Add Client to Shelter Waitlist

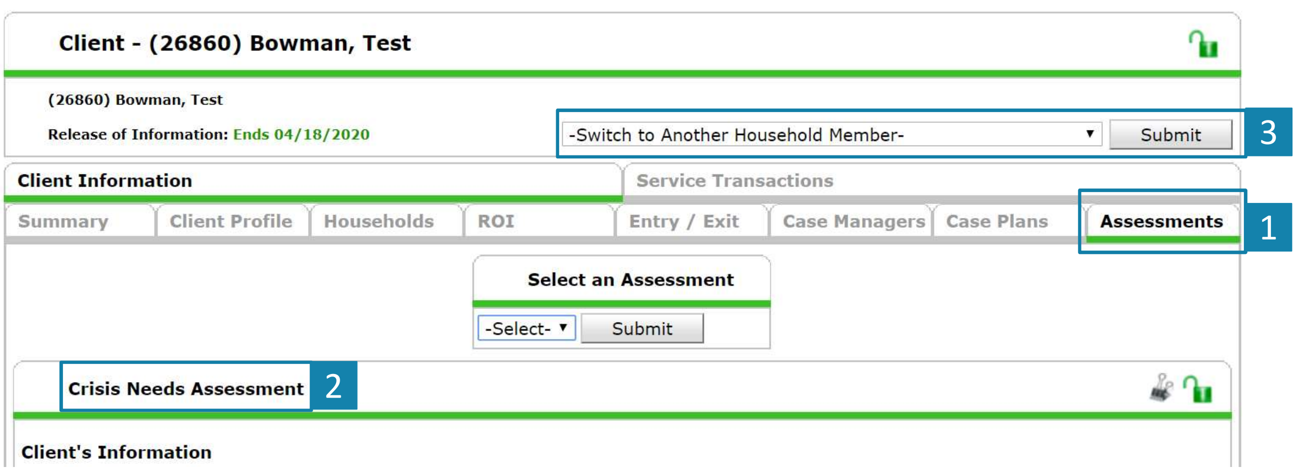
The Housing Hotline makes coordinated entry shelter placements using a vulnerability-based waitlist pulled directly from HMIS. This new update allows any ServicePoint user to add their literally homeless clients to the waitlist for shelter access. This **does not** require that the client has an open program entry.

Ensure your client has a valid and current ROI for your program by checking that there is a date on the Release of Information line at the top of the page. If you do not have an active ROI, please know that verbal ROIs from the clients **are** acceptable for entering shelter waitlist information. Please enter a length of one month for any verbal ROIs (i.e. an ROI starting 3/18/20 would end 4/18/20).

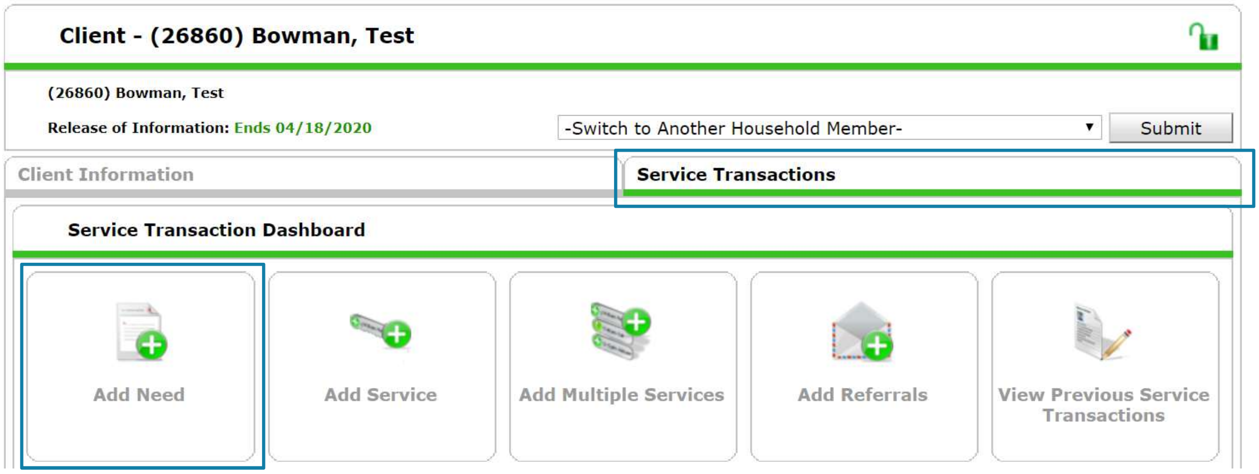
Click on the Assessments tab (1). You should see a short list of questions that says Crisis Needs Assessment at the top (2). All questions on this list are used in to generate the shelter waitlist.

- If you see a list of questions that is NOT titled Crisis Needs Assessment, your provider hasn't been updated to allow shelter waitlist additions yet. Email Gwen for an immediate update.

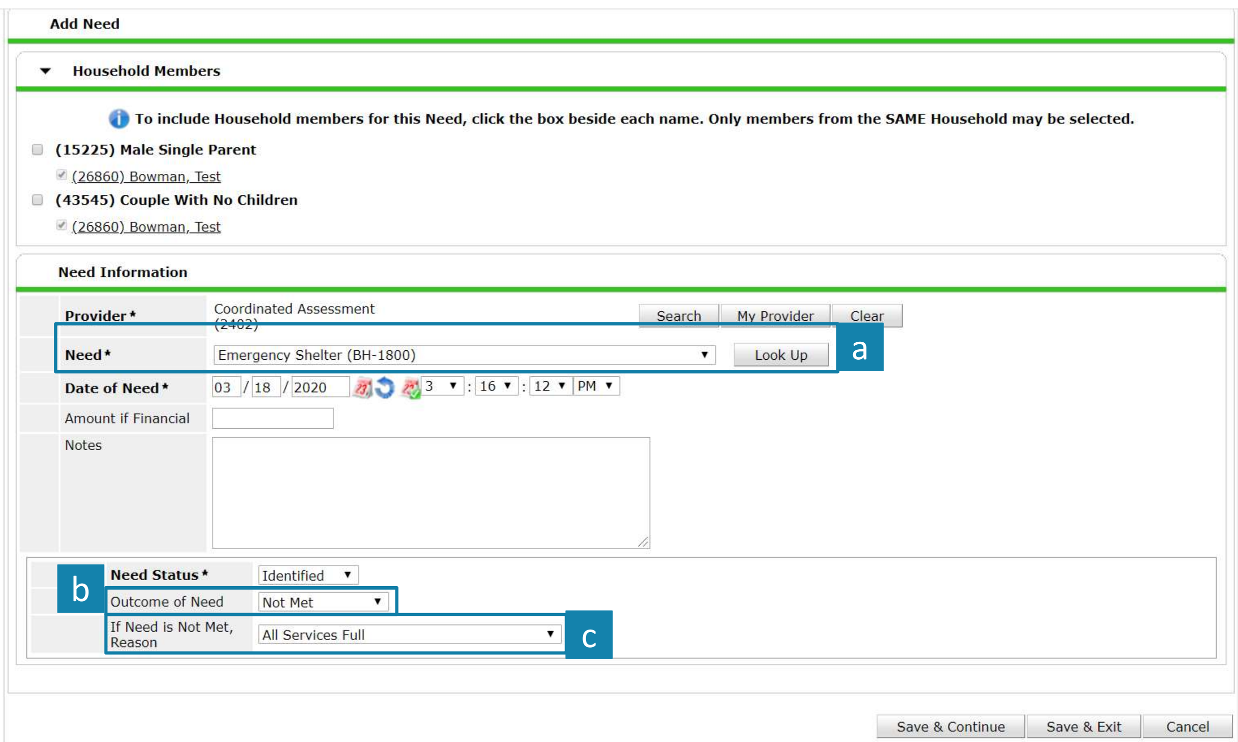
Complete all questions on this list and hit Save at the bottom. If there are multiple people in the household, use the Switch to Another Household Member dropdown (3) to complete these questions for each member.



Click on the Service Transactions tab and click Add Need.



Check the box for all household members that need shelter. Set the need to “Emergency Shelter” (a), the outcome to “Not Met” (b), and the reason not met to “All Services Full” (c).



Click “Save & Exit” at the bottom. Your client will appear on the coordinated entry shelter waitlist the following day.