HENNEPIN SHELTER TEAM
FAMILY WARMING CENTER

This document contains data entry instructions for the following HMIS users: Hennepin/Family Shelter Team and the Family Warming Center HMIS staff. Questions about the content of this document can be directed to the Minnesota HMIS Helpdesk at mnhmis@icalliances.org.

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REFER A FAMILY TO THE FAMILY WARMING CENTER

For families that need to access the Family Warming Center, Hennepin Shelter Team staff should follow these directions to send the referral within HMIS. These instructions do not cover the existing data entry workflow for Hennepin Shelter Team working directly with families and inputting information into HMIS. These instructions *supplement* that data entry workflow and **only cover the step of referring the family to the Family Warming Center** in HMIS.

CREATE A REFERRAL TO THE FAMILY WARMING CENTER

1. On the Summary tab of the client record, find the **Outstanding Outgoing Referrals** section and click **Add Referral**. *(Alternatively, from the Service Transaction tab, you can also select **Add Referral**.)*

2. **Click on the check boxes** next to the Household ID, or the individual Client IDs within a household, to include all applicable household members on the referral to the Family Warming Center.

2. Select "Homeless Drop-In Centers" from the **Service Code Quicklist**, then click the button **Add Terms**.

3. Choose the appropriate provider from the **Provider** drop-down menu, then click **Add Provider**.

4. Scroll down to the **Referral Data** section and check the box next to the option **Check to notify Community Service Providers by Email.**


5. Do not change any other fields from the defaults. Scroll down and select **Save ALL**.

End of Referral Instructions

RECEIVING A REFERRAL FROM THE HENNEPIN SHELTER TEAM

Families will enter the Family Warming Center exclusively through referrals from the Hennepin Shelter Team. To enroll a household in the Warming Center, you will need to **resolve their referral**. This will create aSservice Transaction in the system. These will be grouped into an Entry/Exit record, as shown below:

One Entry/Exit

Multiple Shelter Visits
(Service Transactions)
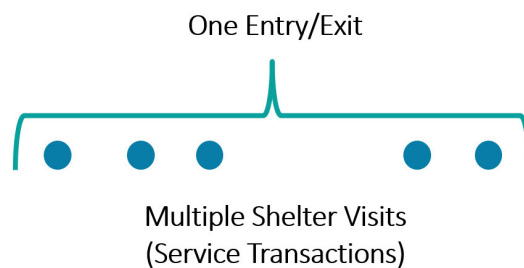
When a client presents at the Warming Shelter:

1. The Hennepin Shelter Team will send a referral directly to the Family Warming Center within HMIS.

2. Resolve the referral:

  a. **Enter Data As (EDA)** your drop-in provider #7058.

  b. Look up the client's record with the **Client Search**, or click on the Client ID in the Counts report on your home page. (If you'd like to learn how to add this, you can learn how with our Knowledge Base article on the topic [HERE](#).)

  c. On the **Summary tab** of the client record, locate the **Outstanding Incoming Referrals** section. Click the **edit pencil** icon to the left of the Referral Date date to open.

Outstanding Incoming Referrals		
Referral Date	**Referring Provider**	**Need Type**
✏️ 12/19/2023	Hennepin Shelter Team-CE-HCC	Homeless Drop In Centers
Add Referral	Showing 1-1 of 1	

  d. On the next screen, be sure to click the **checkboxes** next to the names of all applicable **Household Members.**

  e. Scroll down to the **Referral Outcome** field and select **Accepted**.

    i. **Note:** If for some reason you were not able to contact the client then select **Declined**.

  f. Scroll down to the **Need Status and Outcome** section, select **Closed** as the Need Status, and select **Fully Met** as the **Outcome of Need**.

  g. Under **Service Information**, click **Provide Service**.

Need Status and Outcome	
Need Status *	Closed ▾
Outcome of Need	Fully Met ▾
If Need is Not Met, Reason	-Select- ▾

Service Information
Provide Service   ⓘ A Service has not yet been provided for this Referral.

3. Record the Service Transaction:

  a. Under **Household Information**, select all members of the household.

  b. Under **Referral Information**, confirm the **Start Date**. If the **End Date** is empty, add an End Date that matches the **Start Date**.

  c. Select "Homeless Drop-In Centers" as the **Service Type**.

Start Date *	01 / 02 / 2024 📅 ↺ 📅 3 ⌄ : 25 ⌄ : 05 ⌄ PM ⌄
End Date	01 / 02 / 2024 📅 ↺ 📅 4 ⌄ : 00 ⌄ : 00 ⌄ PM ⌄
Service Type *	Make Service same as Need
	Homeless Drop In Centers (BH-1800.3500) ⌄ **Look Up**

    d.   Click **Save and Continue**, then **Exit**.

ENROLLING IN THE FAMILY WARMING CENTER

After the referral is resolved, it is the job of shelter staff to manually create an Entry for the client on the first visit.

FIRST SERVICE (PROJECT START DATE)

1. On the client's profile, navigate to the **Entry/Exit tab**.

2. Click the **Add Entry/Exit** button.

3. In the pop-up, **click each of the checkboxes** to include all members of the household.

4. Confirm the **Provider** and **Start Date** are accurate, and select **Basic** for the Entry **Type**. Then click **Save and Continue**.

Project Start Data - (351663) McTesterson, Testy

Provider *	Hennepin-DS-HCC-<>-Family Winter Safe Space (7058) **Search** **My Provider** **Clear**
Type *	Basic ⌄
Project Start Date *	01 / 02 / 2024 📅 ↺ 📅 4 ⌄ : 00 ⌄ : 32 ⌄ PM ⌄

5. On the **Entry Assessment** (MN Core: Entry for DS), fill in as much missing or outdated information as possible.

6. In the **Household Members** sidebar menu, click on the other members of the family and ensure that their Entry assessment information is complete as well.

7. At the bottom of the assessment page, don't forget to click **Save and Exit**.

FUTURE VISITS (SERVICE TRANSACTIONS)

1. For each day the client visits your shelter, you will need to add a Service on the **Service Transactions tab**. This will be using the same process as "Receiving a Referral" described above in this document.

2. If information from the first visit is missing from the **Entry Assessment**, you can click the **edit pencil** next to the **Entry** enrollment on the Entry/Exit tab to update the original assessment information.

3. If information found on the Interim update assessment has changed since project start, you can record this in an **Interim Update**:

   a. Click on the notebook icon under **Interims** next to the original Entry.

Entry / Exit

	Program	Type	Project Start Date		Exit Date		Interims	Follow Ups	Client Count	
🗑	TSA HLC-ES-HCC-HUD-ESG-SafeBay (1943)	HUD	✏	01/04/2024		✏	📄	📄	🔍①	📎
🗑	Hennepin-DS-HCC-<>-Family Winter Safe Space (7058)	Basic	✏	01/02/2024		✏	📄	📄	🔍①	📎

   b. Click **Add Interim Review** and select all household members.
   c. Set the **Review Type** to "Update" and confirm the **Review Date**, then click **Save & Continue**.

Interim Review Data

Entry / Exit Provider	TSA HLC-ES-HCC-HUD-ESG-SafeBay (1943)
Entry / Exit Type	HUD
Interim Review Type *	Update
Review Date *	01 / 12 / 2024 📅 ↺ 📅 11 ▾ : 05 ▾ : 01 ▾ AM ▾

   d. Update information for each applicable household member, then **Save & Exit**.

PROJECT EXIT

Project Exit represents the end of a client's participation with a project. You do not need to add a Project End Date to the enrollment on the Entry/Exit tab after each individual stay. For drop-in centers in Hennepin County, Exits in HMIS do not happen until the client has not received services **for at least 90 days**.

Given that the Family Warming Center is a seasonal project, and will likely be open for a period of ninety days or less, **the shelter staff will not be doing routine Exits of clients in HMIS.** After the center has closed for the season, ICA MN staff will send a report that will list the appropriate closing date for each client, along with additional instructions for completing Exits.

If you do need to complete an Exit for a client, go to the **Entry/Exit** tab and locate the open Entry enrollment for the Warming Center project. Click the edit pencil next to the empty **Exit Date** space, and complete **Exit Date** and **Destination** fields. Exit date should match the Sday after the last **Service** date, meaning the morning the family last left the site.