USING THE ATTENDANCE MODULE IN HMIS TO ENTER SHELTER STAYS

RESCUE MISSION STAFF TRAINING MATERIALS

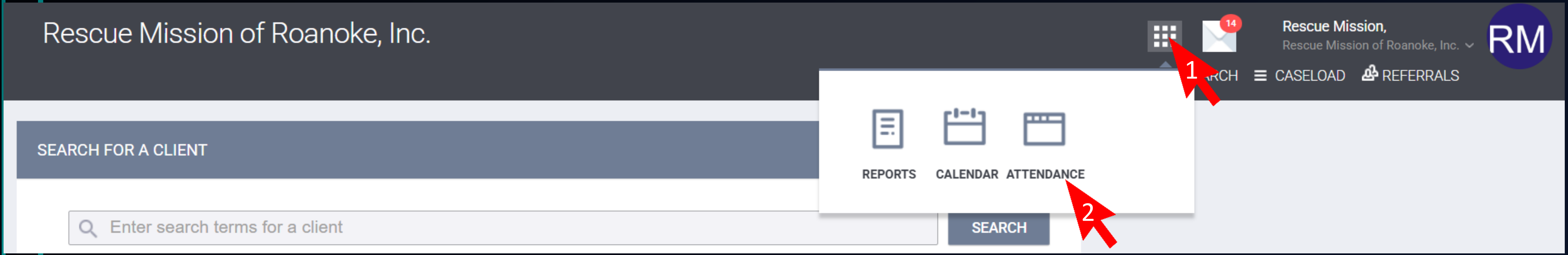
UPDATED AUGUST 2026

Blue Ridge Continuum of Care
A Place to Call Home

GETTING STARTED

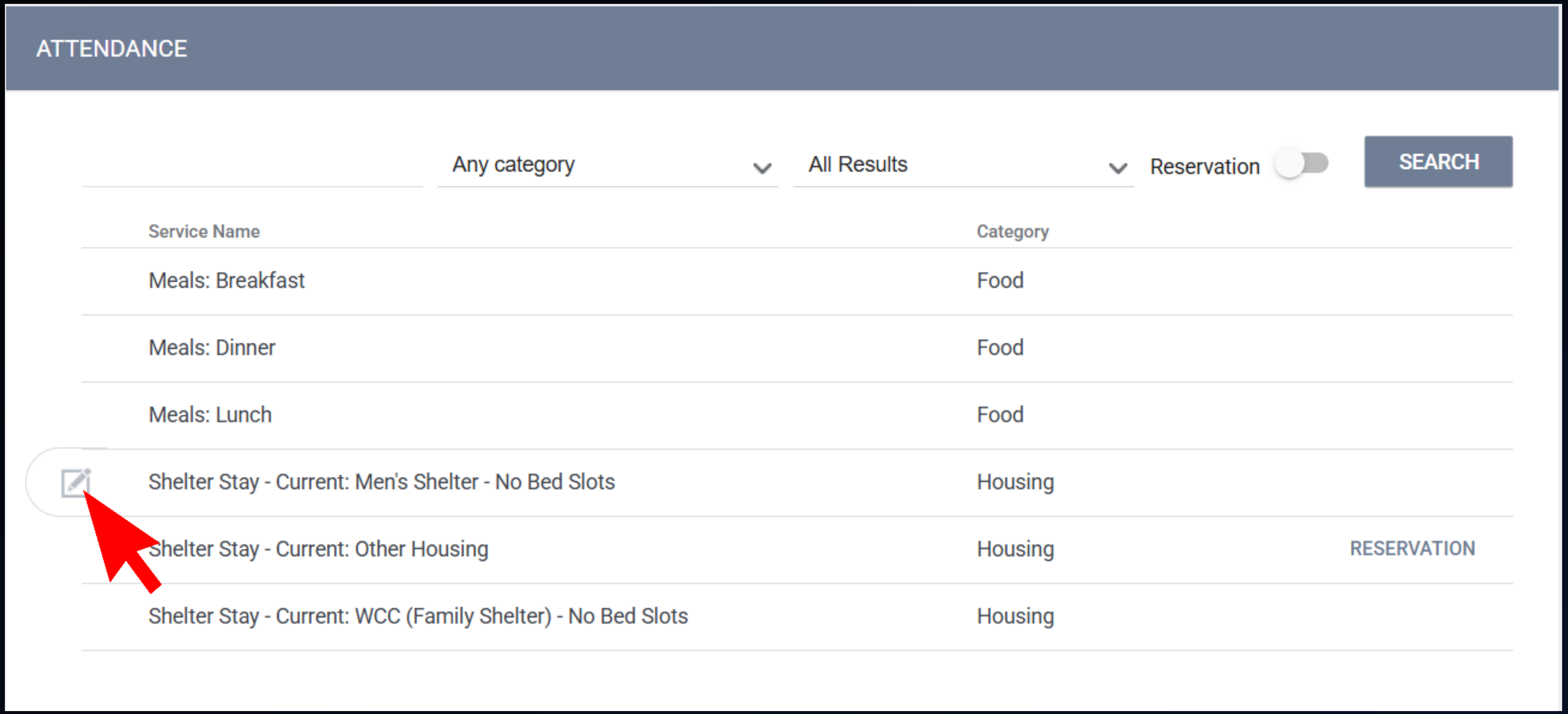
- All individuals must be in HMIS to be added to a shelter bed.
- Add the client’s profile to HMIS (if they don’t have one already). If applicable, also add profiles for the other members of the household and create their household.
- Add an ROI to their profile (and their household member profiles).
- Enroll the client into your own Shelter/Street Outreach/Services program (*Rescue Mission - Emergency Shelter (Entry Program)*).

OPEN THE ATTENDANCE MODULE



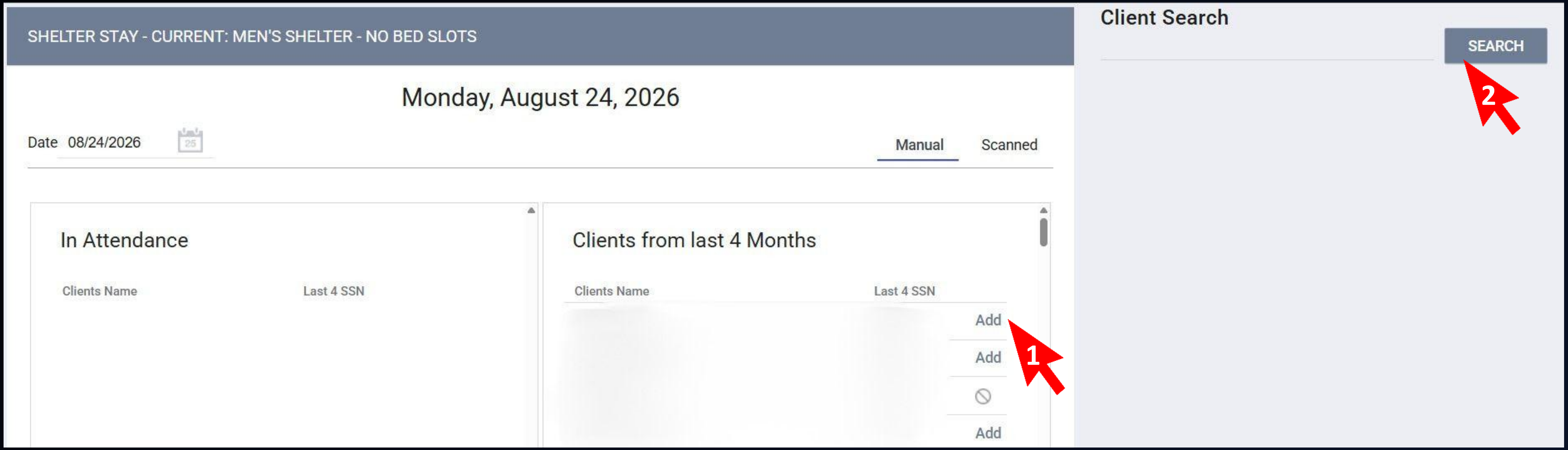
1. CLICK the “LAUNCHPAD/WAFFLE” at the top of the page
2. SELECT “ATTENDANCE” to open the Attendance Module.

CHOOSE THE SHELTER



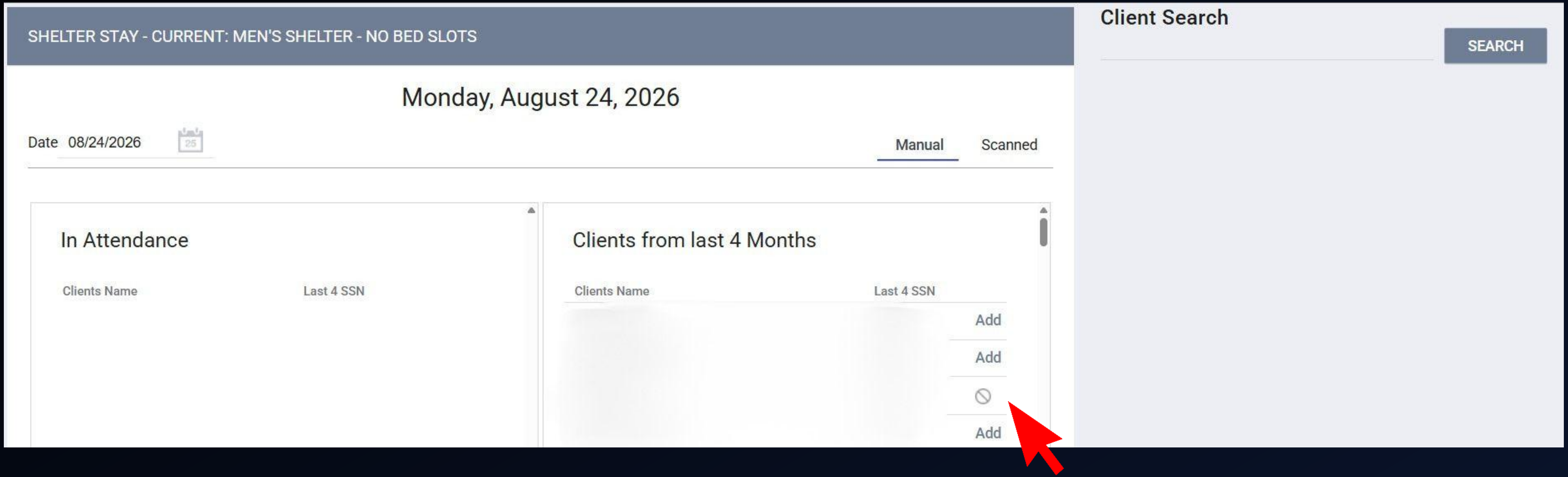
- When the ATTENDANCE menu loads, choose the Shelter where you need to check in clients. CLICK the “pencil” or “edit” icon to open the “Check-In Screen.”

CHECKING CLIENTS IN (ADDING A SHELTER STAY)



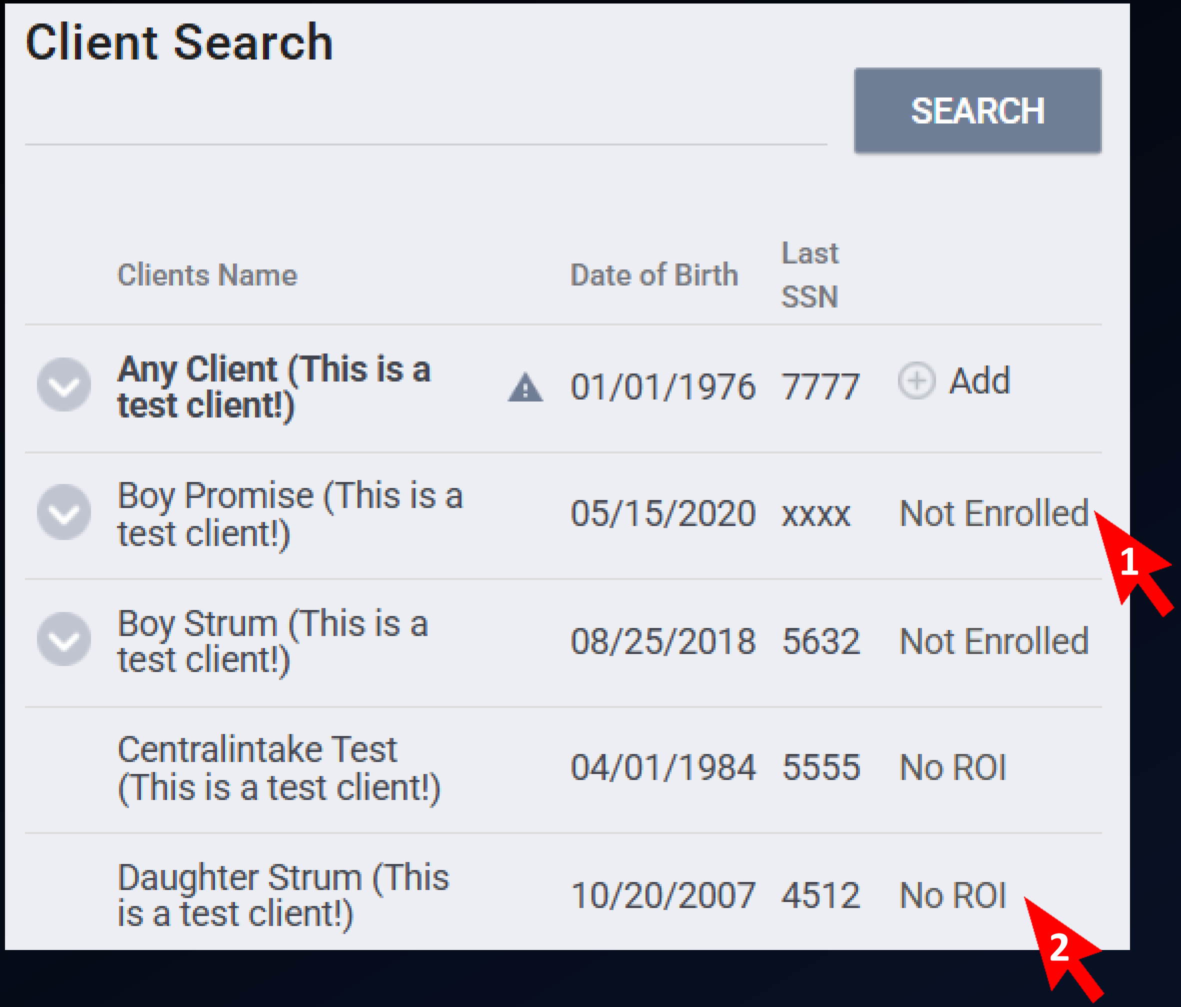
1. If the client has stayed in Shelter in the last 4 months, their name will be listed in the right-hand column. Scroll down the list until you find their name and CLICK "Add" to move them to the "In Attendance" column on the left.
2. If the client has not stayed in Shelter in the last 4 months, enter their name in the "Client Search" box in the upper right corner and CLICK "SEARCH." Scroll down the list under the "Client Search" box until you find the correct client and click "+ Add" to move them to the "In Attendance" column on the left.
3. This process can be performed repeatedly to check in multiple clients at a time.

TROUBLESHOOTING CLIENTS



- If the client in the “Last 4 Months” column has a “⃠” next to their name, this means they are missing a program enrollment or an ROI.
- Go to the client’s profile and either enroll them in the “Rescue Mission - Emergency Shelter” program or add an ROI for your agency.

TROUBLESHOOTING CLIENTS

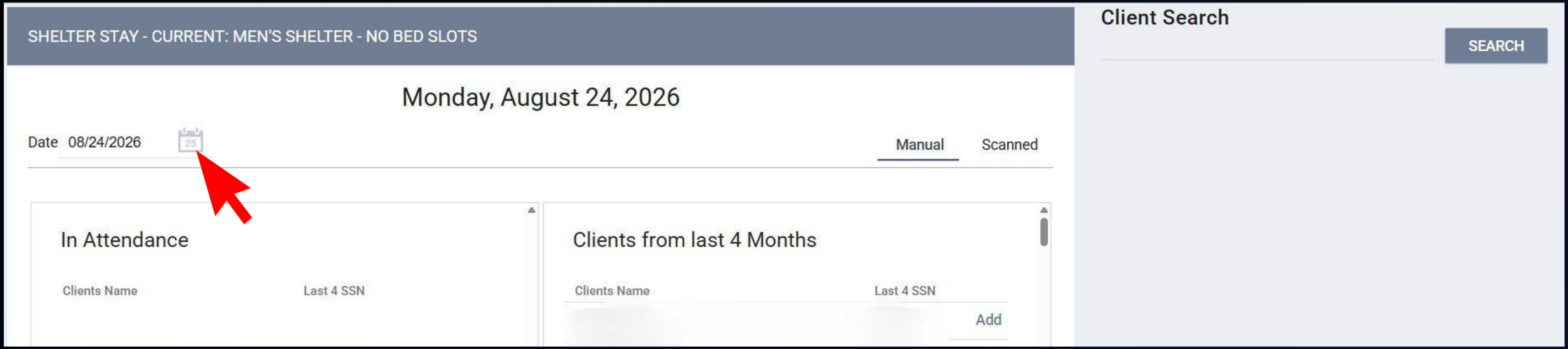


- If you search for a client, then it is even more clear if they are missing something that will prevent you from checking them in.

1. Next to their name, it will say "Not Enrolled" if they need a program enrollment.
2. Next to their name, it will say "No ROI" if they have no ROI.

- Go to the client's profile and either enroll them in the "Rescue Mission - Emergency Shelter" program or add an ROI for your agency.

TROUBLESHOOTING CLIENTS



- If you missed checking a client in, you can return to the check-in page to complete their Shelter Attendance entry.
- Look for the date in the top left corner. You can either manually enter the date in the field or CLICK on the calendar icon to select the date.
- Once you select the correct date, either find the client's name in the "Last 4 Months" list or use the "Client Search" box to add them to the "In Attendance" column.

QUESTIONS?

CONTACT THE HMIS SYSTEM ADMIN BY EMAIL:
HMIS@COUNCILOFCOMMUNITYSERVICES.ORG

OR

SUBMIT A HELP DESK TICKET
(LINK ON CLIENT SEARCH PAGE)