

## Evaluating long lengths of stay impacting metric 1a of the System Performance Measure:

### For ES, SH and TH Programs:

The System Performance Measures report shows us the length of stay in days for clients enrolled in Emergency Shelter, Safe Have and Transitional Housing programs.

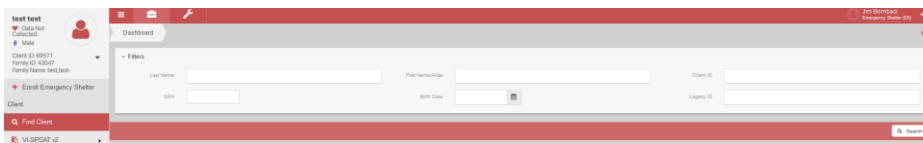
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For ES programs, if you have client records identified on the SPM with long lengths of stay you will be asked to review those enrollments for accuracy.

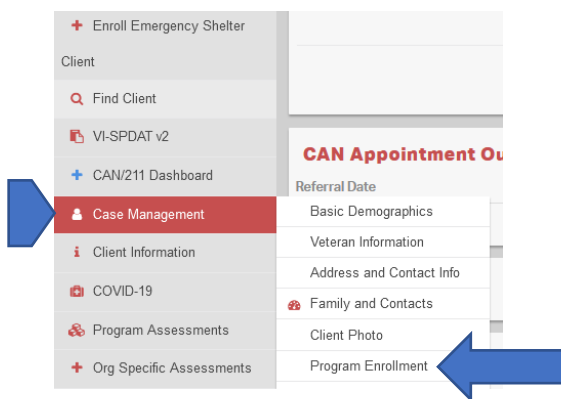
**Example** - The SPM report shows us a client record with 300 days of homelessness in your ES program.

### Your Task:

1. Look up this client record in HMIS
2. Click 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 if there is one
7. In the sample below, note the program enrollment in question is the one for Pacific House where the enrollment start date is in May of 2019. This means this client has been in shelter for well over 300 days.

8. This is an example of an enrollment that should be evaluated for accuracy

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

9. If the client enrollment has been exited and you need to correct the exit date, please email the help desk for assistance. [help@nutmegit.com](mailto:help@nutmegit.com)

10. If the enrollment is still open, then continue. You should check the client’s service history to see when was the last time they spent the night at your shelter.

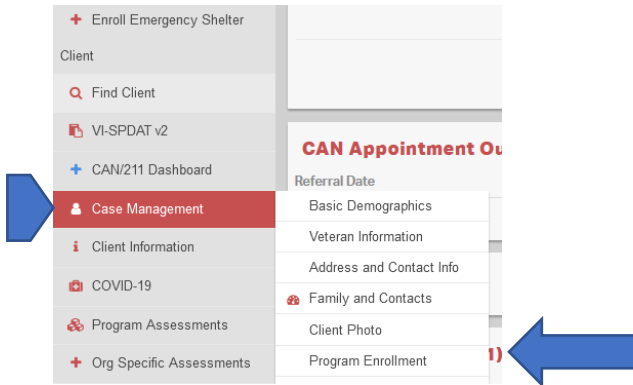
11. Click Case Management in the left side menu and select services

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.

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	7249672	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)

13. Note, in this case this client, whose enrollment start date was back in May of 2019 has a last services date at the shelter of 3/15/2020.

14. If today's date is 12/10/2020, this means that this client has not slept at this shelter since 3/15/2020 and should be exited from this shelter as of 3/16/2020.
15. If there are no past check ins and you are unable to establish a last contact date, then you can exit the client with an exit date that is 31 days after the program enrollment start date.
16. To fix this enrollment the user will need to click on Case Management in the left side menu and then click on program enrollment.



17. This will take you back to the program enrollment screen.

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18. From this screen click on the gear next to your enrollment and complete the exit

