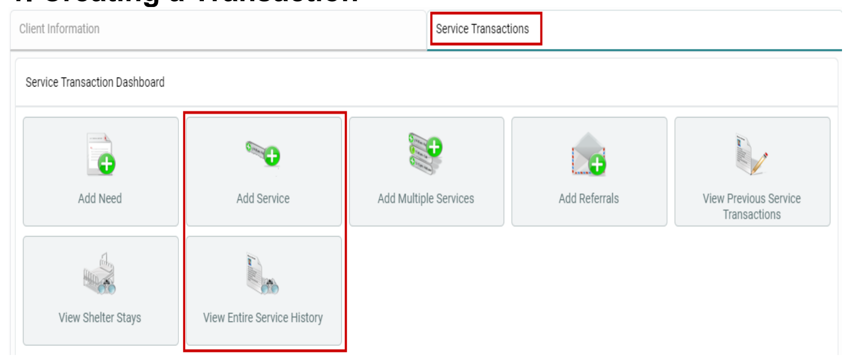
1.0 Overview

These work instructions encompass creating a transaction, adding multiple services, voiding and deleting transactions.

2.0 Work Instructions

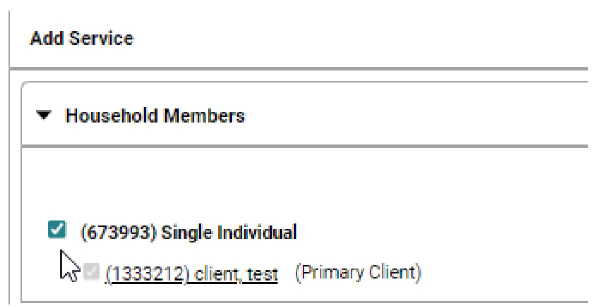
1. **Creating a Transaction**
   a. Select client profile.
      - If transaction involves multiple household members, use head of household's profile.
   b. Select "Service Transactions" tab.
   c. To review past transactions, select "View Entire Service History."
   d. Select "Add Service" to record a service.

1. Creating a Transaction



1.2 Select Participants
   a. The first page shows a list of all household members from the "Households" tab.
   b. Select appropriate client(s) included in transaction.
   c. If you have multiple clients on entry, the transaction should be created from the person marked as "Self" (head of household) on the entry.
      - This marks that person as the Primary Client.

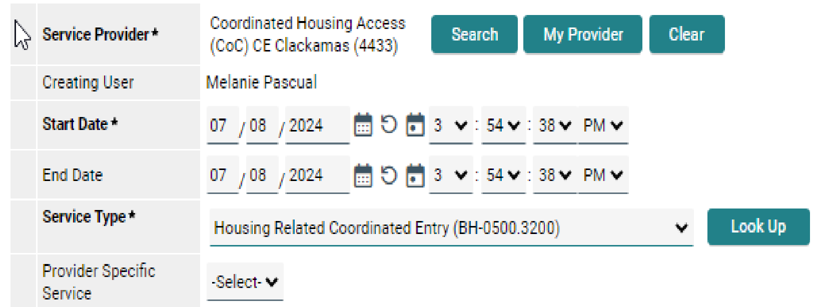
1.2 Select Participants



1.3 Set Service Details

a. Change “Service Provider” to your project’s name (don’t use your ADMIN provider).
b. Select “Start Date” and “End Date” for service.
  - Dates should align with service provided.
  - For ongoing services (e.g. rent) set date to cover entire month paid.
  - “Start Date” must always be after client’s entry date into system.
c. Choose “Service Type.”
d. Proceed by selecting “Save & Continue.”

1.3 Set Service Details



1.4 Enter Service Information

a. Enter any “Service Notes” required for chosen service type.

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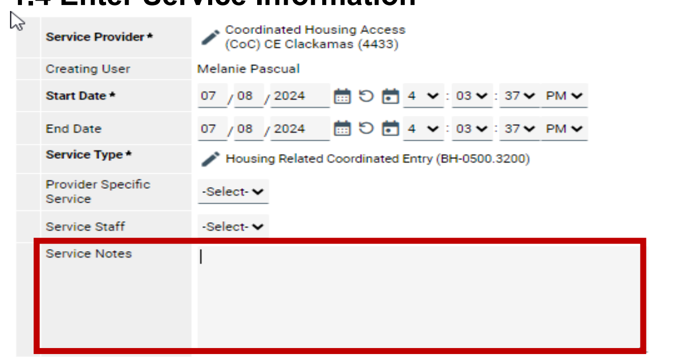

1.5 Complete “Service Costs” if Applicable

a. Enter “Number of Units.”
b. Choose appropriate “Unit Type.”
c. Do not populate “Cost per Unit,” or “Total Cost of Units.”

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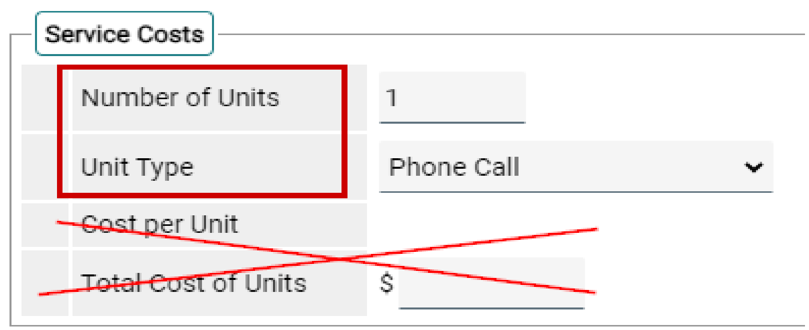

1.6 Apply Funding Details

a. If billing a fund, expand “Apply Funds for Service” section.

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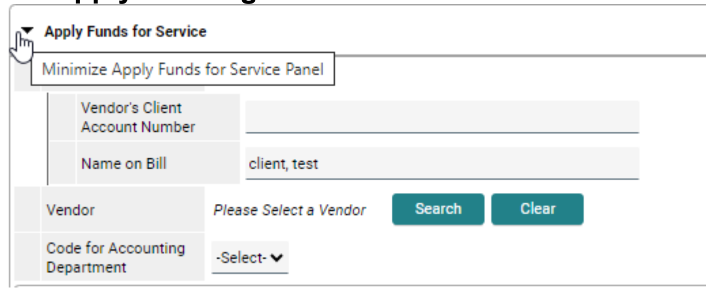
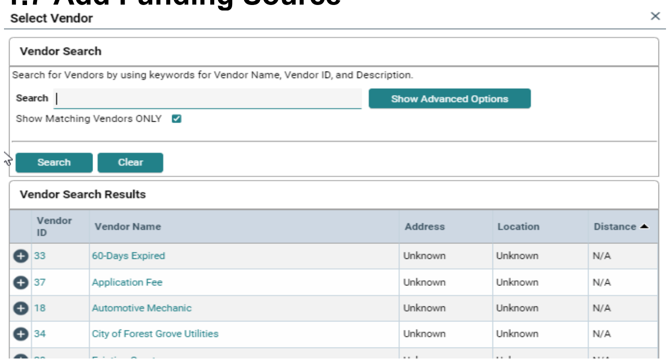


1.7 Add Funding Source

a. Select “Search” to select a vendor if applicable.
   i. Typically for rent or utilities.
b. Select “Add Funding Source”
c. In the pop-up, select a fund by selecting the green plus sign.
d. Enter amount being billed to fund.
e. Enter any applicable client co-pay.
f. Fill out “Follow Up Information” if reminder if desired

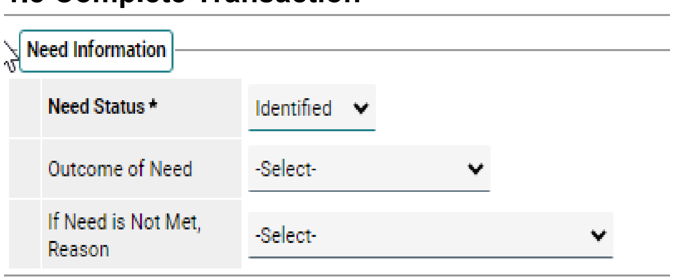
1.7 Add Funding Source



1.8 Complete Transaction

a. Choose “Need Status.”
b. Choose “Outcome of Need”
c. Select “Save & Exit.”

1.8 Complete Transaction



2. Add Multiple Services

a. In the “Services” tab, select “Add Multiple Services.”

2.1 Select Clients

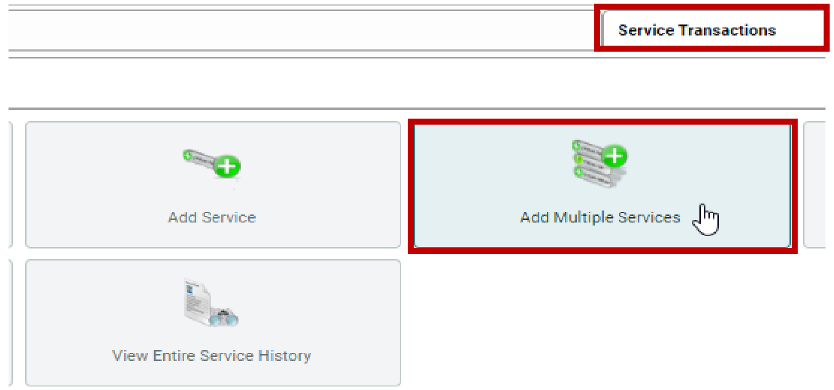
a. Choose all clients involved in these transactions.
b. Ensure each selected client is supposed to receive services being recorded.

2.2 Confirm Provider

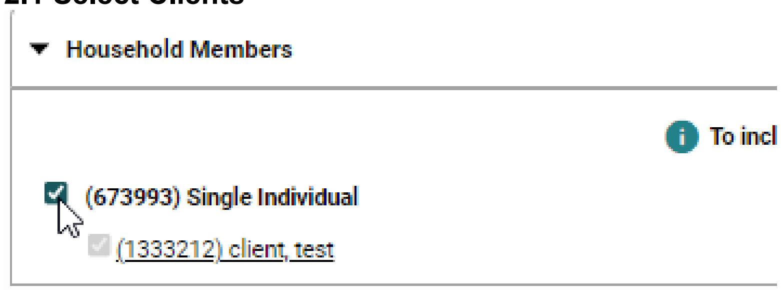
a. Verify correct Provider is selected before proceeding.

Note: Changing Provider after starting will cause you to lose all entered data.

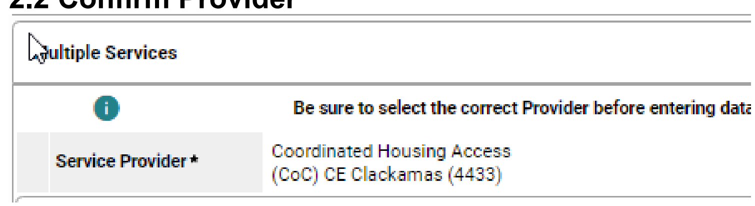
2. Add Multiple Services



2.1 Select Clients



2.2 Confirm Provider



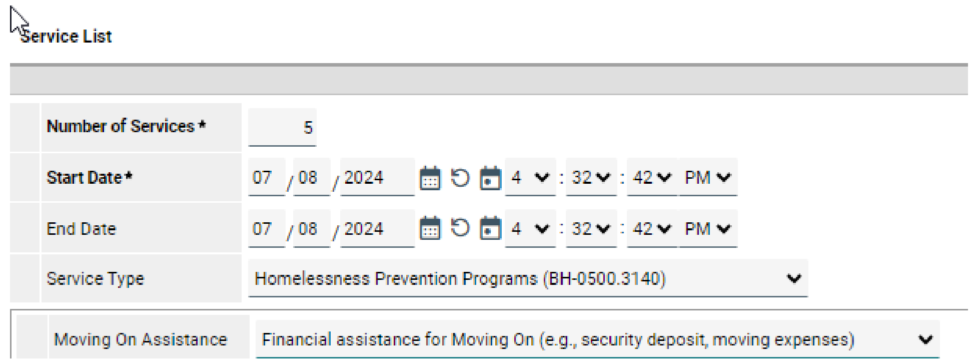
2.3 Record Services

a. Your provider may automatically list specific services.
b. Scroll through these and fill in details for each service as needed.
c. “Number of Services” refers to how many transactions are being recorded (typically one per service). This is different from “Number of Units,” which refers to the quantity of provided services.
d. If a service was not provided, select “Remove” next to that service to delete it.
e. You can adjust “Number of Services” and set the “Need Status” for all services at the top of service list.

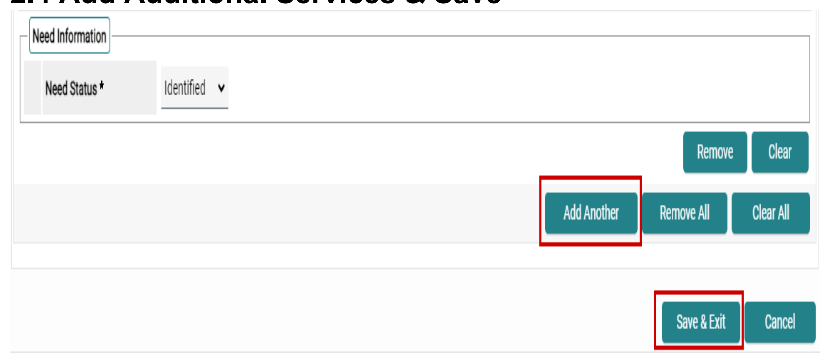
2.4 Add Additional Services & Save

a. If any required services are missing from the pre-populated list, add them by clicking “Add Another” at bottom of list.
b. Once all services are correctly recorded, select “Save & Exit.”

2.3 Record Services



2.4 Add Additional Services & Save



3. Voiding a Transaction with Attached Funds

a. Locate transaction you need to delete.
b. Select pencil icon to edit.

3.1 Access Funding Sources & Voiding Transaction

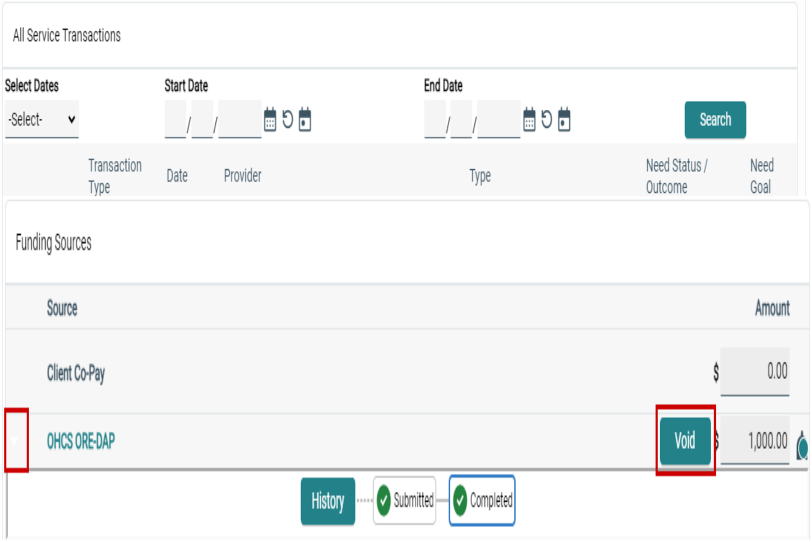
a. Scroll to “Funding Sources” section.
b. You may need to expand “Apply Funds for Service.”
c. Once finding the funding source that you desire to delete, select the triangle next to the fund.
d. Select “Void” button that appears next to amount.

3.2 Completing the Void

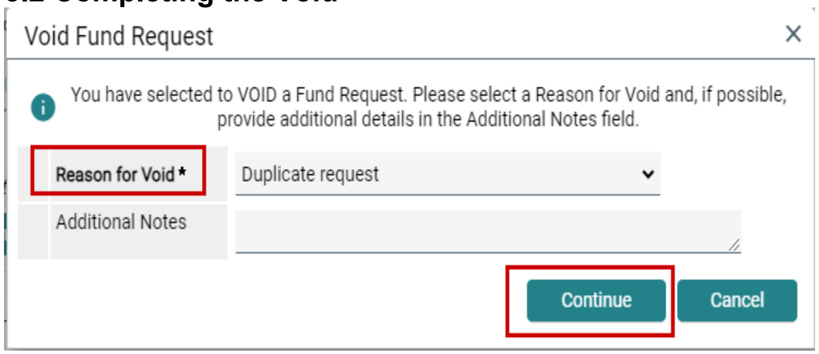
a. Choose appropriate “Reason for Void.”
b. Select “Continue.”
c. A strikethrough will appear through fund amount, indicating it has been voided.
d. You may select “Add Funding Source” to add another fund amount if needed.

Save & Exit.

3. Voiding a Transaction with Attached Funds



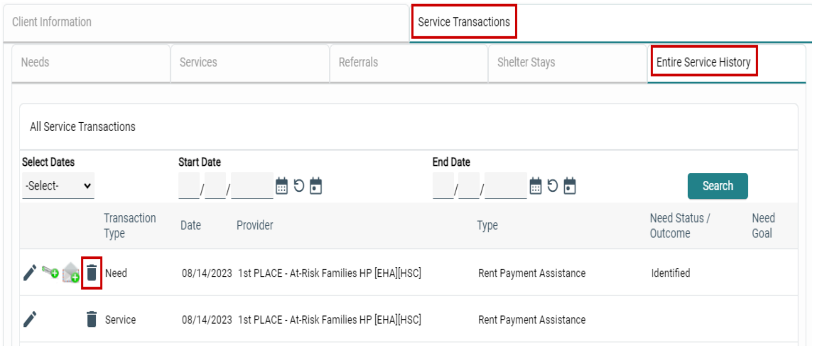
3.2 Completing the Void



4. Deleting a Transaction

a. Transactions with a fund attach must be voided before deleted for all clients on transaction.
b. View service history by navigating to client's profile and selecting "Entire Service History" tab.
c. Locate desired transaction to delete.
d. Select trash can next to "Need" to delete both "Need" and "Service."
e. This deletes transaction for client whose profile yu are on.
f. Repeat process for every client listed on transaction.

4. Deleting a Transaction



3.0 Resources

3.1 Referenced Material

- HHCC Health Housing Crosswalk

3.2 Related Material

- 2024 HUD Data Manual

3.3 Contacts

- HMISAdmin@clacmamas.us