

Coordinated Entry Updates in HMIS

Introduction: In 2019, HUD published the [2020 HMIS Data Standards](#). These data standards included three new data elements required to be collected by Continuum of Care program-funded Coordinated Entry (SSO-CE) projects: (1) Coordinated Entry Assessment, (2) Coordinated Entry Event, and (3) Current Living Situation. In [HUD's New Coordinated Entry Data Elements](#), HUD explains that the collection of this data will be necessary for reporting in the forthcoming HUD Coordinated Entry APR.

When did LAHSA implement CE in HMIS? October 1, 2020

How will LAHSA implement CE in HMIS? Coordinated entry-related data will be collected under existing programs for the following project types:

- Emergency Shelter (ES), excluding Bridge Housing
- Safe Haven
- Services only types, i.e: Access Centers, Problem Solving, Safe Parking, Street Outreach



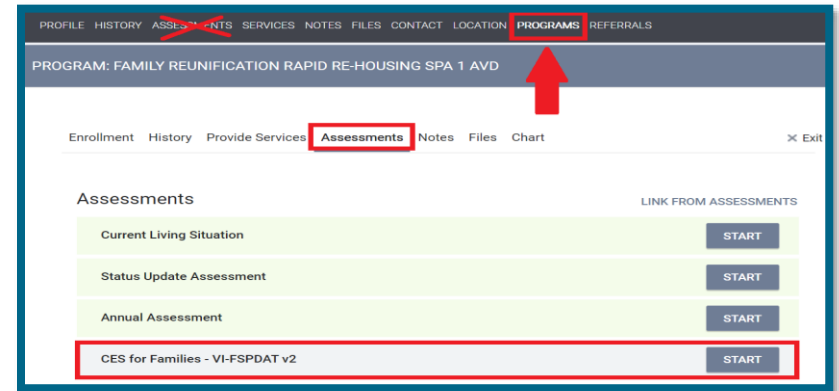
Certain program types will no longer have access to conduct and enter the CES Triage Tools into HMIS, as these program types should not be serving as 'front doors' to the system and instead should operate by receiving referrals from CES Entry Points. These program types include:

- Housing Navigation
- Bridge Housing
- TAY Transitional Housing
- Rapid Re-Housing

Note: If your agency no longer has access to the CES Triage Tools, please refer participants to a local [CES Access Point](#) so a CES Assessment can be completed. Please do not request a 'Full SPDAT Assessment' from the CES Matcher - this tool is not the same as the CES Triage Tools.

What CE data will be captured?

- CE Assessments: (4.19)**, aka CES triage tools. The programs used to track CE data will have the CES triage tools available at the program level. Aka, as program assessments. **Participants will need to be enrolled in a program to record a CES assessment.**



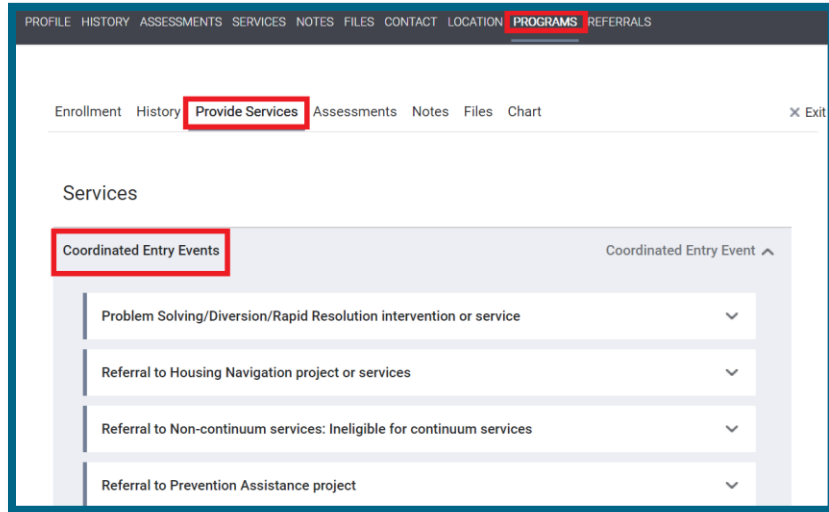
Agencies who were considered "Assessment Only" agencies who did not have any programs set up in HMIS and who were using HMIS to enter CES Triage Tool responses only, currently **do not** have access to HMIS.

Going forward, agencies will no longer be provided the option to be "Assessment Only" agencies in HMIS. Instead, LAHSA is creating a new program designation, called a **CES Entry Point**. In addition to conducting the CES Triage Tools and entering them into HMIS, **CES Entry Points** will serve as a front door to the system that can facilitate problem-solving conversations as well as basic referrals to certain resource types.

If your agency would like to request to become a CES Entry Point please send the request to HMISsupport@lahsa.org for consideration.

Coordinated Entry Updates in HMIS

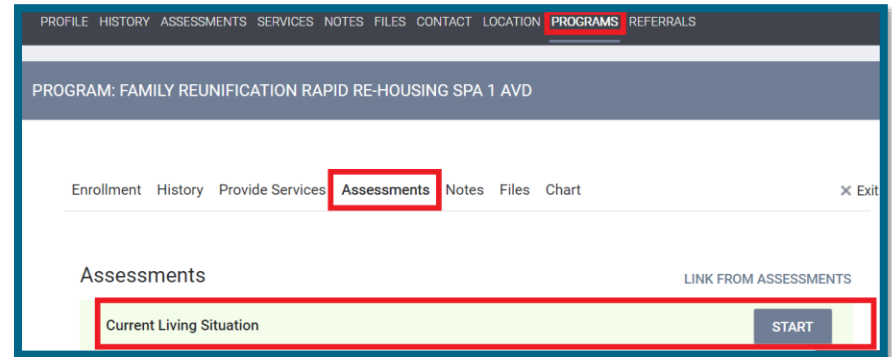
2. **CE Events:** New **Coordinated Entry Events** have been added to HMIS under program services. These events are basic interactions with participants and are designed to be used solely by CE projects and to capture access and referral events, as well as the results of those events.



- ✚ **Referral to Prevention Assistance project:** The participant received a referral; to a homelessness prevention assistance project; or other local equivalent project.
- ✚ **Problem Solving/Diversion/Rapid Resolution intervention or service:** The participant participated in a diversion or rapid resolution problem –solving conversation and received assistance; or other local equivalent.
- ✚ **Referral to scheduled Coordinated Entry Crisis Needs Assessment:** The participant received a referral to a Coordinated Entry Crisis Needs Assessment; or other local equivalent assessment.
- ✚ **Referral to scheduled Coordinated Entry Housing Needs Assessment:** The participant received a referral to a Coordinated Entry Housing Needs Assessment; or other local equivalent assessment.
- ✚ **Referral to Street Outreach project or services:** The participant received a referral to a Street Outreach project or services, or other local equivalent referral.

- ✚ **Referral to Housing Navigation project or services:** The participant received a referral to a SSO or other service only project or service for the purpose of receiving Housing Navigation services, or other local equivalent referral because a specific bed or unit in another project is not immediately available. Housing navigation services include assistance with identifying, preparing documentation for, or applying for appropriate housing, including subsidized and non-subsidized housing.
- ✚ **Referral to Non-continuum services: Ineligible for continuum services:** The participant received a referral to non-continuum services because they were ineligible for continuum services, or other local equivalent referral. Non-continuum services may include emergency assistance projects for those not at-risk of or experiencing homelessness.
- ✚ **Referral to Non-continuum services: No availability in continuum services:** Eligible participants who could not be referred to continuum services because there is no availability in continuum services, or because client was eligible but was not prioritized for continuum services or other local equivalent referral

3. **Current Living Situation:** (4.12) A **Current Living Situation** must be recorded anytime any of the following occurs:



Coordinated Entry Updates in HMIS

Street Outreach: Any time a contact is made with a participant or if any of the following occur:

- ✚ Start date of a project
- ✚ A CE Assessment or CE Event is recorded; or
- ✚ The participants living situation changes; or
- ✚ If a Current Living Situation hasn't been recorded for longer than 90 days.

Contacts: Every direct contact made with a participant **must** be recorded in HMIS via the **Current Living Situation**. A **contact** is defined as an interaction between a worker and a participant that engages the participant. Contacts include activities such as:

- ✚ A conversation between the street outreach worker and the participant about the client's well-being or needs
- ✚ An office visit to discuss their housing plan, or
- ✚ A referral to a community service.

All Other Projects: Any time any of the following occurs

- ✚ Start date of a project
- ✚ A CE Assessment or CE Event is recorded



1. What happens to the assessments participants already have? Will they have to be redone? There is no need to conduct a new one if there already is an existing assessment.

2. What will happen to all completed assessments under the current Assessments tab? Assessments already completed will remain accessible on the Assessment tab.

3. The first question in each Triage Tool is now a choice between Crisis Assessment and Housing Needs Assessment. What is the difference? A **Crisis Assessment** is conducted for immediate, crisis-based needs. It is an initial, short, focused assessment to help case workers identify immediate resolutions

to address emergency needs, including shelter. A **Housing Needs Assessment** is conducted for housing needs. This assessment is a more in-depth, housing focused assessment to help case workers direct participants to resources for stabilization of their housing situation.

For the CES triage tools "Housing Needs Assessment" should be selected. The triage tools are not meant to be used as a crisis assessment.

4. Sometimes an assessment score is needed to determine which project participants should be enrolled in. How is the assessment score obtained before the participant is enrolled into a program now? As CES triage tool can be administered by an established **CES Access Point**. The participant will need to be referred there first. Once the assessment is complete and the acuity score is known, eligibility into the specific program can be determined.

5. If we conduct the assessment and realize the participant isn't the appropriate fit for that project, where would we save that data? Please email HMISsupport@lahsa.org

6. How does this affect the workflow for updating CES scores? Will there now be a SPDAT per project? No, only one CES Triage Assessment is needed in the system. Please follow the [Interim Guidance: Updating and Correcting CES Triage Tool Scores](#) already established for re-assessing participants.

Training Videos: Click [here](#) and use the links below to access our training videos



- ✚ [How to Record a Contact and Services for Outreach Participants](#)
- ✚ [How to Conduct an Annual Assessment](#)

Need Additional Support?

- ✚ For HMIS related issues: HMISsupport@lahsa.org
- ✚ For Assessment or Matching Inquiries: CESmatching@lahsa.org