

Housing Provider How to Guide

This document tells:

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

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 divided into a 'CLIENT PROFILE' section on the left and a right-hand sidebar. The client profile section 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	

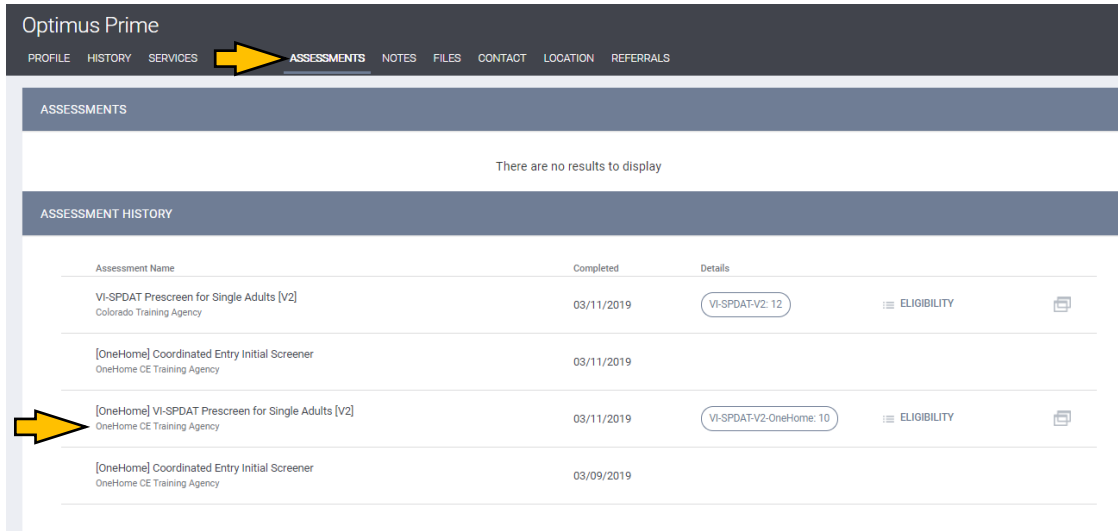
The right-hand sidebar contains the following sections:

- Household Members:** No active members.
- Active Programs:** Coordinated Entry Program.
- Assigned Staff:** 1 staff member listed as M1.

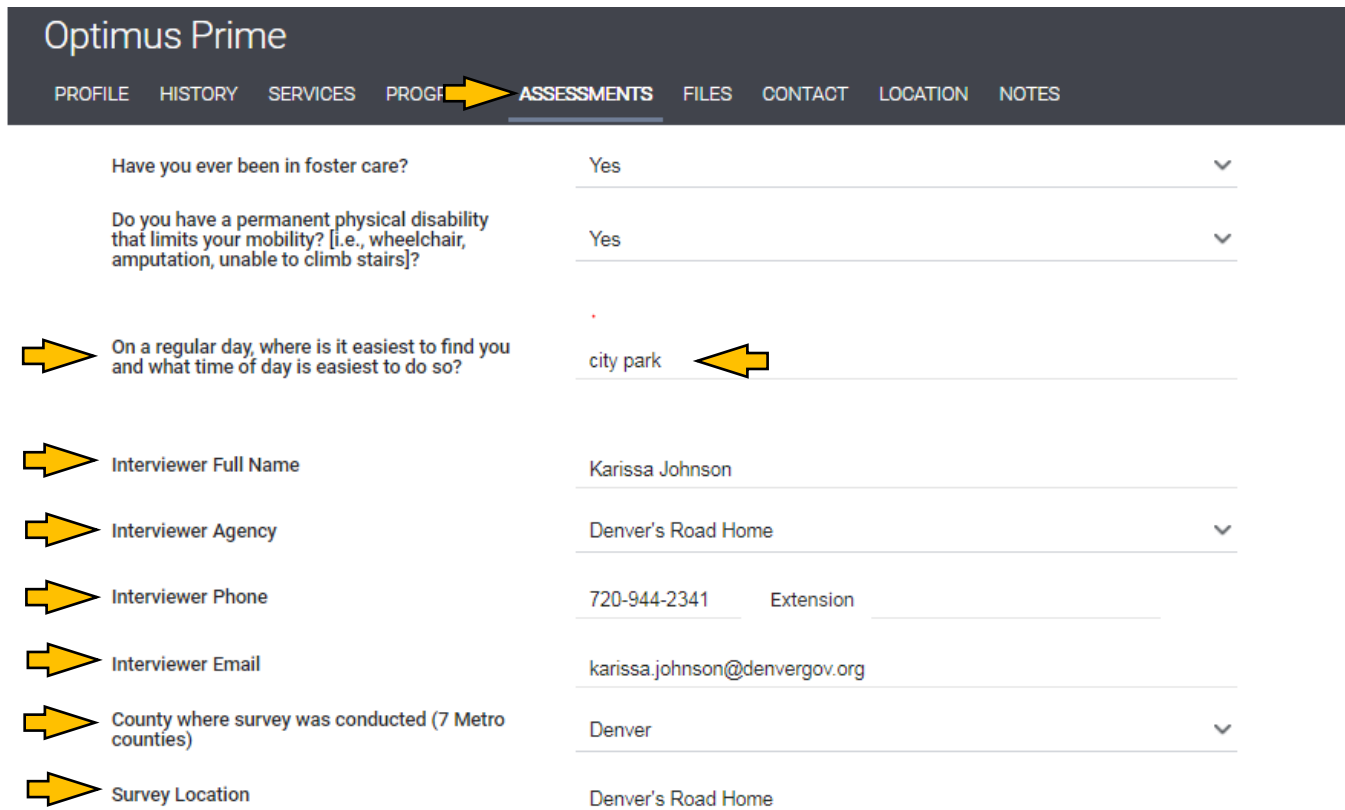
A yellow arrow points to the 'SEND MESSAGE' button located below the 'Assigned Staff' section, next to the staff member M1. Another yellow arrow points to the 'PROFILE' tab in the top navigation bar.

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.

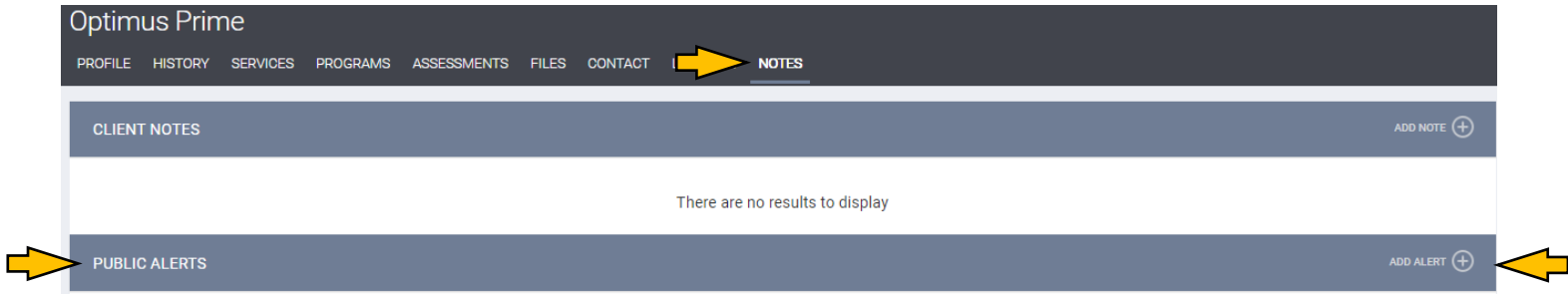
Step 2: Program info can also be found under the programs tab, located here.

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

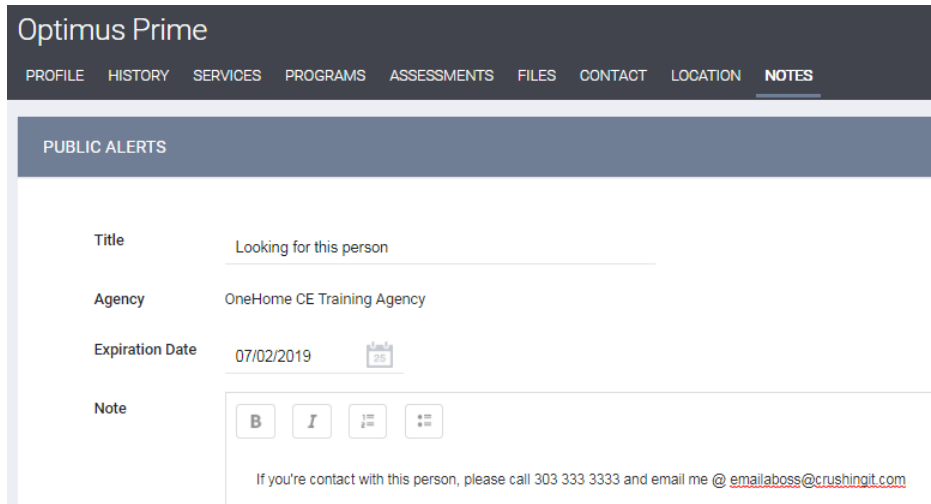
Note: Reach out to hmishelp@mdhi.org to get connected with appropriate contact person for the programs your client is connected with.

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.

