# What Will Be Covered?

- Clarity Update: Currently Enrolled Label
- Auto Exits & Re-Opening Client Program
- Exit Screens & Destinations Focus
- Conclusion/Questions

# Clarity Update-NOW LIVE

NEW UPDATE NOW LIVE!

## Updated — "Currently Enrolled" Label

**Overview:** We have updated the **Include group members** list that allows you to select members of a client's household to include in an [enrollment](#) for that client. The system will now display a **Currently Enrolled** label for other household members who are actively enrolled in the same Program (i.e., there is no enrollment end date, or the end date is after today).

City Shelter

### Active Clients

**1**
CLIENT

■ 0 %   Families
■ 100 %   Individuals

**Funding Source**
HUD:ESG — Emergency Shelter (operating and/or essential services)
**Availability**
Full Availability

**Service Categories:**
✓ Housing
✓ Food
✓ Mental Health

Include group members:

⬤ Tom Test **(Currently Enrolled)**

# Currently Enrolled Label



✓ Currently, John Wayne is active at the El Paso HMIS Emergency Shelter and enrolled as an individual.

# Currently Enrolled Label (cont.)

**Josephine Wayne**

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

Include group members:

- Melinda Wayne
- Stephanie Wayne
- John Wayne **(Currently Enrolled)**
- Barbara Wayne
- John Wayne Jr
- Bruce Wayne

PRINT DIRECTIONS

ENROLL

- The next day, his wife Josephine Wayne & kids will be entered into the shelter.
- However, Mr. John Wayne has already been enrolled into this program.
- If they are a family and will be together in the shelter, should I enroll Mr. Wayne again under Josephine Wayne? What if they come in separate of John Wayne?

# Currently Enrolled Label (cont.)

There are two ways to think about this situation:

- If Josephine Wayne and kids will be <u>JOINING</u> John Wayne at the shelter, then they should be added under John Wayne.

# Currently Enrolled Label (cont.)

- The other situation is if Josephine Wayne and kids enter the Emergency Shelter <u>SEPARATE</u> from John Wayne.
- If so, continue to enroll family members, but do NOT enroll John Wayne.

## Josephine Wayne

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

Include group members:

- Melinda Wayne
- Stephanie Wayne
- John Wayne **(Currently Enrolled)**
- Barbara Wayne
- John Wayne Jr
- Bruce Wayne

PRINT DIRECTIONS                                                                        ENROLL

The Currently Enrolled label is a <u>WARNING</u> to make sure duplicate enrollments do not happen.

# Auto Exits

Auto Exits can happen for a few reasons...

- Client has been enrolled in a program, but have no services provided.

- The services provided have expired and no NEW updated services have been applied.

- ✓ This can have an effect on reporting and attendance for programs.

# Is My Client Auto Exited?

- Services entered for the client have expired and have not been updated.

| Service Name | Start Date | End Date | |
|---|---|---|---|
| Case Management:Case Management<br>El Paso HMIS ⓘ | 04/01/2022 | 04/30/2022 | |
| Emergency Shelter - EPCH:Emergency Shelter - EPCH<br>El Paso HMIS ⓘ | 04/01/2022 | 04/30/2022 | |

- Exit screen shows "Data Not Collected" for all answers & Exit date is end date of last service provided.

End Program for client John Wayne
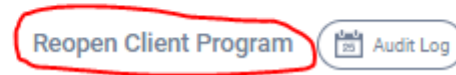
| | |
|---|---|
| Project Exit Date | 04/30/2022 |
| Destination | Data not collected |

# How to Reopen Client Program

1. Go to client EXIT screen, scroll down and click on "Reopen Client Program".

SAVE & CLOSE    CANCEL

Reopen Client Program    📅 Audit Log

2. Box will appear asking if you want to clear ALL exit data. If so, toggle switch on. To save exit data, leave switch off. Confirm after.

**REOPEN CLIENT PROGRAM** ⊗

This action will clear the exit date. To clear all exit data, please select toggle below before saving.

Clear All Exit Data

SAVE    CANCEL
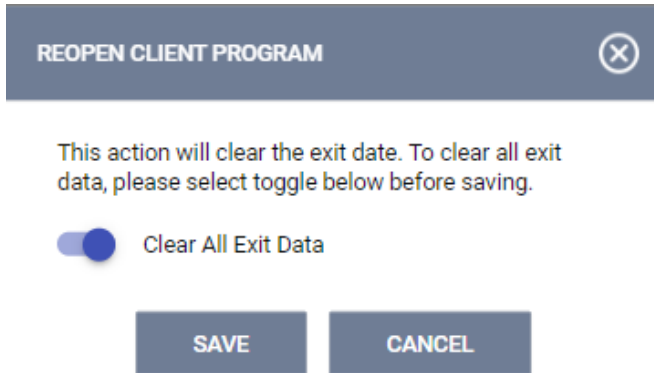
ep.clarityhs.com says

By confirming, all exit data for this client will be removed. This action will not modify any client service end dates.

OK    Cancel

# Your Not Done Yet!

To make sure client stays active….

- Update or extend client services already provided.

- If you do <u>NOT</u> do this, the system will look at the last date service was provided and Auto Exit client again.

- Provide additional services.

- You can always add case management service to the clients program to keep them active.

# Exit Screens & Destinations

- Recently looking at last years data, one major concern is the information on Exit Screens, especially Destinations.

- We always focus on the enrollment screen when we first encounter a client & enter them into our program.

- However, when clients leave our program, we sometimes don't follow up with where they went.

End Program for client John Wayne

Project Exit Date        04/30/2022

Destination        Rental by client, no ongoing housing subsidy

# Make The Effort!!

Here are a few tips to help gather Exit information:

- Keep in contact with clients often.

- If client mentions leaving soon, ask more detailed questions to find out where and when. This may help if client leaves unexpectedly.

- If client leave unexpectedly, try to contact client (Cell number, work number etc.). Try to complete Exit screen as best as possible.

- Emergency Shelter data is the hardest to capture due to clients coming and going, but if you get any information of departure, enter it in notes.

- RRH & HP programs should always have exit information including destination. (Rental by client answers)

# Conclusion

- Keep an eye out for Currently Enrolled label!
- Look for key clues of Auto Exit. If you need help with reopening client program, go to the EPCH website, under Resources and El Paso HMIS and look under HMIS How-To Guides.(How Do I Remove a Program Exit)
- Exit screens and Destinations are just as important as enrollment screens. Information entered into the exit screen helps with analysis and program outcomes.

# 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 6/17/22!**
- **Bring your questions, concerns and lunch!**
- **Hosted by Denver Herald (HMIS Tech)**

**Hope To See You There!**

# Thank you!

EPCH Contact Information:

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WE ARE HERE TO HELP!