



Implementing & Operating a Coordinated Entry System Project

May 6th, 2020

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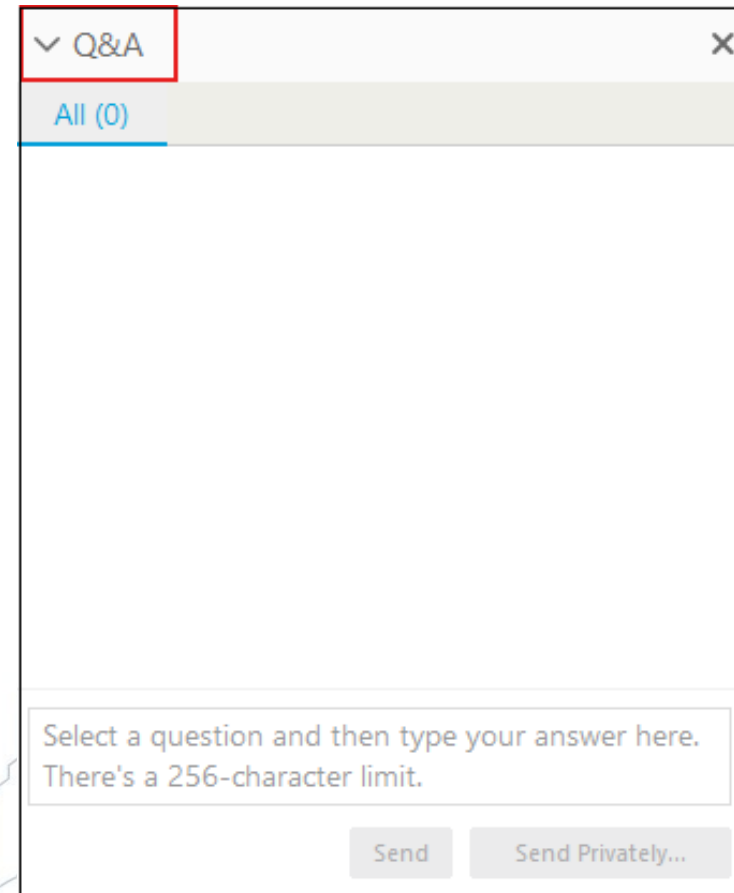


Webinar Instructions

- Webinar will last about 60 minutes
- Access to recorded version
- Participants in 'listen only' mode
- Submit content related questions in Q&A box on right side of screen
- For technical issues, request assistance through the Chat box

Webinar Instructions

- Questions?
- Please submit your content related questions via the Q&A box
- Send to Host, Presenter and Panelists



Q&A

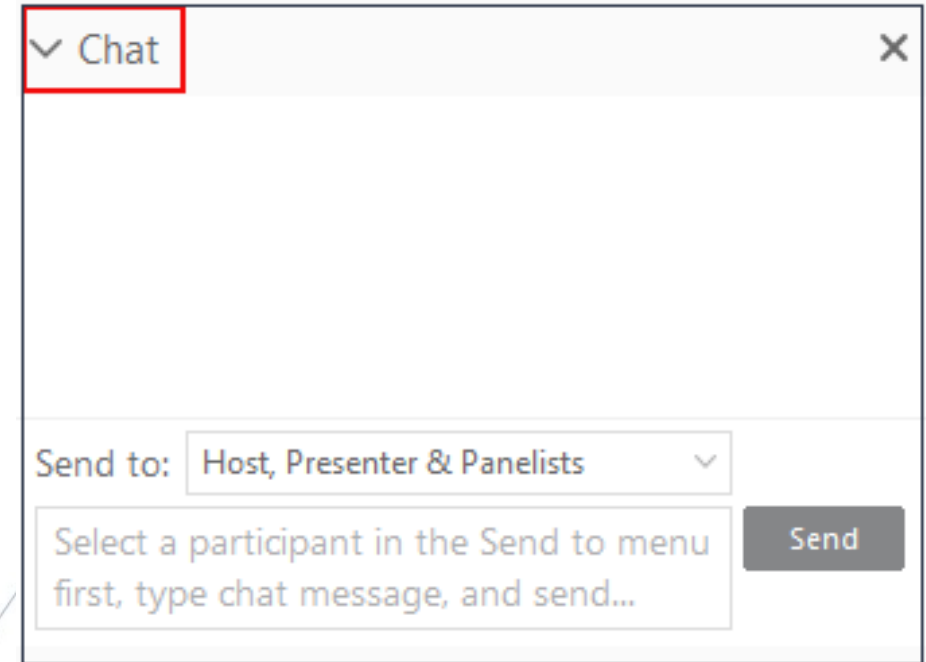
All (0)

Select a question and then type your answer here.
There's a 256-character limit.

Send Send Privately...

Webinar Instructions

- Please submit any technical issue related questions via the Chat box
- Send the message directly to the Host
- Host will work directly with you to resolve those issues



About NHSDC

The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services.

NHSDC holds two conferences every year that convene human services administrators primarily working in the homeless services data space together to learn best practices and share knowledge. The past 3 events have been put on with HUD as a co-sponsor. Learn more on our web site www.nhsdc.org.

After this virtual conference is over, NHSDC will be sending out a survey to learn about your experience. Please help us by signing up for emails and participating in the survey!

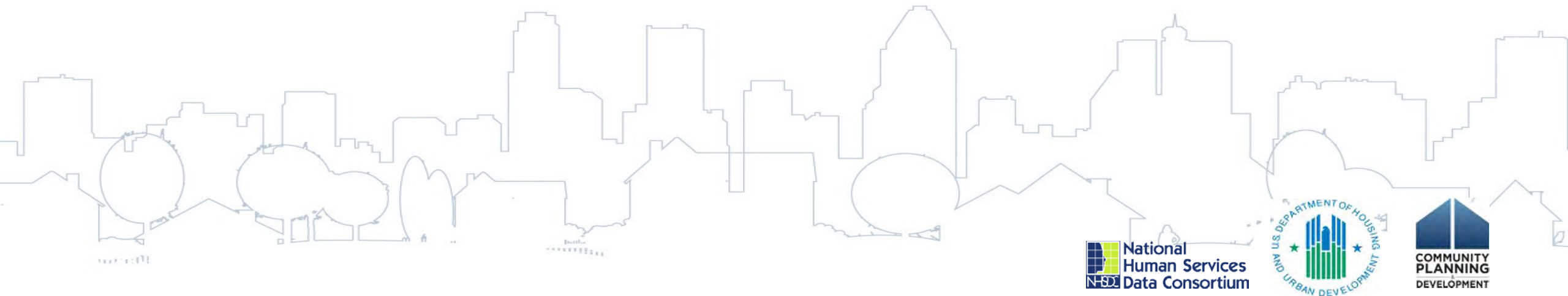


Learning Objectives

Attendees will understand CE Project data collection and reporting requirements.

Attendees understand how to effectively implement CE data elements.

Attendees will understand how to set up CE Projects in HMIS.



Poll Question - Who's with us today?

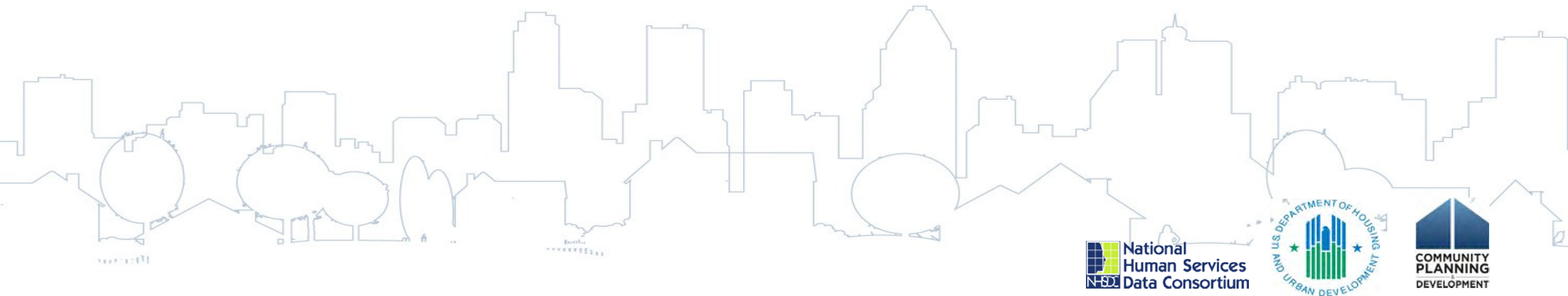
Options (select all that apply):

- CoC
- HMIS Lead/Administrator
- HMIS Vendor
- HMIS Participating Organization/End User
- Person with Lived Experience
- Government Entity
- Funder
- Other

Poll Question – Implementation Status

Have you fully implemented CE HMIS Data Collection in your CoC?

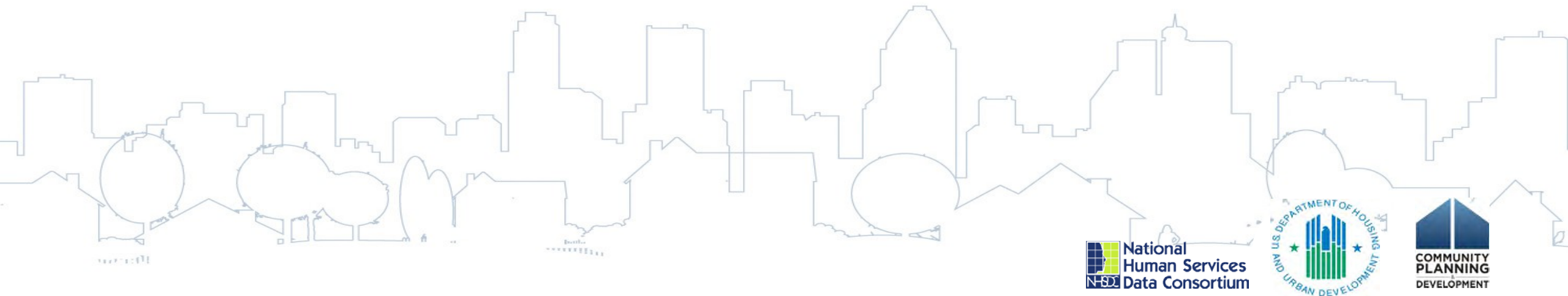
- Yes
- Almost there
- Not yet
- No, and we don't plan to (no SSO-CE grant)





Comment in the Chat

What are you still struggling with related to implementing CE in your HMIS?



Coordinated Entry

- HUD requires CoCs to establish and operate a Coordinated Entry System with the goal of ***increasing the efficiency of local crisis response systems and improving fairness and ease of access to resources***, including mainstream resources.
- CE is not a static system - it is intended to be flexible and priorities may change as community's needs change and available resources.

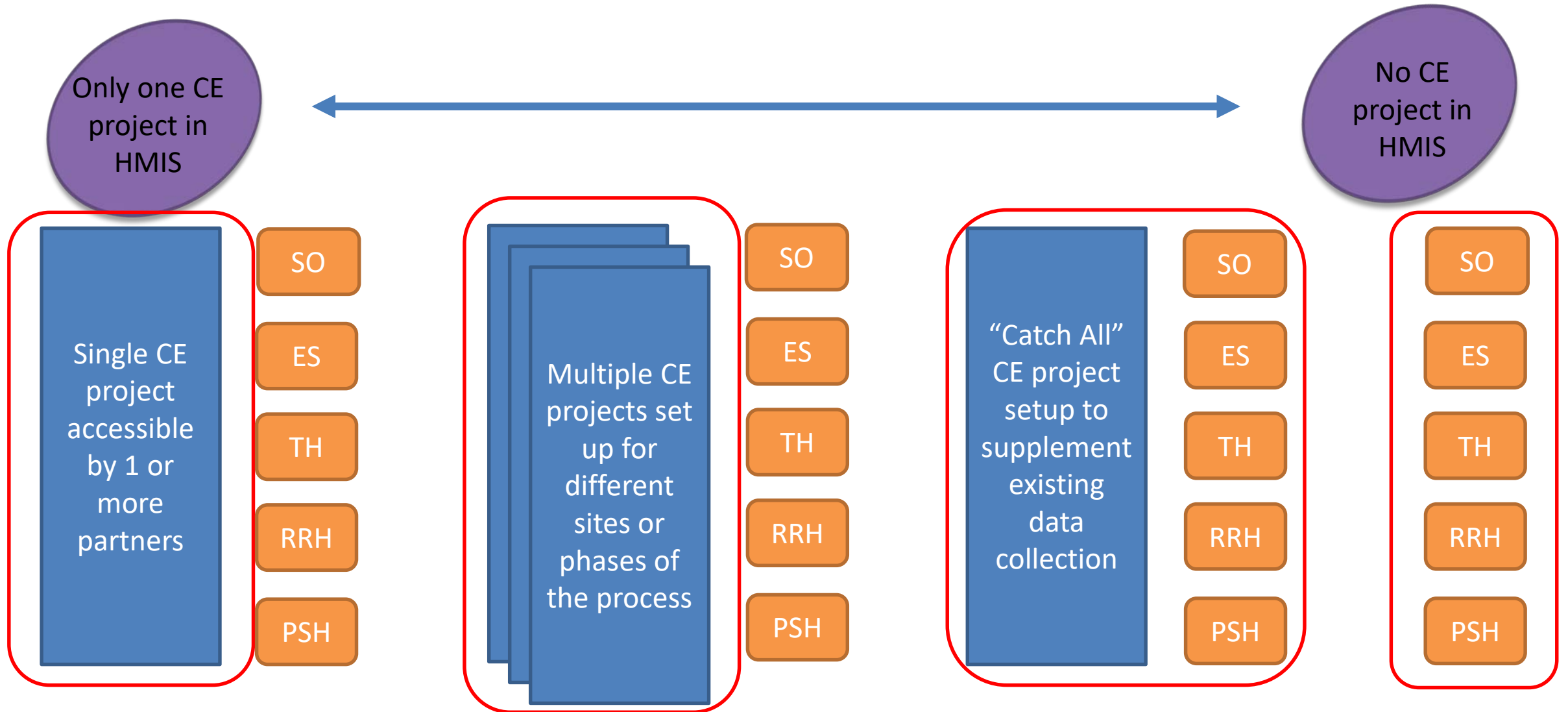
Why Collect CE Data in HMIS?

- To know the list of who needs crisis or housing assistance at any given point in time.
- To know who has been prioritized for permanent housing assistance and who is next on the list.
- To understand how many people are accessing your system over a period of time and who they are.
- To understand how well your system is functioning and identify bottlenecks.

CES and COVID-19

- Right now is a prime time to evaluate how your CES is functioning and pivot based on your local needs.
- Review and update CE prioritization policies, assessments, and tools
 - If your policy is to rapidly rehouse people in non-congregate shelters, how can you adjust your system to simplify screening/assessment process?
- Think about how you're determining who gets prioritized
- Focus resources on addressing inequities in COVID-19 response

CE Project Setup in HMIS



Data Collection Requirements

Data Collection Required for:

- All CoCs with an SSO-CE grant
- Data collection strongly encouraged but optional for CoCs without an SSO-CE grant.

Data Collection Begins:

- CE Data Elements must be fully implemented by October 1, 2020. (no need to wait if you're ready to start!)

Data Collection Requirements

Data Collected About:

- All household members entered into CE projects.
- 4.12, 4.19 and 4.20 are only required to be collected on the HoH, not all household members.

Do we need to back enter data?

- CoC's are *not* required to back enter CE data.
- Simply begin collecting the information and update as needed for active clients.

Data Standards resources available here: <https://www.hudexchange.info/resource/3824/hmis-data-dictionary>

Coordinated Entry Data Elements – Deep Dive

4.19 Coordinated Entry Assessment

Field Name	Response Category/Data Type	Description
Date of Assessment	[Date]	The date the assessment occurred.
Assessment Location	HMIS Sys Admin managed list of locations	Community defined values –actual physical locations “ABC Shelter” or ABC Street Outreach”, etc.
Assessment Type	<ul style="list-style-type: none">• Phone• Virtual• In-person	The manner in which the assessment was administered.
Assessment Level	<ul style="list-style-type: none">• Crisis Needs Assessment• Housing Needs Assessment	The “type” of assessment conducted – focused on immediate resolutions to address emergency needs or more in-depth, housing focused assessment.

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Coordinated Entry Data Elements – Deep Dive

4.19 Coordinated Entry Assessment

Field Name	Response Category/Data Type	Description
Assessment Questions	Community defined	e.g. “Where did you sleep last night?”
Assessment Answers	Community defined	e.g. “Shelter” (these responses pair with the questions above)
Assessment Result Type	Community defined	Results structured as defined by community Example: One assessment may have multiple results : e.g. “Housing stability score”; “Total score” “Recommended placement”, etc.
Assessment Result	Community defined	These results pair with the questions above. e.g. Housing Stability score = “10” or Total score = “15”, recommended placement = RRH, etc.
Prioritization Status	<ul style="list-style-type: none">Placed on prioritization listNot placed on prioritization list	Indicates whether the client is placed on the prioritization list for housing resources.

Coordinated Entry Data Elements – Deep Dive

4.20 Coordinated Entry Event

Field Name	Response Category/Data Type	Description
Date of Event	[date]	Date the event occurred
Event (“Access Events”)	Referral to a Prevention Assistance project	The client received a referral to a homelessness prevention assistance project; or other local equivalent project.
	Problem Solving/Diversion/ Rapid Resolution intervention or service	The client participated in a diversion or rapid resolution problem –solving conversation and received assistance; or other local equivalent.
<i>Client housed/re-housed in a safe alternative</i>	<ul style="list-style-type: none"> • No • Yes 	<i>The result of the diversion or rapid resolution problem – solving conversation and assistance or other local equivalent was that the client did or not get housed/rehoused in a safe alternative and requires additional assistance. If yes, client should be exited from CE at this point</i>
	Referral to a scheduled Coordinated Entry Crisis Assessment	The client received a referral to a Coordinated Entry Crisis Needs Assessment; or other local equivalent assessment.
	Referral to a scheduled Coordinated Entry Housing Needs Assessment	The client received a referral to a Coordinated Entry Housing Needs Assessment; or other local equivalent assessment.

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Coordinated Entry Data Elements – Deep Dive

4.20 Coordinated Entry Event

Field Name	Response Category/Data Type	Description
Event (“Referral events”)	Referral to post- placement/ follow- up case management	Post-placement/follow-up case management services are services provided to clients after they have exited a residential project. Not limited to any particular project type.
<i>Enrolled in Aftercare project</i>	<ul style="list-style-type: none">• No• Yes	<i>If the client received a referral to a post-placement service or follow-up case management, or other local equivalent referral, subsequent follow up with the client or project indicates the client did or did not enroll into the referred project.</i>
	Referral to a Street Outreach project or services	The client received a referral to a Street Outreach project or services, or other local equivalent referral
	Referral to a Housing Navigation project or services	The client received a referral to an SSO or other service only project or service for the purpose of receiving Housing Navigation services, or other local equivalent referral because a specific bed or unit in another project is not immediately available.

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Coordinated Entry Data Elements – Deep Dive

4.20 Coordinated Entry Event

Field Name	Response Category/Data Type	Description
Event (“Referral events”)	Referral to Non- continuum services: Ineligible for continuum services	The client received a referral to non-continuum services because they were ineligible for continuum services, or other local equivalent referral. Non-continuum services may include emergency assistance projects for those not at-risk of or experiencing homelessness.
	Referral to Non- continuum services: No availability in continuum services	Eligible clients who could not be referred to continuum services because there is no availability in continuum services, or because client was eligible but was not prioritized for continuum services or other local equivalent referral.
	Referral to Emergency Shelter bed opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
	Referral to Transitional Housing bed/unit opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
	Referral to Joint TH-RRH project/unit/resource opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).

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Coordinated Entry Data Elements – Deep Dive

4.20 Coordinated Entry Event

Field Name	Response Category/Data Type	Description
Event (“Referral events”)	Referral to RRH project resource opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
	Referral to PSH project resource opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
	Referral to Other PH project/unit/resource opening	A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
<i>Location of crisis housing or PH referral</i>	<i>[Project Name/HMIS ID]</i>	<i>Dependent to referral to ES, TH, Joint, RRH, PSH, or OPH. User enters/selects project name.</i>
<i>Referral Result</i>	<ul style="list-style-type: none"> <i>Successful referral: client accepted</i> <i>Unsuccessful referral: client rejected</i> <i>Unsuccessful referral: provider rejected</i> 	<i>Dependent to referral to ES, TH, Joint, RRH, PSH, or OPH.</i>
Date of result	<i>[date]</i>	<i>Date the result is determined to be successful or unsuccessful</i>

Coordinated Entry Data Elements – Deep Dive

4.12 Current Living Situation

Field Name	Response Category/Data Type	Description
Information Date	[date]	Date this information is accurate
Current Living Situation	Street, shelter, safe haven, foster care, friends, family, etc....	List of all living situation options. Note: PATH providers only select from Street, shelter, worker unable to determine response options.
Living Situation verified by	<i>[list of continuum projects]</i>	This field is only for Coordinated Entry projects and only if they need it. It can be used by CE projects that don't have 100% HMIS coverage so that if a non-participating project has an update on a client's living situation, it can still be recorded in HMIS by CE.

Coordinated Entry Data Elements – Deep Dive

4.12 Current Living Situation

Field Name	Response Category/Data Type	Description
<i>Is client going to have to leave their current living situation within 14 days?</i>	<ul style="list-style-type: none"> No Yes Client doesn't know/refused/data not collected 	<i>Dependent to all non-homeless living situation responses</i>
<i>Has a subsequent residence been identified?</i>	<ul style="list-style-type: none"> No Yes Client doesn't know/refused/data not collected 	<i>Dependent to a "yes" response to leaving their situation within 14 days.</i>
<i>Does individual or family have resources or support networks to obtain other permanent housing?</i>	<ul style="list-style-type: none"> No Yes Client doesn't know/refused/data not collected 	<i>Dependent to a "yes" response to leaving their situation within 14 days.</i>
<i>Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?</i>	<ul style="list-style-type: none"> No Yes Client doesn't know/refused/data not collected 	<i>Dependent to a "yes" response to leaving their situation within 14 days.</i>
<i>Has the client moved 2 or more times in the last 60 days?</i>	<ul style="list-style-type: none"> No Yes Client doesn't know/refused/data not collected 	<i>Dependent to a "yes" response to leaving their situation within 14 days.</i>
Location Details	Text box	Enables user to add details about client's location. E.g. "12 th Street Bridge" or "Walmart parking lot"

CE Data Collection & Project Setup Challenges

Federal partner
integration

Multiple “systems”
i.e. youth, veterans,
DV, etc.

Balance of State or
other Large CES
coverage areas

Multi-CoC
Implementations

Data quality

Flexibility &
Adaptability

Coordinated Entry Reporting Requirements

- HUD: COC Program is the only Federal Funder requiring CE-specific annual performance reporting.
- HUD: ESG Program does not require separate CE reporting.
 - ESG-funded activities that are carried out as part of the CoC's CE process must be set up in HMIS using only the project types available for the ESG Program: SO, ES, RRH, & HP. These projects are required to submit CAPER CSVs by their funded project type.

Coordinated Entry Reporting - APR

Current CE APR

- All SSO-CE grant recipients must submit a CE APR in Sage.
- APR is descriptive of entire CE System.
- Two data tables in current CE APR:
 - Access Statistics
 - Screening Assessment Statistics

Important updates to current CE APR:

Unduplicated number of HOUSEHOLDS who accessed CE during the operating year <i>(count all households, not persons in households)</i>	
households without children	#
households with adults and children	#
households with only children	#
Total households who accessed CE	<i>Sage</i> sums
Households of unaccompanied youth	

Unduplicated number of HOUSEHOLDS who were screened/assessed during the operating year <i>(count all households, not persons in households)</i>	
households without children	#
households with adults and children	#
households with only children	#
Total households who received a screening or assessment	<i>Sage</i> sums
Households of unaccompanied youth	

Coordinated Entry Reporting – NEW SSO-CE APR

NEW CoC CE APR

- NEW CE APR HMIS programming specifications were released to vendors in February 2020.
 - Due to the delayed implementation of CE data element collection, this report will become effective **October 1, 2021**.
 - All SSO –CE grant recipients should continue using existing APR until then.
- NEW CE APR consists of both checkbox/narrative questions **AND** a CSV-APR upload.
- These checkbox/narrative questions must be answered about the specific grant being reported on. This data is NOT generated in HMIS.
- CSV data will be generated on *all* projects that comprise the CoC's CE system.
 - If the CoC's CE includes a VSP, the SSO-CE grant recipient must upload 2 CSVs – one generated from HMIS and one generated by the VSP's comparable database.
 - If a VSP is a direct recipient of a SSO-CE grant, the VSP must upload 2 CSVs – one generated by the VSP's comparable database and one generated by the HMIS.

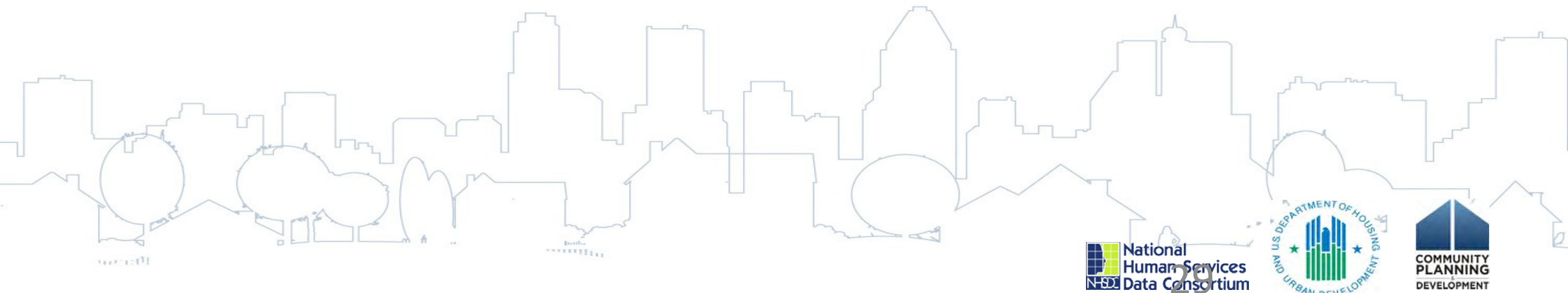
Coordinated Entry Reporting – NEW SSO-CE APR

- General Information about the CE APR CSV
- Consists of 10 separate tables for a total of 10 CSV output files.
- Client Universe
- Depending on the HMIS implementation, CE data could be scattered across the system in multiple projects.
- In general, the universe for this report requires the system to scan projects within the HMIS for a **single** CoC to determine the clients and enrollments to include in the report.

Find more detail about the NEW CE APR on the [HUD Exchange](#)

Coordinated Entry Reporting – Local Use

If you have developed custom CE Reports – what type of reports do you have?



Coordinated Entry Reporting – Local Use

- Management tools
- Active clients report
- Missing clients report
- Removed clients report
- Effectiveness and efficiency tools
- Time from crisis assessment to housing
- # of housing referrals made
- Successful housing referrals
- Others based on community needs

