

# HMIS Release Notes

## Updates to CAN Appointment Outcomes

February 17, 2022

### What are the changes?

Beginning 02/17/2022 there will be updates to the values in the CAN Appointment Outcomes

#### **The following values will be added/updated:**

- Referred to Outreach Team
- Unable to Contact
- Referred to Warming Center
- Unsheltered – Housing Plan in Place
- Not Currently Appropriate
  - This value will also trigger additional dropdown options to provide more information about why the client is not appropriate for the services.

#### **The following values will be removed:**

- Client Refused Shelter
- Referral Cancelled

#### **The following values will remain unchanged:**

- Accepted for Enrollment
- Added to Waitlist
- Diverted -- At CAN appointment
- Diverted BEFORE CAN appointment
- Not Currently Appropriate
- No Show
- Referred

Additionally, CAN enrollment Exit outcomes will be updates to align with the above values

### Which users are impacted?

#### **Coordinated Access - Network**

### How does this help?

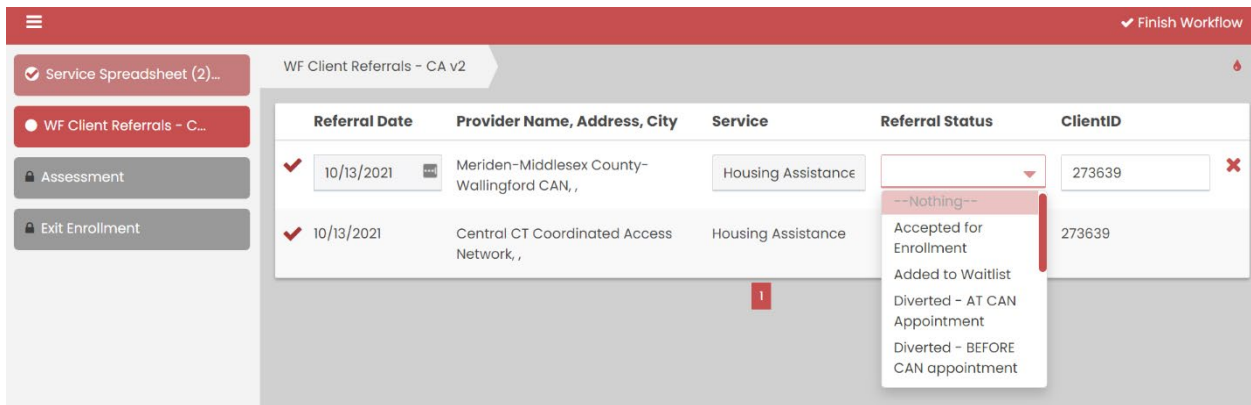
These updates are being made in conjunction with efforts to better define and standardize the outcomes from CAN appointments. Please see the document “CAN Appointment Policies and Outcomes” for additional information.

## When will I see this change in HMIS?

**This change is expected to be rolled out on February 17, 2022.**

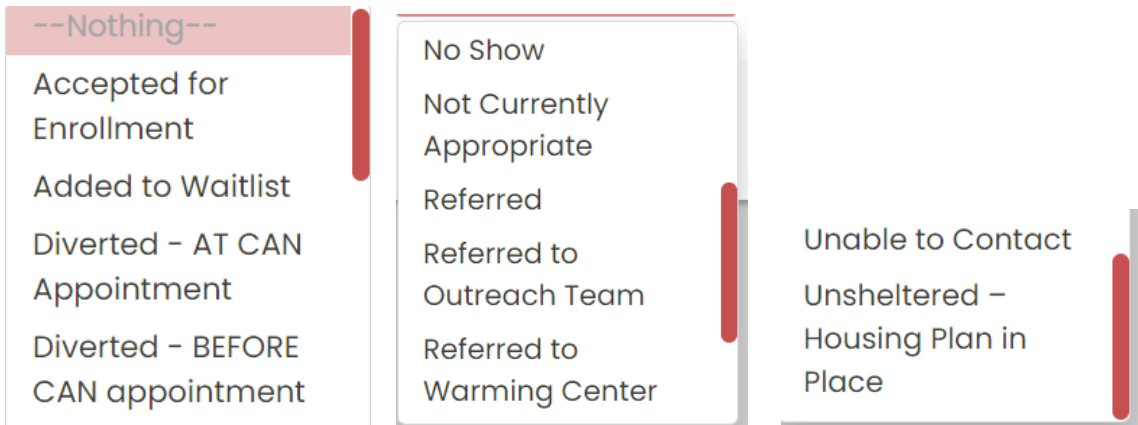
## Screenshots of Changes

### CAN Appointment Outcomes in CAN Appointment workflow



The screenshot shows the 'WF Client Referrals - CA v2' interface. On the left, there is a sidebar with buttons: 'Service Spreadsheet (2)...', 'WF Client Referrals - C...', 'Assessment', and 'Exit Enrollment'. The main area displays a table with columns: 'Referral Date', 'Provider Name, Address, City', 'Service', 'Referral Status', and 'ClientID'. Two rows are visible, both with a referral date of 10/13/2021 and ClientID 273639. The first row's provider is 'Meriden-Middlesex County-Wallingford CAN,' and the second is 'Central CT Coordinated Access Network,'. A dropdown menu is open for the 'Referral Status' of the first row, showing options: '--Nothing--', 'Accepted for Enrollment', 'Added to Waitlist', 'Diverted - AT CAN Appointment', 'Diverted - BEFORE CAN appointment', and 'Unable to Contact'.

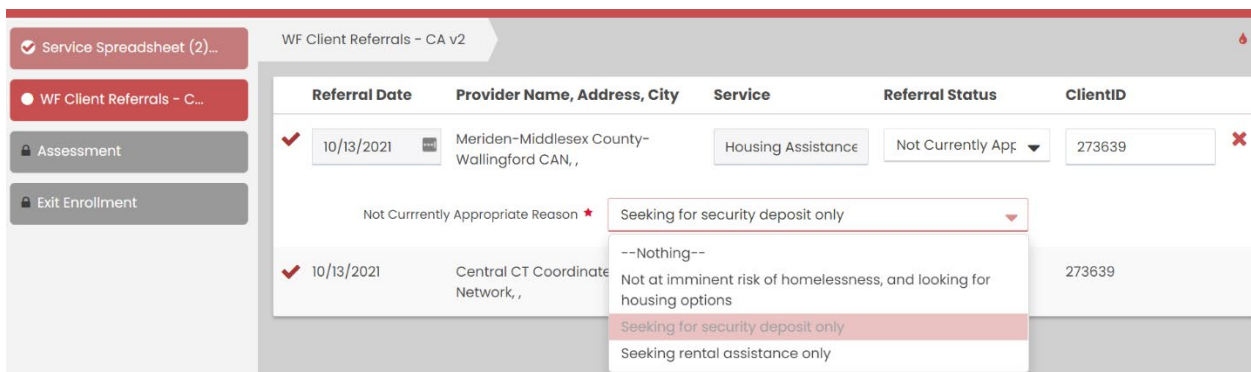
### All outcomes values



The outcomes values are listed in three columns:

- Column 1: --Nothing--, Accepted for Enrollment, Added to Waitlist, Diverted - AT CAN Appointment, Diverted - BEFORE CAN appointment
- Column 2: No Show, Not Currently Appropriate, Referred, Referred to Outreach Team, Referred to Warming Center
- Column 3: Unable to Contact, Unsheltered - Housing Plan in Place

### Additional dropdown options when "Not Currently Appropriate" is selected



The screenshot shows the 'WF Client Referrals - CA v2' interface. The 'Referral Status' for the first row is 'Not Currently App'. A dropdown menu is open for the 'Not Currently Appropriate Reason' field, showing options: '--Nothing--', 'Not at imminent risk of homelessness, and looking for housing options', 'Seeking for security deposit only', and 'Seeking rental assistance only'.

## CAN Enrollment Exit Outcomes

Coordinated Access - Network Enr Assessment - Exit - Mozilla Firefox

https://home.ctmis.com/CaseWorthy\_8\_0/WorkflowContainer.aspx?WorkflowID=1000000044&EnrollmentID=5292408&EnrollmentMemberID=567751&ClientID=270554&WorkflowRuntime=true&WFContextTypeID=1&WFContextID=1000000044&

test test - Coordinated Access (input) - CA - CE2

Service Spreadsheet (2)...

WF Client Referrals - C...

Assessment

HUD Program Data - CE2

test test

Coordinated Access (inp...

test test

Exit Enrollment

Coordinated Access Intake Form

Assessment \* 2/4/2022 - Fairfield County Coordinated Access Network - At Exit

Assessment Location \* Emergency Shelter including hotel or mo...

Assessment Type \* In Person

Assessment Level \* Crisis Needs Assessment

Prioritization Status \* Not yet determined (assessment in prog...

Exit Outcome (CA) \*

Local diversion type \*

Received financial Assistance? \*

- Added to waitlist
- Not currently appropriate
- Deceased
- Diverted AFTER CAN Appt
- No Show
- Referred to Warming Center
- Unsheltered - Housing Plan in Place

Finish Workflow