Guide to Submitting a Problem Solving Assistance Request Form

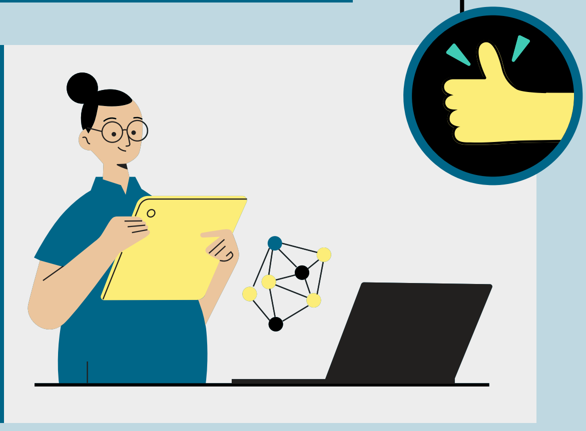
For providers with HMIS Access

Log into HMIS

1. Search for client's profile

or

2. Create client profile if one does not previously exist



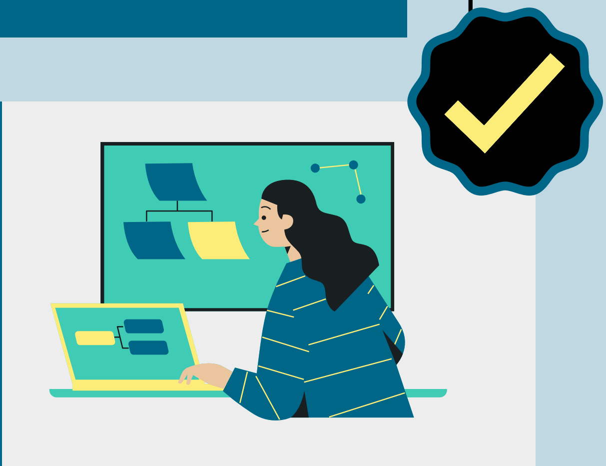
Track Problem-Solving conversation

Select Assessments, scroll to Problem-Solving Tracking Tool, and select "Start"

Tracked conversation will appear under Assessment History. Tracking Tool will be modified to include aspects for EHV tracking

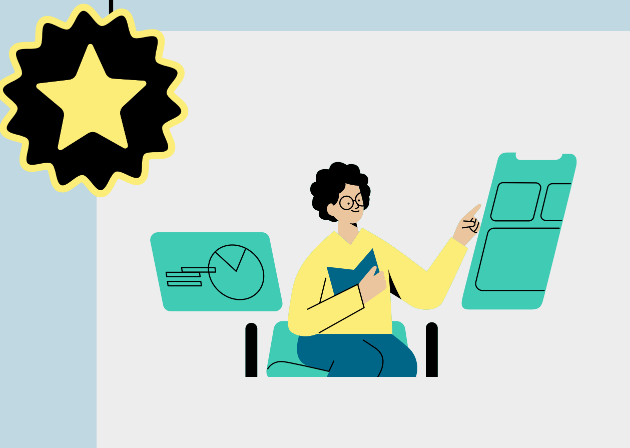
Record case notes

Select the Notes tab and write a brief description containing relevant information regarding the client's need for assistance



Enroll

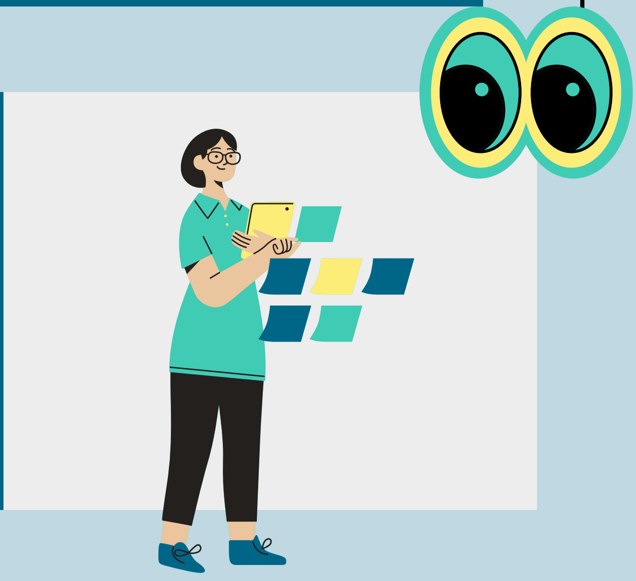
Under Programs tab, enroll client in Problem-Solving



Complete Problem-Solving Request Form

Complete Problem-Solving Request Form and gather all accompanying documents

A copy of the PSARF can be found in the LAHSA documents library



Upload Documents

Upload all required documents under client's profile Files tab

Start PS Financial Assistance Request

1. Select the Assessments tab under Programs/Problem-Solving
2. Scroll down to Problem-Solving Financial Assistance Request and click "Start"
3. Once request is completed, please email us at problem-solving@lahsa.org to alert our team of the new request.

PROBLEM SOLVING SUPPORT

For additional support, please email problem-solving@lahsa.org