

# HOUSING PROVIDER ONEHOME HMIS GUIDE

## Section 1: Referrals and Vacancies (pg. 1-4)

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2. Inputting Vacancies (Steps 2-5)
3. Accepting Referrals (Steps 6-8)
4. Denying Referrals (Step 9- 10)

## Section 2: Contact Information (pg. 5-10)

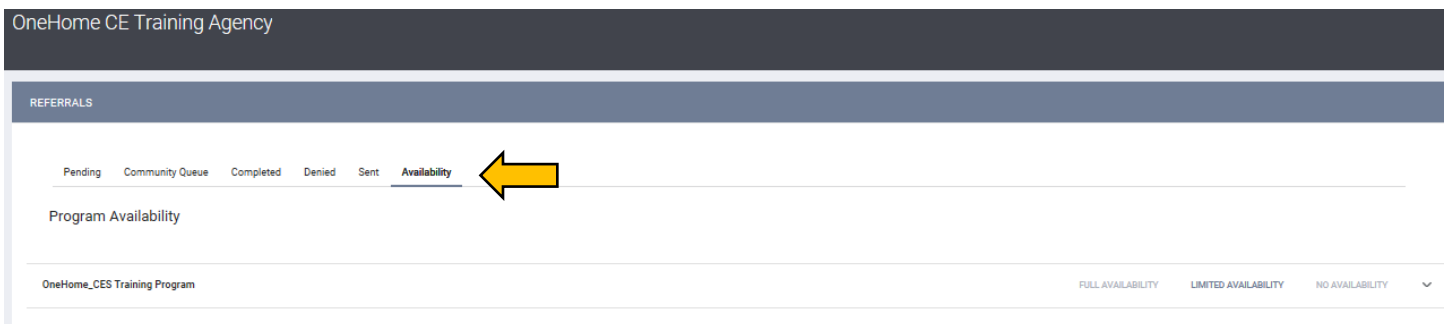
1. Where to Find Contact Tab
2. How to send messages to case manager
3. Where to find contact info inside the VI-SPDAT
4. Other Programs Client is Connected With
5. How to Create a Public Alert

**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

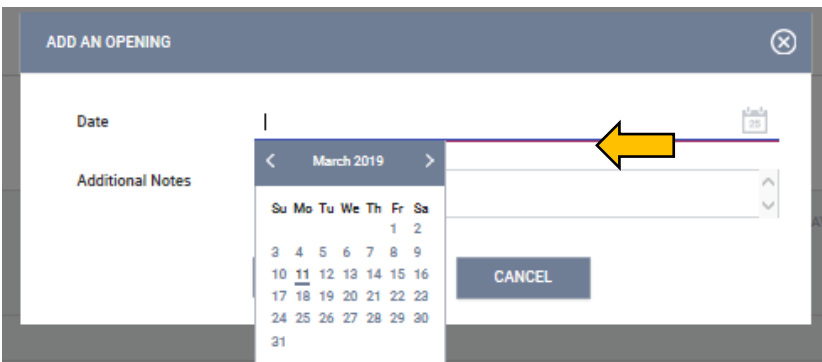


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**STEP 3:** From this screen, you can add a single vacancy or multiple vacancies.



**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 2<sup>nd</sup> 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.



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**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.

Colorado Training Agency

Dashboard **Pending** Queue Analysis Completed Denied Sent Availability Open Units

Pending Referrals

Search  Mode Standard   
Eligible Clients Only  Sort By Default

Client	Referral Date	Qualified	Days Pending
Cinder Ella Program: Permanent Housing Program Referred by: OneHome CE Training Agency	02/28/2019	Reassigned	12 total 12 pending
Melvin Frohike Program: Permanent Housing Program Referred by: OneHome CE Training Agency	03/11/2019	Reassigned	0 total 0 pending 0 in process

**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.

REFERRAL: EDIT

Client Cinder Ella

Referred Program Permanent Housing Program

Referred to Agency Colorado Training Agency

Referring Agency OneHome CE Training Agency

Referred Date 02/28/2019 10:25 AM

Days Pending 12 day(s)

In Process 0 day(s)

Qualified Reassigned

VI-F-SPDAT-V2-OneHome score 18

Referred by Staff Kerri Canataro

Case Manager

Last Activity 03/11/2019

Status

**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.

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## 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.

The screenshot shows a form for denying a referral. It contains the following fields and controls:

- Status:** A dropdown menu with "Denied" selected.
- Send to Community Queue:** A dropdown menu with "-- Select --" selected.
- Denied Reason:** A dropdown menu with "Select" selected.
- Denied Message:** A text input field.
- Private:** A toggle switch that is currently turned off.
- Buttons:** Two buttons at the bottom: "SAVE CHANGES" and "CANCEL".

**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.

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## Where to Find Contact Information

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

Bro Metheus

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS **CONTACT** LOCATION NOTES

CLIENT PROFILE

Social Security Number XXX - XX - 2223

Quality of SSN Full SSN Reported

Last Name Metheus

First Name Bro

Quality of Name Full name reported

Quality of DOB Full DOB Reported

Date of Birth 05/16/1978 Adult Age: 41

UNIQUE IDENTIFIER 8ED7721F0

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

Bro Metheus

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS FILES **CONTACT** LOCATION NOTES

CLIENT CONTACTS ADD CONTACT (+)

Contact Type	Name	Phone	Email	Date
Client	Bro Metheus	901-999-8888	BossBro@bossesrus.com	07/01/2019
Case Manager	Basic Bro	555-555-5555	basicbro@rockingaplaidshirt.com	07/01/2019
Friend/Family	Nah- Bro (child)	323-000-0000	none@NOTABOUTTHATEMAILLIFE.COM	07/01/2019

(hide inactive contacts)

## 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.

The screenshot displays the 'Clifford Dog' client profile page. The top navigation bar includes 'PROFILE', 'HISTORY', 'SERVICES', 'PROGRAMS', 'ASSESSMENTS', 'NOTES', 'FILES', 'CONTACT', 'LOCATION', and 'REFERRALS'. The 'PROFILE' tab is selected. The main content area is titled 'CLIENT PROFILE' and contains the following information:

Social Security Number	XXX - XX - XXXX	
Quality of SSN	Client doesn't know	
Last Name	Dog	
First Name	Clifford	
Quality of Name	Full name reported	
Quality of DOB	Full DOB Reported	
Date of Birth	01/01/2001	Adult. Age: 18
Middle Name	The	None
Alias	Big Red	
Gender	Male	

On the right side of the profile, there are sections for 'Household Members' (No active members), 'Active Programs' (Coordinated Entry Program), and 'Assigned Staff' (1). A staff member named 'MDHI Ten' from 'Colorado Training Agency' is listed with a purple 'M1' icon. A yellow arrow points to this icon. Below the staff list, a 'SEND MESSAGE' button is visible, also indicated by a yellow arrow.

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## 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)

Optimus Prime

PROFILE HISTORY SERVICES **ASSESSMENTS** NOTES FILES CONTACT LOCATION REFERRALS

ASSESSMENTS

There are no results to display

ASSESSMENT HISTORY

Assessment Name	Completed	Details
VI-SPDAT Prescreen for Single Adults [V2] Colorado Training Agency	03/11/2019	VI-SPDAT-V2: 12 ELIGIBILITY
[OneHome] Coordinated Entry Initial Screener OneHome CE Training Agency	03/11/2019	
[OneHome] Vi-SPDAT Prescreen for Single Adults [V2] OneHome CE Training Agency	03/11/2019	VI-SPDAT-V2:OneHome: 10 ELIGIBILITY
[OneHome] Coordinated Entry Initial Screener OneHome CE Training Agency	03/09/2019	

**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**

Optimus Prime

PROFILE HISTORY SERVICES PROG **ASSESSMENTS** FILES CONTACT LOCATION NOTES

Have you ever been in foster care? Yes

Do you have a permanent physical disability that limits your mobility? [i.e., wheelchair, amputation, unable to climb stairs]? Yes

On a regular day, where is it easiest to find you and what time of day is easiest to do so? city park

Interviewer Full Name Karissa Johnson

Interviewer Agency Denver's Road Home

Interviewer Phone 720-944-2341 Extension

Interviewer Email karissa.johnson@denvergov.org

County where survey was conducted (7 Metro counties) Denver

Survey Location Denver's Road Home

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## 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.

CLIENT PROFILE

Social Security Number	XXX - XX - 1111	
Quality of SSN	Full SSN Reported	
Last Name	Duck	
First Name	Donald	
Quality of Name	Full name reported	
Quality of DOB	Full DOB Reported	
Date of Birth	01/02/1988	Adult. Age: 31
Middle Name	None	
Alias		

UNIQUE IDENTIFIER  
E4E1988FC

Household Members

No active members

Active Programs

- OneHome\_CES Training Program
- Emergency Shelter Night-by-Night...
- Emergency Shelter Entry/Exit Program

Recent Services

Case Management:Case Management

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

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
OneHome_CES Training Program OneHome CE Training Agency	03/18/2019	Active	Individual
Emergency Shelter Night-by-Night Program Colorado Training Agency	10/01/2018	Active	Group
Emergency Shelter Entry/Exit Program Colorado Training Agency	10/01/2018	Active	Individual

PROGRAMS: AVAILABLE

Household Members

No active members

Active Programs

- OneHome\_CES Training Program
- Emergency Shelter Night-by-Night...
- Emergency Shelter Entry/Exit Program

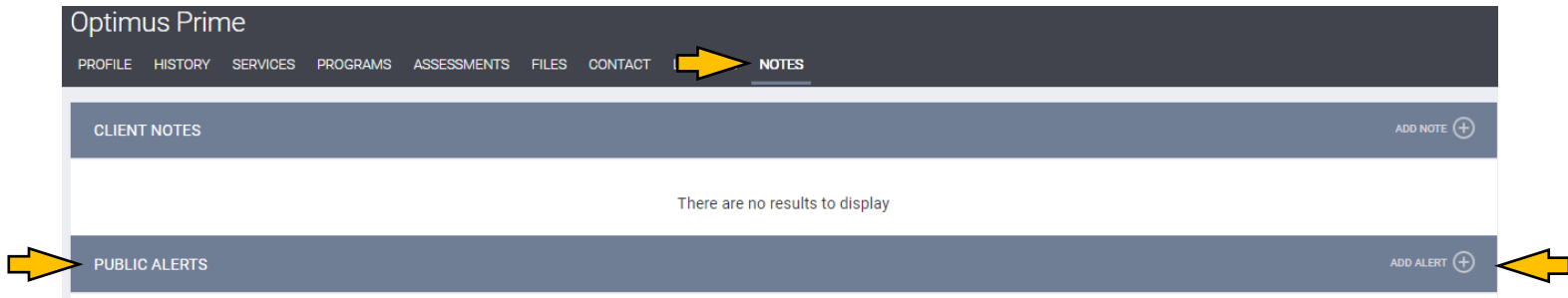
**Note:** Reach out to [hmishelp@mdhi.org](mailto:hmishelp@mdhi.org) to get connected with appropriate contact person for the programs your client is connected with.



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## 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!**

The screenshot shows the Optimus Prime interface with the PUBLIC ALERTS tab selected. A green notification bar at the top states "Your changes have been saved successfully." Below this, the PUBLIC ALERTS form is displayed. The form has the following fields:

- Title:** HOUSING AVAILABLE!!!!!!
- Agency:** OneHome CE Training Agency
- Expiration Date:** 07/02/2019 (with a calendar icon showing 25)
- Note:** This person has been prioritized for housing! Oh snap!

The Note field includes a rich text editor with buttons for Bold (B), Italic (I), Bulleted List, and Numbered List.

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

