

# Housing Problem Solving (Diversion) HMIS Reference Guide

## Create the HPS Record

Note: The client may already be in ServicePoint, in which case, some data will be available to you from previous program entries.

1. Set your EDA to: Project Name HPS (Diversion)
2. Click on Client Point
3. Search for the client
  - a. If the client is not found, fill in the information you have and Add New Client with This Information

Note: There is not a prompt to create a New Household, add only the Head of Household. Do not include household members if there are any.

4. Click Add Entry/Exit

Verify your EDA is set correctly

Type = HUD

Project Start Date is the Date the HPS communication began

5. Enter the Zip Code is calling from or is currently located in. Click Apply Zip Code Information. ServicePoint will complete the City and County.
6. Click the dropdown box next to Homelessness Status:
  - Currently Homeless – sheltered
  - Currently Homeless – unsheltered
  - Will be homeless in more than 14 days
  - Will be homeless in less than 14 days
7. How many members in your household are in need of service? (Including yourself)
  - How many members are children (under the age of 18?)
8. Does the client have a disabling condition? (This field could contain data – it is connected to other project entries. If the data is correct, leave it, if not update it.)
9. Total Monthly Income: Could contain data – it is also connected to other project entries. If the data is correct leave it, if not update it.)

Household Members	Diversion Initial
<input checked="" type="checkbox"/> (137966) Hewson, Alison Age: 57 Veteran: No (HUD)	Entry Date: 02/01/2023 07:09:28 AM
	<b>Fill in 'Caller Zip' and press 'Apply Zip Code Information' to auto-fill Caller City and Caller County</b>
	Caller ZIP: <input type="text" value="04353"/> <input type="button" value="Apply ZIP Code Information"/> G
	Caller City: <input type="text" value="Whitefield"/> G
	Caller County: <input type="text" value="Lincoln"/> G
	Homelessness Status: <input type="text" value="Currently homeless - unsheltered"/> G
	How many members in your household are in need of service? <input type="text" value="4"/> G
	<i>b. How many members are children (under the age of 18)?</i> <input type="text" value="0"/> G
	Does the client have a disabling condition? <input type="text" value="Yes (HUD)"/> G
	Total Monthly Income: <input type="text" value="400"/> G

10. Click on Save, click on the Maine Required Data Elements assessment.

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<input checked="" type="checkbox"/> <b>Maine Required Data Elements</b>	<input checked="" type="checkbox"/> <b>HUD UDEs for All other Projects (2020-2021)</b>	<input checked="" type="checkbox"/> <b>Diversion Initial</b>
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11. Zip Code of Last Permanent Address: The last place someone lived (in a non-homeless situation)

12. Zip data quality for last permanent address:

- Full or partial zip code reported
- Client doesn't know
- Client Refused

13. Release of Information Date: Date the Release was signed (this could have data in the field, if the date is within one year of the date the client is entering into this project, you do need another Release. If not, go over the Release and Privacy Statement with the client and record the date.)

14. Type of Release:

- None – if the client will not allow their data to be shared, ask them to sign the ROI affirming that they do not want to share and fax to the HMISFax at 207-624-5768.
- Signed by Client: you have a paper copy with a signature
- Verbal: The client agreed that their data could be shared within HMIS verbally – could be over the phone.

Household Members	Maine Required Data Elements	Entry Date: 02/01/2023 07:09:28 AM																								
<input checked="" type="checkbox"/> (137966) Hewson, Alison Age: Unknown Veteran: No (HUD)	<table border="1"> <tr> <td>Zip Code of Last Permanent Address</td> <td><input type="text" value="04353"/></td> <td>G</td> </tr> <tr> <td>Zip data quality for last permanent address</td> <td><input type="text" value="Full or Partial Zip Code Reported (HUD)"/></td> <td>G</td> </tr> <tr> <td>Release of Information Date</td> <td><input type="text" value="02"/> / <input type="text" value="01"/> / <input type="text" value="2023"/></td> <td>   G</td> </tr> <tr> <td>Type of Release</td> <td><input type="text" value="Signed by Client"/></td> <td>G</td> </tr> <tr> <td colspan="3">ESHAP and Shelter Projects Only:</td> </tr> <tr> <td>Completed NavSea?</td> <td><input type="text" value="-Select-"/></td> <td>G</td> </tr> <tr> <td>Eligible for Navigator Services?</td> <td><input type="text" value="-Select-"/></td> <td>G</td> </tr> <tr> <td>Eligibility Date</td> <td><input type="text"/> / <input type="text"/> / <input type="text"/></td> <td>   G</td> </tr> </table>	Zip Code of Last Permanent Address	<input type="text" value="04353"/>	G	Zip data quality for last permanent address	<input type="text" value="Full or Partial Zip Code Reported (HUD)"/>	G	Release of Information Date	<input type="text" value="02"/> / <input type="text" value="01"/> / <input type="text" value="2023"/>	G	Type of Release	<input type="text" value="Signed by Client"/>	G	ESHAP and Shelter Projects Only:			Completed NavSea?	<input type="text" value="-Select-"/>	G	Eligible for Navigator Services?	<input type="text" value="-Select-"/>	G	Eligibility Date	<input type="text"/> / <input type="text"/> / <input type="text"/>	G	
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<input type="button" value="Save"/> <input type="button" value="Save &amp; Exit"/> <input type="button" value="Exit"/>																										

15. Save then click on HUD UDEs for All other Projects (2020 – 2021)

<input checked="" type="checkbox"/> Maine Required Data Elements	<input checked="" type="checkbox"/> HUD UDEs for All other Projects (2020-2021)	<input checked="" type="checkbox"/> Diversion Initial
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Note: Some or most of the information in the HUD UDE’s assessment may be completed from previous ServicePoint entries. Verify the information is correct, update:

- Prior Living Situation
- Length of Stay in Previous Place
- Approximate date homelessness started (if the date is different than the data already collected)
- Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today
- Total number of months homeless on the street, in ES or SH in the past three years

16. Click Save & Exit.

17. To add Notes, click on Client Profile.

Client Information		Service Transactions
Summary	Client Profile	Entry / Exit

Note: Notes are NOT shared within the HMIS and they are optional.

18. Scroll down to Client Notes




Client Notes			
Provider	Note Date	Note Preview	Full Note
<input type="button" value="Add New Client Note"/> <input type="button" value="Print"/>		No matches.	

19. Click on Add new Client Note

Note: If the date should be different than the one currently in the Date field, update it.

### Note

#### Add a New Client Note - (137966) Hewson, Alison

<b>Note Date *</b>	<input type="text" value="02"/> / <input type="text" value="03"/> / <input type="text" value="2023"/>   
<b>Notes</b>	<input type="text" value="Working with the landlord to resolve the past due rent issue."/> <input type="text"/>

20. Click Save when complete.

21. Continue adding notes as needed.

### Exit Participant from Housing Problem Solving

1. Click on the pencil next to Exit Date

2. Enter the date the client exited the project
3. Select “Other” for Reason for Leaving
4. Select the appropriate Destination

Note: In some cases, the Exit Destination may be the location that the person is currently living. For example, if someone needs assistance keeping their permanent housing, the Exit Destination is Permanent Housing.

5. Click Save & Continue
6. Select an answer from the drop down box for HPS Resolution

Housing crisis not resolved  
Housing crisis resolved

7. Did the Resolution include financial assistance?

Yes  
No

8. Save & Exit