

PERMANENT SUPPORTIVE HOUSING WORKFLOW

Scattered Site

1. REFERRAL

- a. Receive referral from Centralized Intake (CI) through CMIS and email.
- b. Contact client.
 - i. Explain provider's Permanent Supportive Housing (PSH) process.
 - ii. Request client information.
 - iii. Schedule clients' intake.

2. INTAKE

- a. Meet with client and complete all necessary intake paperwork.

CMIS DATA ENTRY

3. BACK DATE MODE

- a. Set Back Date Mode to date and time of client being approved for program.

4. CLIENTPOINT/CLIENT SUMMARY

- a. Clients referred by CI will have a profile in CMIS.
- b. Accept PSH Referral from "Outstanding Incoming Referrals" on the Client Summary tab.

5. CLIENT PROFILE

- a. Review/Update clients' Universal Data Elements (UDEs).

6. HOUSEHOLDS

- a. Check that all household members being enrolled into PSH program are found in the same household. If not, add additional household members now.

7. RELEASE OF INFORMATION (ROI)

- a. Add Release of Information for all household members under the Parent Provider.

8. ENTRY/EXIT – PROJECT ENTRY

- a. Click "Add Entry/Exit".
- b. Select all household members that are being enrolled in the PSH program.
- c. Add an Entry/Exit under the specific PSH project ("Provider") that the client is being served by.
- d. Review and update all questions on Entry Assessment to reflect clients' current situation.
 - i. Housing Move-In Date (HMID) – if client moves into housing unit on date of program approval, enter date in Entry Assessment.

9. DURATION OF PROGRAM STAY

- a. Case Management tab – add clients' case manager
- b. Case Plans tab – upload files relating to client's case management
- c. Interims – record changes in a client's information throughout their program stay.
 - i. Housing Move-In Date (HMID) – if client moves into housing unit after date of intake, enter date in Interim Assessment.
 - ii. Annual Assessment – Needs to be added annually through an interim for clients staying in program for 365 days or more.

10. PROJECT EXIT

- a. Clients are to be exited from the PSH project when they move out of their PSH unit.
- b. Select all household members exiting the project.
- c. Select the Reason for Leaving and Destination that best reflects the client's situation.
- d. Update the Exit Assessment with any information not collected at Entry or through an Interim.