



## 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 ShelterPoint software interface. The left sidebar has a 'Last Viewed' section with 'Favorites' and links to 'Home', 'ClientPoint', 'ResourcePoint', **ShelterPoint** (which is highlighted in yellow), 'ActivityPoint', 'SkanPoint', 'Reports', 'Admin', and 'Logout'. The main content area is titled 'Client - (123) Doe, John S'. It shows a profile picture of a man. The 'Client Information' tab is selected, showing details: Name (Doe, John S), Date of Birth (11/11/1995 (Age 23)), Social Security (444-44-4444), Gender (Male), Primary Race (Asian (HUD)), Secondary Race (White (HUD)), and U.S. Military Veteran? (No (HUD)). The 'Service Transactions' tab is also visible. The bottom of the screen shows the message 'Added to the system 09/15/2011 01:32 PM'.