Successful management of the Yolo County Community Queue in HMIS requires routine completion of the following steps.

1. **Press the Button**
   a. Initial referral to the Community Queue

2. **Check-in**
   a. Keep the individual active on the Community Queue by checking them in **every time** you interact with them.

3. **Monitor**
   a. Regular review of assessed clients to ensure no one slips through the cracks.

Screenshots and step-by-steps instructions follow.

These instructions assume basic operating knowledge of HMIS, if you need further assistance please contact: yolo-hmis@sacstepsforward.org.
STEP 1: PRESSING THE BUTTON - How to Refer to the Community Queue

1. From the client’s Profile, click on “ASSESSMENTS”.
2. Identify the assessment you wish to refer to the queue, then click “ELIGIBILITY”.
3. Click on “REFER DIRECTLY TO COMMUNITY QUEUE”.
4. Click on “SEND REFERRAL”.

![Diagram of the HMIS interface showing the steps to refer to the Community Queue.]

- **ASSESSMENTS**
  - Yolo VI-F-SPDAT Prescreen for Families [V2] (START)
  - Yolo VI-SPDAT Prescreen for Single Adults [V2] (START)
  - Yolo VI-Y-SPDAT Prescreen for Transition Age Youth (Age 18-24) (START)

- **ASSESSMENT HISTORY**
  - Assessment Name: VI-SPDAT Prescreen for Single Adults [V2] Training Agency
    - Completed: 11/16/2018
    - Details: VI-SPDAT-V2: 10
    - ELIGIBILITY
### VI-SPDAT-V2 Score Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>0</td>
</tr>
<tr>
<td>History of Housing &amp; Homelessness</td>
<td>2</td>
</tr>
<tr>
<td>Socialization &amp; Daily Function</td>
<td>2</td>
</tr>
</tbody>
</table>

**VI-SPDAT-V2 Pre-Screen Total:** 10

- **Refer Directly to Community Queue**

### Category Selection

- Category: All Categories
- Agency: All Agencies
- Availability: All

### Ineligible Programs

- CANCEL
Yolo County Homeless Management Information System (HMIS)  
Community Queue Management Desk Guide

Lindsayyy Test

REFERRAL: ADD

Referral Program: Community Queue
Referral to Agency: Community Queue
Referring Agency: Yolo County Health and Human Services Agency
Private: [on/off]

SEND REFERRAL  CANCEL
STEP 2: CHECKING-IN - How to “Check-in”

There are two ways to access a client’s active Community Queue referral. Both are detailed below.

How to “Check-in” - Version 1

1. From the Client’s record, click on “HISTORY”.
2. Locate the client’s active Referral: Community Queue.
3. Click on “Edit” next to the client you wish to check-in.
4. Click “CHECK-IN”.

![Image of the interface showing how to access the client's active Community Queue referral.](image-url)
How to “Check-in” - Version 2

1. From the Home screen, click on “REFERRALS” under your user name.
2. Click on “Community Queue”.
3. Search for your client by name.
4. Click on “Edit” next to the client you wish to check-in.
5. Click “CHECK-IN”.

![Yolo County Health and Human Services Agency's HMIS screen showing the Community Queue and check-in process](image-url)
## Yolo County Health and Human Services Agency

### REFERRALS

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Pending</th>
<th>Community Queue</th>
<th>Analysis</th>
<th>Completed</th>
<th>Denied</th>
<th>Sent</th>
</tr>
</thead>
</table>

### REFERRAL: ASSIGN

<table>
<thead>
<tr>
<th>Client</th>
<th>Lindsay Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred to</td>
<td>Community Queue</td>
</tr>
<tr>
<td>Referring Agency</td>
<td>Yolo County Health and Human Services Agency</td>
</tr>
<tr>
<td>Referred Date</td>
<td>12/10/2019 11:53 AM</td>
</tr>
<tr>
<td>Days Pending</td>
<td>0 day(s)</td>
</tr>
<tr>
<td>Qualified</td>
<td>Yes</td>
</tr>
<tr>
<td>VI-SPDAT-V2 score</td>
<td>10</td>
</tr>
<tr>
<td>Last Activity</td>
<td>12/10/2019 11:53 AM</td>
</tr>
<tr>
<td>Referred by Staff</td>
<td>Emily Moran-Vogt</td>
</tr>
<tr>
<td>Navigator</td>
<td>ASSIGN NAVIGATOR</td>
</tr>
<tr>
<td>Private</td>
<td></td>
</tr>
</tbody>
</table>

[button] CHECK-IN [arrow]

[button] SAVE CHANGES | [button] CANCEL
STEP 3: MONITORING - How to Ensure Everyone Assessed Makes it on to the Community Queue

The Coordinated Entry Compliance Report allows you to view

1. From the Home screen, go to “REPORTS”, this will bring you to the “REPORT LIBRARY”.
2. Under the “REPORT LIBRARY” click on “Community and Referrals”.
3. Locate the “Coordinated Entry Compliance Report”, and click “Run”.
4. Select the Programs you are running the report for, the timeframe (recommended monthly), and the report output format you’d like. Then click “Submit”.
5. A small window will appear titled REPORT QUEUE MANAGER. The report will then be processed, be patient, it may take a few minutes depending on the size of your program and timeframe the report is run for.
6. Once the report is ready a small window will appear that states the REPORT IS READY, click “OPEN”. You can also access a report already run by clicking on the Report Queue Manager function at the top right of your screen. See screenshots below.
7. The report will tell you which clients enrolled in your program have a VI-SPDAT completed and whether they are on the Community Queue. Program managers and/or direct service staff should review at least monthly to ensure that all clients who need a VI-SPDAT are assessed and active on the Community Queue.
## Community and Referrals

<table>
<thead>
<tr>
<th>Report Category</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator Reports</td>
<td>12</td>
</tr>
<tr>
<td>Agency Management</td>
<td>3</td>
</tr>
<tr>
<td>Assessment Based Reports</td>
<td>1</td>
</tr>
<tr>
<td>Community and Referrals</td>
<td>6</td>
</tr>
</tbody>
</table>

- [CNRL-401] VI-SPDAT Details
- [RFRL-101] Referral Statistics
- [RFRL-102] Referral Outcomes Statistics
- [RFRL-110] VI-SPDAT Referral Detail
- [RFRL-120] Community Queue Detail
- [RFRL-121] Coordinated Entry Compliance Report

- **[RUN]**
- **[SCHEDULE]**
Quick Tip
You can select more than one program to include in your reports by holding the Shift key as you click on the individual programs.
SAMPLE REPORT

This client had a VI-SPDAT completed on 10/28/2019, however they are not currently on the Community Queue. **STEP 1** needs to be completed and then **STEP 2**, every time this client interacts with this program.