

To: ServicePoint Users
From: Jennifer Otto
RE: HMIS documentation

Please find the ServicePoint Idaho User Guide.

Please review the Memorandum; Policies & Procedures, section 3; and Forms, section 4.

Once you have reviewed the information, please:

- Sign an return this acknowledgement;
- Make a copy of the User Agreement (4.1), sign and date and return to me

If you have any questions, please feel free to give me a call.

Thanks,
Jennifer Otto
208 424-7015
Toll Free 877 447-2687

ACKNOWLEDGEMENT:

I have received and reviewed the ServicePoint User Guide, including the Policies & Procedures. I have received HMIS training in privacy requirements.

Signature

Date

Printed Name

ServicePoint-Idaho User Handbook

- ⊕ The ServicePoint - Idaho User Handbook has been redesigned & distributed September 02, 2004.
- ⊕ The handbook contains all of the most current information related to Idaho's Homeless Management Information System (HMIS).
- ⊕ It is expected that components of the handbook will be removed, added, and modified as circumstances dictate.
- ⊕ This handbook is designed to be modular. Because the ServicePoint-Idaho User Handbook is contained in a 3-ring binder, obsolete pages can easily be removed, while new or updated pages can easily be added.
- ⊕ All updates will be sent with filing instructions to remove outdated page and replace with the revised page.

- ⊕ The ServicePoint – Idaho User handbook is viewable via Adobe PDF; free software is available from Adobe. Do you need Adobe Reader? Click on the icon



ServicePoint-Idaho User Handbook

Homeless Management Information System (HMIS)

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Homeless Management Information System (HMIS)	1.1
Introduction & Contact Information	Revision Date 07/07/2006

Welcome to ServicePoint-Idaho

To access ServicePoint-Idaho, start your web browser and go to: www3.servicept.com/Idaho

You will be asked for your user-ID and password. Your User Id is _____

Temporary Password is _____

Do NOT share your User ID! Keep your password Secure and Confidential!

0HMIS Documents

Available online at: http://www.ihfa.org/grants_hmisdocuments.asp

Questions -- If you have a question, please:

1. Use the on-line help;
2. Ask other staff in your agency;
3. Ask your agency ServicePoint-Idaho Key User;
4. Ask someone from another agency that also uses ServicePoint;
5. If you have explored these options and your question remains unresolved, or you have identified a technical problem with the system, contact the ServicePoint-Idaho System Administrator.

System Problems:

If you identify a problem with the system that requires attention that cannot be resolved locally, contact the ServicePoint-Idaho System Administrator.

Contacting the ServicePoint-Idaho System Administrator:

The following email address is for the System Administrator: jennifer@ihfa.org

In the email **Subject line**, include the word **ServicePoint**

In the body of the email include: your name, the name of your agency, your telephone number (with extension).

[ServicePoint-Idaho System Administrator](#)

Jennifer Otto

Homeless Information System Coordinator

Idaho Housing and Finance Association

208-424-7015

Toll Free 1-877-447-2687

Fax 208-331-4808

Homeless Management Information System (HMIS)	2.1
Affiliated Service Providers	Revision Date 03/05/2008

Agency	City	Region
Aid for Friends	Pocatello	5
Alternatives to Violence of the Palouse	Moscow	2
Anchor House (SHIP)	Boise	7
Bannock Youth Foundation	Pocatello	5
Boise City/Ada County Housing Authority	Boise	7
Bonner County Homeless Task Force	Sandpoint	1
Bowman Internet Systems	N/A	
		N/A
City of Refuge (Family Care Center)	Idaho Falls	6
CLUB, Inc	Idaho Falls	6
Compass House (SHIP)	Boise	7
CORE, Inc.	Twin Falls	4
Crisis Center of the Magic Valley	Twin Falls	4
Eastern Idaho Community Action Partnership (EICAP)	Idaho Falls	6
El-Ada Community Action Agency	Boise	7
F.A.I.T.H.	Idaho Falls	6
	Caldwell	3
<i>I.D.A.H.O, Inc</i>		
Idaho Housing and Finance Association	Boise	7
IHFA Housing Information & Referral Center (HIRC)	Boise	7
Jesse Tree	Boise	7
Mahoney Family Safety Center (Lemhi County Crisis Intervention)	Salmon	6
Neighborhood Housing Services	Boise	7
Salvation Army Nampa	Nampa	3
Salvation Army-Boise	Boise	7
Salvation Army-Pocatello	Pocatello	5
Sanctuary (Interfaith Housing Services)	Boise	7
Sojourner's Alliance	Moscow	2
South Central Community Action Agency (SCCAP)	Twin Falls	4
South Eastern Idaho Community Action Agency (SEICCA)	Pocatello	5
St. Vincent de Paul-Coeur d' Alene		1
	<i>Coeur d'Alene</i>	
St. Vincent de Paul-Pocatello	Pocatello	5
Terry Reilly Health Services	Boise	7
	Hailey	4
<i>The Advocates</i>		
The ARK (Family Care Center)	Idaho Falls	6
Valley Crisis Center	Nampa	3
Women and Children's Alliance	Boise	7
YWCA of Lewiston-Clarkston	Lewiston	2