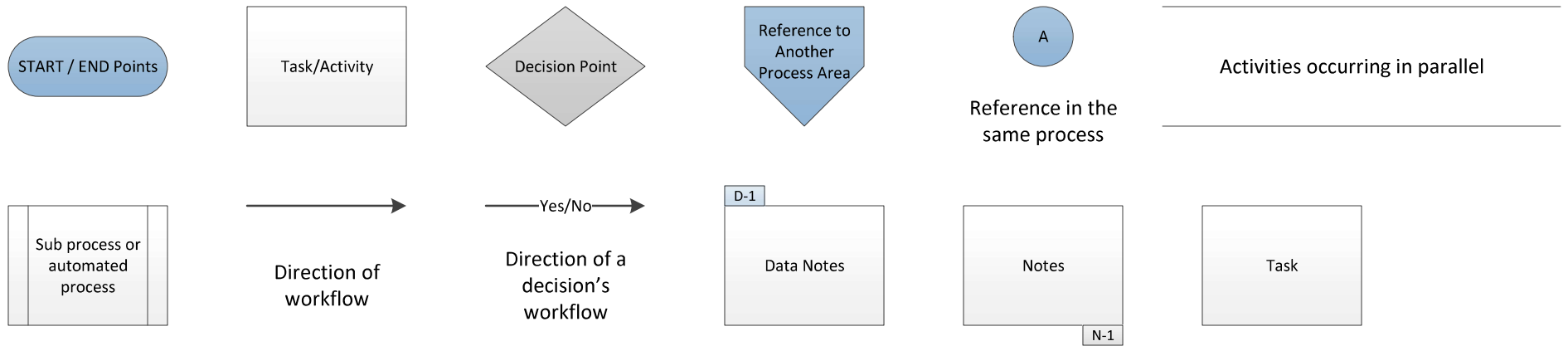


HSH Process Documentation File

LEGEND

Shapes

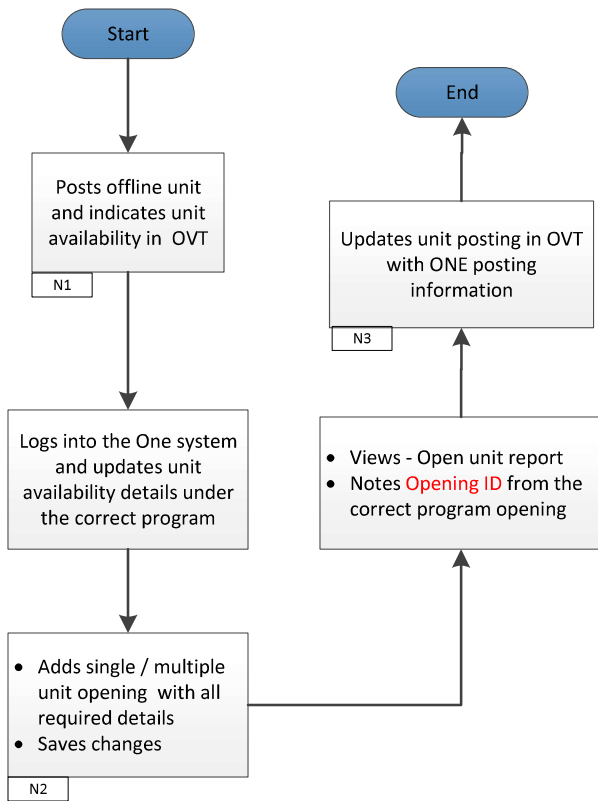


Principles

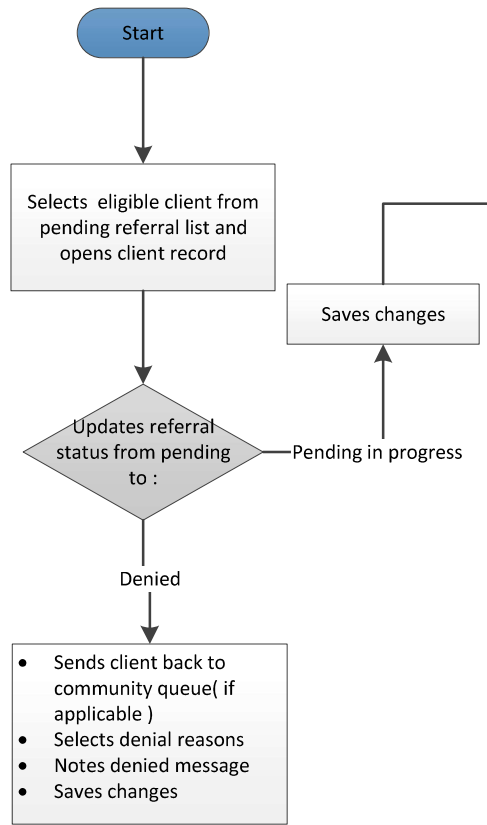
- Workflow will travel down and/or to the right whenever possible
- Shape size and spacing will be consistent whenever possible
- Process flows will be documented in a swim lane format
- Technology systems will always appear at the bottom of the page
- Tasks/Activities will be written starting with a verb
- Tasks/Activities will have only one exit path
- Decision points will be written as yes/no questions wherever possible
- Decision points will have only two exit paths wherever possible
- Key Data will be documented when it is created, changed, or transmitted

HSH Provider Training To-be Workflow

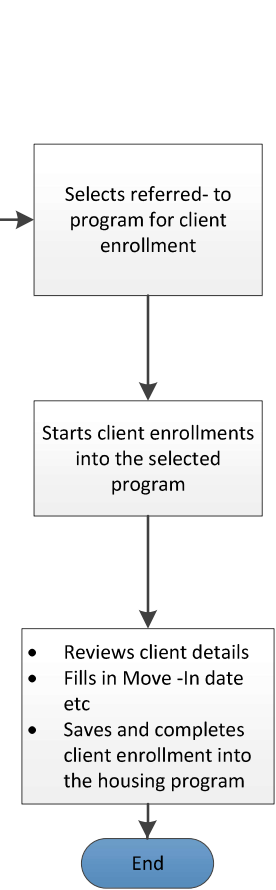
Housing Provider - Posts an Opening



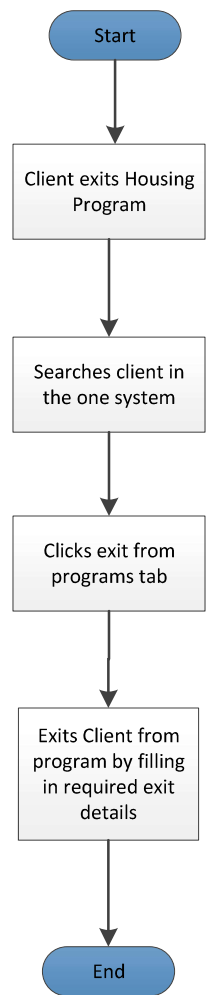
Housing Provider- Process Incoming Referral



Service Provider- Accept Enrollments



Service Provider - Exits



Notes

1. N1 : Indicate OVT unit opening as 'Ready for Referral'.
OVT :Offline Vacancy Tracker
2. N-2Refer OVT to add opening details for units in the One system
3. N-3 : Update Date and Opening id in OVT for the open unit

General Responsibilities

1. Red – Property Manager
2. Green – Service Provider