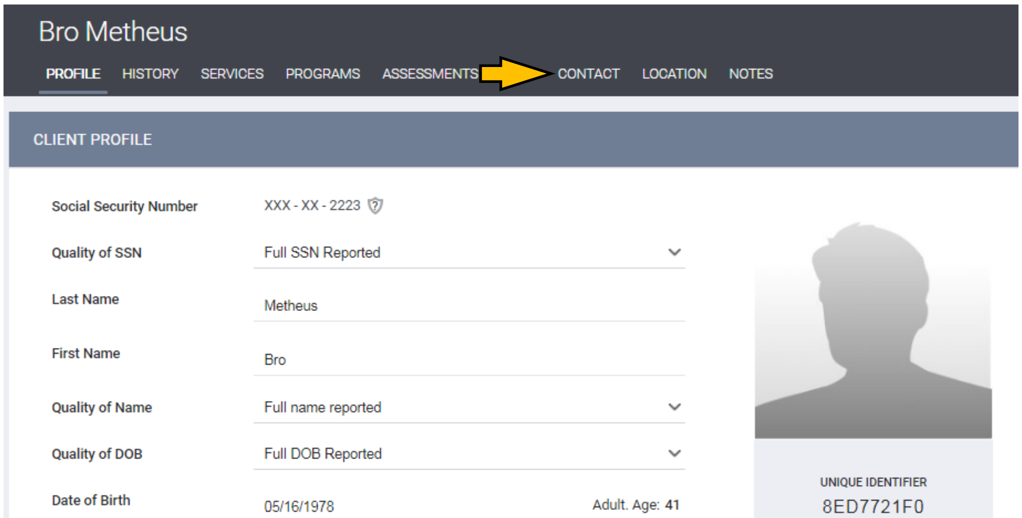
Housing Provider How to Guide

This document tells:

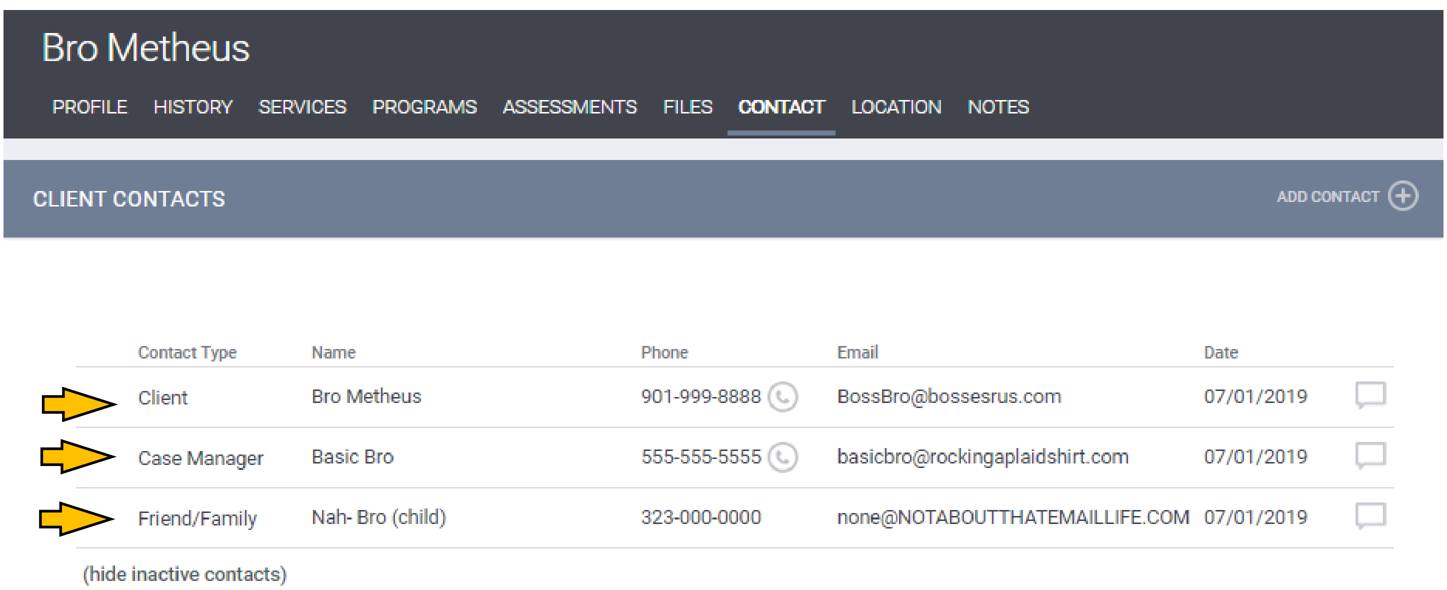
1. Where to Find Contact Tab
2. How to send messages to case manager
3. Where to find contact info inside the VI-SPDAT
4. Other Programs Client is Connected With
5. How to Create a Public Alert

Where to Find Contact Information

Step 1: Go to Client Profile page and select the CONTACTS Tab.

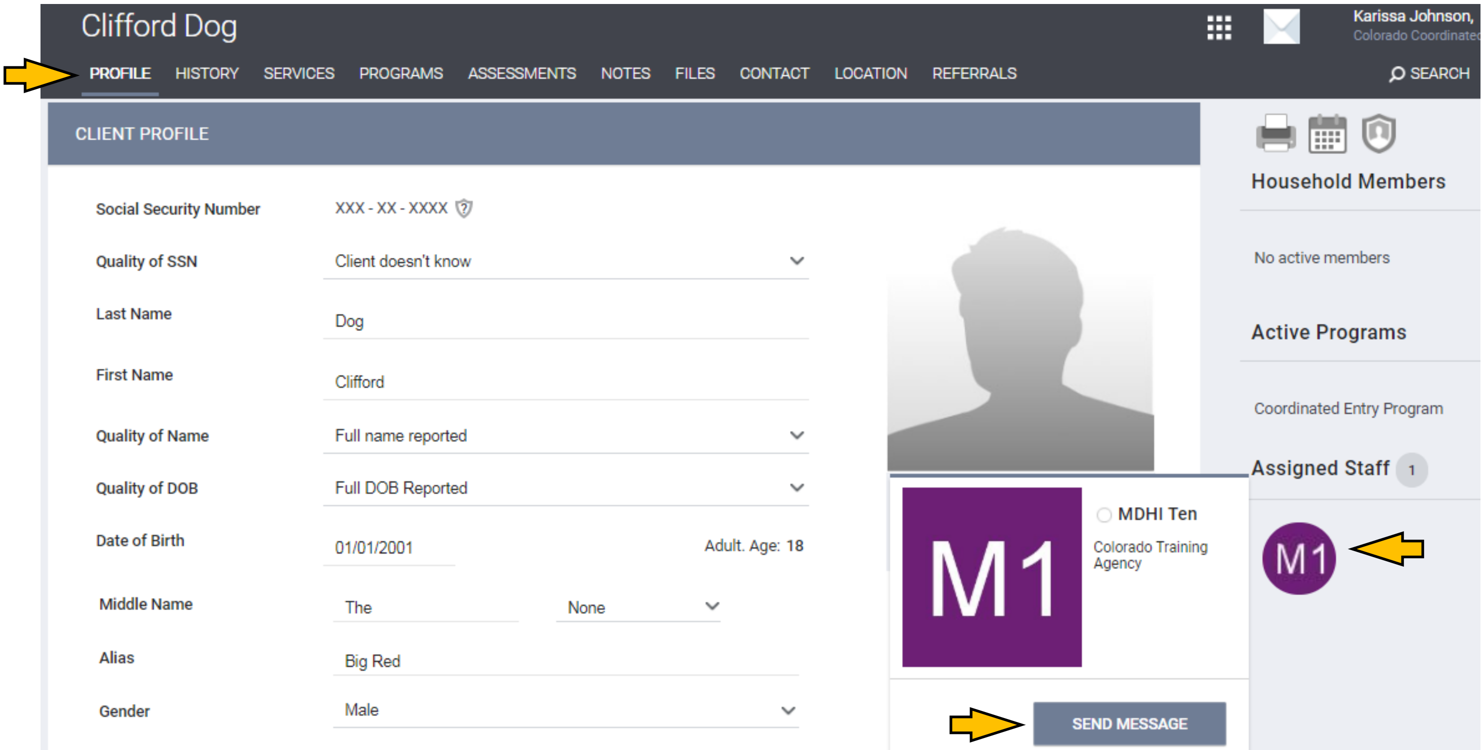


Step 2: Please call, and email all numbers and contacts listed to maximize potential for contacting client.



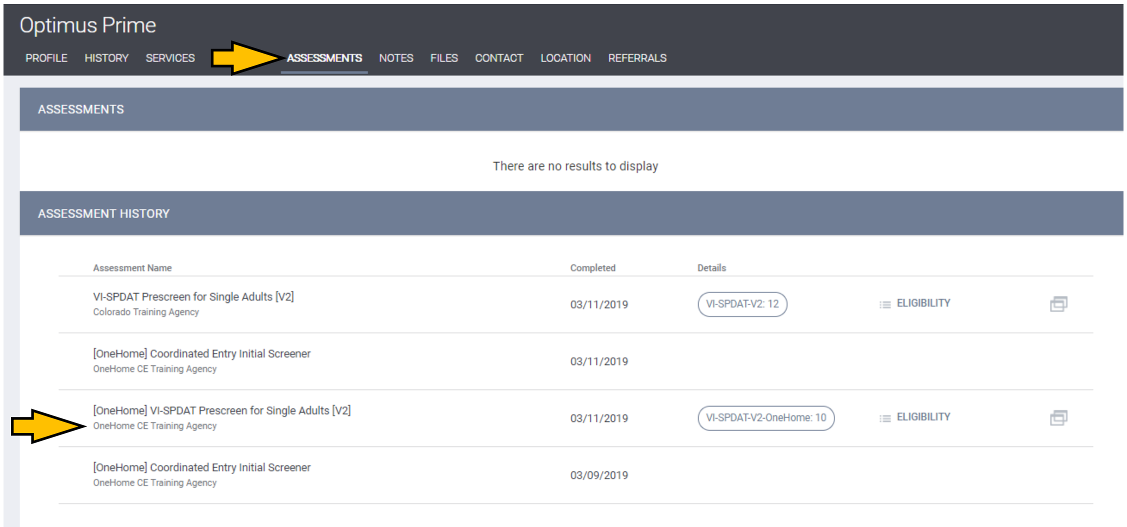
How to Send Messages to Case Manager

Step 1: Go to the client's profile page to view the existing case manager. This information is located on the bottom righthand side of the profile page. Click on the icon next to the case manager's name and a 'send message' option will appear.

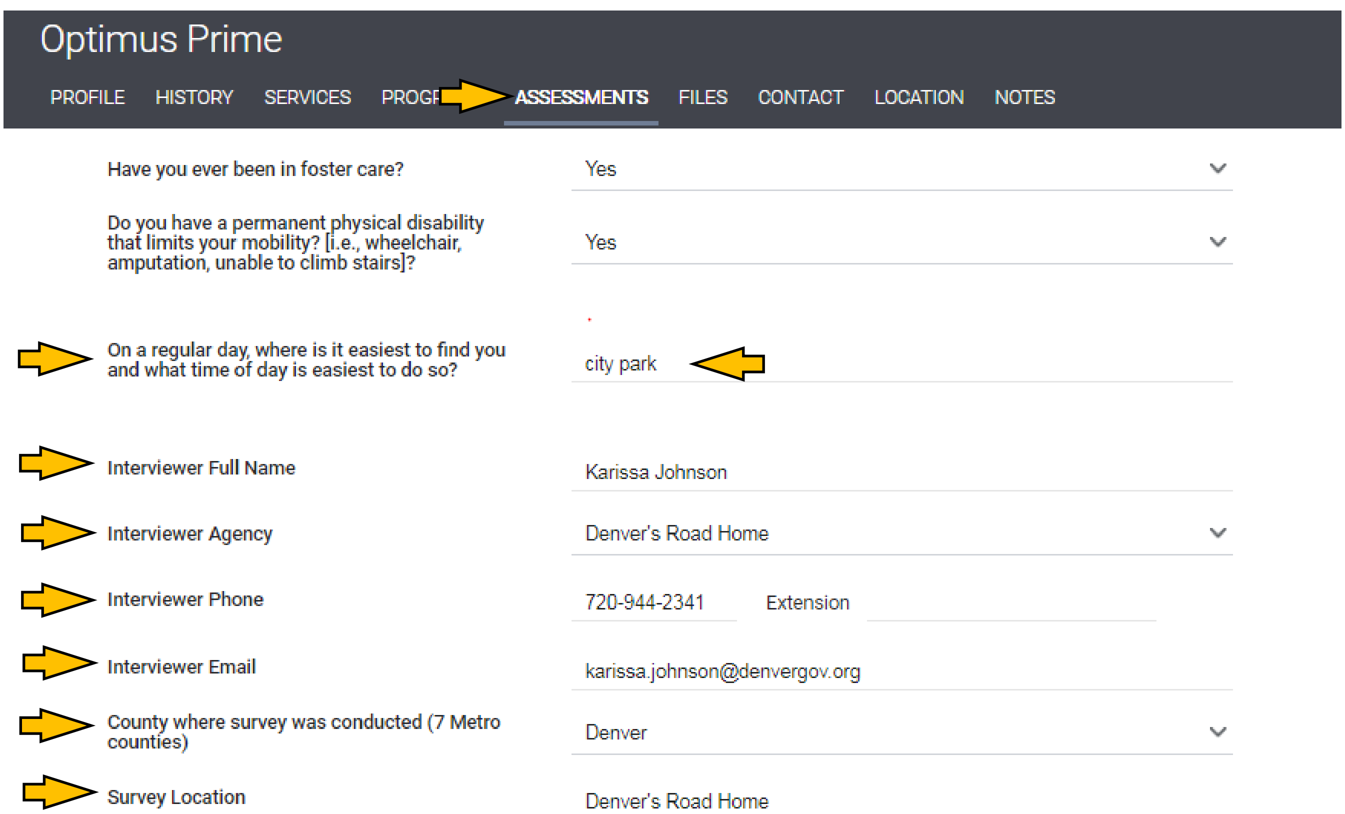


Where to Find Contact Info within the VI-SPDAT Survey

Step 1: Once you're on the client's page, select the assessments tab, and choose which assessment you would like to review. (Make sure you're in the OneHome Agency)

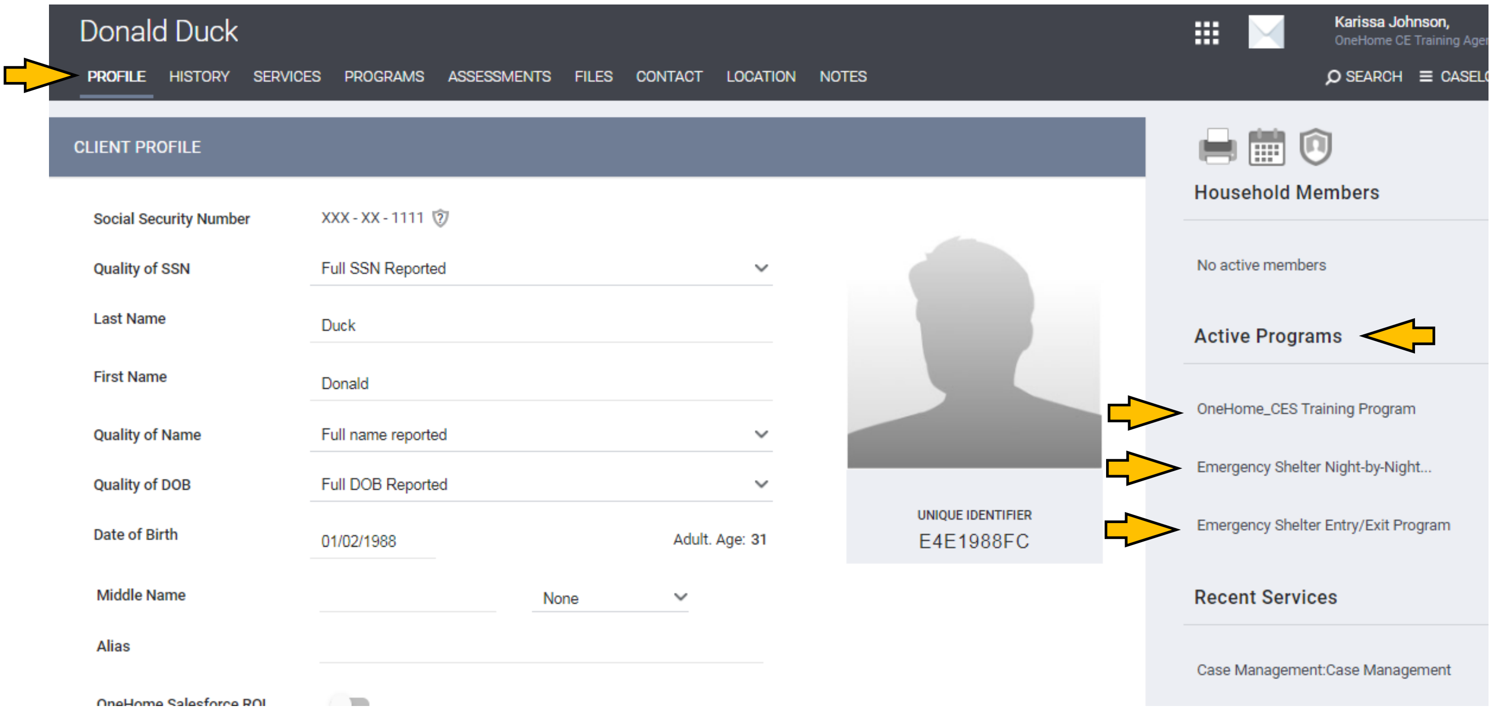


Step 2: Once in the assessment, scroll down to the contact information in the section labelled, FINALLY, I'D LIKE TO ASK YOU SOME QUESTIONS TO HELP US BETTER UNDERSTAND HOMELESSNESS AND IMPROVE HOUSING AND SUPPORT SERVICES

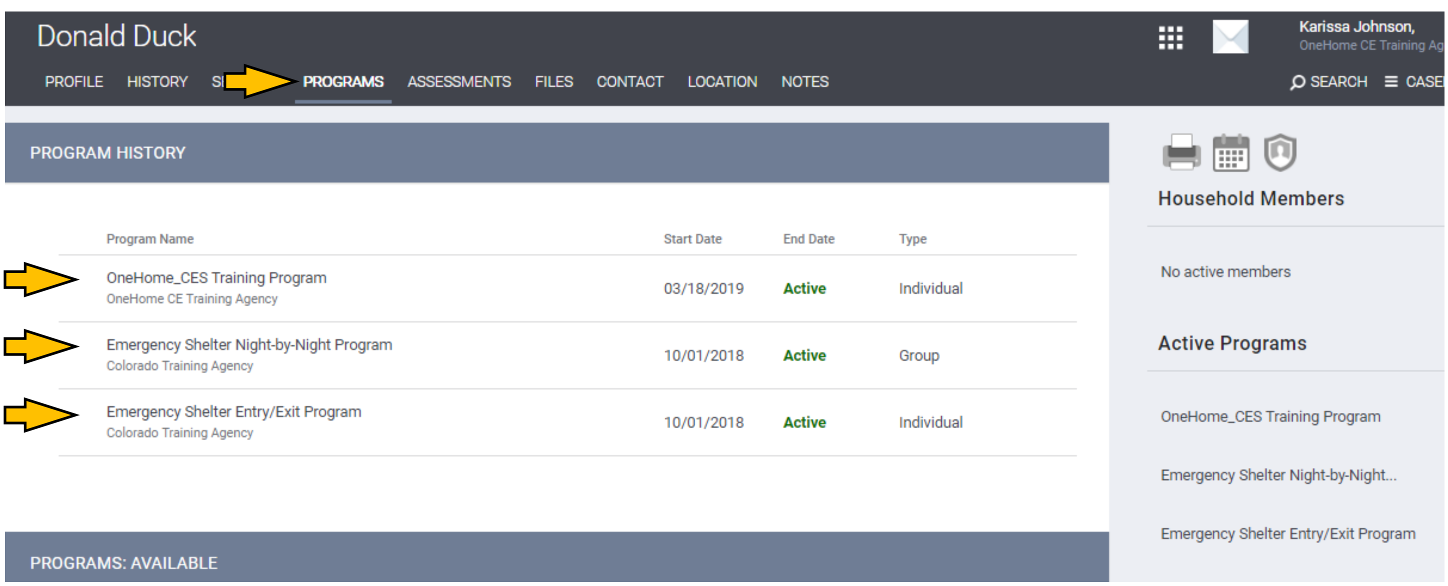


Other Programs Client is Connected With

Step 1: Other programs the client is connected with can be found in 2 ways. The first, is on the client profile page on the righthand side. Active Programs are listed under the Household Members section.



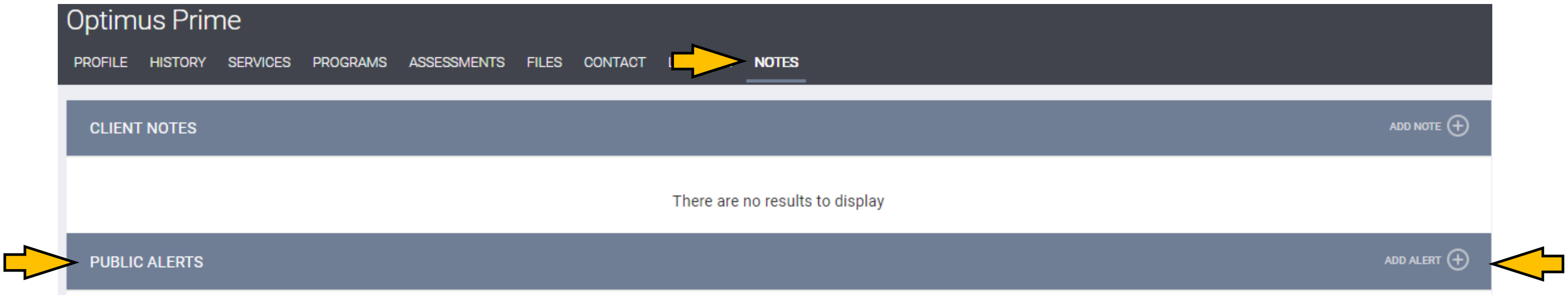
Step 2: Program info can also be found under the programs tab, located here.



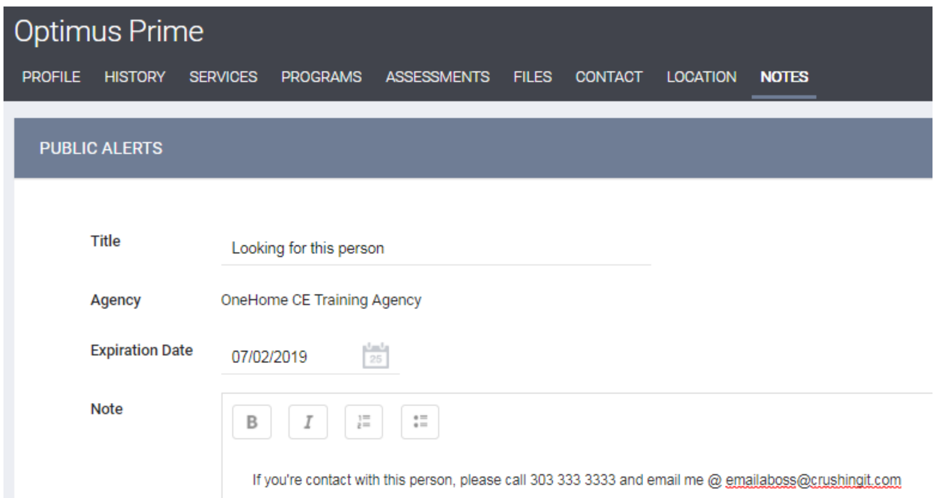
Note: Reach out to hmishelp@mdhi.org to get connected with appropriate contact person for the programs your client is connected with.

How to Create a Public Alert

Step 1: Once you're in the client profile, select the NOTES tab. Select the ADD ALERT plus sign to add an alert.



Step 2: Include all pertinent information. **Must include your email address and phone number!**



STEP 3: When a client has a public alert on their record, their Profile page shows a yellow bar across the screen like this.