

# Front Door Providers' Role in Coordinated Entry

October 2021



**NC COALITION** to  
**HOMELESSNESS** end

# Agenda

- **Coordinated Entry Overview**
- **HMIS Data Flow/Sharing**
- **Data Entry**
  - **Current Living Situation**
  - **VI-SPDATS**
  - **Coordinated Entry Data Elements**





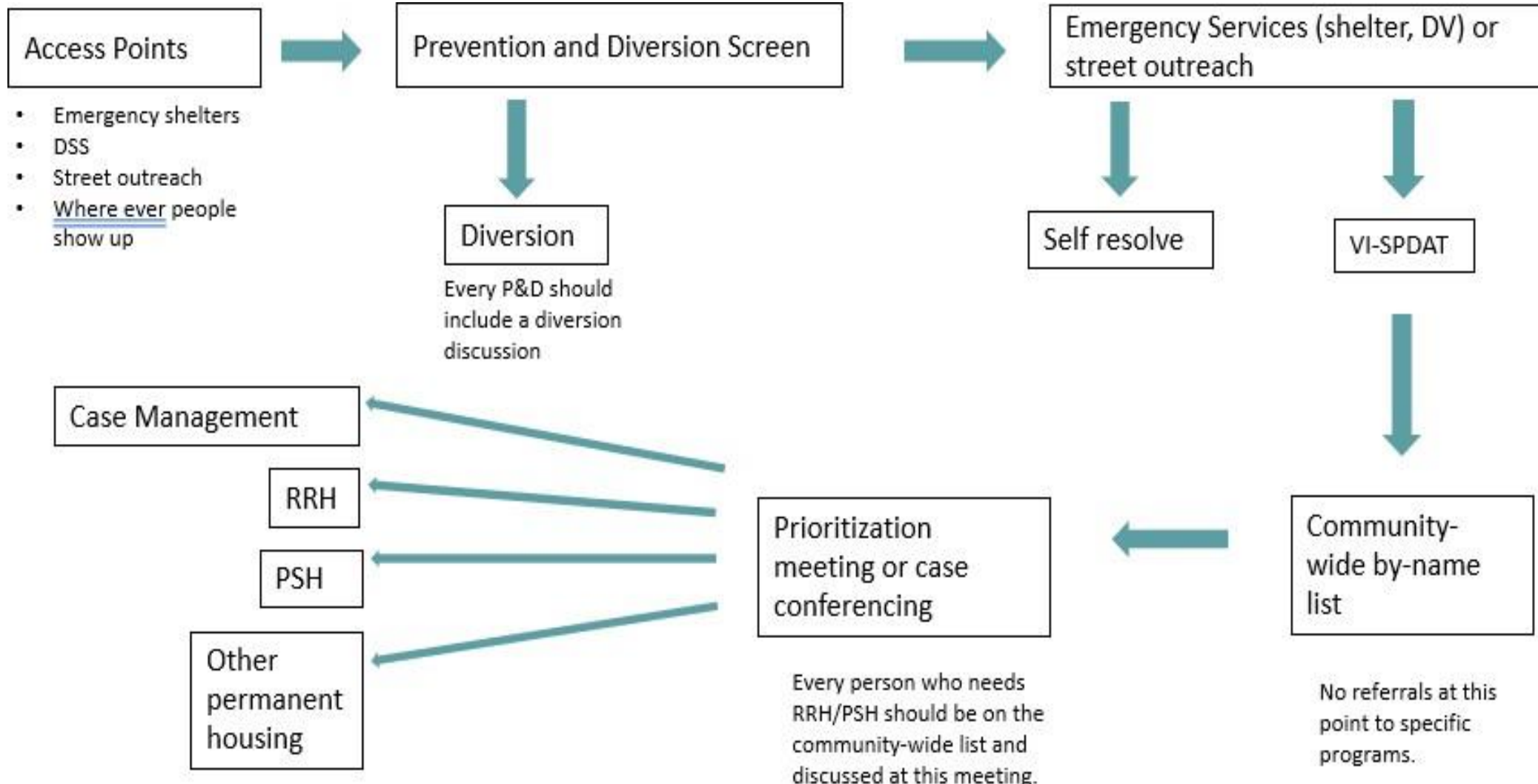
# Coordinated Entry Overview

# What is Coordinated Entry? (a refresher)

- Streamlines referrals between service providers.
- Common assessment tool to prioritize scarce resources.
- Organizes separate agencies into a cohesive system with shared goals and processes



# Coordinated Entry Overview



# Why are Front Doors so important?

## **“Front Door” providers are critical to making CE work**

- Front Door = Emergency Shelter, Outreach, Transitional Housing, where folks come into our homeless system
- Conduct a majority of VI-SPDATs
- Understand client needs in depth
- Can help establish eligibility for permanent housing
- Help people find housing without CoC/ESG resources
- Data on BNL only as accurate as data in HMIS



# HMIS By-Name List

## **CE Leads can pull this report from HMIS**

- Tracks everyone that is literally homeless in the community in HMIS
- Can automatically pull in HMIS information for use in case conferencing
- Can see who doesn't have a VI-SPDAT but needs one
- Used to prioritize people for the next available housing slot
- Makes sure folks get housed





# HMIS Data Flow



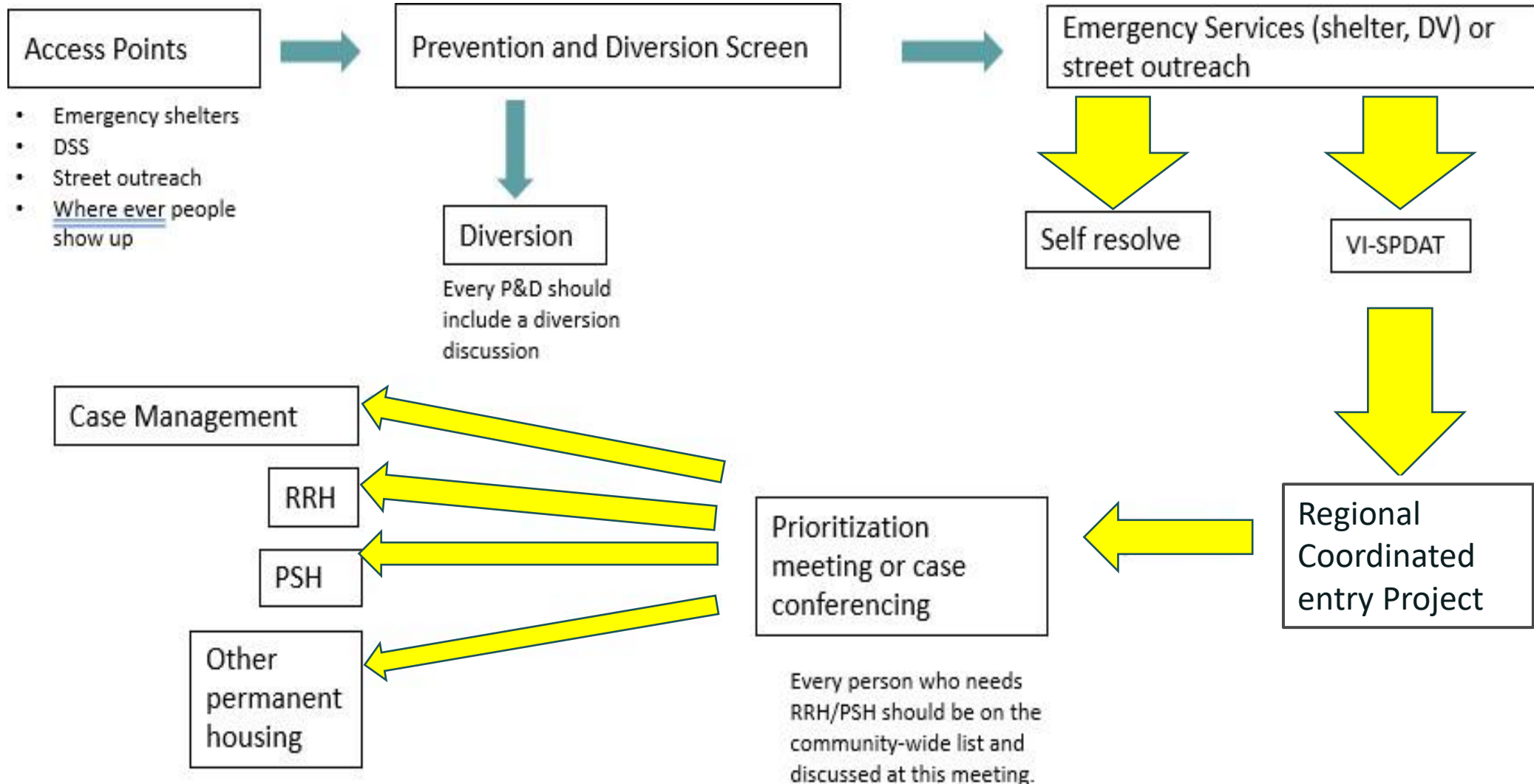
# How is HMIS data sharing set-up?

**BoS Coordinated Entry flow currently uses targeted one way sharing instead of community wide sharing**

- Front door providers share entry/exit, demographic and contact information with Regional CE projects
- Data shared to CE projects pulls on BNL and other reports and is added to by the users that have access to the CE projects
- CE projects share referral information with Housing Providers
- Housing Providers share project and date information only with CE projects



# Coordinated Entry Overview (with sharing)





# Front Door Data Entry

# No extra entries projects!!

- Front door providers don't need to do extra entries outside of their front door entries to contribute to CE or add folks to the By-Name List
- CE leads are able to automatically pull folks in the front door projects onto the By Name List and do CE entries for them
- Just need to make sure you are collecting/entering the helpful data



# For Data Entry: Remember to check EDA and Back Date mode!

Make sure you are in:

- Enter Data As mode for the appropriate project
- Back Date is set too

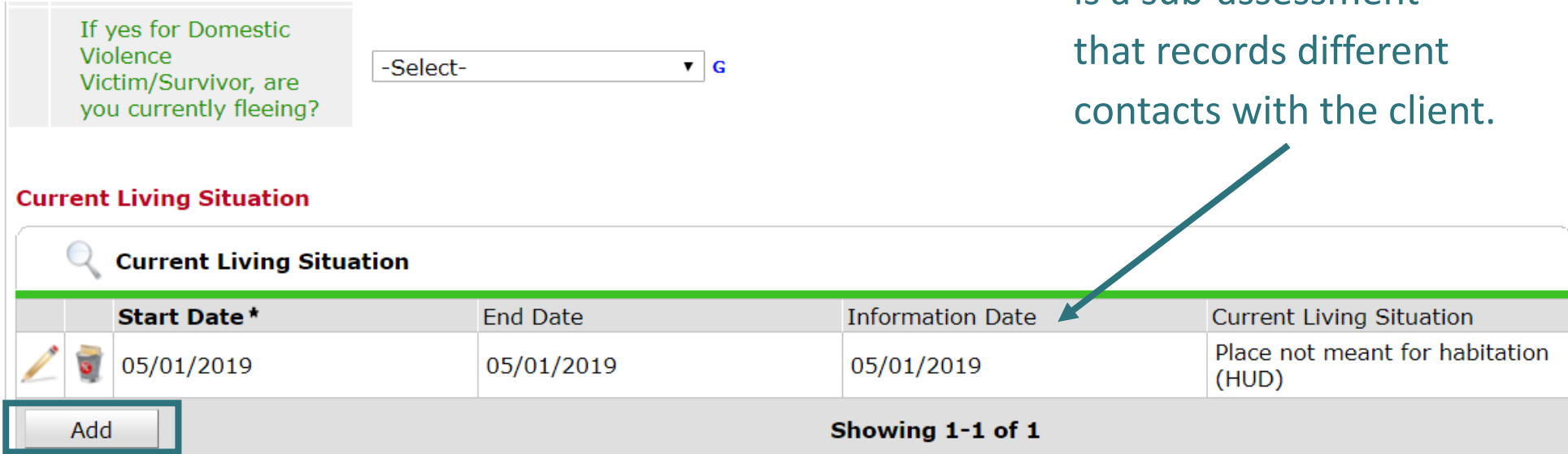
The screenshot displays the ServicePoint web application interface. At the top left is the ServicePoint logo with the tagline "Connecting Your Community." The top right shows the user name "Andrea Carey" and role "System Admin II". A yellow banner contains the text "ServicePoint Training Site" and "Heading Home - Rowan County" with a left-pointing arrow, and "Mode:" followed by three options: "Shadow housing", "Enter Data As Heading Home - Rowan ..." (highlighted with a right-pointing arrow), and "Back Date 08/10/2019 2:00:00 AM" (with a red 'X' icon). Below the banner is a green bar with "ClientPoint > Client Profile" and a search box labeled "Type here for Global Search". On the left is a sidebar with "Last Viewed" and "Favorites" sections, listing "(16) Ice Cream, Flavor of" and "Home". The main content area shows "Client - (16) Ice Cream, Flavor of" with a lock icon and "Release of Information: None".

# Current Living Situation

Entered at all stages (start, interim and exit) and at each contact(outreach)

- Scroll to Current Living Situation section and click Add
- Great homeless history!! Right below Domestic Violence Questions  
Current Living Situation

is a sub-assessment that records different contacts with the client.



The screenshot shows a web form interface. At the top, there is a question: "If yes for Domestic Violence Victim/Survivor, are you currently fleeing?" with a dropdown menu set to "-Select-". Below this is a section titled "Current Living Situation" in red. Underneath is a table with a search icon and the title "Current Living Situation". The table has four columns: "Start Date \*", "End Date", "Information Date", and "Current Living Situation". A single row is visible with the following data: Start Date: 05/01/2019, End Date: 05/01/2019, Information Date: 05/01/2019, Current Living Situation: Place not meant for habitation (HUD). Below the table is an "Add" button. At the bottom right of the table area, it says "Showing 1-1 of 1". A blue arrow on the left points down towards the table, and another blue arrow on the right points from the text above to the "Information Date" column.

Start Date *	End Date	Information Date	Current Living Situation
05/01/2019	05/01/2019	05/01/2019	Place not meant for habitation (HUD)













Add

Showing 1-1 of 1





All Dates are the date of your data collection

**Add Recordset - (4) Solo, Han**

**Current Living Situation**

Start Date *	10 / 02 / 2019	   G
End Date	/ /	   G
Information Date	/ /	   G
Current Living Situation	-Select-  G	
If "Other", Specify	<input type="text"/> G	
Living situation verified by	-Select-  G	
Is client going to have to leave their current living situation within 14 days?	-Select-  G	

**If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.**

Has a subsequent residence been identified?	-Select-  G	
Does individual or family have resources or support networks to obtain other permanent housing?	-Select-  G	
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	-Select-  G	
Has the client moved 2 or more times in the last 60 days?	-Select-  G	

Save Save and Add Another Cancel

Using the same date here completes the 'snapshot'



**Add Recordset - (4) Solo, Han**

**Current Living Situation**

<b>Start Date *</b>	10 / 02 / 2019	G
End Date	/ /	G
Information Date	/ /	G
Current Living Situation	-Select-	G
If "Other", Specify		G
Living situation verified by	-Select-	G
Is client going to have to leave their current living situation within 14 days?	-Select-	G

**If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.**

Has a subsequent residence been identified?	-Select-	G
Does individual or family have resources or support networks to obtain other permanent housing?	-Select-	G
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	-Select-	G
Has the client moved 2 or more times in the last 60 days?	-Select-	G

Save Save and Add Another Cancel

Just like Prior Living Situation!














Use Lookup to select your project









**Add Recordset - (4) Solo, Han**

**Current Living Situation**

<b>Start Date *</b>	10 / 02 / 2019	   G
End Date	/ /	   G
Information Date	/ /	   G
Current Living Situation	-Select-  G	
If "Other", Specify	<input type="text"/>	
Living situation verified by	-Select-	
Is client going to have to leave their current living situation within 14 days?	-Select-  G	

**If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.**

Has a subsequent residence been identified?	-Select-  G	
Does individual or family have resources or support networks to obtain other permanent housing?	-Select-  G	
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	-Select-  G	
Has the client moved 2 or more times in the last 60 days?	-Select-  G	

Only answer if Situation was an Institutional, Temporary, or Permanent location

Save Save and Add Another Cancel


This section helps determine if clients are Category 2 Homeless







# VI-SPDAT Assessment

Usually done after 14 days homeless so often on interim but can be on start usually only for outreach


- Scroll to appropriate VI-SPDAT Assessment Type and click Add

 **VI-SPDAT v2.0 (Individual)**

		Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONS	D. WELLNESS	GRAND TOTAL
		09/10/2018	0	1	4	1	5	11
		05/21/2018	0	1	4	4	5	14

Showing 1-2 of 2

VI-SPDAT is one sub-assessment per type, select correct one

 **VI-FSPDAT 2.0 (Family)**




		Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONS	D. WELLNESS	E. FAMILY UNIT	GRAND TOTAL
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# VI-SPDAT Assessment

**Add Recordset - (4) Solo, Han**

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**VI-SPDAT v2.0 (Individual)**

**Start Date \*** 03 / 16 / 2021    G

**A. HISTORY OF HOUSING AND HOMELESSNESS**

1. Where do you sleep most frequently? (choose one)  G

If Other, please specify

2. How long has it been since you lived in permanent stable housing?  G

3. In the last three years, how many times have you been homeless?  G

Confirm date is for date of assessment or change backdate

Select responses



# VI-SPDAT Assessment

You can use Calculate if you want

PRE-SURVEY
A. HISTORY OF HOUSING AND HOMELESSNESS
B. RISKS
C. SOCIALIZATION & DAILY FUNCTIONS
D. WELLNESS
<b>GRAND TOTAL</b>

Calculate

Save Save and Add Another Cancel

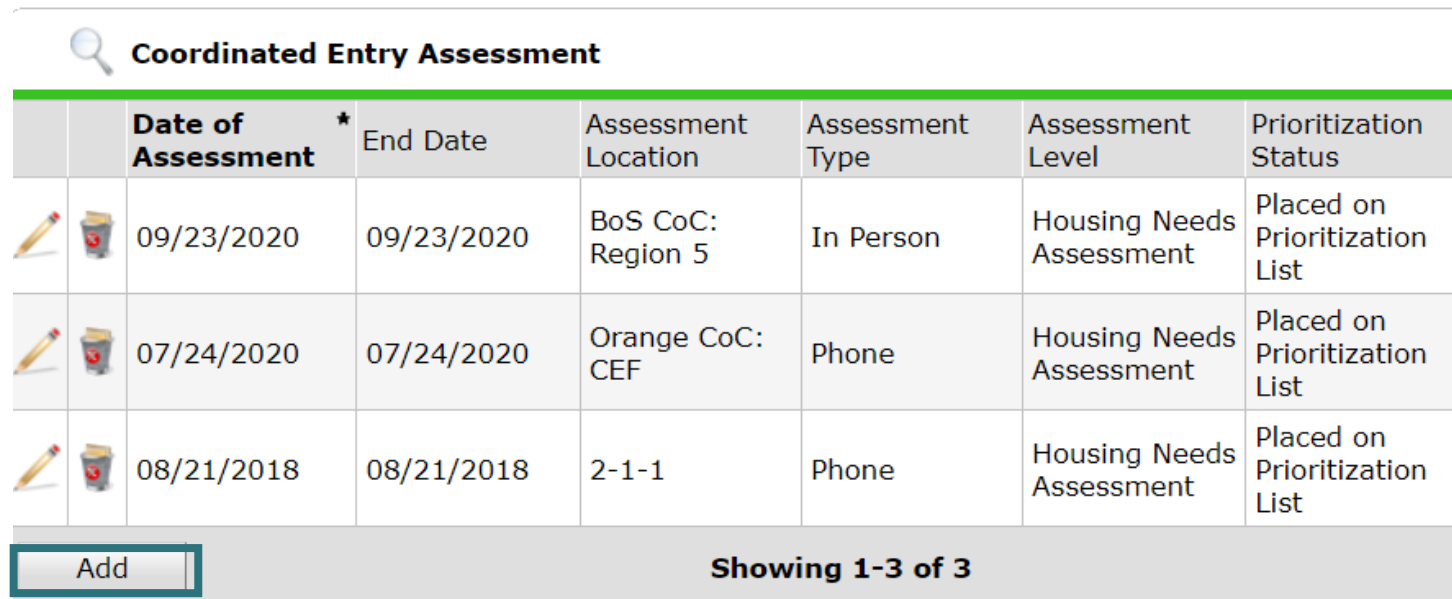
Only after all questions are answered hit Save









# Coordinated Entry Assessment

Complete whenever applicable assessment is done

- Crisis Needs Assessment = Prevention and Diversion Screen
- Housing Needs Assessment = VI-SPDAT Assessment
- Scroll to Coordinated Entry Assessment (below VI-SPDAT) and click Add



Coordinated Entry Assessment						
	Date of Assessment *	End Date	Assessment Location	Assessment Type	Assessment Level	Prioritization Status
 	09/23/2020	09/23/2020	BoS CoC: Region 5	In Person	Housing Needs Assessment	Placed on Prioritization List
 	07/24/2020	07/24/2020	Orange CoC: CEF	Phone	Housing Needs Assessment	Placed on Prioritization List
 	08/21/2018	08/21/2018	2-1-1	Phone	Housing Needs Assessment	Placed on Prioritization List

Add











Showing 1-3 of 3

Coordinated Entry Assessment is a sub-assessment that records different assessment with the client.

# Coordinated Entry Assessment

**Add Recordset - (4) Solo, Han**

**Coordinated Entry Assessment**

<b>Date of Assessment *</b>	03 / 16 / 2021    G
End Date	03 / 16 / 2021    G
Assessment Location	BoS CoC: Region 1  G
Assessment Type	In Person  G
Assessment Level	Housing Needs Assessment  G
Prioritization Status	Placed on Prioritization List  G

**Save** **Save and Add Another** **Cancel**

Use date assessment completed for both dates

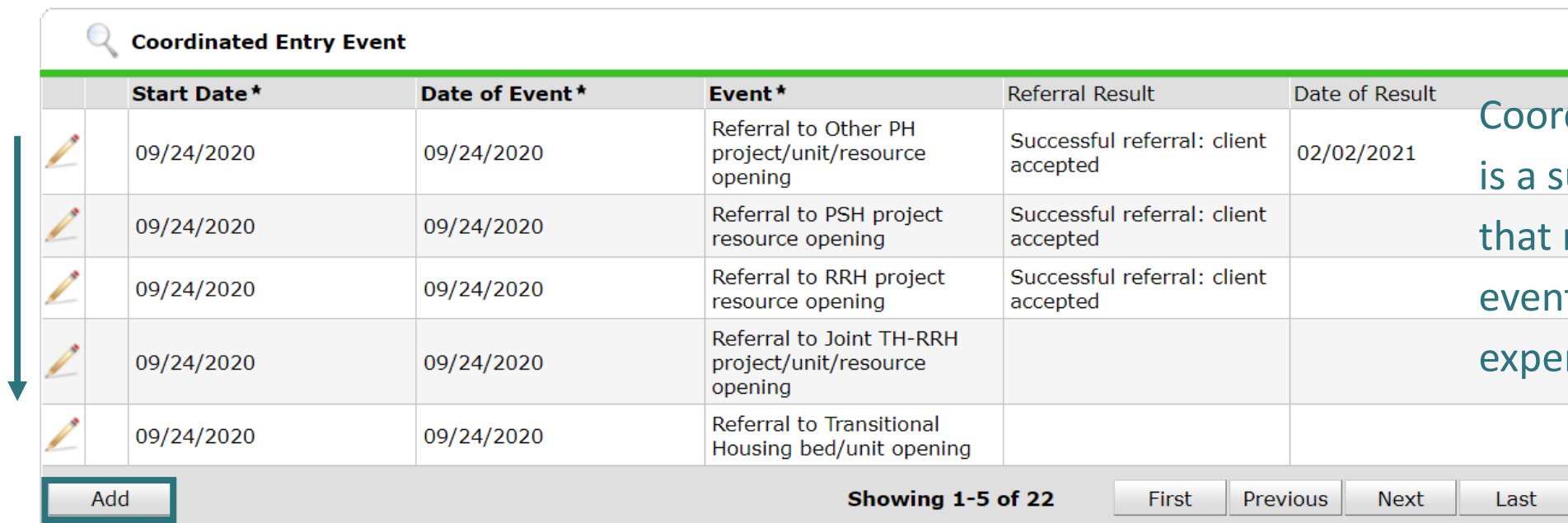
Select responses








# Coordinated Entry Event

Complete whenever applicable event happens(see picklist)

- Scroll to Coordinated Entry Event (very bottom of assessment) and click Add













	Start Date *	Date of Event *	Event *	Referral Result	Date of Result
	09/24/2020	09/24/2020	Referral to Other PH project/unit/resource opening	Successful referral: client accepted	02/02/2021
	09/24/2020	09/24/2020	Referral to PSH project resource opening	Successful referral: client accepted	
	09/24/2020	09/24/2020	Referral to RRH project resource opening	Successful referral: client accepted	
	09/24/2020	09/24/2020	Referral to Joint TH-RRH project/unit/resource opening		
	09/24/2020	09/24/2020	Referral to Transitional Housing bed/unit opening		

**Add**      Showing 1-5 of 22      First Previous Next Last

Coordinated Entry Event is a sub-assessment that records different events the client experiences.

# Coordinated Entry Event

Coordinated Entry Event	
Start Date *	06 / 15 / 2021    G ← Use same date for all three dates
End Date	06 / 15 / 2021    G
Date of Event *	06 / 15 / 2021    G
Event *	<div data-bbox="509 606 1656 1420"><p>Problem Solving/Diversion/Rapid Resolution intervention or service  G</p><p>----- ACCESS EVENTS -----</p><p>Referral to Prevention Assistance project</p><p><b>Problem Solving/Diversion/Rapid Resolution intervention or service</b></p><p>Referral to scheduled Coordinated Entry Crisis Needs Assessment</p><p>Referral to scheduled Coordinated Entry Housing Needs Assessment</p><p>----- REFERRAL EVENTS -----</p><p>Referral to post-placement/follow-up case management</p><p>Referral to Street Outreach project or services</p><p>Referral to Housing Navigation project or services</p><p>Referral to Non-continuum services: Ineligible for continuum services</p><p>Referral to Non continuum services: No availability in continuum services</p><p>Referral to Emergency Shelter bed opening</p><p>Referral to Transitional Housing bed/unit opening</p><p>Referral to Joint TH-RRH project/unit/resource opening</p><p>Referral to RRH project resource opening</p><p>Referral to PSH project resource opening</p><p>Referral to Other PH project/unit/resource opening</p><p>Referral to emergency assistance/flex fund/furniture assistance</p><p>Referral to Emergency Housing Voucher (EHV)</p><p>Referral to a Housing Stability Voucher</p></div>

Select appropriate event



Reply to relevant follow-up questions

**Event\***  G

**If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:**

Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative  G

**If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:**

Referral to post-placement/follow-up case management result - Enrolled in Aftercare project  G

**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Location of Crisis Housing or Permanent Housing Referral    G

**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Referral Result  G

**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Date of Result  /  /    G

Use lookup to select applicable project





**Live HMIS Demo!!!**

# Things to remember:

- If folks self-resolve their homelessness quickly (within 14 days) they don't need a VI-SPDAT or to go through the CE process
- Please complete and enter VI-SPDATs in HMIS on all households that are literally homeless longer than 14 days
- If they are staying at your emergency shelter or other residential project that is their Current Living Situation, not where they stayed last night or before they came to your bed
- Complete CE Assessments and Events as they happen, no need to force or add things if something didn't happen (no assessment or event)



## 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



NCCEH