

# Incidents SP5.12

This document explains designated uses for creating an Incident or a Ban in HMIS. Users must be proficient in the Standard Data Entry Workflow and be granted access to create an incident in the system through the DuPage HMIS Help Desk, [HMIS@dupageco.org](mailto:HMIS@dupageco.org).

## Incidents

Incidents are used to alert a program, agency, or system that

1. A client has been banned from a program/service
2. There was an incident with the client, but no ban took place
3. A program is attempting to locate the client by posting a notice

## Recording an Incident

Incidents are recorded on the Client Profile.

The screenshot shows the HMIS Client Profile interface. The top navigation bar includes 'Client Information' and 'Service Transactions'. Below this, a secondary navigation bar lists various tabs: 'Summary', 'Client Profile' (which is highlighted), 'Households', 'ROI', 'Entry / Exit', 'Case Managers', 'Case Plans', 'Measurements', 'Activities', and 'Assessment'. The main content area is titled 'Incidents' and contains a table with the following columns: 'Start Date', 'End Date', 'Incident', 'Incident Code', 'Provider', 'Ban Site', and 'Staff'. A '1' in a blue circle is positioned to the left of the table. Below the table header, there is a button labeled 'Add New Incident' and the text 'No matches.'.

1. Start Date = Date Incident, ban, or notice
2. End Date = Last day of the incident, ban, or notice; Only leave Null if the incident is to be posted indefinitely.
3. Incident = Select the type of Incident from the drop-down list. If for notice only, select "Looking for Client".
4. Incident Codes = Select type code from the drop-down list. If for notice only, select "NR-No Restriction"
5. Ban (Yes/No) = Is this person banned from the program. This may prohibit a program from entering a service transaction through SkanPoint.
6. Staff Person = Name of person who set the incident, ban, or notice.
7. Sites Barred From = list of sites that the client is banned. Leave null if client is not banned.
8. Notes = Brief explanation of the incident, ban, or notice. If posting a notice, be sure to provide enough detail for the program to pass onto the client including purpose of contact, how they can reach you, and any other pertinent information.

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## **Viewing an Incident**

Users will need to be trained to look for incidents, for often times they will appear at the bottom of their screen.

Incidents can appear in the following locations –

1. Summary Page of the client record
2. Client Profile of the client record
3. SkanPoint when adding the client to the service

## **Editing an Incident**

Edit an incident to add or update an End Date to the ban, incident or notice.

If the end date has passed, the pop-up will no longer appear in SkanPoint, but the incident record will still appear in the client record.