PATH Workflow

Table of Contents

Definition of Terms

PATH providers conducting street outreach may encounter challenges related to HMIS data collection due to factors such as the infrequency of contacts or the length of time it takes to collect accurate information from a client, among others. The data collection process is designed to support PATH projects as they connect to individuals and families that are experiencing homelessness, and as relationships are built between the street outreach worker and the client. Several key terms specific to the PATH Program are defined below:

Contact: An interaction between a PATH-funded worker(s) and an individual who is potentially eligible for PATH or enrolled in PATH. Contacts may range from a brief conversation between the PATH-funded worker and the client about the client's well-being or needs, to a referral to service. A contact must always include the presence of or interaction with the client—the facilitation of a referral between a PATH-funded worker and another case manager or service provider without the involvement of the client would not be considered a contact. A contact may occur in a street outreach setting or in a service setting such as an emergency shelter or drop-in center. Contacts are recorded in HMIS using Current Living Situation (data element 4.12).

Engagement: The point at which an interactive client relationship results in a deliberate client assessment or the beginning of a case plan. Engagement is a one-time event within any given project enrollment, may occur on or after the Project Start Date (data element 3.10), and must occur prior to PATH enrollment (recorded in HMIS using PATH Status (data element P3)) and Project Exit Date (data element 3.11). Clients cannot be enrolled in PATH without being engaged. Although some interactions with a client may result in a positive outcome, such as assisting a client to access a shelter bed, without a deliberate client assessment or the beginning of a case plan, those interactions are not considered to be an engagement. The assessment does not have to be of a clinical nature, and neither HUD nor SAMHSA have established minimum criteria for what the assessment must include, other than the client must deliberately engage with the worker(s) to resolve the housing crisis. Engagement is recorded in HMIS using Date of Engagement (data element 4.13).

Enrollment: The point at which the PATH-funded worker can determine if a person is eligible for the PATH Program. Only persons eligible for PATH can receive a PATH-funded service or referral. Additionally, the PATH eligible individual and a PATH provider must have mutually and formally agreed to engage in services and the provider has initiated an individual file or record for that individual. Enrollment is recorded in HMIS using PATH Status (data element P3), which provides additional information regarding PATH enrollment.

Reengagement: The process of re-establishing interaction with PATH-enrolled individuals who are disconnected from PATH services in order to reconnect the client to services based on the previously developed case management or goal plan. Reengagement must occur after enrollment and prior to project exit. Reengagement is recorded in HMIS using Services Provided – PATH Funded (data element P1).

Referral: Active and direct PATH staff support on behalf of or in conjunction with a PATH-enrolled individual to connect to an appropriate agency, organization, or service. Referrals are only reported for PATH-funded referrals provided to a PATH-enrolled individual. Referrals are different from services in that if the PATH provider does not actually deliver the PATH-funded service and must connect the client to a different agency, organization, or service to fulfill the client's need, it should be entered in HMIS as a referral. Referrals are recorded in HMIS using Referrals Provided – PATH (data element P2).

Services: A specific PATH-funded assessment, benefit, or form of assistance provided to a PATH-enrolled individual. PATH-funded services may include screening, clinical assessment, community-based mental health services, substance use treatment, and housing assistance. Services are only reported for PATH-funded services provided to a PATH-enrolled individual. Descriptions of PATH-funded services may be found in the PATH Annual Report Manual. Services are different from referrals in that if the PATH provider directly delivers the PATH funded service, it should be entered in HMIS as a service. Services are recorded in HMIS using Services Provided – PATH Funded (data element P1).

Determining Which Project to Use

PATH Providers should use the following data collection methodology to determine which project the client is entered into at first contact (Project Start Date):

Where did you stay last night?

o If the client responds with an answer consistent with a place not meant for human habitation, then enter the client in the Street Outreach project.

o If the client responds with an answer consistent with a place meant for human habitation, including emergency shelters, then enter the client in the Supportive Services project.

o If the client does not provide an answer, wait until you can get an answer, and enter the client in HMIS at that point.

o If the client does not provide an answer to “Where did you stay last night?”, and you never encounter the client again, you should enter them into the Supportive Services Only project. This will keep the client from being counted in the HUD System Performance Measure 7A.

If the PATH project initially enters a client in a project type based on the identification of client’s primary place of residence, but later learns additional information about the client’s primary place of residence that indicates that another PATH HMIS Project Type more appropriately represents that client’s living situation, the PATH project is not required to exit the client from the project or otherwise alter the client’s record in HMIS.

When Supportive Services Only is selected as a PATH Project Type, the response to the dependent field “Affiliated with a residential project” should be “no,” unless the project is funded as a Street Outreach component and is operating within an emergency shelter. Then the affiliation would be “yes” and the shelter(s) the project operates with would be listed.

Initial Contact (ClientPoint Entry)

*Note: The outreach worker is required to enter all persons contacted into HMIS. Projects are highly encouraged to collect as much information as possible, but in certain circumstances, it may be necessary to put very rudimentary information into HMIS. In these situations, it is critical that you save the system client ID that was automatically generated and assigned to the client file. With a lack of client demographics and identifying information, it will be more likely that duplicate client files will be created, which can cause report issues.

A. Home Dashboard

1. Log into HMIS@NCCEH
2. Click **Enter Data As** then click the green circle next to the project for which you are entering data

   *Note: Make sure the correct PATH project is selected. If the Prior Living Situation is a Place Not Meant for Habitation, the client should be enrolled in the Street Outreach PATH project. If the client was not staying in a Place Not Meant for Habitation, the client should be enrolled in the Services Only PATH Project.

3. Click **Back Date** and change the date to match the date of your initial contact

B. Client Search

1. Click on **ClientPoint**
2. Enter Head of Household's Name and/or partial SS#
3. Click **Search**
   a. If a match is found, confirm the details match the client's name, date of birth, and social security number. If it is the same person, click on the **green plus** to the left of the client’s name
   b. If no matches are found, add all client information, confirm it is correct with proper capitalizations, click **Add New Client with This Information**
   **Note: If name is unknown at the point of initial contact, use a fictitious name*

*(e.g., Redhat Tenthstreetbridge), and make sure the **Name Data Quality** is "Partial, street name, or code name reported".*

C. Client Profile

1. Click on the pencil next to **Client Demographics.** Fill in the appropriate information and click **Save**.
3. Add or update additional information
   a. "Client Profile: all projects" – *only complete additional racial data elements if the client identifies with more than two groups*

D. Households

If the client is presenting as a household, review this guide for instructions on how to create and manage a household:

E. Release of Information (ROI)

STOP HERE & CONTACT THE DATA CENTER if the client marked "NO" to any section of the ROI or did not have a privacy conversation about HMIS sharing yet

*Note: Verbal ROIs are acceptable for HMIS and are valid for one year. If a verbal ROI is received, a paper ROI should be signed at the next in-person meeting.

1. Click on **ROI** tab
2. Click **Add Release of Information**
   a. Select all members of household
   b. Fill in **Release Granted**
   c. Fill in **End Date** with date one year from date signed
   d. Select **Documentation** type
   e. Fill in **Witness** full name
   f. Click **Save Release of Information**

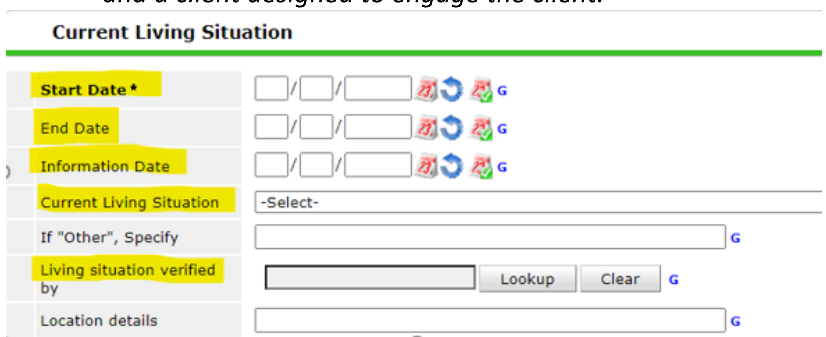
F. Entry/Exit

1. Click **Entry/Exit** tab
2. Click **Add Entry/Exit**
3. Confirm and Add Project Start Data
   a. If there is more than one client entering, check the box next to each additional household member that is entering the project. *Anyone not checked will be excluded from the project entry.*
   b. Confirm the **Provider** listed is correct.
      - *The default provider appearing will be whatever was selected under Enter Data As when first logging into HMIS. If the provider is not correct, click Cancel. Set the Enter Data As and research for the head of household.*
   c. Select **PATH** as the Type
   d. Confirm the **Project Start Date**
   e. Click **Save & Continue**
      a. Complete the assessment
         a. Complete all Data Elements in the assessment that you know at entry. For more info on how to complete the HUD Sub-

assessments and homeless history section, view the ZenGuide [Tip Sheets here]

b. You'll see a section called **Current Living Situation**, which is required to be completed at entry, and every interaction. Click on "Add" and fill in the assessment. The start date, end date, and information date, current living situation, and living situation verified by (Use "lookup" and find your project) are all *required.* Dates should be the same to create a 'snapshot' of the client's situation.

**Note: A street outreach project is expected to record every contact made with each client in the Current Living Situation in HMIS. A contact is defined as an interaction between a worker and a client designed to engage the client.*



4. Click **Save**
5. If applicable, scroll to the top of the assessment then click on the name of the next additional household member from the "Household Members" menu on the left.
6. Repeat steps 4-6 until all household member data has been entered.
7. Click **Save & Exit**

Documenting Contacts (after initial contact and Project Entry Date)

Outreach workers must document every Contact with a client from project Entry Date to project Exit Date. The Current Living Situation sub-assessment must be used to document EVERY Contact made with a potential PATH participant.

A. Home Dashboard

1. Log into HMIS@NCCEH
2. Click **Enter Data As** then click the green circle next to the project for which you are entering data
3. Click **Back Date** and change the date to match the date of your update

B. Client Search

1. Click on **ClientPoint**
2. Enter the head of household's HMIS ID number or search by the head of household's name

C. Entry/Exit

1. Click **Entry/Exit** tab
2. Click **Interim** icon listed within your project's row
3. Click **Add Interim Review**
4. Select the **Interim Review Type** as **Update**
5. Click **Save and Continue**
6. To record the Contact, click **Add** under Current Living Situation. Complete the Start, End, and Information Date, the Current Living Situation, and Verified By.
7. Confirm all data is up to date and click **Save and Exit**

Using Interim Review to Document PATH Engagement and Enrollment

Over time, the outreach worker and client will develop a relationship that leads to Engagement. Once a client has formally agreed to accept PATH services, the client record should be updated to note this in the PATH Status.

**Note: The Date of Engagement MUST be on or before the date the client is enrolled in PATH (PATH Status = Yes) and must be after the project start date.*

A. Home Dashboard

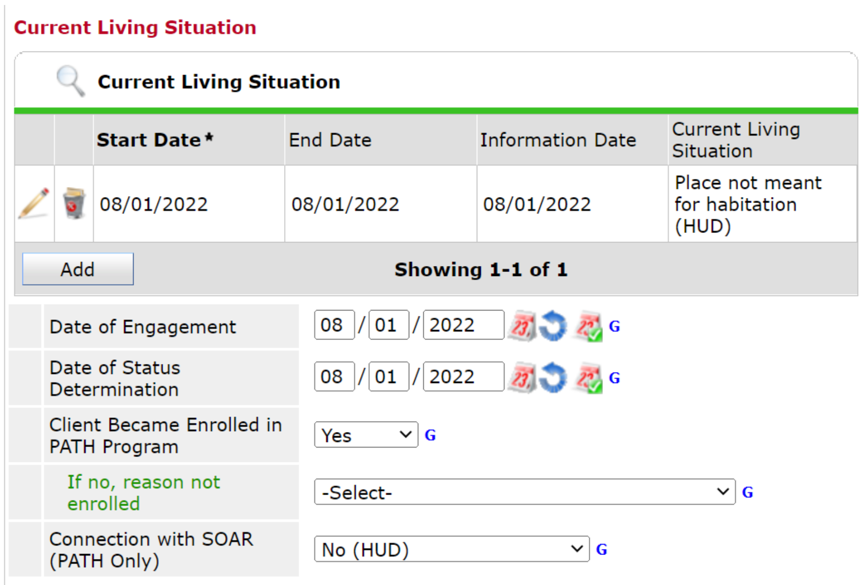
1. Log into HMIS@NCCEH
2. Click **Enter Data As** then click the green circle next to the project for which you are entering data
3. Click **Back Date** and change the date to match the date of your update

B. Client Search

1. Click on **ClientPoint**
2. Enter the head of household's HMIS ID number or search by the head of household's name

C. **Entry/Exit**

1. Click **Entry/Exit** tab
2. Click **Interim** icon listed within your project's row
3. Click **Add Interim Review**
4. Select the **Interim Review Type**. **Should be update*
5. Record the **Date of Engagement** and the **Date of Status Determination** and the **Client Became Enrolled in PATH Program** question**.**
6. If the client does not enroll in the PATH Project, answer the "Client Became Enrolled in PATH Program" as "No". Include the Date of Status Determination. Answer the "If no, reason not enrolled" question.
7. The **Connection with SOAR** question must be answered for all clients and is intended to determine if the client has been connected to the SOAR program, regardless of whether that connection was established by the PATH provider or not. Connection to SOAR can change during the client's involvement with the PATH program and should be updated accordingly.



Documenting Services for the Client

Services are a specific PATH-funded assessment, benefit, or form of assistance provided to a PATH-enrolled individual. PATH-funded services may include screening, clinical assessment, community-based mental health services, substance use treatment, and housing assistance. Services are only reported for PATH-funded services provided to a PATH-enrolled individual. A PATH-funded service only needs to be recorded once for the client while entered into the PATH program, but projects are encouraged to enter all services that are provided to PATH-enrolled individuals.

A. Home Dashboard

1. Log into HMIS@NCCEH
2. Click **Enter Data As** then click the green circle next to the project for which you are entering data
3. Click **Back Date** and change the date to match the date of your update

B. Client Search

1. Click on **ClientPoint**
2. Enter the head of household's HMIS ID number or search by the head of household's name

C. Service Transactions

1. Click on the **Service Transactions** tab
2. Click **Add Service**
3. Select the **Service Type** from the dropdown menu
4. Click **Save and Continue**
5. Select the **Type of PATH FUNDED Service Provided** from the dropdown. *If the Type of PATH Funded Service Provided is not answered, the service will not be counted on the PATH report.
6. Scroll down to the bottom and select the **Need Status and Outcome of Need**.
7. **Save and Exit**

Documenting Referrals for the Client

PATH providers may provide referrals without enrolling someone in PATH and record that referral in HMIS. However, a PATH-funded referral may not be provided until the person is enrolled in PATH. A referral has been attained once the PATH-enrolled client begins receiving services as the result of PATH referral. Each referral should be marked as "Attained", "Not Attained", or "Unknown" as of project exit.

- "Attained" means the client was connected to and received the service (if the referral is for housing, it is not attained until the housing placement starts).
- "Not attained" means the client was referred to, but may not have ever been connected with, the service or did not actually receive the service.
- "Unknown" means the status of the client's connection or receipt of service is unknown to the provider entering the data.

A. Home Dashboard

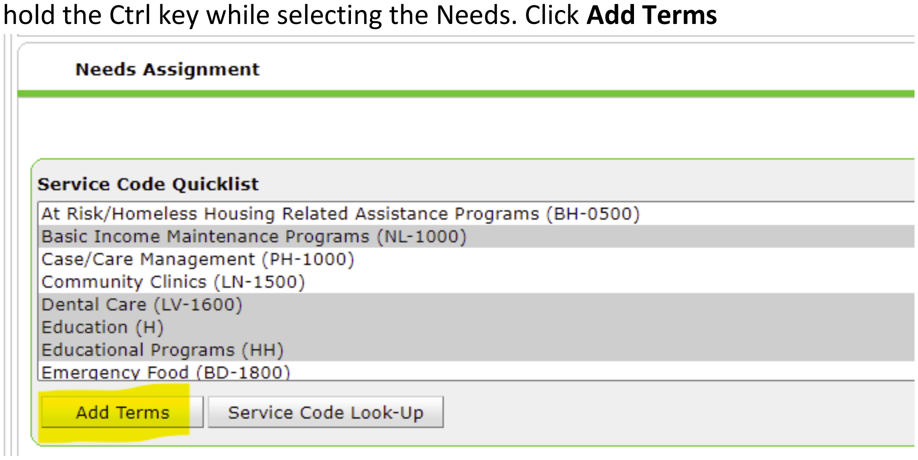
1. Log into HMIS@NCCEH
4. Click **Enter Data As** then click the green circle next to the project for which you are entering data
5. Click **Back Date** and change the date to match the date of your update

B. Client Search

1. Click on **ClientPoint**
2. Enter the head of household's HMIS ID number or search by the head of household's name

C. Service Transactions Tab

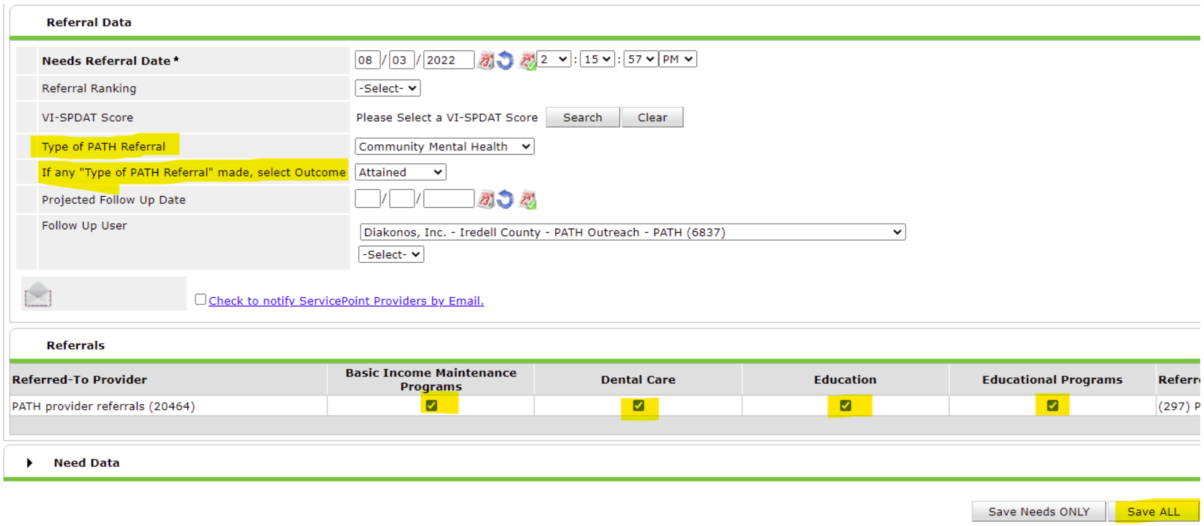
a. Click on the **Service Transactions** tab
b. Click **Add Referrals**
c. Select the Needs for which you are making the referral. To select more than one Need, hold the Ctrl key while selecting the Needs. Click **Add Terms**



d. Select the Provider you are making the Referral to from the Quicklist. When you've selected the provider, click **Add Provider**
e. If the provider you are referring to is not in HMIS, make the referral to "PATH provider referrals" shell project
f. Scroll down to Referral Data. Select the **Type of PATH Referral** and **If any "Type of PATH Referral" made, select Outcome**

g. **Check** all the boxes under each Need in the Referrals section

h. In the bottom right-hand corner, click **Save ALL**



ClientPoint Exit

The exit date should coincide with the date the client is no longer considered to be participating in the project. Reasons to exit a client include:

- *The client has entered another project type or has otherwise found housing*
- *The client is engaged with another outreach program or project*
- *The client is deceased*
- *The outreach worker has been unable to locate the client for an "extended period of time" and there are no contacts recorded in the Current Living Situation in that period*

A. Home Dashboard

1. Log into HMIS@NCCEH
2. Click **Enter Data As** then click the green circle next to the project for which you are entering data
3. Click **Back Date** and change the date to match the date of your update

B. Client Search

1. Click on **ClientPoint**
2. Search for the client that is exiting the project (name search or HMIS ID search)

C. Entry/Exit

1. Click **Entry/Exit** tab
2. Click the pencil next to the Exit Date column within your project's row
3. Complete Exit Data
   a. If there is more than one client exiting, check the box next to each additional household member that is exiting the project.
   b. Confirm the **Exit Date**
   c. Select **Reason for Leaving**
   d. Select **Destination.** *This should be where the client states they will be sleeping after they leave the project.*

    e. Click **Save & Continue**

4. Complete or update exit assessment information.
5. Click **Save & Exit** once all assessments for all household members have been completed.