

# Flexible Housing Pool

## HMIS Workflow

The FHP Workflow in HMIS is primarily driven by referrals. These referrals help to track the progress between three distinct levels of outreach and engagement.

### Participating Agencies:

- Cook County Healthcare (CCH)
- Center for Housing and Health (CHH)
- Renaissance Social Service, Inc. (RSSI)
- Thresholds
- Deborah's Place

## Outreach

CC conducts the first level of outreach to clients selected from their high utilizers pool. They send over their outreach results and clientele list to CHH.



## Engagement and Screening

CHH assigns outreach teams to locate clients to complete screeners for eligibility and to begin the engagement process.



## Enrollment and Housing

Once clients have been engaged, been found eligible, and are willing to participate, CHH enrolls the client into their project.

## Projects in HMIS

(in order of referrals and engagement with the client)

- Cook County Health - Flexible Housing Pool (FHP) Outreach Project (HMIS ID: 1616)
- Renaissance Social Services, Inc. - Flexible Housing Pool (FHP) Outreach Project (HMIS ID: 1617)
- Center for Housing and Health Flexible Housing Pool - Bridge Project (HMIS ID: 1611)
- Center for Housing and Health - Flexible Housing Pool (FHP) PSH Project (HMIS ID: 1610)

## Referral Status:

- **FHP: Client accepts FHP participation**
  - The client agrees to move forward with FHP after being found eligible for project.
- **FHP: Client accepts FHP referral**
  - The client agrees to speak to the outreach team for a screener.
- **FHP: Client declines FHP participation**
  - The client has expressed that they do not wish to engage in the FHP project.
- **FHP: Client located**
  - Contact has been made with the client.
- **FHP: Client not able to be located**
  - Contact has not been established with the client. When CC indicates a client is not able to be located, a new referral will be made to RSSI to follow up on the client's case.
- **FHP: Client not eligible for FHP participation**
  - The client is not eligible for the FHP project. This status will likely come into play after a client has been screened by the outreach team.
- **FHP: Enrolled**
  - The client is eligible, willing to participate, and has agreed to move-in. This status should also be accompanied with a project entry into the CHH FHP project (HMIS ID 1610).
- **FHP: Housed**
  - The client has physically spent the night in their unit. This status should also be accompanied by creating a Housing Move-in date on the client's record through an interim assessment.
- **FHP: Outreach Referral awaiting response**
  - When creating a referral to the RSSI Outreach project (HMIS ID: 1617), this status is selected as the RSSI Outreach team attempts to engage the client.
- **FHP: Outreach Referral awaiting screening**
  - The client has been engaged and has scheduled a screening with the outreach team.

# Outreach

## Projects involved:

- Center for Housing and Health
- Cook County Healthcare

## Referral Statuses Utilized:

- Client Located
- Client accepts FHP Referral
- Client declines FHP Participation
- Client not eligible for FHP Participation
- Client not located

A client list is provided to CHH from CCH including:

- Cook County Outreach Date
- Cook County Outreach Outcome
- Updated Client Contact Information

CHH will search for a client in HMIS using ClientPoint.

- If a record is found that matches that client's demographics, then CHH will use this record
- If a record is not found that matches the client's demographics, then CHH will create a client record

In the client's record, CHH will create a referral under the Service Transaction section of HMIS. This referral will be directed to **CCH's Outreach Project** (HMIS ID: 1616).

- The referral date will be equal to the date CCH started outreach for the identified client
- The referral need status is equal to the outcome identified by CCH

# Engagement and Screening

## Projects involved:

- Center for Housing and Health
- RSSI

## Referral Statuses Utilized:

- Outreach referral awaiting response
- Client Located
- Client accepts FHP Participation
- Client declines FHP Participation
- Client not eligible for FHP Participation
- Outreach referral awaiting screening
- Client not located

For any clients in the Outreach process that have not refused participation, CHH will create a new referral to **RSSI Outreach** (HMIS ID: 1617).

This referral will be sent out to them with the status of "**FHP: Outreach Referral Awaiting Response**".

RSSI, upon receiving the referral will begin to conduct outreach attempts to locate and engage the client.

RSSI should update the referral status to reflect the outcome after engagement with the client.

# Enrollment and Housing

| Need   | Amount if Financial | Need Status / Outcome / If Not Met, Reason  | Notes |
|--|---------------------|---|-------|
| Homeless Permanent Supportive Housing (BH-8400.3000) |                     | FHP: Enrolled<br>-Select-<br>FHP: Renaissance Social Services, Inc. FHP PSH Project |       |

## Projects involved:

- Center for Housing and Health
- Thresholds
- RSSI
- Deborah's Place

## Referral Statuses Utilized:

- PSH referral awaiting response
- Enrolled
- Housed

After the client has been screened and found eligible, CHH will begin to connect the client to PSH and the FHP housing partner will be notified of the match.

The date of the referral is equal to when the housing partner is notified of the match.

CHH will make a referral to their own project (HMIS ID: 1610).

This referral will have an initial status of: "**FHP: Enrolled**", with the additional field of *If Need is Not Met, Reason*, filled out to reflect which agency the client has been referred to.

This will also prompt CHH to create an entry into their CHH FHP PSH Project (HMIS ID: 1610).

There, they will complete the two following assessments:

- HUD CoC & ESG Entry: All other projects (2017 Chicago)
- DFSS and IDHS Supplemental Assessment

Once the client has move-in and spent a night in their unit, CHH will update their referral need status to "**FHP: Housed**".

The new housed referral status will trigger CHH to create a Housing Move-in Date interim assessment.

The housing move-in date will be equal to whatever date the housing provider indicated the client moved in.