Local Search for Street Outreach
Effective Date: April 29, 2017

Effective April 28, 2017, the HMIS application will allow Street Outreach Programs to save and post clients for services without clearing them in MCI first. Additionally, staff will be able to search for clients within Street Outreach Programs using newly added fields discussed below.

New fields within the Household List:

1. Provider Staff navigates to their Program List, and then selects Walk-In
2. Alias Name
   a. This new box allows staff to enter an alias, nick name, or "street name" for a client
   b. These may be the names or ways that clients prefer to identify themselves in the community
   c. Once entered, staff will be able to share the alias with other Street Outreach Programs, to assist in identifying clients better and respectful to preference, while still meeting the needs of the system
3. Frequented Locations
   a. This new box allows staff to enter where a client resides most often, is seen during the day etc.
   b. This will allow staff to better identify where to go when seeking out a specific client for services, etc.

Clearing a client with a local household member identification:

4. Provider Staff navigates to their Program List, and then selects Walk-In
5. Staff enter as much information as obtained from a client
    a. If staff do not know the exact date of birth or legal name of a client, they fill in as much as they can gather or guess
        i. Staff are still required to enter the below fields to save a client
            1. First Name
            2. Last Name
            3. Name Data Quality
            4. Gender
        ii. Instead of MCI clearing a client with incomplete or potentially incorrect information, staff will be able to first *Save Client* (see Box 1)
            1. Saving a client provides them with a HH Member Identification Number

2. Staff will get the above pop-up once they click *Save Client*
   a. This pop up will search the Street Outreach programs for clients that have similar names, alias, etc.
   b. Staff will be able to select from other previously saved Street Outreach Programs if they believe the client is the same
   c. This functionality allows Street Outreach programs and providers to share information, alias, and frequented locations for clients to better serve the community
3. Staff will be able to post and service a client if they have a HH Member Identification Number
4. Staff should only clear a client through MCI when they can verify the quality and correct information
   a. To clear a client through MCI, staff must enter a date of birth; select "full name data quality" in the *Name Data Quality* dropdown; and select "full date of birth data quality" in the *Date of Birth Data Quality* dropdown. After entering those fields and confirming they are correct, staff must click *Save Client* to save the changes. After those changes have been saved, the *MCI Client Search* box will enable.

b. With the client in focus, staff then click *MCI Client Search* and go through the process to clear and assign an MCI if the client matches a *Potential Match* already in the system. If there is no match, staff can click the Select button under *MCI Search* to create a new MCI ID for the client.

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