

# HMIS USER GUIDE

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Step-by-step instructions for accessing, navigating, entering  
and/or updating required demographic data within the CRHMIS  
AWARDS database.

CARES OF NY, INC.  
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# System Requirements


The following software and hardware specifications are required to ensure that AWARDS works correctly.


## 1. Software Requirements – As of 7/26/2017

### Supported Browser and Operating Systems

Browsers supported for use with AWARDS are listed in the table below, along with the corresponding operating system(s) in which they can be used. These are the only browsers with which Foothold Technology tests AWARDS; if you use a browser that is not listed below, you may experience issues.

Browser	Version	Operating System
Apple Safari <i>Safari should not be used in "Private Browsing" mode when accessing AWARDS.</i>	Most Recent	Mac OS x iOS
Google Chrome	Most Recent	Windows 7, Windows 8.1, Windows 10 Mac OS X Chrome OS Linux Android iOS
Microsoft Edge	Most Recent	Windows 10
Mozilla Firefox	Most Recent	Windows 7, Windows 8.1, Windows 10 Mac OS X Chrome OS Linux Android

 **NOTE:** Windows WP is not a supported operating system.

 **NOTE:** Internet Explorer is not a supported browser.


### Browser Plug-ins

Within your chosen browser:

- JavaScript: set to "allowed" for the AWARDS website.
- Adobe Flash browser plug-in: **must** be set to "allowed" for the AWARDS website, as it is **required** to use attachments in AWARDS Messages. Attachments will not work with browsers that do not support or block Flash, such as those in iOS and Android.
- Pop-ups: set to "allowed" for the AWARDS website within any pop-up blocker plug-in, to prevent interference with functionalities such as file downloads.

## 2. Hardware Requirements

Accessing AWARDS requires only a computer (with one of the browsers listed above) and an internet connection. Accordingly, AWARDS can be used with desktop computers, laptop computers, tablets, and internet-enabled smart mobile devices.

 **CAUTION!** Accessing AWARDS on a mobile device can pose a serious security risk; please see the following section for details.

### 3. Mobile Devices

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While AWARDS can be accessed and used on mobile devices, please keep in mind that AWARDS is not optimized for mobile devices; the minimum supported screen resolution in AWARDS is 1024x768 on a seven-inch screen. If you use a device with a lesser resolution or a smaller screen, your experience may vary.

Regardless of the device you choose to use, you are responsible for making sure that the device is connected to the internet, up-to-date, and securely handles data.

**⚠ CAUTION!** Unsecured or public WIFI networks should **NEVER** be used to access AWARDS. If necessary, users should access AWARDS via a secure mobile hotspot or mobile data instead.

### 4. Security

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All devices used to access AWARDS must follow the security guidelines described in the CRHMIS Policies & Procedures.

#### AWARDS Software

AWARDS was chosen by CARES due to the high level of data security provided at an affordable cost. The software was created for storage and maintenance of healthcare data, and Foothold Technology ensures that the security of their database and software is state-of-the-art. Please visit their website for further information.

#### User Responsibilities

Data is only protected while in the AWARDS database. It is the responsibility of each user to ensure that data remains within the AWARDS database and software as much as possible. If data must be downloaded from AWARDS, it is the responsibility of the user to securely and completely delete all information after use.

**⚠ CAUTION!** Users must **NEVER** use email to communicate client-level details. ALWAYS use AWARDS Messages.

#### Encryptions

While AWARDS does not require the use of an encrypted device, encryption of devices used to access AWARDS is highly recommended. Encrypted devices are protected upon device lockout by a password-protected software script that “scrambles” the device’s contents so that it is indecipherable to unauthorized individuals – including anyone acting maliciously – unless they have the password to reverse the script. If the device is compromised or stolen, encryption greatly reduces the chances of unauthorized users gaining access to AWARDS or to any information downloads from AWARDS on the device that had not been deleted.

# Logging In and Out of AWARDS

Every use of AWARDS involves (1) accessing the internet via a qualifying device and network, (2) going to the AWARDS database web application, (3) logging in, (4) working in AWARDS, and (5) logging out.

## 5. Logging In

### Part I: Login Process

1. Open an Internet browser.
2. Enter **your AWARDS URL** into the browser and press **<Enter>**. *The AWARDS Login page will be displayed, as pictured right.*
3. In the fields provided, type a valid **AWARDS username** and **password**.
  - Usernames are provided to prospective users by a CARES HMIS Team member upon completion of the New User Training Series.
  - For initial login, the default password of **cares1234** will be used.
4. Click **Log In** or press **<Enter>**. The AWARDS Home screen will be displayed.
5. If this is your first time accessing AWARDS, or accessing AWARDS after a password reset, proceed to Part II.

The AWARDS URL for CARES' is:  
<https://cares.footholdtechnology.com>

### Part II: For First-Time Users & Reset Accounts

Upon logging in to AWARDS for the first time, or logging in after a password reset by a CARES HMIS team member (any time you log in using **cares1234** as your password), you must:

6. Follow the prompts to **change your password**.
7. **Log out, then log in again** with your new password.
8. Complete the Password Reset Functionality steps (on the following page) NOW.

## 6. Logging Out

**Users must always log out of AWARDS** when they are finished, to close the session and ensure that no one else can access AWARDS without logging in themselves.

1. Click the **Username** drop-down from the navigation bar and select **Log Out**.
2. Close all browser windows.

## 7. Re-Authenticating a Login

During an AWARDS session, it may be necessary for a user to **re-authenticate (log in again)** to AWARDS without having clicked to log out. AWARDS will automatically log out any user that has been inactive in the application for fifteen minutes or more, as a security measure to prevent unauthorized access to the database.

To re-authenticate, a user simply needs to **re-enter their username and password** and then they will be returned to their previous page.

## 8. Password Reset/Recover Functionality

AWARDS has a built-in Password Reset functionality that enables any AWARDS user to quickly and easily regain access to the system in the case of a forgotten username and/or password. Enabling it requires only a short, one-time form to be filled out with security details.

### Set Your Security Details

1. After logging in to AWARDS, click the **Username drop-down** from the navigation bar.
2. Click **Password & Security**. *The Password & Security Details page will be displayed, as below.*

**Password & Security Details for Kell Trainer**

New and Confirm Password are not required when adding or updating Security Question and Answer.

<b>New Password</b> <input type="password"/> <b>* Security Question</b> When you were a child, what did you want to be when you grew up? What is the last name of your favorite childhood friend? In what city was your first (or favorite) job? What are the last five digits of your driver's license number? Which you were a child, who did you want to be when you grew up? Where did your childhood best friend (pet or feline) live? Where did you meet your spouse?	<b>Confirm Password</b> <input type="password"/> <b>* Security Answer</b> ***** <b>Personal Email</b> <input type="text"/>
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**Additional Password Policy Rules**

- Require password change on first login.
- Require password change following admin password reset.
- User must change password at least every 90 days.
- Warn user for 10 days before password expiration.
- Allow an initial implementation grace period of 5 days before password expiration.
- User may change password at most 5 times per day.
- New password must be different than previous 1 passwords.
- Lockout user after 10 failed attempts for 10 minutes.

**Additional Email Functionality Rules**

- Username and Password reminder emails can be sent to Work or Personal email address.
- External notification emails can be sent to Work or Personal Email address.

**UPDATE**

3. Record your **security details**:
  - Select a Security Question from the selection menu.
  - Type in your answer to the question in the Security Question field.
  - Enter your work email address in the corresponding field.
4. Click **UPDATE** to save.

### Recover Your Username or Password

If you previously enabled the Password Reset functionality, you can use those handy “Forgot?” links on the AWARDS login page if you forgot your username or password and avoid a password reset.

1. From the AWARDS login page, click on one of the **“Forgot?”** links.
2. You will be prompted to enter a combination of **info from your Password & Security details** for AWARDS to use to confirm your identity.
3. Depending on the link you used, you will be sent an email with your username or an email with a way to reset your AWARDS password.
4. If you get stuck at any point in the process, click the **“Having trouble logging in?”** link for assistance.

**⚠ CAUTION!** This functionality will not work if your login credentials have been disabled by the CRHMIS staff due to non-compliance with any of the User Responsibilities as outlined in the CRHMIS Policies and Procedures Manual.

### CARES HMIS Password Reset

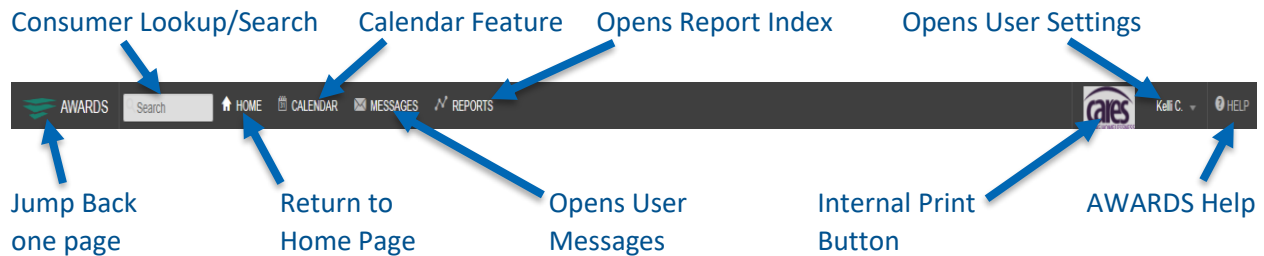
If you did not have the Password Reset functionality enabled, you must contact your CARES Customer Service Representative. Account recovery should be achieved by the next business day; however, it may take up to 24 hours therein.

**📌 NOTE:** The default password of **cares1234** will be used any time a user's password must be reset by a CARES HMIS team member.

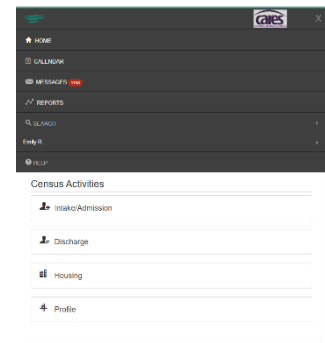
# AWARDS Structure

## 9. Top Navigation Bar

The **top navigation bar** offers access to certain functions across AWARDS, *seen full-size in the diagram below.*



This bar will change in response to your screen resolution; i.e., smaller displays will show a smaller and more condensed navigation bar, *seen as the tablet version below left and the mobile version at right.*



## 10. Left-Side Menu

The AWARDS application is broken down into a variety of “modules”, each of which is comprised of several related features used to perform various data entry and reporting tasks.

These modules are grouped into three categories – **Census, Chart Records, and Administration** – each represented on the Home screen's left-hand menu (*see below left*). Clicking on a category will display the modules in that category to the right of the left-side menu bar.

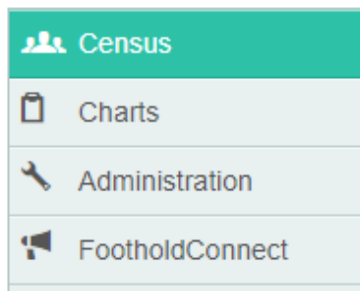


Program

**Census** - Intake/Admission, Discharge, Housing, Profile.

**Chart** (\*default view) - Employment, Entitlements, Hospital, Incidents, Medical, Outcomes, Reception Desk, Services.

**Administration** - Agency File Cabinet, Fiscal/Program In-House Accounts, Operations, Report Menu, Rolodex, System Setup.





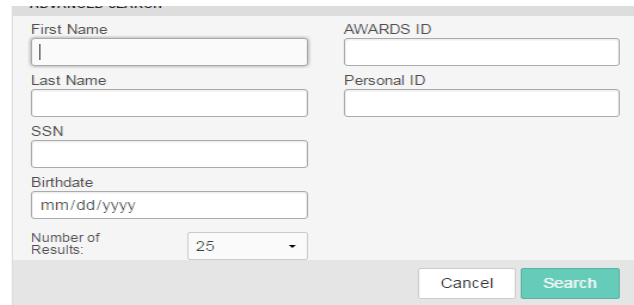
Cer



*The fourth option available at the bottom of the left-hand menu will open the FootholdConnect announcement center screen overlay.*





# 11. Consumer Lookup/Search

1. Click in the **Search** box to open the Consumer Lookup options (*see right*).
-  **NOTE:** On smaller screen sizes, the Search box will be the  icon.
2. Enter any combination of **search criteria** (first and last name, SSN, DOB, etc.)
3. Click the green **'Search'** button. The Consumer Lookup Results page will be displayed, as below.



Consumer Lookup Search Form with fields: First Name, Last Name, SSN, Birthdate (mm/dd/yyyy), AWARDS ID, Personal ID, Number of Results (dropdown set to 25), Cancel, and Search buttons.

**Consumer Lookup Results**  
Search for: First\_Name=Fake Last\_Name=Client  
Maximum Matches to Display: 25

Clone	Personal ID	AWARDS ID	Name	SSN	DOB	Gender Identity	Race	Status
	415a25-67b7-bf916	250743041	<a href="#">Client, Fake</a>	999-99-9999	07/15/1982	Male	Black or African American	 <a href="#">Training Nightly Emergency Shelter Resident 12/03/2017 to 12/05/2017</a>
	274147		client, fake	999-99-9999	02/08/1964	Female	American Indian / Alaskan Native	<a href="#">09/24/2012 Referral to Albany County DSS - Various - Psychosocial Screening as of 09/24/2012</a>
	294992		CLIENT, FAKE	999-99-9999	01/01/1980	Male	American Indian / Alaskan Native	<a href="#">07/15/2013 Referral to Albany County DSS - Various - Psychosocial Screening as of 07/15/2013</a>

[Intake / Admission Menu](#)  
[Merge Duplicate Consumer Records](#)

4. Clients in programs that the user has chart access to will display as a [blue, underlined text link](#).
  - Users can click this link to view the **client's program history**, including: Entitlements, Employment, Hospitalization, Face Sheet, Progress Notes, Service Plans, Timetable, and Contacts Log.
5. Clients in programs that the user does not have chart access to (programs in a different agency that have agreed to data-sharing) will appear, but only as grey, inactive text.



# Help Desk

## 12. When to Submit a Ticket

The Help Desk should be contacted when there is an error or problem with the AWARDS database, or if you do not have permission to complete a necessary task.

The Help Desk is **not for questions regarding how to use AWARDS**; please refer to training materials and AWARDS Online Help instead.

### Specific examples include:

1. Requests to delete a client from a program (\*include all household members, if any, with the ticket).
  - This request often occurs after admitting a client into the wrong program; clone the client into the correct program, and then send in a Help Desk ticket asking for the mistaken client record to be deleted.
2. Requests for bed changes.
3. AWARDS is displaying information you know is not accurate (e.g., the same client's data appears differently when opened in an admission record vs in the face sheet).
4. Any question or issue that requires a specific client's information to be shared.

**⚠ CAUTION!** Sending client-level information through regular email is **strictly prohibited**. AWARDS Messages via a Help Desk ticket is the ONLY time or place you may include client-level information in a communication without breaching confidentiality.

## 13. How to Submit a Ticket

🔍 *Before submitting any ticket, search in AWARDS Online Help for answers.*

If you need to submit a problem/question to the Help Desk staff at your agency/continuum, complete the following steps:

1. From the navigation bar, click **Help**, and then click **Help Desk**. *The "How Can We Help You?" page will be displayed, as below.*

*This page can also be opened from the Messages module directly, via the "Help Desk" link on the left-hand side of the page (life preserver icon, seen right).*



2. In the **"Subject"** field, type a brief description of the problem/question.
3. In the **"Problem/Question Details"** portion of the form, complete all fields possible.
  - **Description** - Type a detailed description of your problem/question. List **your actions** up to the problem's occurrence, including all options or selections made. Include the text of any **error messages** received.

🔍 *NOTE: You may use client-level information here without breaching confidentiality.*

🔍 *NOTE: The more information you provide, the quicker we can assist you.*

4. In the "**Attachments**" portion of the form, please attach **screen shots or files** related to your problem or question, if available.
5. After completing as much of the form as possible, click **SEND MESSAGE** and then periodically **check your AWARDS Messages inbox** for a response.
  - If you are an end user, the message is sent to all members of your agency's/continuum's local Help Desk team (the names listed above the 'Subject' field on the form).
  - Any of these individuals may review your submission and respond to you.
6. When a response is received, **review it carefully**. Any of the following may be included within the response:
  - It **may contain a request to supply additional details**, if the Help Desk was unable to find a solution with the amount of information provided. Your issue cannot be resolved until you reply.
  - A confirmation of your request being completed, and any details necessary for correct data entry in the future.
  - Step-by-step Instructions on how to resolve the issue you were experiencing.

# Admissions

## 14. Processing a First-Time Admission

1. From the AWARDS Home screen, click **Intake/Admission**. *The Intake Records Search page will be displayed, as right.*
2. Click the **Program** drop-down arrow and select the program associated with the consumer to be admitted, and in the **First Name**, **Last Name**, and/or **Alias** fields type the consumer's name, initials, and/or alias.
3. Click **CONTINUE**. *The Intake/Admissions Search Results page will be displayed, as below.*

Training 1  
Intake / Admission Search Results

Referral Source Types: All Sources  
Referrals Screened From 02/05/2016 to 08/03/2016  
Name: - +  
Application Status: all undischarged dispositions - all resolved outcomes

Screened	Applicant	Birthdate	SSN	Status	Updated	Program	Eligibility	Source	Forms Received	Days Open	Admission Date	Discharge Date
7	Create New Application			Screening	7	Training 1						
07/01/2016	Alia Brown	01/01/1963	999-99-1234	Accepted-Admission	07/01/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		07/01/2016	
04/18/2016	Apple Brown	01/01/1980	999-99-9999	Accepted-Admission	04/18/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		04/18/2016	04/20/2016
06/03/2016	Apple Brown	01/01/1980	999-99-9999	Accepted-Admission	06/03/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		06/03/2016	06/15/2016
04/12/2016	Auto Book	01/01/2016	999-99-9999	Accepted-Admission	04/12/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		04/12/2016	04/20/2016
03/30/2016	Fake Client	01/01/1980	999-99-1234	Accepted-Admission	03/30/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		03/30/2016	04/06/2016
04/27/2016	Self-referral Crib	01/01/2001	999-99-1234	Accepted-Admission	04/27/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		04/27/2016	05/04/2016
07/26/2016	Unknown Case	04/01/1975	999-99-9999	Accepted-Admission	07/26/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		07/26/2016	07/27/2016
07/26/2016	Unknown Case	03/01/2014	999-99-9999	Accepted-Admission	07/26/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		07/26/2016	07/27/2016
06/01/2016	Unknown Case	01/01/2015	999-99-9999	Accepted-Admission	06/01/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		06/01/2016	06/02/2016
05/02/2016	Unknown Case	01/01/1980	999-99-9999	Accepted-Admission	05/02/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		05/02/2016	06/02/2016
05/02/2016	Unknown Case	01/01/2010	999-99-1234	Accepted-Admission	05/02/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		05/02/2016	06/02/2016
07/29/2016	Unknown Case	01/01/2000	999-99-9999	Accepted-Admission	07/29/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received			
07/29/2016	Unknown Case	01/01/1998	999-99-9999	Accepted-Admission	07/29/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received			
06/01/2016	Baby N Person	01/01/2015	999-99-9999	Accepted-Admission	06/01/2016	Training 1	Undetermined Eligibility	Self-Referral	No Date for Forms Received		06/01/2016	06/15/2016

08/03/2016 12:22 PM EDT Firefox 0.2016

*This page contains a list of any existing intake records that have matching identifying information to what was entered in the Intake Records Search.*

4. From the "Applicant" column, click **Create New Application**. *The Admission Form page will be displayed.*

**NOTE:** The information a program collects is dependent upon its funding source; accordingly, the fields and options that appear on the admission form will often differ between programs.

1. Complete the admission form by configuring the fields and options on this page as necessary.
  - **RESIDENTIAL PROGRAMS ONLY:** Residential programs that are set to collect household information contain a **Residence drop-down list** that is separated into two sections:

- Vacant Units: The beds belong to apartments/units where all beds are listed as vacant.
- Occupied Units: The beds belong to apartments/units where at least one bed is already occupied.

**NOTE:** Selecting a bed listed under Occupied Units places the client in a unit with roommates, which may be other household members.

2. Click **HOUSING ADMISSION / PROCESS ADMISSION** (the label for this button is determined by the program type, residential or non-residential, respectively).
  - If any data entry errors are found by AWARDS after HOUSING ADMISSION / PROCESS ADMISSION is clicked, the admission process is halted, and the errors are listed in red at the top of the page. Make the corrections and try again.
3. If all information is accepted, *the Household Composition page will be displayed.* At this point, the consumer's admission form is saved, and they have been admitted to the selected program. Continue to [VII: Household Composition](#).

## 15. Processing a Readmission

1. From the AWARDS Home screen, click **Intake/Admission**. *The Intake Records Search page will be displayed, as right.*
2. Click the **Program** drop-down arrow and select the program associated with the consumer who is being readmitted.
3. To access the admission record to be updated, a search must be performed from this page. Limit the results of this search in one of the following ways:
  - **By Name** - To limit referral record selection by consumer name, type his or her name, initials, and/or alias into the **First Name**, **Last Name**, and/or **Alias** fields, respectively.
  - **By Screening Date** - To limit referral record selection by date range, make adjustments to the default values in the "from" and "to" **Date Range** . Only referrals with screening dates in the range entered here are included in the search results.
4. Click **CONTINUE**. *The Intake/Admissions Search Results page will be displayed.*
5. From the "Applicant" column, click the **name of the consumer being re-admitted**. *The Admission Form Options page will be displayed, as below.*

6. Click the **radio button** to the left of "Create a new intake record and re-admit \_\_\_\_\_ to this program" to select this option.
  7. Click **CONTINUE**. *The Admission Form will be displayed, prepopulated with data from the client's most recent admission.*
  8. Enter/update the admission form with current data.
- ⚠ CAUTION! PLEASE** be mindful to update the Living Situation section of the admission form. Otherwise, AWARDS will not update the number of times a person has been homeless – a number used to determine chronic homeless status.
9. Click **HOUSING ADMISSION / PROCESS ADMISSION** (the label for this button is determined by the program type, residential or non-residential, respectively).
    - If any data entry errors are found by AWARDS after HOUSING ADMISSION / PROCESS ADMISSION is clicked, the admission process is halted, and the **errors are listed in red** at the top of the page. Make the corrections and try again.
  10. If all information is accepted, *the Household Composition page will be displayed*. At this point, the consumer's admission form is saved, and they have been admitted to the selected program. **Continue** to [VII: Household Composition](#).

# Household Composition

The *Household Composition* page will be displayed differently depending on if the newly-admitted client is already a member of a household in the agency or not.

## 16. Client is NOT Currently in a Household

Training - CoC Permanent Housing  
Household Composition  
Housing Start-Date

Housing Start-Date is currently not in a household.

☒ Create a new Household  
☐ Join an existing Household

Admission Date: 01/11/2018  
(click to insert below)

\*Household Start Date

CONTINUE

*If the client is not in a household, the page will appear as left.*

### Create a New Household

1. If the client should be placed in a new household, select **Create a new Household**.
  - This option creates a new household in AWARDS and places the client into this new household as the primary client.
2. In the **Household Start Date** field, type the date on which the client became associated with the household, or click the grey text "(click to insert below)" to have AWARDS insert the admission date into the Household Start Date field for you.

**⚠ This date MUST be the SAME DATE as the consumers Project Start/Admission Date ↓↓**

Admission Date: 01/11/2018  
(click to insert below)

\*Intake Date/Project Start Date:

01/11/2018

=

\*Household Start Date

01/11/2018

The date the member entered or became part of the household.

### Join to Existing Household

3. If the client is not in a household and should be placed in an existing household, select **Join an existing Household**.
4. AWARDS will automatically refresh and prompt users to search for the client record of a household member in the existing household (*see right*).
  - In the **First Name**, **Last Name**, and **SSN** fields, type identifying information for a household member in the existing household the client is being added to.

**NOTE:** If the client you are searching for has been a client of the agency in the past, less data is required (e.g., only the first two letters of the first and last names).

Adult Home One  
Household Search  
Household ID: 336  
Messy Blott

Enter the first name, last name or SSN of the household member you would like to add. If the member is an existing client you will be given the option to select them to be added to the household.

First Name: Last Name: SSN:

Limit Search Results to 25 Matches

CONTINUE

Face Sheet Jump Back Opening Menu Help Menu Log Out

- Click **CONTINUE**. *The Household Search Results page will be displayed, as below.*

First Name	Last Name	Program History(s)	SSN	Date of Birth	Gender
Joe	Black	Transitional Housing One - 04/15/2011	314-90-4284	08/07/1980	Male
Bob	Black	PROS Full Service - 12/01/2005	999-99-9999	01/01/1980	Male
Joe	Black	Transitional Housing One - 06/15/2010 to 06/15/2010 Emergency Shelter Program - 06/15/2010 to 06/15/2010	314-90-4248	08/07/1980	Male
Ebony	Black		123-04-5067	08/08/1950	Female
John	Black	Emergency Shelter Program - 07/28/2006 to 10/16/2008	999-99-9999	04/04/1959	Male

*This page contains a list of clients with records in the system for whom the identifying information entered on the previous page is a match.*

- Beneath the table of search results, in the **Living With Household** portion of the page, leave the "Yes" radio button selected by default.
- if the household member being added does not actually reside with the primary client and you wish to capture that detail, click the "No" radio button.*
- Click the **Relation to Primary Client** drop-down arrow and select the option that describes the relationship of the new household member to the household's primary client.
- In the **Start Date** field, type the date that the new household member became a member of the household. Click **CONTINUE**. The client will be added to the household.

## 17. Client IS Currently in a Household

*If the client is already in a household, the page will appear as left.*

### Remain in Existing Household

- To confirm the client's placement in that household, select **Client should remain in their current household**. Click **CONTINUE**.

### Create a New Household

- If the client is no longer part of the current household and should be placed in a different household, select **Remove Client from current household and create/join a new household**. Click **CONTINUE**. *An updated Household Composition page will be displayed.*
- The client is now removed from the household and you will be asked to **create a new household or have the client join an existing one** (see instructions on previous page).



## 18. Add Members to a Household: 2 Options

After completing the steps to place the primary client in a household, users can admit/add additional household members to that household.

### Option 1: Add to the Household at Admission/Intake

Complete the following steps if you are adding to the household immediately after having placed the primary client in the household.

1. From the Household Composition page, select **Yes** to add another member to the household and click **CONTINUE**.
2. AWARDS will automatically refresh and prompt users to search for the client record of the household member being added (see right).
  - In the **First Name**, **Last Name**, and **SSN** fields, type identifying information for the household member being added.

**NOTE:** If the client you are searching for has been a client of the agency in the past, less data is required (e.g. only the first two letters of the first and last names).

3. Click **CONTINUE**. The Household Search Results page will be displayed, as below.

First Name	Last Name	Program History(s)	SSN	Date of Birth	Gender
Joe	Black	Transitional Housing One - 04/15/2011	314-00-4384	08/07/1980	Male
Rob	Black	PROS Full Service - 11/01/2005	999-99-9999	01/01/1980	Male
Joe	Black	Transitional Housing One - 00/15/2010 to 06/15/2011 Emergency Shelter Program - 06/15/2010 to 06/15/2011	314-00-4348	08/07/1980	Male
Cheryl	Black		123-04-5067	08/03/1950	Female
John	Black	Emergency Shelter Program - 07/28/2006 to 10/16/2008	999-99-9999	04/04/1950	Male

4. Review the search results:
  - If the household member being added appears on the list of matches, **click the radio button** to the left of that household member's name and **skip to Step 8**.
  - If the household member being added does not appear on the list of matches, **continue to Step 5**.
  - If the client appears with a **red icon** next to their name (see right) it means they already belong to a household within the agency. See the **section after Option 2** for help on how to fix this issue.
5. For a new client, click the **New Record radio button** in the last row of the search results.



6. AWARDS will automatically refresh, and data entry fields will appear for completion (*see below*).

- NOTE: The First Name, Last Name, and SSN fields will be pre-populated with any search criteria entered on the previous page.

Training 1  
Household Search Results  
Household ID: 224877  
Abe Blincoln

Search Criteria	
First Name:	Mary Todd
Last Name:	Lincoln

The following results were found.  
Please select one of the following matches to add to the household.

First Name	Last Name	Program History(s)	SSN	Date of Birth	Gender
<input checked="" type="radio"/> * Mary Todd	* Lincoln		* 999-99-9999	* 1/1/1980	Female

\* Indicates Required Fields

7. Fill in the fields as follows:

- **First Name** - Type the first name of the new household member as it should appear throughout the system.
- **Last Name** - Type the last name of the new household member as it should appear throughout the system.
- **SSN** - Type the SSN of the new household member.
- **Date of Birth** - Type the date of birth of the new household member (using mm/dd/yyyy format) or use the date picker that appears on the right of the field.
- **Gender** - Click the drop-down arrow and select the gender of the new household member.
- **Living With Household** - Leave the "Yes" radio button selected by default, as right.

Living With Household	*Relation to Primary Client	*Start Date	End Date
<input checked="" type="radio"/> Yes <input type="radio"/> No			

\* Indicates Required Fields

- If the household member being added does not actually reside with the primary client and you wish to capture that detail, click the "No" radio button.

- **Relation to Primary Client** - Click the drop-down arrow and select the option that describes the relationship of the new household member to the household's primary client.
- **Start Date** field, type the date that the new household member became a member of the household.

8. Click **CONTINUE**. A pop-up message will be displayed.

9. The pop-up asks if the household member should be admitted:

- Click **Yes**, and a pre-populated admission form will be displayed for the selected program. Use this form to admit the household member into the program and complete the process.
- Click **No**, and you will be returned to the starting page.

10. To add another household member to the household, select **Add New Household Member** and complete the above steps again.

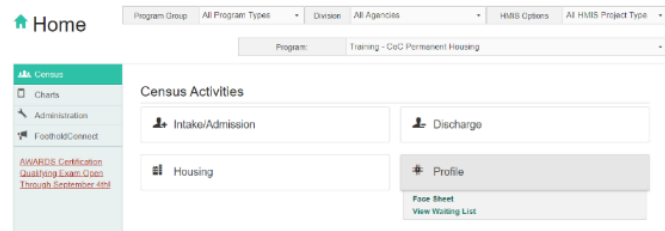
- If no further household members should be added to the household, select **No** and click **HOME** to navigate away from this screen.



## Option 2: Adding to the Household After Admission

Complete the following steps to add members to the household after the primary client's admission to the program.

1. From the AWARDS Home screen (see right), click the **Program** drop-down arrow and select the program associated with the primary client of the household to be updated/added to.
2. Under **Census**, click **Profile** and select **Face Sheet** from the fly-out menu (see right).



The Consumer Profile / Face Sheet Update Selection page will be displayed, as below.

### Training - CoC Permanent Housing Consumer Profile / Face Sheet Update Selection

Consumer: Anas, Ben

☐ Roster Archives

CONTINUE

3. If the primary client of the household to be added to is a former (discharged) consumer click the **Roster Archives** check box; otherwise, **continue**.
4. Click the **Consumer** drop-down arrow and select name of the primary client of the household to be updated/ added to. Click **CONTINUE**. The Consumer Face Sheet page is displayed, as below.

### Training 1 Consumer Face Sheet: Abe Blincoln

Demographic Info: Abe Blincoln

Consents Form Household and Child Info Legal Data Medical Information

5. Click **Household and Child Info**. The Household Composition/information page will be displayed, as right.

From: 05/03/2018 To: 02/03/2018 Apply

Complete History

First Name	Last Name	Date of Birth	SSN	Admission Date	Discharge Date
Ben	Cole	11/11/1979	999-99-9999	08/01/2018	

FACE SHEET

6. Select the **Household Composition Tab** to view household members, then click **Add New Household Member** (see below).

Training 1  
Household Composition  
Household ID: 224877  
Abe Blincoln

From: 08/03/2016 To: 08/03/2016 Apply

☐ Complete History

First Name	Last Name	Date of Birth	SSN	Relation to Primary Client	Status	Living With Household	Start Date	End Date
Abe	Blincoln	01/01/1963	999-99-1234	Self	Active	Yes	07/01/2016	
George	Washington	01/01/2003	999-99-9999	Son	Active	Yes	07/01/2016	

Add New Household Member

FACE SHEET

From this location you can also click on a household member's name to edit their information.

7. Follow the steps from 'Adding a Household Member: Option 1' above to finish adding a new household member.

## 19. Add Members to a Household

---

### If a client is already a member of a household

AWARDS will only allow a client to be active in one household at a time. Clients already in a household will appear with a **red warning icon** next to their name (*as below*).



8. To see the details of the household to which the client belongs, click the **red icon** next to the client's name. *The Household Composition page for that household will be displayed in a pop-up window over the search results page.*
9. Within that pop-up, you can **Edit Household Composition** of that household (e.g., to remove the client to be able to place them in the target household), or **Close**.

# Client Face Sheet

## 20. IMPORTANT NOTICES

### Income Updates

- ⚠ **CAUTION!** Updates to **client income** information **MUST** be completed within the **HMIS Info section** of the face sheet, **regardless** of the other sections where the information may be shown. Income data recorded in other sections (e.g., entitlements) will not be included in APR reporting.

See the following pages for more instructions.

### Special Needs Information

- ⚠ **CAUTION!** **Do not update** any of the **Special Needs** information within the client's face sheet. This will cause an error in APR reporting. Special Needs information is only updated within the client's admission record.

### Annual Assessments

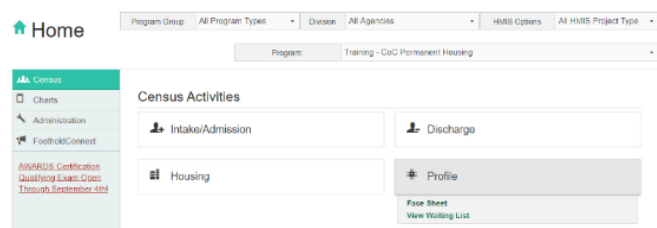
- ⚠ **CAUTION!** **All clients** and household members enrolled in CoC-funded projects for 365 days or more **must** have an **annual assessment** completed.

See the following pages for more instructions.

## 21. Updating a Client's Face Sheet

Complete the following steps to locate and update a client's Face Sheet record.

1. From the AWARDS Home screen (see right), click the **Program** drop-down arrow and select the program associated with the client to be updated.
2. Under **Census**, click **Profile** and select **Face Sheet** from the fly-out menu (see right).



*The Consumer Profile / Face Sheet Update Selection page will be displayed, as below.*

**Training - CoC Permanent Housing**  
**Consumer Profile / Face Sheet Update Selection**

Consumer: Anas, Ben

☐ Roster Archives

CONTINUE

3. If the face sheet to be updated is a **former (discharged) consumer** click to check the **Roster Archives check box**; otherwise, leave it unchecked. Click **CONTINUE**.

- Click the **Consumer drop-down arrow** and select the consumer for whom the face sheet is to be updated. Click **CONTINUE**. *The Consumer Face Sheet page will be displayed, as below.*

Training - CoC Permanent Housing  
Consumer Face Sheet: Ben Anas

Demographic Info: Ben Anas

Consent Form | Household and Child Info | Legal Data | Medical Information

First Name: Ben	Middle Name:	Last Name: Anas	Suffix:
Name Data Quality: Full name reported	Alias:	Social Security #: 999-99-1234	SSN Data Quality: Full SSN reported
Gender (HMIS): Male	Birthdate: 02/01/1956	Birthdate Data Quality: Full DOB Reported	Ethnicity (HMIS): Hispanic/Latino

Race (HMIS) [Select all that apply]:  
White

Street Address:  
200 Henry Johnson Blvd #3

City, State Zip:  
Albany New York 12210

Phone:  
(518) 555-5555

Move In Date (Required for address updates):  
09/08/2017

*This page is broken into sections of consumer information that can be updated individually.*

- Scroll past the Demographics Info section to the **HMIS Info section** (see below; location noted by the arrow/box.) Click **Update HMIS Info** at the bottom of this second section.

Training - CoC Permanent Housing  
Consumer Face Sheet: Ben Anas

Demographic Info: Ben Anas

Consent Form | Household and Child Info | Legal Data | Medical Information

First Name: Ben	Middle Name:	Last Name: Anas	Suffix:
Name Data Quality: Full name reported	Alias:	Social Security #: 999-99-1234	SSN Data Quality: Full SSN reported
Gender (HMIS): Male	Birthdate: 02/01/1956	Birthdate Data Quality: Full DOB Reported	Ethnicity (HMIS): Hispanic/Latino

Race (HMIS) [Select all that apply]:  
White

Street Address:  
200 Henry Johnson Blvd #3

City, State Zip:  
Albany New York 12210

Phone:  
(518) 555-5555

Move In Date (Required for address updates):  
09/08/2017

Email:

Other Phone:

Primary Language:

Religion:

Veteran Status:  
Yes

Referred By:  
Training - CoC Permanent Housing Self [Update Referral Source]

Intake / Admission:  
09/08/2017 / 09/08/2017

Agency Housing Admission:  
09/08/2017

Chart ID:

Information Sharing Level:  
a) I agree to share my name (first, middle, last), gender, program enrollment, and exit dates information via the HMIS system with other partner agencies.  
• Please check here if you chose option A. I understand that choosing option A means data elements from Intake/Admission will not be shared with other agencies.

Update Demographic Data

HMIS Info: Ben Anas

Effective Date:  
09/08/2018

Annual Update:  
This client is not yet required to complete an annual update.

- Update the face sheet information as necessary by configuring the fields and options in one or more of the available sections.

- When all face sheet information has been updated as necessary, click **UPDATE**.

**⚠ CAUTION!** Special Needs is only updated in the client's admission record. Do NOT update Special Needs Information on the Discharge Record.

## 22. Update Income Information via the Face Sheet

Updates to client income information **MUST** be completed within the HMIS Info section of the face sheet, regardless of the other sections where the information may be shown. Income data recorded in other sections (e.g., entitlements) will not be included in APR reporting.

### UPDATE INFORMATION AS AN HMIS INFO UPDATE (AS BELOW)

Training - LHM, Permanent Housing  
Update HMIS Info: Ava Cado

Effective Date: 8/15/18 Annual Update: Annual Update for 2018  
Date of Relevant Anniversary: 02/15 Client Location (Continuum of Care):  
Residence Unit: Housing Move-In Date:

Income from Any Source:  
Monthly Income: (Should only include income from income source section 2)  
Monthly Income Sources:  
 (1) Earned Income (i.e., employment income): \$  
 (2) Supplemental Security Income (SSI): \$502  
 (3) VA Service-Connected Disability Compensation: \$  
 (4) Private disability insurance: \$  
 (5) Temporary Assistance for Needy Families (TANF): \$  
 (6) Retirement Income from Social Security: \$  
 (7) Child support: \$  
 (8) Other: \$  
 (9) Unemployment Insurance: \$  
 (10) Social Security Disability Insurance (SSDI): \$  
 (11) VA Non-Service-Connected Disability Pension: \$  
 (12) Worker's compensation: \$  
 (13) General Public Assistance: \$  
 (14) Pension or retirement income from a former job: \$  
 (15) Alimony or other spousal support: \$

Non-Cash Benefits from Any Source:  
Non-Cash Benefits (check all that apply):  
 (1) Food (Food Stamps) (2) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)  
 (3) TANF Child Care services (4) TANF transportation service

Covered by Health Insurance:  
MEDICAID: YES  
State Children's Health Insurance Program: YES  
Employer-Provided Health Insurance: YES  
Private Pay Health Insurance: YES  
Indian Health Services: YES  
MEDICARE: YES  
Veteran's Administration (VA) Medical Services: YES  
Health Insurance obtained through COBRA: YES  
State Health Insurance for Adults: YES  
Other: YES

Domestic Violence Victim/Survivor: YES  
Domestic Violence: YES

HMIS Info Update History  
01/10/2018

UPDATE | Print Sheet

### DO NOT UPDATE "ENTITLEMENTS" ANYWHERE ELSE

Miscellaneous		Income Source	Amount	Effective	Expires	Agency Payee?
General Public Assistance	\$ 151 to \$ 250	\$237.00	01/10/2018	?	?	
Supplemental Security Income (SSI)	\$ 501 to \$ 1000	\$687.00	01/10/2018	?	?	
Monthly Income		\$237.00	08/16/2017	?	?	
General Public Assistance	\$ 151 to \$ 250	\$237.00	08/16/2017	?	?	

Update Entitlements Info

Certified Entitlements Update  
Consumer: Ava Cado SSN: 999-99-4321 DOB: 03/02/1979

\* Indicate Required Fields

Miscellaneous ID Number Amount Effective Expires Payee  
Standard: Other \$501-\$1000 \$237.00 01/10/2018 ? ?  
Other Type: SSI \$501-\$1000 \$687.00 01/10/2018 ? ?

3rd Party Payee (If Applicable)  
Person's Name  
Organization  
Address  
City, State Zip  
Phone / Fax

For More Entitlement Types, Select Other Type and Fill In the Text Box

UPDATE

Certified Entitlements for Ava Cado  
SSN: 999-99-4321 DOB: 03/02/1979

Display: Current Entitlements Only Complete History

Income-Generating Entitlements

Income Source	ID Number	Amount	Effective	Expires	Payee
General Public Assistance	\$ 151 to \$ 250	\$237.00	01/10/2018	?	Unknown
Supplemental Security Income (SSI)	\$ 501 to \$ 1000	\$687.00	01/10/2018	?	Unknown
Monthly Income		\$237.00	08/16/2017	?	Unknown
General Public Assistance	\$ 151 to \$ 250	\$237.00	08/16/2017	?	Unknown

Add New Income Source

Subsidized Payments Information

Eligible for Subsidized Payments

Bank Account Information

Account ID Number Direct Deposit

Add New Account

Miscellaneous Entitlements / Eligible for Subsidized Payments

Miscellaneous	ID Number	Amount	Effective	Expires	Payee
General Public Assistance	\$ 151 to \$ 250	\$237.00	01/10/2018	?	Unknown
Supplemental Security Income (SSI)	\$ 501 to \$ 1000	\$687.00	01/10/2018	?	Unknown
Monthly Income		\$237.00	08/16/2017	?	Unknown
General Public Assistance	\$ 151 to \$ 250	\$237.00	08/16/2017	?	Unknown

Add New Miscellaneous










Printable Form

## 23. Updates as the Annual Assessment

All clients and household members enrolled in CoC-funded projects for 365 days or more must have an annual assessment completed.

- All members of a household must have an assessment occurring within 30 days before or after the anniversary date of the **head of household's** admission into the project.
- It does NOT matter when the additional household members were admitted – HUD requires ALL annual assessments to be completed **relative to the head of household's** anniversary date.
- The assessment must have an **effective date** recorded in the **HMIS Info section** of the Face Sheet record.

When an HMIS Info update has an effective date that occurs within the required period, AWARDS will automatically assign it as the Annual Update (see right).

HMIS Info Update History	
08/09/2017 Annual Update	  
07/06/2016	  
08/01/2015 Annual Update	  
<input type="button" value="Update HMIS Info"/>	

# Discharges

- NOTE: A discharged client is included on the current roster of a program up to and including his or her discharge date for that program. After the discharge date, he or she is moved to the program's roster archives.

## 24. Individual Discharge

Complete the following steps if the client to be discharged is the only person in their household.

- From the AWARDS Home screen, click the **Program** drop-down arrow and select the program associated with the client being discharged.
- Under **Census**, click **Discharge** and select **Process Discharge** from the fly-out menu (see right).

The Consumer Discharge Roster Selection page will be displayed, as below.

### Albany VASH - Albany VISN Consumer Discharge Roster Selection

- Confirm that the **Current Program Roster** radio button is selected. Click **CONTINUE**. The Discharge Consumer Selection page will be displayed, as below.

### Training - CoC Permanent Housing Program Discharge Consumer Selection

- Click the **Consumers** drop-down arrow and select the client to be discharged. Click **CONTINUE**. The Discharge Information page for the client will be displayed, as below.

5. **Update** the necessary HMIS fields:

- **Date** – Enter the clients' discharge date.
- **Income, Non-Cash Benefits and Health Insurance** – Should be updated on the client's face sheet PRIOR to being discharged.
- **Destination** – Click the drop-down menu to select the client's housing situation at discharge (**do not select "other"** as, 99.999% percent of housing situations do in fact fit into the drop-down options provided).
- **New Residence County** – Click the drop-down menu to select the NYS county that the client will be residing in upon discharge (if the client is moving out of state select the appropriate option).
- **Discharge Note** – Enter notes in the appropriate note text boxes.

**⚠ CAUTION!** Special Needs is only updated in the client's admission record. Do NOT update Special Needs Information on the Discharge Record.

6. Click **APPLY**. The client's **discharge is processed** and *a read-only version of the form will be displayed.*

## 25. Discharge the Primary Client in a Household

Follow the instructions below if the client to be discharged is the primary client of a household that has other household members currently admitted in the program from which he or she is being discharged.

1. **Follow** the instructions from the **Individual Discharge section above, steps 1-4**. After selecting the client in step 4, *the Discharge Information page will be displayed as below.*

You are discharging the primary client of a household.  
The listed household members will be discharged along with this client, unless selected otherwise.

First Name	Last Name	Start Date
Blue	Berry	06/13/2018
Straw	Berry	06/13/2018
View Household Composition		

- ☒ Discharge household members along with the primary client.  
☐ Retain the household members, designate Blue Berry ▾ as the primary client of this household, from this point forward.

CONTINUE

*The message at the top of the page states "You are discharging the primary client of a household. The listed household members will be discharged along with this client, unless selected otherwise."*

2. **Select one of the options from below the Household Members table** – then follow the instructions for one of the options on the following pages according to your needs.



## Option 1: Discharge All Household Members

To discharge an entire household along with a primary client (head of household), each other household member must be discharged individually before the primary client can be discharged.

1. If all household members with program admissions are being discharged with the primary client, click the **Discharge household members along with the primary client** radio button. Click **CONTINUE**. A table listing all household members will be displayed, as below.

Please select the next household member to discharge.  
All active household members must be discharged before you can discharge the primary household member.

	First Name	Last Name	Program	Admission Date	Discharge Date
<input type="radio"/>	Blue	Berry	Training - CoC Permanent Housing	06/13/2018	
<input type="radio"/>	Chen	Berry	Training - CoC Permanent Housing	06/13/2018	

- NOTE: The primary client will appear with a red icon in place of a radio button, preventing their selection. This is because all other household members must be discharged individually before the primary client can be discharged – at that point, the red icon will revert to the radio button.

2. Click the **radio button** next to the household member to be discharged first and click **CONTINUE**. The Discharge Information page for the client will be displayed, as below.

Training 1 Discharge Information

Resident: Member of Household    Gender: Female    Birthdate: 07/29/1998  
 Admission: 06/13/2018    Address: 222 Davidson Rd Apt 2 C, Alhambra, NY 12002  
 Referral Source: Self Referral, ...

Discharge Date:   
 Reason for Discharge:

**\*Income from Any Sources:**

Monthly Income At Discharge (Do not enter income from sources below): \$0.00

**Income Sources:**

<input type="checkbox"/> Fixed Income:	<input type="checkbox"/> Unemployment Insurance:	<input type="checkbox"/> SSI:
<input type="checkbox"/> SSI:	<input type="checkbox"/> VA Service Connected Disability Compensation:	<input type="checkbox"/> VA Non Service Connected Disability Pension:
<input type="checkbox"/> Private Disability Insurance:	<input type="checkbox"/> Worker's Compensation:	<input type="checkbox"/> TANF:
<input type="checkbox"/> General Public Assistance:	<input type="checkbox"/> Retirement Income from SSA:	<input type="checkbox"/> Pension or Retirement Income from a former job:
<input type="checkbox"/> Child Support:	<input type="checkbox"/> Attorney or other legal support:	<input type="checkbox"/> Other:

**\*Non-Cash Benefits from Any Sources:**

**Non-Cash Benefits:**

<input type="checkbox"/> SNAP (Food Stamps):	<input type="checkbox"/> Special Supplemental Nutrition Program for Women, Infants, and Children (WIC):
<input type="checkbox"/> TANF Child Care Services:	<input type="checkbox"/> TANF Transportation Services:
<input type="checkbox"/> Other TANF Assisted Services:	<input type="checkbox"/> Section 8, public housing, or other ongoing rental assistance:
<input type="checkbox"/> Temporary Rental Assistance:	<input type="checkbox"/> Other source:

**\*Covered by Health Insurance:**

Yes ☐ No ☐

**HEALTHCARE:**

State Children's Health Insurance Program:     Veteran's Administration (VA) Medical Services:

Employer-provided health insurance:     Health insurance obtained through COBRA:

09/02/2016 12:22 PM EDT    Footer © 2016

3. **Update** the necessary HMIS fields:
    - **Date** – Enter the client's discharge date.
    - **Income, Non-Cash Benefits and Health Insurance** – Should be updated on the client's face sheet PRIOR to being discharged.
    - **Destination** – Click the drop-down menu to select the client's housing situation at discharge (**do not select "other"** – as 99.999% percent of housing situations do in fact fit into the drop-down options provided).
    - **New Residence County** – Click the drop-down menu to select the NYS county that the client will be residing in upon discharge (if the client is moving out of state, select the appropriate option).
    - **Discharge Note** – Enter notes in the appropriate note text boxes.
  4. Click **APPLY**. The household member's discharge is processed, and *an updated household member table will be displayed*.
  5. **Repeat steps 2-4** until all household members have been discharged.
- NOTE: After the first household member is discharged, some data fields will be prepopulated in the discharge form for other household members; this is because AWARDS "assumes" that a household being discharged at the same time will remain together.
6. The **radio button** then opens for the primary client, allowing that last discharge to be processed.

## Option 2: Keep Other Household Members

To discharge only the primary client (head of household), another member of the household must first be designated as the primary client/head of household.

1. If only the primary client is being discharged and the remaining household members are staying in the program, click the **Retain the household members, designate \_\_\_\_ as the primary client of this household, from this point forward** radio button.
2. AWARDS will automatically refresh the page, and the **designate \_\_\_\_** drop-down option will be activated. **Select the new primary client/head of household.**
3. AWARDS will automatically refresh the page again, and the **New Relation to Primary Client** column will display 'Self' for the new primary client (*see below*).

First Name	Last Name	Start Date	New Relation to Primary Client
Night	Sky	04/02/2018	Self
Grey	Sky	04/02/2018	
Blue	Sky	03/08/2018	

[View Household Composition](#)

- ☐ Discharge household members along with the primary client.  
☒ Retain the household members, designate **Night Sky** as the primary client.

4. Use the **New Relation to Primary Client** drop-down option to select new relations as appropriate for each household member who is not the new primary client. Click **CONTINUE**. *The Discharge Information page for the client being discharged will be displayed, as below.*

**Training 1 Discharge Information**

Resident: Membered Household    Gender: Female    Birthdate: 07/26/1998  
 Admission: 05/01/2017    Address: 720 Broadway Rd Apt 2-C, Anytown, NY 12345  
 Referral Source: Self Referral, ...

Discharge Date:   
 Reason for Discharge:

**\*Income from Any Sources:**

**Monthly Income At Discharge** (Must only select income source below)

**Income Sources:**

<input type="checkbox"/> Rental Income:	<input type="checkbox"/> Unemployment Insurance:	<input type="checkbox"/> SSD:
<input type="checkbox"/> SSI:	<input type="checkbox"/> VA Service Connected Disability Compensation:	<input type="checkbox"/> VA Non-Service Connected Disability Pension:
<input type="checkbox"/> Private disability insurance:	<input type="checkbox"/> Worker's compensation:	<input type="checkbox"/> TANF:
<input type="checkbox"/> General Public Assistance:	<input type="checkbox"/> Retirement income from SSA:	<input type="checkbox"/> Pension or retirement income from a former job:
<input type="checkbox"/> Child support:	<input type="checkbox"/> Alimony or other spousal support:	<input type="checkbox"/> Other:

**\*Non-Cash Benefits from Any Sources:**

**Non-Cash Benefits:**

<input type="checkbox"/> SNAP (Food Stamp):	<input type="checkbox"/> Special Supplemental Nutrition Program for Women, Infants, and Children (WIC):
<input type="checkbox"/> TANF Child Care services:	<input type="checkbox"/> TANF transportation services:
<input type="checkbox"/> Other TANF-funded services:	<input type="checkbox"/> Section 8, public housing, or other ongoing rental assistance:
<input type="checkbox"/> Temporary Rental Assistance:	<input type="checkbox"/> Other source:

**\*Covered by Health Insurance:**

Yes ☐ No ☐

**HEALTHCARE:**  **HEALTHCARE:**

State Children's Health Insurance Program:  Veterans's Administration (VA) Medical Services:

Employer-provided health insurance:  Health insurance obtained through COBRA:

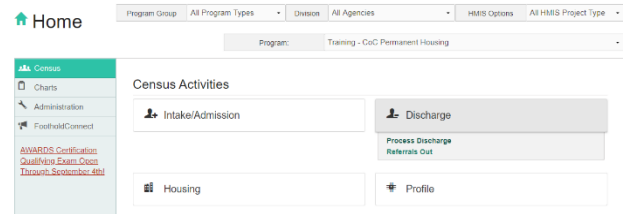
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5. **Update** the necessary HMIS fields:
  - **Date** – Enter the client's discharge date.
  - **Income, Non-Cash Benefits and Health Insurance** – Should be updated on the client's face sheet **PRIOR** to being discharged.
  - **Destination** – Click the drop-down menu to select the client's housing situation at discharge (**do not select "other"** as, 99.999% percent of housing situations do in fact fit into the drop-down options provided).
  - **New Residence County** – Click the drop-down menu to select the NYS county that the client will be residing in upon discharge (if the client is moving out of state select the appropriate option).
  - **Discharge Note** – Enter notes in the appropriate note text boxes.
6. Click **APPLY**. The client's discharge is processed, and a *read-only report version of the form will be displayed*.

## 26. Updating a Discharge Record

Complete the following steps to update a discharge record.

1. From the AWARDS Home screen, click the **Program** drop-down arrow and select the program associated with the client for whom the discharge record is to be updated.
2. Under **Census**, click **Discharge** and select **Process Discharge** from the fly-out menu (see right).



The Consumer Discharge Roster Selection page will be displayed, as below.

**Training - CoC Permanent Housing Consumer Discharge Roster Selection**

☐ Current Program Roster  
☒ Discharges from 01/01/2018 to: 01/16/2018

CONTINUE

3. Click the **Discharges from** radio button, then change the **date range** as necessary (using mm/dd/yyyy format) so that the date of the discharge you want to work with is included.
- NOTE: Only discharge records with a discharge date within the date range specified will be available for updating.
4. Click **CONTINUE**. The Discharge Consumer Selection page will be displayed, as below.

**Training - CoC Permanent Housing Program Discharge Consumer Selection**

Discharges from 01/01/2017 to 01/16/2018

Former Consumer: Anas, Ben

CONTINUE Discharge menu

5. Click the **Former Consumer** drop-down arrow and select the consumer for whom the discharge record is to be updated. Click **CONTINUE**. The discharge record will be displayed on the Discharge Information page, as below.

**Training 1 Discharge Information**

Resident: Member of Household    Gender: Female    Birthdate: 07/30/1998  
 Address: 01/01/2017    Address: 722 Downside Rd Apt 2-C, Anytown, NY 12302  
 Referral Source: Self Referral, ...

Discharge Date: 01/16/2018  
 Reason for Discharge: Discharge menu

**\*Income from Any Sources:**

Monthly Income AT Discharge (Default value is determined from income source entries): \$0.00

**Income Sources:**

<input type="checkbox"/> Family Income:	<input type="checkbox"/> Unemployment Insurance:	<input type="checkbox"/> SSD:
<input type="checkbox"/> SSI:	<input type="checkbox"/> VA Service-Connected Disability Compensation:	<input type="checkbox"/> VA Non-Service-Connected Disability Pension:
<input type="checkbox"/> Private disability insurance:	<input type="checkbox"/> Worker's compensation:	<input type="checkbox"/> TANF:
<input type="checkbox"/> General Public Assistance:	<input type="checkbox"/> Retirement income from SSA:	<input type="checkbox"/> Pension or retirement income from a former job:
<input type="checkbox"/> Child support:	<input type="checkbox"/> Alimony or other spousal support:	<input type="checkbox"/> Other:

**\*Non-Cash Benefits from Any Sources:**

**Non-Cash Benefits:**

<input type="checkbox"/> SNAP (Food Stamps)	<input type="checkbox"/> Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
<input type="checkbox"/> TANF Child Care services	<input type="checkbox"/> TANF transportation services
<input type="checkbox"/> Other TANF-Rated services	<input type="checkbox"/> Section 8, public housing, or other ongoing rental assistance
<input type="checkbox"/> Temporary Rental Assistance	<input type="checkbox"/> Other source

**\*Covered by Health Insurance:**

Yes ▼

**HEALTHCARE:**

<input type="checkbox"/> State Children's Health Insurance Program:	<input type="checkbox"/> Veteran's Administration (VA) Medical Services:
<input type="checkbox"/> Employer-provided health insurance:	<input type="checkbox"/> Health insurance obtained through COBRA:

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6. Edit/update the information on this page as necessary.
7. Click **APPLY**. The discharge is processed, and a read-only report version of the discharge record will be displayed.