MERCED COUNTY CONTINUUM OF CARE

Homeless Management Information System

February 2024

Community Queue Workflow
End User Manual

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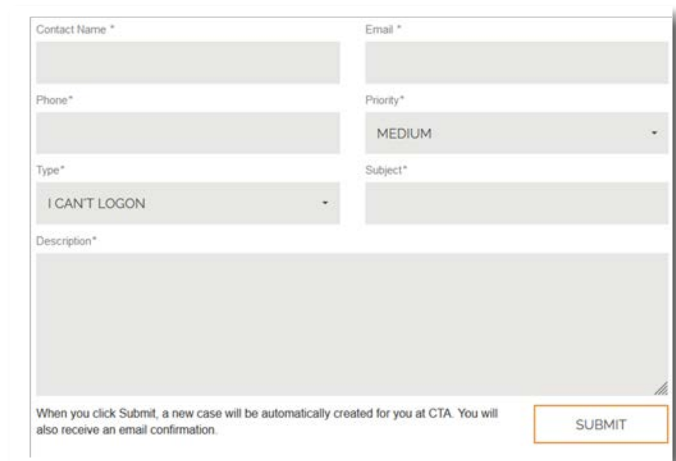
Merced HMIS Web Portal

The portal is your online resource for HMIS You can find the portal at: https://ctagroup.org/merced-hmis/

The portal provides the following online resources:

- **HMIS Log in**: click to access your HMIS site.
- **User Central**: repository of workflow manuals, Intake forms and other HMIS-related documents.
- **Training**: Provides details on upcoming trainings. Includes an on-line reservation system for users to sign up for upcoming trainings.
- **Partner Agencies**: A list of HMIS participating agencies.
- **Help**: CTA's Help Desk. HMIS users can quickly file a ticket requesting assistance.
    - To file a request for help: click **Help.**
    - Enter in your name, email, and phone number.
    - Type, Subject, Description: use these field to let us know what the issue is.
    - Note: If it is a client related issue, do not enter their name in the **Description** field. Instead, enter their HMIS client ID.
    - Click **Submit**

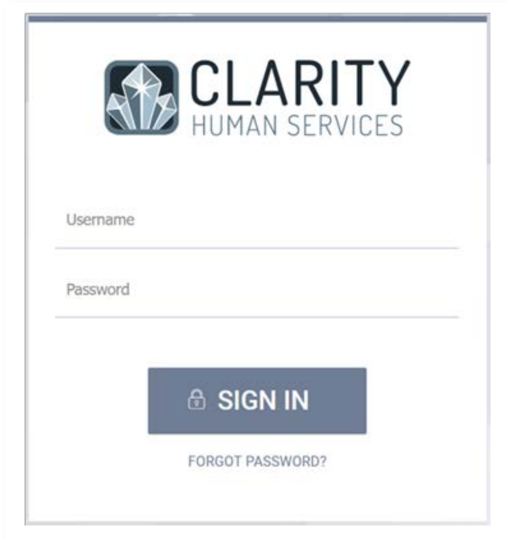


Access HMIS

Link to HMIS site: https://merced.clarityhs.com/login

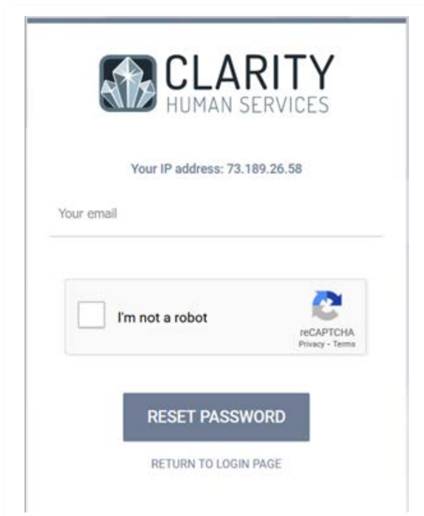
Enter your **Username** and **Password**.

Click **Sign In**.



Forgot Password?

- Click **Forgot Password?**
- Enter in your email address.
- Click **I'm not a robot box.**
- Click **Reset Password.**



What is the Community Queue?

The Community Queue is a tool that prioritizes client referrals to Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH) programs. All referrals to the Community Queue will be facilitated by Jesenia Aguilar, the Coordinated Entry Administrator.

How do I refer a client to the Community Queue (CQ)?
Start by checking to see if the client is in HMIS. If the client is in HMIS:

- **Is the client enrolled in your program?** If yes, click on the enrollment, then click **Assessments**.
- **Is the client in HMIS but not enrolled in your program?** Enroll the client in your program, then click **Assessments**, then select:
  - "Merced CoC VI-SPDAT Prescreen for Single Adults" (if your client is single), **OR**
  - "Merced CoC VI-SPDAT Prescreen for Families" (if your client is in a household).

- **If the client is not in HMIS**: Enter the client in HMIS, enroll them in your program, then click **Assessments**, then select:
  - "Merced CoC VI-SPDAT Prescreen for Single Adults" (if your client is single), **OR**
  - "Merced CoC VI-SPDAT Prescreen for Families" (if your client is in a household).

Referral to the Community Queue: Workflow Overview

Step 1: <u>Search for client in HMIS</u>

Step 2: <u>Is the client in HMIS?</u>

Yes	No
• Access the client's profile page • Access their enrollment • Click **Assessments** • Click **Start** on Single Adults or Families VI-SPDAT • Complete the VI-SPDAT • Click **Eligibility** • Click on the white button to turn it blue • Click **Refer Directly to Community Queue(s)**	• Follow your Intake procedures • Enter the client in HMIS, including their ROI • Add household (if client is in a household) • Enroll the client in your program • Follow the workflow process as described under Yes (left hand column), starting with "Click **Assessments**"

<u>What are the Eligibility Scores</u>?

- RRH for **<u>individuals</u>**: score 4-7
- RRH for **<u>families</u>**: score 4-8
- PSH for **<u>individuals</u>**: score 8+
- PSH for **<u>families</u>**: score 9+

Referral to the Community Queue: Client enrolled in your program

Before completing a VI-SPDAT: check to see if one has already been completed for the client.

<u>How do I check to see if a VI-SPDAT has been completed?</u>

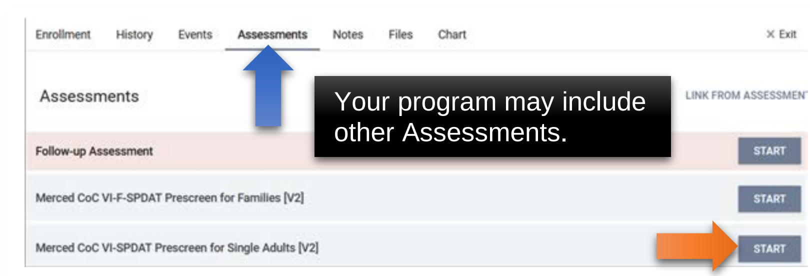
- Access the client's profile.
- Click **Assessments** (top of page).
- Scroll down to **Assessment History.**
- See a **VI-SPDAT** for **Single Adults** or **Families** has been completed?
- No need to complete a new VI-SPDAT. Let client know they are on the Community Queue.

If a VI-SPDAT has been completed on the client, and the VI-SPDAT was conducted 1+ years ago, conduct a new VI-SPDAT.

Follow these steps to refer a client to the Community Queue if client is enrolled in your program:

- Access client's profile.
- Click **Programs. Program History** displays.
- Scroll over the enrollment to display the pencil. Click pencil to access the enrollment (green arrow).
- Click **Assessments** (blue arrow). Available Assessments will display.

- Click Start on correct VI-SPDAT (orange arrow).
  - Select **Prescreen for Families** if the client is in a household.
  - Select **Prescreen for Single Adults** if the client is single.
  - In this example, **Prescreen for Single Adults** is selected.
- The **Prescreen for Single Adults** will display. Complete the Assessment, then click **Save**.



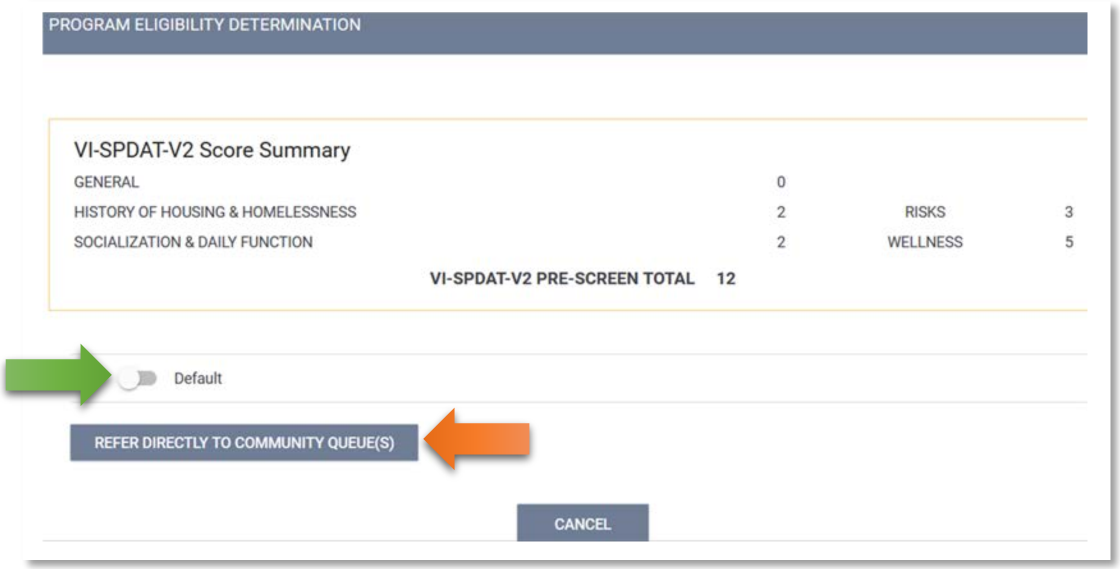
Referral to the Community Queue: Client enrolled in your program

Scroll down to **Assessment History**. Click **Eligibility** (blue arrow).

The **Program Eligibility Determination** screen will display.

- Click white button to turn the button blue (green arrow).
- Click **Refer Directly to Community Queue(s).**

The client is placed on the Community Queue.



View the Community Queue

Depending on your access level, you may be able to view the Community Queue.

<u>How do I know if I have access to the Community Queue?</u>

- Access HMIS.
- Click **Search**.
- See Referrals (blue arrow).
- Click **Referrals**.
- The Referrals screen will display.
- Click **Community Queue** (green arrow).
- The **Community Queue** displays.