HMIS QUICK GUIDE FOR
HENNEPIN ADULT SHELTER CONNECT

For detailed data entry steps, please refer to Adult Shelter Connect Data Entry Guide

ASSIST CLIENT WITH FINDING SHELTER

Verify that client info in HMIS is accurate and that the most appropriate destination is selected.

1. When a client contacts ASC, request their Client ID # and enter that in **ClientPoint**. Otherwise, ask for personally identifying info and use **Client Search** to find their record.
   - ❖ If you suspect false/stolen info, ask for a gov't issue ID or additional personally identifying info.
   - ❖ *After-Hours*: If you are unable to locate a *shared* record for the client then create a new one in HMIS. All clients must consent to SHARE on the ROI before continuing intake assessment and making reservation.

CHECK CLIENT RECORD

1. In **ClientPoint**, select the **Client Profile** tab and confirm that the **Alias** field contains "SHARED".
   - o If a Date of ROI consent is entered, but there's no "SHARED" in this field, add it.
2. Under the **Client Profile** tab, update any info in the assessment that is no longer accurate.
   - o Update **Client Location** to match "MN-500 Hennepin" if it does not already.
   - o If assessment was never completed then **Back Date** to the date of ROI consent before finishing it with the client. ICA recommends setting the time to "12:00:00 AM".
3. Review the **Shelter Stays** section on the **Summary** tab to see where the client has stayed.
   - o If there is a stay listed with blank start and end dates, the client already has a reservation.
4. Check the **Incidents** section to see whether there are any entries from the single adult shelters.
   - o If the client is banned from one of the shelters, do not send them there!

CREATE A RESERVATION FOR THE CLIENT

1. Select **ShelterPoint**, and from the **Provider** drop-down menu, pick the provider of the shelter.
2. Select the correct **Unit List** in the drop-down menu, then click on the **Submit** button followed by the **View All** option under the **ShelterPoint Dashboard**.
3. Scroll to the bottom and select the **Add Reservation** button.
4. Enter the Client ID # and confirm they do not have an active ban in the **Incidents** section of the **Unit Reservation Data** pop-up. Select **Save**.
5. **Note:** If a client cannot be served for any reason, such as a turn-away or refusal or ban, then add a **Need** under **Service Transactions** on their client record. If the client is referred from diverstion, this will be completed in steps below instead.

RESOLVE A REFERRAL FROM HENNEPIN SHELTER HOTLINE (AKA DIVERSION)

1. On the **Summary** tab of the client record, find the section labelled **Outstanding Incoming Referrals** and open the referral by selecting the edit pencil button next to today's date.
2. Scroll down to the field **Referral Outcome** and select "Accepted."
   - a. **Note:** If for some reason you were not able to contact the client then select "Declined."
3. Scroll down to the section **Need Status and Outcome**, select "Closed" as the Need Status, and select the appropriate outcome of the interaction.

Institute for Community Alliances