



REQUESTING PROGRAM EXTENSIONS IN HMIS

This job aid will demonstrate how to request program stay extensions for clients in HMIS. This can be requested for households who may need a longer stay in the program in order to achieve goals and exit to permanent housing. If needed, extensions should be requested at least 30 days before the end of a client's program stay.

ACTIVE CLIENTS GRID WITH REQUEST EXTENSION BUTTON

The screenshot shows the HMIS 1.0.0 interface in a Windows Internet Explorer browser. The top navigation bar includes the Allegheny County Department of Human Services logo, the HMIS logo, and a navigation menu with options like Program, Client, and Activity. The main content area is titled "Active Clients" and displays a "Client List" table. The table has columns for Household ID, HoH, First Name, Middle Name, Last Name, Date of Birth, Gender, Entry Date, and Est. Exit Date. A red arrow points to the "Request Extension" button located below the table. The bottom section of the interface shows the "Info" tab for a selected client, with fields for First Name, Middle Name, Last Name, Date of Birth, SSN, Gender, Race, MCI ID, and HMIS ID.

| Household ID | HoH | First Name | Middle Name | Last Name | Date of Birth | Gender | Entry Date | Est. Exit Date |
|--------------|-----|------------|-------------|-----------|---------------|--------|------------|----------------|
| 2210 | Yes | Summer | | Season | 01/01/0990 | Female | 09/01/2015 | 10/31/2015 |
| 2224 | Yes | Autumn | | Fall | 01/01/1985 | Female | 09/19/2015 | |

1. Below the *Active Clients* grid, there is now an **[Request Extension]** button.
 - i. **TIP:** Any client with an estimated exit date that is bolded and followed by three asterisks indicates the client has an upcoming or overdue exit date.



EXTENSION REQUEST INFORMATION SCREEN

HMIS UAT Version: 1.0.0 - Windows Internet Explorer

Department of Human Services
Allegheny County, Pennsylvania

Program Client **Activity** Help Logout

Activity Household Assessment Enrollment Exit

Organizer Focus History

In Focus
User ID: KDTST55
User Name: KDTST55
Entity Type: Program
Entity Name: FAMILIES UNITED
Entity ID: 278
Entity Type: Household
Entity Name: Fall

Extension Request Information
*Denotes Required Fields **Denotes Half-Mandatory Fields

Household Members

| HH Member | Member Name | Gender | Birth Date | Relationship to HOH | Citizenship | SSN | Vet Status | HMIS ID | Active |
|-----------|-------------|--------|------------|--------------------------|-------------|-----|------------|---------|--------|
| 1 | Autumn Fall | Female | 01/01/1985 | Self (head of household) | US Citizen | | No | 19221 | Yes |

Program Involvement List

| Program Name | Program Start date | Enrollment Date | Est. Exit Date | Exit date | Voluntary Termination | Enrollment |
|-----------------|--------------------|-----------------|----------------|-----------|-----------------------|------------|
| FAMILIES UNITED | 09/19/2015 | 09/19/2015 | | | | Enrolled |

Program Extension

| Request Id | Reason for Extension | Requester Name | Request Date | Completion Date | Status |
|------------|----------------------|----------------|--------------|-----------------|--------|
| | | | | | |

History

Extension Request Details

New Exit Date * 01/01/2016 Reason For Extension * Client needs additional service

Additional Notes * Notes are mandatory

Approval Notes

Save Submit Cancel

- To request a program extension for a household, select the **[Request Extension]** button.
- You will be taken to the *Extension Request Information* screen. All household members will appear along with their program involvement details, including the estimated exit date.
 - TIP:** Selecting the **[History]** button will bring up a pop-up listing the date the extension request was made, the requestor name and HMIS username, the status of the request, and the DHS staff who acted upon the request.



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- c. Enter the *New Exit Date* for the household. Users can enter any date from one day after the estimated exit date but no more than seven months after the estimated exit date.
- d. Enter the *Reason for Extension* for the household. Dropdown options include: Waiting for private housing, Waiting for subsidized housing, Client needs additional service, Waiting for employment/benefits and Waiting for other homeless program.
- e. The *Approval Notes* field is a DHS-only field that is disabled for providers. If any notes were entered by DHS Administrators when approving the extension, they will appear here.
- f. Enter mandatory text to support your extension request in the *Additional Notes* text box.
- g. Click **[Save]** to save your extension request.
- h. Click **[Submit]** to electronically send your extension request to Bureau of Homeless Services administrators.



DASHBOARD WITH EXTENSION REQUESTS TAB

Department of Human Services
Allegheny County, Pennsylvania

HMIS
Homeless Management Information System

Program Client Activity Help Logout

Dashboard - (KDTEST55 KDTEST55)

Accepted - Pending Referrals Upcoming Exits Reassessments Reports Due Extension Requests

| Req ID | Request Date | MCI ID | First Name | Last Name | Program Name | Start Date | Est.Exit Date | Request Status |
|--------|--------------|--------|------------|-----------|---------------------|------------|---------------|----------------|
| 9 | 09/25/2015 | | Autumn | Fall | Families United | 09/19/2015 | | Submitted |
| 8 | 09/23/2015 | | Katie | Day | CHS RAPID REHOUSING | 12/09/2014 | | Submitted |

Show

2. To view the client's Submitted or In Progress extension request status, navigate to the *Dashboard*.
 - a. On the left-hand pane, select the *Organizer* tab.
 - b. When the Organizer tab is in focus, click **[Dashboard]** to view your dashboard.
 - c. Navigate to the far right tab *Extension Requests* to view submitted extension requests. The household's *Request Status* will appear in the grid.
 - i. **TIP:** Only extension requests that are *In Progress* (request saved but not submitted) and *Submitted* (submitted and waiting for approval or denial) will appear on the *Extension Request* tab of the Dashboard. Extension requests that have been *Approved* or *Denied* will only appear on the *Extension History* tab of the Active Clients screen.
 - d. Click **[Show]** to navigate back to the *Extension Request Details* screen.



EXTENSION REQUEST HISTORY TAB

The screenshot displays the HMIS 1.0.0 web application interface. The top navigation bar includes the Allegheny County Department of Human Services logo and the HMIS logo. The main content area is titled "Active Clients" and shows a "Client List" table with columns: Household ID, HoH, First Name, Middle Name, Last Name, Date of Birth, Gender, Entry Date, and Est. Exit Date. Two clients are listed: 2210 (Summer Season, Female, 01/01/0990, 09/01/2015, 10/31/2015) and 2224 (Autumn Fall, Female, 01/01/1985, 09/19/2015, 01/01/2016). Below the client list, there are buttons for "Show", "Cancel", and "Request Extension". The "Extension History" tab is selected, showing a table with columns: Req. ID, Program Name, Reason for Extension, Request Date, Extension Approval Date, Old Est. Exit Date, and New Est. Exit Date. One request is shown: Req. ID 9, Program Name Families United, Reason for Extension Client needs additional service, Request Date 9/25/2015 12:21:03 PM, Extension Approval Date 9/25/2015 12:32:04 PM, Old Est. Exit Date 1/1/2016 12:00:00 AM, and New Est. Exit Date 1/1/2016 12:00:00 AM. Red arrows point to the "Extension Approval Date" and "New Est. Exit Date" columns.

| Household ID | HoH | First Name | Middle Name | Last Name | Date of Birth | Gender | Entry Date | Est. Exit Date |
|--------------|-----|------------|-------------|-----------|---------------|--------|------------|----------------|
| 2210 | Yes | Summer | | Season | 01/01/0990 | Female | 09/01/2015 | 10/31/2015 |
| 2224 | Yes | Autumn | | Fall | 01/01/1985 | Female | 09/19/2015 | 01/01/2016 |

| Req. ID | Program Name | Reason for Extension | Request Date | Extension Approval Date | Old Est. Exit Date | New Est. Exit Date |
|---------|-----------------|---------------------------------|-----------------------|-------------------------|----------------------|----------------------|
| 9 | Families United | Client needs additional service | 9/25/2015 12:21:03 PM | 9/25/2015 12:32:04 PM | 1/1/2016 12:00:00 AM | 1/1/2016 12:00:00 AM |

3. To view the client's extension request approval or denial history, navigate to the *Active Clients* grid and select the client.
 - a. Navigate the tabs on the bottom of the page and select **[Extension History]**.
 - i. **TIP:** Users can check if an extension request was Approved or Denied by viewing the Extension History tab.

FOR MORE INFORMATION...

For assistance, please contact the Allegheny County Service Desk at servicedesk@alleghenycounty.us or 412-350-4357 (Option 2 for DHS).

To access the Self Service Tool go to: <http://servicedesk.alleghenycounty.us>