ACHMIS Job Aid

Understanding Auto-Exit Behavior

Project Auto-Exit Due to Inactivity

- After the specified period of time without activity the system automatically sets the exit date to one day after the last day of service or assessment.

- Inactivity is defined as a period without a service or assessment being recorded in the enrolled project. For Housing Problem Solving, that period is currently defined as 90 days. For Coordinated Entry, that period is defined as 180 days.

- Upon exit, the exit date is set and all other fields default to "Data Not Collected."

- For group enrollments, all enrolled clients records are checked for inactivity.

- All group members are auto-exited for inactivity. The exit date will be the day after the last activity of all household members.

Coordinated Entry Project Type Auto-Exit to Permanent Destination

- Two events trigger an auto-exit to permanent destination for clients enrolled in a Coordinated Entry Type project:

  - An Housing Move-in Date is entered for the Head of Household in any permanent housing project.

  - A client, enrolled in a Coordinated Entry project, is exited from any project to a permanent housing destination.

- The Exit Date is set to the Housing Move-in Date or the Exit Date of the project exit to permanent housing, depending on which event triggered the exit.

- The Destination field is set based on triggering event:

  - For exits triggered by the exit Destination, the exit Destination is set to the same Destination as the triggering event.

  - For Coordinated Entry exits triggered by the Housing Move-in Date:

    - The Coordinated Entry exit Destination for clients exiting PSH projects will be "Permanent housing (other than RRH) for formerly homeless persons."

    - The Coordinated Entry exit Destination for clients exiting RRH projects will be "Rental by client, with RRH or equivalent subsidy."

- All other fields are populated with "Data Not Collected."

- For group enrollments, all clients are exited from Coordinated Entry with the same exit information.

- When the system automatically records an exit date for Coordinated Entry, the *Assigned Staff* is also notified.

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Community Queue Automated Removal Due to Inactivity

- If a referral remains on a community queue beyond the "Inactive Referral Expiration Threshold", without any activity, the referral is removed from the queue.

  - Activity is defined as a client record having any of the following items recorded; referral check-in, services, assessments, notes, project enrollments, or project exits.

  - The Inactive Referral Expiration Threshold is currently set to 180 days for the Crisis Housing Queue and 180 days for the Permanent Housing/ RRH Queue.

- Once a client meets the Inactive Referral Expiration Threshold, the system automatically changes the referral status to "Expired" and moves the referral to the *Denied* tab.

Community Queue Automated Removal for Permanent Housing

- Exit to a permanent destination will trigger an automatic update to a *Community Queue* referral's *Remove from Queue* section.

- Upon program exit, a confirmation pop-up message appears to alert the user that the client will be removed from the Community Queue.

- The system records a response of "Self Resolved" for the field *Reason for Removal*.