

HENNEPIN COUNTY DIVERSION GUIDE FOR ADULT SHELTER CONNECT & HENNEPIN SHELTER TEAM

INTERACTING WITH HENNEPIN SHELTER HOTLINE (AKA DIVERSION)

The following are scenarios your team may encounter following the transition of Hennepin Shelter Hotline as the new front-door of the Hennepin homeless response system. Always begin with verifying client info in HMIS.

1. When a client contacts your team, 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.
2. If a new client presents to your team, and they have no record in HMIS, then they are likely eligible for diversion from shelter. Go no further and, instead, connect them directly to **Hennepin Shelter Hotline** by facilitating a warm hand-off over the phone.

CLIENT HAS AN HMIS RECORD BUT HAS NOT STAYED IN SHELTER IN THE LAST 90 DAYS

1. Open the client record in **ClientPoint**.
2. On the **Entry/Exit** tab, verify whether the client has stayed in Emergency Shelter (ES). If they have no ES project enrollments, or if the most recent ES project exit date is not within the last 90 days, then they may be eligible for **Hennepin Shelter Hotline** diversion services.
3. Facilitate a warm hand-off over the phone to **Hennepin Shelter Hotline** so they can assess that client.

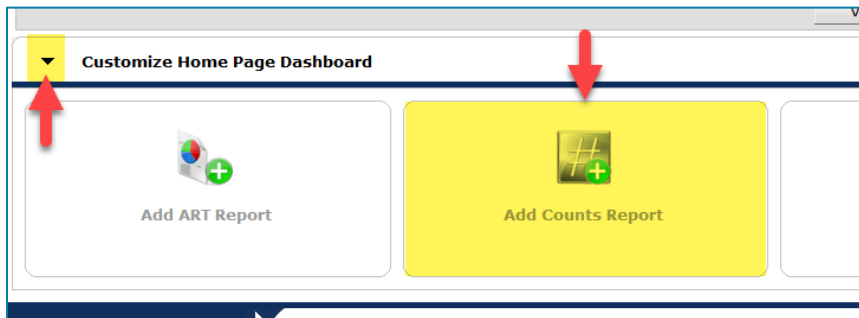
RECEIVING A REFERRAL FROM HENNEPIN SHELTER HOTLINE

1. **Hennepin Shelter Hotline** will facilitate a warm hand-off to your team for any clients that are not eligible for their diversion services or could not be diverted. Diversion notes and additional info can be found added to the assessment on the **Client Profile** tab.
2. Follow your standard workflow for completing intake/screening with each client and connecting them to a shelter (if available).
3. Each client will also have a referral in HMIS that must be resolved by your team:
 - a. On the **Summary** tab of the client record, find the section labelled **Outstanding Incoming Referrals** and open the referral by selecting the **edit pencil** icon next to the date.
 - b. Scroll down to the field **Referral Outcome** and select **Accepted**.
 - i. **Note:** If for some reason you were not able to contact the client then select **Declined**.
 - c. Scroll down to the section **Need Status and Outcome**, select **Closed** as the Need Status, and select the appropriate outcome of the interaction.

SET UP A REFERRAL COUNTS REPORT

Hennepin Shelter Hotline creates referrals via Service Transactions in HMIS. To help identify clients referred to your team, it's recommended that **each user** set up a **Counts Report**.

1. Select **Home** from the navigation menu on the left side of the screen to open your [Home Page Dashboard](#).
2. Select the arrow next to [Customize Home Page Dashboard](#), then select **Add Counts Report**. A [Counts Report](#) dashlet will be added to your dashboard.



3. Select the **edit pencil** on the [Counts Report](#) dashlet to open the [Edit Dashlet](#) pop-up window.
4. Select **Outstanding Incoming Referrals** from the [Report Name](#) drop-down menu.
5. In the [Filters](#) section, make these selections:
 - a. [Select Dates](#): Choose **All Dates**.
 - b. [Provider Type](#): Select **Provider**.
 - c. [Provider](#): Select your provider.

Top-Left	Top-Right	Bottom-Left	Bottom-Right
Report Name	Outstanding Incoming Referrals 1		
Description	Lists all outstanding referrals made TO the specified providers during the specified date range. An outstanding referral is one that has not had a provider, the need status is not 'Closed', the need outcome is not 'Fully Satisfied', or the referral outcome is not 'Accepted', 'Declined', or 'Canceled'.		
Filters			
Select Dates	Start Date	End Date	
All Dates 2	□/□/□	□/□/□	
Provider Type *	<input type="radio"/> System Wide <input checked="" type="radio"/> Provider 3 Starting Group		
Provider *	ICA-CE-Training Provider- Coordinated Entry Diversion (1353) <input type="button" value="Search"/> 4 <input type="button" value="Provider"/> <input type="button" value="Clear"/>		
Including Subordinates	<input type="checkbox"/>		

6. Select **OK** to close the pop-up.
7. Near the top of the [Home Page Dashboard](#), select **Save** to keep your changes.
8. To view the results of a [Counts Report](#), click on its **blue number**. Select a client ID number to open the client record.