



Southern Nevada Diversion Data Entry Process

~Updated January, 2020~

Important note: Diversion is intended for clients who were housed last night but will be seeking shelter tonight.

Step 1: Switch to the Southern Nevada Coordinated Entry Agency - To switch to the Southern Nevada Coordinated Entry Agency, click on the down arrow next to your agency's name underneath your name in the top right corner. Select Southern Nevada Coordinated Entry Agency from the list.

Step 2: Search for the client - In the search bar, enter the first three letters of the head of household's first and last name. Confirm search results with date of birth and/or social security number. You can also search directly in the search bar with the DOB or SSN.

Step 3: If the Client is found - Mouse over their name and select "Edit" to open their record. Confirm the client has an active Release of Information (ROI). If not, **skip to step 6**. If they do have an active ROI on file, **skip to step 7**.

Step 4: If the client is NOT found - If, after a thorough search, you have determined that the client does not already have a record in HMIS, click "Add a Client" in the upper right corner of the Search screen.

Step 5: Complete Profile Data – Complete the profile screen. Click "Add Record" when you are finished to save the client record.

Step 6: Complete the ROI Form - Clients **MUST** have a record of an ROI. Click on the shield icon located on the right side of the screen and select "Add Release of Information".



Permission and Date Range are already complete. From the dropdown for Documentation, select "Electronic Signature" and click on "e-Sign Document". Allow the client to read the document (or read it to them) and sign on the signature line. Lock the signature in place by selecting "Apply" and then Save the document.

Step 7: Enrollment - From the Profile screen, select the Programs tab and select the down arrow next to Diversion (located in the "Programs: Available" section). If there are other persons in the client's household, be sure to toggle on their names before clicking on Enroll. Click Enroll and complete the enrollment screen for all persons who are being enrolled. **You will see only the Program Entry Date field for non-heads of household. All other fields will be visible on the screen for Heads of Household.**

[see next page for additional steps]



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Step 8: Exit - When you are done working with the client/household (i.e. they have or have not been successfully diverted from homelessness), exit them **and other members of the household** from Diversion. If you are not still in the **Head of Household's** Diversion record: From the Profile screen, select the Programs tab, mouse over Diversion (in the Program History section), and click the edit icon. Next, click on the Exit tab. Complete the exit screen. If you are still in the client's Diversion record, click on the Exit tab. Complete the exit screen. **For Heads of Household, select the non-financial and/or financial services provided to the client/household and indicate whether the client/household was successfully diverted from homelessness. If the client is currently on the Community Queue AND the client/household was successfully diverted from homeless, contact the Coordinated Entry Matchmaker at coordinatedentry@helpsonv.org to have the client removed from the Community Queue. For non-Heads of Household, identify whether the individual received transportation financial assistance, and if the Head of Household received financial assistance.**