



## HOW TO...

Check to make sure that the Coordinated Entry provider's name appears next to "Enter Data As" in the upper right corner of your screen.

**SERVICEpoint**  
Connecting Your Community

Kane County Development Department  
Public Action to Deliver Shelter, Inc.  
January 22, 2018

Kane Admin  
System Admin II

Mode: Shadow ccox  
Enter Data As Kane County Coordinat...  
Back Date  
Connect To ART

Home > Home Page Dashboard

Type here for Global Search

**System News (5)**

| Date       | Headline                              |
|------------|---------------------------------------|
| 01/08/2018 | Data Quality Training on January 22nd |
| 01/02/2018 | New User Training - January 5th       |
| 12/06/2017 | Data Quality Training Schedule        |
| 10/03/2017 | Updated Release of Information        |
| 10/01/2017 | Details - HMIS Data Standards Changes |

**Agency News (0)**

**Follow Up List (0)**

| Client ID | Type | Date | Time Remaining |
|-----------|------|------|----------------|
|-----------|------|------|----------------|

**Counts Report**

| Clients Currently Checked Into A Shelter: | Clients With An Entry But No Exit: |
|---|------------------------------------|
| 36  | 51                                 |
| Shelter Stays Provided:                   | Clients Served:                    |
| 179                                       | 186                                |

Note: we highly recommend that you add people to Coordinated Entry in real time. Should you need to do data entry after the fact, remember to click the Back Date link in the upper right of your screen and select the date when the client was interviewed.

### Step Two: Search for a Client

To add a person to the Coordinated Entry Priority List, first perform a search for that person. Click on the ClientPoint menu item, then enter part of the person's name in one or more of the fields in the search form that appears. After entering this information, click the Search button.

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Enter Data As Kane County Coordinat...  
Back Date  
Connect To ART

ClientPoint > Client Search

Type here for Global Search

**Client Search**

Please Search the System before adding a New Client.

Items in *Italics* are for Data Entry ONLY and will not be used for Search Results.

|                                     |                          |        |          |        |
|-------------------------------------|--------------------------|--------|----------|--------|
| Name                                | First                    | Middle | Last     | Suffix |
| Name Data Quality                   | -Select-                 |        | fabeeetz |        |
| Alias                               |                          |        |          |        |
| Social Security Number              |                          |        |          |        |
| Social Security Number Data Quality | -Select-                 |        |          |        |
| U.S. Military Veteran?              | -Select-                 |        |          |        |
| Exact Match                         | <input type="checkbox"/> |        |          |        |
| Date of Birth                       |                          |        |          |        |
| DOB Data Quality                    | -Select-                 |        |          |        |
| Gender                              | -Select-                 |        |          |        |
| Primary Race                        | -Select-                 |        |          |        |
| Secondary Race                      | -Select-                 |        |          |        |
| Ethnicity                           | -Select-                 |        |          |        |

**Search** **Clear** Add New Client With This Information

**Client Number**

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #  **Submit**

## HOW TO...

Select the client from the Client Results list.

Please Search the System before adding a New Client.

Items in *Italics* are for Data Entry *ONLY* and will not be used for Search Results.

Name: First, Middle, Last, Suffix

Name Data Quality: -Select-

Alias:

Social Security Number: - - -

Social Security Number Data Quality: -Select-

U.S. Military Veteran?: -Select-

Exact Match: ☐

Date of Birth: / /

DOB Data Quality: -Select-

Gender: -Select-

Primary Race: -Select-

Secondary Race: -Select-

Ethnicity: -Select-

Search Clear Add New Client With This Information

**Client Number**

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID # Submit

**Client Results**

| ID    | Name          | Social Security Number | Date of Birth | Alias | Gender | Banned | Household Count |
|-------|---------------|------------------------|---------------|-------|--------|--------|-----------------|
| 15102 | Fabeetz, Fred | ***-**-9876            | 11/01/1975    |       | Male   |        | 0               |

Showing 1-1 of 1

Step Three: Enroll the Client in Coordinated Entry

Once the Client's record appears, click on the record's Entry/Exit tab.

**Client - (15102) Fabeetz, Fred**

(15102) Fabeetz, Fred

Release of Information: None

**Client Information**

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans Assessments

Added to the system 01/17/2018 10:19 AM

Name: Fabeetz, Fred

Date of Birth: 11/01/1975 (Age 42)

Social Security: 564-00-9876

Gender: Male

Primary Race: White (HUD)

Secondary Race: Black or African American (HUD)

U.S. Military Veteran?: Yes (HUD)

**Release of Information**

| Provider | Permission Start Date | End Date |
|----------|-----------------------|----------|
| Add ROI  | No matches.           |          |

**Entry/Exits**

| Program                       | Type | Project Start Date | Exit Date  |
|-------------------------------|------|--------------------|------------|
| Kane County Coordinated Entry | HUD  | 01/18/2018         | 01/18/2018 |

## HOW TO...

Click the Add Entry/Exit button.

The screenshot shows the SERVICEpoint interface for the Kane County Development Department. The main header displays the department name and the user's role as Kane Admin. The left sidebar contains navigation links for Home, ClientPoint, ResourcePoint, ShelterPoint, SkanPoint, Reports, Admin, and Logout. The main content area is titled 'Client - (15102) Fabeetz, Fred' and includes a 'Release of Information: None' status. Below this, there are tabs for Summary, Client Profile, Households, ROI, Entry / Exit, Case Managers, Case Plans, and Assessments. The 'Entry / Exit' tab is active, showing a reminder: 'Reminder: Household members must be established on Households tab before creating Entry / Exits'. A table with columns 'Program', 'Type', 'Project Start Date', 'Exit Date', and 'Client Count' is displayed, with the message 'No matches.' below it. The 'Add Entry / Exit' button is circled in blue.

The Project Start Data pop-up appears. Make sure the name of your CoC's Coordinated Entry provider is displayed on the form. Select the HUD entry type and confirm that the Project Start Date is correct. Make changes to the Provider and Project Start Date as needed, then click the Save & Continue button.

The screenshot shows the 'Project Start Data - (15102) Fabeetz, Fred' pop-up window. The window has a 'Household Members' section at the top, which states 'This Client is not a member of any Households.' Below this is the 'Project Start Data - (15102) Fabeetz, Fred' section. It contains three fields: 'Provider \*' with the value 'Kane County Coordinated Entry (131)', 'Type \*' with a dropdown menu showing 'HUD' (circled in blue), and 'Project Start Date \*' with a date picker showing '01 / 22 / 2018'. At the bottom right, there are two buttons: 'Save & Continue' (circled in blue) and 'Cancel'.

## HOW TO...

The Entry/Exit Data pop-up now appears. If you are adding a family to Coordinated Entry, you will need to add family members to this project entry now by clicking the Include Additional Household Members button and selecting the appropriate household members.

**Entry/Exit Data**

Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's Entry/Exit Assessment defaults. Any information saved to the previous Assessment will still be attached to that Assessment record for the Client.

Provider\* Kane County Coordinated Entry (131) Search My Provider Clear

Type\* HUD Update

**Household Members Associated with this Entry / Exit**

| Name                 | Head of Household | Project Start Date | Exit Date | Reason for Leaving | Destination Notes |
|----------------------|-------------------|--------------------|-----------|--------------------|-------------------|
| (15102) Fabetz, Fred |                   | 01/22/2018         |           |                    |                   |

Include Additional Household Members Showing 1-1 of 1

**Entry Assessment**

Select an Assessment

☒ Individual VI-SPDAT ☒ Family VI-SPDAT ☒ Youth VI-SPDAT

**Household Members**

(15102) Fabetz, Fred  
Age: 42  
Veteran: Yes (HUD)

**Entry Assessment**

No HUD Entry Assessment has been specified for this Provider

Now scroll down to the Entry Assessment section of the pop-up. Select the appropriate assessment by clicking on its name (Individual, Family or Youth VI-SPDAT), then clicking the Add button. Note that for HUD purposes, a youth is a person between the ages of 18 and 24.

**Entry Assessment**

Select an Assessment

☒ Individual VI-SPDAT ☒ Family VI-SPDAT ☒ Youth VI-SPDAT

**Household Members**

(15102) Fabetz, Fred  
Age: 42  
Veteran: Yes (HUD)

**Individual VI-SPDAT** Entry Date: 01/22/2018 10:01:11 AM

VI-SPDAT v2.0

| Start Date* | PRE-SURVEY | A. HISTORY OF HOUSING AND HOMELESSNESS | B. RISKS & DAILY FUNCTIONS | C. SOCIALIZATION D. WELLNESS | GRAND TOTAL |
|-------------|------------|--|----------------------------|------------------------------|-------------|
|             |            |  |                            |                              |             |

Add No matches.

Save Save & Exit Exit

## HOW TO...

The Add Recordset pop-up now displays the desired VI-SPDAT version. Ask your client the questions on the form exactly as they are written and use the answers they give you to fill out the form.

**Add Recordset - (15102) Fabeetz, Fred**

**VI-SPDAT v2.0**

**Start Date\*** 01/22/2018

**A. HISTORY OF HOUSING AND HOMELESSNESS**

1. Where do you sleep most frequently? (choose one) -Select- g

If Other, please specify

2. How long has it been since you lived in permanent stable housing? -Select- g

3. In the last three years, how many times have you been homeless? -Select- g

**B. RISKS**

4. In the past six months, how many times have you...

4. a) Received health care at an emergency department/room? -Select- g

4. b) Taken an ambulance to the hospital? -Select- g

4. c) Been hospitalized as an inpatient? -Select- g

4. d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? -Select- g

4. e) Talked to police

**Client Count**

**Grand Total** 11

Once you have completed all questions on the form, click the Calculate button. A Grand Total score will appear, along with a Recommendation on the type of housing the Client may need. Next, click the Save button.

Note: if you missed a response, a pop-up will appear that lists the responses that were missed. You must answer all questions so that the Client is given the correct priority for available housing.

mental health or brain issues that would make it hard for you to live independently because you'd need help? Yes g

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? Yes g

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? No g

27. YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced? Yes g

PRE-SURVEY 0

A. HISTORY OF HOUSING AND HOMELESSNESS 2

B. RISKS 4

C. SOCIALIZATION & DAILY FUNCTIONS 3

D. WELLNESS 4

**GRAND TOTAL** 11

**(8+) Recommendation: an assessment for Permanent Supportive Housing/Housing First**

Calculate

Save Save and Add Another Cancel

## HOW TO...

ServicePoint now returns you to the Entry/Exit Data screen. Click Save & Exit. The Client is now enrolled and has been placed on the CoC's Coordinated Entry Priority List.

The screenshot displays the 'Select an Assessment' window in the ServicePoint system. The 'Individual VI-SPDAT' assessment is selected. The 'Household Members' list includes Fred Fabietz, a 42-year-old veteran. The 'Individual VI-SPDAT' section shows the 'VI-SPDAT v2.0' assessment results for the date 01/22/2018. The results are as follows:

| Start Date | PRE-SURVEY | A. HISTORY OF HOUSING AND HOMELESSNESS | B. RISKS & DAILY FUNCTIONS | C. SOCIALIZATION D. WELLNESS | GRAND TOTAL |    |
|------------|------------|--|----------------------------|------------------------------|-------------|----|
| 01/22/2018 | 0          | 2                                      | 4                          | 3                            | 4           | 13 |

The 'Save & Exit' button is highlighted with a red circle. Other buttons visible include 'Save', 'Exit', 'Print Entry/Exit Summary', and 'Add'.

Do you have questions about using HMIS for Coordinated Entry? Call the Pathways MISI help desk at 800-536-6474 or visit [help.pathwaysmisi.org](http://help.pathwaysmisi.org).