

Managing ShelterPoint Referrals


ShelterPoint is targeted toward shelter providers, but can be used to manage entries into any residential program. If you are interested in using ShelterPoint to manage your clients, notify the HMIS team. ShelterPoint is accessed from the left hand menu.


In ShelterPoint, verify that you are in the correct provider, select the appropriate unit list (if your program has multiple unit lists), then click View All.


View Shelter Inventory


Provider * Council for the Homeless (220) Search My Provider Clear Check Unit Availability
Unit List * ShelterPoint Example Submit
Type -Select- ShelterPoint Example


ShelterPoint Dashboard



 Check Client In



 Check In Reservation



 Check In Referral


 Hold ALL Empty Beds


 Print ID Cards


 Update Confirmation List


 Transmit Today's Check Out List


 View All

There are three sections on this page: the unit list, which shows the clients that are currently entered; reservations, which are not currently used in Clark County; and outstanding referrals, which shows the open referrals to this provider. The outstanding referrals section shows the date of referral, client ID and name, need type, referring provider, their date of birth, and their gender. Clients referred as a household will share a group ID.

View Shelter Inventory

Provider * Council for the Homeless (220) Search My Provider Clear Check Unit Availability
Unit List * ShelterPoint Example Submit
Type Other

Shelter Inventory Information

Unit List - ShelterPoint Example

Display All Beds Sort By Floor Ascending Sort

Date In	Floor	Room	Bed	Hold	Client	Date of Birth	Gender	Group ID	Conf.	Codes/Notes
	Ground	A	Bed 1	Hold	EMPTY					
	Ground	A	Bed 2	Hold	EMPTY					
			Overflow (New)		EMPTY					

Print Unit List Hold ALL Empty Units Release ALL HELD Units

Reservations for Unit List - ShelterPoint Example

Arrival Date	Name	Date of Birth	Gender	Group ID
No matches.				

Add Reservation

Outstanding Referrals - Council for the Homeless (220) - 2 total Check Unit Availability

Referral Date	Name	Ranking	Need Type	Referred By	Date of Birth	Gender	Group ID
11/14/2019	(99994) Bowman, Cherise A		Emergency Shelter	HSC Assessment (2214)	07/01/2000	Male	
11/14/2019	(26860) Bowman, Test A		Temporary Shelters for Wandering Adults	Council for the Homeless (220)	01/01/1998	Transgender	

Showing 1-2 of 2

Return to ShelterPoint Dashboard Print ID Cards Update Confirmation List Transmit Today's Check Out List

Please email hmisrequest@councilforthehomeless with any additional questions.

Accept a Referral

To accept a referral, click on the small bed icon on the left side of the referral.

Outstanding Referrals - Council for the Homeless (220) - 2 total								
Referral Date	Name	Ranking	Need Type	Referred By	Date of Birth	Gender	Group ID	
11/14/2019	(99994) Bowman, Cherise A		Emergency Shelter	HSC Assessment (2214)	07/01/2000	Male		
11/14/2019	(26860) Bowman, Test A		Temporary Shelters for Wandering Adults	Council for the Homeless (220)	01/01/1998	Transgender		

Showing 1-2 of 2

Assign the client to a bed by clicking Assign Unit, choosing a unit from the dropdown list and clicking Select. This determines where they will appear on the unit list.

Unit Entry Data - (99994) Bowman, Cherise A

Date In * 11 / 14 / 2019 12 : 23 : 18 PM

Unit Name / Number Overflow

Supplies Given

Locker number

Codes/Notes

Midnight Check In

Assign Unit

Change Clear

Assign Unit

ShelterPoint Example

Bed -Select- -Select- Ground / A / Bed 1 Ground / A / Bed 2 Overflow

Cancel

Incidents For (99994) Bowman

Start Date	End Date	Incident	Incident Code	Provider	Ban Site	Staff
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If any other household members are entering with them, check the box and assign units for them in the same way using the Household Members section. Any client not assigned a bed will be in Overflow.

Household Members

To include Household members in this Check In, click the box beside each name. Then assign each member a unit. If no unit is available, an Overflow unit will be used. Note: Only members from the same Household may be selected.

(43133) Male Single Parent

(99994) Bowman, Cherise A Assign Unit

(99374) Bowman, Jill L A Bed 2 Assign Unit

The next section will display the questions assigned to the program entry. Complete this section like any other entry. See the "Enter Client Into Program" cheat sheet for more information.

The next section allows you to add services for the client, with the default date set to the entry date. Multiple services can be selected in this section, as appropriate.

Multiple Services

Be sure to select the correct Provider before entering data in the Service List below. If you change the Provider, the page will refresh to make adjustments for the new Provider's Service List defaults. Any data that is currently in the Service List will be removed and will need to be re-entered.

Provider * Council for the Homeless (220) Search My Provider Clear

Service Start Date * 11 / 14 / 2019 12 : 23 : 17 PM

Service End Date 11 / 14 / 2019 12 : 23 : 17 PM

Services

Number	Service	Need Status
1	Bloodless Surgery (LT-0820)	Closed
1	Dragon Boat Racing (PL-7000.1600-180)	Closed
1	Carriage Driving Competitions (PL-8000.1800-150)	Closed

Add Another Cancel All

Click Save and Exit. You will now see them in the Unit List. You have accepted a referral in ShelterPoint!

Please email hmisrequest@councilforthehomeless with any additional questions.

Reject a Referral

To reject a referral, click the edit pencil on the left side of the referral.

Outstanding Referrals - Council for the Homeless (220) - 2 total									Check Unit Availability
	Referral Date	Name	Ranking	Need Type	Referred By	Date of Birth	Gender	Group ID	
	11/14/2019	(99994) Bowman, Cherise A		Emergency Shelter	HSC Assessment (2214)	07/01/2000	Male		
	11/14/2019	(26860) Bowman, Test A		Temporary Shelters for Wandering Adults	Council for the Homeless (220)	01/01/1998	Transgender		

Showing 1-2 of 2

Set the Referral Outcome to Declined if the client opted out of entering the program, or Cancelled if the referral is being rejected for another reason.

(26860) Bowman, Test A

Referral Date	11/14/2019 10:54:32 AM
Referring Provider	Council for the Homeless (220)
Referred To	Council for the Homeless (220)
Referral Ranking	-Select-
Referral Outcome	-Select-

Edit Referral Data

Overview

Client ID	Client Name	Referral Date	Reason Canceled
26860	Bowman, Test A	11/14/2019 10:54:32 AM	

Showing 1-1 of 1

(26860) Bowman, Test A

Referral Date	11/14/2019 10:54:32 AM
Referring Provider	Council for the Homeless (220)
Referred To	Council for the Homeless (220)
Referral Ranking	-Select-
Referral Outcome	Cancelled
If Canceled or Declined, Reason	Lost Contact

Follow Up Information

If needed, Referral Projected Follow Up Date / /

Referral Follow Up User Council for the Homeless (220) Search My Provider Clear

Referral Follow Up Made -Select-

Referral Completed Follow Up Date / /

Household Members

No Household Members were originally associated.

Include Additional Household Members

Save Referral Information Cancel

When Declined or Cancelled is selected, another dropdown will appear that asks for the referral rejection reason. Select the appropriate reason, select any household members attached to the referral that should also be rejected, and click Save Referral Information. If a common reason for referral rejection is missing from the list, please alert the HMIS team so it can be added.

You will no longer see the referral for this client or any selected household members in the outstanding referrals section. You have rejected a referral in ShelterPoint!