



Street Outreach Levels of Engagement

Starting January 2017, a new *Levels of Engagement* information grid will be added to the Assessment Creation screen for all street outreach clients. The Levels of Engagement grid will allow HMIS users to document the stage of engagement for each outreach client to track client engagement with outreach and interest in service.

The Levels of Engagement are:

- Level 1: Not engaged and not interested in services
- Level 2: Receiving basic services; no interest in housing supports
- Level 3: Receiving basic services; interest in housing supports
- Level 4: Connected to the Allegheny Link for housing referrals
- Level 5: Enrolled in housing program

New clients must have at least one level of engagement saved before an entry assessment can be started. When working on a client record who was enrolled before January 2017, the system will prompt the user to add at least one level of engagement before entering a new assessment. After a client exits the street outreach program, the new button will disable- new levels cannot be saved after exit.

The Level of Engagement Start Date can be a past date or present date but not a future date. Previous levels of engagement can be viewed by clicking the History button to the right of the Levels of Engagement grid; the History button will remain enabled for use even after the client has exited the program.

How to Add and Edit a Level of Engagement for A Client

HMIS UAT Version: 1.0.0 - Internet Explorer

Department of Human Services
Allegheny County, Pennsylvania

Program Activity

Organization: Allegheny County
User ID: 3018164
User Name: Benjamin Talli

Program List

*Denotes Required Fields **Denotes Half-Mandatory Fields

Program List Details

Select Provider Agency
[COMMUNITY HUMAN SERVICES CORPORA...

Program ID	Program Name	Status	Start Date
779	CHS HOMELESS PREVENTION ESG CITY	ACTIVE	
663	CHS HOMELESS PREVENTION ESG COUNTY	ACTIVE	
780	CHS HOMELESS PREVENTION ESG STATE	ACTIVE	
709	CHS Operation Safe-A-Life	ACTIVE	
777	CHS RAPID REHOUSING ESG CITY	ACTIVE	
685	CHS RAPID REHOUSING ESG COUNTY	ACTIVE	
778	CHS RAPID REHOUSING ESG STATE	ACTIVE	
708	CHS SSO-MAP	ACTIVE	06/30/2017
623	CULTIVATING HEALTH FOR SUCCESS	ACTIVE	11/30/2017
624	ES - MOTEL - HOTEL	ACTIVE	06/30/2017
278	FAMILIES UNITED	ACTIVE	11/30/2017

Service Details

Service ID	Service Name
66	Outreach/Street/Other

Show Cancel



1. Log in to HMIS and select your program on the *Program List* screen. Click **Show** to bring it into focus.

HMIS UAT Version: 1.0.0 - Internet Explorer

Department of Human Services
Allegheny County, Pennsylvania

HMIS
Homeless Management Information System

Dashboard - (Benjamin Talk)

Accepted - Pending Referrals | Upcoming Exits | Assessments | Reports Due | Extension Requests

Results 1 - 10 of 184

MCI ID	First Name	Last Name	SSN	Enrollment Date	Type of Assessment Due	Due Date	Program Status
100083968	Defet	Us		12/02/2015	Program Annual Assessment	01/01/2017	Program verifies that an update Reassessment is not currently needed
100083970	Avgnbl	Us		12/02/2015	Program Annual Assessment	01/01/2017	
100083974	Asvth	Server		12/02/2015	Program Annual Assessment	01/01/2017	
100083977	Bjng	Tyftedj		12/02/2015	Program Annual Assessment	01/01/2017	
100083980	Treff	Tyftedj		12/02/2015	Program Annual Assessment	01/01/2017	
100083986	Qeep	Tyftedj		12/02/2015	Program Annual Assessment	01/01/2017	
100083988	Uabhbcc	Tyftedj		12/02/2015	Program Annual Assessment	01/01/2017	
100083507	Bma	Lynhuc		12/08/2015	Program Annual Assessment	01/07/2017	
100083991	Rouh	EG		12/08/2015	Program Annual Assessment	01/07/2017	

Show | Save | Cancel

- a. You will be navigated to the Dashboard screen. Hover over the **Program** button and select *Active Clients*.

HMIS 1.0.0 - Internet Explorer

Department of Human Services
Allegheny County, Pennsylvania

HMIS
Homeless Management Information System

Active Clients

Client List

Results 1 - 20 of 93

Household ID A	HoH	First Name	Middle Name	Last Name	Date of Birth	Gender	Entry Date	Est. Exit Date	Unit Type
85695	Yes	Pzzmnc		Nmzmhl	10/23/1964	Female	02/19/2016		Street Outreach Capacity
97600	Yes	Asvth		Swokr	08/23/1961	Male	04/26/2016		Street Outreach Capacity
96225	Yes	Omgbbcc		Abhourem	04/05/1972	Male	02/09/2016		Street Outreach Capacity
96230	Yes	Rztlgpf		Dafug	04/13/1966	Male	04/19/2016		Street Outreach Capacity
116324	Yes	Imge		CSZ Vydi	01/02/1979	Male	12/01/2015		Street Outreach Capacity
116450	Yes	Dschbc		JW	03/03/1969	Male	12/16/2015		Street Outreach Capacity

Show | Cancel | CH Report | Request Extension | VLS/SPDAT Report...

- b. Select a client from the list and click **Show**. You will be navigated to the *Household* screen. Hover over the **Activity** button, select and hover over *Assessment* in the dropdown and then select *Assessment Creation* in the dropdown to the right.



- To add and save a level of engagement, enter the start date for the level of engagement. The start date may be the first encounter the program engaged with the client. Next, select the level of engagement and click the **Save** button to the right of the Levels of Engagement grid.

- The purpose of documenting the levels of engagement is to track client engagement and interest in service. Levels do not need to be removed as they change over time, unless they are added in error. To remove a level of engagement, select the level you want to remove, and click the **Remove** button to the right of the Levels of Engagement grid. Levels that have been removed will not appear in the History report.

How to view the Levels of Engagement History Report

- To view a printable PDF report with all the levels of engagement previous documented for the client, select the History button to the right of the Levels of Engagement grid.

HMIS Level of Engagement History

Client Name : [REDACTED]
MCI : [REDACTED]
Program Name : CHS Operation Save-A-Life

Level of Engagement	Start Date	User Name
4 - Connected to Allegheny Link for housing referrals	12/10/2016	[REDACTED]
2 - Receiving basic services; no interest in housing supports	12/05/2016	[REDACTED]
1 - Not engaged and not interested in services	12/01/2016	[REDACTED]

- A PDF report will pop up and list all the saved levels of engagement and the start dates with the client's name, their MCI ID and the program name.



For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

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