



Entry Point Workflow and HMIS Training

Resources and tools

This training is being recorded

Website [ncceh.org/durhamce](https://www.ncceh.org/durhamce) has links to

- Entry Point Guidebook
- CPS Mandatory Reporting training
- VI-SPDAT training
- Practice client profiles for HMIS Training Site
- Durham CE CE Notes Guide



Place for data entry	What it tracks	When to do it
Project Entry Assessment	Diversion conversation Special population screens Demographics/household data	At first contact with client, live during conversation
Project Exit Assessment	Why they exited (diverted, shelter refusal, no contact, successful shelter referral) Resources they received (DSS funds, diversion funds, other resources)	<ol style="list-style-type: none"> 1. When diverted 2. When shelter confirms successful referral 3. by 10pm day following no-show 4. After 2 unsuccessful follow-up attempts 5. After 3 shelter intake no-shows in a row 6. When client indicates at follow-up they no longer need/want shelter. 7. If client does not want shelter at all.



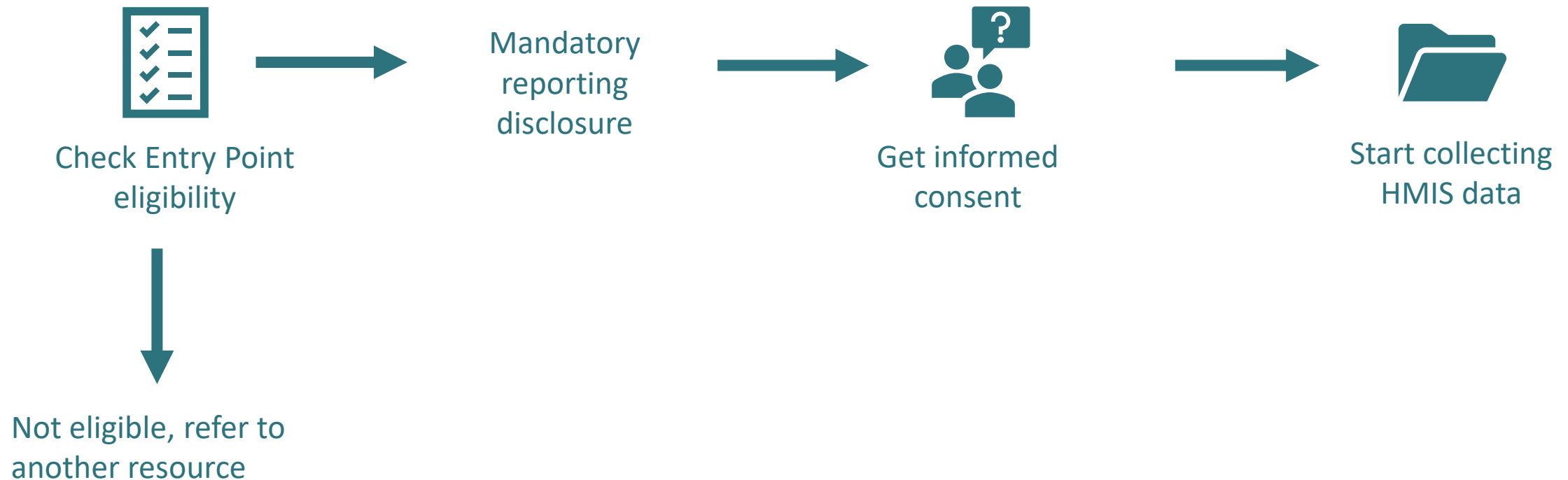
Place for data entry	What it tracks	When to do it
Referrals	Date of referral Needs Outcome of referral	When referring a household to an open shelter bed
Service Transactions/Fund Manager	Date of service Type of service Amount of funding provided Outcome of service	When providing VoA Diversion Funds or referring a client to another diversion resource (DSS or outside resource)



Place for data entry	What it tracks	When to do it
Interim Assessment and contacts sub-assessment	Dates of contacts Successful/unsuccessful contact On-going client needs/change in situation	<ol style="list-style-type: none"> 1. To record any contact while client still needs shelter/is open in the Entry Point Project. 2. When Entry Point follows up after a client no-shows 3. When Entry Point follows up after a shelter decline by client 4. When Entry Point follows up weekly with everyone on wait list.
Follow-up Assessment and Contacts sub-assessment	Dates of contacts Stability of diversion situation On-going needs	After every case management contact with temporarily diverted clients or clients unsheltered without SO referral.



Eligibility, Disclosure, Consent, HMIS



Diversion Resources

1. Screen for DSS eligibility (more training tomorrow)
2. Explore outside resources
3. Use City/VOA diversion funds



If diversion is not possible...

Three shelter options:

1. CE-managed shelters (United Ministries of Durham, Families Moving Forward)
2. Special population shelters
3. Rescue mission (exit destination = “residential project or halfway house with no homeless criteria”)



Special population shelters

- USA Veterans Help
- Project Access of Durham's Homeless Care Transitions
- Durham Crisis Response Center (Currently fleeing DV)



Entry Point will confirm shelter eligibility prior to referral.

Experiencing homelessness

Participated in diversion conversation at Entry Point

Durham resident (see policies) OR Person experiencing Category 1 homelessness in Durham County

Not on sex offender registry or currently suspended from shelter



Referral outcomes

Outcome	Shelter Action	Entry Point Action	Entry Point HMIS Action	Client Action
Successful referral	Resolve referral in HMIS	See HMIS action	Exit client in HMIS	None
Shelter declines	Resolve referral in HMIS, Email Entry Point	Attempt to find more appropriate shelter option for client	Send another referral	Keep in contact with Entry Point
Client declines	Resolve referral in HMIS, attempt to find another shelter option, Email Entry Point	Follow up within 24 hours;	Mark decline in HMIS	Keep in contact with Entry Point
Client no-shows	Resolve referral in HMIS, Email Entry Point	Attempt to contact same day; If no contact, send new referral;	Mark attempts to contact in HMIS; exit if client has housing plan	Contact Entry Point by 10pm next day

Actions for shelter no shows

Client Response	Entry Point HMIS Action
No show with a housing plan for the night	Remove from the waitlist
No show with no housing plan	Add/keep on waitlist Told to contact Entry Point the next day If no contact, remove from waitlist at 10 PM the day after no show
No show with no contact with Entry Point	Attempt to contact the following day Add/keep on waitlist If contact, refer to shelter If no contact, remove from waitlist at 10 PM the day after no show
Client is a no show 3 days in a row	Remove from waitlist Client will have to come back to Entry Point for a new intake



Shelter Waitlist Priorities

Experiencing Category 1 or 4 Homelessness	Has a medical vulnerability + Durham resident	1
	Durham resident	2
	Has a medical vulnerability + NOT Durham resident	3
	NOT Durham resident	4
Experiencing Category 2 Homelessness	Durham resident	5
	NOT Durham resident	Refer to home CoC
Any other Housing Status	Not eligible for Entry Point services	N/A

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

Contact Nicole Purdy

nicole@ncceh.org



NCCEH