



Homeless Hotline Program Enrollment and RHI Referral Workflow

Log into Clarity HMIS. Locate the client profile. On the Programs tab, click the add icon to enroll the client into the program.

Client Search > Alexis Test > Programs

AT Alexis Test
You are currently viewing the Client Record pages for Alexis Test (DD26D2148).

Public Alert ROI Missing

Program enrollments
Program enrollment history for Alexis Test

Program Name	Entry Date	Exit Date	Created by
YMCA - VB Family ES Emergency Shelter - Entry Exit YMCA	8/6/26 1 months 4 days ago	8/6/26 1 months 4 days ago	YT YMCA Training YMCA
YMCA - Family Overnight ES Emergency Shelter - Entry Exit YMCA	8/5/26 1 months 5 days ago	Active	JM Jennifer McCloskey-Haas YMCA Added by Jennifer McCloskey-Haas from primary agency System
LSS - FM SSVF RRH PH - Rapid Re-Housing LSS - Faith Mission	7/20/26 1 months 21 days ago	Active	JM Jennifer McCloskey-Haas LSS - Faith Mission Added by Jennifer McCloskey-Haas from primary agency System
LSS - FM Grant Women ES Emergency Shelter - Entry Exit LSS - Faith Mission	7/17/26 1 months 24 days ago	Active	JM Jennifer McCloskey-Haas LSS - Faith Mission Added by Jennifer McCloskey-Haas from primary agency System
YMCA - DV RRH PH - Rapid Re-Housing YMCA	7/10/26 2 months ago	7/15/26 1 months 26 days ago	YT YMCA Training YMCA
Homefull - 1289 Dublin Granville PSH PH - Permanent Supportive Housing (disability required for entry) Homefull	7/15/25 1 years 1 months 26 days ago	Active	JM Jennifer McCloskey-Haas Homefull Added by Jennifer McCloskey-Haas from primary agency System

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Select the program, click “Next”.

Client Search > Alexis Test > Programs

AT Alexis Test
You are currently viewing the Client Record pages for Alexis Test (DD26D2148).

Program enrollments
Program enrollment history for Alexis Test

Add program enrollment

1 Select program

Available Programs
Select the program for the enrollment

Name
NC Netcare - CPOA
NR Netcare - RHI Screening Only

1 - 2 of 2

Next

2 Include household members (optional)

3 Alexis Test entry screen

4 Completed



If applicable, add household members to the program enrollment.

The screenshot shows the 'Add program enrollment' form for Alexis Test. The form is divided into two main sections: 'Select program' and 'Include household members (optional)'. The 'Select program' section has a dropdown menu for 'Select program'. The 'Include household members (optional)' section has a 'Select members (optional)' box with a list of household members: Alexis Test, Melba Test, Hannah Test, and Finley Jo. Each member has a radio button next to their name. The 'Next' button is highlighted in blue. Below the form, there is a progress bar with four steps: 1. Select program, 2. Include household members (optional), 3. Alexis Test entry screen, and 4. Completed.

Answer all program enrollment questions, click “Save”.

The screenshot shows the 'Add program enrollment' form for Alexis Test, specifically the 'Include household members (optional)' section. The form contains several questions and a 'Save' button. The questions are: 'Is the client currently open in PSH?' (No), 'Are you interested in this program?' (Yes), and 'Survivor of Domestic Violence' (No). The 'Save' button is highlighted in blue. Below the form, there is a progress bar with four steps: 1. Select program, 2. Include household members (optional), 3. Alexis Test entry screen, and 4. Completed.



Click “Complete”.

Clarity Human Services

Client Search > Alexis Test > Programs

AT Alexis Test
You are currently viewing the Client Record pages for Alexis Test (DD26D2148).

Profile
Privacy
Household
Reports
Care Team
History
Programs
Assessments
Notes
Files
Contacts
Location
Referrals
Forms

Program enrollments
Program enrollment history for Alexis Test

Program Name	Entry Date
NR Netcare - RHI Screening Only Services Only Netcare Access	9/9/26 1 days ago
YV YMCA - VB Family ES Emergency Shelter - Entry Exit YMCA	8/6/26 1 months 4 days ago
YV YMCA - Family Overnight ES Emergency Shelter - Entry Exit YMCA	8/5/26 1 months 5 days ago
LP LSS - FM SSVF RRH PH - Rapid Re-Housing LSS - Faith Mission	7/20/26 1 months 21 days ago
LP LSS - FM Grant Women ES Emergency Shelter - Entry Exit LSS - Faith Mission	7/17/26 1 months 24 days ago
YD YMCA - DV RRH PH - Rapid Re-Housing YMCA	7/10/26 2 months ago
HI Homefull - 1289 Dublin Granville PSH PH - Permanent Supportive Housing (disability required for entry) Homefull	7/15/25 1 year 1 months 28 days ago

Add program enrollment

Select program
Include household members (optional)
Alexis Test entry screen
Completed

Nice! You finished this task!
Tap the Complete button below to continue.

Task Summary:
✓ Program Enrollment

Complete

Assessments can be added in two ways, at the Program level or at the Client level.

To add a Program Level assessment, (here, you are already working within the program), click “Assessments”, then click the add icon.

Clarity Human Services

Programs > Netcare - RHI Screening Only (1134607) > Assessments

AT Alexis Test
Expand this section to view more details about the client that this program enrollment is for.

Public Alert
ROI Missing

Home
History
Group
Services
Events
Assessments
Notes
Forms
Assigned Staff
Exit

Program assessments
Netcare - RHI Screening Only assessment history for Alexis Test

No results yet!
Results will be displayed here when they are available.



Select the assessment, click “Next”.

Complete the RHI Referral assessment, click “Save”.



Click “Complete”.

Clarity Human Services

Ask Gemini

Programs > Netcare - RHI Screening Only (1134607) > Assessments

Alexis Test

Netcare - RHI Screening Only assessment history for Alexis Test

Name	Created by	Created on	Completed
Resilient Housing Initiative (RHI) Referral Netcare Access	Jennifer McCloskey-Haas Netcare Access Added by Jennifer McCloskey-Haas from primary agency System	9/9/26 1:28 PM Today	9/9/26 Today

Created successfully! Close

Add a program assessment

Select an assessment

Alexis Test assessment

Completed

Nice! You finished this task! Tap the Complete button below to continue.

Complete

Add the referral to the Community Queue. Click the add icon.

Clarity Human Services

Ask Gemini

Assessments > Resilient Housing Initiative (RHI) Referral (713310) > Eligibility

Alexis Test

Public Alert ROI Missing

Community Queue Referrals

View a list of the community queue referrals for the client

Queue Name	Status	Referred Date	Days Pending	Created By
USHS Pool	Pending	7/10/26 1 months 30 days ago	61	YMCA Training YMCA

1 - 1 of 1

Program Referrals

View a list of the program referrals for the client

Program	Created By	Status	Referred Date
YMCA - Single Adults RRH YMCA	YMCA Training YMCA	Pending	7/11/26 1 months 29 days ago

1 - 1 of 1



Add notes to the referral. Click “Save”.

Clarity Human Services

Assessments > Resilient Housing Initiative (RHI) Referral (713310) > Eligibility

Alexis Test

Community Queue Referrals

Queue Name	Status	Referred Date
UP USHS Pool	Pending	7/10/26 1 months 30 days ago

Program Referrals

Program	Created By
YS YMCA - Single Adults RRH YMCA	YT YMCA Training YMCA

Referral: Add to Community Queue

Referral for Alexis Test

Send to Queue(s)
2 - Resilient Housing Initiative (RHI) Standby List

Referring Agency
Netcare Access

Referral Date
09/09/2026 1:28 PM

Note
Test

Cancel Save

2 Completed

Click “Complete”.

Clarity Human Services

Assessments > Resilient Housing Initiative (RHI) Referral (713310) > Eligibility

Alexis Test

Community Queue Referrals

Queue Name	Status
2R 2 - Resilient Housing Initiative (RHI) Standby List	Pending
UP USHS Pool	Pending

Program Referrals

Program	Created By
YS YMCA - Single Adults RRH YMCA	YT YMCA Training YMCA

Nice! You finished this task!
Tap the Complete button below to continue.

Complete

Created successfully! Close



The client is now pending on the Community Queue, Resilient Housing Initiative (RHI) Standby List.

Clarity Human Services | Ask Gemini | columbus-train.clarityhs.com/horizon/referrals/queue

Referrals > Queue | Jennifer McCloskey-Haas | Netcare Access

Referrals
Referrals for Netcare Access

- Incoming Referrals
- Community Queue**
- Outgoing Referrals
- Availability
- Open Units
- Analysis
- Snoozed
- Dashboard

Community Queue
View a list of the community queue referrals for Netcare Access

1 - Waitlist | ✓ 2 - Resilient Housing Initiative (RHI) Standby List | 3 - Family Standby | 4 - Veteran Standby | 5 - Family Homeless Prevention Standby List | PSH Transfer Pool | RRH Pool - Families | RRH Po

Search [] Filter [] Grid []

Client	Referral Date ↑	Days Pending	Created by	Referral Status
Alexis Test Referred by Netcare Access	9/9/26 Today	0 day	Jennifer McCloskey-Haas Netcare Access Added by Jennifer McCloskey-Haas from primary agency System	Pending Today

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