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

- 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

- 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

- 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

- 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 - Today's 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
## Coordinated Entry Data

### Current Living Situation

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

### Coordinated Entry Event

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Date of Event</th>
<th>Event</th>
<th>Location of Crisis Housing or Permanent Housing Referral</th>
<th>Referral Result</th>
<th>Date of Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/23/2020</td>
<td>07/23/2020</td>
<td>07/23/2020</td>
<td>Referral to scheduled Coordinated Entry Housing Needs Assessment</td>
<td>(8000) Hispanics Unidos RRH 1</td>
<td>Successful referral: client accepted</td>
<td>03/10/2020</td>
</tr>
<tr>
<td>03/01/2020</td>
<td>03/02/2020</td>
<td>03/01/2020</td>
<td>Referral to RRH project resource opening</td>
<td>(8000) Hispanics Unidos RRH 1</td>
<td>Successful referral: client accepted</td>
<td>03/10/2020</td>
</tr>
<tr>
<td>02/02/2020</td>
<td>02/03/2020</td>
<td>02/02/2020</td>
<td>Referral to scheduled Coordinated Entry Housing Needs Assessment</td>
<td>(8000) Hispanics Unidos RRH 1</td>
<td>Successful referral: client accepted</td>
<td>03/10/2020</td>
</tr>
</tbody>
</table>

### Coordinated Entry Assessment

<table>
<thead>
<tr>
<th>Date of Assessment</th>
<th>End Date</th>
<th>Assessment Location</th>
<th>Assessment Type</th>
<th>Assessment Level</th>
<th>Prioritization Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/23/2020</td>
<td>07/23/2020</td>
<td>Emergency Shelter</td>
<td>Phone</td>
<td>Housing Needs Assessment</td>
<td>Placed on Prioritization List</td>
</tr>
<tr>
<td>03/10/2020</td>
<td>03/11/2020</td>
<td>Emergency Shelter</td>
<td>In Person</td>
<td>Housing Needs Assessment</td>
<td>Placed on Prioritization List</td>
</tr>
</tbody>
</table>
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.

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 *same data* 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?