SHIP E-LEARNING

How to complete a Status Update

Homelessness: clearer picture, better future

Australian Government

Australian Institute of Health and Welfare

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SHIP E-Learning module:

How to complete a Status Update

This module is divided into sections and we recommend that you work your way through them all.

However, once completed, you can review a topic by clicking on the tabs at right to return directly to that section.

Use arrow keys or click your mouse to navigate through this presentation.

Introduction

Commencing a Status Update

Completing Status Updates

Status updates for family members

Status Update errors

Learning Objectives

After you complete this module you will know how to:

- Complete Status Updates for all family members.

- Use various copy-over functions in SHIP.

- Enter data quickly and efficiently.

- Resolve Status Update errors.

Introduction

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Introduction

Why do we complete Status Updates?

- Status updates are used to measure client progress and outcomes.

- Status tab needs to be completed each month for **all clients** and it records your client's situation on/after the last day they received a service.

- **Note for housing:** Record the housing that your client will be exiting to.
  - For ongoing clients record where they will be living the night after they receive their last service for the collection month.
  - For clients with closed support periods, record where they will be living after exiting your service.

Status Update scenario

- The following scenario will be used to demonstrate how to complete Status Updates for a family unit.

- Mary Allen is fleeing family violence. Your agency is providing accommodation to Mary and her sons, John and Martin.

- This e-Learning module is a continuation of the Mary Allen scenario which was used to demonstrate how to enter support period information for a family in the following module:

Entering a family into SHIP using SHIP copy-over functions

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Commencing a Status Update

Preparing to do your Status Updates

- Before commencing your Status Updates, ensure that all the Support Period information has been completed for all members of the family.

- Note that coloured tabs will indicate which tabs have not been fully completed.

Incomplete Support Period fields

- Incomplete **SHS Support Period** tabs are coloured yellow and pink.

- Yellow indicates that there are incomplete SHSC fields.

- Pink indicates that there are required SHSC fields within this tab that **MUST** be completed.

How to commence a Status Update:

- Go to record of Presenting Unit Head (Mary Allen).
- Go to **Status** tab.
- Click on **Create new status record.**

Reminder to complete Support Period fields

- In this example, you cannot commence your Status Update until all Support Period fields have been completed.

- **History** and ***Health** tabs are incomplete and the asterisk next to ***Health** indicates that it contains required SHSC fields.

- Click on **Go to Support Period** to complete SHSC fields.

Referrals   Plans   Tasks   Documents   Memo

The Support Period tabs are incomplete.
There are required fields on the following Support Period tabs which must be completed before creating or editing the Status Record:
History, *Health
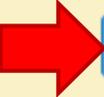
Go to Support Period

Identifying required fields

- In this example, the Disability Flag questions have not been completed.

- Note the asterisks (*) which show that these are required fields.

- Complete all SHSC fields and return to the Status tab to recommence your Status Update.

| Admin | Reasons | History | Health | Week Before | Presenting | Close |

Notes:
- This question should be completed for **all** clients, including children.
- This question relates to difficulties due to a long-term health condition or disability which has lasted, is expected to last, 6 months or more.
- Examples of long-term health conditions that might restrict everyday activities include severe asthma, epilepsy, mental health condition, hearing loss, arthritis, depression, autism, kidney disease, chronic pain, speech impairment and stroke.
- Select 'Have no difficulty' for clients who **do not** have a long-term health condition or disability.
- For **children** who only need help/supervision because of their young age, select 'Have no difficulty'.
- **Medication** is also included under 'aids/ equipment'.

For further information on this item go to the AIHW website.

Does the client need help/supervision in the following areas due to a long-term health condition or disability?

	Always / sometimes need help and/or supervision	Have difficulty, but don't need help / supervision	Don't have difficulty, but use aids / equipment	Have no difficulty	Don't know
*Self Care	○	○	○	○	○
*Mobility	○	○	○	○	○
*Communication	○	○	○	○	○

Other reminder to complete Support Period fields

In this example, all **required** SHSC fields are completed, but the Support Period **History** tab has incomplete SHSC fields.

- You can either:
  - Click on **Go to Support Period** to go back and complete your data.
  - **OR** click on **Continue** to go ahead and commence your Status Update.

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Completing Status Updates

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Completing Status Updates

- Complete all tabs from left to right for PUH first – this will enable you to copy over some data from her record to the rest of the PU.

The Services tab provides a useful summary of the services provided during the collection month

Completing Status Update: Admin tab

- In this example, the support period is ongoing.
- If the support period is closing, you will need to answer an additional question indicating why.

Completing Status Update: Plan tab

- Complete case management plan items for Mary.
- Note that her children might not have their own case plan – they will be 'Part of another person's case management plan'.

Completing Status Update: Housing tab:

- Note: For closed support periods, always enter the housing situation that your client is exiting to.

This data measures how your client's situation has changed after receiving services from your agency

Completing Status Update: Work & Income tab

- Complete work and income items for Mary.

If Mary's work and income situation is unchanged, use the copy-over icons to copy fields from the Presenting tab

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Completing Status Update: Study and Family tab

- Complete study items for Mary and **Save**.
- Note that completed tabs are coloured blue.

Note that 'Child protection order' item has been auto-filled with 'Not applicable because Mary is aged over 18.

Completing Status Update required fields

- All required fields MUST be completed – if not, validation errors will occur when the monthly SHS extract is run.

- Check each PU member record to ensure that no pink coloured tabs remain.

Status Updates for Family Members

To enter child's Status Update:

- Make sure you have saved Mary's (PUH) Status Update.

- Click on ![icon] icon in front of John's name to edit his Status Update.

- John's name will appear under **SHS Status Update** and copy-over icon ![icon] will appear.

- Click on this icon to copy fields from Mary's record to John's.

- Work through John's Status Update from left to right and complete all tabs.

SHS Status Update

Update for July 2014

John Allen (male 6 yrs)

✏️	Mary Allen	female	Self
	John Allen	male	Child
✏️	Martin Allen	male	Child

Admin | Plan | Housing | Work & Income | Study & Family | Services

Support Period
- ⦿ ongoing at end of month
- ○ closed (support ended this month)

How to complete Status Update for additional children or PU members:

• Follow steps below to complete Martin's Status Update.

Click edit pencil in front of Martin's name (second child)

Copy field values using copy fields from PUH icon

Check and complete all Status tabs from left to right and Save.

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Status Update Errors

Status Update errors: No services provided

- In this example, no services were recorded for this collection month.
- **Either** go to **Notes** tabs and record services provided. Also **Payments** and **Accommodation** tabs if these services were provided.
- **Or** close the Support Period if no services were provided.

Click here to visit online help page for an explanation of Status Update error messages

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Status Update errors: Some services not recorded

- In this example, we have made an error recording support services.
- Go to the **Services** tab for more information.

Status Update errors: Services tab

- In this example, we forgot to record an accommodation period.
- Go to the **Accommodation** tab and create a new stay.

Status Update errors: Recording accommodation

- In this example, **Short term or emergency accommodation** was recorded as a service on the Notes tab.

- Therefore, the type of accommodation selected must match on the Accommodation tab.

More advice on how to fix Status Update errors

- The previous slides showed a brief outline of how to fix the most common Status Update errors.

- For more comprehensive advice, download another e-Learning module **How to fix Status Update Errors**

- Or you can visit the SHIP **Online help page** for an explanation of SHS Status Error messages

- We also encourage you to visit the **SHSC Resources website** to view other helpful SHIP and SHOR e-Learning modules.

Thank you for using this
SHIP e-Learning presentation

Click on tabs on right to review
sections of this module

Please click on links below to learn more
about the SHS collection

Specialist Homelessness Services
collection (AIHW)

http://www.aihw.gov.au/shsc-resources

For more information:
AIHW Hotline: 1800 627 191
Email: homelessness@aihw.gov.au

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