

# HMIS QUICK GUIDE FOR HENNEPIN COUNTY DIVERSION

For detailed data entry instruction, please refer to [Hennepin County Diversion Data Entry Guide](#)

## WORKFLOW FOR CLIENTS SEEKING IMMEDIATE SHELTER

Clients contacting the Hennepin Shelter Hotline who are eligible for diversion services will either be diverted from going to shelter (complete Part B) or referred to shelter (complete Part B & C).

### PART A: ALL CLIENTS

1. To begin, Enter Data As (EDA) provider 5084 and open **ClientPoint**. Ask the head of household for personally identifying info and use **Client Search** to find an existing shared record. Create a new client record if one does not exist.
  - ❖ If you suspect false/stolen info, ask for additional personally identifying info.
  - ❖ For new clients, fill out the **Client Profile** tab completely, including documenting the HMIS ROI.
  - ❖ To maximize continuity of shelter services, all clients are recommended to consent to *SHARE* on the HMIS ROI before continuing intake. Adult Shelter Connect (ASC) and Hennepin Shelter Team (HST) would not be able to work with *closed* HMIS records created under your diversion provider.
2. If client is **not eligible** for diversion, skip all HMIS data entry and hand off call to ASC or HST.

### PART B: CLIENTS ELIGIBLE FOR DIVERSION

1. In **ClientPoint**, create new client records for any additional household members as needed, and once again fill out the **Client Profile** tab completely for each, including documenting the HMIS ROI.
2. On the **Households** tab, add and update household members as needed.
3. On the **Entry/Exit** tab, create an entry for your provider, including additional members of the household.
4. Record any financial assistance provided to a client as a service on the **Service Transactions** tab, including additional members of the household.
5. On the same day of entry, exit the clients from their open enrollment and complete the exit assessment.
6. For clients receiving extended diversion services, complete a follow-up assessment when services end.

### PART C: CLIENTS ELIGIBLE BUT NOT SUCCESSFULLY DIVERTED

1. On the **Summary** tab of the client record for the head of household, scroll to the bottom of the page and update the *Hennepin Diversion and Shelter Referral Form*, including any useful notes.
2. Still on the **Summary** tab, scroll up to the *Outstanding Outgoing Referrals* section and select **Add Referral**.
  - a. Create a referral for Emergency Shelter to the destination provider:
    - (i) Single adults: Select **Adult Shelter Connect**.
    - (ii) Families: Select **Hennepin Shelter Team** **\*\*only for the head of household\*\***
  - b. Select the checkbox next to *Check to notify ServicePoint Providers by Email*.
  - c. When finished, select **Save ALL**.
3. After saving the referral, facilitate a warm hand-off to the appropriate provider.