

# **HOMEFIRST**

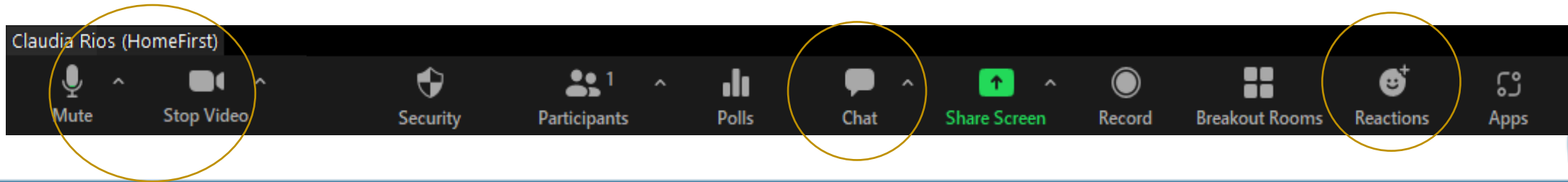
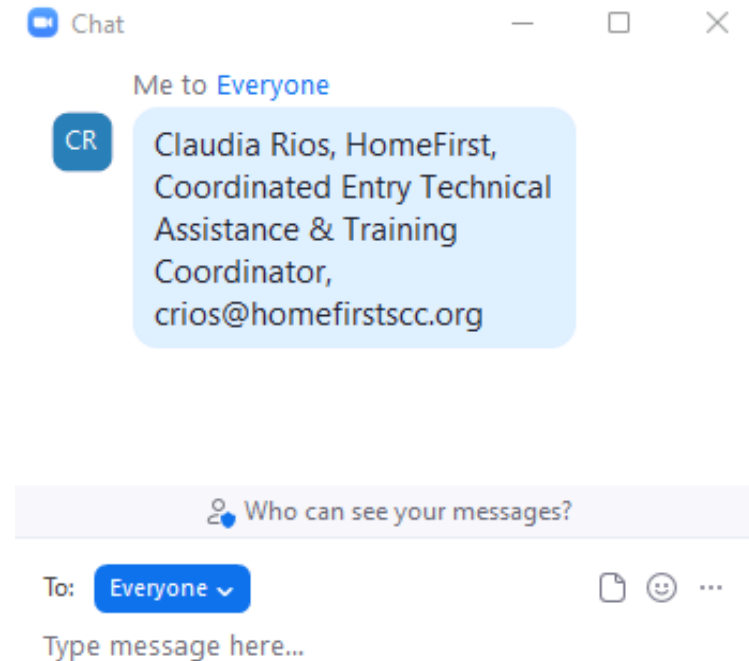
**Where Homelessness Ends™**

**Sonoma County  
Coordinated Entry Access  
and Initial Assessment**



# Training Community Expectations

- Add name, agency, role, and email into chat
- Be present & engage
- Mute when not speaking
- In case of technology interruption, log back into the Zoom training
- Complete evaluation



# Training Goals

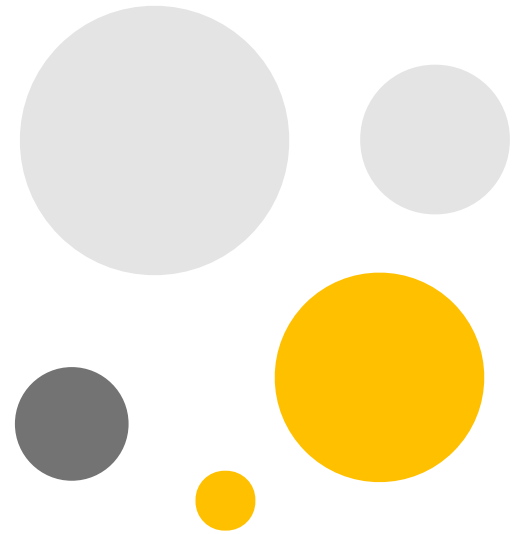
To come away with a basic understanding of:

- The Sonoma County Coordinated Entry System and your role in it
- CES Eligibility, Housing First, and Assessment best practices
- Step-by-step CES Access Partner procedures and HMIS navigation



# Training Agenda: CES Overview

- Coordinated Entry System overview and vision
- CES System Flow
- Access: Types of CES Cooperating Agencies
- Community Prioritization Standards
- Referrals from CES



# Training Agenda: Background

- Homeless Status Eligibility
- Housing First
- Trauma-Informed Assessment
- Safety-Informed Assessment



# Training Agenda: Initial Assessment

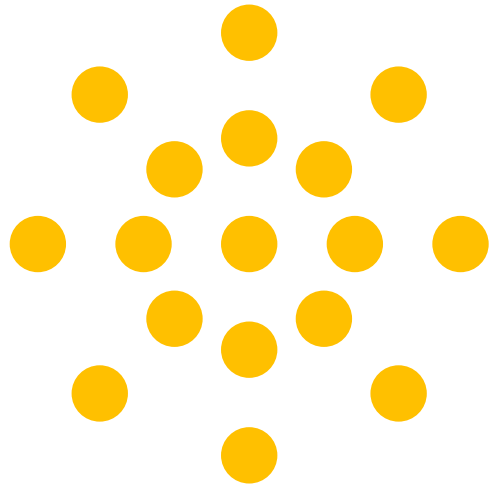
- CES Assessment
- CES Release of Information
- Housing Problem Solving Conversations
- Crisis Navigation and Connection
- HMIS Search, inc. By-Name-List access
- CES Grievances, Discrimination Complaints and Reasonable Accommodations
- Summary



# Handouts

- Access Points flyer
  - Participant FAQs and Flow Chart
- Detailed Flow Chart
- CES Policies and Procedures
- CES ROI





# CES Overview





# HUD's Definition of Coordinated Entry

Coordinated entry is an important process through which people experiencing **or at risk of experiencing** homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect to appropriate, tailored housing and **mainstream services** within the community or designated region.



# Sonoma County Coordinated Entry System Vision

The vision of the CES is to provide assessment, prioritization, and matching of people experiencing homelessness to housing and supportive services in the most **transparent**, **person-centered**, **equitable**, and **trauma-informed** way possible.

**“No wrong door system”**



# Coordinated Entry System Flow

Included in handouts



# Access: Types of CES Cooperating Agencies

- Access Partner:
  - CES ROI partner: Access to HMIS CES programs to check status and history, CES Case Conference
  - Completes stages 1 and 2 of CES Assessment: Housing Problem Solving and Crisis Navigation and Connection (most critical!)
  - Refers to appropriate Access Point for full CES Assessment
- Access Point: all the above, plus:
  - Internal Access Point: Completes full CES Assessment for all participants they already serve
  - External Access Point: Completes full CES Assessment for all participants that seek it, widely advertised
  - Access Points sign MOU with Sonoma County Community Development Commission
- Housing Program: Accepts referrals from CES and completes Assessment for those few exiting to homelessness



# Access Flyer

Included in handouts



# Role of the CES Operator

- CES communications
- Partnerships development
- Robust CES Case Conference process
- Manage By-Name-List
- CES Data Quality oversight
- HMIS CES Referrals
- CE System Performance Evaluation
- CoC strategic planning engagement
- System-wide training and technical assistance
- CES Grievances, Reasonable Accommodations, and Appeals
- Does not provide direct services
- Does not provide shelter referrals
- Does not have control over available housing



# Referrals from CES

Three categories of housing:

- **Permanent Supportive Housing:** combines long term affordable housing assistance (voucher, typically) with voluntary intensive support services and is prioritized for those who are chronically homeless and the most vulnerable.
- **Rapid re-housing:** connects household to an apartment affordable through short to medium-term rental assistance, along with moderate services designed to allow that household to increase their income sufficiently to be able to afford the apartment over the long-term. Prioritized for low-mid vulnerability.
- **Other:** housing that does not fall into the two categories above, including vouchers without supportive services and non-Housing First projects.



# By-Name-List Prioritization

- Ranked based on Total Prioritization Score – 3 different By-Name-Lists exist (FAM, IND, TAY)
- Different housing interventions have different Total Prioritization Score ranges they are referred from

Participant Enterprise Identifier	Name	Agency (I)	Age	Gender (HUD)	Staff ID (I)	Enrollment Date (I)	Enrollment End Date (I)	Most Recent Assessment	Total Prioritization New	Inactivity Tag	Is there an area in Sonoma County that you would prefer to stay? (I)	Please note any restrictions (I)	What is the total length of time you and your family have lived on the streets or in shelters (months)?	Where do you
931943AA-DD05-4497-A		Catholic Charities			Moore, Robby	6/14/2022		6/14/2022	42	Active				Shelters
7E0509C0-F1C9-4DFA-9		HOST Outreach			Morfin, Jesus	12/21/2021		12/21/2021	41	Active				Streets
94E23DFC-B800-4DDF-		Catholic Charities			Carney, Kaitlin	5/31/2018		12/4/2020	40	Active				Shelters
D918C761-E08F-410C-9		HOST Outreach			Ruiz Gonzalez, Ana	8/7/2018		11/19/2019	39	Active				Streets
EA445B86-5F28-4C9B-8		Catholic Charities			Moore, Robby	2/7/2022		2/7/2022	39	Active				Streets
E5636E06-B370-4CD6-8		Catholic Charities			Moore, Robby	7/16/2018		9/21/2022	38	Active				Streets
FAB9E5EF-1E32-4B3E-A		Catholic Charities			Kennedy, Charles	12/19/2018		6/23/2021	38	Active				Streets
0CA586DA-B09F-402F-9		Catholic Charities			Moore, Robby	8/10/2020		9/15/2022	38	Active				Shelters
009E8986-4425-4064-87		HOST Outreach			Mendoza, Marisabel	4/22/2022		4/22/2022	38	Active				Streets
D3AB8139-2840-4FFE-8		Catholic Charities			Moore, Robby	7/7/2022		7/7/2022	38	Active				Exit from COTS
CCE62EF6-E0A5-4618-A		HOST Outreach			Rocchio, Lee	10/6/2021		10/6/2021	37	Inactive				Streets
5947AF49-4A95-4D40-8B		Catholic Charities			Kennedy, Charles	11/4/2021		11/4/2021	37	Inactive				Streets
B57EF037-AD44-4809-B		Catholic Charities			Moore, Robby	2/1/2022		2/1/2022	37	Inactive				Streets
A4610F04-E053-4A83-99		Catholic Charities			Moore, Robby	2/28/2022		2/28/2022	37	Inactive				Streets
12F28BEB-1ACA-408E-8		Catholic Charities			Moore, Robby	8/10/2022		8/10/2022	37	Active				Shelters
9EA02B55-B2FC-4516-A		HOST Outreach			Mendoza, Marisabel	9/25/2017		3/26/2021	36	Active				Streets
30CFF750-3370-4A5C-B		Catholic Charities			Carney, Kaitlin	12/20/2017		8/12/2020	36	Active				Streets
901C50B8-B929-464A-9		Catholic Charities			Moore, Robby	2/27/2019		3/1/2022	36	Inactive				Streets
4247CF9D-A296-400C-F		Catholic Charities			Moore, Robby	12/26/2019		1/6/2022	36	Active				Shelters





# Community Prioritization Standards: Individuals

Priority	Vulnerability Indicator	VI-SPDAT Sections or Questions
1	Vulnerability to illness or death	Physical Health
2	Severity of behavioral health challenges or functional impairments, including any physical, mental, developmental, substance use or behavioral health disabilities regardless of the type of disability, which require a significant level of support in order to maintain permanent housing (this factor focuses on the level of support needed and is not based on disability type)	Substance Use, Mental Health, and Mobility
3	High utilization of crisis services/ emergency services	Risks/ Emergency Service Utilization
3	Length of homelessness	Homelessness/Housing History
4	Number of years above 60 in age	Age
5	Vulnerability to victimization and/or lack of strong support system	Socialization
6	Institutional utilization	Justice and Foster Care History



# Community Prioritization Standards: Families

Priority	Vulnerability Indicator	F-VI-SPDAT Sections or Questions
1	Severity of behavioral health challenges or functional impairments, including any physical, mental, developmental, substance use or behavioral health disabilities regardless of the type of disability, which require a significant level of support in order to maintain permanent housing (this factor focuses on the level of support needed and is not based on disability type)	Substance Use, Mental Health, and Mobility
2	High utilization of crisis services/ emergency services	Risks/ Emergency Service Utilization
2	Length of homelessness	Homelessness/Housing History
3	Vulnerability to victimization and/or lack of strong support system	Socialization, Children, Family Unit
4	Vulnerability to illness or death	Physical Health
5	Number of years above 60 in age	Age
6	Institutional utilization	Justice and Foster Care History



# Community Prioritization Standards: Transition Aged Youth

Priority	Vulnerability Indicator	TAY-VI-SPDAT Sections or Questions
1	Severity of behavioral health challenges or functional impairments, including any physical, mental, developmental, substance use or behavioral health disabilities regardless of the type of disability, which require a significant level of support in order to maintain permanent housing (this factor focuses on the level of support needed and is not based on disability type)	Substance Use, Mental Health, and Mobility
2	High utilization of crisis services/ emergency services	Risks/ Emergency Service Utilization
2	Length of homelessness	Homelessness/Housing History
3	Vulnerability to victimization and/or lack of strong support system	Socialization
4	Institutional utilization	Justice and Foster Care History
4	Vulnerability to illness or death	Physical Health



# CES Background



# Homeless Status Eligibility

## Category 1- Literally Homeless:

- i. Sleeping in a “Place not meant for human habitation;” for example, Streets, Vehicles, Encampments, Creek/Riversides, RV’s not hooked up to utilities
- ii. Emergency Shelters, Transitional Housing, Hotel/Motels paid for by outside agencies, couch-surfing for less than 7 days at each location
- iii. Exiting an Institution (Hospitals/Jails/Substance Abuse Rehabs) where the client has resided for 90 days or less and previously slept in a shelter or in a place not meant for habitation on the night before entering the institution



# Homeless Status Eligibility

## **Category 4- Fleeing Domestic Violence**

1. Is fleeing or attempting to flee Domestic Violence and has no other viable housing option available



# Housing First

- Housing First is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income.
- Removes barriers to accessing the housing, like requirements for sobriety or absence of criminal history.



# Housing First

- People must access basic necessities, including a safe place to live and food to eat—before being able to achieve quality of life or pursue personal goals.
- Choice of where to live, and whether to participate in services independent of housing.





# Housing First

- **Housing First does not mean “housing only.”**
  - Housing First acknowledges social services and care coordination are necessary elements of housing stability and quality of life.



# What is Trauma Informed Care

- An overarching structure and treatment attitude that emphasizes understanding, compassion, and responding to the effects of all types of trauma (National Coalition for the Homeless).
- TIC looks at physical, psychological, and emotional safety for both clients and providers, and provides tools to empower individuals on their path to landing stability.
- To become trauma-informed we must recognize that many individuals experience different traumatic life events which often intersect and can lead to less-than-ideal outcomes.
- Homeless services programs should integrate TIC into practice as it supports both stability and overall healing.



# Trauma - Informed Assessment Practices

- Use information gained: do not ask clients to repeat their story multiple times! Engage in Warm Handoffs
- Understand Adverse Childhood Experiences, ACEs and how they can impact our clients and their stability.
- Inform clients before asking particularly triggering questions and allow them a minute to gather and prepare themselves before presenting.
- Work to help clients feel safe, validated and respected while uncovering difficult topics during the assessment process.
- Incorporate a strength-based approach into assessment by highlighting on the individual strengths and level of resiliency.
- Understand vicarious trauma and the importance of building providers' individual resiliency to combat its effects.



# Safety in Assessment Practices

- Find a private area in a public place to conduct assessments (libraries, coffee shops, public parks). Remain visible to others
- When assessing a couple meet with them separately to ensure your safety and accuracy of the assessment process
- Remain mindful of seating arrangements, don't back yourself into a corner, sit facing the nearest exit



# **CES Initial Assessment Steps**

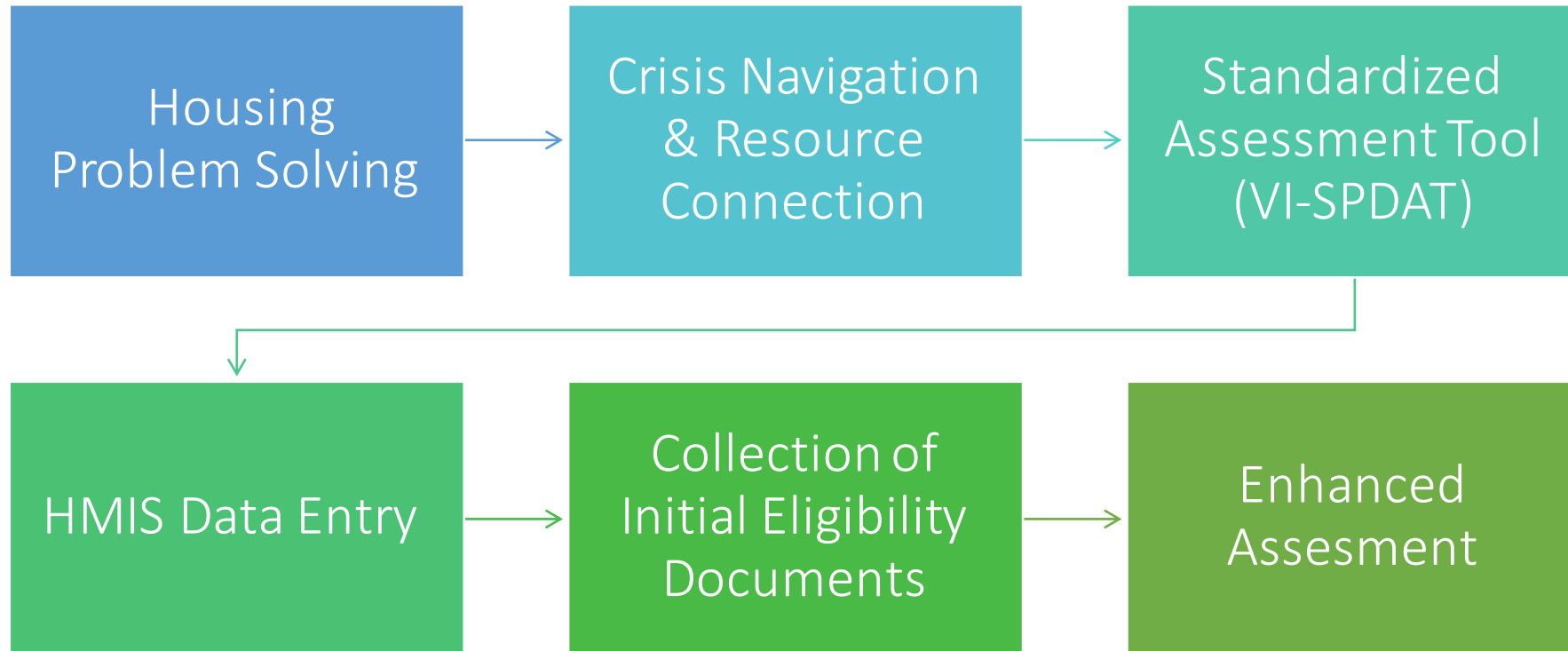


## A Note About Order...

- Order of steps can be changed depending on participant needs and situational context.
- Housing Problem Solving can be many conversations over time
- Immediate crises should be prioritized



# CES Assessment



## **CES Assessment Step 1: Diversion/ Housing Problem Solving**

The purpose of the Housing Problem Solving conversation is to identify any resources that the client may have which may contribute to solving the client's housing crisis and completely divert them from entering the homeless service network.





# Housing Problem Solving: Why?

## Diversion/Housing Problem Solving:

- Is Fast-paced. The goal is to move people from homelessness to housed within 30 days.
- Is Strengths-based. Staff help people create a plan of their own for resolving their homelessness.
- Reduces trauma for people in crisis. By pursuing realistic options for becoming housed quickly, people can avoid prolonged periods of homelessness and shelter stays.
- Is cost-effective. Costlier interventions – Emergency Shelter, RRH, PSH – are conserved for people unable to resolve their homelessness quickly and simply.
- Builds system capacity. The homeless response system can serve more people in need because those able to self-resolve through housing problem solving move quickly through the system at less expense.

Source: “Homeless to Housed in a Hurry”: Diversion Case Study/April 2018, Building Changes, Pierce County Washington



# Housing Problem Solving



**Tip: During initial client engagement, this conversation will determine whether they meet one category 1 or 4.**

- Are you currently experiencing homelessness in Sonoma County? (All CE applicants must be homeless within Sonoma County for at least one night to be eligible for CES.)
- Where are you currently sleeping? / Where did you sleep last night?
- How long have you been staying there?
- Do you have any family/friends that you can reach out to for a safe place to stay? If so, how long can you stay there?
- Do you have resources outside the area that will provide permanent housing opportunities?
- Do you have income? How much income do you bring in monthly? Is your income sustainable towards finding permanent housing?
- Refer to mainstream resources to resolve crisis if needed!



# Mainstream Resources or complete CES Assessment?

## 211

### Who:

- Anyone needing social services, homelessness prevention

### For what:

- Basic housing services questions:
  - Affordable housing/low-income housing,
  - Housing location services,
  - Housing expense assistance,
  - Housing authority/ basic housing choice voucher information,
  - Landlord/tenant assistance
- Basic homeless services:
  - Shelter inquiries
  - Drop-in Centers: laundry, mail, showers, meals
- Other social service inquiries:
  - Income, food, transportation, clothing, etc.

## Complete CES Assessment

### Who:

- Individuals, families, and transitional age youth experiencing literal homelessness
- Individuals, families, and transitional age youth fleeing or attempting to flee domestic violence who are at risk of homelessness

### For what:

- CES Referrals
  - Permanent Supportive Housing,
  - Rapid rehousing,
  - Certain housing vouchers

You may have someone need of both 211 information and Assessment into CES





# HMIS Search

To find a participant's history in HMIS, perform a 4-Part Search



# Navigate between Individuals, Families and TAY

The screenshot displays the eto dashboard interface. On the left is a dark teal sidebar with a menu containing: To-Do List, New, My Favorites, Manage Apps (New), Help, Participants & Households, Participant History, Referrals, My Work, CE Entities, Collections, TouchPoints, Reports, and Site Administration. The top header features the eto logo, a search bar with the text "Search Term(s)...", and filter options: "Within Participants" and "In Coordinated Entry for Families". A red box highlights the text "Coordinated Entry" and "Coordinated Entry for Families" with a "CHANGE" button. To the right of the header are "MESSAGES" and a user profile for "Jada Dural Staff". Below the header are three main sections: "Dashboard Search" with a search input field, "Recent Participants/Entities" with a table header "Name", and "Action Links" containing "Dismiss Participants" and "Add/Edit Participant TPs". The footer includes the Social Solutions logo, version information "ETO ver. 20.43.0.3689 © 2001-2022 Developed by Social Solutions Global, Inc.", and social media icons for Twitter, Facebook, Instagram, YouTube, LinkedIn, and Email. A blue circular icon with a keyhole is in the bottom right corner.



# Navigate between Individuals, Families and TAY

The screenshot displays the ETO web application interface. The sidebar on the left contains a navigation menu with the following items: To-Do List, New, My Favorites, Manage Apps (New), Help, Participants & Households, Participant History, Referrals, My Work, CE Entities, Collections, TouchPoints, Reports, and Site Administration. The main content area is titled 'Coordinated Entry for Families' and includes a search bar, a 'Dashboard Search' section, a 'Recent Participant' section, and an 'Action Links' section. A red-bordered modal window titled 'Sites & Programs' is overlaid on the main content, showing a search bar and a list of options: 'Coordinated Entry', 'Coordinated Entry for Families', 'Coordinated Entry for Individuals', and 'Coordinated Entry for TAY'. The user's name 'Jada Dural Staff' is visible in the top right corner. The footer contains the Social Solutions logo, version information 'ETO ver. 20.43.0.3689 © 2001-2022 Developed by Social Solutions Global, Inc.', and social media icons for Twitter, Facebook, Instagram, YouTube, LinkedIn, and WhatsApp.



# HMIS Enrollment Search

**1: Quick Search:** Enter the client's name into the quick search bar to see if they already have an existing case within the CES HMIS System.

The screenshot shows the HMIS Enrollment Search interface. On the left is a dark blue navigation sidebar with the following items: To-Do List, New, My Favorites, Manage Apps (New), Help, Participants & Households, Participant History, Beds Stays, and Referrals (NEW). At the top of the sidebar is a logo with the letters 'CEO' and a red arrow pointing to it. The main content area has a search bar at the top with the placeholder text 'Search Term(s)...' and a dropdown menu set to 'Participants'. Below the search bar is a section titled 'Dashboard Search' with a magnifying glass icon and the text 'Dashboard Search'. Underneath this is a 'Dashboard Search:' label and an empty input field. A red arrow points to this input field. Below the search section is a section titled 'Recent Participants/Entities' with a person icon and the text 'Recent Participants'. At the bottom right of this section, the text 'Name Fake John Innes' is visible. A red arrow points to the search results area.





# HMIS Enrollment Search

**2: Dashboard Search:**  
Enter the client's name into the dashboard search bar to see if the client has ever been in CES.

The screenshot displays the HMIS Enrollment Search interface. On the left is a dark sidebar menu with the 'eto' logo at the top. The main content area features a search bar at the top with the text 'Search Term(s)...' and a 'SEARCH' button. Below the search bar, there are three panels: 'Dashboard Search', 'Recent Participants/Entities', and 'Action Links'. The 'Dashboard Search' panel is highlighted with a red box and contains a search input field. The 'Recent Participants/Entities' panel shows a table with a header 'Name'. The 'Action Links' panel contains links for 'Dismiss Participants' and 'Add/Edit Participant TPs'. The footer includes the 'eto' logo, 'Social Solutions', version information 'ETO ver. 20.43.0.3689 © 2001-2022 Developed by Social Solutions Global, Inc.', and social media icons.

3: Search/Enroll-  
Search within the  
HMIS enterprise by  
clicking on the Search  
Enroll Participant icon  
now located in the tool  
bar on the left side

# HMIS Enrollment Search

The screenshot displays the HMIS Enrollment Search interface. On the left, a dark blue sidebar contains a menu with the following items: To-Do List, New, My Favorites, Manage Apps (New), Help, Participants & Households (expanded), Search/Enroll Existing Participant (highlighted with a red border), Add New Participant, Add New Participant(s), View/Edit Demographics, Dismiss Participants, Add/Edit Families, Manage Groups, Participant History, Referrals, My Work, and CE Entities. The main content area features a search bar at the top with the text 'Search Term(s)...' and a 'SEARCH' button. Below the search bar, there are three sections: 'Dashboard Search' with a search icon and a text input field; 'Recent Participants/Entities' with a search icon and a table header 'Name'; and 'Action Links' with a search icon and two links: 'Dismiss Participants' and 'Add/Edit Participant TPs'. The top right of the interface shows the user's name 'Jada Dural Staff' and a dropdown arrow. The bottom of the interface includes the Social Solutions logo, the version number 'ETO ver. 20.43.0.3689 © 2001-2022 Developed by Social Solutions Global, Inc.', and social media icons for Twitter, Facebook, Instagram, YouTube, LinkedIn, and a chat icon.



# 4: By-Names-List Access

Search Term(s) In Coordinated Entry for Fa SEARCH

### Dashboard Search

**Dashboard Search**

Dashboard Search:

### Recent Participants/Entities

**Recent Participants**

Name
------

### Action Links

**Links**

- [Dismiss Participants](#)
- [Add/Edit Participant TPs](#)

Search Term(s)...

Within

Participants

In

Coordinated Entry for Fa

SEARCH

- To-Do List
- New
- My Favorites
- Manage Apps (New)
- Help
- Participants & Households
- Participant History
- Beds Stays
- Referrals (NEW)
- My Work
- CI Entities
- Collections
- TouchPoints
- Reports
  - Enrollment/Dismissal
  - WEBi (NEW)

View Reports

Refresh Report List

Category Name	Category Description
A-Funders and Outcomes	Funder and Performance Outcomes Data
B-Homeless Programs Local	Operations and Performance Outcomes
Custom Reports	
D-Data Quality	Check for Missing or Incorrect Data

Search Term(s)...

Within

Participants

In

Coordinated Entry for Fa

SEARCH

View Reports

Refresh Report List

Category Name	Category Description
A-Funders and Outcomes	Funder and Performance Outcomes Data
B-Homeless Programs Local	Operations and Performance Outcomes
Custom Reports	

Report	Report Description	Type	Options
<a href="#">Active CE Clients and Case Notes In Range</a>		Custom	
<a href="#">Active Clients in Period and Housing Move-In Date</a>		Custom	
<a href="#">All Shelter Exits and Returns by Provider</a>		Custom	
<a href="#">AVG Days Between Start and Successful Exit</a>		Custom	
<a href="#">By-Name List</a>	Updated 5/12/2022	Custom	
<a href="#">CE Clients Active in Range</a>		Custom	
<a href="#">Client Project History</a>		Custom	
<a href="#">Clients Exited to Permanent Destinations or Remaining Active in Program</a>		Custom	
<a href="#">Days Between Estimated Date Homelessness Began and Program Start Date</a>		Custom	
<a href="#">Days Since Contact/Engagement (Outreach Only)</a>		Custom	
<a href="#">Exit Data (CE)</a>		Custom	
<a href="#">HOST Metrics</a>		Custom	
<a href="#">HSC Metrics</a>		Custom	
<a href="#">HUD Assessment Timeliness</a>		Custom	
<a href="#">Income Change for Project Leavers</a>		Custom	
<a href="#">Income Change In Period</a>		Custom	
<a href="#">Length of Stay for Clients in Period</a>		Custom	
<a href="#">Newly Enrolled Clients in Period</a>		Custom	
<a href="#">Nightly Enrollment Counts</a>		Custom	
<a href="#">Outreach Contact History</a>		Custom	
<a href="#">Positive Exit Destinations and Re-Entry Into Homeless</a>		Custom	

Double check that your pop-up blocker is turned OFF or the report will not open

Web Intelligence | [Print] | [Refresh] | [Track] | [Drill] | [Filter Bar] | [Freeze] | [Outline] | Reading | Design

**Document Summary**

Print

**By-Name List**

General

Type: Web Intelligence document  
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Creation date: June 7, 2022 1:43:49 PM GMT-04:00  
Locale: English (United States)  
Content alignment: Left-to-Right  
Description: 5/12/2022 - Updated TAY Scoring  
Keywords:

Statistics

Last refresh date: June 24, 2022 10:31:37 AM 04:00  
Last modified: June 19, 2022 10:44:58 PM 04:00  
Last modified by: etoclient153\_83706ce6-ecca-484-9984-62453be7a2ff  
Duration of previous refresh: 115

Document Options

Refresh on open: On  
Permanent regional formatting: Off  
Use query drill: Off  
Enable query stripping: Off  
Hide warning icons in chart: Off

Participant Enterprise Identifier	Name	Agency (I)	Age	Gender (HUD)	Staff ID (I)	SH/TH Enrollment	Enrollment Date (I)	Enrollment Date (I)
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This is the export button

Always hit the refresh button when exporting a new list



## 4: By-Names-List Access

**DO NOT DISCLOSE SCORE!**

Score disclosure will result in CES HMIS Access removal

Inactivity policy: must have contact with the system every 90 days to be eligible for housing referrals





# I found my client in HMIS! Now what?

1. Confirm VI-SPDAT is up to date (within last calendar year); if not, refer to Access Point (Access Flyer handout).
2. Confirm contact information is up to date; if not, update.
3. OPTIONAL: add case notes under "coordinated entry contact form" (tip: this lets us see you're connected to the client and invite you to case conferencing if they are referred to housing!). Label them with your initial.
4. If client is labelled "inactive" on By-Name-List, enter a case note next time you make contact, checking the "contact made" box, or connect them to an Access Point to do so.
5. Use participant history information for your own case planning.



# HMIS Dashboard

The screenshot shows the HMIS Dashboard interface. On the left is a dark blue sidebar with navigation options: To-Do List, New, My Favorites, Manage Apps (New), Help, Participants & Households, Participant History, Beds Stays, Referrals (NEW), My Work, CI Entities, Collections, TouchPoints, Reports, Wizards, Program Administration, and Site Administration. The main content area has a top navigation bar with 'eto' logo, 'Coordinated Entry Coordinated Entry for Individuals', and user profile 'Hunter Scott Site Manager'. Below this is a search bar with 'fake' entered and filters for 'Within Participants' and 'In Coordinated Entry for Individuals'. The dashboard is divided into several panels:

- Search CI Site:** A search bar with 'fake' entered.
- Recent TouchPoints [1]:** A panel titled 'Fake John Jones's Recent Upload Scanned Participant Documents' with a '+ New' button.
- CI Participant Info (IND):** A panel titled 'CI Participant Info (IND)' with a red circle around it and a '2.' annotation. It displays: CaseNumber: 85705, FirstName: Fake, LastName: Jones, DOB: 01/01/1995, Age: 27 years, Alert: [blank], CellPhone: [blank], and a link 'View/Edit Demographics'.
- Recent TouchPoints [3]:** A panel titled 'Fake John Jones's Recent Coordinated Entry Contact Form' with a red circle around it and a '3.4.5.' annotation. It contains a table:

Take Action	Date Completed	Last Updated By	Service record notes
[icon]	11/15/2021	Kaitlin Carney	KC: Attempted contact to follow up on Palms PSH referral. LVM and texted.
[icon]	11/5/2021	Kaitlin Carney	KC: Referring to EHV. Scanned CH docs to dashboard.
[icon]	8/11/2021	Elvis Rodriguez	Client is currently living on the streets all over Santa Rosa. Client is receiving \$1000 from tribe, does not have medical insurance, is looking for a clean and sober shelter. Does have hx of being in the foster system and has prison hx.
- Recent TouchPoints [2]:** A panel titled 'Fake John Jones's Recent HUD Assessment (Entry/Update/Annual/Exit)' with a red circle around it and a '5.' annotation. It contains a table:

Take Action	Program	Date Completed	Last Updated By	A-1. At what point is this data being collected?
[icon]	Coordinated Entry for Individuals	8/11/2021	Elvis Rodriguez	Project Start
- Sono - ESG Case Mgmt TPs:** A panel titled 'Sono - ESG Case Mgmt TPs' with a '+ New' button.
- VI-SPDAT IND TP's:** A panel titled 'VI-SPDAT IND TP's' with a red circle around it and a '1.' annotation. It contains a table:

Take Action	Date Completed	Last Updated By	Survey Date	VI-SPDAT Singles Score
[icon]	8/11/2021	Hunter Scott		6.0

At the bottom, there is a footer with 'ETO ver. 20.43.0.3689 © 2001-2022 Developed by Social Solutions Global, Inc.' and social media icons.



# CES Assessment Step 2: Crisis Navigation and Connection: Emergencies

- Medical – 911
- Behavioral Health –
  - inRESPONSE Team (SR only), 707-204-9756
  - Countywide – Mobile Support Team, 707-565-6900
- Suicidal Ideation or Risk -
  - North Bay Suicide Prevention Hotline, 588-587-6373
  - National Suicide Prevention Hotline, 800-273-8255
  - 911 if immediate risk and not willing to call
- Adult Protective Services – 800-667-0404
- Child Protective Services – 800-870-7064



# Crisis Navigation and Connection: Intimate Partner Violence

Domestic Violence Hotline: 707-546-1234

- Provides supportive services and is a CES Access Point



# Crisis Navigation and Connection: Emergency Shelter

- CDC Shelter Flyer: <https://sonomacounty.ca.gov/development-services/community-development-commission/divisions/homeless-services/get-help>
- 211



# CES Grievances, Discrimination Complaints, and Reasonable Accommodation

- Participants are encouraged to first file a grievance with the Access Point or Housing Provider involved directly.
- Participants have the right to file a grievance relating to their experience with CES without being discriminated against by any CES Participating Agency or the CES Operator and without fear of being denied services or access to CES.
- The grievance procedure provides an opportunity to have any CES-related concerns or rights violations investigated.
- Reasonable Accommodation is an adjustment made in a system to accommodate or make fair the same system for an individual based on a proven need. That need can vary. Accommodations can be religious, physical, mental or emotional, academic, physical, or employment related and are often mandated by law.



# CES Grievances and Discrimination Complaints

**There are multiple methods for submitting grievances, including:**

- Handing or emailing a written grievance to any CES Access Point staff or CES Operator staff;
- Leaving a voicemail at the CES Operator call line at (866) 542-5480;
- Sending an email to [CE@homefirstsc.org](mailto:CE@homefirstsc.org);
- Sending a letter to: HomeFirst Coordinated Entry, 507 Valley Way, Milpitas CA 95035;
  - This option provides an opportunity to submit an anonymous grievance if the participant wishes; to do so, the sender should put the same address as the return address and leave the grievance unsigned.



# Policies and Procedures

Included in handouts





# Access Partner Process Summary

If you encounter someone who is homeless, follow these steps:

## 1. Complete Housing Problem Solving Conversation

- i. Assess for eligibility for CES
  - a. Category 1: Literally homeless
  - b. Category 4: Fleeing domestic violence with nowhere to go
- ii. Complete a strengths-based conversation to identify housing options other than the homeless services system. Do not continue if options are identified!

- Complete a CES ROI!
- Search in HMIS for: VI-SPDAT within the last year, up to date contact info, and active status on By-Name-List

## 2. Crisis Navigation, including emergency shelter

## 3. Refer to Access Point for full assessment and to be updated as needed



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