

## **Causes of Common HMIS and Housing Support Standard Concerns and Corrective Action**

### **No Active Users**

- Your agency did not have any current active users at the time that the report was run. You need to contact Pathways to make sure the appropriate users are active on the system immediately.

### **No or Low Authorizations**

- This means that the number of new authorizations received during the monitoring period is low or you had no new authorizations. Either your agency has had no or few new people coming into your agency (in proportion to the number of clients your agency serves) or you are not obtaining HMIS authorization and entering everyone into the HMIS system.
- Make sure your agency is requesting authorization from everyone that enters your program and that you enter all authorized clients into the system.

### **No or Low Service Transactions**

- Your agency had fewer than 10 service transactions during the monitoring period. Service only agencies and shelter/housing providers that also provide support services should track these services in Pathways (does not apply to Permanent Supportive Housing programs).
- For information about how to track services in Pathways see [www.pcni.info](http://www.pcni.info)

### **Low Enrollment:**

- Low enrollment is caused by enrolling significant fewer people into a program than the beds you listed as being available. For the purposes of this monitoring cycle, a program was deemed to have low enrollment if the average bed utilization (program enrollment/beds available) between April 1, 2010 and June 30, 2010 was at or below 60% utilization.
- Apart from serving significantly fewer individuals than you have indicated your agency has the capacity to, there are three common causes:
  - You may not be enrolling clients appropriately. Clients who have entered your housing program must be enrolled in the appropriate HMIS program within one week of program entry.
  - You may not be enrolling family members. Be sure that you are enrolling family members *and children* into the HMIS program. Otherwise it appears that those beds are available and not being utilized. Note that the family authorization form is now available.
  - Your Program Profile lists the wrong number of beds you have available. If you believe your Program Profile is incorrect, please contact DCA.
- Program rosters in PATHWAYS COMPASS should reflect current enrollment. You can backdate an individual's program enrollment records to reflect a more accurate program roster. Please make an effort to correct any inaccurate enrollment records as soon as possible!
- If you believe your program enrollment is accurate (for example, your actual program enrollment was low this quarter) please provide written documentation that your program was not at full capacity this quarter. This can be provided through the mail or email.

### **Over Enrollment**

- Over enrollment is caused by having more individuals enrolled into a program than the number of available beds listed in your program profile. For the purposes of this monitoring cycle, a program was deemed to have over enrollment if the average bed utilization (program enrollment/beds available) between April 1 and June 30 was above 110% utilization.
- Apart from serving significantly more individuals than you have indicated your agency has the capacity to, there are two common causes:
  - You may not be discharging clients appropriately. Clients who have exited your housing program must be discharged from the HMIS program within one week of their departure.
  - Your Program Profile lists the wrong number of beds you have available. If you believe your Program Profile is incorrect, please contact DCA.
- Program rosters in PATHWAYS COMPASS should reflect current enrollment. You can backdate an individual's program enrollment records to reflect a more accurate program roster. Please make an effort to correct any inaccurate enrollment records as soon as possible!
- If you believe your program enrollment is accurate (for example, your actual program enrollment was low this quarter) please provide written documentation that your program was over capacity this quarter. This can be provided through the mail or email.

### **No or Low Barriers to Housing Stability Assessments Completed:**

- Your agency should complete Barriers to Housing Stability Assessments for all households entering a DCA program unless you have received an agency specific exemption.
- To complete Barriers to Housing Stability Assessments, visit the *Assessment* screen under the *Client Visit* menu and select Barriers to Housing Stability Assessment (NEW) from the drop-down menu. Once you have completed the assessment, make sure you press "*Complete and Save*" rather than "*Save*".

### **No or Low Number of Goals Set:**

- Any agency providing shelter or housing, and some service only programs, should create goals for all households entering a DCA program unless you have received an agency specific exemption.
- To set Goals, visit the *Progress* screen under the *Client Visit* menu. Client Goals will appear at the top of the page. Press *New* to create a new Goal or select the paper icon to edit an existing Goal.

### **No or Low Number of Goals Updated:**

- Agencies should continue to update goals to track client progress while in the program.
- To set Goals, visit the *Progress* screen under the *Client Visit* menu. Client Goals will appear at the top of the page. Press *New* to create a new Goal or select the paper icon to edit an existing Goal.

### **No or Low Status Indicator Updates:**

- Your agency should be updating status indicators for all households entering a DCA program unless you have received an agency specific exemption.
- To update Status Indicators, visit the *Progress* screen under the *Client Visit* menu. Client Current Status will appear in the middle of the page. Select the paper icon to edit an existing Status Indicator.