Quick Guide: Entering [DIV] Problem Solving Services in King County HMIS
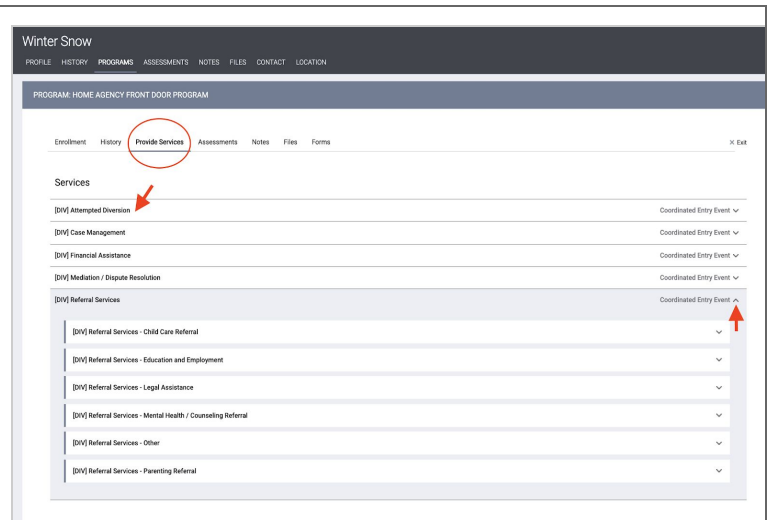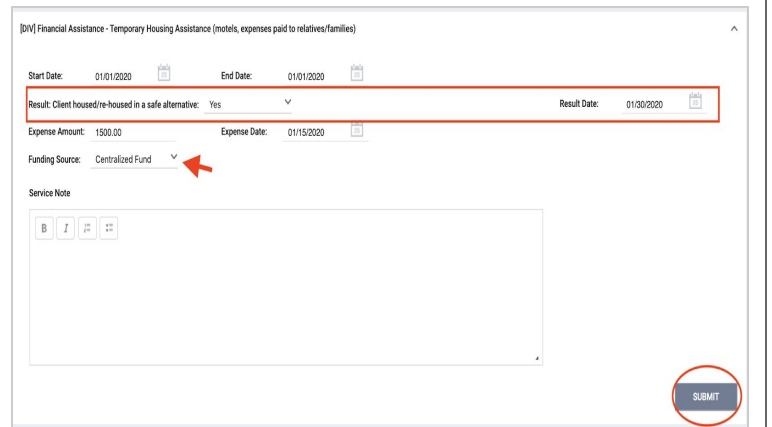
In order to track diversion, rapid resolution, and problem-solving conversations, one or more of the [DIV] Services must be entered in Clarity Human Services HMIS system. These services include such items as the "attempt" (conversation), referrals, and financial services. [DIV] Services are set up under all front door programs in HMIS, and under the Coordinated Entry System project. If the client has an enrollment in the front door project, that is where the [DIV] Services should be entered first (no need to replicate in the Coordinated Entry System project). Below are the basic steps on how to enter a [DIV] Service in HMIS. (Note: this guidance does not apply to *Streets to Home* or other flexible funding that may require other services or procedures.)

Basic Steps:

1. **Search for client** to open profile (or create new client profile if client is not already in HMIS and upload ROI or e-sign ROI).
2. **Enroll client** in a program at your agency (or locate and open an existing enrollment).
3. **Enter services** under Provide Services in client's program enrollment as soon as the service happens (use Head of Household enrollment for group enrollments).
4. **Exit client** when applicable (be sure to update the Service Result if applicable) and complete Exit Screen.

Entering [DIV] Services:

1. Save Enrollment entry screen, or open existing Enrollment to navigate to Enrollment Tabs.

2. Click Provide Services

3. Click on Service drop down to see more detailed service options.

4. Service Start Date & End Date are usually the same.

5. Enter Result when applicable (now or re-open and record when result is known)

6. **[DIV] Attempted** problem solving service should always be entered to document the "conversation" and then any other [DIV] Services can be entered to indicate what other services (coded into Sea/King Program Outcomes Report)

7. For Financial Assistance Services:
   - Enter Expense Amount
   - Enter Funding Source (if applicable/required)

8. Service Note: enter note as needed for agency or funder purposes.

9. Click Submit button to save

Detailed List of System-Wide [DIV] Problem Solving Services

[DIV] Services include; Attempt (ie, problem solving conversation); Case Management; Mediation/Dispute Resolution; Referrals (several types); and Financial Assistance (several types).

Each [DIV] Service also includes a place to record the result/outcome of these types of problem-solving services. Providers are required to enter results/outcomes in HMIS. Entering outcomes includes:
1. Marking "Yes/No" to the *Result: Client Housed/Re-housed in a Safe Alternative* question that shows up for [DIV] Services (this is part of the HUD HMIS Data Standards); and
2. Selecting the most accurate Exit Destination when exiting/ending HMIS enrollment.

Front Door Programs, RAPs, Coordinated Entry System	
Services Name	**Service Item Name (Picklist)**
[DIV] Attempted	[DIV] Attempted
[DIV] Case Management	[DIV] Case Management
[DIV] Mediation / Dispute Resolution	[DIV] Mediation / Dispute Resolution
[DIV] Referral Services	[DIV] Child Care Referral
	[DIV] Mental Health / Counseling Referral
	[DIV] Parenting Referral
	[DIV] Legal Assistance
	[DIV] Education and Employment Referral
	[DIV] Other Referral
[DIV] Financial Assistance	[DIV] Relocation assistance (gas, bus fare, storage, moving truck, etc…)
	[DIV] Food vouchers
	[DIV] Move-in costs (security deposits, utility deposits, first / last month's rent, etc…)
	[DIV] Legal Fees
	[DIV] Past-due rent
	[DIV] Temporary Housing Assistance (motels, expenses paid to relatives/families)
	[DIV] Utility Assistance (past utility due)
	[DIV] Local Transportation Assistance/Vehicle Assistance
	[DIV] Education and Employment Costs
	[DIV] Other Financial