QRG – MHDC Funded Programs

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WHAT IS A QRG – QRG stands for Quick Reference Guide. Quick Reference Guides are short 1-8 page documents that provide concise practical information and advice on specific topics. Sometimes known as “cheat sheets” quick reference guides are designed for users who know the material or task but need something in front of them to remind them of the steps.

WHO THIS GUIDE IS FOR – The Missouri Housing Development Committee (MHDC) awards yearly grants for the Missouri Housing Trust Fund (MHTF) and Missouri Housing Innovation Program (MoHIP) among others. This guide assist HMIS users whose agencies have been awarded MHTF or MoHIP grants in using the features of HMIS that support MHDC functionality.

This guide is useful for Case Managers who will be entering MHDC grant supported clients in HMIS.

This guide is useful for System Admins who will be generating MHDC reports.

**NOTE: Throughout this guide the term “MHDC” is used interchangeably with program types MHTF and MoHIP.

ADDING CLIENTS TO A MHDC PROGRAM
Enter clients the same way you would for non-MHDC program enrollments, using the HMIS Intake workflow. Be sure to enroll family members into the program as well; this assures that the report family member totals are accurate.
CLIENTS WITH HOUSING LEASE ASSESSMENTS
If you are tracking a monthly lease for the client your next step is a Housing Lease Assessment. Once the workflow is completed, you will create one additional assessment, Housing Lease Assessment. To access this assessment, go to left navigation menu Assessments and select Housing Lease Assessment.

Select Add New button

Fill in all required fields and other pertinent housing detail for this client and click the Save button

You are now finished with the Housing Lease Assessment.
ADDING SERVICES TO A CLIENT ENROLLED IN A MHDC PROGRAM

Each MHDC project is setup with access to varying services, depending on grant type. The HMIS system only lists the services eligible for the program your client is enrolled.

Add the service(s) for your client the same way you would for a non-MHDC program enrollment. The key difference you will see when adding the enrollment is the addition of a Payee and the Account fields; both are required fields. Enter the Payee for this service. Leave the Account field default Non-HUD Funder.

MHDC REPORTING

The MHDC reporting option is only available for role of System Admin. The MHDC Report is listed as an option from the sub-menu for Reporting.

Complete the report parameters as required. Leave the Account field default of Non-HUD Funder. Leave the County(ies) field default to All. Select the option Include Client Names only for those times when the report will be used internally (i.e. verify monthly data).

It is recommended that at least once a month you run this report to assure information is being captured accurately.
COMMON REPORT ISSUES

- **County missing from report record.**
  
The report pulls from the client’s address history based on the service date to obtain the county. This might not be the current address that you see in the client demographics and often the older addresses did not have the county field populated.

To resolve:

From the left navigation menu **Case Management** and **Family and Contacts**
Click on Address History icon

Select the address record where the service date is less than the oldest address End Date and add the county name to that address. You will also have to re-verify the address.

In this situation, where the service was created before updating the address you need to refresh/recapture the correct address information for the existing service record(s) for this client. Go in to the edit service record and make a “mock” change, like retype the dollar amount and the click save. This triggers Caseworthy to recapture the latest address info.

- **Family totals (Number of Adults and Children) not reporting.**
  Each family member needs to be enrolled in the MHDC program to be counted for the report.

  To resolve:
  Go to the program enrollment for the **HoH** and click on Gear Wheel and select **Member**

Select the Add/Edit Members button.

Choose the family members you want to include. Important: family member enrollment dates must either fall between or be equal to the enrollment begin and end dates for the HoH.
ADDITIONAL INFORMATION

Each year as new grants are awarded the agencies will work with MARC to assure proper setup of MHDC programs and services. For this or other support please reach out to MARC by opening a helpdesk ticket: http://www.kcmetrohmis.org/helpdesk.htm

Additional reference material

http://www.mhdc.com/
http://www.mhdc.com/housing_trust_fund/index.htm
http://www.kcmetrohmis.org