the programs tab, located here.



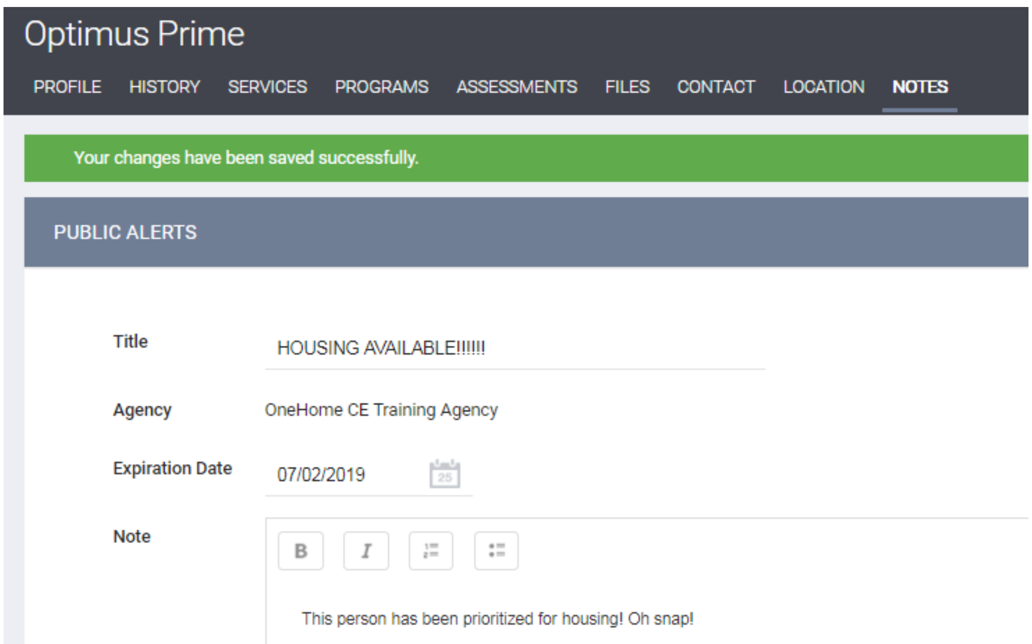
Note: Reach out to hmishelp@mdhi.org to get connected with appropriate contact person for the programs your client is connected with.

How to Create a Public Alert

Step 1: Once you're in the client profile, select the NOTES tab. Select the ADD ALERT plus sign to add an alert.



Step 2: Include all pertinent information. **Must include your email address and phone number!**



STEP 3: When a client has a public alert on their record, their Profile page shows a yellow bar across the screen like this.