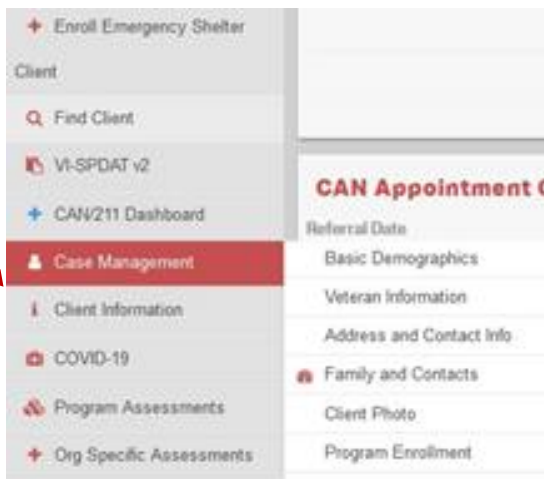**How to review and correct records identified as having long stay lengths.**

Your Task:

1. Look up the client record in HMIS.
2. Click on Find Client, enter the client ID number and click Search.

3. Once the system finds the client, click on Case Management from the left side menu.
4. Then select Program Enrollment.

5. From the program enrollment table you can see the client's enrollment history.
6. Look for your program name and review the enrollment start date and end date
   - There may not be an end date if the enrollment is still open.
7. In the sample below, note the program enrollment in question is one for Pacific House where the enrollment start date is in 5/11/2019.

	Status	Project	Assigned Case Mgr	Project Start- Exit Dates	One Time Fields	AccountID	Family ID	Enrollment ID.
⚙	Exited From Program	Pacific House- Day Program (MF)		5/11/2020 - 10/30/2020			43047	489539
⚙	Enrolled In Program	Pacific House (ES)(IND)(SM)		5/11/2019 - Open	☑		43047	489533

8. If the client enrollment has been exited and you need to <u>correct the exit date</u>, please contact CCEH for assistance.   data@cceh.org
9. If the enrollment is still open, then continue.
10. You should check the client's service history to see the last time they spent the night in your shelter.
11. Click on Case Management in the left side menu and select Services.
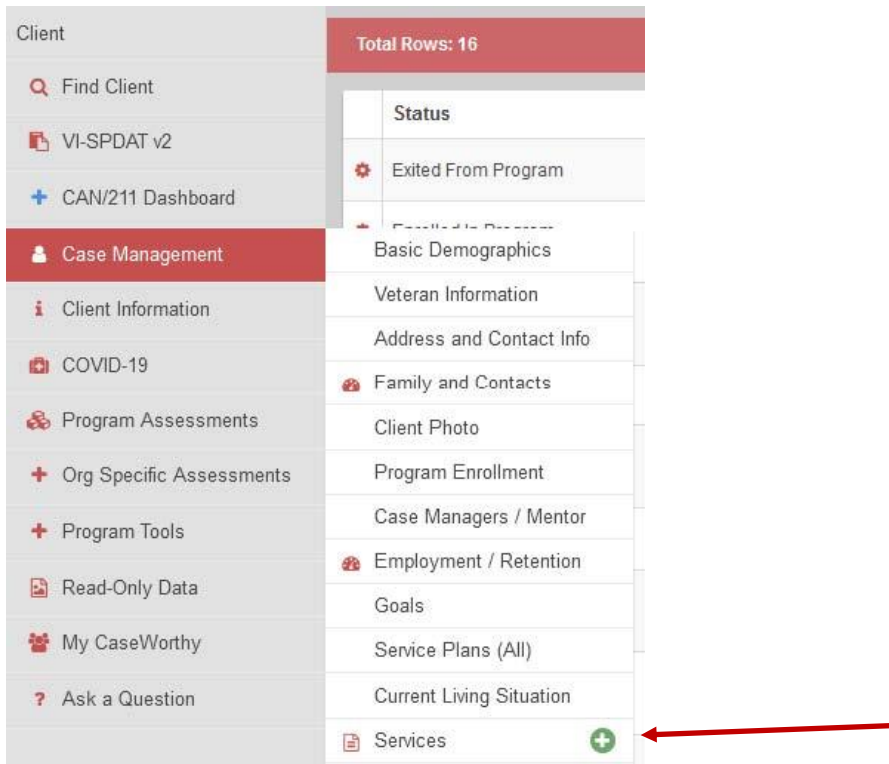
12. From the Services screen you will need to look for your ES program and check when the last ES shelter check in was entered.
13. In this case this client, whose enrollment start date was in May of 2019, has a last service date at the shelter of 3/15/2020.
14. The exit date for the shelter should be 3/16/2020.
15. If there are no past check in dates and you are unable to establish a last contact date, you can exit the client with an exit date that is 31 days after the program enrollment start date.
16. In this case the enrollment start date was 5/11/2019 so the exit date would be 31 days past that date which would be 6/11/2019.

Total Rows: 265

	Begin Date ▼	Service	Unit of Measure	Units	Unit Value	Total	ServiceTypeID	Enrollment ID	ServiceID	Service Location (Provider)	▼	ReferralID	End Date	Program
⚙	7/8/2020	Emergency Housing Assistance	Each	1.0000	$490.00	$490.00	577	486640	7303067	The Workplace SSVF - Bridgeport (VA)		224643	7/8/2020	The Workplace SSVF - Stamford (RRH)
⚙	6/18/2020	Emergency Housing Assistance	Each	490.0000	$0.00	$0.00	577	486640	7295832	The Workplace SSVF - Bridgeport (VA)			6/18/2020	The Workplace SSVF - Stamford (RRH)
⚙	5/29/2020	Case Management	Hours	1.0000	$0.00	$0.00	100	486640	7266338	The Workplace SSVF - Bridgeport (VA)			5/29/2020	The Workplace SSVF - Stamford (RRH)
⚙	5/12/2020	Other	Dollar	1.0000	$0.00	$0.00	317	486640	7249692	The Workplace SSVF - Bridgeport (VA)			5/12/2020	The Workplace SSVF - Stamford (RRH)
⚙	5/5/2020	Other	Dollar	1.0000	$1.00	$1.00	317	486640	7240672	The Workplace SSVF Bridgeport (VA)			5/5/2020	The Workplace SSVF Stamford (RRH)
⚙	5/4/2020	Emergency Housing Assistance	Each	1.0000	$490.00	$490.00	577	486640	7237056	The Workplace SSVF - Bridgeport (VA)		217799	5/4/2020	The Workplace SSVF - Stamford (RRH)
⚙	4/28/2020	Outreach	Each	1.0000	$0.00	$0.00	130	486640	7232909	The Workplace SSVF - Bridgeport (VA)			4/28/2020	The Workplace SSVF - Stamford (RRH)
⚙	4/27/2020	Case Management	Hours	1.0000	$0.00	$0.00	100	486640	7229581	The Workplace SSVF - Bridgeport (VA)			4/27/2020	The Workplace SSVF - Stamford (RRH)
⚙	4/21/2020	Emergency Housing Assistance	Each	1.0000	$0.00	$0.00	577	486640	7223087	The Workplace SSVF - Bridgeport (VA)			4/21/2020	The Workplace SSVF - Stamford (RRH)
⚙	4/20/2020	Outreach	Each	1.0000	$0.00	$0.00	130	486640	7223085	The Workplace SSVF - Bridgeport (VA)			4/20/2020	The Workplace SSVF - Stamford (RRH)
⚙	3/15/2020	Emergency Shelter Bed Night	Days	0.0000	$0.00	$0.00	120	473220	7173603	Pacific House - Pacific House (ES)(IND)(SM)			3/15/2020	Pacific House (ES)(IND)(SM)

17. To fix this enrollment click on Case Management in the left side menu and then click on Program Enrollment to get back to the Program Enrollment screen.

18. Click on the gear icon next to your enrollment and complete the exit.

Total Rows: 16

🔍 Search

	Status	Project	Assigned Case Mgr	Project Start- Exit Dates	One Time Fields	AccountID	Family ID	Enrollment ID.
⚙	Exited From Program	Pacific House- Day Program (MF) |	5/11/2020 - 10/30/2020			43047	489539
⚙	Enrolled In Program	Pacific House (ES)(IND)(SM) |	5/11/2019 - Open	☑		43047	489533