

# Reopening a Program Enrollment

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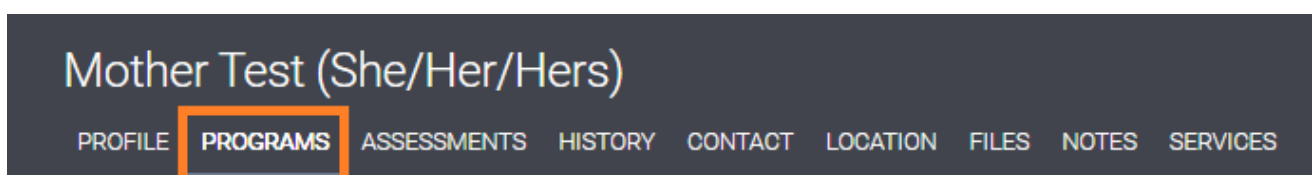
## *In this Job Aid*

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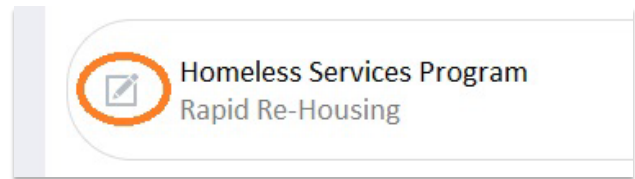
There are times when you need to reopen a client's program enrollment after they have been exited. Often, HMIS users will open an enrollment to add data that they failed to enter when the client was actively enrolled. They may be adding services or updating other aspects of the enrollment. The other main reason why an HMIS users will reopen a client's program enrollment is because the client was auto exited due to a lack of activity. Regardless of the reason, reopening a program enrollment is an easy task. Please follow the steps below.

## *Reopening a Program Enrollment*

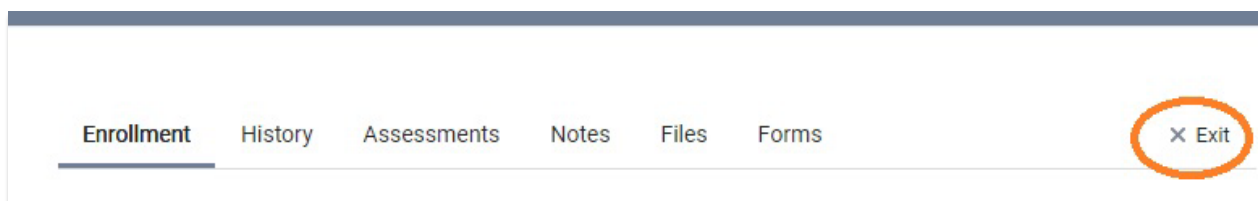
The first step is to go into the closed program enrollment. Open your client's record and click on the Programs Tab.



Hover over the list of programs and edit the one that you'd like to reopen. If you do not see the edit button and you work in multiple agencies, check to make sure you are in the correct agency.



Once in the program enrollment, click on "Exit" on the right hand of the screen. The exit screen looks similar to the enrollment screen; it has additional questions related to the exit like the client's destination and the reason you are exiting them from your program.



On the top right is a big red bar with the number of days the client has been inactive from this program. If the bar is green, it would indicate that this is still an active enrollment and would have the number of days the client had been enrolled.

Mr. Mother Test (He/Him/His)

PROFILE

PROGRAMS

ASSESSMENTS

HISTORY

CONTACT

LOCATION

FILES

NOTES

SERVICES

Callie Case Manager, Sacramento CoO Coordinated Acce...

CC

SEARCH

CASELOAD

PROGRAM: CAS: COORDINATED ACCESS SYSTEM PROGRAM - CE

Enrollment

History

Events

Assessments

Notes

Files

Forms

X Exit

End Program for client Mr. Mother Test (He/Him/His)

Program Exit Date

11/05/2024

Destination

Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...

Reason For Leaving

Completed Program

HEALTHCARE SERVICES

Where does the client typically go for Healthcare (Medical Care)?

Does Not Receive Regular Healthcare Services

268 DAYS INACTIVE PROGRAM

Program Type:

Individual

Program Start Date:

08/29/2024

Program End Date:

11/05/2024

Assigned Staff:

Tina Wilton

Head of Household:

Mr. Mother Test (He/Him/His)

Program Group Members

No active members

Status Assessments

No Statuses

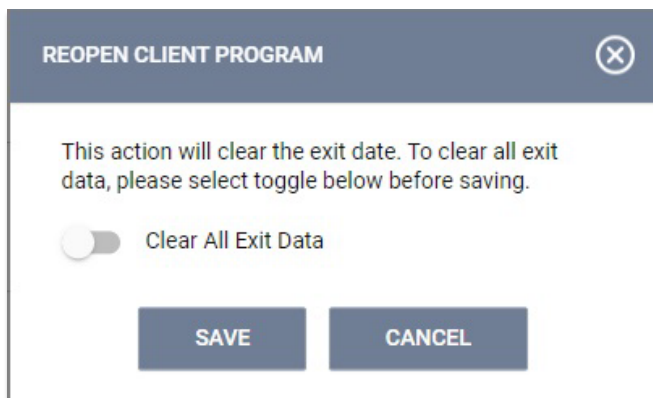
Assessment due every year

Notification: ON

## Do I Clear All Exit Data?

Before we reopen this program enrollment, you first need to know if you need to clear all of the exit data. When you request to reopen the program, you will get this box in the middle of the screen and you cannot proceed until you answer this question. Your answer depends on why you are reopening this program enrollment.

- If you are reopening this enrollment because the client should not have been exited, then you would want to clear all exit data as this data is not accurate. It is common to reopen after clients have been auto exited due to lack of activity.
- If you are reopening the enrollment temporarily to update or add data that was not entered during the client's stay in your program, you do not want to clear all exit data as this data is accurate. In this case, **all of the exit data will be saved except for the client's exit date**, which you will need to copy so you can re-enter it when you have completed your work.

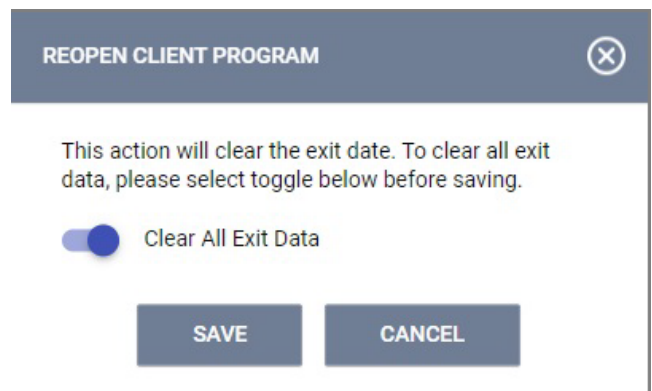


REOPEN CLIENT PROGRAM

This action will clear the exit date. To clear all exit data, please select toggle below before saving.

☐ Clear All Exit Data

SAVE CANCEL



REOPEN CLIENT PROGRAM

This action will clear the exit date. To clear all exit data, please select toggle below before saving.

☒ Clear All Exit Data

SAVE CANCEL

Now that you know if you want to clear all exit data or not, it is time to reopen the enrollment. Simply scroll down to the bottom of the page and click on the text that reads, "Reopen Client Program". Choose whether or not to clear the exit data and then hit save. The client's exit date will disappear and the program enrollment becomes active again. If you are opening the enrollment temporarily, remember to exit the client when you finish.



SAVE & CLOSE CANCEL

Reopen Client Program