

Exiting Clients from HMIS

It is important that clients in emergency shelters (and other projects with bed lists) do not remain on a bed list and/or in the program entry after the client leaves the shelter.

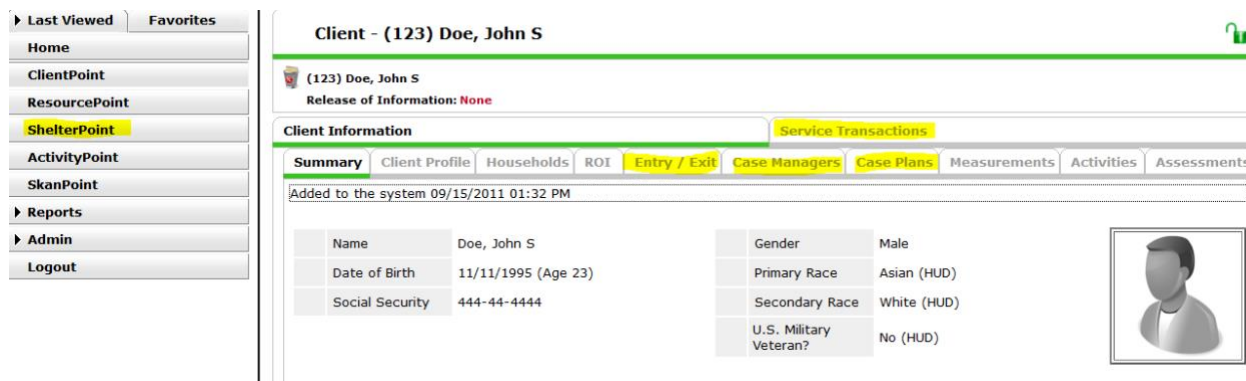
Every project that uses ShelterPoint in HMIS should update their bed-lists daily by assigning clients to or removing clients from the bed list. This will keep bed-night counts accurate for all reports.

Please remember to exit clients on the last day the client stayed at your agency. Any client that does not show up after 72 hours needs to be exited on the last date the client has stayed at the shelter. YOU MUST exit people from your program when they leave otherwise your length of stay data will reflect poorly on your program and on our system overall.

Steps for Exiting a Client from HMIS (in programs with a bed list):

1. Click on the **Entry/Exit Tab** and Exit the client for the date of their last actual shelter stay.
2. Click on the **Case Managers Tab** and End the Case Management Assignment for the same date as the Exit Date.
3. Click on the **Case Plan Tab** and make sure that all Goals that were set for your program are marked "Closed."
4. Click on the **Service Transaction Tab** and "View All Services." Make sure all Services are marked "Closed" and the outcome is answered.
5. Click on **ShelterPoint** and find your client on the bed list for your project. Click on the red minus sign on the left side of your clients' name to remove them from the bed list. The "Date Out" for the ShelterPoint date should match the Exit date for the program as well as the End date for case management.
6. All set – you've successfully exited a client from the program and the bed list!

*Note: For families, ensure you select ALL associated household members in each step, so you are exiting everyone in the household. If only one (or specific) person(s) in a household are exited, ensure that the names of persons that are not being exited are not selected when going through this process.



The screenshot shows the HMIS interface for a client named John S. Doe. The left sidebar contains navigation links: Last Viewed, Favorites, Home, ClientPoint, ResourcePoint, ShelterPoint (highlighted), ActivityPoint, SkanPoint, Reports, Admin, and Logout. The main content area displays the client's information and tabs for various services. The 'Entry / Exit' tab is selected, showing the client's profile details and a list of services.

Client Information		Service Transactions	
Client - (123) Doe, John S			
(123) Doe, John S			
Release of Information: None			
Client Information		Service Transactions	
Summary	Client Profile	Households	ROI
Entry / Exit	Case Managers	Case Plans	Measurements
Activities	Assessments		
Added to the system 09/15/2011 01:32 PM			
Name	Doe, John S	Gender	Male
Date of Birth	11/11/1995 (Age 23)	Primary Race	Asian (HUD)
Social Security	444-44-4444	Secondary Race	White (HUD)
		U.S. Military Veteran?	No (HUD)