KYHMIS Quarterly Webinar

July 28, 2021

**Q1: I have noticed if a client is already in the system, their client location is already in there; If they were previously in Lex/Lou, but are now in BOS, how can I save that information before changing new client location?**

 A1: You can go ahead and save the BOS answer. All previously answers were already saved and will remain a part of the record.

**Q2: Just to clarify . . . RRH client gets evicted, and we find her a new place to live. Exit her from RRH and Enter her back-in with the new unit data?**

A2: Yes, enter a new entry with new housing move-in date if they were evicted from previous unit and you are still working him them.

**Q3: I am confused. If we continue to work with them to find housing because they were evicted their rental assistance doesn't start over, so why we would exit them?**

A3: This is a system requirement but will not affect their rental assistance starting over.

**Q4: I they get evicted from an RRH unit, and they live with family after eviction, are they no longer eligible for RRH?**

A4: Please contact the Help Desk to ask your TA.

**Q5: The security training that was mentioned, where can we find that link?**

A5: https://kyhmis.zendesk.com/hc/en-us/articles/215781843-KYHMIS-Training-Videos

 **Q6: What annual forms for signatures were you referring to from the beginning?**

A6: <https://kyhmis.zendesk.com/hc/en-us/sections/360006578973-KYHMIS-New-User-Process-Training-Required-Forms>