



Kentucky  
Housing  
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*Investing in quality housing solutions.*

# Coordinated Entry

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2019 Annual Training



# Any Door KY & Coordinated Entry

- Coordinated Entry is defined as a process to coordinate program participant intake, assessment, and provision of referrals. It covers the geographic area, is easily accessed by homeless individuals and families seeking housing and services, is well advertised, and involves a comprehensive and standardized assessment tool. In essence, Coordinated Entry is all about transitioning from a “first come, first served” standard operating procedure at the program level to a regional system of prioritizing the highest need households first. The Coordinated Entry System (CES), much like an ER waiting room, triages and prioritizes the most vulnerable households who have experienced literal homelessness the longest for limited Kentucky HUD funded housing resources.



Any Door KY



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# Any Door KY & Coordinated Entry

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- The Kentucky Balance of State Continuum of Care (CoC) has implemented our Any Door KY CES in its 118 county jurisdiction, (Jefferson and Fayette Counties operate their own CES). Each ADD represents its own regional Local Prioritization Community (LPC). LPCs work to identify, assess, prioritize and coordinate housing and services for our most vulnerable community members. Please visit Kentucky Housing Corporation's website for a list of LPC Lead Agencies and more CES information.
- If anyone in your community is vulnerable and experiencing homelessness, please contact your regional LPC Lead Agency for assistance. The LPC Lead will coordinate Common Assessment and access to the CES with local community partners. The homeless service agency will complete the assessment with the household then the household will be prioritized with all people experiencing homelessness within the regional for hopeful housing referral. Access to Any Door KY does NOT guarantee housing referral. The LPC Lead Agency and the homeless service provider will work to assist the household in identifying any other local housing/service resources. Some communities operate street outreach and/or housing navigation programs to assist vulnerable people identify housing options within the community as well.

# Basecamp

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## What Is Basecamp?

- Basecamp is an online communication platform that has been established to help participating agencies in the KY BoS CoC Any Door KY Coordinated Entry System (CES). Each of the 15 Local Prioritization Communities (LPCs) have access to a Basecamp group.
- Basecamp provides a way for all the partners to communicate regarding the prioritization listing and successful (or unsuccessful) client referrals.
- Meeting reminders, real time Prioritization Lists as well as meeting recaps are posted on this platform. LPC Leads manage the Basecamp.
- LPC members can find helpful links to Kentucky Balance of State CoC documents, HUD guidance and resources as it relates to Coordinated Entry.





## **Who should have access to Basecamp?**

- All CoC and ESG funded agencies in the LPC
- These agencies are required to participate in the Coordinated Entry System as well as bi-weekly LPC meetings.
- All entities who work to end homelessness to participate (school system, law enforcement, non-HUD funded agencies, community mental health providers, etc...) are encouraged to participate in their LPC and Basecamp.
- All information is to be held confidential

## **How Does It Work?**

- Everything posted on the Message Board is public to the Basecamp Group (the whole LPC).
- You will get email notification of each time someone posts in Basecamp.
- You may opt out of these notifications.
- If you respond to the email directly-it will also post publicly on Basecamp.
- Do NOT post client names (use HMIS/Unique ID and/or Initials).
- Do NOT post any information that could violate the confidentiality of the client/referral.
- Do not post eligibility documentation to Basecamp.
- Do not post VSP Inclusion forms to Basecamp, please send them to the LPC Lead.
- Any time a successful housing placement/move in has occurred, please update the group on Basecamp (using the client ID).
- Basecamp is NOT Facebook. Please be respectful and courteous to all Basecamp users and clients.

# VI-SPDAT vs Full SPDAT

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VI-SPDAT	SPDAT
Vulnerability Index Service Prioritization Decision Assistance Tool	Service Prioritization Decision Assistance Tool
Triage Tool/ Initial Prescreen	Full Assessment
Triage looks for the presence of an issue	Full Assessment looks at the depth of an issue
Triage can be a necessary first step in very busy environments	Full Assessments may occur post triage, and in sequential ongoing increments
KY BoS Tool for CES Inclusion	Evidence-based housing focused case management tool

# VI-SPDAT vs Full SPDAT

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## *Training Requirements:*

An assessor must be **oriented** to the VI-SPDAT prior to administering.

<https://vimeo.com/86520820>

An assessor must be **trained** in the Full SPDAT by an OrgCode approved trainer prior to administering.



# KY BoS & The VI-SPDAT

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## VI-SPDAT = Initial Pre-Screen or Triage Tool

→ In KY BoS we administer the VI-SPDAT for those who fall under Category 1 or 4 of HUD's Homeless Definition for inclusion in our CES (for prioritization for available CoC and ESG housing resources).

Do not complete prescreens for the sake of completing prescreens

→ Diversion, Diversion, Diversion!

→ Allow around 2 weeks for those residing in emergency shelter to self-resolve homelessness.

The VI-SPDAT score is **not** the only determining factor in prioritization for the KY BoS.



# When to Administer: VI-SPDAT

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- The CE process requires eligible referrals of people experiencing Category 1 or 4 of the HEARTH homeless definition (experiencing homelessness on the street or in shelter, or fleeing/attempting to flee domestic violence). Categories 2 and 3 are not eligible.
- Emergency shelters should administer the appropriate VI-SPDAT with residents who have not solved their own homelessness approximately 2 weeks after shelter entry.
- Other providers (including but not limited to street outreach, self-referrals to housing agencies, non-HUD-funded providers) should administer the appropriate VI-SPDAT immediately for people who are unsheltered.
  - Any provider conducting the appropriate VI-SPDAT for CE inclusion should begin documentation for chronic homelessness (or homelessness) and disability immediately.

## Which VI-SPDAT to Use?

All three versions of the triage tool are available in KYHMIS and online<sup>5</sup>.

### VI-SPDAT Individuals

Recommended Intervention	Prescreen Score
PSH/Housing First	8+
Rapid Re-Housing	4-7
Diversion	0-3

- Providers should use the Individual VI-SPDAT as the appropriate assessment for any single adult.
- Providers should use the Individual VI-SPDAT when a childless couple presents; providers complete 2 separate VI-SPDATs and take the highest score as the acuity for prioritization purposes.

### VI-F-SPDAT Families

Recommended Intervention	Prescreen Score
PSH/Housing First	9+
Rapid Re-Housing	4-8
Diversion	0-3

- For pregnant individuals, use the VI-SPDAT (Individual), unless woman has additional children in the household.
- Providers should only administer a Family VI-SPDAT if there are minor children (under the age of 18) who are currently in the household at the time assignment.
  - If the state has removed children from parental custody, the provider should perform an Individual VI-SPDAT. If the children are returned to the household while awaiting housing referral, the provider would then administer the Family VI-SPDAT.

### VI-TAY-SPDAT Youth for singles <24

Recommended Intervention	Prescreen Score
PSH/Housing First	8+
Rapid Re-Housing	4-7
Diversion	0-3

- Providers should use the Youth VI-SPDAT for the any single adult under 24 years of age.
- The tool can be used by non-youth providers.
- The Youth VI-SPDAT has the same scoring schedule as the Individual VI-SPDAT; the two prioritization lists can be combined into one.

# VI-SPDAT: Opening Script

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Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
  - “If you’d like to talk in more detail, we can make arrangements to do that following the survey.”
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

# VI-SPDAT Common Mistakes

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1. Confuse it with an assessment
2. Have an inconsistent introductory script
3. Think you can't explore for more information
4. Use it too soon or too far upstream
5. Use it judgmentally
6. Lack of knowledge of the full SPDAT line of tools and their uses

# VI-SPDAT: Common Mistakes

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7. Use only the VI-SPDAT score when prioritizing for CES
8. Fail to examine what data tells them about their system or program performance
9. Add multipliers
10. Do not understand how the questions were actually created

# VI-SPDAT: Common Mistakes

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11. Claim it does not work for (insert type of program or population group)
12. Doing the VI-SPDAT over and over and over again

# Full SPDAT

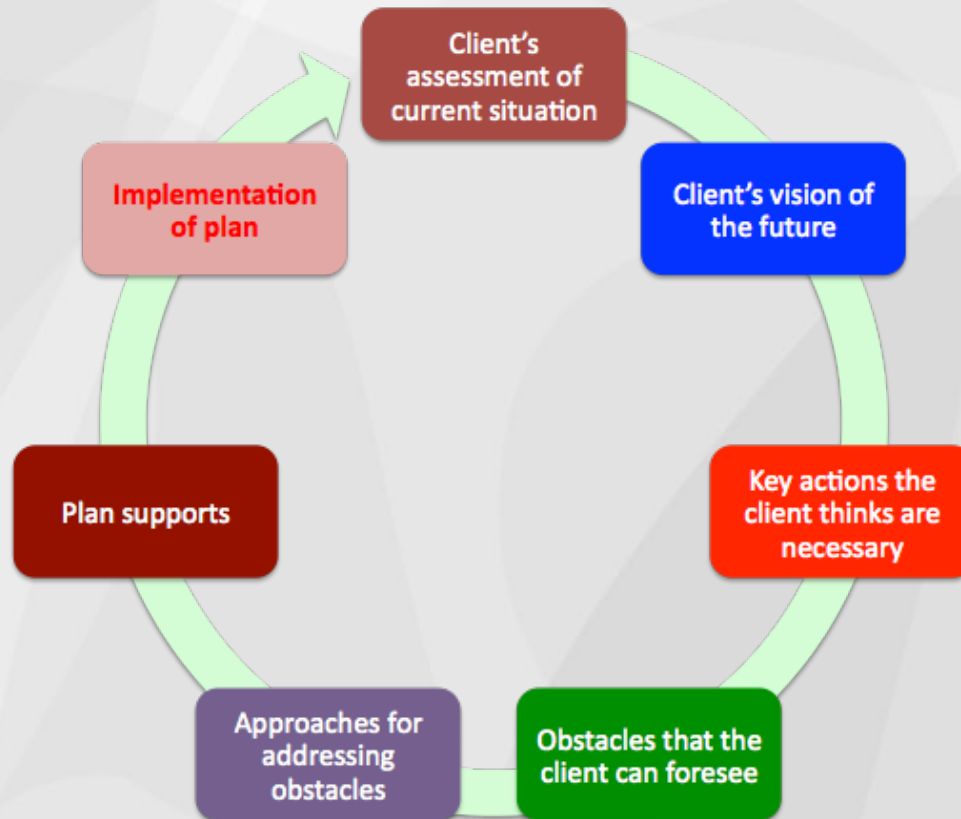
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- ✓ System-wide tool needed to help guide the right household to the right support intervention at the right time to end their homelessness
- ✓ Objective approach to assessing needs for housing and life stability based upon evidence
- ✓ By understanding risks to housing stability we are better able to promote “homelessness proofing”
- ✓ Needed a tool that would work for initial assessment as well as help guide case management supports



# Full SPDAT

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# Frequency: Full SPDAT

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- Initial assessment
- At or near the day of move in
- 30 days in housing
- 90 days in housing
- 180 days in housing
- 270 days in housing
- 365 days in housing
- Anytime there is re-housing or major case plan change

Yes, the first few can happen quite quickly.

If it is a Rapid Re-housing program, the updates stop around here.

# Victim Service Provider Process



## VSP Local Prioritization Inclusion Form

Kentucky Housing Corporation (KHC), the Kentucky Coalition Against Domestic Violence (KCADV), and the KY Balance of State CoC Advisory Board recognize the highly sensitive nature of information gathered from individuals experiencing domestic or intimate partner violence. These groups have worked together to develop the following protocols that ensure Victim Service Providers (VSPs) and their clients are included in the Coordinated Entry/Assessment process while adhering to the strict confidentiality requirements mandated by federal laws protecting victims of intimate partner violence.

- A statement is read to clients at the point of entry into the housing/ homeless services system in order to offer referrals to regional VSPs for individuals who may be experiencing domestic violence. (For more information on this topic please see the Kentucky Balance of State Program Standards for Coordinated Access/Entry/ Assessment located on KHC's HCA Help Desk.)
- Housing referrals from VSPs will be handled differently by regional Coordinated Assessment teams. DV clients will be given one VI-SPDAT at entry, and the assessment is completed on paper. After the VI-SPDAT is completed by VSP, a Client/Family Identifying Number should be assigned, and this form should be completed and submitted for inclusion on the local/regional prioritization list. The acuity score from the VI-SPDAT must be verified as accurate by at least two employees of the VSP.
- When the Coordinated Assessment Team determines that a VSP referral is the next appropriate match for available housing, the referring agency and housing provider will coordinate services using the time-limited Release of Information used by the VSP.

Client/Family Unique Identifying Number: \_\_\_\_\_

Is this an Individual of Family VI-SPDAT score? \_\_\_\_\_

Pre-Screen Total VI-SPDAT (or F-VI-SPDAT) Score: \_\_\_\_\_

Family Size: \_\_\_\_\_

First Time Homeless Date: \_\_\_\_\_

Local Prioritization Community Entry Date: \_\_\_\_\_

Is the client or head of household (please check all that apply):

Disabled       Chronically Homeless       Veteran

VSP Provider Name: \_\_\_\_\_

Employee Performing VI-SPDAT/F-VI-SPDAT Signature: \_\_\_\_\_

Employee attesting to accuracy of the VI-SPDAT/F-VI-SPDAT Pre-Screen Total Score

Signature: \_\_\_\_\_

## Emergency Shelter

- VI-SPDAT
- VSP Inclusion Form

## Permanent Housing

- Presents available DV resource
- DV client with highest/matching acuity for resource is taken from prioritization list



# Compliance Form

Referring Agency \_\_\_\_\_ VI-SPDAT Score \_\_\_\_\_  
Housing Provider \_\_\_\_\_ Client ID \_\_\_\_\_

## Coordinated Entry

The Coordinated Entry Local Prioritization Community's Lead Agency is responsible for verifying the client referenced above was housed through Coordinated Entry and in compliance with Kentucky's Balance of State Continuum of Care Coordinated Entry Policies and Procedures. Please note, compliance for emergency shelters will be verified through the VI-SPDAT (or VSP Inclusion Form) placed in the client file.

### CoC Permanent Supportive Housing & Rapid Re-Housing

- Available housing resource presented to Local Prioritization Community
- Client taken from Local Prioritization List
- Client VI-SPDAT score correlates with housing intervention
- Client taken in order of priority from Local Prioritization List (noting in comment reason higher acuity client passed over – if applicable)

### ESG Rapid Re-Housing

- Available housing resource presented to Local Prioritization Community
- Client taken from Local Prioritization List
- Client VI-SPDAT score correlates with housing intervention
- Client taken in order of priority from Local Prioritization List (noting in comment reason higher acuity client passed over – if applicable)

### Victim Service Provider Permanent Housing

- Available housing resource presented to Local Prioritization Community
- Client taken from Local Prioritization List
- Client VI-SPDAT score correlates with housing intervention
- Client taken in order of priority from Local Prioritization List (noting in comment reason higher acuity client passed over – if applicable)

### Comments:

\_\_\_\_\_

The Lead Agency for this Local Prioritization Community's Coordinated Entry hereby certifies on (date) \_\_\_\_\_ this agency participated in Coordinated Entry to house the above referenced client, and verifies the client was housed using the approved Order of Priority and CPD Notice 16-11 by the Kentucky Balance of State Continuum of Care Advisory Board.

Lead Agency Signature \_\_\_\_\_

All CoC and ESG-funded permanent housing projects, including those provided by Victim Service Providers (VSPs), are required to enroll project participants from the Local Prioritization Community's (LPC) prioritization list. This includes all ESG rapid re-housing projects (ESG-RRH), CoC permanent supportive housing projects (CoC-PSH), and CoC rapid re-housing projects (CoC-RRH).

LPC lead agencies will be responsible for verifying the participant was housed through Coordinated Entry and in compliance with KY BoS CoC Coordinated Entry's policies and procedures. Projects should retain a copy of this verification form in each head of household's client file for compliance monitoring purposes by the LPC lead agency and KHC.



# Statewide Referrals/Resources

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## Basecamp: Coordinated Entry Statewide Vouchers

- All lead agencies participate in specific Basecamp and add messages when seeking a statewide PSH voucher and/or statewide VSP RRH voucher
  - HHCK and/or KCADV responds
- HHCK and/or KCADV post on specific Basecamp regarding an open statewide voucher
  - Lead agency responds

# CES Evaluations

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- Any Door Kentucky Coordinated Entry System Client Evaluation

The evaluation includes thirteen questions, in which clients who have been permanently housed through coordinated entry, are asked to complete via Survey Monkey. The survey link opened on August 1, 2019 and will remain open until December 31, 2019. All agencies should offer the evaluation link to clients who have been successfully housed through coordinated entry in the past two years. The Coordinated Entry Committee believes, during ongoing case management with permanent housing (PSH/RRH) clients, it will be feasible for agencies to provide this link to clients. Please ensure clients their responses are anonymous.

# CES Evaluations

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- Any Door Kentucky Coordinated Entry System Provider Evaluation
- The LPC Lead Agencies will consult informally with participating projects to evaluate the CE prioritization, referral, and housing processes and inform the Coordinated Entry Committee of its findings
  - This aspect of the evaluation can be captured through Survey Monkey and will provide a space for participating projects to evaluate the system from their unique perspective.
- The System Performance Measures Committee of the BoS CoC Advisory Board will evaluate the CE System and LPC performance on an annual basis using data from KYHMIS. The System Performance Measures Committee will evaluate each LPC and the BoS CoC as a whole on the following measures:
  1. Length of time persons remain homeless
  2. Extent to which persons who exit homelessness to permanent housing destinations return to homelessness
  3. Number of homeless persons
  4. Number of persons who become homeless for the first time
  5. Successful housing placement

# Non-Funded Agencies

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- Hosting a Lunch & Learn
  - Providing lunch and educating non HUD-funded agencies on information regarding coordinated entry and how the system works and can work for their agency too
- Community flyers in English and Spanish
- Brochures to inform the community about the program
- Keychains for participating agency with their organizational information listed
- Squishable houses and bracelets given out at community event
- Data Made Easy
  - Includes customizations to the HMIS and report assistance, as well as lower costs to the non-funded agencies should they choose to participate in entering their data into HMIS



# Looking to the Future

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- HUD
  - Coordinated Entry Data Standards (HMIS) 2020
  - Implementation date by April 1, 2020
- Kentucky Housing Corporation
  - Updated policies and procedures
  - Updated HMIS workflow
- Coordinated Entry Committee
  - Provider Evaluation – Survey Monkey and SPM review of data

# Thank you

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