Alameda County Continuum of Care
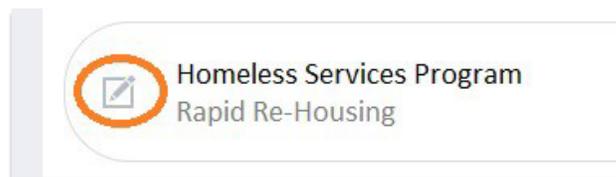
HMIS Job Aid

## Reopening an Enrollment When Your Client Has Been Exited

There are times when you need to reopen a client's enrollment after they have been exited. Perhaps you need to add a few services that were not added while they were enrolled. Or maybe they were automatically exited from your program because services were not logged into HMIS. This is an easy task. Please follow the steps below.

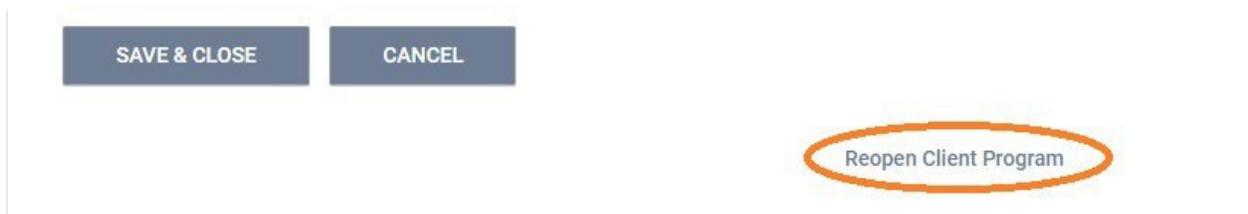### Reopening an Enrollment

First, search for your client and then go into your client's program enrollment by clicking the edit button on the Programs Tab.

Once you are in the program enrollment, click on "Exit" on the right hand of the screen.
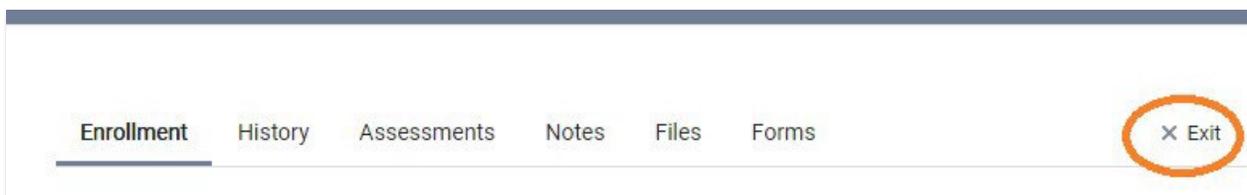
On the bottom of this page, you will find text that says, "Reopen Client Program". Click that.

HMIS Job Aid

When to Clear All Exit Data

When you request to reopen the program, you will get this box in the middle of the screen.

If you are only reopening the client's enrollment temporarily to add some services or make any other changes, we recommend that you note the client's exit date so you can re-enter it when you are done. Then leave the button off and click "Save". When you have completed your work in the enrollment, simply return to the exit screen, reinput the date, and save again.
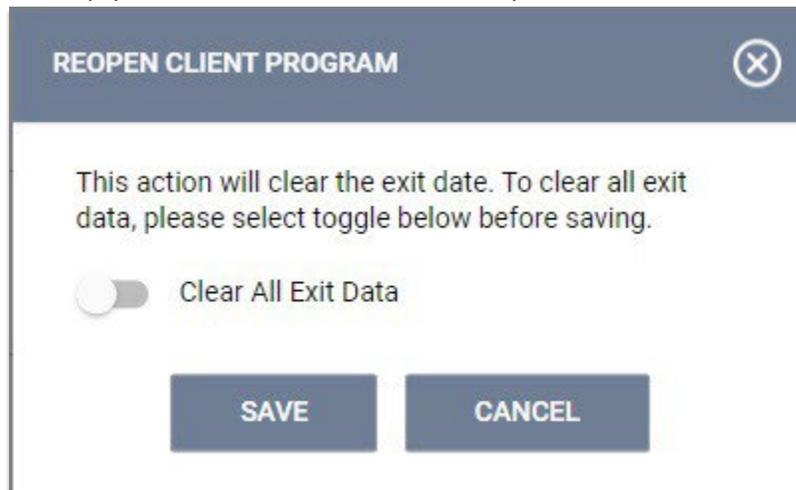
If you are reopening the client's enrollment so they can stay enrolled in your program (effectively erasing the exit completely), you want to toggle that button on and then hit "Save". If your client was auto-exited due to a lack of services, once you have reinstated their enrollment, please log a service immediately so this client's enrollment remains open.
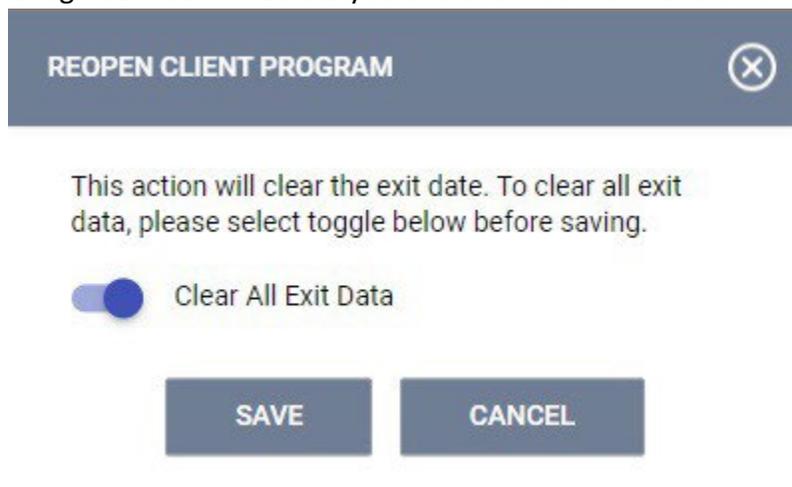
Household Members will need to be reopened individually

- *Any household members that were exited will remain exited. Reopening an enrollment only reopens that individual's enrollment and does not impact the enrollment of any other group members. If you need to reopen another household member's enrollment, navigate to that client's record to reopen their enrollment.*

321 DAYS
ACTIVE PROGRAM

Program Type:	Group (2)
Program Start Date:	11/21/2023
Assigned Staff:	DO NOT CHANGE
Head of Household:	Rudy Rollins

Program Group Members ⊕

| Ralph Rollins | 11/21/2023 | **11/22/2023** |