

We get a few clients telling us that they are rough sleeping but not found rough sleeping on verification. Is there a task to indicate failed verification?

You'll find the below questions under the "Rough Sleeper – Case Admin" task.

Rough Sleeper Verification

* Date of 1st Search for / Meeting with Client 

* Visit Outcome

You can add additional tasks to this task group if you'd like to capture anything further.

Will there be any guide issued covering what we go through today?

We've prepare a few helpsite articles specific to the RSI features to get you started. See here:

<https://hpa2.helpsite.com/categories/20149-rsi-case-management>

It would be good if there could be different types of Ongoing Outreach and have these in the drop down. Eg, we work with clients regarding their Tenancies ongoing in some circs. We could then keep the case open under a different Outreach Type and add relevant tasks. We have different types of Outreach.

We'd recommend you get in touch with your Locata Project Manager to discuss this specific requirement. We're always open to helping you match your system to local requirements, and where the requirement might be universally beneficial – we can explore this with our development group.

I was completing a risk assessment for an entrenched rough sleeper I am working with but i was unable to enter the correct date for when she became a rough sleeper as this only gave me the option to add from July 2020

Thanks for drawing this to our attention – its unintended behaviour and we will look to rollout an update to resolve this as soon as possible. In the meantime, users can resolve this issue by changing the options text for that question by removing any existing options text and then copying in the below:

```
{"required": "true", "calendarViewMode": "months"}
```

Could the outreach start date go beyond 2021? we have a few old RS that we would like to include

The Outreach Start Date has options text which limits it to going only as far back as the Case Opened Date. You can follow the advice in the previous question to remove that limitation.

Our outreach services are outsourced. is there a way to download just these tasks to share with partner agencies?

These features focus on assisting Local Authorities with internally based outreach, as there are less issues around GDPR associated with giving internal teams access to cases. If you need to provide access to cases on a more restrictive basis, we do have a separate product which can do that – HRS (Housing Related Support). Please contact your Project Manager or email: enquiries@locata.org.uk to discuss this product further.

If we have captured data from the Relief case ie medical history, does this carry over to the new task for the RSI task, to save double entry?

The new questions won't be linked to any other fields you've created, however what you can do is swap out any of the new questions with what you already have. You can add existing questions into the new tasks, then remove the default questions we've provided. These questions then appear in your original task, and in the new one relating to Rough Sleepers.

Does the red asterisk mean the fields are mandatory or can we delete any of them when configuring the rough sleeping pages?

Red Asterisks do indicate that field is mandatory. We have a helpsite article which shows you how to make a field mandatory – you can use this to understand what to remove from the Options field of a question in the super user settings in order to remove it's mandatory nature:

<https://hpa2.helpsite.com/articles/79984-how-to-make-a-question-mandatory>

We have a lot of hidden homeless, ie sofa surfers - is there an option for this as we dont want to report as RS for Delta

These features enable you to capture data that you might need for an RSI delta return within your HPA2 system. Adding these tasks and questions into a standard HRA case won't affect your H-CLIC return. Likewise, nothing has changed in terms of how you manage non-RSI cohort – the normal workflows apply.

Does a homeless case run alongside a RS case, overlap?

You can add the task group manually if you want the casework side of RSI to take place, whilst still leaving the case open for HRA purposes. Whilst the HRA case is open, it will show a HRS status e.g. "Triage", "Prevention", "Relief" – it won't show "Rough Sleeper".

How do I add more outcomes? I would like to fill in outcomes for my entrenched rough sleeper regularly

As a Super User you can amend/edit/add to these tasks which we've provided as a foundation. Helpsite articles have been created to give some guidance – if you'd like training please contact your Locata Project Manager or email enquiries@locata.org.uk

<https://hpa2.helpsite.com/categories/20149-rsi-case-management>

I tried to transfer a RS case to another officer it appeared on overdue cases only, not active cases. Is there a reason for this?

If a case has any overdue tasks, then it will prompt the case to appear under Overdue cases. Clicking the arrows underneath "Active Cases" will expand the dashboard widget and you can then see all cases to the left of Active Cases. This will also show any cases which are not assigned to that officer, but which have an individual task assigned to that officer e.g where you're running HRA concurrently with the RSI tasks.

Case workloads		
Colleague	Cases	Active Cases <<
Test RSI Outreach Officer	6	
Demo User	1	1

Who completes the Rough Sleeper's Risk Assessment? The HSO or the Outreach Worker?

That would be up to Local Authorities to decide how the process works best locally.

If you have re-allocated a closed task to an RSI officer, can the Housing case be closed and the RSI element be left open?

Yes, just change the case status to “Ongoing Outreach” and reallocate the case to the RSI officer.

Does this include reporting functions?

Yes, all fields will show in reports when searched for. They are Case Fields.

RE Outcomes Is there any area to add details regarding outcomes rather than just a yes or no?

We have not included a question for the contextual details as standard, however you can add these yourself if you'd like to – by following the instructions across our helpsite. You'll need to be a Super User in order to add custom questions. If you'd like training please contact your Locata Project Manager or email enquiries@locata.org.uk