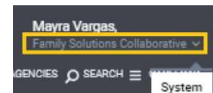


# HMIS Coordinated Entry Cheat Sheet

2.1.1

Use this guide to gain a better understanding of how each data element affect CES, and clients' access to housing opportunities. This guide is based on the 2020 HMIS Data Standards.



## Access Points

Please note that everything in this section must be completed under the Family Solutions Collaborative (FSC) agency for the Family Coordinated Entry System (FCES). Make sure to switch to the Family Solutions Collaborative in HMIS.

## Enrollment

### Data Element: 3.08 Disabling Conditions

#### Why is this important?

This data element is used, along with other information, to identify whether a household meets criteria for chronic homelessness (CH).

#### How can this impact my clients?

If households are not properly identified as being CH, they will not be considered for Permanent Supportive Housing opportunities.

A disabling condition is one or more of the following:  
**A)** A physical, mental or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

- is expected to be long continuing or indefinite duration
- Substantially impedes the individual's ability to live independently; AND
- Could be improved by the provision of more suitable housing conditions

**B)** A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bills of Rights Act of 2000 (42 U.S.C 15002); OR  
**C)** The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome

### Data Element: 3.917 Prior Living Situation:

#### Why is this important?

This data element is used, along with other information, to identify whether a client meets criteria for chronic homelessness (CH).

#### What does this data element consist of?

It is important to remember that this data element is more than just 1 question, it is a series of question, so extra attention must be placed here:

- **Approximate Date Homelessness Started** - This date should reflect the first date of the household's current episode of homelessness, with no "breaks in homelessness" between this date and the date the client is enrolled in the project.
- **Number of times on the street, in ES, or Safe Haven in the past 3 years** - This should reflect the number of times the household has been homeless with "breaks in homelessness" between each time.
- **Total # of months homeless on the streets, in ES, or Safe Haven in the past 3 years** - This should reflect the cumulative amount of time the household has been homeless over the past 3 years. If the household has had "breaks in homelessness", the case worker should sum the amount of time each episode lasted.

- For a household to be considered CH the head of household should have the following information reflected:
  - They must have one year of consistent homelessness, as reflected in the **Approximate Date Homelessness Started** field

#### OR

- They must have 3 episodes of homelessness, as reflected in the **Number of times on the Street, in ES, or Safe Haven in the past 3 years** field **AND** they must have a total of 12 months of homelessness as reflected in the **Total # of months homelessness on the streets, in ES, or Safe Haven in the past 3 years** field

#### AND

- A disabling medical condition as reflected in the Disabling Condition fields

*\*Break in Homelessness: When a household has stayed in one of the living situations listed for a specified set of time:*

- Institutional Setting for longer than 90 days
- Permanent/ Temporary Setting for longer than 7 days

## ALL CES Users

### Data Element: 4.12 Current Living Situation

#### Why is this important?

This information is used to record each contact between people experiencing homelessness and service providers. Additionally, it will help provide information on the number of contacts required to engage a client and document the client's current living situation as needed.

#### How can this impact my clients?

Not recording this assessment in a client's enrollment does not capture the work that is required to successful place a household in permanent housing, which is critical for having a full understanding of how the Coordinated Entry System functions.

- If the Current Living Situation is a Temporary or Permanent Setting, additional housing status information will need to be collected to support the determination of imminent and at-risk of homelessness housing status.
- For CE Enrollments, record a new Current Living Situation record anytime any of the following occurs:
  - A Coordinated Entry Assessment or Coordinated Entry Event is recorded; or
  - The client's living situation changes;
  - If a Current Living Situation has not been recorded for longer than a community-defined length of time (ie. Longer than 90 days)
  - When the household is enrolled into the Coordinated Entry project.
- Completing a Current Living Situation assessment automatically updates the client's Last Activity Date on the Referrals page.

### Data Element: 4.19 Coordinated Entry Assessment

#### Why is this important?

This information is meant to standardize CES in areas like access, referrals and prioritization.

#### How can this impact my clients?

Households without a CE assessment cannot be added to the Community Queue and get housing assistance through CES.

- The Orange County CoC has chosen to use the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) to assess all households being served through the Coordinated Entry System
- Scores that result from this assessment are used to help determine the type of housing assistance the household needs to be successfully placed in permanent housing

### Data Element: 4.20 Coordinated Entry Events

#### Why is this important?

The purpose of the CE Events is to capture when referrals and placements occur.

#### How can this impact my clients?

This information will help the CoC better understand what events go into achieving desired and undesired results, and is necessary to understand outcomes for households served through the Coordinated Entry System.

- Events that are not referrals to housing projects must be tracked on the Services page under the Coordinated Entry enrollment
- Housing referral events are automatically tracked when a household is matched to a housing opportunity through the Community Queue:
  - A housing referral is considered successful if the household is enrolled in the housing project they were referred to
  - A housing referral is considered unsuccessful if the housing agency or the household denies the match, or if the referral expires because it has not been updated for 90 days

### Coordinated Entry Prioritization

#### Why is this important?

Orange County has developed criteria to determine the households that should be prioritized to serve with the available housing opportunities. This is to ensure that the most vulnerable households are served with the limited resources available.

#### How can this impact my clients?

Ensuring that this information is accurate and up-to-date will help households be identified as priorities. Please note that these priorities are subject to change as the needs of the community change.

- The two current priorities are serving the households with the longest lengths of homelessness and assisting those in shelter. Case managers are able to update this information at any time in HMIS.
  - **Length of Time Homelessness**
    - This is captured in the Approximate Date Homelessness Started field, and should reflect the date the client's current episode of homelessness began.
    - Case managers are encouraged to write out a timeline with clients to help determine any breaks in homelessness or other episodes they may have experienced.
  - **Shelter/Not Shelter**
    - If a client is staying in a shelter or has moved out of a shelter they were staying in AND they have completed a VI-SPDAT assessment, the case manager must update their CE Assessment question "Where do you and your family sleep most frequently?"

## Data Element: 3.11 Project Exit Date



### Why is this important?

Households must be exited from the Coordinated Entry project to signify that the household no longer requires a housing placement through the Coordinated Entry System.

### How can this impact my clients?

Clients need to be exited by the Housing Agencies from the FSC project when they are accepted into the Housing Agency's project. Without the proper exit accurate outcomes will not be captured in CES Reports.

- Exits from the Family Coordinated Entry project must be completed under the **Family Solutions Collaborative** agency
- Project Exit Date should reflect the date the household was accepted into the housing project
- Destination should reflect the type of housing project the client is being enrolled in. Below are the project types a household can be referred to, and the corresponding destination that should be entered:
  - Rapid Rehousing Projects: Rental by client, with RRH or equivalent subsidy
  - Permanent Supportive Housing or Other Permanent Housing projects: Permanent housing (other than RRH) for formerly homeless persons
  - Transitional Housing projects: Transitional housing for homeless persons (including homeless youth)
  - Projects with "Other" project type: Select the destination that most closely matches the function of the project. In most cases, these projects function like Rapid Rehousing.

### Why is this important?

Enrollments in housing projects that result from a Coordinated Entry referral are considered successful Coordinated Entry Events. Tracking this data is critical to understanding the success of CES.

### How can this impact my clients?

When a household is enrolled in the housing project they were referred to, they are automatically removed from the Community Queue to signify that they no longer need housing assistance through CES.

## Enrolling a Household



- When enrolling a household to the project they were referred to, always make sure the toggle is switched on for *"Placement a Result of Referral provided by Family Solutions Collaborative"*
- The household's Project Start Date should match the date the household was accepted into the project, not the date the household was placed in a housing unit.
- While the household is removed from the Community Queue automatically, it is the housing providers responsibility to exit the household from the Coordinated Entry project.

## Denying Referral



### Why is this important?

Capturing details on denied referrals help with system wide analysis reports surrounding CES.

### How can this impact my clients?

If a household is unable to be served by a housing project, the referral must be denied in HMIS in order for another household to be matched to the housing agency.

- When a Housing Agency denies a referral they must complete the following information:
  - Status:** Denied
  - Send to Community Queue:** Yes/ No
    - This should always be "Yes" unless the household no longer needs to be served through CES
  - Denied by Type:** Client/ Provider
    - This is the determining party for the denial, the client or the housing provider
  - Denied Reason:** The reason the referral was denied by the household or the housing provider.
  - Denied Message (optional):** Additional details regarding the reason the referral was denied.

### Why is this important?

Housing opportunities need to be added to HMIS in order for a housing agency to receive referrals through the Coordinated Entry System.

### How can this impact my clients?

Receiving referrals from CES to fill available housing opportunities ensures that the most vulnerable households are being served.

## Adding Housing Opportunities



- On the Availability page, all projects should be set to Limited Availability so that the project can receive referrals from CES
- When entering an opening, enter any eligibility criteria specific to the housing opportunity in the Additional Notes section

## Additional CES information can be found here:



- You can find the following articles in our Knowledge Base
- Coordinated Entry Reports**
  - Coordinated Entry System (CES) for Case Managers**
  - Coordinated Entry System (CES) for Housing Agencies**
  - Coordinated Entry System (CES) for Matchmakers**

- You can find these flowcharts in the HMIS Cheat Sheet page under the HMIS Help tab:
- Assess Point Flowchart**
  - Housing Agency Flowchart**
  - Matchmaker Flowchart**