



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

of Haller	nent of Hum y County, Peni	an Services nsylvania		谷 MI
Creanizer Facus History In Facus User ID: X010164 User Namei Benjamin Talk	Program List *Denotes Required Fields **Det Program List Details Select Provider Agency COMMUNITY HUMAN SERVICES			
	779	CHS HOMELESS PREVENTION ESG CITY	ACTIVE	
	663	CHS HOMELESS PREVENTION ESG COUNTY	ACTIVE	
	780	CHS HOMELESS PREVENTION ESG STATE	ACTIVE	
-	709	CHS Operation Save-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-HAP	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		
		Outreach/Street/Other		





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

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		1000853986	Qeqe	Tydjecj		12/02/2015	Program Annual Assessment	01/01/2017	
		1000853988	Usbhbc	Tydjecj		12/02/2015	Program Annual Assessment	01/01/2017	
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a. You will be navigated to the Dashboard screen. Hover over the **Program** button and select *Active Clients.*

Department of Human Services Allegheny County, Pennsylvania													
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Benjamin Talik										Result			
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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.





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CHS Operation Entity ID:	Education								
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2. The Levels of Engagement grid is located on each client's Assessment Creation screen under the *Program Involvement List* grid and the *Assessment List* grid.

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Street Outreach Levels of Engagement			
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3. 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.

Start Date	Levels of Engagement	New
12/01/2016	1 - Not engaged and not interested in services	Save
12/24/2016	3 - Receiving basic services; interest in housing supports	Remove
		History
	Levels of Engagement*	

4. 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

2	Street Outreach Levels of Engagement		
	Start Date	Levels of Engagement	New
Þ	12/01/2016	1 - Not engaged and not interested in services	Save
	12/05/2016	2 - Receiving basic services; no interest in housing supports	Remove
	12/10/2016	4 - Connected to Allegheny Link for housing referrals	History
SI	itart Date* Levels	of Engagement*	
1	12/01/2016 V	nt engaged and not interested in services	

1. 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.



Client Name : MCI : Program Name :	CHS Operation Save-A-Life		
Level of Engagement		Start Date	User Name
4 - Connected to Alleghe	ny Link for housing referrals	12/10/2016	
2 - Receiving basic service	es; no interest in housing supports	12/05/2016	_
1 - Not engaged and not	interested in services	12/01/2016	

2. 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 <u>ServiceDesk@AlleghenyCounty.US</u> 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