



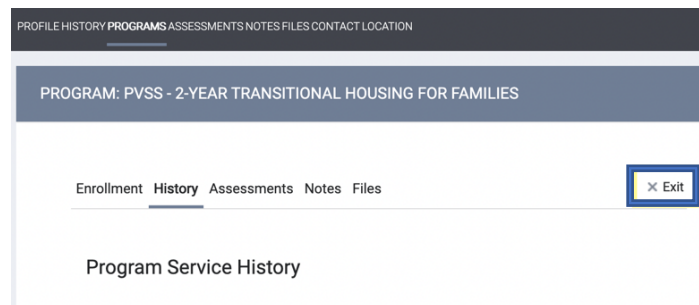
## Exit Destination

The “**exit destination**” of a client is critical in both determining the effectiveness of your program and identifying service gaps in the system. Increasingly, stakeholders want to understand not only how many homeless program participants move into housing, but also how fast and efficiently.

THE EXIT DESTINATION ASKS WHERE THE CLIENT *WILL* BE LEAVING TO.

### How Do I Exit a Client from a Program?

The Exit Destination is located on the exit screen. The exit screen exists in any program a client has been enrolled in.



Identify where the client will be staying after being exited from your program (that night). While other enrollment data will auto-populate (cascade) to the exit screen. The clients’ Exit Destination must be entered at the time they are being exited from the program.

Project Exit Date	03/11/2021
Destination	<input type="text" value="Select"/>
DISABLING CONDITIONS AND BARRIERS	
Physical Disability	No <input type="text"/>
Developmental Disability	No <input type="text"/>
Chronic Health Condition	No <input type="text"/>
HIV - AIDS	No <input type="text"/>
Mental Health Problem	No <input type="text"/>
Substance Abuse Problem	No <input type="text"/>
MONTHLY INCOME AND SOURCES	
Income from Any Source	No <input type="text"/>
NON-CASH BENEFITS	
Receiving Non-Cash Benefits	No <input type="text"/>
HEALTH INSURANCE	
Covered by Health Insurance	No <input type="text"/>
Employed	No <input type="text"/>
Employment Status - Why Not Employed	Looking for work <input type="text"/>
Last Grade Completed	Vocational certification <input type="text"/>



## What is classified as a homeless, institutional, permanent or temporary situation?

Homeless Situations	Explanation	Local Example
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	The client was, or will be living outside or any place not meant for human habitation (e.g. a vehicle, abandoned building, bus/train/subway/airport station, campsite)	Camping at the Benchlands or the Levy. Goflands, Safe Spaces.
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	The client was, or will be living in an Emergency Shelter, including a hotel or motel paid for with an emergency shelter voucher, non-profit organization, or Federal/State/Local agency. Includes Domestic Violence shelter, Basic Center shelters/host home for youth, and Missions	The Loft, PVSS, Salvation Army Watsonville Navigation Center, the Armory and Pavilion, COVID-19 motels, AFC Rotating Shelter.
Safe Haven	(Does not exist in CA)	

Institutional Situations	Explanation	Local Example
Foster care home or foster care group home	The client was or will be living in a youth (18-24 years old) or child (<18 years old) foster care home or foster care group home.	
Hospital or other residential non-psychiatric medical facility	The client was or will be living in a hospital for any reason other than psychiatric. Includes any residential care involving a medical need (hospital, rehabilitation center).	
Jail, prison, or juvenile detention facility	The client was, or will be living in a local jail, prison (state or federal) or juvenile detention facility.	
Long-term care facility or nursing home	The client was or will be living in a long-term care facility or nursing home.	
Psychiatric hospital or other psychiatric facility	The client was or will be living in a psychiatric facility, psychiatric hospital, or psychiatric unit of a local hospital	
Substance abuse treatment facility or detox center	The client was or will be living in a substance abuse treatment program, detox program or other substance abuse residential facility.	Janus

Permanent Situations	Explanation	Local Example
Staying or living with family, permanent tenure	The client has moved into a room, apartment or house occupied by a family member and is intending on living there. Use "permanent" if the client has NOT been given a specific time limit in which they need to leave. Includes clients moving into housing with a relative while a student.	
Staying or living with friends, permanent tenure	The client has moved into a room, apartment or house occupied by a friend and is intending on living there. Use "permanent" if the client has NOT been given a specific time limit in which they need to leave.	
Moved from one HOPWA funded project to HOPWA PH	HOPWA – Housing Opportunities for Persons with AIDS; PH – Permanent Housing.	
Moved from one HOPWA funded project to HOPWA TH	HOPWA – Housing Opportunities for Persons with AIDS; TH – Transitional housing	
Rental by client, with GPD TIP housing subsidy	The unit the client was or will be renting is being supported by a Grant Per Diem Transition in Place subsidy. This is a Veteran's Affairs (VA) funded program.	
Rental by client, with VASH housing subsidy	The unit the client was or will be renting is being supported by a HUD/VASH subsidy. VASH - Veterans Affairs Supportive Housing. Use only if the client has moved into the unit.	Through the VA HUD VASH program
Permanent housing (other than RRH) for formerly homeless persons	The unit the client was or will be renting is being subsidized by a homeless funding source. This could be a scattered-site or site-based supportive housing where the rental subsidy is from Shelter Plus Care, Supportive Housing Program (PSH), or a local source of subsidy restricted strictly for homeless persons.	Shelter Plus Care, MATCH, Housing for Health (H4H), New Roots, 180/2020, Anderson House
Rental by client, with RRH or equivalent subsidy	The unit the client was or will be renting is being subsidized by a Rapid Re-Housing homeless funding source, including: CoC, ESG, SSVF, VA GPD, or Locally-funded RRH.	SSVF through Housing Matters or Nations Finest, CHAMP, YAAS, First Step



<b>Rental by client, with HCV voucher (tenant or project based)</b>	The unit the client was or will be renting is supported by a HUD Housing Choice Voucher (HCV)	FUP Voucher, Mainstream, DMV, Family Set Aside, Section 8 Housign Choice Voucher
<b>Rental by client, no ongoing housing subsidy</b>	The client was or will be renting a unit they are living in and does not have an ongoing financial support attached to it.	
<b>Rental by client, with other ongoing housing subsidy</b>	The unit the client was or will be renting is being supported by any other subsidy – either government or private, either site-based or voucher. Includes State Rental Assistance (SER), legacy SRO, Pay for Success, and clients who leave for housing provided by college, Job Corps, Military or National Guard training. Does not include CoC PSH, HOPWA PH, RRH, GPD, or VASH.	
<b>Rental by client in a public housing unit</b>	<b>Should be used if the client is exiting to a unit that is operated by a public housing agency</b>	
<b>Owned by client, with ongoing housing subsidy</b>	The client owned or will own the unit they are living in and has an ongoing housing subsidy (mortgage payment support) attached to it. Includes USDA Rural Development Loan/Recovery Act Supports.	
<b>Owned by client, no ongoing housing subsidy</b>	The client owned or will own the unit they are living in and does not have an ongoing housing subsidy attached to it.	

Temporary Situations	Explanation	Local Example
<b>Residential project or halfway house with no homeless criteria</b>	The client was or will be living in residential project or halfway house that does not have a homeless requirement.	
<b>Hotel or motel paid for without emergency shelter voucher</b>	The client was or will be living in hotel or motel where the client pays for their own stay.	
<b>Transitional housing for homeless persons (including homeless youth)</b>	The client was or will be living in Transitional Housing program that is time limited up to 24 months. Includes TBRA, Youth SHP and Youth transitional housing programs. Does not include an exit to substance abuse treatment facility.	Page Smith, PVSS
<b>Host Home (non-crisis)</b>	The client was or will be living in a third party’s home, no homeless criteria required. Often a program for clients aging out of the foster care system.	
<b>Staying or living with friends, temporary tenure (e.g. room, apartment, or house)</b>	The client has exited to a friend’s room, apartment or house occupied by a friend and will stay there only a short time according to self-report or agency staff report.	
<b>Staying or living with family, temporary tenure (e.g. room, apartment, or house)</b>	The client has exited to a family member’s room, apartment or house and will stay there only a short time according to self-report or agency staff report. Use “temporary” if client is given a time limit in which they need to leave, or if the Case Manager has knowledge that the destination is meant to be very short term.	

Other	Explanation	Local Example
<b>Client doesn’t know</b>	The client doesn’t know where they were living or where they will be living. Considered null/missing.	
<b>Client refused</b>	The client refused to tell program staff where they were living or where they will be living. Considered null/missing	
<b>Data not collected</b>	Data was not collected from the client. Considered null/missing.	

## What if an Exit Interview is not completed?

Clients will leave, or stop participating in, programs at any given time for various reasons. It is important to know that homeless providers are empowered to use their best judgement and logic to fill in data gaps due to unexpected program departures based on conversations with clients and/or client peers. A formal exit interview may not have been completed but you do that the authority to draw logical conclusions based on first-hand knowledge.

For example, let’s say a client gets upset at another client and storms out of the emergency shelter stating, “I’d rather go back to the streets than deal with this!” You may exit the client to a “place not meant for habitation” on their exit screen.



## Need Additional Help?

While there are a number of resources that can be found via the [Santa Cruz HMIS website](#), the [Clarity Human Services Help Center](#) is also an excellent resource when you need questions answered, like:

- [How do I exit a client form a program?](#)
- [How do I remove a program exit?](#)

If in doubt, the Help Desk is always a great place to start. You can reach them from 5 am to 5 pm by email at [santacruz@bitfocus.com](mailto:santacruz@bitfocus.com), by phone at (831) 713-2288, or directly within Clarity by selecting the "Help" icon on the bottom right side of any screen.