

National Human Services Data Consortium 2016 Spring Conference Los Angeles, CA April 13-14, 2016

## Data Sharing in a Coordinated Entry Environment

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Advancing a Technology Culture in Human Services

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## Learning Objectives

- Participants will:
  - Learn about the benefits of sharing data to support a coordinated entry process
  - Understand approaches to sharing data in HMIS and other systems
  - Learn about approaches to developing a data sharing framework
  - Understand the policies, procedures and agreements that help to facilitate data sharing

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## Data Sharing in Coordinated Entry

- Sharing data is an efficient way to support the coordinated entry process, including:
  - Effective allocation of housing resources
  - Increased coordination of client care
  - Improved accessibility to services
  - Accurate bed and unit inventory information
  - Informs referral and prioritization across programs, project types and systems of care
- Sharing data is not required in a coordinated entry system, but is an effective and efficient approach

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### Requirements of Coordinated Entry

- *“Centralized or coordinated assessment system is defined to mean a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.”*
  - CoC Program Interim Rule

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### Requirements of Sharing Data in a Coordinated Entry System

- *“HUD does not require CoCs to use their HMIS as part of their coordinated entry process. However, many communities recognize the benefit of using this option and have incorporated HMIS into their coordinated entry process. HUD is encouraging communities to consider using HMIS but recognizes that other systems might be better or more quickly able to meet the community’s coordinated entry needs, which is acceptable so long as the community’s coordinated entry meets HUD’s requirements in the CoC Program Interim Rule.”*
  - Coordinated Entry and Homeless Management Information Systems (HMIS) FAQ

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### Why Share Data?

- Sharing data is an effective way to:
  - Reduce duplicate records
  - Target referrals to appropriate projects
  - Connect clients to programs and services
  - Provide clients with additional housing options
- Rule of thumb: data should only be shared when doing so assists the client in accessing housing and services

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## Approaches to Data Sharing

- In HMIS
- With An External Data Management System
- Through A Case Conference/Consult Process
- With An External Client List ("By Name List")

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## Data Sharing in HMIS

- Benefits:
  - Utilizes existing data system and elements to reduce data-entry burden
  - Can improve data quality by developing a single client record from assessment through project entry Facilitates coordinated entry participation for providers using HMIS
    - PATH
    - HOPWA
    - VA (SSVF)
    - Others



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## Data Sharing in HMIS

- Some questions to consider:
  - What HMIS data elements can be leveraged to record assessment and prioritization information?
  - What organizations will be participating in coordinated entry that need HMIS access?
  - What components of the coordinated entry process can HMIS support?
    - What are the costs and compromises of increasing HMIS capacity to support the coordinated entry process?

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### Data Sharing in an External Data Management System

- Benefits:
  - May provide coverage for providers not participating in HMIS
  - May be easier utilized by a hotline or centralized call center
  - May support coordinated entry workflow
  - May support referrals to different provider networks
    - Affordable housing
    - Transportation
    - Health care
    - Employment and training



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### Data Sharing in an External Data Management System

- Some questions to consider:
  - Does the comparable database meet HMIS standards regarding data, privacy, security and other technical standards?
  - Does the comparable database provide necessary reporting capabilities?
  - How is data transmitted from the comparable database to coordinated entry providers?
  - Does the comparable database have sufficient capacity to meet the demands of new users?

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### Data Sharing with a By-Name List

- Benefits:
  - Provides a forum to share client-level demographic, assessment and prioritization data
  - Low costs and barriers to entry/participation
  - Achieves data sharing with limited cost and technological change



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### Data Sharing with a By-Name List

- Questions to consider:
  - Are all participating providers prioritizing clients in the same way?
  - Are consent protocols in place to facilitate sharing data through a by-name list?
  - How is data secured during transmittal to by-name list managing entity?
  - Does the managing entity have the appropriate privacy and security protections in place?

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### Data Sharing in a Case Conference

- Benefits:
  - Rapidly implement a data sharing process
  - Engage providers not participating in HMIS or another accessible data system
  - Low cost/no cost approach
  - Can inform referral prior to project entry, or facilitate connection to benefits, programs, and services after project entry

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### Data Sharing in a Case Conference

- Questions to consider:
  - Is the case conference governed by common policies and procedures?
  - Are the participants taking necessary steps to protect client data?
  - Is the case conference process-driven or personality-driven?

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### Setting Up a Data Sharing Framework

- Policies and Procedures
- Consent Forms and Processes
- Coordinated Entry System and Agency Agreements
  - Coordinated Entry Participation
  - Data Sharing
  - Data Use

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### Policies and Procedures

- Establishes requirements for collecting, processing or otherwise using client data
- Defines both the policy/regulation and the process for sharing data
- Typical policies include:
  - Privacy policy
  - Security policy
  - Data management policy



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### Consent Forms and Processes

- Inferred consent
  - Obtained through posting of privacy notice
  - Required for data collection and entry
- Informed written consent
  - Obtained through written client consent
  - Required for data sharing
  - Examples of written consent forms

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## Consent Forms and Processes

- Typical elements of a consent form
  - The data that will be shared
  - Organization disclosing the data
  - Organizations accessing the data
  - Purposes of sharing data
  - Client right to service without providing consent
  - Period of authorization

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## Participation Agreements

- Establishes requirements and expectations for participation in the coordinated entry system
- Defines a standard process for what data is shared at what point in the coordinated entry process

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## Data Sharing Agreements

- Defines access privileges and limitations regarding client data
  - Basic demographic data vs. assessment/eligibility data
  - Appropriate disclosure
  - Prohibitions on re-disclosure
  - Record merge/de-duplication
- Outlines organizational roles
  - Requirements to protect client data
  - Edit/overwrite capability

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## Data Use Agreements

- Establishes system-wide requirements across all participating providers
  - Privacy
  - Confidentiality
  - Security
- Defines how client data can be used
- Obtains compliance between coordinated entry providers and the HMIS Lead Agency (or other managing entity of a client-level list)

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## Discussion Questions Comments Concerns

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## Presenters

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