Agency Technical Administrator (ATA) Team Meeting

September 13, 2017
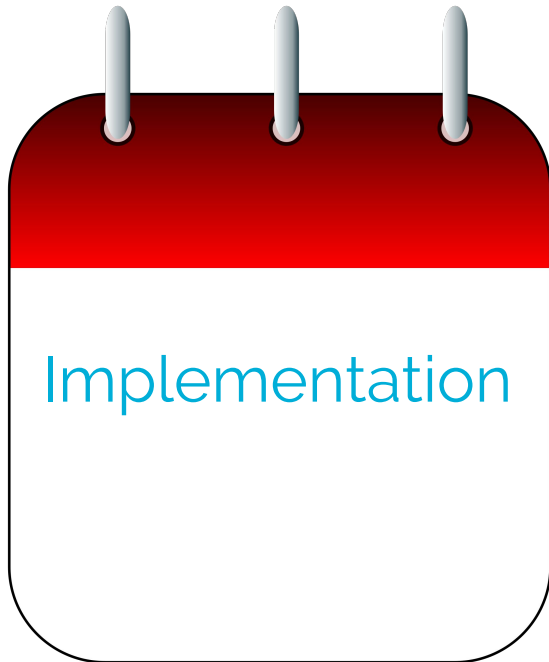
Thank you!

Lawyers' Committee for Better Housing

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Coordinated Entry System (CES)

Implementation

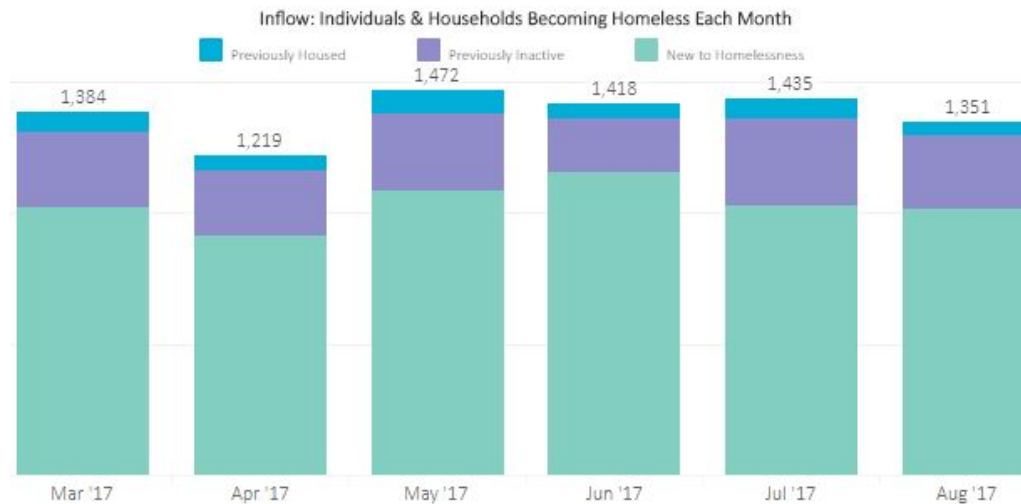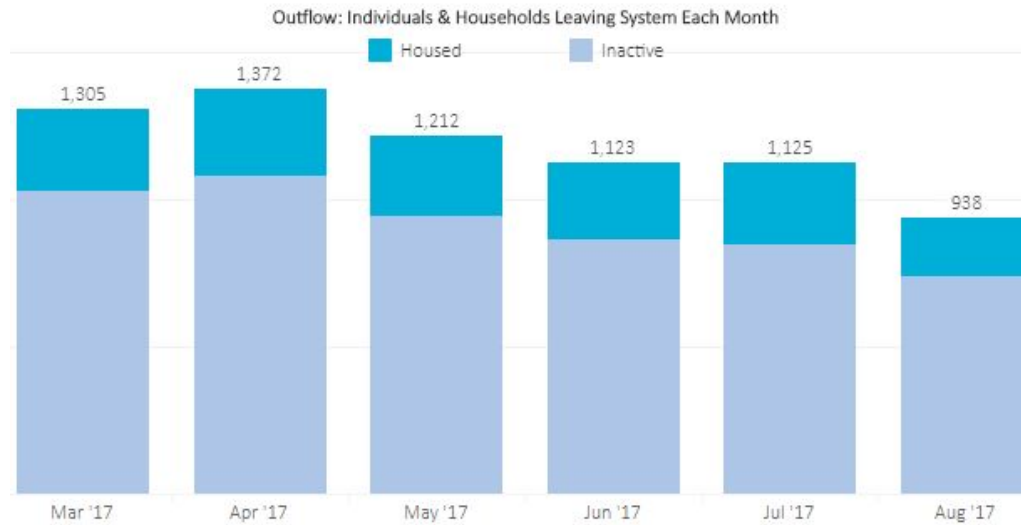| Month		Description
January		Youth Provider involvement in planning process
February	✓	Finalized assessment added to HMIS. Eligibility criteria finalized and submitted.
March	✓	Finalized assessment added to HMIS Training begins!
April	✓ ✓	Youth Coordinated Entry Process begins! Matches start on April 15th! Start to focus on Individual Coordinated Entry Process
May	✓	Individuals are assessed with matching beginning May 15th CRS stops accepting individual applications
June	✓	Individual Coordinated Entry Process continues!
July	✓	Family Coordinated Entry Process beings
August	✓	**Coordinated Entry is fully implemented in HMIS! CRS no longer accepts any applications**

Coordinated Entry System (CES)
Data Updated 8/30/2017
One List:

9,784

Outflow: Individuals & Households Leaving System Each Month

■ Housed   ■ Inactive

	Mar '17	Apr '17	May '17	Jun '17	Jul '17	Aug '17
	1,305	1,372	1,212	1,123	1,125	938

Inflow: Individuals & Households Becoming Homeless Each Month

■ Previously Housed   ■ Previously Inactive   ■ New to Homelessness

	Mar '17	Apr '17	May '17	Jun '17	Jul '17	Aug '17
	1,384	1,219	1,472	1,418	1,435	1,351

Coordinated Entry System (CES)
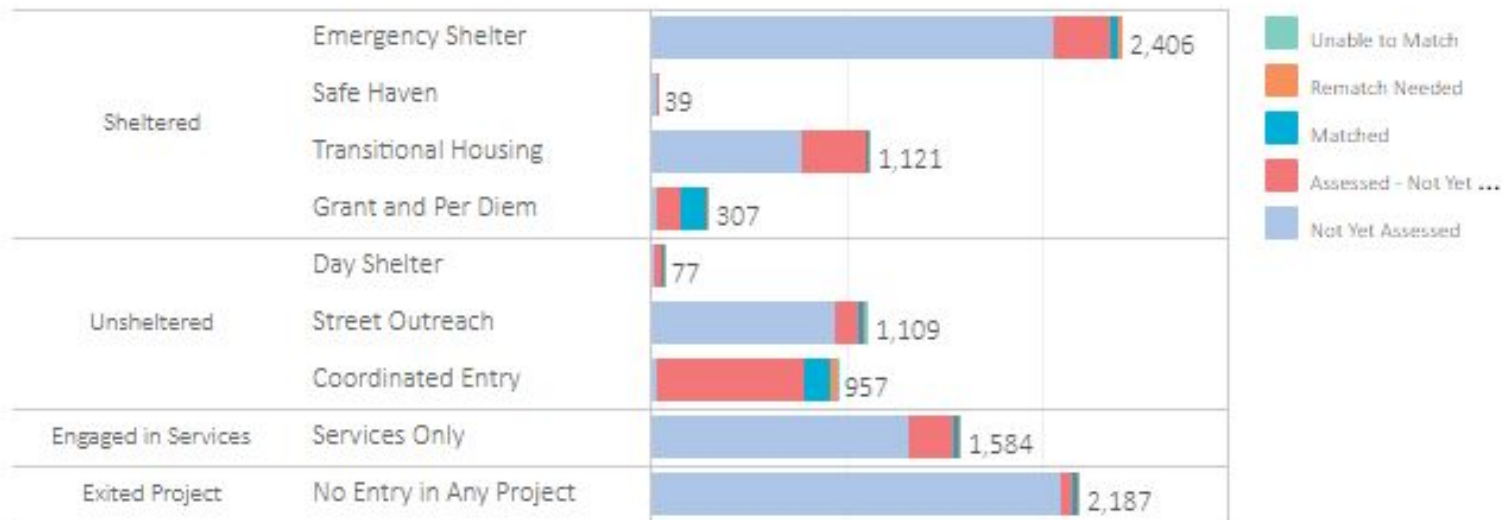## Data Updated 8/30/2017

One List:

9,784

View Participants in Single Project or in All Current Projects

Show Each Client in Only One Project ▼

Participants Experiencing Homelessness by Project Type

Sheltered	Emergency Shelter	2,406
	Safe Haven	39
	Transitional Housing	1,121
	Grant and Per Diem	307
Unsheltered	Day Shelter	77
	Street Outreach	1,109
	Coordinated Entry	957
Engaged in Services	Services Only	1,584
Exited Project	No Entry in Any Project	2,187

Legend:
- Unable to Match
- Rematch Needed
- Matched
- Assessed – Not Yet …
- Not Yet Assessed

Coordinated Entry System (CES)

Requesting Matches

All initial match requests should be completed through the Matching Request Google Form.

Each unit, bed, or vacancy should only be requested through the form **one time**.

Matching: Unit Availability/Project Opening Details

Please fill out this form in its entirety to request referrals.

Once you submit this form, you will hear from us within two business days.

If you have any questions, please email ChicagoCES@CatholicCharities.net

* Required

Email address *

Your email

Agency Name: *

Choose

Project Name: *

Choose

Project Contact Person: *

Your answer

Project Contact Person email address: *

Your answer

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Coordinated Entry System (CES)

If the first match for your unit, bed,

or vacancy does not work out,

you will request a rematch through HMIS

with an update to your referral's Need

Status:

CES: Rematch Needed: Client declined to participate
CES: Rematch Needed: Not able to contact client
CES: Rematch Needed: Not a Veteran
CES: Rematch Needed: Not eligible for project
CES: Rematch Needed: Not Experiencing Homelessness
CES: Rematch Needed: Vouchered - Not approved for/received Voucher

Catholic Charities will be notified of your

need, the next business day.

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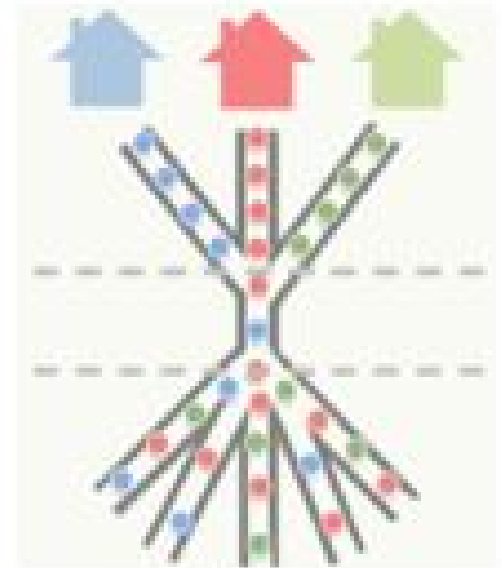
Coordinated Entry System (CES)

Referral Need Statuses

- Only use Need Statuses containing the CES prefix
- Please do not use:
    - Identified
    - In Progress
    - Service Transactions Only: Closed and Met
    - Service Transactions Only: Closed and Unmet

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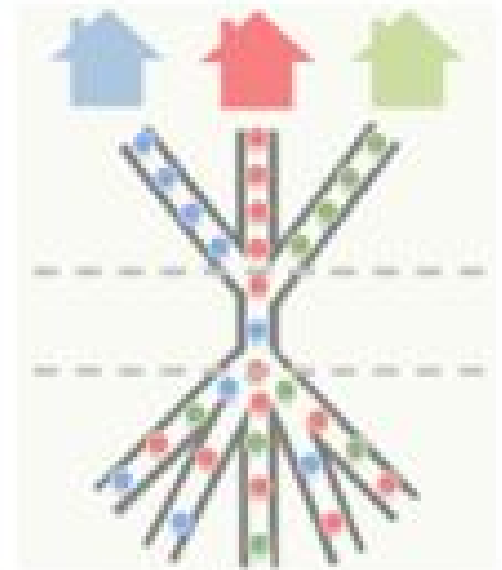
Coordinated Entry System (CES)

Transfer Requests

- Streamlined process now identical for all project types
- Interim Review for your project - Not Skilled Assessors Project

Coordinated Entry System (CES): Primary Contact Person for Matching

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Chicago Coordinated Entry System (CES)
Project Primary Contact Person for Matching

Identification of the Primary Contact Person:

Name and email address are included on the One List with with each individual's current project. At Match, the contact information is shared with the Housing Provider to help facilitate the connection with the individual to expedite the housing process.

The One List (Provider Contact Information):

Name	ClientID	Program Type	Provider Contact	Enrolled in Safe Haven/Youth TH, Needs Match to Other Project	Project Entry Date	Project Exit Date
		Coordinated Assessment (HUD)			5/16/2017	
		Emergency Shelter (HUD)			3/28/2017	
		Services Only (HUD)			1/3/2017	

Select Admin and Provider Admin to begin the process to enter Primary Contact Information

Admin > Admin Dashboard

Type here for Global Search

Admin Dashboard

Email Admin	License Admin	News Admin	Provider Admin	Provider Groups
Provider Preferences	User Admin			

Last Viewed — Favorites
Home
ClientPoint
ResourcePoint
ShelterPoint
ActivityPoint
SkanPoint
▶ Reports ①
▶ Admin
Logout

Provider Search

Search for Providers by using keywords from the Provider Name or Description.

Search [   ]   Show Advanced Options

Search   Clear

Provider Number

Enter or scan a Provider ID number to look up that Provider.

Provider ID # [   ]   Submit

Search for Provider (Project) as indicated above

Coordinated Entry System (CES): Primary Contact Person for Matching

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Chicago Coordinated Entry System (CES) Project Primary Contact Person for Matching

Provider Profile

Update History

| Last Update Request Date | There h |
| Number of Update Requests sent since last Official Update | 0 |

Update History

| Official Update | Update Date ▼ | Perso |

Add Update

Description

Upon searching for and selecting the project, the user views details in the Provider Profile Tab. Scroll down to the Additional Information area and expand.

Primary Contact for CES Connection to Housing Provider

Primary Contact for CES - Name:	Kimberly Schmitt
Primary Contact for CES - Email Address:	kschmitt@allchicago.org
Primary Contact for CES - Phone Number:	312.279.0301

Save   Save & Exit   Exit

▶ **Module Access Settings**

▶ **Location Information**

▶ **Contact Information**

Find the area titled, Primary Contact for CES Connection to Housing Provider. Enter the Contact's name, email address, and phone number. Select Save and Exit to complete the process.

▶ **Additional Information**

Quarterly Data Quality Assessment Process: Changes to Process

- Data Issues
  - Beginning with October Assessment

- Timeliness
  - Beginning with January 2018 Assessment

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Quarterly Data Quality Assessment Process: Data Issues

Date of Birth (DOB)

- DOB is prior to 1/1/1915

- DOB is after the date that the record was created (example: client was born on 1/1/2006, but their record was created on 1/1/2000)

- DOB is on or after the Entry date

- DOB data quality question indicates partial information provided

Note: Data issues will count towards missing data rates in October!

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Quarterly Data Quality Assessment Process: Data Issues

Social Security Number (SSN)

- SSN is less than 9 digits long

- First three digits are '000', '666', or in the '900' series

- Middle two digits are '00'

- Last four digits are '0000'

- Repetitive (999999999) or sequential numbers for all 9 digits (345678901, 987654321)
- Clients who don't know or refuse to answer

Note: Data issues will count towards missing data rates in October!

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Quarterly Data Quality Assessment Process: Data Issues

Social Security Number (SSN)
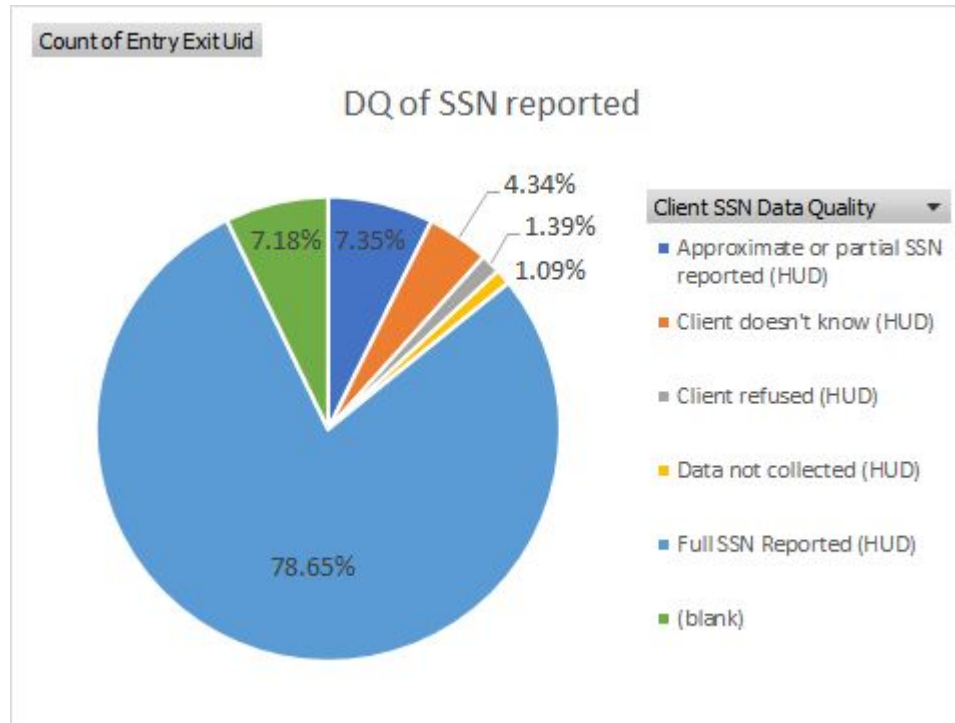
Quarterly Data Quality Assessment Process: CURRENT Timeliness Measures

- Data entry timeframe for children born during enrollment - 1 month. Entry date 1 day after DOB

- Reminder - Data Entry Timeframe
  - 3 days - Emergency Shelters, Interim Housing
  - 7 days - Rapid Re-Housing, Transitional Housing, PSH, Safe Havens, Services Only, Street Outreach

As outlined in Chicago's Data Quality Plan

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Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

Beginning with the January 2018 Assessment, Timeliness for the creation of **Entries and Shelter Stays will be measured at 2 days**. The time of day that an entry occurred or is created in ServicePoint is not relevant

The Data Quality Steering Committee made this decision for several reasons to help ensure we have an effective Coordinated Entry System for both those experiencing homelessness and providers working to connect them to housing.

Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

Why do we need to revise these standards?

1. CES - it's important to know who is experiencing homelessness to allow for their placement on the One List and quick connection to a Skilled Assessor

2. CES - it's important to know who has entered permanent housing or no longer experiencing homelessness. They are removed from the One List and efforts cease to connect them to housing.

3. Minimize conflicting data - multiple Entries for the same client

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Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

The new standard of 2 days will be measured at 90%.

The new standard will be be shown in the October results, but will not count towards compliance until January 2018.

Quarterly Data Quality Assessment Process: June Results - Timeliness

Time from Enrollment to HMIS Data Entry -
Pct. Project Entries Under 2 Days Each Quarter

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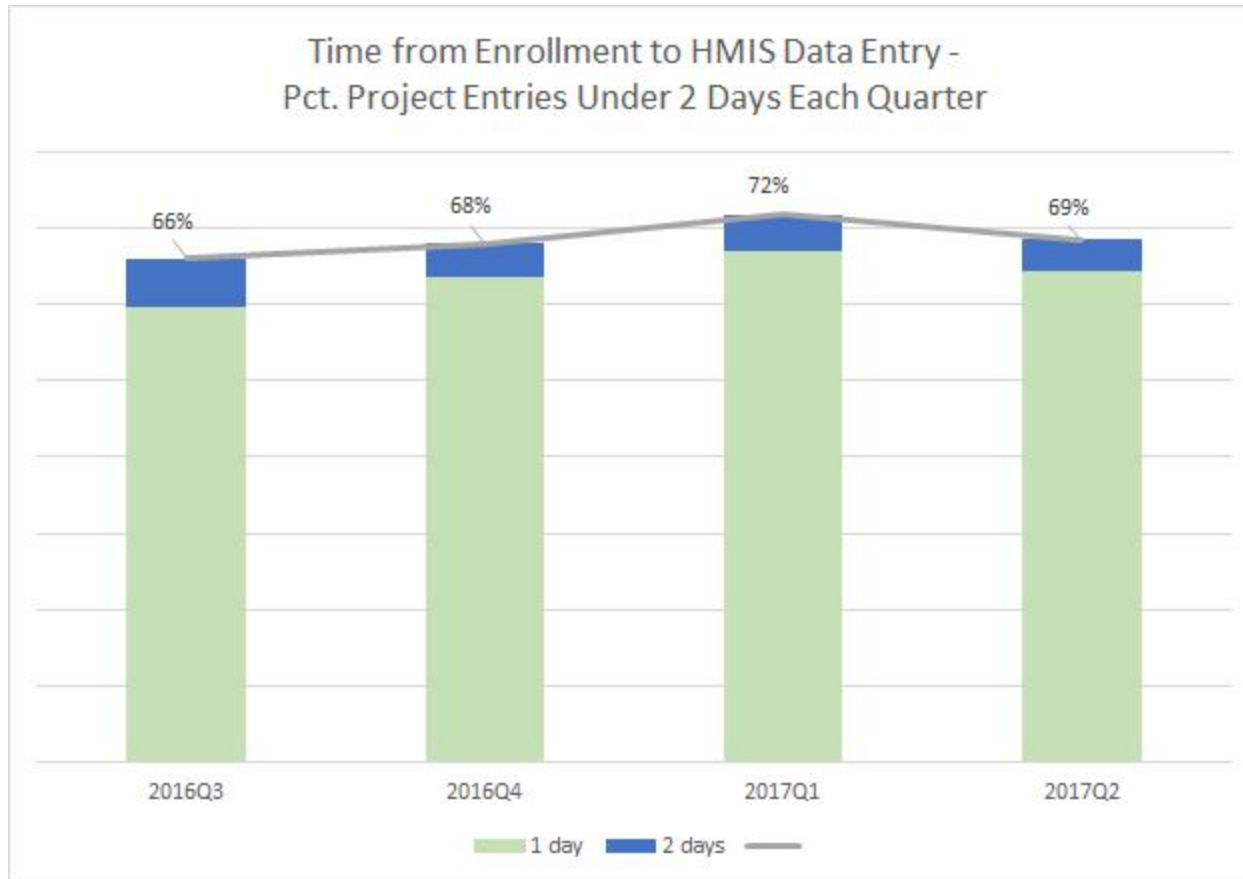
Quarterly Data Quality Assessment Process: June Results - Missing Data

% Client Records Missing Data Elements
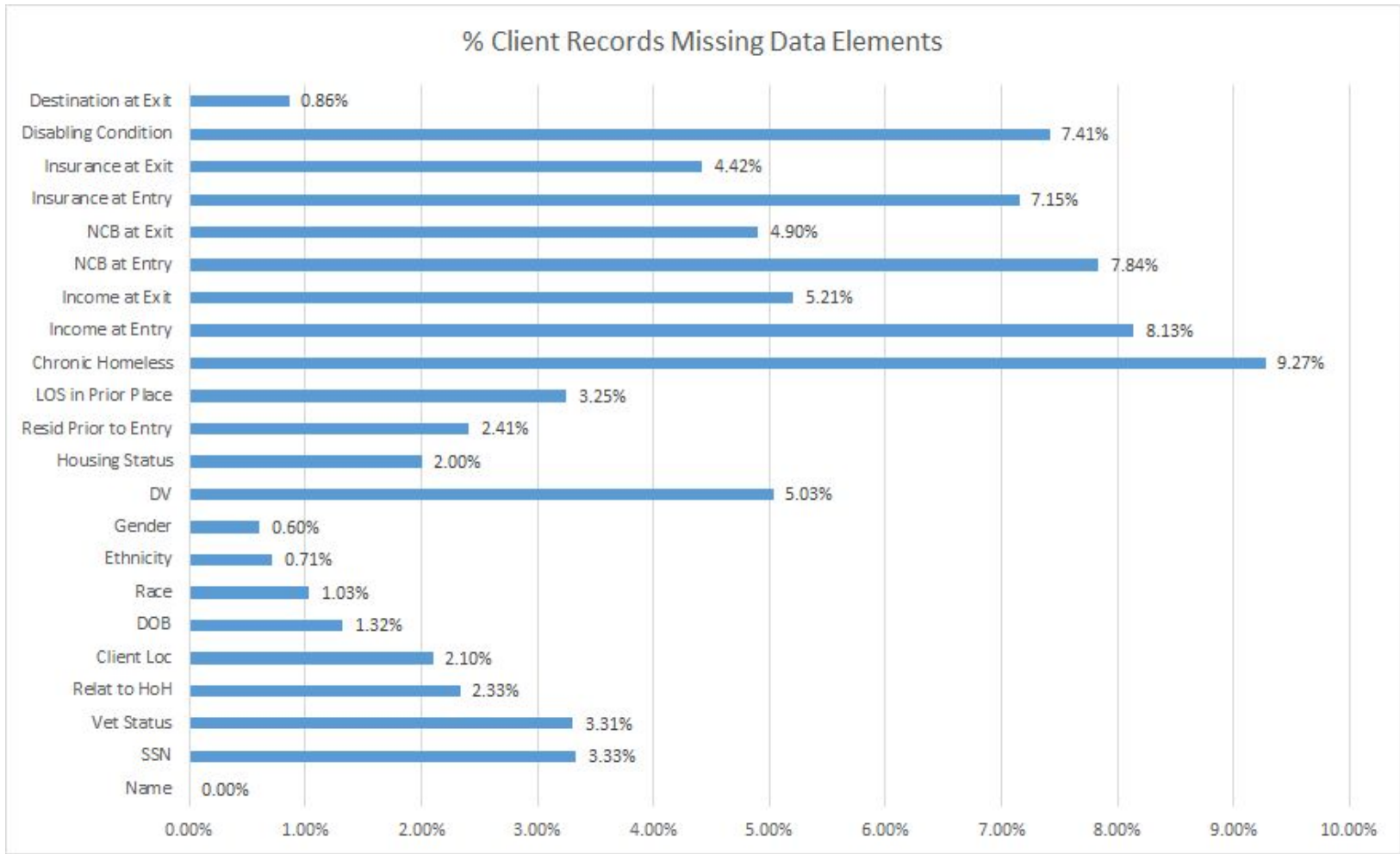
Unit List Update Form

- Additional questions to help facilitate CES
- All questions regarding populations served
- ONLY for programmatic changes

DO fill out a unit list update form	DO NOT fill out a unit list update form
Additional funding for more units	Changes in family sizes
Decreased funding for fewer units	Units temporarily unavailable
Changes in bed dedication	Changes in bed prioritization

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Agency Compliance
Client Consent for Data Sharing

Context: Data sharing **requires** client consent. The new consent form allows for more data to be shared.

Compliance means:

1. Using the new consent form
2. Documentation in HMIS
3. Locking records when clients select B or D

How can the HMIS Team help?

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4 Data Sharing Options:
Coordination of Care and Housing Information

A — Share Basic and CC&H info with collaborative

B — Share Basic and CC&H info with specific providers*

C — Share Basic info with collaborative

D — Share nothing*
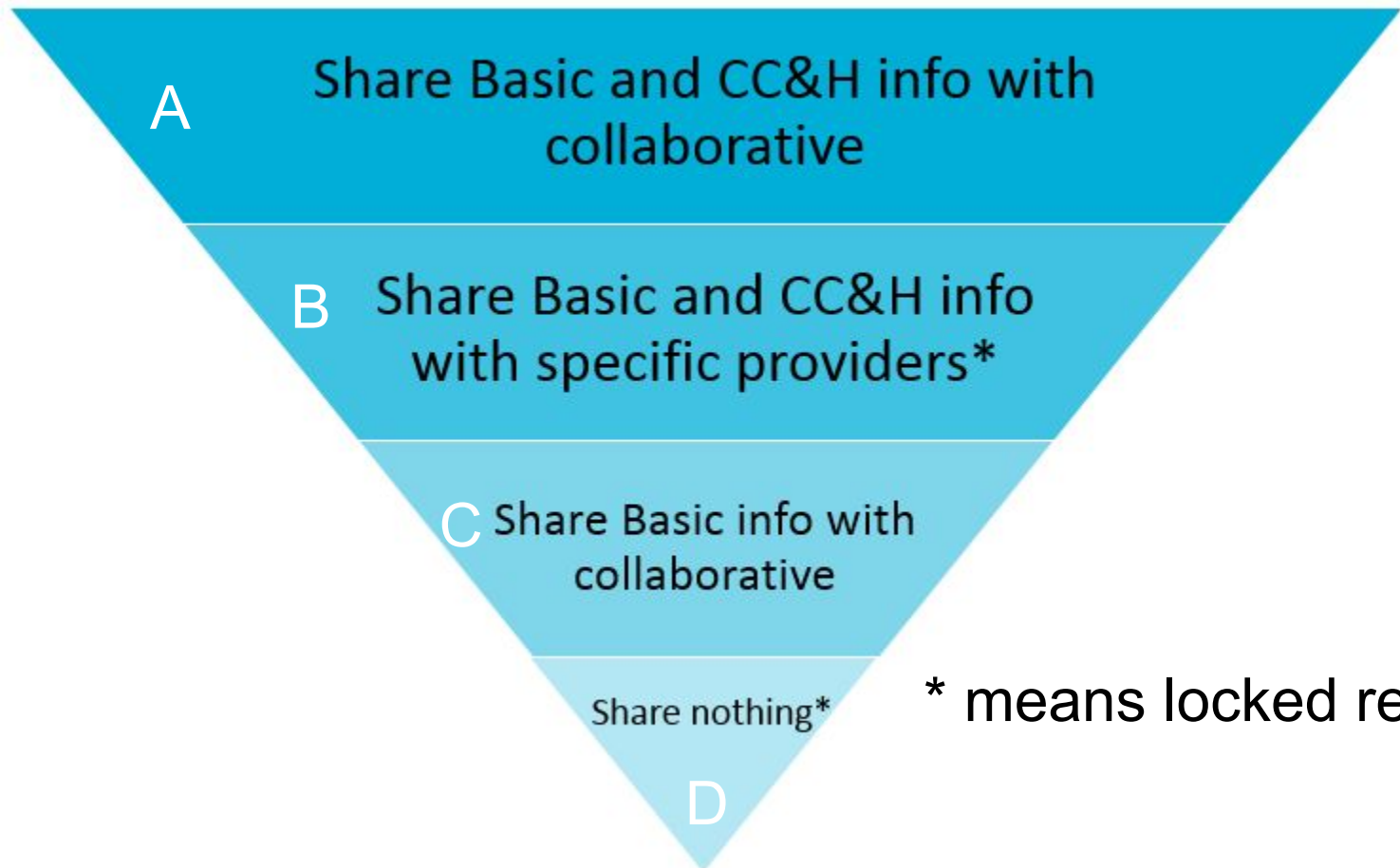
* means locked record

Who does what?

Agency	HMIS Team
Complete ROIs in HMIS	Provides Helpdesk support & training resources
Immediately lock records for clients that select B or D	Locks RESTRICTED records, when notified
Email HMIS@allchicago.org if the record is RESTRICTED from locking	Provides monitoring support to ensure agency compliance

Friday, September 15th - Entries and ROIs will begin to be shared for 59 agencies.

Sharing Entries & ROIs

Client Information

| **Summary** | Client Profile | Households | ROI | Entry / Exit |

Friday, September 15th

ALL agencies must have procedures in place to ensure client consent is documented consistently in HMIS and records are locked, where required.

Helpdesk Resources

⊛ Documenting Client Consent in HMIS - ROI

⊛ How to Lock a Client Record

Using ART to monitor client record locking in HMIS

Recorded Webinar: New Consent Form and Privacy Policy Training

https://hmis.thechicagoalliance.org/hc/en-us/sections/115000684983-Consent-Form-Privacy-Policy

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New ART Report: Consent_ROI_Check

New ART Report: Consent_ROI_Check

Run Report on your Agency Level Provider

It's necessary to run this new report on the provider selected when ROI records are created!!

ART Report: Consent_ROI_Check

Red Alerter for records requiring locking.

Notes

1. The alerters DO NOT turn off when the record is locked

2. ART CANNOT report on whether a record is locked or not

3. The HMIS Team DOES NOT have a report that shows whether records are locked or not

Documentation

A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching

D - Does not agree to share any information (Data not shared with any agencies)

B - Share 1 and 2 as a locked file (Data only shared with agencies overseeing matching and housing)

D - Does not agree to share any information (Data not shared with any agencies)

D - Does not agree to share any information (Data not shared with any agencies)

D - Does not agree to share any information (Data not shared with any agencies)

A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching

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Where should you focus?

Ensure your agency is in compliance with *NEW* Entries and ROIs.

HMIS Data Standards

What are they?

Foundation for software developers in constructing HMIS

Help us understand **Data Elements** that are required to meet participation and reporting requirements by HUD and Federal Partners

Outline many of the questions and available answers in assessments

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What do you need to know?

Updates to the HMIS Data Standards go into effect on October 1st - every year! The HMIS Team will implement this year's changes **Monday, 10/2.**

Training

- First Webinar training - Friday, 9/15 @ 10AM

- Additional Trainings - week of 9/25

What can ATAs do to prepare?

Attend webinar training(s)

Determine what project types you have and how they are impacted

Talk to users

Prepare to update intake forms

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Project Start Date

Start Date will **REPLACE** Entry Date

Entry / Exit

	Program	Type		**Entry** Date
🗑	All Chicago - Emergency Shelter (883)	HUD	✏	11/21/2016
🗑	All Chicago - PSH (1415)	HUD	✏	04/26/2016
🗑	All Chicago - Emergency Shelter (883)	HUD	✏	03/12/2016

Add **Entry** / Exit

Showing 1-

Will change in HMIS on Monday 10/2

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Project Impact

Permanent Housing projects will be impacted the <u>most</u> by the change to **Project Start Date.**

Description of Project Start Date for PH, PSH and RRH
Date following application that the client was <u>admitted</u> into the project.

Impact: Data Entry Timing for Permanent Housing

- Data entry will occur before the client is housed

- Projects will separately record the date client was housed with an Update

- Same workflow RRH has been following

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Project Start Date WILL NOT Change Data Entry Timing for Other Project Types

Street Outreach = date of first Contact

Emergency Shelter = night of first shelter stay

Safe Haven and Transitional Housing = date of move in to residential project

Other Service Projects = date the client first began working with the project

Housing Move-in Date

- Now used for all PH projects including RRH

- Recorded through an Interim Review of an Update Type

Rapid Re-housing Programs: Complete to differentiate between clients who are awaiting placement in housing and those who have moved into permanent housing

Residential Move-in Date   / /   G

Housing Move-in Date is entered as soon as the client moves into housing

Picklist Changes: Gender

Female	
Male	
Trans Female (MTF or Male to Female)	Clients who live or identify as women, even though they were assigned male at birth.
Trans Male (FTM or Female to Male)	Clients who live or identify as men, even though they were assigned female at birth.
Gender Non-Conforming (i.e. not exclusively male or female)	Clients who do not identify exclusively as male or female.
Client doesn't know	
Client refused	
Data not collected	

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Picklist Changes: Current Residence/Living Situation

Now "Permanent Housing (other than RRH) for formerly homeless persons"

Now "Rental by client, with RRH or equivalent subsidy"

Red text is new wording in current picklist options

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Picklist Changes: Destination

Now "Permanent Housing (other than RRH) for formerly homeless persons"

Now "Rental by client, with RRH or equivalent subsidy"

Red text is new wording in current picklist options

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Disability Sub-Assessment

Health Related Questions

All Projects will begin to collect the following:

- RIN (Recipient Identification Number)

- What health plan are you enrolled in?

- Have you visited your Primary Care Physician within the past 6 months?

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HMIS Data Standards

Impact on Coordinated Entry System Data and Implementation

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Thank you!

Next Meeting

Wednesday, November 8th

10am - Noon

Location: TBD