

El Paso HMIS
Steering Committee Meeting
“The More You Know”



August 2022
epchomeless.org

What Will Be Covered?

- Clarity Feature Update-August 2022
- Referral Process & How to Accept
- Using the Community Queue
- Conclusion/Questions



Clarity Update-August 2022

- New Update will be live on August 22, 2022.
- Update will feature a “Housing Move-In Date” Warning Banner and Direct Referral Expiration Threshold.

**NEW UPDATE
COMING
SOON!**

Clarity Human Services: August 2022 Feature Updates

Release Schedule:

- **All Training Sites:** Monday, August 8, 2022
- **All Production Sites:** Monday, August 22, 2022

Housing Move-In Date Warning

Before this update, the system displayed a warning banner when any household member's Housing Move-In Date was not on or between the Project Start Date and Project Exit Date. To better align with HUD logic, the system will now only display the banner when the Head of Household's Housing Move-In Date is not on or between the Project Start Date and Project Exit Date.

The banner will be displayed for all household members in the enrollment (not just the Head of Household) so that a user viewing another household member's enrollment will know that the Head of Household's Move-In Date is outside of the appropriate date range.

 The Head of Household's 'Housing Move-In Date' entered is prior to their 'Program Start Date'. Please update as applicable.

Housing Move-In Date Warning

The banner language is as follows:

- If the Head of Household's Housing Move-In Date is before the Program Start Date of the record being viewed, the banner says, "The Head of Household's 'Housing Move-In Date' entered is prior to their 'Program Start Date.' Please update as applicable."

▲ The 'Housing Move-In Date' entered is prior to the client's 'Program Start Date'. Please update as applicable.

Enroll 'ESG City Rapid Re-Housing 20-21' program for client John Wayne

Project Start Date

08/08/2022



COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

08/07/2022



Housing Move-In Date Warning

- If the Head of Household's Housing Move-In Date is after the Program Exit Date of the record being viewed, the banner says, "The Head of Household's 'Housing Move-In Date' entered is after their 'Program Exit Date.' Please update as applicable."

▲ The 'Housing Move-In Date' entered is after the client's 'Program Exit Date'. Please update as applicable.

Housing Move-In Date

08/15/2022



[Enrollment](#) [History](#) [Assessments](#) [Goals](#) [Forms](#)

[× Exit](#)

End Program for client John Wayne

Project Exit Date

08/14/2022



Destination

Rental by client, with other ongoing housing subsidy



Direct Referral Expiration

A Direct Referral Expiration Threshold has been added to the system for referrals.

- ✓ The setting designates when the system will expire a “Pending” or “Pending in Process” direct referral.
- ✓ When this setting is available, the El Paso HMIS team will set this for the system. The amount of days will be discussed with all agencies.

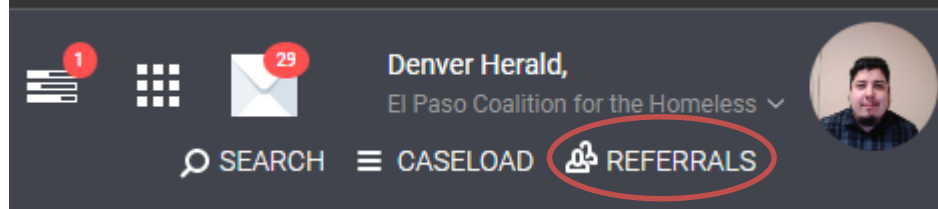
The system records the following values for a direct referral that is expired due to the **Direct Referral Expiration Threshold**:

- Status = Expired
- Denied By Type = Provider
- Denied Reason = Referral Time Expired
- Expired Date = Date of Expiration

Referral Process-Accepting

➤ The referral process helps show when a client makes contact with an agency and enters a program. Follow these steps to accept a referral for your programs:

- 1) When you get notice of a referral to your program (either by email or notification on HMIS), click on “Referrals” button on top right of screen.



- 2) Search for client referred to your program. Referral should show clients first and last name, program referred to, agency that referred client and if they are qualified.

Client	Referral Date	Qualified	Days Pending
John Wayne Program: EPCH HP ESG CV2 TDHCA Referred by: El Paso Coalition for the Homeless ⓘ	08/08/2022	Yes	0 total 0 pending

Referral Process-Accepting

3) Once the referral has been found, click on the edit button to look at details of the referral.

Client	John Wayne
Referred Program	EPCH HP ESG CV2 TDHCA
Referred to Agency	El Paso Coalition for the Homeless
Referring Agency	El Paso Coalition for the Homeless
Referred Date	08/08/2022 3:48 PM
Days Pending	0 day(s)
In Process	0 day(s)
Referred by Staff	Denver Herald ⓘ
Case Manager	Select ▼
Last Activity	08/08/2022 CHECK-IN
Status	Pending ▼
Private	<input type="checkbox"/>

SAVE CHANGES

CANCEL

Referral Process-Accepting

- 4) Always check for notes by scrolling down on the referral screen. Notes may be provided to contact client and provide more details. Notes can be added as well to give status of client by typing in the box and clicking on Send Note.

NOTES



↳ Reply from Denver Herald @ El Paso Coalition for the Homeless Aug 8, 2022 at 03:48 PM



Client is in need of rental assistance. Client is 1 month behind. Client lives at Transmountain apartments #138.

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SEND NOTE

- ❖ If you have reached out to the client and did not get an answer, always leave a note. It helps us see the progress of getting the client to your agency.

Referral Process-Accepting

- 5) Once contact has been made (Either over the phone or in person), change status from “Pending” to “Pending in Process”. You may also choose a case manager who will be working with client.

Referred by Staff	Denver Herald ⓘ
Case Manager	Select ▼
Last Activity	08/08/2022 CHECK-IN
Status	Pending ▼
Private	

Pending

Pending - In Process

Denied

Expired

SAVE CHANGES CANCEL

- ❖ If client does NOT qualify for your program, choose Denied and provide reason.

Referral Process-Accepting

- 6) Once client is ready to enroll in program, make sure the toggle is on for “Program Placement a result of Referral Provided by” to make sure referral connects to the program. Once enrolled, referral process is complete!

Program Placement a result of Referral provided by El Paso Coalition for the Homeless

1 pending referral(s). Oldest 0 days.

Include group members:

- Josephine Wayne
- Melinda Wayne
- Stephanie Wayne
- Barbara Wayne
- John Wayne Jr

 PRINT DIRECTIONS

ENROLL

❖ Referral connection is crucial for both agencies and coordinated entry reporting!

Community Queue

- ❖ The Community Queue is a way for agencies to help clients who did not get into a program due to space, availability or other situations.
- ✓ To look at the Community Queue, click on the Referrals button and choose the Community Queue tab.

REFERRALS

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

- ✓ The Community Queue allows you to see all clients or clients only eligible for your program. To see only eligible clients, toggle the “Eligible Clients Only” switch.


Search Mode Standard

Active Agency El Paso Coalition for the Homeless (EPCH) Sort By Default

Eligible Clients Only

Community Queue

- ✓ To look into client and assign client to your agency and program, click on client. Clients will be listed based on days in Community Queue.

Client	Referral Date	Days Pending		
John Wayne Referred by: El Paso Coalition for the Homeless ⓘ	08/08/2022	0		

- ✓ To reassign client to one of your programs, go to REASSIGN section of Community Queue referral and choose program client will be assigned to. Then proceed with Referral Process.

REASSIGN

Program EPCH HP ESG CV2 TDHCA (Homeless Prevention) ▼

Conclusion

- The Clarity Feature Update will be live later this month! July's featured update is live in the system.
- Referrals should be taken care of quickly and efficiently for good outcomes for both the agency and coordinated entry.
- If you have available funds, you can always use the community queue to help those who have been waiting for help!

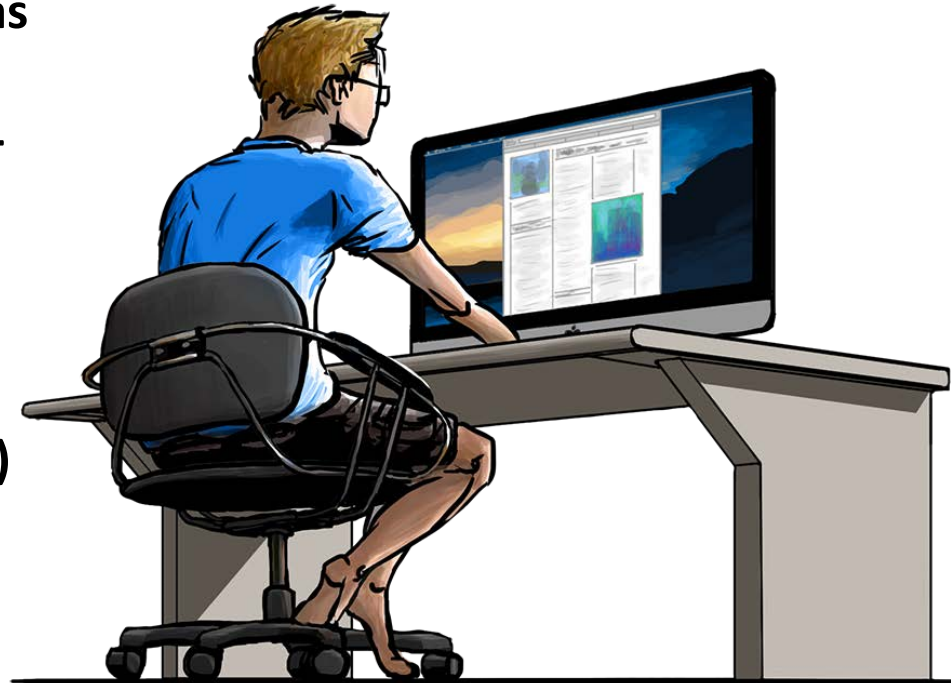
Any Questions?

EPCH HMIS “Eyes on the Fries!”

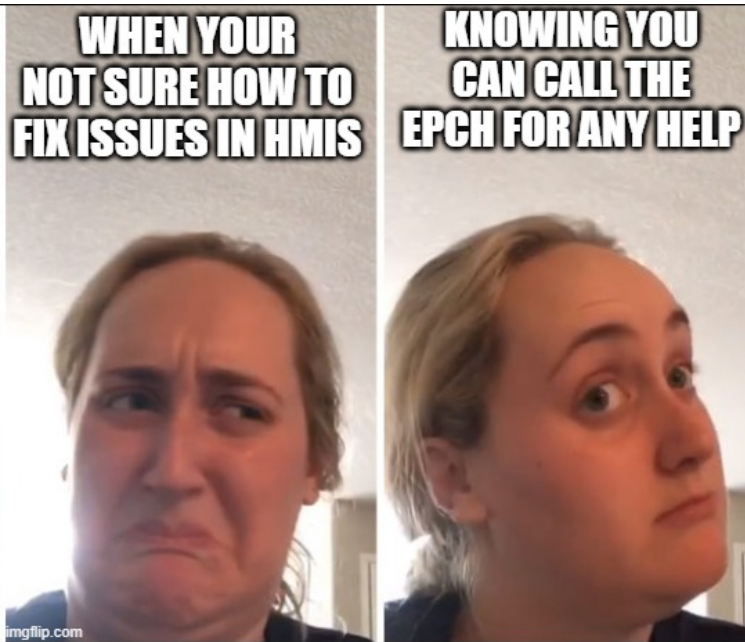
HMIS Zoom Lunch Meeting!

- **Open to anyone who needs help or has questions with HMIS!**
- **Zoom meeting will be from 11:30am-1:30pm**
- **Next meeting is on Friday 8/12/22!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

Hope To See You There!



Thank you!



EPCH Contact Information:

-Gary Gray-HMIS Senior Administrator

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WE ARE HERE TO HELP!