BoS HMIS Coordinated Entry Training
Fall 2020

KHC Staff

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Overview

- CE Data Element Refresher
- Provider Feedback CES Evaluation
- Diversion
- Updated Prioritization
- Updated KY BoS CES Workflow
- System Management Changes
- LPC Lead Agency Responsibilities
- VSP Inclusion
- Transition Plan and Examples
- Upcoming KHC CES Trainings

CE Data Elements

- Required by HUD for all CES

- Push for CE process to occur in HMIS

- System wide reporting

- Original "go live" date was April 1, 2020

- New "go live" date is October 1, 2020
  - **HUD & WellSky have confirmed flexibility with reporting**

- Guided KHC's HMIS workflow decision making process

- Opportunity for system innovation

CE Data Elements

Overview of Required New Data Elements

- **CE Assessment Element:** Designed to be flexible a 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). This element helps communities understand and monitor the assessment process in more detail and as it relates to participant outcomes.

- **CE Event Element:** 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.

- **Current Living Situation Element:** 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.

CE Data Elements

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Provider Evaluation Feedback

System Improvements:

- CES slows down process of housing clients

- Lead Agency turnover creates LPC referral issues/barriers

- Providers concerned about 'literal homeless' eligibility at time of assessment

- Limited LPC agency participation

- Provider issues with keeping up with CE List, difficult to maintain

- Difficult to keep up with clients who have been on the list for a long time

- More and ongoing training

Diversion

- Diversion incorporation into the BoS CES has been a longstanding goal of the CE Committee.

"Diversion is a strategy that helps people experiencing a housing crisis quickly identify and access safe alternatives to emergency shelter. Diversion strategies can include:

- engaging in creative **problem-solving conversations** with clients;
- connecting them with **community resources** and **family supports**;
- providing **housing search** and placement services; and
- securing **flexible financial assistance** to help people resolve their immediate housing crisis.

These strategies have a significant impact on a community's crisis response system, because they can reduce new entries into homelessness, cut down on shelter wait lists, decrease demand for limited shelter beds, and target more intensive homelessness interventions to those with higher needs."

-National Alliance to End Homelessness

Diversion

How does Diversion as an intentional service intervention work?

Diversion is an intensive service intervention. Through an interactive problem-solving conversation with the client, staff seek to:

- understand what caused a person's housing crisis;
- explore what immediate solutions to the crisis may be possible; and
- help them pursue a solution(s).

The idea is to immediately get the client into a safe housing alternative, which may be short- or longer-term. Some of these options may include:

- a negotiated return to their previous housing;
- short-term, non-shelter accommodation;
- apartments or homes, (including shared housing);
- returns to family.

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Diverssion HMIS Project

- KHC has created a KY BoS Diversion Project in KYHMIS

- A household seeking shelter assistance will engage in a Diversion-focused conversation with staff. Staff will complete the Homeless Diversion entry within the Diversion Project.

Diversion HMIS Project

When to complete Diversion Project:

- If client/household is seeking shelter assistance
- If client/household is entering into the homeless response system for the 1st time (or without an ES/TH entry in the past 2 years)
- If client/household is imminently at risk of homelessness
- If the client/household is unstably housed (doubled up, living in hotel/motel paid for by the client

When NOT to complete Diversion Project:

- If the client/household is already unsheltered or in another place not meant for human habitation
- If the client/household is already in shelter as of November 1st, 2020 (implementation date of new CE P&P)
- If the client/household has entered into the homeless response system more than once in the last two years

Diversion Entry into HMIS

Updates to Shelter Entry in HMIS

- If the household cannot be diverted from the shelter system and will be admitted to shelter with a pre-determined housing plan, staff will then complete their specific shelter project entry.
- Shelter assessments will contain all current collected information with the following new sections.

Updates to Shelter Entry in HMIS

Shelter Entry Questions?

Current BoS CES Data

Breakdown of high acuity scores:

Individuals	Families
Score 16=3	Score 20=1
Score 15=3	Score 19=1
Score 14=9	Score 18=3
Score 13=13	Score 17=2
Score 12=20	Score 16=9
Score 11=37	Score 15=5
Score 10=34	Score 14=7
Score 9=57	Score 13=9
Score 8=59	Score 12=13
	Score 11= 19
	Score 10= 16
	Score 9= 14

Tri-morbidity rate:
Defined as co-occurring mental and substance use disorder with a chronic medical condition.

Individuals: 63 out of 539 are Tri-Morbid. 59 of these clients scored for PSH placement.

Families: 19 out of 204 are Tri-morbid. All households scored for PSH placement.

Longest entry on the Active LPC List = 1,526 days

14 clients have been on the Active List LPC List for 900+ days.

Updated Prioritization

Given the data we do have across our system we know:

- People moving through our system are Tri-morbid
- People sit on LPC lists for a long periods of time with little to no movement
- We need more PSH
- We need a better way to serve those who will likely not be served with very limited PSH resources
- COVID-19 risk factors must be accounted for

Updated Prioritization Criteria: PSH/RRH

1. Chronically Homeless

2. Length of Time Homeless

3. Tri-morbidity

4. COVID 19 Risk Factors

5. VISPDAT Acuity Score

Updated Prioritization: PSH

1. Chronically Homeless + 2 or more years of homelessness + Tri-morbid + CV High-Risk + Acuity 13+

2. Chronically Homeless + 2 or more years of homelessness + Tri-morbid + CV High-Risk + Acuity 8/9-12 (I/F)

3. Chronically Homeless + 2 or more years of homelessness + Tri-morbid + CV Medium-Risk + Acuity 13+

4. Chronically Homeless + 2 or more years of homelessness + Tri-morbid + CV Medium Risk + Acuity 8/9-12 (I/F)

5. Chronically Homeless + 1-2 years of homelessness + Tri-morbid + CV High Risk + Acuity 8/9+ (I/F)

6. Chronically Homeless + 1-2 years of homelessness + Tri-morbid + CV Medium + Acuity 8/9+ (I/F)

7. Not Chronically Homeless + 1-2 years of homelessness + CV High Risk + Acuity 8/9+ (I/F)

8. Not Chronically Homeless + 1-2 years of homelessness + CV Medium Risk + Acuity 8/9+ (I/F)

9. Not chronically Homeless + any length of homelessness + Unsheltered or Sheltered + Acuity 8/9+ (I/F)

Updated Prioritization: RRH

1. Chronically Homeless + 1+ years of homelessness + CV High/Medium Risk + Acuity 8/9+ (I/F)

2. Not Chronically Homeless + any length of homelessness + CV High/Medium Risk + Acuity 8/9+ (I/F)

3. Chronically Homeless + 1+ years of homelessness + CV High-Risk + Acuity 4-7/8 (I/F)

4. Chronically Homeless + 1+ years of homelessness + CV Medium-Risk + Acuity 4-7/8 (I/F)

5. Chronically Homeless + 1+ years of homelessness + Unsheltered or sheltered + Acuity 4+

6. Not Chronically Homeless + 6-11 months of homelessness + CV High-Risk + Acuity 4-7/8 (I/F)

7. Not Chronically Homeless + 6-11 months of homelessness + CV Medium-Risk + Acuity 4-7/8 (I/F)

8. Not Chronically Homeless + 1 day-5 months of homelessness + CV High-Risk + Acuity 4-7/8 (I/F)

9. Not Chronically Homeless + 1 day-5 months of homelessness + CV Medium-Risk + Acuity 4-7/8 (I/F)

10. Not Chronically Homeless + any length of homelessness + Unsheltered or Sheltered + Acuity 4+

System Management Changes
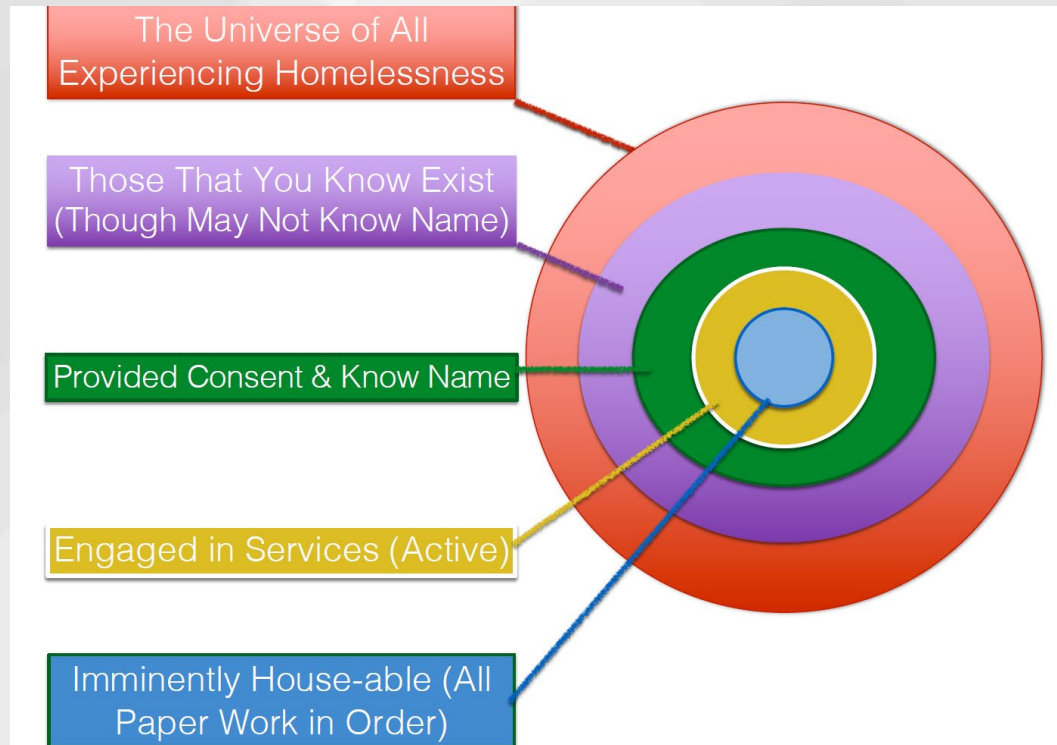
OrgCode By Name List, Coordinated Entry and Prioritization Video

Current LPC Workflow

Bottlenecked at the 'By Name List' phase (the green circle):

- Participants have provided consent & we know their name (the green circle).
    - Current approach/level of data gathered
    - Lacks a meaningful way to document and track Diversion attempts at the 'front door' of the system
- Lacks the engaged in services (yellow circle) component in which case manager and participant obtain eligibility documentation needed to be housed quickly.
- Does not require eligibility paperwork to be in order prior to housing referral (the blue circle), which would help the participant be imminently houseable at time of referral; thus speeds up time between referral and housing placement.

KY BoS CE Project

- "**Go live" date November 1, 2020**
- 1 CE project for the KY BoS; eliminates 15 LPC level projects
- KY BoS CE Project can be filtered by LPC for LPC level prioritization
- Eligibility Documentation will be required prior to referral and uploaded in HMIS
- Prioritization criteria is built into reporting (the Prioritization List)
- Eases system-wide reporting requirements
- Captures CE events; participant flow through the CES from Shelter/SO entry to permanent housing placement (green, yellow, and blue circles)
- Allows for easier statewide resource prioritization and/or cross-LPC referrals
- Compliant with CE Data Element requirements
- Creates 3 'buckets' of system movement:
  - Emergency Shelter/Street Outreach Entry (By Name List/green circle)
  - Engagement & Eligibility Documentation (Coordinated Entry List/yellow)
  - Actionable (Prioritization List/blue circle)

KY BoS CE Project

- If the household has not resolved their homelessness within the first two weeks of being in shelter, is a long stayer, has returned to shelter multiple times or if the household is unsheltered, providers will Enter Data As (EDA) the BoS CE Project and complete the Housing Engagement Assessment within the BoS Coordinated Entry Project (2992) which includes the new CE Data Elements required by HUD.

- The Housing Engagement Assessment also includes the section to complete the appropriate VI-SPDAT.

Break Time

Housing Engagement in HMIS

KY BoS CE Project

- Once the Housing Engagement Assessment has been completed, providers are required to immediately start documenting the household's homelessness (and Chronic Homelessness if applicable), as well as disability information.

- Once all appropriate documentation is obtained, it will be added to the household's Client Profile in KYHMIS as a File Attachment.

- Providers will then complete the CES Housing Actionable & Prioritization Assessment within the KY BoS CE Project (2992).

Housing Engagement & Housing Actionable and Prioritization Questions?

Referral Process

- The CoC Systems Specialist will monitor and manage the BoS CE List.

- The CoC Systems Specialist will maintain the Housing Engagement and CES Housing Actionable & Prioritization lists of people assessed within the geographic area, as well as across the BoS. The CoC Systems Specialist will facilitate the Coordinated Entry meetings of each LPC in partnership with the LPC Lead. As CoC/ESG permanent housing providers have available resources, they will request referrals during the LPC meetings, and the CoC Systems Specialist will provide those referrals.

- Referrals will ONLY be made from the CES Housing Actionable & Prioritization List in the order of priority, meaning clients are required to be "document ready" before they are able to receive a referral to an appropriate permanent housing resource. This is to ensure clients are housed quickly and efficiently as possible through the CES.

Referral Process

Goals of this new referral process:

- Take the administrative burden of maintaining and running the list of off LPC Leads.

- Free up critical time for LPCs to focus on case conferencing, housing navigation and landlord engagement.

- Provide system consistency across the BoS.

- Assist in making sure referrals are made between LPCs.

- Provide program accountability to the CES.

- Ensure access to and knowledge of statewide resources.

- Provide CES support to the LPCs (e.g. ensure policies, prioritization and data entry standards are being adhered to).

LPC Lead Agency Responsibilities

- Assist people experiencing homeless access the CES.
- Conduct VI-SPDATs for participants being served by emergency shelters or service providers not participating in HMIS.
- Enter VI-SPDAT information and other client-level information into HMIS for inclusion on the prioritization list.
- Conduct street outreach to homeless persons not otherwise accessing the coordinated entry system.
- Work with service providers to obtain third party verification of participants' eligibility. Publicize the availability of and access to coordinated entry.
- Participating case coordination/case conferencing meeting to move people into permanent housing.
- Housing Navigation activities.
- Landlord and community outreach and education on the CES.

VSP Inclusion

- KHC is working closely with KCADV to update the VSP Inclusion process with new data and workflow elements.

- The Inclusion Form will be updated.

- KHC will update the CE Committee and BoS when process is finalized.

CES Changes Recap

- New Diversion Project and assessment (available 11/1/2020)

- Updated Shelter Entry Assessment (available 11/1/2020)

- Updated HUD CE Data Elements

- One BoS Coordinated Entry Project (available 10/1/2020)

- Prioritization List Management and Referrals from CoC Systems Specialist

- Clients will be document ready prior to referral

- New CES Housing Actionable and Prioritization List (available 11/1/2020)

System Transition Plan

Target Go-Live date is November 1, 2020

- All Prioritization and client entry will come from the BOS-Coordinated Entry project (2992)
- New prioritization criteria goes into effect
- CoC Systems Specialist will start coordinating referrals directly with LPC's

October Transition Plan

- Prioritization will continue **as usual with the LPC leads** for the month of October.
- LPC's to reach out to all active clients on LPC list to identify current homeless/housing situation beginning October 1, 2020.
- All clients on the active LPC list, who are no longer homeless, must be exited from the LPC project.
- If unable to make contact with clients after 3 attempts prior to November 1, 2020, exit from the LPC project, and do not enter into the BOS-Coordinated Entry project.
  - If the client accesses Coordinated Entry in the future, they will have a new entry into the BOS-Coordinated Entry project.
- **New clients added on or after October 1, 2020** will be entered into the existing LPC project for the month **AND MUST complete the BOS CE Project intake form for the client** (this will include all information needed for the new BOS-Coordinated Entry project).
- A second entry will be required starting November 1, 2020 to move the client to the **BOS-Coordinated Entry project (2992).**
- **All active clients must be exited from LPC project by October 31, 2020**.

Transition Examples

Could not reach clients after 3 times on (i.e. 10/24/2020) – leave data the same, exit them from LPC project for current date.

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Transition Examples

Contacted client active in LPC project and want to keep them on the active list – leave them in LPC CES project until October 31, 2020 and create entry into BOS CES Project to begin on November 1, 2020.

Entry / Exit

	Program	Type		Project Start Date		Exit Date
🗑	BOS-Coordinated Entry Project (2992)	HUD	✏	11/01/2020	✏	
🗑	Bluegrass LPC Coordinated Entry-OTH-BOS (2335)	HUD	✏	09/24/2020	✏	10/31/2020

Edit Exit Data - (303103) Green, Rachel

Exit Date *	10 / 31 / 2020 11 ∨ : 47 ∨ : 43 ∨ AM ∨
Reason for Leaving	Completed program ∨
If "Other", Specify	
Destination *	Other (HUD)
If "Other", Specify	
Notes	MOVED TO BOS CES PROJECT

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Transition Examples

- New client added to CES after 10/1/2020 through 10/31/2020, add new LPC CES project entry for current date, and exit 10/31/2020, and add new entry into BOS CES project entry for 11/1/2020.

- New client added to CES after 11/1/2020, add new BOS CES project entry for current date.

Upcoming Trainings

- CE Policies & Procedures training in October.

- Full SPDAT training in October.

- KHC in the process of contracting with OrgCode for several online trainings offered throughout 2020:
  - Prevention, Diversion and Rapid Resolution
  - Remote Housing Stability Case Management
  - Onboarding Essentials

Questions?