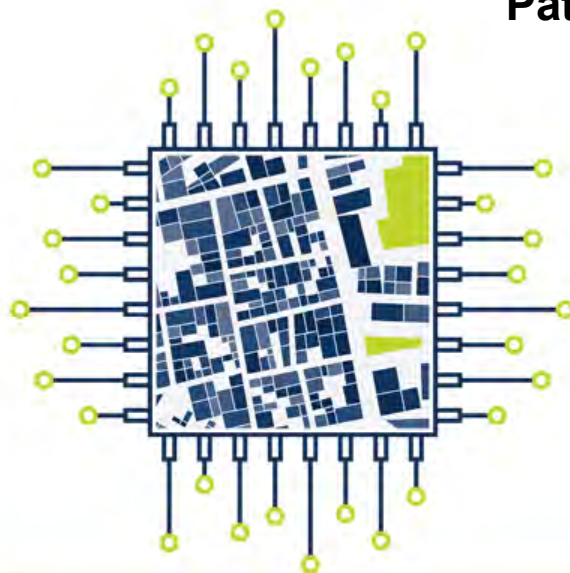# Leveraging 211 and HMIS for Coordinated Entry: One CoC's Experience

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Austin, TX
October 15-17, 2019

Welcome!

- **Go to: www.menti.com; enter code that we say)**

- Who's with us in the room today?

- Who are we?

- What's the first word that you think of when you hear Coordinated Entry?

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Learning Objectives

- Understand how one community has successfully leveraged 2-1-1 and HMIS for their coordinated entry system
- Identify key considerations if your community is also thinking of doing this
- Identify other key solutions to the challenge of CE data collection, through discussion of how you are approaching this work

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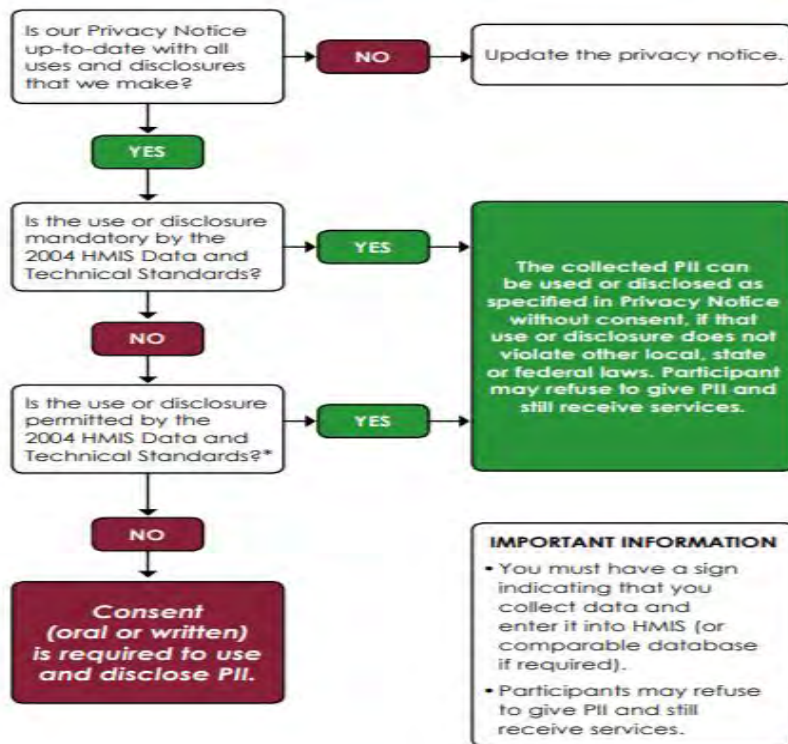
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Context for Discussion

- Coordinated Entry is a federal (HUD) requirement for all Continuums of Care (CoCs)

- Expectation is that since January, 2017 CoCs have had a CE system in place

- HMIS is not the required data collection or reporting resource for CE; unless you receive a CoC Program Supportive Services Only (SSO) grant for CE

- HUD released a CE Data and Management Guide (2018)

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Do I need the client's consent (written or oral) to use or disclose information?

Is our Privacy Notice up-to-date with all uses and disclosures that we make?

→ **NO** → Update the privacy notice.

↓ **YES**

Is the use or disclosure mandatory by the 2004 HMIS Data and Technical Standards?

→ **YES** →

↓ **NO**

Is the use or disclosure permitted by the 2004 HMIS Data and Technical Standards?*

→ **YES** →

↓ **NO**

Consent (oral or written) is required to use and disclose PII.

The collected PII can be used or disclosed as specified in Privacy Notice without consent, if that use or disclosure does not violate other local, state or federal laws. Participant may refuse to give PII and still receive services.

IMPORTANT INFORMATION

- You must have a sign indicating that you collect data and enter it into HMIS (or comparable database if required).
- Participants may refuse to give PII and still receive services.

TYPES OF USES AND DISCLOSURES

Mandatory:
- Client access to their information; and
- Disclosures for oversight of compliance with HMIS privacy and security standards.

Permitted:
- To provide or coordinate services to an individual;
- For functions related to payment or reimbursement for services;
- To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions; and
- For creating de-identified from PII.

Additional permissions:
- Uses and disclosures required by law;
- Uses and disclosures to avert a serious threat to health or safety;
- Uses and disclosures about victims of abuse, neglect or domestic violence;
- Uses and disclosures for research purposes; and
- Uses and disclosures for law enforcement purposes.

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Potential uses of Data for CE

- Standardized assessment workflow
- Vacancy tracking, so referrals can be made to available beds or units
- Assessment results
- Automated housing and service options
- Documentation repository
- Referral tracking, with real-time status updates
- Generation and real-time updates of priority list
- Performance reports (project and system level); administrative reports

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Columbus, GA Continuum of Care

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Role of Home for Good

- Changes to HMIS Lead Agency and Collaborative Applicant (~2014)
- Shift to United Way's Home for Good to serve in both capacities

Development of CE system

- Initiated work on CE through participation in Built for Zero (~2016)
- From the start, 2-1-1 was at the table and engaged in the CE work; just didn't always know to call it CE
- Requested HUD TA in 2017
- TA focused on the development of CE Policies and Procedures, and improving local understanding of CE requirements and best practices
- CoC convened a CE work group to work with TA and with Home for Good on the development

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2-1-1

- 2-1-1 call center is based out of Atlanta
- Local 2-1-1 staff are co-located in the Home for Good offices (both part of United Way)
- Leverage a standard assessment and serve as the sole access point for local CE
- 2-1-1 operators received training on assessment process
- Home for Good wanted to ensure that access point was managed by someone without any "skin in the game"

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Reaction to 2-1-1 and CE

- Often, the same providers are voicing concerns
- Boils down to a lack of control
- Important to have all providers and key stakeholders at the table for this work, including the development of CE policies
- Don't allow for there to be room for someone to say that they didn't have a chance to impact the design and implementation of CE

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2-1-1 and Data

- 2-1-1 does not do direct data entry into the local HMIS; they leverage their own, internal database
- Data exchanges occur between the 2-1-1 system and HMIS, to ensure that local providers have access to all data collected by 2-1-1

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HMIS for CE

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Activity

- Reflecting on what Columbus, GA has shared, as well as the earlier overview of potential uses of HMIS for CE, how are you using HMIS for CE?
- What challenges and successes have you had in this work?

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Evaluating your CE

- Key questions to consider when evaluating your CE system
    - How are you defining success? Placements? Speed of referrals? Accuracy of referrals?
    - How are you evaluating success? HMIS reports? Narrative or quantitative feedback?
    - How often are you sharing your evaluation?
    - Who does the evaluation?

CE Requirements for Ongoing Evaluation

- A. CoCs must solicit feedback at least annually from projects and persons participating in CES
  - Surveys, focus groups, and/or individual interviews of a representative sample of provider staff and persons participating in coordinated entry
  - Use feedback to make necessary changes and update CES policies and procedures
- B. Participants in the evaluation must include individuals engaged in or referred to housing through coordinated entry
- C. Policies and procedures must describe frequency and method of CES evaluation

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Annual CE Evaluation

- Encourage that you select an Evaluation Entity; be clear about who will do this work, how they will and what the process will be for sharing results
- Consider ways to partner with a local university or other experts in this field
- Develop an Annual Evaluation Plan
- While qualitative data is critical, it is just as important to also weave in quantitative information (focus groups, feedback loops, discussions, interviews, etc.)
- Hardest part is often starting, so jump in!

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Additional Resources

- CE Management and Data Guide:
  https://files.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf
- CE Evaluation Checklist: https://buildingchanges.org/coordinated-entry-toolkit/evaluation/evaluation-checklist

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