# South Alamo Regional Alliance
# Homeless Diversion Pilot Job Aid

**PART I: Workflow Job Aid**

**PART II: Additional Pilot Information**

**PART III: Attachment**

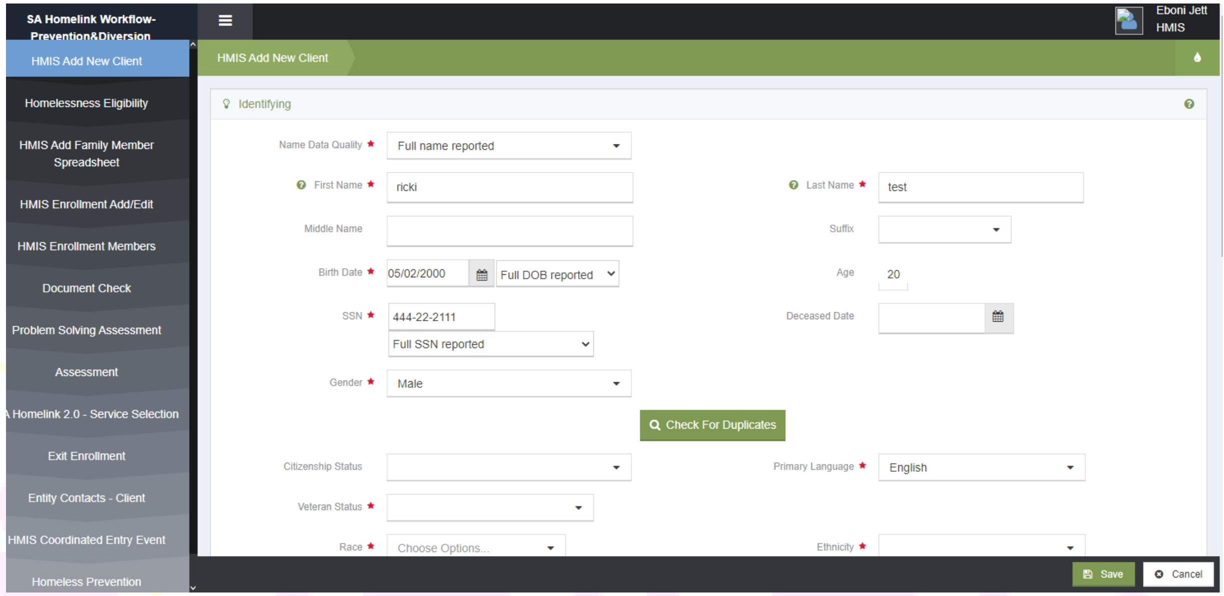
## PART I – Workflow Job Aid

### Workflow Step 1. Add Client

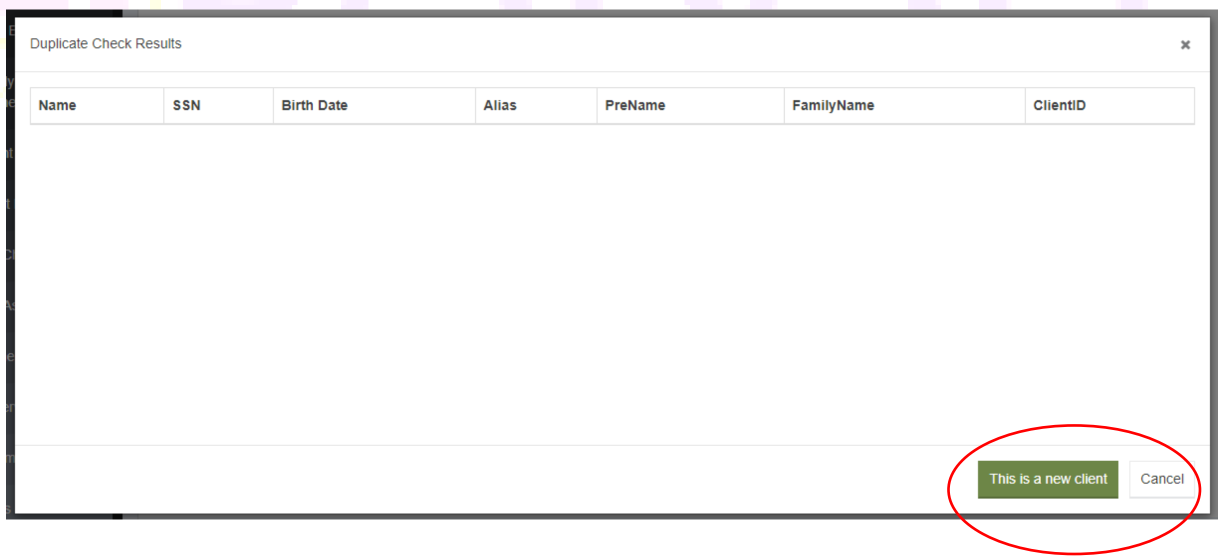
- Enter client information.
- Enter first and last name the click “check for duplicates”. Step 1a.
- After completing step 1a. this page will reappear.
- All Fields with a red asterisk must be completed.

- **Step 1a. Check for Duplicate**
- Click “This is a new client” or select client from the list if applicable.
- You will be returned to the Add Client page (Step 1).
- Enter all known information
- Save

### Step 1. Add Client



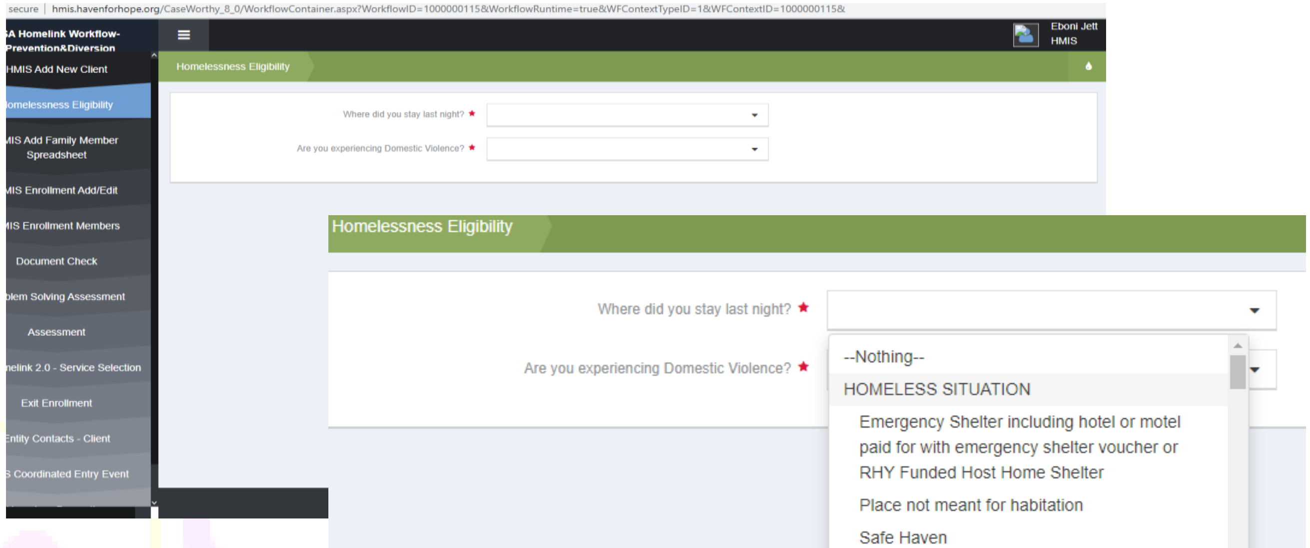

### Step 1a. Check for Duplicates



## Step 2. Establish Homelessness

- Select from the dropdown list the living situation that most closely resembles what has been reported.
    - Literal Homeless options are listed in the dropdown to the right.

## Step 2. Establish Homelessness

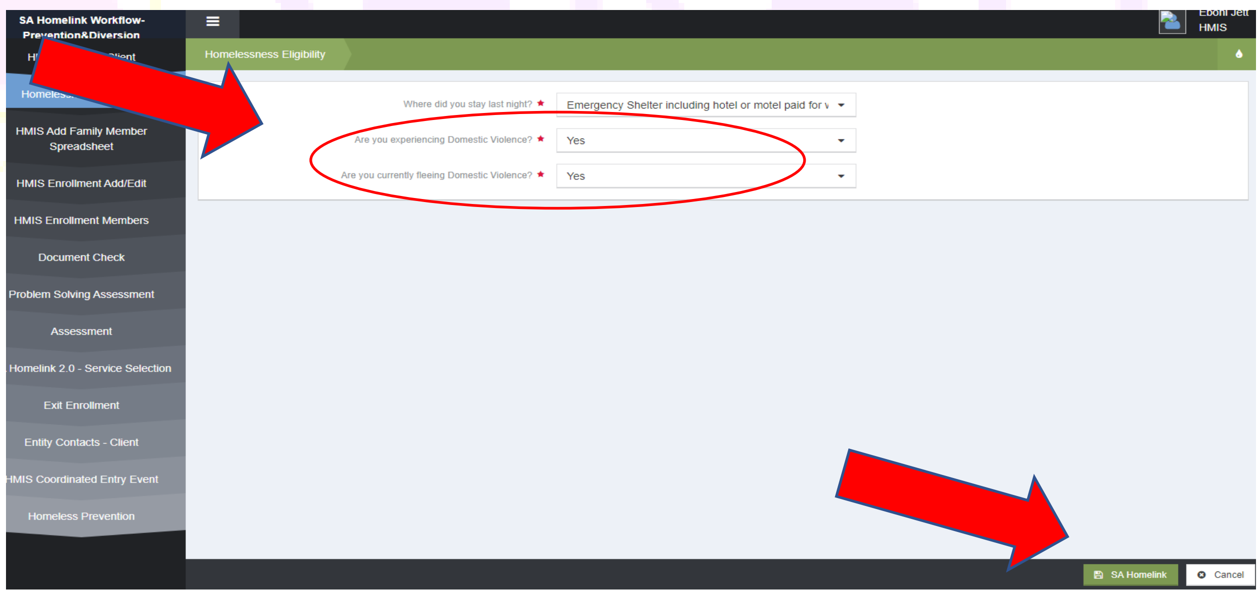



## Step 2a.

- If “yes” is reported for “experiencing domestic violence” then a third question will populate.
- The third question asks if client is “currently fleeing” domestic violence.
- Click the SAHomelink button to continue

❖ *Note: Regardless of the client’s living arrangement (question one) the client is eligible for Diversion Assistance if they are currently fleeing domestic violence.*

## Step 2a.



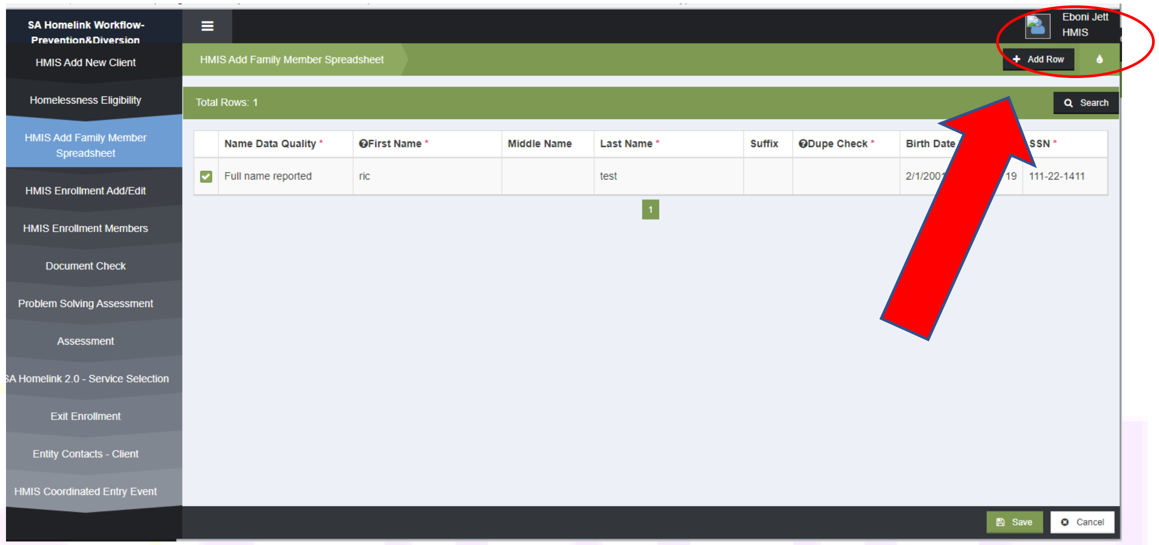
### Step 3. Add Family Members, if applicable

- If applicable, click "Add New"
- Repeat Step 1 for each family member
- Save
    - *Note: Clicking save will take you to the next page and does not allow you to go back to previous pages.*

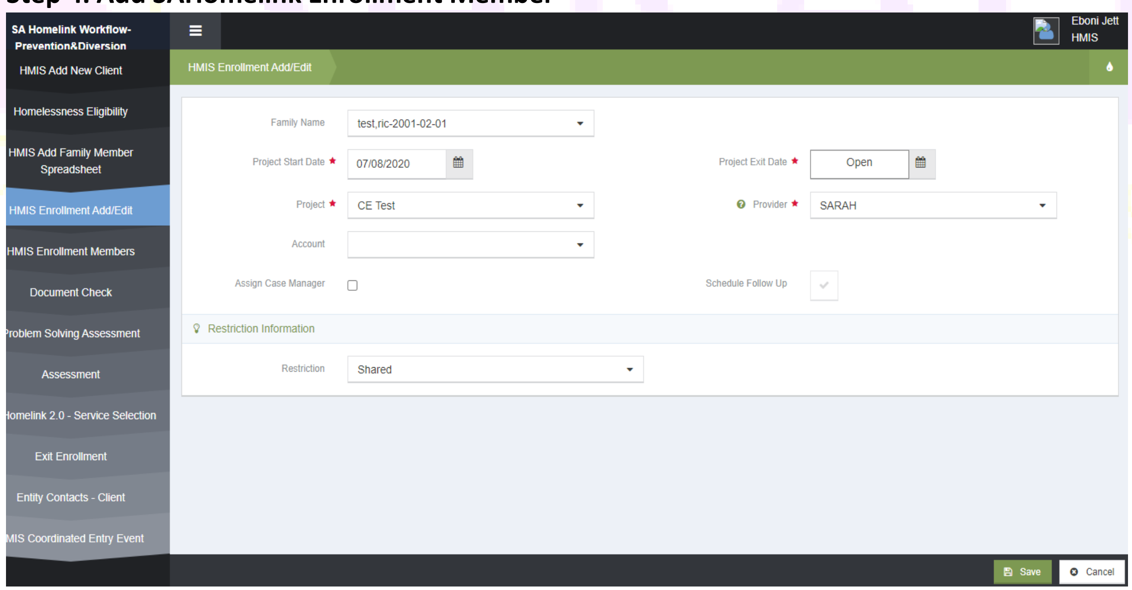
### Step 4. Add SAHomelink Enrollment Member

- Required fields should pre-populate
- Project = SAHomelink CE
- All Fields with a red asterisk must be completed
- Save

### Step 3. Add Family Members



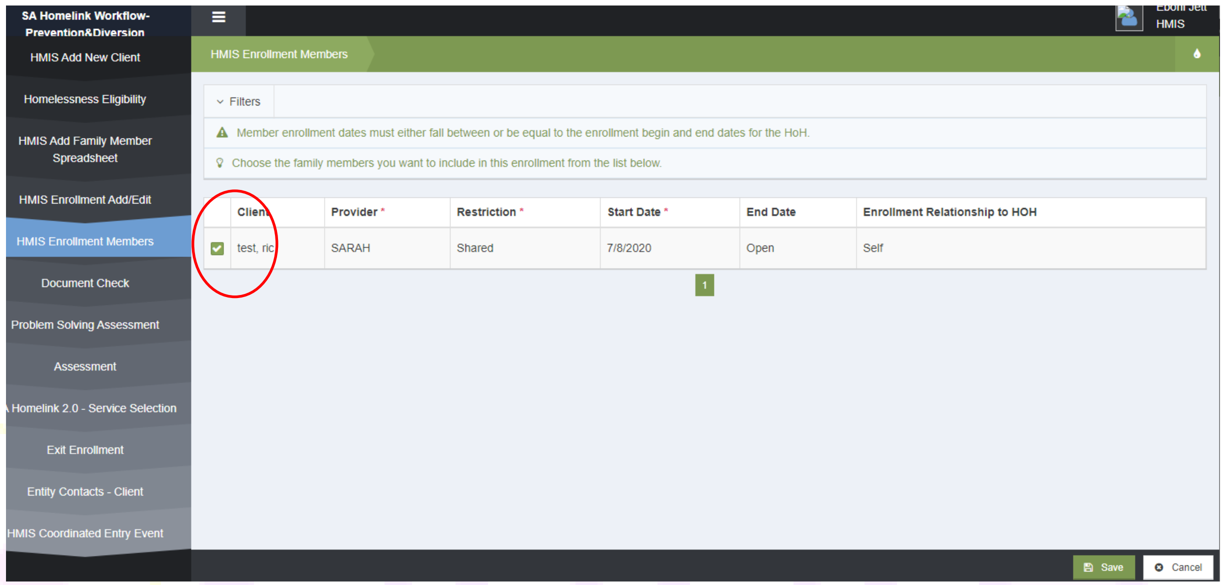

### Step 4. Add SAHomelink Enrollment Member



## Step 5. Family Member Enrollment

- Click in the box next to each family member to be included for HMIS Enrollment Members
- Save

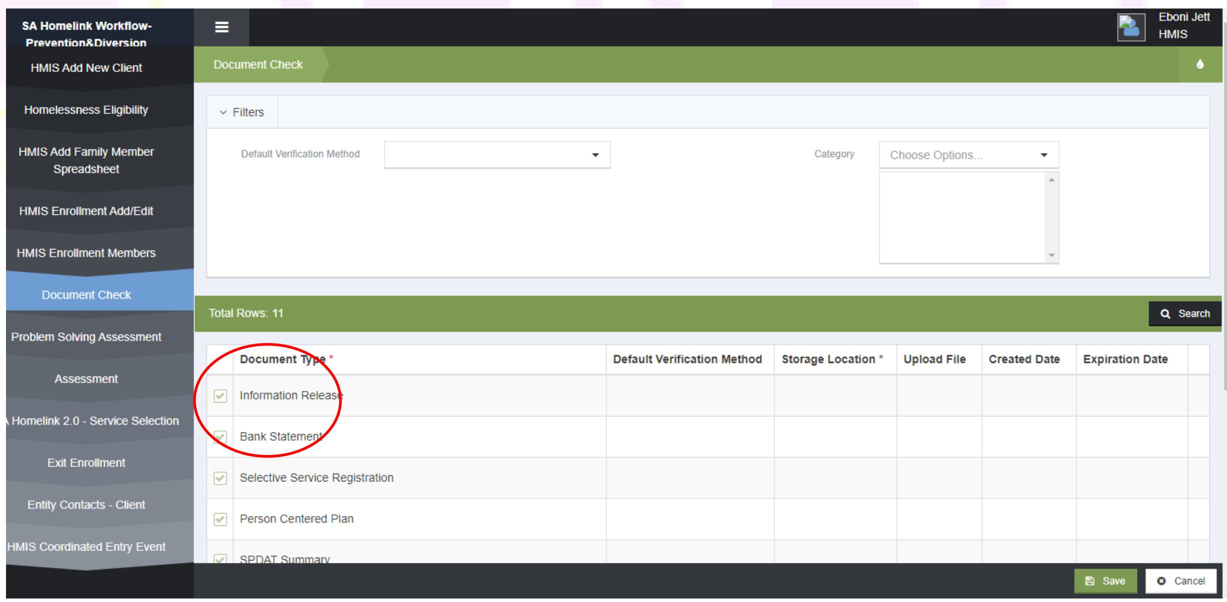
## Step 5. Family Member Enrollment




## Step 6. Add Release of Information

- ❖ During the discussion, client privacy should be addressed.
  - Check box next to Information Release

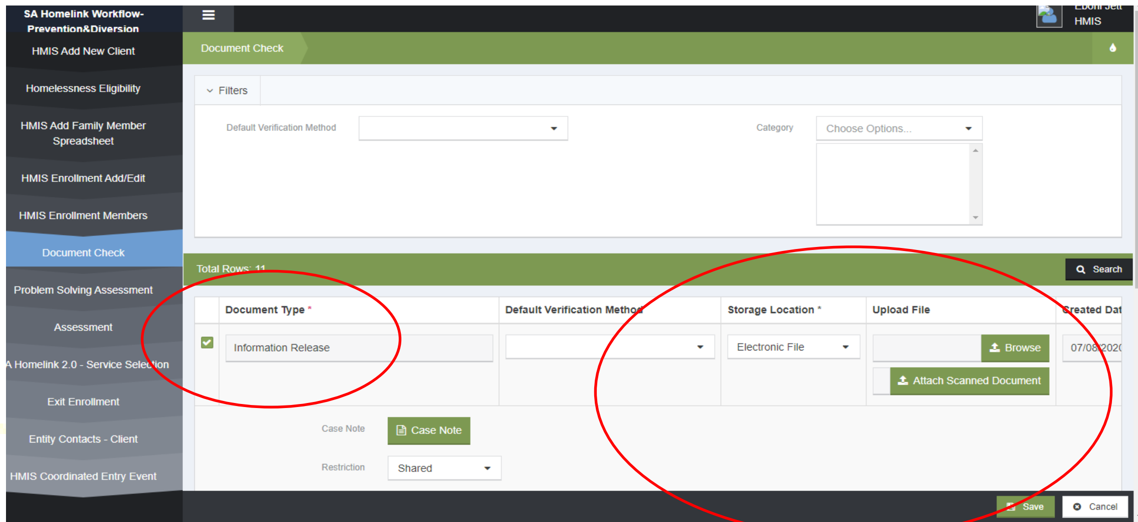
## Step 6. Add Release of Information



**Step 6a.**

- Checking the box next to "Information Release" causes the document
- Attach scanned document
- Save

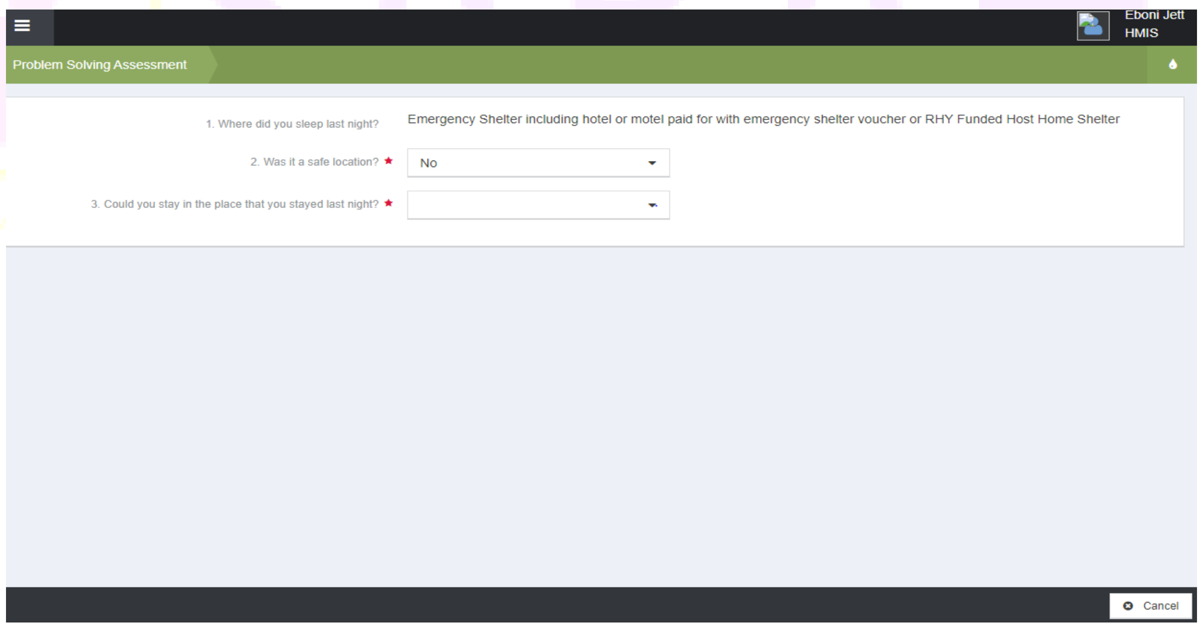
**Step 6a.**




**Step 7. Diversion Problem-Solving Assessment (DPSA)**

- *Remember the problem-solving assessment is a thorough conversation with the client utilizing the skills developed during Homeless Diversion training.*
- *The problem-solving assessment in HMIS helps you capture your diversion solutions, not to document the problem-solving conversation verbatim.*
- *Also remember that clients can be diverted from homelessness through solutions that do not include financial assistance.*

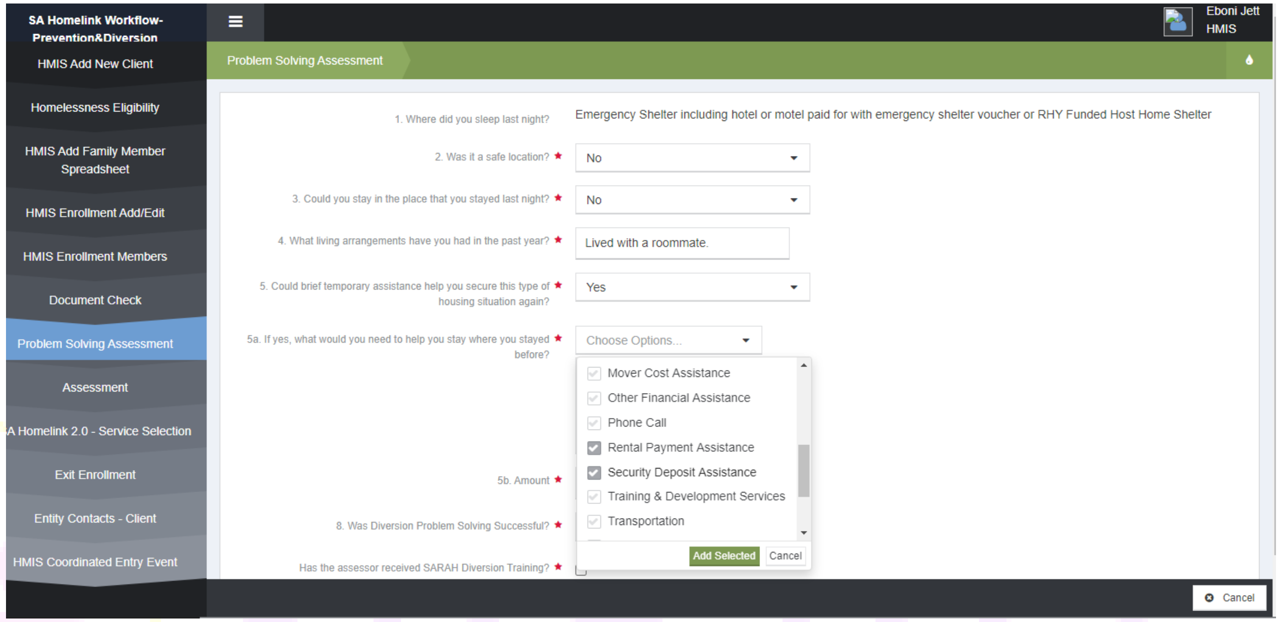
**Step 7. Diversion Problem-Solving Assessment (DPSA)**



**Step 7 cont'd. DPSA**

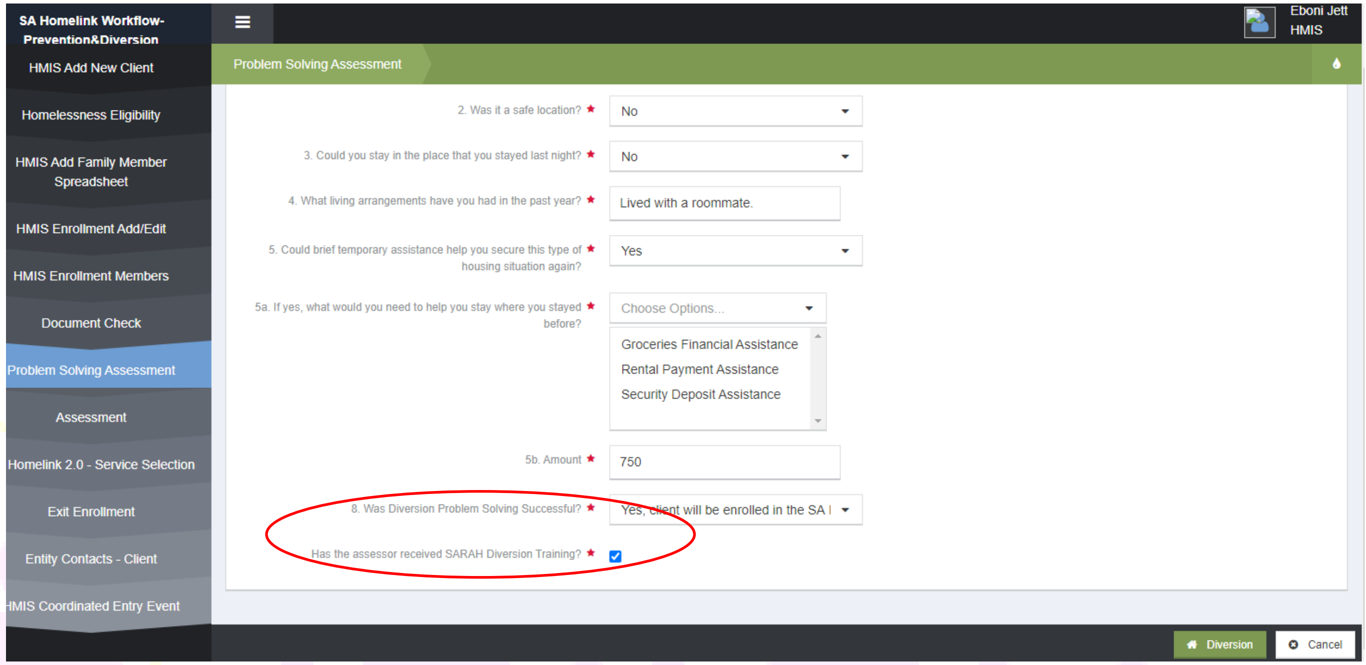
- Question 1: Answer will populate based on your response in [Step 2](#).
- Questions 3, 5 & 6 are asking if assistance would help the client in three different scenarios.
- Answering "yes" to questions 3, 5 & 6 will display questions 3a & 3b, 5a & 5b and 6a & 6b respectively.
- Questions 3a, 5a & 6a are dropdown fields that allows you to select multiple options related to approved SARAH Homeless Diversion Pilot services. (See Diversion Pilot Guidelines)
- Questions 3a, 5a & 6a are amount fields for you to enter the total amount of requested assistance. (Invoices are required for all assistance request, except grocery cards).

**Step 7 cont'd. DPSA**



**Step 7 cont'd. DPSA**

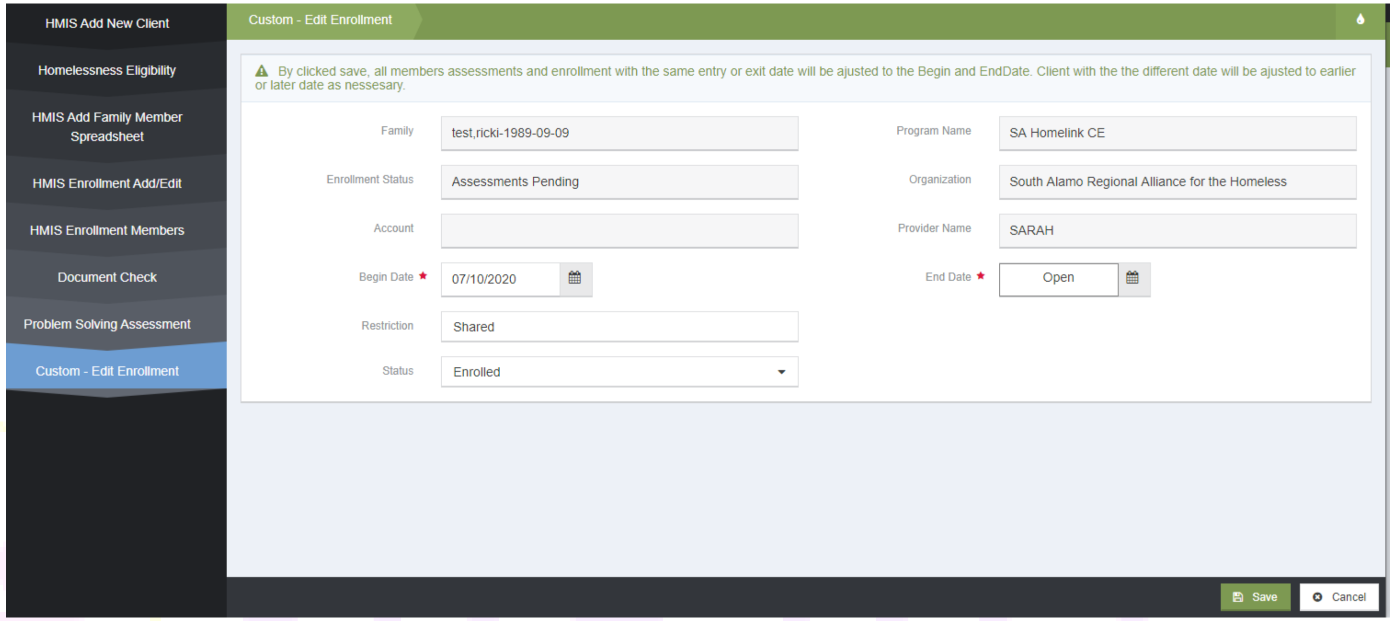
- Question 8: select the appropriate outcome of the problem-solving assessment from the dropdown.
  - Yes, client will be enrolled in the SAHomelink Diversion Pilot.
  - **Yes**, client did not require financial assistance/will be referred to other resource. (i.e., referral will occur external to HMIS)
  - No, client refused. (i.e., client identifies that there are no immediate housing solutions available or does not want to complete the Problem-Solving Assessment)
  - No, problem-solving did not identify an immediate housing solution.
  - No, client requires additional support to meet housing needs. (i.e., client's presenting needs are greater than those that could be met by a short-term diversion intervention)
- There is a mandatory box that must be checked indicating that you, as the assessor, has completed Diversion Problem Solving training.
- Save



**Step 8: Exit Enrollment**

- This page should prepopulate with the date the enrollment was completed “Begin Date” and an end date of “Open”.
- Save

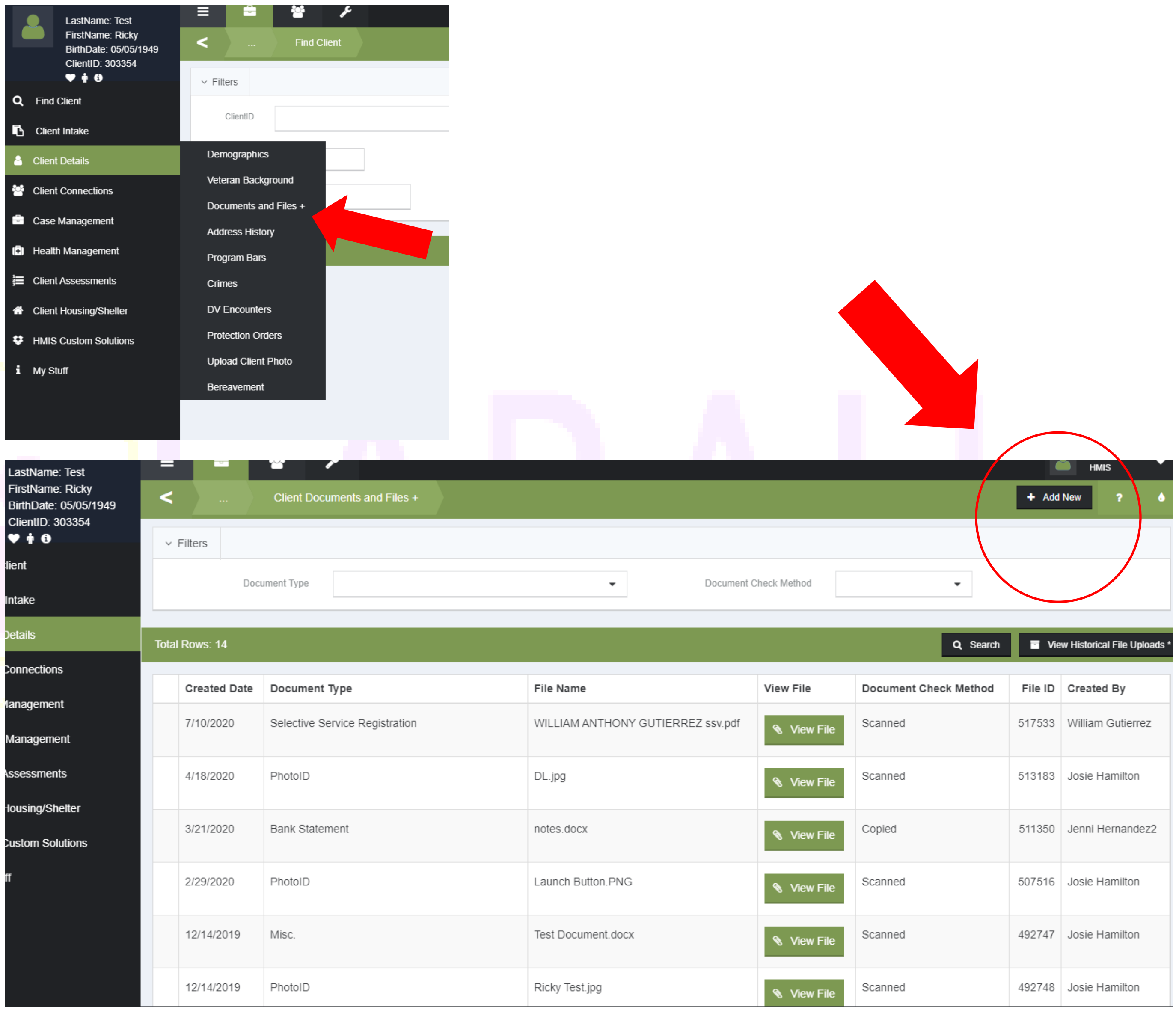
**Step 8: Exit Enrollment**



## Step 9: Supporting Documentation

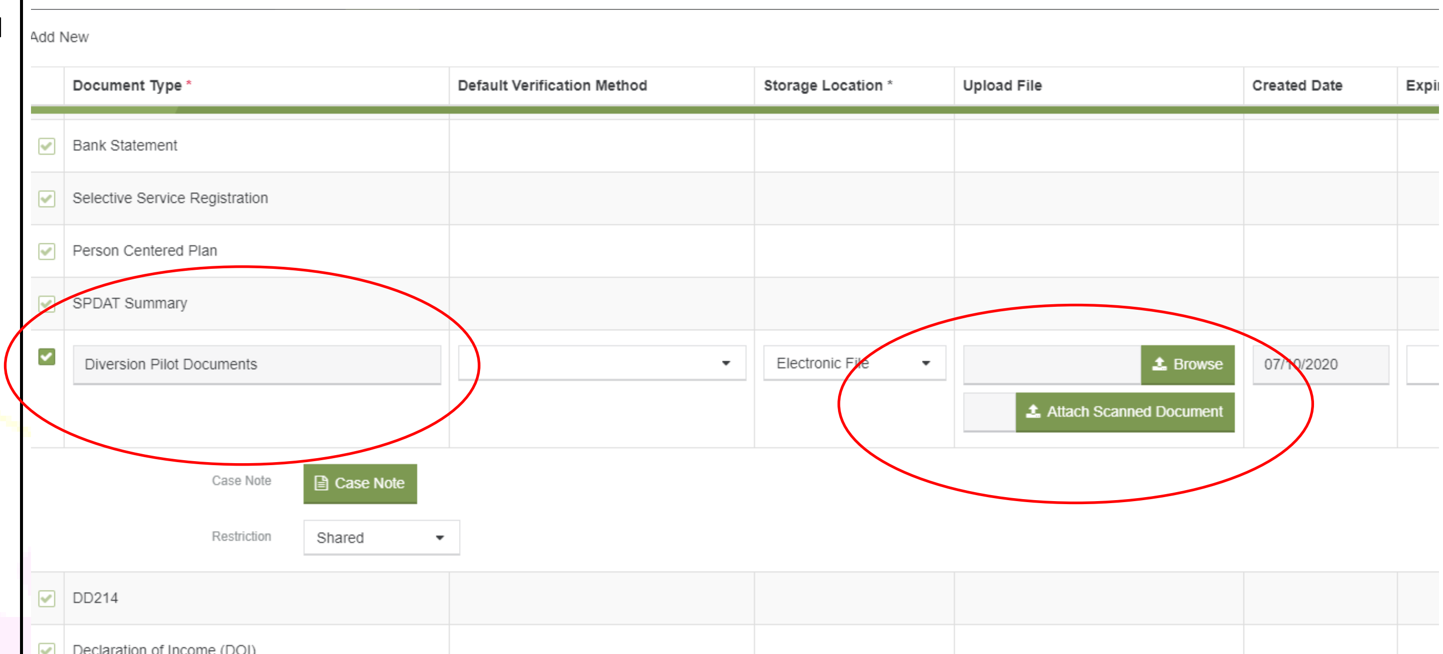
- This is not a sequential step. It can be completed at any time after step 8.
- Invoices are required for all assistance request, except grocery cards.
  - Open Client's Documentation and Files page by clicking on Client Detail in the left pane and selecting Documents and Files from the options.
  - Click on the "Add New" button from the upper right corner.

Step 9: Supporting Documentation



**Step 9: Supporting Documentation Cont'd**

- Check the box next to the document type "Diversion Pilot Documents"
- Enter the known information and attached the document to the page.



**Part II: Homeless Diversion Pilot Procedural Additional Information**

1. Participating Agencies must be a SAHomelink access point or network partner.
2. Participating Agencies will need to identify a SAHomelink person of contact (POC).
3. Persons conducting DPSA must be Certified in Diversion Problem-Solving[1]
4. Diversion Problem Solving Assessments must be documented in HMIS SAHomelink workflow.
5. If diversion can only be accomplished utilizing the SARAH Homeless Diversion Pilot's financial assistance, clients must submit supporting documentation to the person conducting the assessment to be uploaded into HMIS within seven days of the enrollment.
6. Diversion programs are intended to assist in accomplishing successful housing solutions in a short timeframe (5-7 days). All enrollments remaining open without supporting documentation will be closed by SARAH 14 days after enrollment.
7. Agency POC will receive Notification of Referral Status email within 48 business hours of appropriate supporting documentation being uploaded or within seven days of enrollment to indicate if documentation is outstanding or insufficient.
8. Clients identifying grocery needs[2] as a housing solution will be able to pick up a $100 HEB gift card.[3]
9. Agencies will have the option to submit Intent to Invoice forms by the 2nd business day of each month.[4]



[1] Certification is accomplished by attending the SARAH Diversion Training and completing a post-training survey.
[2] Grocery cards do not require supporting documentation but will only be available after Notification of Referral Status indicates that the referral has been approved.
[3] Grocery cards will be distributed by appointment. Client must have active method of contact (i.e., cell phone, email, message services, etc.). For additional information contact SARAH Prevention & Diversion Coordinator, Kathy Lacy, kathylacy@sarahomeless.org.
[4] Monthly emails will be sent on the 20th of each month to notify participating agencies' POC of their ability (and the process) to invoice for the next month's approved services.

**Part III: Attachments**

A. HMIS Client Release of Information

Client-Release-of-Information-Form.pdf