# 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**

(137966) Hewson, Alison
Age: 57
Veteran: No (HUD)

**Diversion Initial**      Entry Date: 02/01/2023 07:09:28 AM

Fill in 'Caller Zip' and press 'Apply Zip Code Information' to auto-fill Caller City and Caller County

| Caller ZIP | 04353 | Apply ZIP Code Information | G |
| Caller City | Whitefield | G |
| Caller County | Lincoln | G |
| Homelessness Status | Currently homeless - unsheltered | G |
| How many members in your household are in need of service? | 4 | G |
| b. How many members are children (under the age of 18)? | 0 | G |
| Does the client have a disabling condition? | Yes (HUD) | G |
| Total Monthly Income | 400 | G |

Save    Save & Exit    Exit

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



☑ **Maine Required Data Elements**     ☑ HUD UDEs for All other Projects (2020-2021)     ☑ Diversion Initial

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**

(137966) Hewson, Alison
Age: Unknown
Veteran: No (HUD)

**Maine Required Data Elements**    Entry Date: 02/01/2023 07:09:28 AM

| | |
|---|---|
| Zip Code of Last Permanent Address | 04353   G |
| Zip data quality for last permanent address | Full or Partial Zip Code Reported (HUD) ✔ G |
| Release of Information Date | 02 / 01 / 2023   G |
| Type of Release | Signed by Client ✔ G |

ESHAP and Shelter Projects Only:

| | |
|---|---|
| Completed NavSea? | -Select- ✔ G |
| Eligible for Navigator Services? | -Select- ✔ G |
| Eligibility Date | __ / __ / ____   G |

Save   Save & Exit   Exit

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

| ✔ Maine Required Data Elements | ✔ HUD UDEs for All other Projects (2020-2021) | ✔ Diversion Initial |
|---|---|---|

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



19. Click on Add new Client Note

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



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