

HMIS CLIENT WORKFLOW



Cambridge CONTINUUM OF CARE

SEARCH/ADD CLIENT

Always search before creating a new client. Use the first three digits of the first and last name, the year of birth, and/or the last 4 digits of the SSN to avoid duplicates. Check for or add ROI.



ADD ADDITIONAL HOUSEHOLD MEMBERS, IF ANY

For each household, there is only one Head of Household (member of household to whom all other members have a relation).

ENROLL HOUSEHOLD MEMBERS

Note: Prior Living Situation and Disability data elements are critical to establishing a client's Chronic Homelessness status in the HMIS.



PROVIDE SERVICES

Most services are found on the program level, not the client level. For example, provide Bed Stays or toiletries/hygiene items.

STATUS AND ANNUAL UPDATES

Annual updates must be recorded within 30 days of enrollment anniversary for all household members. Record status updates when a client's income, non-cash benefits, or disability status changes.

