

## HPRP HMIS Tip of the Week 2

### Exit Data: How to Find Clients Who Should Be Exited

In the last "Tip of the Week", you learned how your exit data affects the QPR. Many of you will have all zeroes on your Leaver page because there has been no exit data entered for any of your clients. One of the problems many agencies run into is that while you know *how* to exit a client in ServicePoint, it is trickier to pinpoint which clients need exiting and when.

Many agencies have so few HPRP clients that this is not an issue because they know the clients and are in contact with them regularly enough to know when to say "They are flying on their own now," or at least "They're not coming back." It is at this point that agencies like this would go into HMIS and exit that household. See Figures 1 through 4.

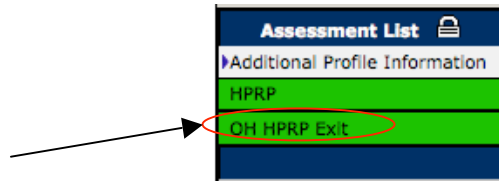


Figure 1: Assessment List. (Located in Assessments tab.) Click "OH HPRP Exit".

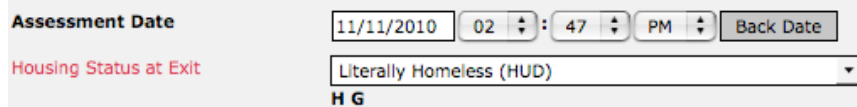


Figure 2: Backdate if necessary, then overwrite Housing Status at Exit with hopefully Stably Housed. Also update income and non-cash benefits (also located in this assessment.) Do this for each member of the household. Go back to Head of Household's record and go back to Live Mode if needed.

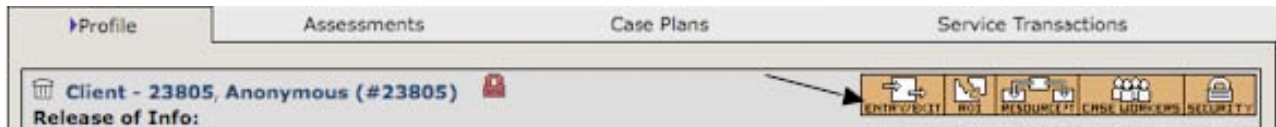


Figure 3: Click the Entry/Exit button

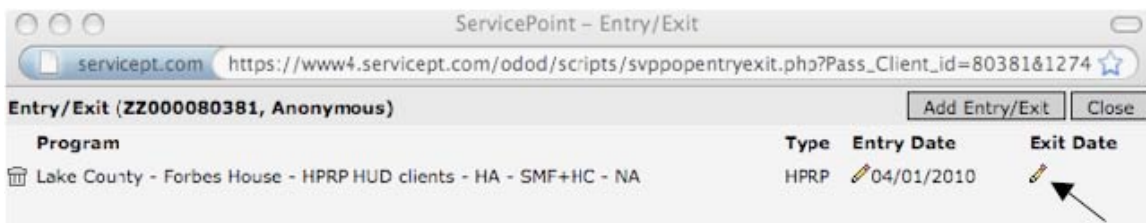


Figure 4: Add Exit Date

For larger agencies, the simplest way (though there are other ways) to pinpoint which clients may need to be exited is to run your Entry/Exit report regularly. To run the report, go to Reports -> Provider Reports -> Entry/Exit Report. When you run the report, make the type "HPRP". The date range should include from your Grant Start Date (9/15/2009 for most of you) all the way to now. Figure 3 shows the portion of the Entry/Exit report that I am referring to.

Ohio Balance of State HPRP HMIS

n. No financial resources	0	0	0	0
<b>12a. Length of Stay in Program. Participants who left during the operating year.</b>				
	<b>LEAVERS</b>	<b>All</b>	<b>Chronic</b>	
a. Less than 1 month		0	0	
b. 1 to 2 months		0	0	
c. 3 - 6 months		0	0	
d. 7 months - 12 months		0	0	
e. 13 months - 24 months		0	0	
f. 25 months - 3 years		0	0	
g. 4 years - 5 years		0	0	
h. 6 years - 7 years		0	0	
i. 8 years - 10 years		0	0	
j. over 10 years		0	0	
<b>12b. Length of Stay in Program. Participants who did not leave during the operating year.</b>				
	<b>STAYERS</b>	<b>All</b>	<b>Chronic</b>	
a. Less than 1 month		5	0	
b. 1 to 2 months		12	0	
c. 3 - 6 months		26	0	
d. 7 months - 12 months		0	0	
e. 13 months - 24 months		0	0	
f. 25 months - 3 years		0	0	
g. 4 years - 5 years		0	0	
h. 6 years - 7 years		0	0	
i. 8 years - 10 years		0	0	
j. over 10 years		0	0	

Figure 3: Section 12 of the Entry/Exit Report

In Section 12b, you will see your "stayers" (clients who have an entry but no exit) broken down by Length of Stay. For HPRP, the limit for Length of Stay is 18 months. Other programs will have different requirements. But regardless of these guidelines, you know your agency and what your typical Length of Stay is. In order to see the clients who have been in your program possibly "too long", you can click on the numbers beside the Length of Stay ranges that extend beyond what you would expect to see of your stayers. Looking at the image above, you would click on the blue "26" and get a separate window that lists all 26 clients who have been in your program for over three months but less than 6 months. This will give you a list of clients who either need their exit data entered into HMIS or who may need attention. Once these clients are identified, click the client's name, then enter and save their exit data. Check Section 12a for a breakdown of your "leavers", or clients who have been exited from your program. You will notice the Entry/Exit report that I attached shows that this provider has not entered exit data for any of their clients. This could mean they are still working with all their clients, or it could mean that some clients are not in the program anymore but their exit data has not been entered. You will notice Section 14 shows you a breakdown of your leaver destinations so that you can check that they are correct. This is the same data we looked at in the previous Tip of the Week about how the QPR is affected by your exit data. Keep in mind this is only one way of tracking which clients might be ready to be exited. Regardless of which steps you take to ensure that your clients get exited in a timely manner, know that entering this exit data for your clients is important work because your exit data helps give a more complete picture of the success of your program.

*Comments, questions, and feedback are welcome. If you would like to not receive HPRP HMIS Topic of the Week anymore or would like to be included, please email [genelledenzin@cohhio.org](mailto:genelledenzin@cohhio.org).*