Coordinated Entry Working Group Recommendations

August 12, 2020
Timeline (2020)

HMIS Oversight Recommends that HMIS Lead enlist Bitfocus to implement 2020 CE Data Standards by April 1, 2020. CoC directs HMIS Lead to do so.

January

SCC receives 2019 Coordinated Entry Evaluation

March

SCC approves CE Assessment and Action Plan

HMIS Oversight brings to SCC for approval recs on 90-day status updates and SUD scoring

April

HMIS Oversight brings to SCC for approval recs on disability scoring

May

SCC approves Housing Problem Solving (HPS) Policy

Appointement of current CE Working Group

May

SCC ad hoc working group on CE triage

June

July

CE Working Group begins collecting eligibility information to facilitate referral and match in HMIS
The CE Working Group is asking SCC to approve the recommended changes to Coordinated Entry and authorizes HCSA, as the incoming Management Entity, to proceed with implementing these CE policy changes.

Recommended CE policy changes include:

• Establishing Housing Problem Solving as a key component of CE (per the HPS policies adopted in May 2020)
• Creating a phased assessment process
• Providing immediate information about prioritization and the likelihood of receiving a resource to clients after assessment
• Conducting matching and filling vacancies in HMIS.
The CE Working Group is asking HMIS Oversight

• To approve the changes in HMIS that are needed to support the SCC-approved refreshed CE design and to comply with HUD requirements for Coordinated Entry by October 1, 2020.

• Bitfocus will carry out this work in keeping with the HMIS Oversight Committee’s recommendation, and CoC Committee’s direction from January 21, 2020.
Proposed Refinements to CE Workflow Step 1&2

1. Triage
   - Not in HMIS
   - Assess needs for immediate crisis support such as safety/DV, 911, etc.
   - Identify Literally homeless or at imminent risk (in access points that serve both), and continue
   - **End** for households that are ineligible for homeless response system services or are being referred to other systems of care for services/crisis. Provide referrals.

2. Profile
   - Complete Clarity client profile and Release of Information/privacy notice
Proposed Refinements to CE Workflow Step 3

3. Housing Problem Solving
   - Provide HPS guide (not in HMIS)
   - Create Resolution Plan whenever able (not in HMIS)
   - Enroll household in HMIS Housing Problem Solving Project (enroll household members and zone)
   - Crisis Assessment offered to anyone who is unsheltered, in temporary shelter that doesn’t participate in CE, fleeing DV, or leaving an institutional setting after <90 days and homeless prior.
   - **End:** successful HPS (exit from HMIS HPS program), Not eligible for crisis assessment (affirm HPS option open), participant has a HPS plan and doesn’t need/want shelter (inc. follow up)
   - **Continue to step 4:** No HPS resolution or has HPS plan but no safe place to stay and open to shelter
   - **Continue to step 5:** Participant doesn’t want shelter/TH but is eligible for housing assessment
Proposed Refinements to CE Workflow Step 4

4. Crisis Assessment

• Enroll participant in CE project in the CE Agency - all data should cascade from HPS enrollment, update if there are changes

• Complete Crisis Assessment - responses from Profile and CE Enrollment will cascade into Crisis Assessment; update if any changes

• Review Crisis Assessment Score - give participant info about likelihood of receiving shelter in what timeframe; re-offer HPS

• If threshold is met, add participant/HH to the shelter/TH queue

• Determine eligibility for Housing Assessment: HH has disability or HIV/AIDS, or is interested in RRH; Any TAY, HH with Minor Children, or Veteran Household
5. Housing Assessment

• Complete Housing Assessment: Info will cascade from Crisis Assessment. Update Crisis Assessment responses in form (if needed) before answering new Housing Assessment questions

• Review Score and communicate with participant about likelihood of receiving a housing referral

• Add participant/household to the Housing Queue (if meets threshold)
Proposed Refinements to CE Workflow Step 6

6. Assessment Update and Auto Removals
   • Assessments valid for 90 days
   • Clarity will flag participants with outdated assessments
   • CE Enrollment will remain active for 180 days before being made inactive and removed from queue
     • Participants can (of course!) re-engage!
Housing Problem Solving Setup and Services

• Create as a program under the CE Agency in HMIS
  • Consolidated approach will help with data quality and service coordination across providers
• HPS is the first enrollment in the CE process (see slide 5...)
• HPS service categories will have 4-10 service options
  • Problem Solving
  • Connections/Referrals
  • Emergency Assistance
  • Income and Employment-related Assistance
  • Housing related Assistance
  • Identification
  • Transportation
Proposed Changes: Crisis Assessment

- Used to make referrals to emergency shelter, transitional housing, safe parking, and any other matched crisis interventions
- Anticipate that the changes will elevate the homeless households that have
  - lowest incomes
  - more disabilities or greater severity
  - larger households
  - Pregnant
  - TAY head of household
  - Older Adults
  - Infants and toddlers
  - Longest lengths of time homeless
- Maximum score is 144
Proposed Changes: Crisis Assessment

• Pull info forward from Profile and CE Enrollment
• Add unscored questions to record if participant wants to be considered for ES, TH, and/or safe parking
• No changes to scored questions
  • Age of household members
  • Pregnant person(s) in household
  • Length of homelessness
  • Household income
Proposed Changes: Crisis Assessment

- Current living situation: fleeing dv is scored the same as unsheltered, and persons in shelter who must leave within 14 days receive points
- Household size: medium-size households receive some points, no change to maximum (currently only very large households get points)
- Disabilities: households with more than one disabled person receive more points than a single adult with multiple disabilities
- Modify language in question about life threatening illness
- Add a question about need for accommodations (physical, visual hearing, etc).
Proposed Changes: Housing Assessment

- Expect that the Housing Assessment will elevate households that have high crisis needs but also have higher housing barriers or a greater need for services to remain housed.
- Reduces the number of questions, particularly sensitive questions asked in the first encounter; examples are criminal history, hospitalizations, risk and safety, etc.
- Targets RRH to households that are interested and have income strategy to be successful.
- Improve PSH matches by collecting the info needed to match housing stock and locations.
- Housing assessment can emphasize housing barriers.
- Maximum points: 225
Proposed Changes: Housing Assessment

- Incorporates all questions from Crisis Assessment
- Adds unscored questions to document if the household is interested in RRH and if so, two questions about income
- Keep questions and scoring:
  - Last time participant held a lease/owned a home
  - Number of evictions/foreclosures in the past 5 years
  - Convictions for offenses that pose significant housing barriers
  - Done things that feel unsafe in the past 30 days (revise up to 90 days)
  - Run away from home or foster care
Proposed Changes: Housing Assessment

• Modify existing health questions and reduce points slightly
  • Replace question on the number of hospitalizations from 30 days to 12 months to give a better understanding of the impact in participant’s life.
  • Add question about overnight stays in hospitals or crisis facilities for emotional, nervous, or mental health issues to get a better understanding of acuity.
  • Modify Activities of Daily Living question to improve clarity and reduce points (18 points!)
Proposed Changes: Housing Assessment

- Add unscored questions for matching persons
  - Where in the county is the participant willing to live?
  - Is the participant willing to share living space? To accept SRO or a studio?
- Importance of pets
- Past or current foster care (for eligibility reasons)
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HMIS Lead Monitoring

Mike Lindsay
Alissa Parrish

August 12, 2020
Learning Objectives

- Learn about the importance of a strategic monitoring and continuous quality improvement process to increase HMIS Lead capacity
- Understand the need for clear roles and responsibilities
- Develop measurable outputs and outcomes to assess the performance of the CoC’s HMIS Lead
- Review approaches and process steps to implement an HMIS Lead monitoring process
Requirements of the HMIS Lead

- Responsible for managing the HMIS for the CoC’s geographic area, in accordance with the CoC Program Interim Rule and any HMIS requirements, as determined by HUD

  - Additional responsibilities assigned to the HMIS Lead by the CoC
  - Additional responsibilities identified in annual NOFAs
## Shared Responsibilities

<table>
<thead>
<tr>
<th>CoC Leadership</th>
<th>HMIS Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CoC must:</td>
<td>The HMIS Lead must:</td>
</tr>
<tr>
<td>• Designate a single HMIS</td>
<td>• Maintain oversight to ensure contractors perform in accordance with the terms and conditions of the contracts</td>
</tr>
<tr>
<td>• Designate an eligible applicant to manage the CoC’s HMIS</td>
<td>• Award contracts only to responsible entities possessing the ability to perform successfully</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>HMIS Vendor</th>
<th>HUD</th>
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<tbody>
<tr>
<td>The HMIS Vendor must:</td>
<td>HUD requirements include:</td>
</tr>
<tr>
<td>• Create a software that will be compliant with all HUD-defined HMIS requirements and reporting specifications</td>
<td>• Data collection (some)</td>
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<td></td>
<td>• Reporting (some)</td>
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<td></td>
<td>• Security and Privacy (some)</td>
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</tbody>
</table>
Purpose of Monitoring

Plan: What changes are needed & who is responsible?

Act: How is performance of HMIS improved based on the monitoring process?

Do: What is being done differently since the last monitoring process?

Study: What do the results of the HMIS Lead Monitoring process tell us?

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Do: What is being done differently since the last monitoring process?

Study: What do the results of the HMIS Lead Monitoring process tell us?
Purpose of Monitoring

- The monitoring process is most effective when engaged in as an ongoing and continuous quality improvement cycle that identifies:
  - Areas of improvement
  - Underlying cause of the monitoring finding
Roles and Responsibilities

- Clearly defining roles and responsibilities across HMIS stakeholders is necessary to establish measurable baselines for:
  - Administration
  - Performance Management
  - Quality of Service Delivery

- The CoC must define which HMIS stakeholder is responsible for each activity or task
Roles and Responsibilities

Define which entity is responsible for which tasks and monitor responsible entity to agreed-upon measurable baselines

<table>
<thead>
<tr>
<th>Activity/Task</th>
<th>HMIS Lead</th>
<th>CoC/Data Committee</th>
<th>CHO/Agency Administrator</th>
<th>External Vendor/Consultant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring Data Quality</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
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<tr>
<td>Providing Training</td>
<td>X</td>
<td></td>
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<td>X</td>
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<tr>
<td>Managing Project Setup</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Reporting and Data Analysis</td>
<td>X</td>
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<td>X</td>
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Compliance vs. Performance

- **Compliance Monitoring: Outputs**
  - Focused on laws, regulations, contractual terms and conditions, or other standards
  - Typically reactive, often based on risk assessment
  - Only accounts for the “what”

- **Performance Monitoring: Outcomes**
  - Focused on processes, quality, and effectiveness
  - Compares actual outcomes to expected outcomes
  - Accounts for human and financial resources and capacity
Measuring Against the Baseline

- **HUD requirements as defined in:**
  - CoC Program Interim Rule
  - 2004 Data and Technical Standards
  - HUD Notices

- **Local requirements as defined in:**
  - HMIS governance charter
  - HMIS policies and procedures
  - Contracts or Statements of Work
  - Memorandum of Understanding
  - Service level agreements
  - RFP requirements
## Develop Measurable Outputs

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Policy and Planning</td>
<td>Did the HMIS Lead work with the CoC to update HMIS P&amp;Ps and other governance?</td>
</tr>
<tr>
<td>System Administration</td>
<td>Did the HMIS Lead ensure appropriate access to the HMIS implementation for end users?</td>
</tr>
<tr>
<td>Reporting and Analysis</td>
<td>Did the HMIS Lead submit all HUD-mandated reports on time and without validation errors?</td>
</tr>
<tr>
<td>Monitoring and Evaluation</td>
<td>Did the HMIS Lead conduct privacy, security, and data monitoring process?</td>
</tr>
<tr>
<td>Training and Technical Support</td>
<td>Did the HMIS Lead respond to all service desk tickets within an allowable timeframe?</td>
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<tr>
<td>Coordinated Entry Support</td>
<td>Did the HMIS Lead support and maintain a Coordinated Entry prioritization list?</td>
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<tr>
<td>Communication and Capacity Building</td>
<td>Did the HMIS Lead communicate all system updates and any unexpected downtime in an allowable period of time?</td>
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Thank You!