

# Alameda County Continuum of Care

## HMIS Street Outreach Exiting Protocol

It is important to exit clients from Street Outreach (SO) projects when they have been housed in the project they were referred to, with the exit *Destination* of the appropriate project type. Clients enrolled in Street Outreach projects should be exited in the following manner:

- If a client is referred to an Emergency Shelter (ES) or Transitional Housing (TH) project, the client should be exited on the date the client enrolled into the ES or TH project.
- If the client was referred to a Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), or Other Permanent Housing (OPH) project, the client should be exited from the SO project with an exit date of the client's Housing Move-in Date in the project they were referred to.
- If staff has not made any contact with the client within **60 days** of the last contact date.
  - The exit date should be set to the last date the client received services and not the date a staff is processing the exit. If the entry date is the last time a staff had contact with the client, the exit date would be set to that entry date.
  - Exit Destination would be set to "No Exit Interview Completed".

In all cases, the exit *Destination* should be the project type of the referred project. See the table below for reference. **There are no exceptions to this exiting process, even if you are still working with the client after their enrollment or placement. To record services provided to former Street Outreach clients who are now placed in shelter or permanent housing, please contact the HMIS Help Desk to determine the best option for your agency.**

Project Type Client Enrolled In	When Client Should be Exited from SO	Exit Date to enter in HMIS	Exit Destination Selection in HMIS
Emergency Shelter	At entry into ES	Enrollment date at ES	Emergency shelter, including hotel or motel paid for voucher with emergency shelter
Transitional Housing	At entry into TH	Enrollment date at TH	Transitional housing for homeless persons (including homeless youth)
Rapid Re-housing	At placement into unit	Housing Move-in date at RRH	Rental by client, with RRH or equivalent subsidy

Project Type Client Enrolled In	When Client Should be Exited from SO	Exit Date to enter in HMIS	Exit Destination Selection in HMIS
Permanent Supportive Housing	At placement into unit	Housing Move-in date at PSH	Permanent housing (other than RRH) for formerly homeless persons
Other Permanent Housing	At placement into unit	Housing Move-in date at OPH	Permanent housing (other than RRH) for formerly homeless persons

## Why is the Street Outreach Exit Process Important?

Exiting a client correctly ensures that the work being done by Street Outreach projects is reflected on the System Performance Report; exiting clients to ES, TH, or PH is considered a successful placement for SO projects! See the table below for a list of all of the Destinations that are considered successful for SO projects.

## New: After 90 days without contact, clients will be auto-exited from Street Outreach Programs

Clients are auto-exited from Street Outreach HMIS programs if they have not had any services or assessments entered into the program within the last **90 days**. You can avoid this by entering services regularly. HMIS recommends that every active client have at least one service a month entered into HMIS. Services help to document the length of a client’s homelessness (chronicity) and facilitates inter-agency communication regarding services, client location, and housing opportunities.

To “undo” an auto-exit, simply go to the exit screen, scroll down to the bottom of the page and click the “Reopen Client Program” link. Turn on the “clear all exit data” toggle and hit save. Now your client is still enrolled in your program as if nothing happened. For more information on reopening an enrollment, check out our Reopening an Enrollment when your Client Has Been Exited Job Aid