

Drop-in/Day Shelter Workflow

Drop-in projects may see clients on an inconsistent basis, and as such, the typical entry/exit workflow presents challenges if one tries to find the last time an agency has interacted with said client.

To address the problem of a project's last date of contact with the client, Drop-in and Day Shelters must create a Service Transaction every time a client visits the drop-in.

The client service transactions can be documented in any particular method (they are listed below) based on client volume.

The clients that have not had a service transaction with the project in over 7 days should be exited. If that client returns, there should be a simple re-entry in HMIS (this entry will automatically repopulate).

Significant Dates

Entry Date

This is typically the first time a client visits the drop-in/day shelter. The entry date is established when the client is enrolled into the project in HMIS.

Last Contact

The Last Contact is generated when a service transaction is created for the client.

The default service transaction to document for the client is "Drop In Centers".

Exit Date

When a client has not had an interaction with the drop-in center/day shelter in over 7 days, that client should be exited from the project in HMIS.

That exit date should be set to the last contact had with the client.

Documenting Service Transactions

Depending on the volume of clients that the drop-in/day shelter may see, there are a multitude of ways to document a client's service transaction.

Regardless, the service transaction has to meet the following criteria:

- Must be linked to the client
- A service transaction must be created for each visit a client makes to the project
- Service Transaction must be generated from the drop-in/day shelter project
 - Ex. The service would originate from "Agency - Drop-In Project", instead of just "Agency"
- The default "service" provided to the client can be "Drop in Centers", though, if the agency provided the client with different services, those can be entered as well and still count as a last contact
 - Ex. If immunizations were offered to clients at the drop-in center, you can create a service transaction for "Immunizations" instead of "Drop In Centers" and that will still count as the last contact.

Any agencies with a Drop-in/Day shelter project should email HMIS@AllChicago.org to receive assistance on setting this workflow up.

Low Volume

Agencies that see a low number of clients can simply add a service to each client's record using the typical [Service Transaction flow](#).

High Volume

Agencies that see a high number of clients coming through each day should consult with the HMIS team to best determine how to document daily service transactions in a way that does not unduly increase administrative burden.

The most common method for doing so is through use of [SkanPoint](#).