Coordinated Entry Access Site Training

November 15, 2019

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SONOMA COUNTY

Training Overview

- Revised Homeless Management Information System (HMIS) Coordinated Entry Release of Information
- YWCA domestic violence resources and new project information
- Family Justice Center resources
- How and when to enroll a client anonymously

Coordinated Entry System Evaluation July 2019

- **HUD Compliance Issue- Participant Refusal to Share Information**: Outlined in current CES polices with no process for implementation
- **Regulations:**
  - CoC's written C.E. policies and procedures include protocols for obtaining participant consent to share and store participant information for purposes of assessing and referring participants through the coordinated entry process. HUD Coordinated Entry Notice: Section II.B.12 3
  - CoC prohibits denying services to participants if the participant refuses to allow their data to be shared unless Federal statute requires collection, use, storage, and reporting of a participant's personally identifiable information (P.I.I.) as a condition of program participation. HUD Coordinated Entry Notice: Sections II.B.12.c and II.B.13

HUD Coordinated Entry Notice

New Release and Process to Enroll

- **The Revised Coordinated Entry System Release of Information:**
  - Clearly outlines the right to refuse to share information (e.g. name, DOB, SSN, etc.)
  - Clients have the right to refuse to answer any question on <u>any</u> of the assessments, noting some questions are specific to eligibly of projects
  - Describes how and where client name, contact information, and release will be stored
  - Explains the coding system of enrollments (covered later in the presentation)

Questions About the Release?

Presentations:
YWCA and Family Justice Center

Jessica Provost, YWCA Domestic Violence Services Manager

Jennifer Harte, YWCA Housing Navigator

Gina Raith, FJC Homeless Outreach Coordinator

Ending domestic violence in Sonoma County

eliminating racism
empowering women

Affecting 1 in 4 Families
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Coordinated Entry Access Points Training on Resources for Domestic Violence

Jessica Provost, Domestic Violence Services Manager and
Jennifer Harte, YWCA Housing Navigator

Nov. 15, 2019

ywca sonoma county

a brand new day… *Donate. Volunteer. Get Help.*

Coordinated Entry
Access Points Training
Family Justice Center Resources for Domestic Violence Survivors

Gina Raith, Homeless Outreach Coordinator
Family Justice Center
Nov. 15, 2019

When to Enroll a Client Anonymously?

- If any client wishes to remain anonymous, they do not have to provide their information and have the right to refuse to provide information at any point of the assessment
- If the client is attempting to flee/fleeing a domestic violence situation and wishes to remain anonymous
  - **NOTE:** Providers cannot keep any information within the case notes for DV clients that would lead to identification (e.g. do not disclose where they have been staying, their situation, etc.)
  - Providers also cannot document client location in HMIS for DV clients. Do not include any information about victims service programs/providers the client is working with. For example, if they are currently in the YWCA Safe House, this information **CANNOT** be recorded in HMIS case notes (this includes clients who want to use their personal information in HMIS).
  - Recording information such as types of projects the client is interested in is ok (e.g. interested in shelter, rapid rehousing, etc.)
- Always make sure you check to see if the client is enrolled by their real name before creating an anonymous enrollment. Often, clients forget they have signed up with CES in general. We do not want to have the same person enrolled twice!

How to Keep Records of the Anonymous Client Outside of HMIS

- Each Access Site will have a master list of all client names, contact information, with their codes that have been enrolled at their site anonymously
  - This needs to be open to ALL staff completing enrollments at the agency so turnover does not lead to loss of information
- The Access Site will need to keep the hard copy of the ROI on file and any eligibility documentation (e.g. disability verification/homeless documentation)
  - Case note confirming the ROI on file with the agency
  - Identifiable documents cannot be uploaded into HMIS
  - Complete the field within the demographics “Date last client Release of Information was signed”
  - If the anonymous client comes up for a referral, the referring agency will contact the Access Site to obtain client name and contact information

HMIS Anonymous Entry Workflow

- Initial Demographic Enrollment:
  - First Name = Client
  - Last Name = Refused
  - Name Data Quality = Client Refused
  - SSN = 000000000
  - SSN Data Quality = Client Refused
  - DOB = 01/01/ and up or down a year or two (down a year for 17-year-olds)
  - DOB Data Quality = Approximate
  - Gender = Enter as normal
  - Race = Enter as normal
  - Ethnicity = Enter as normal
  - Veteran Status = Client Refused
  - Date last client Release of Information was signed= enter date (this field is used to track expired releases)

HMIS Anonymous Entry Workflow

- After completing the demographics….
- Save the client record and a Case Number will be generated and visible at the top of the client's demographics page
- **Copy this Case Number and paste it into the Last Name** field replacing "Refused" and save. We do this so that we can easily tell the difference between our consent refused clients.
  - Client will show up as **First Name:** Client **Last Name:** Assigned Case Number
- Under Demographics section and case note, include the provider who will be the main point of contact, list their name, agency, and phone number
- Complete other Assessments such as the VI-SPDAT and HUD Assessments as normal
- Collecting information such as bottom/top bunk in the assessment should be included within the assessment for ease of referral.

Final Questions?

If you have any additional questions or need guidance, please contact the Coordinated Entry System Manager:

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