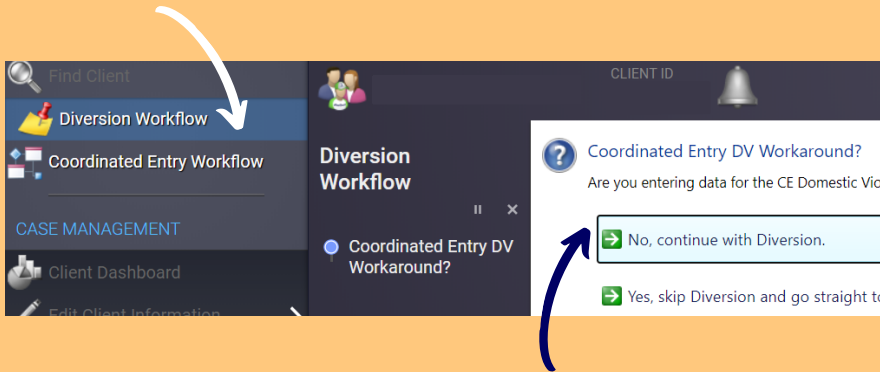


FIRST STEPS WHEN A CLIENT ACCESSES SERVICES FOR HOUSING

DIVERSION CONVERSATIONS AND WORKFLOW

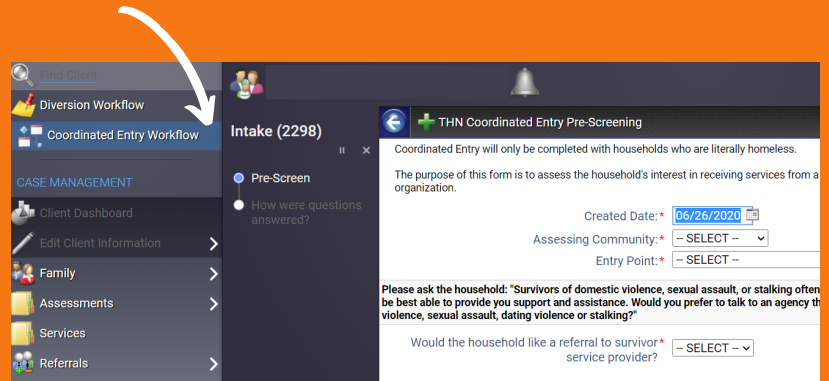


*** Previously known as Rapid Resolution Workflow ***

Diversion is a workflow inside HMIS but ultimately should be problem solving conversations held with every client to help that client find a solution for their current crisis without having to access emergency shelter, if at all possible. Conversations with staff joined with support and assistance, if possible/needed, to help that client into housing better than homelessness should occur for **14 days**.

Clients that have gone through Diversion and are still in search of housing should be asked if they would like to go through Coordinated Entry (CE) to be placed on our Housing List and have referrals for housing and services sent for them. CE is its own workflow inside HMIS that includes the VI or F-VI SPDAT and generally takes 30 minutes to complete. At the end of an assessment referrals should be sent for that client that best match their needs as well as the recording of their unmet needs.

COORDINATED ENTRY WORKFLOW AND REFERRALS



ADD SERVICES TO THE CLIENTS DASHBOARD

Go to your new client's dashboard and add a CE Service Status of "Client Assessed", a By Name List Service Status of "Active-Sheltered" or "Active-Unsheltered" depending on their current status, as well as any other services you are providing that client right now at your agency.

