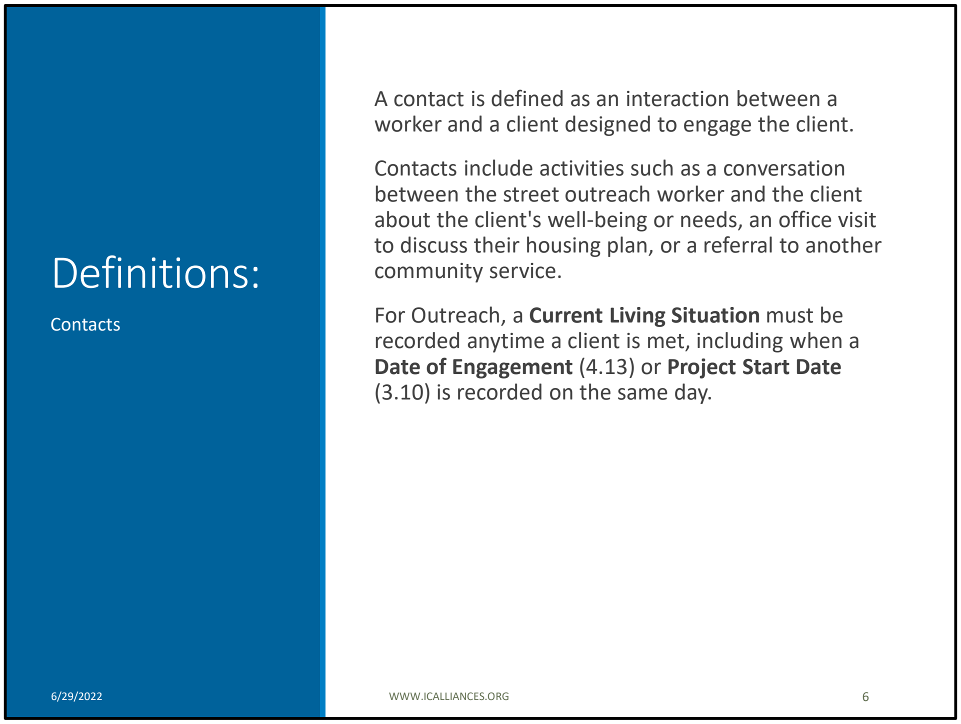
YHHS Training

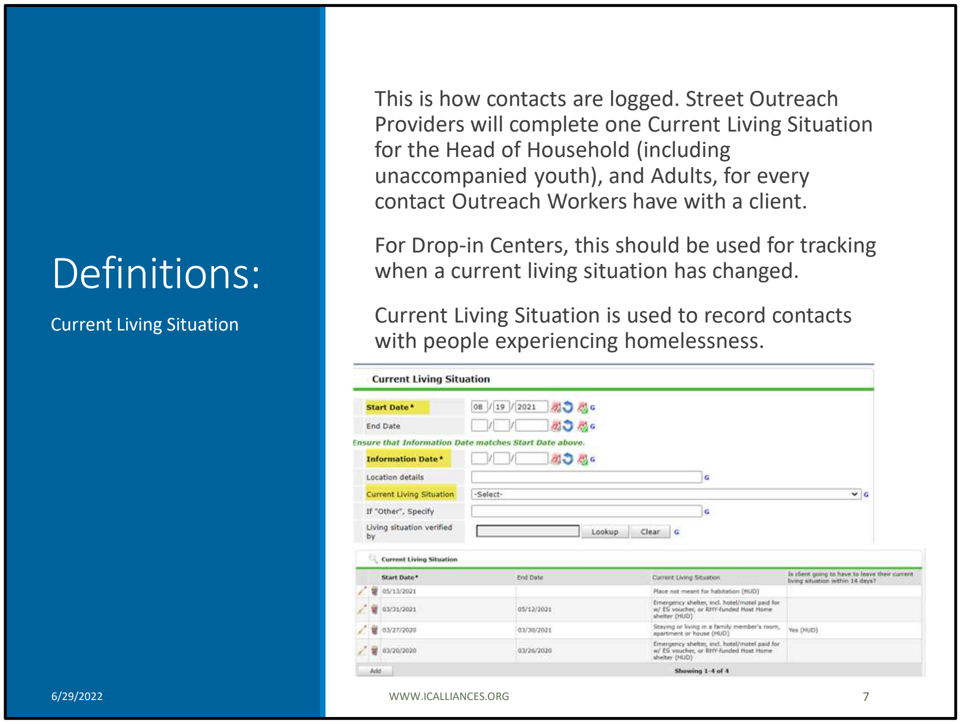
JUNE 2022

General Information

THE FOLLOWING SECTION APPLIES TO BOTH THE OUTREACH AND DROP-IN COMPONENTS



A contact is defined as an interaction between a worker and a client designed to engage the client.
Contacts include activities such as a conversation between the street outreach worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service.
For Outreach, a **Current Living Situation** must be recorded anytime a client is met, including when a **Date of Engagement** (4.13) or **Project Start Date** (3.10) is recorded on the same day.

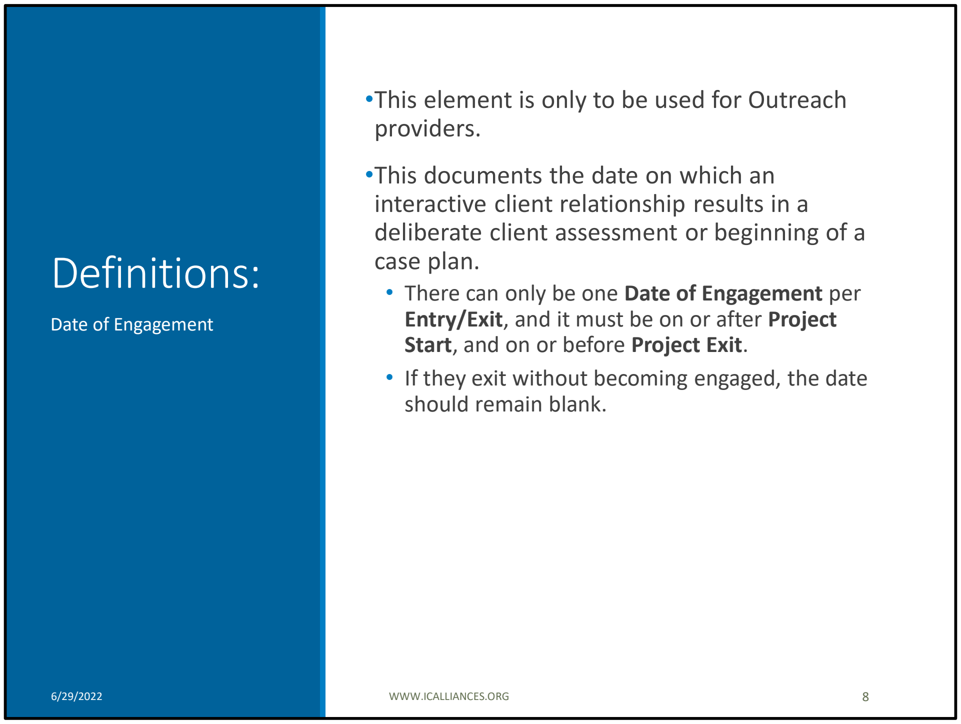


Note, this data element will be moving up on the assessment to make it easier to find.

This is how contacts are logged. Street Outreach Providers will complete one Current Living Situation for the Head of Household (including unaccompanied youth), and Adults, for every contact Outreach Workers have with a client.

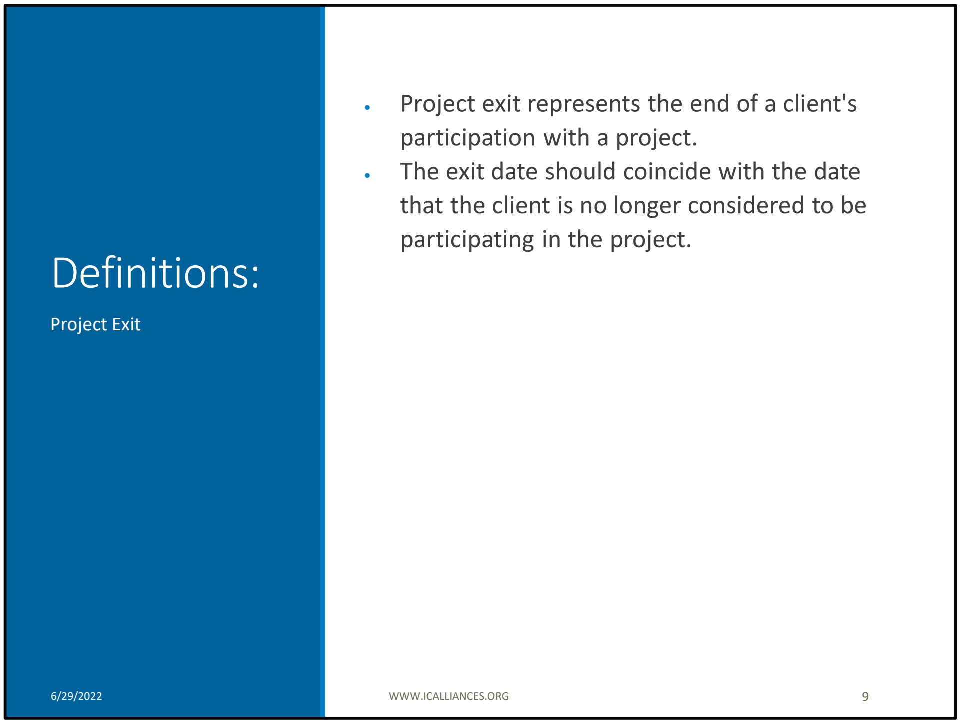
For Drop-in Centers, this should be used for tracking when a current living situation has changed.

Current Living Situation is used to record contacts with people experiencing homelessness.



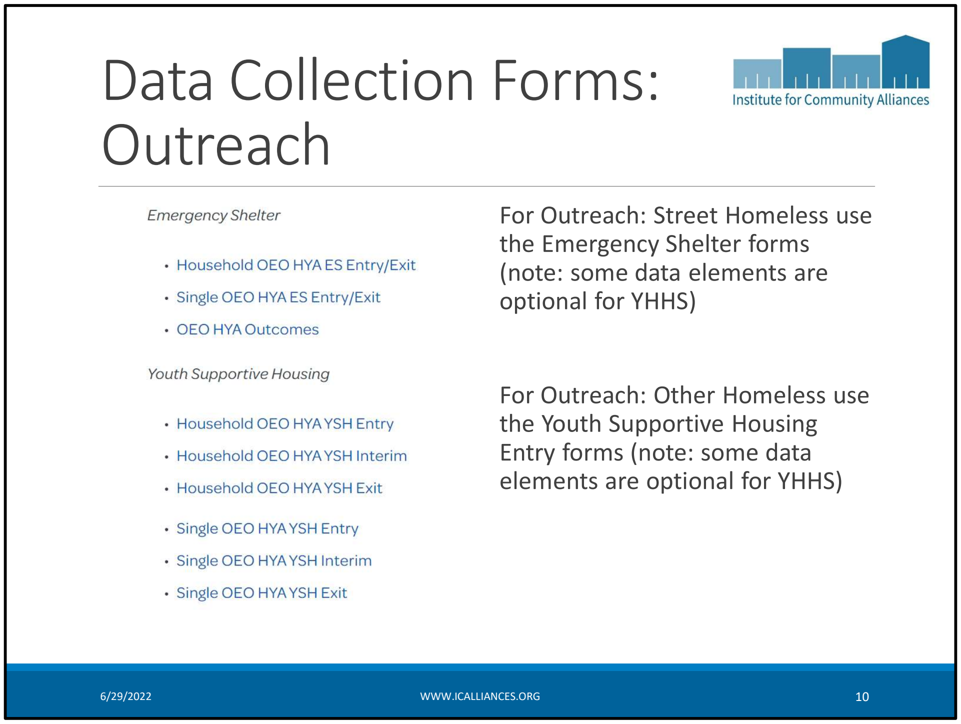
•This element is only to be used for Outreach providers.
•This documents the date on which an interactive client relationship results in a deliberate client assessment or beginning of a case plan.

- •There can only be one **Date of Engagement** per **Entry/Exit**, and it must be on or after **Project Start**, and on or before **Project Exit**.
- •If they exit without becoming engaged, the date should remain blank.



- Project exit represents the end of a client's participation with a project. The exit date should coincide with the date that the client is no longer considered to be participating in the project. For Street Outreach projects. Reasons to exit a client include:
  - The client has entered another project type (e.g., TH, PSH) or otherwise found housing;
  - The client is engaged with another outreach worker or project;
  - The client is deceased;
  - The outreach worker has been unable to locate the client for an extended period of time (for Hennepin, 90 days from last contact) and there are no contacts recorded in the Current Living Situation (4.12). In this case, exit as of the last contact, or if no contacts, the entry date
- For Drop in Centers, reasons to exit a client include
  - The client has stopped coming to the drop-in center, and has not received services

for 90 days or more, in this case, exit as of the last date the client received services
•The client is deceased



The HYA forms were chosen as the best fit, but they aren't a perfect fit.

For Outreach: Street Homeless use the Emergency Shelter forms (note: some data elements are optional for YHHS)

For Outreach: Other Homeless use the Youth Supportive Housing Entry forms (note: some data elements are optional for YHHS)

Data Collection Forms: Drop-in Centers

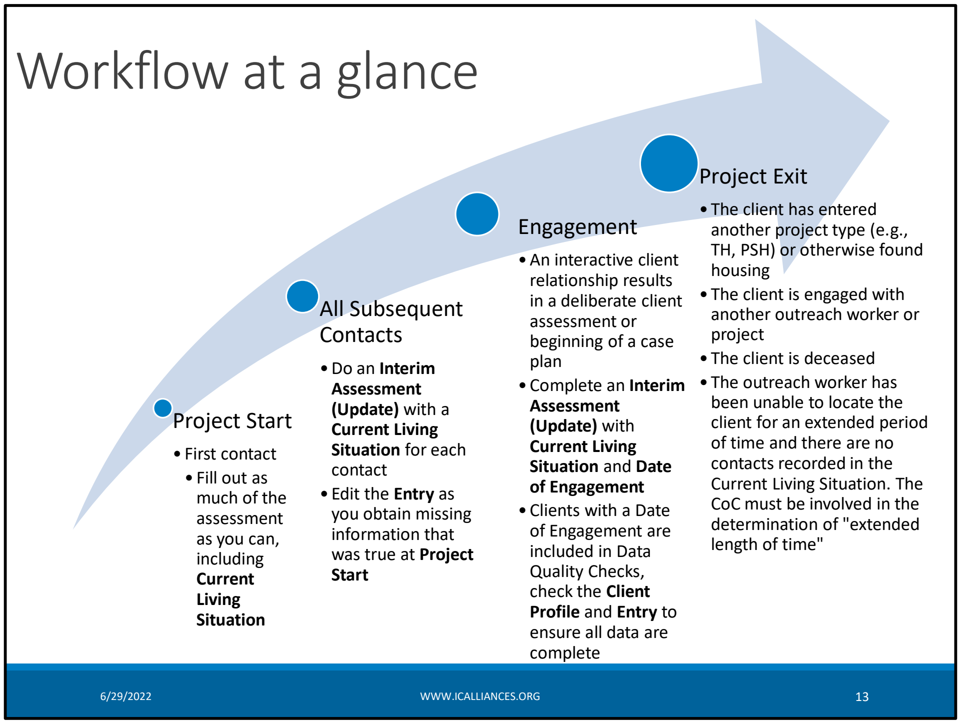
Youth Supportive Housing

- Household OEO HYA YSH Entry
- Household OEO HYA YSH Interim
- Household OEO HYA YSH Exit
- Single OEO HYA YSH Entry
- Single OEO HYA YSH Interim
- Single OEO HYA YSH Exit

For Drop-in: use the Youth Supportive Housing Entry forms (note: some data elements are optional for YHHS)

Again, The HYA forms were chosen as the best fit, but they aren't a perfect fit.

You will see if you are doing outreach you have a Street Outreach Provider and a Supportive Services Only (or SSO) provider. For clients who are unsheltered (staying in a place not meant for habitation) at your first contact, they would be entered in the street outreach provider. Anyone else, including clients in emergency shelter, would be in the SSO provider. You do not need to change the provider every time they move, that will be recorded with the Current Living Situation data element (more to come on this).



We will review each step in more detail on the next slides

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First Contact = Project Start Date

- Create client record and profile information
  - Document ROIs using the General HMIS Instructions
- Entry/Exit Tab
  - Entry to HMIS provider (unless you also have RHY or another Federal funding source on your provider, use the **Basic** entry type).
  - Complete as much of the Outreach assessment as possible with information gathered at first contact
  - Complete Current Living Situation

- Just a reminder: For outreach, For clients who are unsheltered (staying in a place not meant for habitation) at your first contact, they would be entered in the street outreach provider. Anyone else, including clients in emergency shelter, would be in the SSO provider. You do not need to change the provider every time they move, that will be recorded with the Current Living Situation data element (more to come on this).

- Create client record and profile information
    - Document ROIs using the General HMIS Instructions
    - Unless your provider serves only clients over 18, your provider is closed to Statewide Data Sharing by default, if you create a new client in your provider, and they consent to data sharing, please email the Helpdesk the client ID and ask us to open the client record. See ROI FAQ
    - If client full name is not disclosed use a temporary, partial, or street name to identify the client in HMIS, but keep track of the client ID.
- Entry/Exit Tab
    - Entry to HMIS provider (unless you also have RHY or another Federal funding source on your provider, use the **Basic**

entry type).

  - If client is residing in an unsheltered setting (place not meant for habitation), create Entry in the Street Outreach (SO) provider.
  - If client is residing in shelter or other residential type setting, create Entry in the Supportive Services (SSO) provider.

    Complete Current Living Situation sub-assessment

- Complete as much of the Outreach assessment as possible with information gathered at first contact

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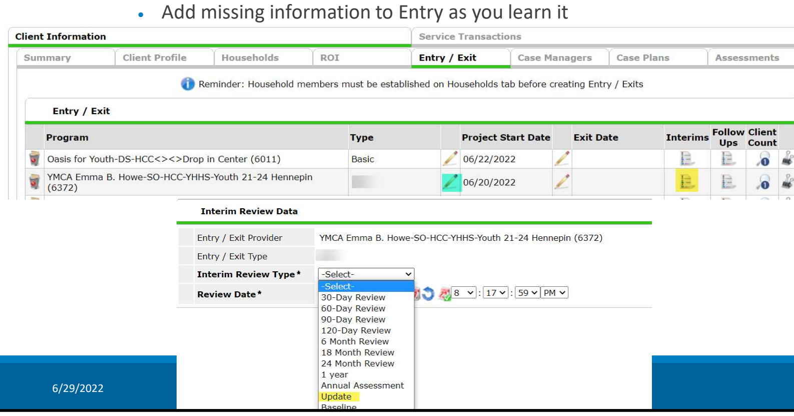
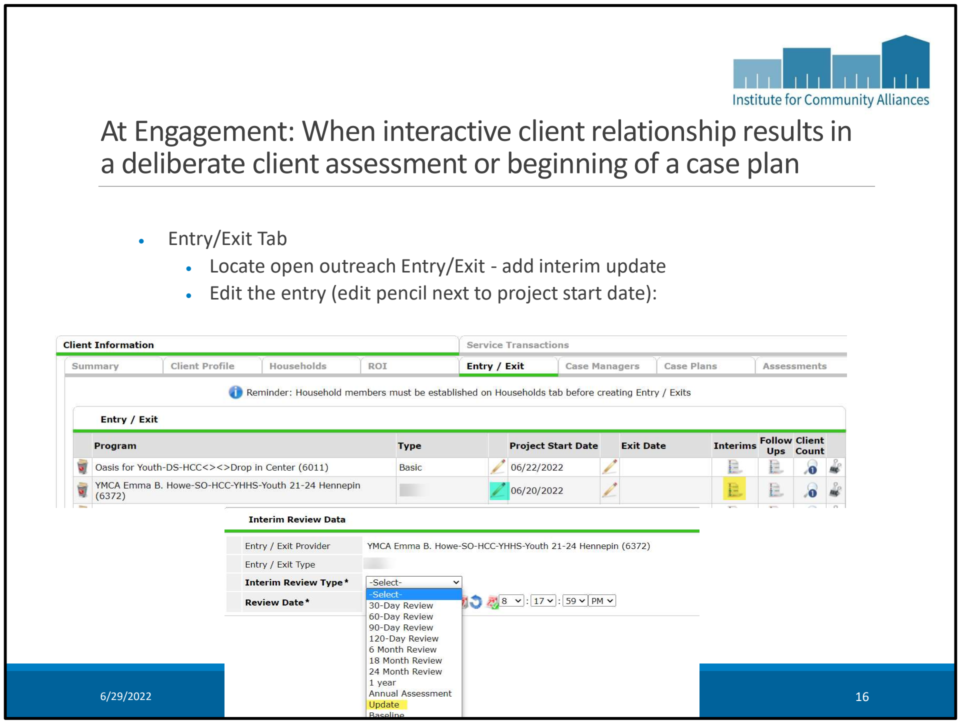
Each Additional Contact (before, including, and after Date of Engagement)

- Entry/Exit Tab
  - Locate open outreach EE - add interim update
    - Record Current Living Situation
  - Add missing information to Entry as you learn it



For additional contacts, you would add an interim update to the entry (see the yellow highlighting). You would also add any new information you have obtained that was true as of entry using the blue highlighting.



- Entry/Exit Tab
  - Locate open outreach Entry/Exit - add interim update
    - Complete Current Living Situation and date of engagement
    - Edit any information that has changed since project start (beyond Current Living Situation that is completed every time you have a contact)
  - Edit the entry (edit pencil next to project start date):
    - Complete Full assessment - including any missing information you did not have when

you first entered the client

- All data elements must be dated on or before date of engagement

Note, there are optional data elements at the end of the assessment, these are helpful if you have the information, but are not required.

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Update assessment

Current Living Situation and Date of Engagement are at the bottom of the update:

Current Living Situation

	Start Date*	End Date	Current Living Situation	Is client going to have to leave their current living situation within 14 days?
	06/17/2022		Place not meant for habitation (HUD)	
	06/01/2022	06/16/2022	Staying or living in a family member's room, apartment or house (HUD)	
	06/01/2022	06/01/2022	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)	
	05/02/2022		Staying or living in a friend's room, apartment or house (HUD)	Yes (HUD)
	05/02/2022	05/02/2022	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)	

Add Showing 1-5 of 18 First Previous Next Last

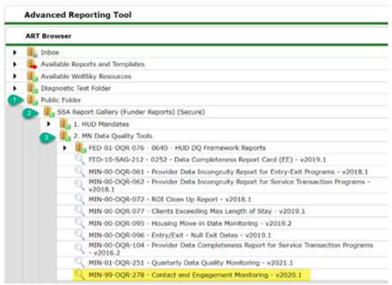
Complete Date of Engagement for Outreach projects only.

Date of Engagement _ / _ / _

Project Exit

- Locate open outreach Entry/Exit – click edit pencil next to exit and complete exit assessment

Contact and Engagement Monitoring Report



Prompts

- Select Provider(s): use your SO and SSO providers
- Select Reporting Group(s): Leave blank
- Select CoC Code(s): Leave blank
- Select Retired CoC Code(s): Leave blank
- Select Federal Partner Program(s): Leave blank
- Select Project Type(s): Leave blank
- EDA Provider: Leave blank
- Start Date: First day of the reporting period
- End Date: Day AFTER the last day of the reporting period (or today's date)
- Effective Date: Same as End Date

Contact and Engagement Monitoring Report

New flags at:

- 30 days (to prompt for re-engagement)
- 45 days
- 90 days (time to exit if no contact)

Drop-in Center

AKA “DAY SHELTER” IN HMIS TERMS

YHHS Drop-in workflow at a glance

Project Start

- Enter as much of the **Entry** assessment as you can, noting that Data Quality begins here.
- Service Transaction(s) entered

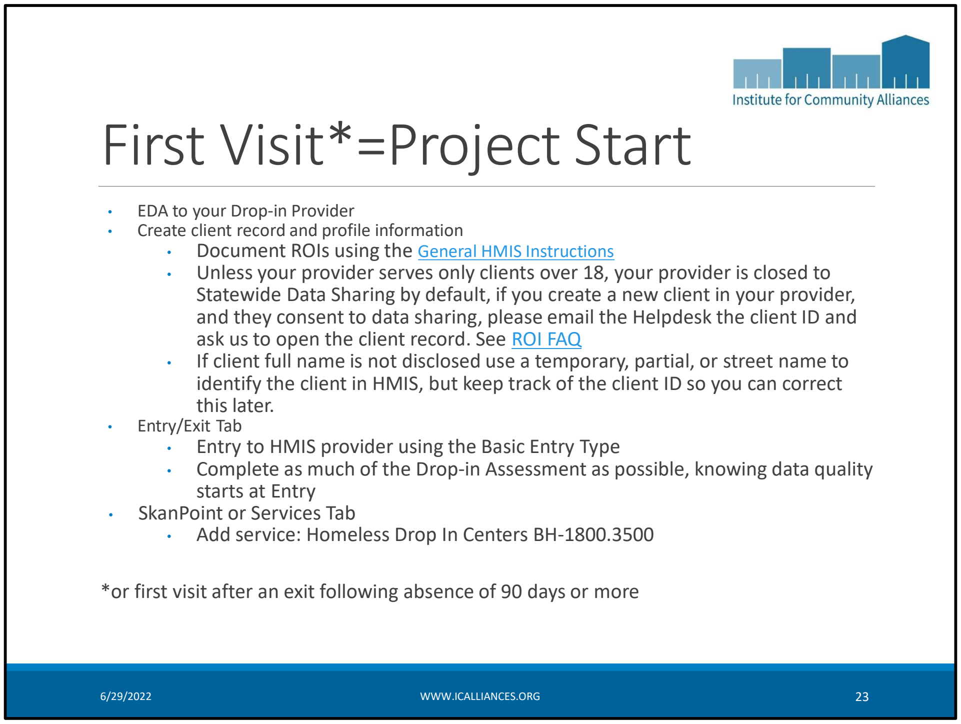
Subsequent visits

- Service Transaction(s) entered
- For any missing information obtained that was true at **Project Start** please edit the **Entry Assessment**
- Complete an **Interim Review (Update)** with any changes since the **Entry** was completed

Project Exit

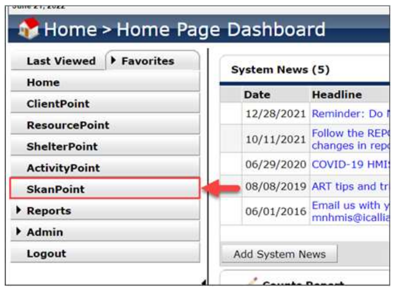
If there is a break in services for 90 days between visits, complete an **Exit**

New visit after **Exit?**
New **Project Start** and new **Entry Assessment**



Note, there are optional questions on the assessment, these are not required, but are useful information if you do obtain it. For Current Living Situation at Drop-in Centers—this is different from outreach. For Drop-in Centers, and is optional. You can use this data element when something changes or when you have a more substantial interaction with youth than just providing a drop-in service.

Checking in Clients on Subsequent Visits



- EDA to your drop-in provider
- Click SkanPoint on the left-hand side
- On the Provide Service tab, you can record service transactions for one or more clients. You will only see one option for services, Homeless Drop In Centers
- Add End Date of the same date the service is occurring
- Use one of the following methods to locate the client(s)
  - **Start Skan**: Select one or more clients by scanning Community Cards, searching for their client records, and/or manually entering ID numbers.
  - **Choose Clients from Client List**: Select clients from a pre-defined list. (see Knowledge Base for more on this functionality)

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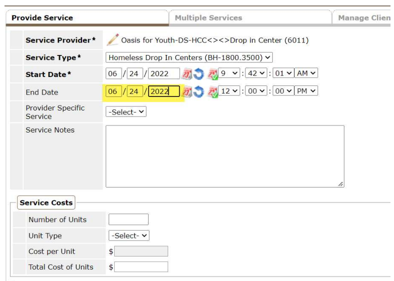

Exit

- Reasons to exit a client include:
  - The client has stopped coming to the drop-in center, and has not received services for 90 days or more
  - The client is deceased
- Entry/Exit tab
  - Locate open drop-in Entry/Exit – click edit pencil next to exit and complete exit assessment

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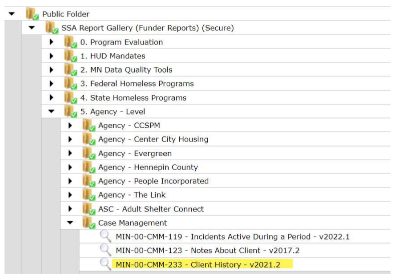
Drop-In useful report

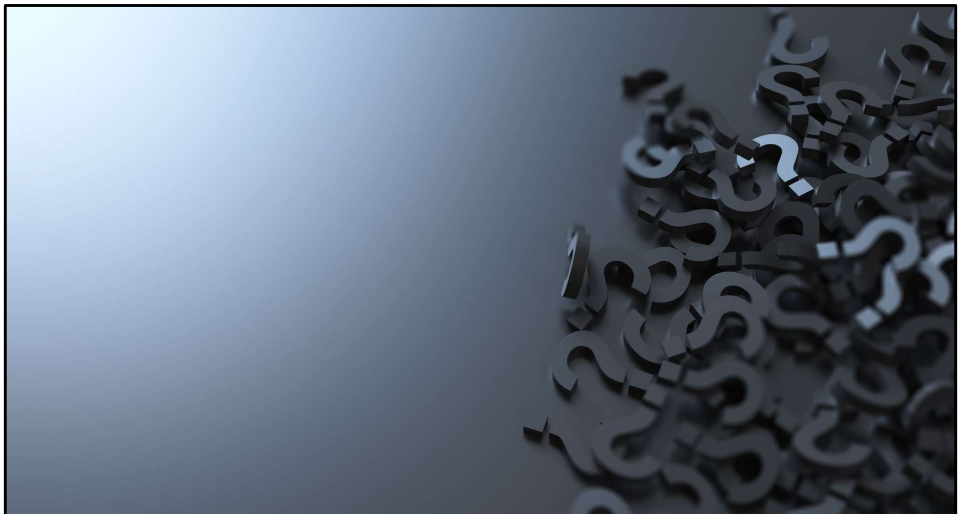


Prompts:

- Select Reporting Group(s): Leave blank
- Select Provider(s): Select your Drop-in Provider
- EDA Provider: Leave blank
- Enter Client ID(s): Leave blank
- Enter Start Date: Enter the first day of the period you are reporting on
- Enter End Date: Enter today's date, or the day AFTER the last day of the reporting period
- Enter effective date: Same as End Date
- Select Project Type(s): Leave blank
- Display PII: If you use this prompt, make sure to use best practices for keeping PII secure

Common questions

- Don’t have full name at first contact/visit:
  - Record what you can, note the Client ID so you can find it later, add to it as you get more information
- Is verbal ROI consent enough?
  - Verbal ROI consent is only valid if they have either read or heard the full HMIS ROI
- Receive ROI consent later:
  - You would create a new record after they sign the ROI, the ROI is not retroactive
  - If you are using a closed provider, email the Helpdesk to open the new record



Questions