HMIS Coordinated Entry

HAWNY Updates August 2020

Overview

- HUD has decided to standardize what data they want to collect for Coordinated Entry. Before this year, it was up to the local communities to use their own methods.
- There will be a new **System Wide** Coordinated Entry Report to help us report on who is accessing CE and where clients are referred.
- We are modifying our proposed HMIS CE workflow from earlier this year to lessen the data entry burden on users and reflect our communities "No Wrong Door" approach.
- Reminder that this goes into effect OCTOBER 1st 2020. **But there are no backdating requirements.**

Main Changes

- There are Two (2) new CE questions and One (1) additional question. These questions will replace the current CE assessment.
    1. An Assessment Question
    2. An Event Question
    3. A Current Living Situation Question
- These questions will be added to the HMIS Intake(Start Date), Interim Review, and Exit Assessments.
    - This way these questions can be updated over time to show a client's progress through CE.
- The Assessment tab will be used for just recording the VISPDAT itself. Everything else regarding CE data will be entered in the Entry/Exit tab.

Event Question

Coordinated Entry Event

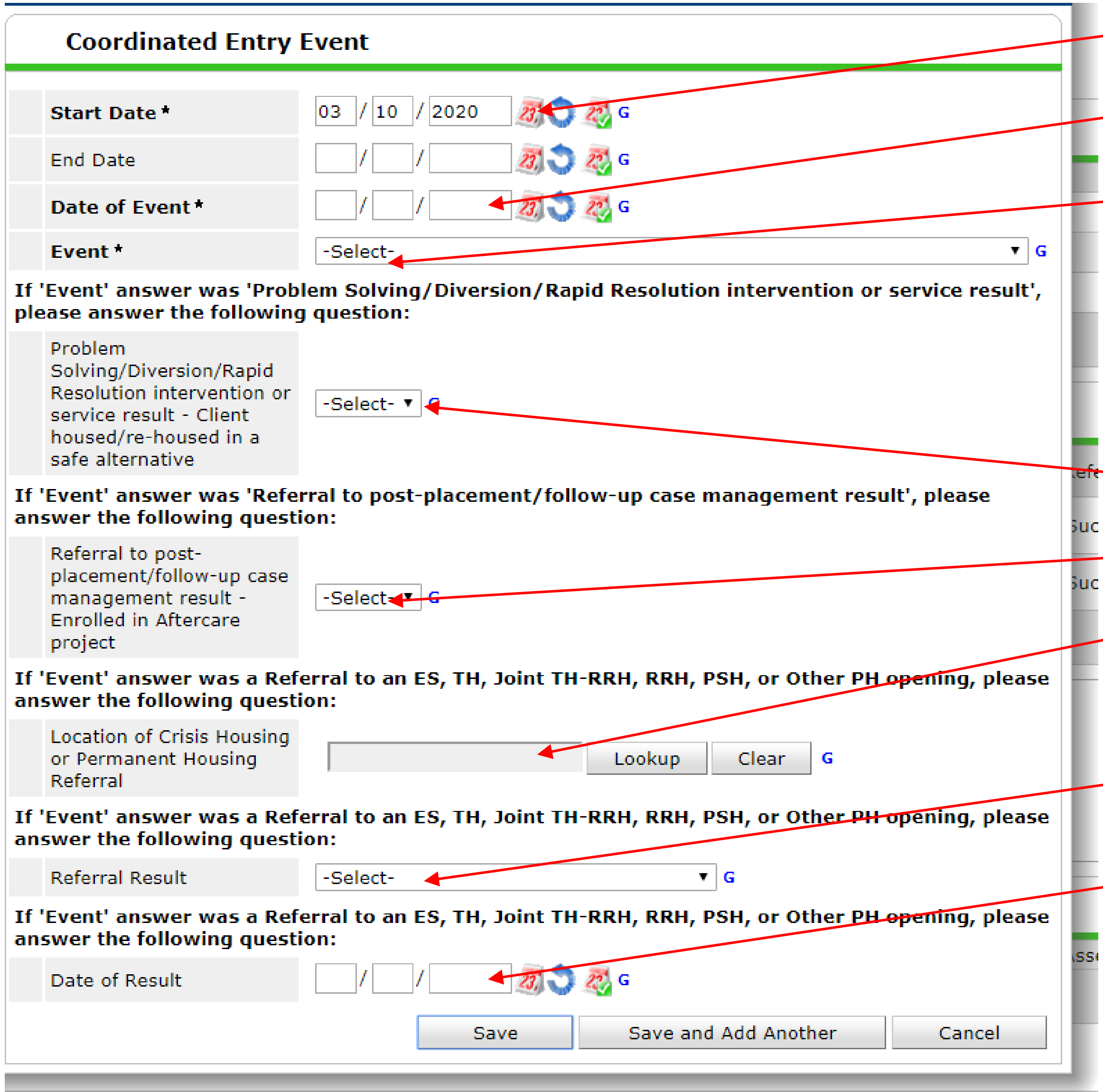
		Start Date *	Date of Event *	Event *	Location of Crisis Housing or Permanent Housing Referral	Referral Result	Date of Result
		02/18/2020	02/18/2020	Problem Solving/Diversion/Rapid Resolution intervention or service		Successful referral: client accepted	02/18/2020
		12/05/2019	12/05/2019	Referral to Joint TH-RRH project/unit/resource opening	(8669) Matt Urban CoC RRH	Successful referral: client accepted	

Add

Showing 1-2 of 2

- This question is designed to capture access and referral events, as well as the results of those events.
- It will help communities understand the events that go into achieving desired (and undesired) results through the CE system.
- This question can be updated and added to multiple times each time an event happens. **USE INTERIM REVIEW OR EXIT TO UPDATE DATA.**
- Example:
  1. Referral to CE for housing needs assessment-(Add new event) – at start date
  2. Referral to RRH-(Add new event) – In interim review
  3. Referral result to RRH-(Update existing RRH event) – In interim review
- We can add new fields to this question but cannot remove any existing fields*

Event Question



Coordinated Entry Event

Start Date *	03 / 10 / 2020 G
End Date	/ / G
Date of Event *	/ / G
Event *	-Select- G

If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:

Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative	-Select- G

If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:

Referral to post-placement/follow-up case management result - Enrolled in Aftercare project	-Select- G

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Location of Crisis Housing or Permanent Housing Referral	Lookup Clear G

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Referral Result	-Select- G

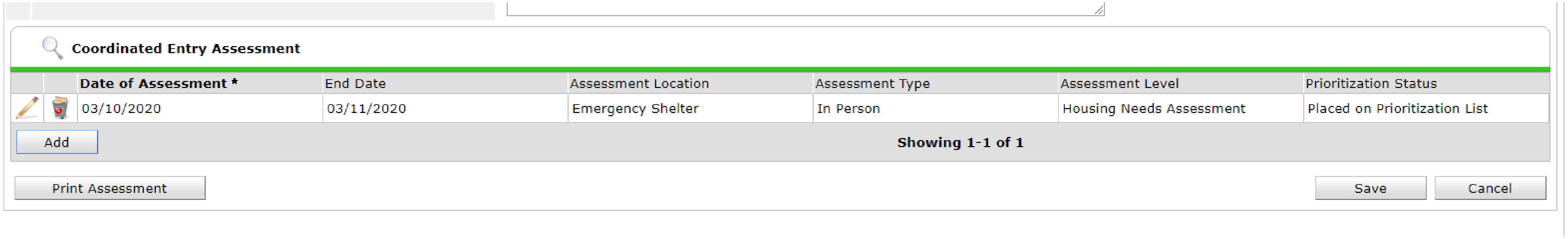
If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Date of Result	/ / G

Save | Save and Add Another | Cancel

- Start Date=Date data is entered
- Date of Event=Date event occurred
- Event=Access or Referral Event
  - Access: Referral to prevention/ diversion program OR to Coordinated Entry
- “If” Questions
  - Diversion result housing? y/n
  - Post Placement isn’t used in our CoC
  - Referral to ES, TH, RRH, TH-RRH, PSH or other PH=which project the client was referred to
  - Referral result=successful vs unsuccessful
  - Date of above result
- This section can be “updated”

Assessment Question



Coordinated Entry Assessment

		Date of Assessment *	End Date	Assessment Location	Assessment Type	Assessment Level	Prioritization Status
		03/10/2020	03/11/2020	Emergency Shelter	In Person	Housing Needs Assessment	Placed on Prioritization List

Add

Showing 1-1 of 1

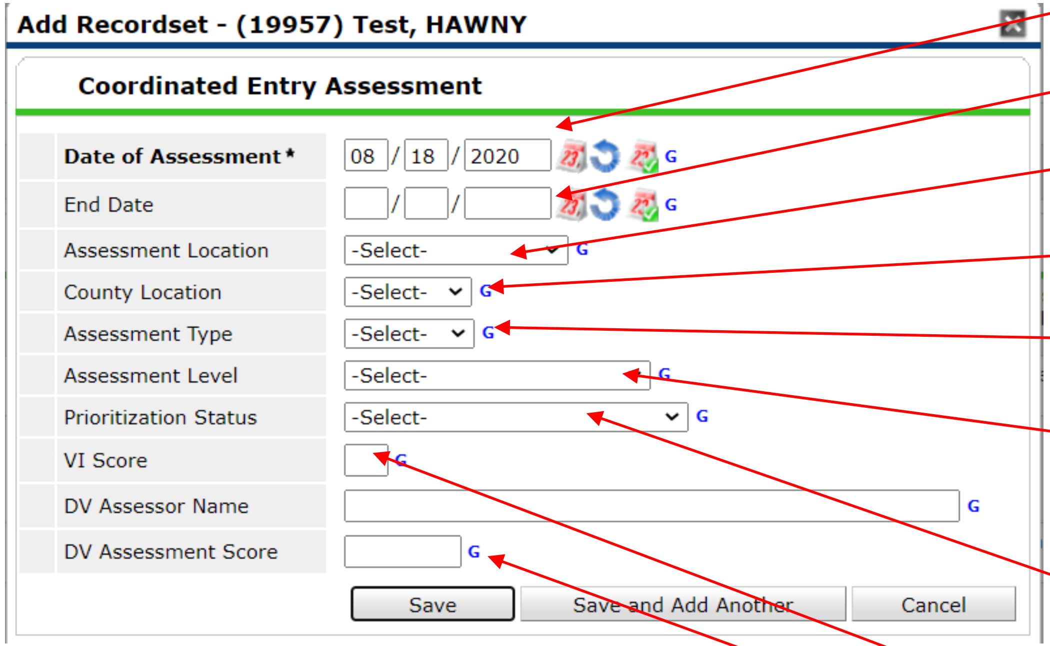
Print Assessment

Save

Cancel

- Designed to be a flexible data element that collects an assessment date, location, and assessment results.
- It allows CoCs to define their own assessment questions and responses, categorize different types of assessments (crisis needs versus housing needs).
  - The VISPDAT is both a housing and crisis needs assessment but for this purpose we will be calling it a housing needs assessment
  - We can add additional assessments if needed or requested*
- Example:
  - Situation: Client takes the VI 4 days after initial start date.
  - HMIS workflow: Add the VI to the assessment tab and then add an interim review update to add the VI score to this question.

Assessment Question



- Date of Assessment
- End Date=Date of Assessment
- Assessment location=Type of location where the VISPDAT was given
- County Location=County VISPDAT given
- Assessment Type=In person vs. over the phone vs. virtual
- Assessment Level=Housing Needs OR Crisis Needs (*we are using Housing Needs for the VISPDAT*)
- Prioritization Status=Does their VI Score qualify for the By Name List?
- VI Score
- DV Assessor & Score

Current Living Situation

Current Living Situation

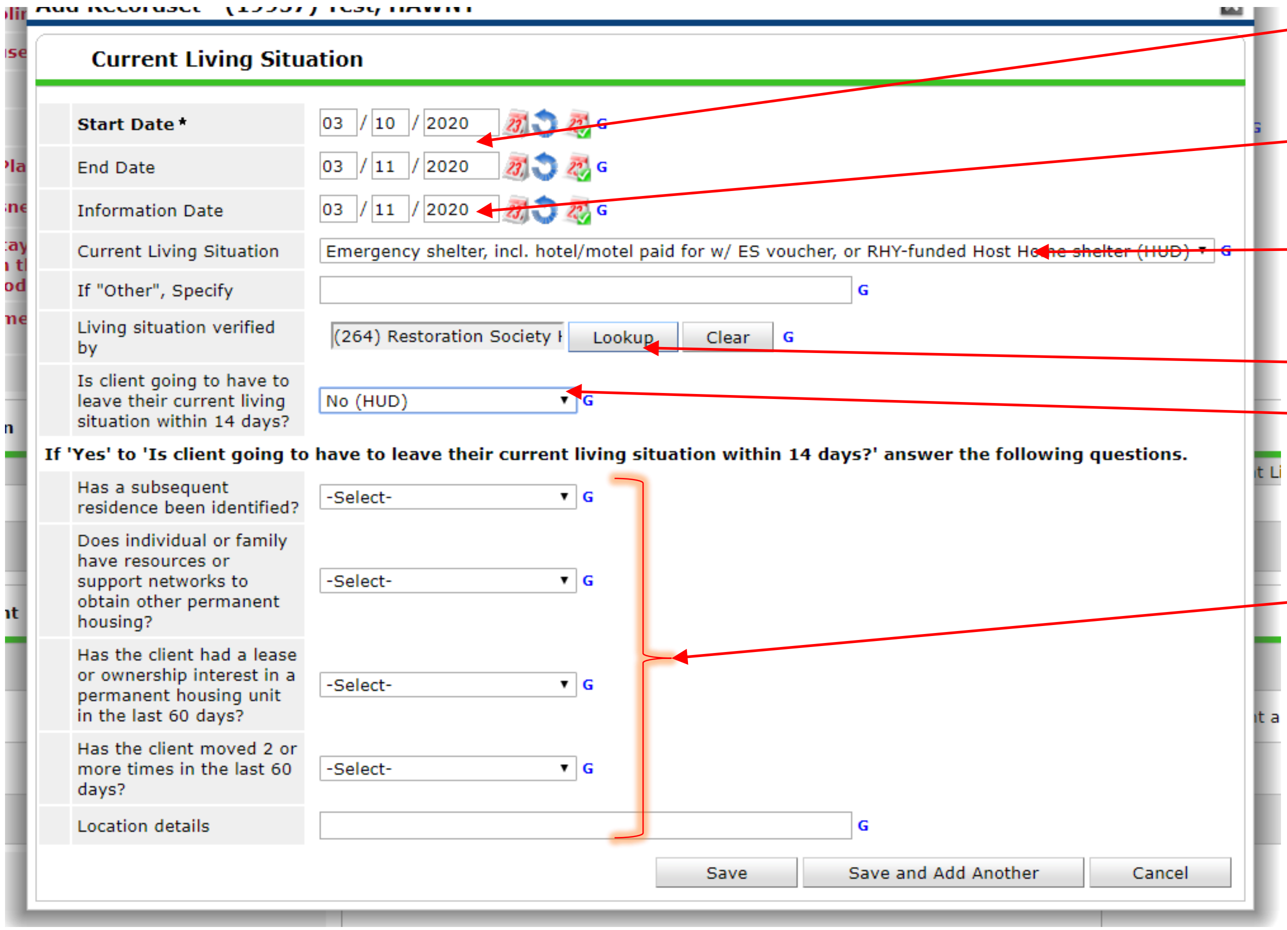
		Start Date *	End Date	Information Date	Current Living Situation
		03/10/2020	03/11/2020	03/11/2020	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
		01/25/2017	01/25/2017	01/27/2017	

Add

Showing 1-2 of 2

- Designed to capture information on where a person is staying at a point in time.
- It can be updated at each point of contact and will help communities track where people are, including those who are not assessed or referred to CE events.
- This mainly needs to be filled out at the time of a CE event (VSPDAT or referral) or their living situation changes (move in date)
- This is already collected by Outreach teams

Current Living Situation



- Start Date & End Date-Todays date for both
- Information Date-Date the data was collected (usually the start date)
- Current Living Situation-Where the client is currently staying
- Verified By-Search for your provider
- Is client going to leave their current situation in 14 days? – y/n
- If No, then click save
- If yes Questions:
  - Housing Identified-y/n
  - Does client have support network-y/n
  - Had client had interest in housing-y/n
  - Has client moved 2x or more in last 60 days-y/n
  - Location Details-where the client is moving to

HMIS Assessment Screenshot

Coordinated Entry Data

Current Living Situation

Start Date *	End Date	Information Date	Current Living Situation
08/17/2020	08/17/2020	08/17/2020	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
07/23/2020	07/23/2020	07/23/2020	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
03/10/2020	03/11/2020	03/11/2020	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
01/25/2017	01/25/2017	01/27/2017	

Add

Showing 1-4 of 4

Coordinated Entry Event

Start Date *	End Date	Date of Event *	Event *	Location of Crisis Housing or Permanent Housing Referral	Referral Result	Date of Result
07/23/2020	07/23/2020	07/23/2020	Referral to RRH project resource opening	(10230) Soldier On SSVF RRH	Successful referral: client accepted	07/23/2020
07/23/2020	07/23/2020	07/23/2020	Referral to scheduled Coordinated Entry Housing Needs Assessment			
03/01/2020		03/10/2020	Referral to RRH project resource opening	(8600) Hispanos Unidos RRH I	Successful referral: client accepted	03/10/2020
02/02/2020		02/02/2020	Referral to scheduled Coordinated Entry Housing Needs Assessment			

Add

Showing 1-4 of 4

Coordinated Entry Assessment

Date of Assessment *	End Date	Assessment Location	Assessment Type	Assessment Level	Prioritization Status
07/23/2020	07/23/2020	Emergency Shelter	Phone	Housing Needs Assessment	Placed on Prioritization List
03/10/2020	03/11/2020	Emergency Shelter	In Person	Housing Needs Assessment	Placed on Prioritization List

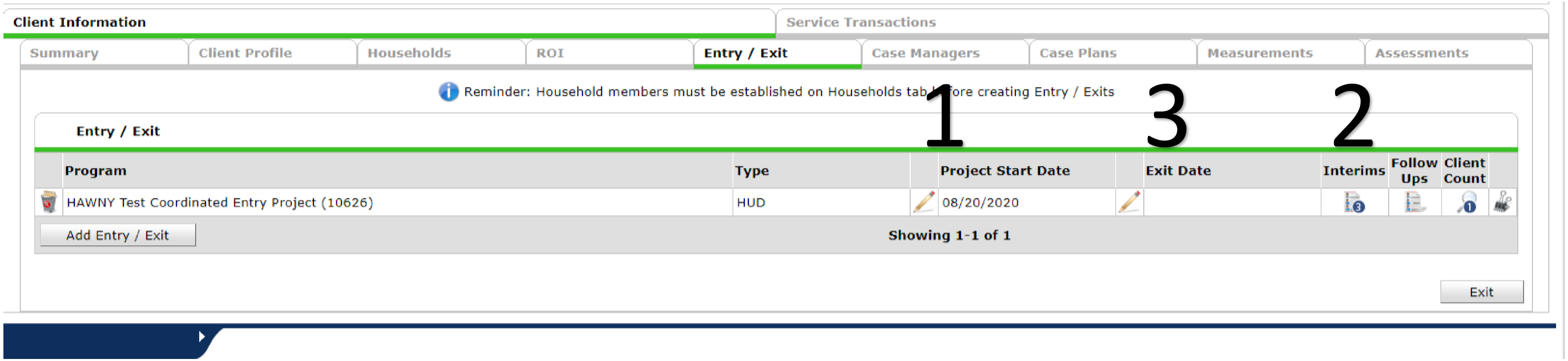
Add

Showing 1-2 of 2

Print Assessment

Save Cancel

HMIS Workflow Screenshot



There are 3 Data Entry Points (Occurrence Points) in the Entry/Exit tab for when you enter a client's data:

1. Start Date-The initial assessment of a client. (intake date)
2. Interim Review Date (Update)-If any data needs to be updated between the start date and the exit date of a client, that data is entered here.
3. Exit Date-The client's data reflected as of the exit date. (discharge date)

Workflow Diagram

Normal Entry

- Your provider's normal intake and ROI procedure. Add "Event" where client is referred to take VISPDAT and update CLS.

Client Takes VI

- Add Interim Review and add "Assessment " with date and score. Also add actual VISPDAT to HMIS in Assessment tab.

Client Gets Referral

- Add Interim Review and add "Event" with the referral date, housing type, and agency name.

Referral Successful

- Add Interim Review and edit referral event with the successful referral outcome and date and update CLS.

OR

Referral Unsuccessful

- Add Interim Review and edit referral event with the unsuccessful referral outcome and date and update CLS.

Summary of Changes

- We are taking the CE data that used to be in the assessments tab and moving it to new spot in HMIS.
  - *Assessment tab → Entry/Exit tab*
- We are collecting the <u>same data</u> just in a different way.
  - *Old CE questions → New CE questions*
- Updated Materials such as data collection forms, flowcharts diagrams, and workflow screenshots will be available that have the new questions and outline the new procedure.
- Further training is available upon request!

Why the changes?

- By enhancing data collection and standardizing data on assessment, prioritization, and referrals, communities can assess CE effectiveness
- The data from these elements helps answer critical questions to inform strategies for strengthening communities' response systems and ability to appropriately target resources:
  - Are pathways to housing as fast and effective as they can be?
  - Are we successfully diverting people from the system?
  - Are we housing the most vulnerable people in our community? Who’s getting left out?
  - What resources are needed to end homelessness and where are the gaps?
  - Which households touch the system and exit without a homelessness intervention versus those who need our assistance?