



Housing Navigator and COVID-19 Response Meeting

11/3/2020

Agenda

- ▶ HUD Data Quality Reports
- ▶ 211/Coordinated Entry
- ▶ MTW Updates
- ▶ Agency Updates
- ▶ Wrap Up
- ▶ Announcements/Upcoming events
- ▶ Resources and Links



HUD Data Quality Reports

Earlier this year all agencies ran Data Quality reports for January 1, 2019 through March 31, 2020 Now, it is time to move on to the next date range. This will bring us current with reporting and allow us to begin running these reports on a monthly basis.

Each organization should run the HUD Data Quality Report again for the date range: April 1, 2020 through October 31, 2020. If you have zero errors, then WONDERFUL! Just email a PDF of your Data Quality Report. If you have errors, then run your Detail Report, correct your errors, rerun your Data Quality Report, and submit a PDF of your Data Quality Report.

Below is a link to the recording of the August All User meeting with a tutorial with step-by-step instructions on running the Data Quality and Detail reports.

Please submit the post correction HUD Data Quality report by 5 pm on Wednesday, November 11. To be sure that everyone has an opportunity to get some help or advice needed before submitting the reports, Desta will be hosting a "Data Quality Happy Hour" on Tuesday, November 10 from 3-4 pm.

Of course, you can always email questions or put in a ClientTrack ticket with questions as well.

<https://www.dropbox.com/s/7ttzp5v8efquwm3/Columbus%20DQ%20Report%20Training.mp4?dl=0>

211 and Coordinated Entry

- ▶ The access point for Coordinated Entry is 211.
- ▶ Clients can access to 211 by phone (706 405 4775), by website (<http://www.homeforgoodcv.org/wp-content/uploads/2017/05/Appendix-B-Walk-In-Intake-Form-11-29-2018-rev-fillable.pdf>) or at service provider organizations.
 - * No wrong door
 - * Saves time
 - * More convenient for the client
- ▶ 211 digital intakes can be submitted to Candace Muncy via email.



Completing
the form is
easy.

Page 1 gives the client a brief overview of the 211 process and lets the client know what to expect in the next few days.

Things to know about your housing intake

- **If you do not want to or cannot fill out the attached form, you may call 211 or 706-405-4775 and a call agent will assist you.**
- Answering yes or no to any question, or refusing to answer any question, does not automatically qualify or disqualify you for services; however, answering completely helps us identify the best program for your needs.
- The information you provide will be shared with agencies that may be able to help. Why is it important that we share this information?
 - To better assess your needs and the needs of others in your community, as well as what services are available to you.
 - To track whether your needs, and the needs of others in your community, were actually met.
 - To improve the quality of care and service for homeless individuals and families.
- **Completing this form is not a promise or guarantee of future housing.**
- What are the next steps?
 - Your intake will be assessed by close of business the following business day and sent to programs that may be able to assist you with your housing needs.
 - You should be contacted by an agency representative by the close of business on the 3rd business day.
 - **If you have not been contacted by an agency by the close of business on the 5th business day, please call 211 or 706-405-4775.**
 - **Please keep this sheet for your records**

Date of **Intake**: __ / __ / 20__ **3rd Business Day**: __ / __ / 20__ **5th Business Day**: __ / __ / 20__

FULL NAME: _____

DATE OF BIRTH: ___ / ___ / ___ - LAST FOUR OF SSN •••• _____

CONTACT NUMBER: (___) _____ EMAIL: _____

What's the best time of day to contact you? MORNING: _____ AFTERNOON: _____

If we can't contact you by phone, what's the best place to find you?

Answering YES or NO or refusing to answer any of the following questions neither automatically qualifies nor disqualifies you for a program; it simply helps us identify the best program to meet your needs.

1. Where did you sleep last night?

2. Have you (and/or your spouse) ever served in the Military (Active Duty, Guard or Reserves)?
YES ___ NO ___

• If so, are you eligible for VA Benefits? YES ___ NO ___

3. Is this your first experience with homelessness? YES ___ NO ___

4. How long have you been homeless THIS TIME? _____

5. How many times have you been homeless in the past 3 years? _____

• How many months total in the past 3 years have you been homeless? _____

6. Do you have a source of income? YES ___ NO ___

• If yes, what is your approximate income \$. _____ per MONTH

7. Do you have a mental or physical disability? YES ___ NO ___

8. Have you ever been diagnosed with a mental illness? YES ___ NO ___

9. Do you have now or ever had a substance abuse issue? YES ___ NO ___

• If Yes, do you have an active substance abuse issue? YES ___ NO ___

10. Are you a victim of Domestic Violence? YES ___ NO ___

Page 2 collects
the Coordinated
Entry triage
assessment
information.

1. Is there any additional information you would like to provide? YES___ NO ___

By signing below, I give my permission for this information to be shared with agencies that may be able to assist me in locating and obtaining transitional and/or permanent housing.

Signature _____

Date _____

Page 3 is the
signature page.

FOR AGENCY USE ONLY

Intake Date ___/___/___

3rd Business Day ___/___/___

5th Business Day ___/___/___

Contact# _____ ClientID _____

Once the form is completed, email it to Candace Muncy at cmuncy@unitedwayofthecv.org. Candace and her team will enter the data in their ReferNet system.



The Coordinated Entry System (CES) team will pull the information from ReferNet and contact the client within 3 business days. Once the client is contacted, the CES team will complete the Housing Assessment with the client and make a referral to a Housing Provider agency.



Terry Gallups

Incoming Referral

This email is to inform you

Thu 10:07 PM

Lauren Lynn

Re: question

What an interesting

Thu 5:49 PM

A message like
this will
appear in your
email inbox.

The email will read like this:

Incoming Referral



Terry Gallups <clienttrack-1-2@clienttrack.com>

To ● Terry Gallups



Thu 10/29

This email is to inform you that client 2988 has been referred to your organization.

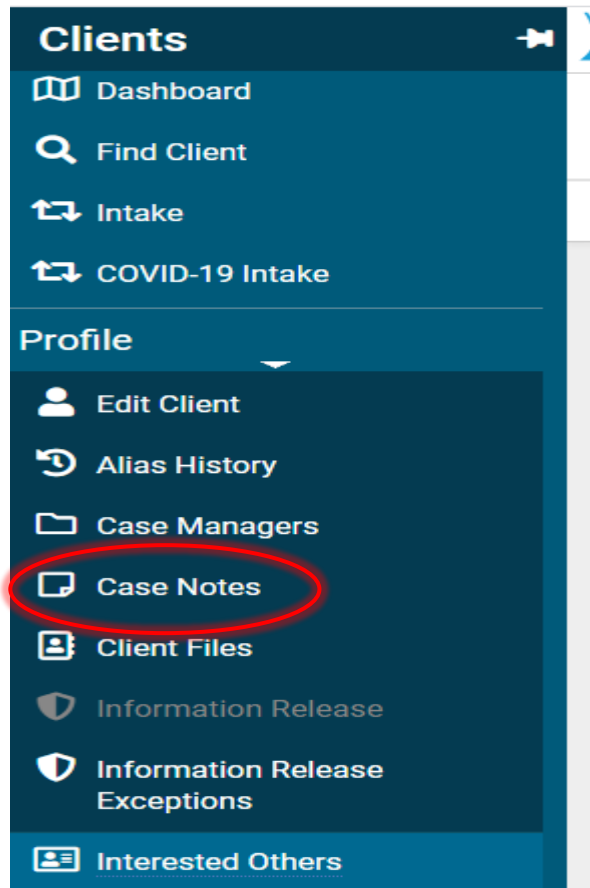
Once the referral is received, the housing provider agency will have 3 business days to contact the client.



During initial contact and prior to enrollment in the agency program, the case manager should work under the “Coordinated Entry” option under “Organization” in ClientTrack.




The screenshot shows the user profile settings for Terry Gallups. At the top, there is a notification bell with the number 28, and the user's name 'Terry Gallups' with links for 'Help' and 'Sign Out'. The profile card includes a placeholder for a photo with a 'Change photo' button, the user's name 'Terry Gallups', email 'terryg@unitedwayofthecv.org', and organization 'Homeless Resource Network'. Below the profile are links for 'Security settings' and 'Clear preferences', and a 'Sign Out' button. The settings panel on the right contains dropdown menus for 'Workgroup' (CM/RC CoC: HMIS User), 'Organization' (Coordinated Entry System), 'Location' (Coordinated Entry System Hub), and 'Theme' (Default). The 'Organization' dropdown is circled in red.

All notes about client contact should be documented in “Client Notes” on the client’s profile.



This allows other agencies to know if another provider is working with the client and what happened in that program. It also allows the CES team to follow the progress of referrals.

Once it is determined that the client meets the eligibility criteria for your program, then the client must be enrolled in your program and case notes will be documented under your organization. Organizational case notes are not shared information.

| | | | | |
|---|-----------------------|------------|-------------------|--------|
|  | Granger, Hannah Ellen | 10/12/2020 | Home for Good RRH | Active |
|  | Granger, Helen Emma | 10/12/2020 | Home for Good RRH | Active |
|  | Granger, Hugo Elvis | 10/12/2020 | Home for Good RRH | Active |



Clients should be enrolled in your program as soon as possible as waiting to enroll them counts against the HUD Data Quality Reports for the CoC. It also counts against your organization as an unacceptable threshold of time between the referral and the program enrollment.

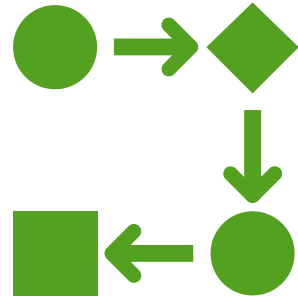


MTW Updates

The background features a solid lime green color on the left side, which transitions into a series of overlapping, semi-transparent green triangles and polygons on the right side, creating a dynamic, layered effect. The text is positioned on the left side of the image.

▶ Agency updates

Wrap up



What is our collective next step?



How can we help each other?

Announcements/Upcoming Events

HMIS Data Quality Happy Hour
3PM November 10

Housing Navigator and COVID 19 Response Team Meeting
3PM December 1, 2020

Links to Resources and Information

<https://www.dropbox.com/s/7ttzp5v8efquwm3/Columbus%20DQ%20Report%20Training.mp4?dl=0>

<https://eccoviasolutions.webex.com/meet/dtaylor>

cmuncy@unitedwayofthecv.org

<http://www.homeforgoodcv.org/wp-content/uploads/2017/05/Appendix-B-Walk-In-Intake-Form-11-29-2018-rev-fillable.pdf>