OFFICE OF SUPPORTIVE HOUSING

HOMELESS MANAGEMENT INFORMATION SYSTEM

SHELTER CASE MANAGEMENT SOCIAL WORKER MANUAL

TABLE OF CONTENTS

CASE MANAGEMENT TRAINING

JOB ROLES OF CASE MANAGERS AND CASE MGT SUPERVISORS

Case Managers:

- Have a caseload assigned to them
- Create Service Plans for their clients
- Meet with their clients on a regular basis
- Are responsible for the upkeep of their caseload's POSs
- Work toward completion of the transitional housing application (where applicable)
- Close cases (where applicable).

Case Manager Supervisors:

- Oversee the activity of a group of case managers (as defined above)
- Review and approve service plans, protocol violations, and case close-outs
- Assign cases to case managers
- Review cases and have need of access to data on all clients that their case managers oversee.

I. GENERAL HMIS CONCEPTS

a. Title Bar (User Name, Job Role, Site)
b. Inbox, Work Flow, Forwarding, Scheduler, History
c. Icons on Left Hand Side Leading to Icons across top of screen.
d. Client Search. Search thru "Find" or by Case No., SSN at top of screen. Choose a client.
e. For case managers, "Find" only shows their clients. Supervisor must assign client to worker for this to happen. Case managers can see all clients assigned to the shelter, whether in their caseload or not.
f. Global Client loads all screens. CLR and Refresh buttons
g. Client Master screen.
h. Multiple screens. Use of Window menu item to see which Windows open.
i. Grid system (Clients in grid, data below). By choosing a client form the Grid, all screens that are completed will contain info on that client.
j. Screen Navigation (3 ways)
k. Calendaring
l. Mandatory fields, Date Ranging
m. Re-ordering columns by Alpha or Date.
n. Drop Down Fields, Multiple Choice Fields.
o. History screen. Use as short summary.
p. Concept of Client with one Master record, but he/she can be on multiple cases. Family - if case closed and client returns with different family composition, new case no. issued.
q. Alerts – Importance of and where located.
r. All screens allow for printing.

DETAILED HMIS CONCEPTS

I. Inbox, Forwarding, Work Flow, Scheduling, and History

1. **Inbox**- shows messages sent to the Case Manager. Clicking on a message places the client in the "Global" box at the to of the screen. The "Message" column explains why the worker is receiving the message. At the lower left of the screen is a check box for "Entries that have been processed". Click this item to see clients previously chosen. Choose "Refresh" to produce the items that have been processed
   Also, you can enter a date range to limit the number of entries on the screen.

   Note: If the "In Box" icon is green, there are messages. If it is red, there are no messages.

2. **Work Flow** – This screen shows all the transactions that have taken place with a client, such as which workers the client has seen, which screens have been completed, and the date.

3. **Forward Box** – Allows the worker to Forward a client to a supervisor or other worker for action. A message can be included indicating the desired action. The client's case can be forwarded to multiple job roles and multiple workers. Choose the "Job Role" on the left hand side of the screen, and the "User" on the right hand side of the screen. Click "Forward". If you only click "Job Role", and don't click the user, the message will go to all workers with that "Job Role".

   At the bottom of the screen is a checkbox to allow the worker to Add the message to Case Notes. If you check this box, the message will be entered into the "General" Notes category.

4. **Scheduling Appointments** – This screen can be used to schedule clients for various types of appointments. Choose the "Schedule", "User", "Client", and "Time". Click "Save". The "Schedule Report" shows the clients and their appointment times and can be printed.

5. **History** - Choose the Red Arrow at the upper right hand side of the screen. This screen gives short history of the client including Family members, Intake Details, Last service received, and protocol violations. It also lets the worker view the Notes, POS History, and Incidents.

6. **<u>Client Search</u>** – At the top of the screen, click "Find" to get the "Client OESS Search" screen. At the bottom of this screen, there is a "Search String Box". Choose "Last Name", "OESS Number" or "SSN" and click search. **Click "Display All" if it is not checked.** This will display all items meeting the chosen Search String.

   Notice that some clients may have several case numbers. In most cases, you want to choose the **Open Case**. An "Open Case" will have no Date in the "Closing Date" column.

   Head of Household- If you want to see a list with only the **Head of Household**, unclick the "**Include Dependents**" box so there is no check in the box.

   Include Inactive – If you uncheck this box, the screen will show only Active clients.

   To find an exact client using last name, enter the Last Name then a comma, press the space bar, and enter the first name. For example, John Smith would be entered as Smith**, John** This is useful if, for example, you do not want to search and entire list of Smiths.

   Clients can also be retrieved by entering "Oess No" or "SS No" at the top of the screen. Press "Enter" and the client will appear at the top of the screen.

   When the case manager Clicks the "Find" button, his/her caseload only will appear on the Search screen. However, any client at the shelter can still be searched using the procedure described above.

   The "CLR" button will clear the client from the top of the screen and you may enter a new client number.

7. **<u>Grid System</u> -** Virtually all HMIS screens work the same way. For example, open the "Client Master Information" screen. The center of the screen contains a Grid, which presents some basic information on the client. Double Click on a Client, and the details of the client's case will be shown in the "Client Details Section." All 6 pages of the client's record and 19 subscreens at the bottom of the page contain information on the chosen client. If you want to see information on another member of the case, double click that person on the grid, and his/her details will populate the fields. It is critical that you choose the correct family member or you might enter information on the wrong client. **Information for a client**

can always be updated by clicking the client in the grid and changing the information.

The "Clear" button at the bottom of the screen will clear the information on the client shown in the "Client" section. A new client may then be added.

8. **Multiple Screening -** HMIS allows multiple screens to be opened at the same time. First, open several screens. Use the "Window" Menu choice at the top of the screen to toggle back and forth between the screens. When the worker changes case numbers, all the screens for the original case number must be closed. If you do not see any open, windows, click the "Windows" menu choice. This will show which windows are open.

II. <u>CASE MANAGEMENT SCREENS</u>

The primary screens that will be used by the Case Manager are:

<u>CASE MANAGER ICON</u>

- **Client Master Information** – These screens contain most of the information about the client case and is the most important screen for the case manager. The screen is used to record a new client's detailed information, edit information about an existing client, or add clients to a case. **The Case Manger should enter as much information as possible into the fields as this information is used for analysis. If information is only entered into the Notes screen, it is not possible to analyze the data.**

  There are 19 sub screens that contain detailed information in many areas of case management. Topics in Red contain information. Topics in Blue have no information.

  When the Case Manager does an initial review of the HMIS file, he/she should review the files for accuracy. Initial data entry occurred at intake, and these social workers may not have had time to determine the correct information. The "History" button (red arrow – top of screen) provides some starting details on the client.
- **Service Plan** – These screens contain the information that will be used to create a plan by which the client can leave shelter and live independently. The screen allows for entry of Long Term and Short Term goals and action steps for each goal. Detailed instructions on the Service Plan are contained on Pages 14-16.
- **Client Activities** – This screen is used to keep track of various Client Activities. ***As of 11/05, this screen is still under development and is not completely ready for use.***
- **Protocol Violations** – This screen keeps track of violations of OESS and shelter policies. Examples include violent behavior and non-compliance with shelter rules. In the "Client Agreement" –"Print Forms" icon there is a form called "**Client Contract**". This form is used to create an agreement with client over required actions before a Protocol violation is entered.
- **Close Out/ Follow up** - When a case is closed, the Case Manager enters the closing date, reason for closing, destination, and any re-entry alerts.

  Note that individual members of the family can be closed out of the case without affecting the other members. In order to do this, choose the family member on the grid, and choose "Family Member" as "Type of Closeout".

If the family member you are closing is a Head Of Household, the screen will prompt you to change the Head of Household to another family member. This must be done or the screen cannot be saved.

Note: Closing a case will close POS's associated with the case.

The bottom of the screen has a "Transfer to Transitional Housing" button. Click this button and the case will be transferred to the Transitional Housing Site that will handle the client's case.

<u>OTHER SCREEN ICONS</u>

- **Case Notes** - Case Notes can be entered at many places in the system. This screen provides a central location from which many categories of notes can be viewed. However, most notes should be entered into the correct category on the Client Master Information screen. For example, Medical Info, MH Info, Income Info all have their individual Notes sections.

  When entering the screen, the Category is shown as "General". This category can be used to enter case summaries as opposed to detailed info that can be entered in other Case Notes screens.

  The "General" category of Notes allows for editing the last note entered for 2 days after entry.

  This screen has a "View Notes" button that displays Notes from all categories. This screen can be printed for further analysis.

- **Income Information** – This screen, which is also found in the Client Master Information screen, allows for entry of information on client income sources and amounts.
- **EVS** – This information is provided by phone call to the State, and includes data on client Health Care Benefits and Category of Assistance.
- **Title XX** – The State requires a Title XX form to be completed on each client in shelter. Data from the EVS and Income screen is brought into the Title XX fields. The form is printed, signed by the client, and placed into the file. **Click the "Create New" button to start a new Title XX form.**
- **TB Screening** – This form must be completed for each client to determine if they have TB and the proper authorities should be notified.
- **Referrals** - This screen allows for entry and viewing of referrals of clients to various providers such as Medical, Mental Health, etc. Workers should notify the systems unit if they know of particular providers that need to be added to the list. ***As of 11/05, this screen is still under development and is not completely ready for use.***

- **Client Agreement** - Lists various forms that need to be completed for clients. These could include Client Service Agreement, PECO letter, Social Security Award letter.

<u>POS ICON (See instructions starting on P.11)</u>

- **Placement Request**- This icon is used to request that the placement coordinator at OESS write a POS. This is not to be used on a regular bases, only in special situations in which a POS cannot be written through regular procedures.
- **Create/Change POS** - This function is used to create or change an existing POS.
- **Search POS** – Search for a particular POS in order to view details
- **POS Alert** – Shows cases in which attendance was not recorded for a POS
- **POS Reminders**- show expiration dates of POS's in the case manager's file. Allows the case manager to monitor POS expirations so that extensions or closings can be written. **<u>This is a very important activity for the case manager.</u>** If a POS is not extended, the client will drop off the Attendance screen and cannot be marked as present.
  The POS should be extended from this screen. Click the POS and The "Extend POS" screen appears.
- **Extend POS –** This function allows the POS to be extended for any time period determined by the social worker.
- **POS History -** This screen shows a client's complete POS History including dates, shelter, and family composition.
- **Close POS** - This function provides for closing a POS. This function would be used when the client leaves the shelter. Close POS can be used to close either the entire POS or to close individual family member. This might occur, for example, if a child left the family for foster care.

<u>COMPLIANCE CHECKLIST</u>

The Compliance Checklist helps to organize the Case Manager's workload and provides categories for each type of action, such as Completing Intake and Completing Service Plan. On this screen there are two types of entries. The first is the checkbox. These are items that must be initiated by the case manager. The blank boxes are items that are automatically entered when the case manager completes tasks in different parts of the system. If an item is not appropriate to the particular client, check the "Inapplicable" box next to the item.

TRANSITIONAL HOUSING

The goal of Case Management is to enable clients to move to independent housing. Transitional Housing is an intermediate step in this process, and is for a limited amount of time.

NOTE: Training Materials for Transitional Housing will be distributed separately from this manual.

The case manager will be able to create an electronic application that can be printed. The information on the application derives its information from the case management screens.

There are several Transitional Housing Screens that the Case Manager will complete:

Application Activity Tracker

This screen is a chronological record of progression of the TH application from the time it is sent from the OESS TH unit until the client enters the TH system. This screen is updated by the TH Case Manager

Housing Referral

This screen shows the **Transitional Housing Application (TH)**. Most of the information on this form automatically comes from other HMIS screens.

Other Housing Application History

This form contains information on any other housing applications that have been completed for the client.

Utilities/Arrearages

This screen is used to enter information on any Utilities still owed by the Client. This information will appear on the Transitional Housing application.

Social Summary

This is a “Case Notes” screen and can be used to enter a summary of the client’s issues that may be relevant to placement in Transitional Housing.

Life Skill Assessment

This section allows the worker to enter a value for 12 different areas of evaluation for a client's Life Skills. On entering the screen, go to the Assessment Category field and enter the "Assessment Tool" value. This action populates the Evaluation Topics grid at the bottom.

Values can be entered for each month. Enter a value for each item in the "Answers" column.

Application Checklist

The Application Checklist consists of those items which must be completed before the TH app can be submitted. After completion of each item, check the box and the "Completion Date" will be inserted. If any item is not applicable to a particular client, click the "Inapplicable" box next to the item. **All items must be checked or the TH application cannot be submitted to the OESS Transitional Housing unit.**

FINANCIAL PLANNING/ACCOUNTING

Expense

This screen keeps track of various client expenses such as Child Support, Debts, etc.

<u>**CREATE/CHANGE POS**</u>

Create POS - This function is used to write a new POS.

a. Enter a "Start Date". **There are two ways** to determine the "End Date". Either enter the "Shelter Nights" or enter the Projected End Date". **If "Shelter Nights" is entered, the computer will automatically calculate the "End Date."**

NOTE: The End Date of a POS is the "Morning of Departure". It is not a night of shelter. To write a POS for September, for example, the POS should be written from 9/1-10/1.

b. Enter Shelter- Choose the "Find Button" to locate the shelter. Double click the Shelter name.
c. Enter "POS Type".
d. The "Family Members" grid at the bottom lists all the Open members on the case. Check the family members who will be residing at the shelter**. Note: If a new person is added to the family, you must add them on the "Client Master Information" screen in order for them to appear on the POS**.
e. Enter any "Notes" that you want to appear on the POS.
f. Click "Save POS".
g. Print the POS.

Change POS (part of Create/Change POS) - This function is used to change information on a POS, such as the date, family composition, or shelter.

a. Enter the "Create/Change POS screen.
b. At the "POS Details" section , go the POS# field.
c. Click the "Find" button.
d. The "POS Master Search" screen appears.
e. Double Click the POS you want to change.
f. The POS details appear on the "Create/Change" screen
g. Change the relevant information, and "Save" the POS.

Note: If a family member was not checked on a POS, and you want to include the family member at a later date, go the Family Members grid box, check the family member, go to the far right of the Grid Box and add the Start and End Dates of the POS.

<u>Add Family Member to a POS</u> - If there is a new family member on the case, the member must first be added to the case before a POS can be Created or Modified. The family must first be added to the case through the "Client Master Information Screen".

a. Open the "Client Master Information Screen. Click on a Blank line on the Grid, or click "Clear at the bottom of the screen.
b. Enter the new member's information. Click "Save."
c. Open the "Create/Change POS" screen. The new case member should be shown on the POS grid.
d. Go to the "POS Details" section. Next to POS #, click "Find". Choose the correct POS and double click the entry. Check the member(s) to be added the POS.
e. Enter a "Start Date" and "Projected End Date" for the client on the "Family Members" grid.
e. Click "Save POS".

<u>Combine Family Member from One Case to Another</u>

Similar to the above situation is one where a person on one case must be inserted onto another case. The procedure below must be used since it "links" the client from one case to another. If you try to entire the client directly on the "Client Master" form, the screen will say that the client already exists and you will not be able to enter the person. The procedure is as follows:

a. Go to "Close Out/Follow Up screen.
b. Close out either Entire Case or close out the individual to be transferred.
c. **Return to Open Case that will contain the closed client**.
d. Go to "Client Master Information" form.
e. Below the Grid, go to the "Client" field.
f. Click the "Find" button.
g. Search for the client to be transferred. That case should be shown as **closed**.
h. Double click the client's name.
i. Client's name will appear in the "Client" section of the form.
j. Click "Save". You will be prompted to complete any uncompleted mandatory fields.
k. Client is now attached to the new case.

CLOSING A POS

Purpose: A POS is closed when the client leaves the Shelter. In HMIS, the POS that is initially written shows a "Start Date" and a "Projected End Date". When the POS is closed, an "Actual End Date" is entered. This is the real date on which the client left the shelter. Closing a POS will delete the POS entry from the daily Attendance Screen.

Note: Closing a POS does not close the case, since the client might be going elsewhere in the system. However, closing a case does close the last POS.

HMIS allows you to close either all members of the family, or just individual family members

The Procedure is as Follows:

- Click POS on the left hand side of the screen
- Click "Close POS".
- The screen will display the last POS written, since this is the one that will be closed.
- Enter "Close Type". This will be either "Whole POS" or Individual. If Individual, click the individual(s) you want to close.
- Enter "Actual End Date"
- Enter "Reason for Termination"
- Click "Close POS".

EXTEND POS

The Extend POS screen is used to extend the POS of clients, who have not met their objective during the period. Extending a POS causes the system to write a new POS.

- Click "Extend POS"
- The last POS written appears in the POS Details section.
- Click the yellow "Extend POS" button next to POS #
- The current "End Date" of the POS will become the new "Start Date"
- Enter a new "Projected End Date"
- Click "Explain the Change in Date"
- Save the entry.

POS REMINDERS

This screen shows the Projected End Dates and Days Remaining the POS for all clients in the logged in social workers case load. The POS should be extended from this screen.

- Enter the Date Range for which you want to see the expiring POS's. Click "Refresh" and the expiring POS's will appear.
- Click the POS to be extended.
- The "Extend POS" screen appears.
- Follow the "Extend POS" instructions above.

POS HISTORY

POS History is used to view all the POS's which have been written for the client.

- Click "POS History". The entire POS History will be displayed.
- Double click the POS you want to view and the details will appear on the screen.

SERVICE PLAN

The service plan consists of three levels: Long-term goals, Short-term goals and action steps. Each goal can be categorized into a “Category” (Example: Housing, Employment, Education, Substance abuse etc). Every action step is connected to a short-term goal, which in turn is connected to a long-term goal.

Case Managers use the Service Plan screen as a frame of reference every time they meet a client. The Service Plan screen is used to record the progress of the client and the status of the plan. Every time a new service plan is created, the plan is forwarded to the Case Manager Supervisor for approval. The Service Plan screen also provides an option to plot graphs of the client's progress.

Creating a Service Plan

1. Double click the Service Plan icon in the main screen. The Service Plan screen appears. The first page allows for entry and modification of goals and action steps. The second page shows the details of approval of the plan by the supervisor.
2. The “Service Plan” date is the date the Service Plan is created.
3. A long-term goal is first created for the client, then a short term goal is created that is followed by an action step for each short term goal. Select the type of goal from the “**Type of entry”** dropdown. First a long-term goal is created that is followed by a short-term goal, and finally an action step is created to achieve the short term goal. **See example below.**
4. Choose a category of goal from the “**Category”** dropdown. Note: The “Import Program” button allows the worker to import an existing program. This section is not up to date, but will be in the future.
5. “**Entry date”** is the date the Goal or Action step was entered.
6. “**Estimated Completion Date”** is the estimated date for completion of the Goal or Action Step. Note: A “Completion Date” is not required for a Goal or Action step.
7. Select the person responsible for the action in the “**Responsible person for Action”** field.
8. The user who records the service plan is displayed in the **Entered” by”** field.
9. Click the **Save** button.
10. Click the “Print” button to print the Service Plan.
11. When the Service Plan is ready for review by the supervisor, click the “Send for Appr” button. The case is forwarded to the Case Manager Supervisor. The Supervisory approval information can be viewed on P.2 of the Service Plan.

<u>Example of Goals and Action Steps</u>

Assume that the Goals and Action Steps for a client are as follows:

Long Term Goal: Maintain Sobriety

Short Term Goals: A. Participate in Treatment Program

B. Develop Relapse Prevention Program

Action Steps: Each Short Term Goal has associated Action Steps.

For **"Participate in Treatment Program**, the **Action Steps** are:

Weekly update with Outpatient Services

Obtain Transportation

Attend Weekly NA Meetings

Arrange Child Care

For "**Develop Relapse Prevention Plan"**, the **Action Steps** are:

Develop list of triggers for relapse

Client develops coping skills

Monitor Progress

Frequent contact with Sponsor.

In order to correctly enter the Goals and Action Steps, the worker must be certain that he/she is working on the correct Goal. Below the grid are two blocks titled

"**Long Term Goal" and "Short Term Goal**". In the above case, the Long Term Goal is "Maintain Sobriety". Assume that the worker is entering information on the Short Term Goal of "**Participate in Treatment Program**." The two blocks below the Grid must contain the correct goals: It should appear as follows:

Long Term Goal of - Maintain Sobriety; Short Term Goal - Participate in Treatment Program". First check that these two goals are correctly shown in the two blocks.

If the worker accidentally enters "Develop Relapse Prevention Program" in the Short Term Goal block, and then enters Action Steps such as "Obtain Transportation" or "Weekly Updates with Outpatient Services" will not be associated with the correct goal.

If the Long Term and Short Term Goal blocks under the Grid have the correct entries, then the Action Steps will be associated with the correct goals.

Changing the Status of a Goal or Action Step

Over time, the client will make various degrees of progress toward completing the goals on the Service Plan. HMIS provides a method of recording this progress through the "Goal/Step Status" button. Progress can be recorded for all goals and actions steps separately.

1. Load the client in the Service Plan screen by using the **Find** button. The goals of the client are displayed in the grid.
2. Select the Goal or Action step displayed in the grid. The Goal or Action details are loaded in the screen.
3. Click the "Goal/Step Status" button. The Service Plan-Change Status screen appears.
4. The client name, OESS number, and goal details are automatically loaded in the screen. The **Status Date** field is loaded with the current date.
5. To record the progress of the goal, select the goal status from the **Status** dropdown.
6. You can record your comments regarding the progress of the goal by using the Case Notes feature.
7. Click the **Save** button.
8. **The status of the goal is displayed in the Status & Progress section at the bottom of the screen**

Viewing the Progress of Goals and Action Steps

The Service Plan screen enables the Case Manager to view the progress of the client's goals and action steps.

1. Click the **Progress** button. The Progress-Service Plan screen appears.
2. The client name, OESS number, and goal name are displayed. The date and the corresponding status are displayed in the grid.

Creating a New Service Plan

Since Service Plans should be reviewed and in most cases re-created every three months, HMIS allows you to save the old Service Plan to history and begin a new Service Plan. You can create a new Service Plan for the client by clicking the **New Service Plan** button.
Click the **New Service Plan** button located in the header region of the screen. You will be prompted that the existing Service Plan will be posted to history.

1. Click the **Yes** button to create a new Service Plan for the client. The New Service Plan screen appears.
2. Select the date for New Service Plan Date, and click the **Ok** button. A new Service Plan is created for the client.

NOTE : When a Goal or Action Step is marked "Completed Successfully", it will not appear on the subsequent Service Plan.

Viewing Past Service Plans

Click the Past Service Plan button. The History-Service Plan screen appears.

The client name and the past Service Plan dates are displayed. Double click on a Service Plan date to load the details of a prior Service Plan in the Service Plan screen.

When you choose a Prior Service Plan, the "Past Service Plan" button at the bottom of the screen changes to say " View Current". Click the View Current button to view the client's current Service Plan details.

SUPERVISORY FUNCTIONS

Supervisors have the responsibility of assigning and re-assigning clients to case managers. HMIS provides two methods for assigning clients.

Single Client Assignment: This screen allows the supervisor to assign an individual client to a case manager.

Multiple Client Assignment: This screen allows the supervisor to re-assign a case manager's caseload to another case manager. This might occur if, for example, a case manager left the agency.

The two functions are contained in the Case Management Supervisor job role, which must be current at the top of the screen.

Single Client Assignment - The client must be in the Global Field at the top of the screen.

a. Click the " Case Management" icon at the left of the screen.
b. Click the "Single Client Assignment" screen.
c. Choose the "Assigned Date.
d. At the "Case Manager" field, click the "Find " button and pick the new case manager.
e. Enter "Comments" as appropriate.
f. When the assignment changes, enter the "End Date".
g. All assigned case managers will be shown in the Grid.

Multiple Client Assignment

a. Click the "Multiple Client Assignment" icon.
b. In the "Old Case Manager" field, enter the current case manager. The old case manager's caseload will appear on the grid.
c. In the "New Case Manager field, enter the case manager to whom the case will be assigned.
d. If all the clients are to be transferred to the new case manager, choose "Select All" at the bottom of the screen.
e. If only some of the clients are to be transferred, click the grey block next to each name. The new case manager's name will appear in the "New Case Manager" column.
f. Click "Save" and the assignments will be transferred to the new case manager.

TRANSFER POS

This function allows the shelter to write a POS to another shelter. The screen is the same as the Create/Change POS. The only difference is that the POS Site field lists all sites instead of just the site of the worker writing the POS.

At the shelter, the only job roles authorized to Transfer POS's are the CM Supervisor, Shelter Service Staff, Shelter Service Supervisor, and Shelter Service Administrator.