MACH
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HMIS Training:
Coordinated Entry System

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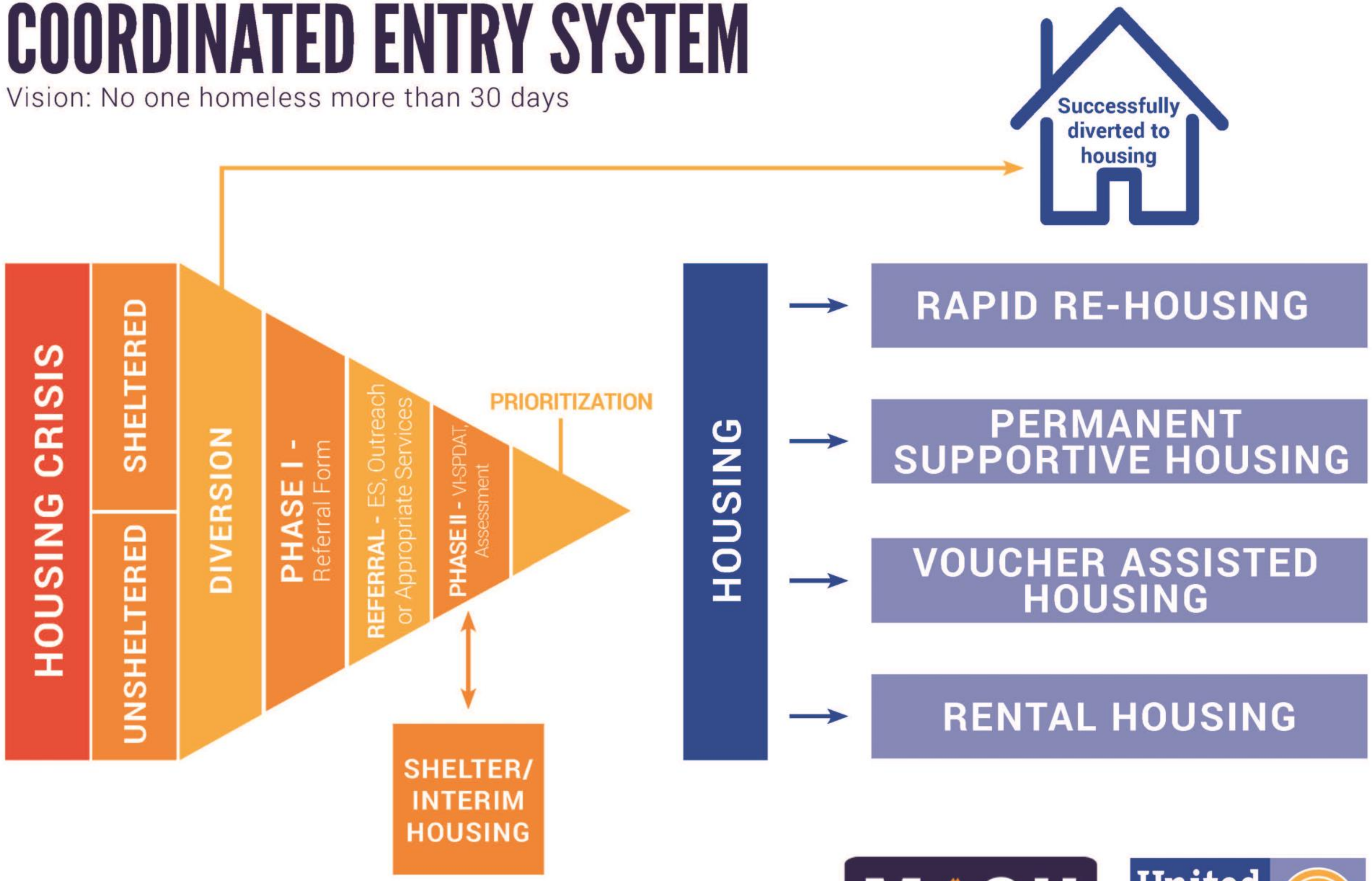
“No Wrong Door” Approach

Always lend a helping hand

COORDINATED ENTRY SYSTEM

Vision: No one homeless more than 30 days



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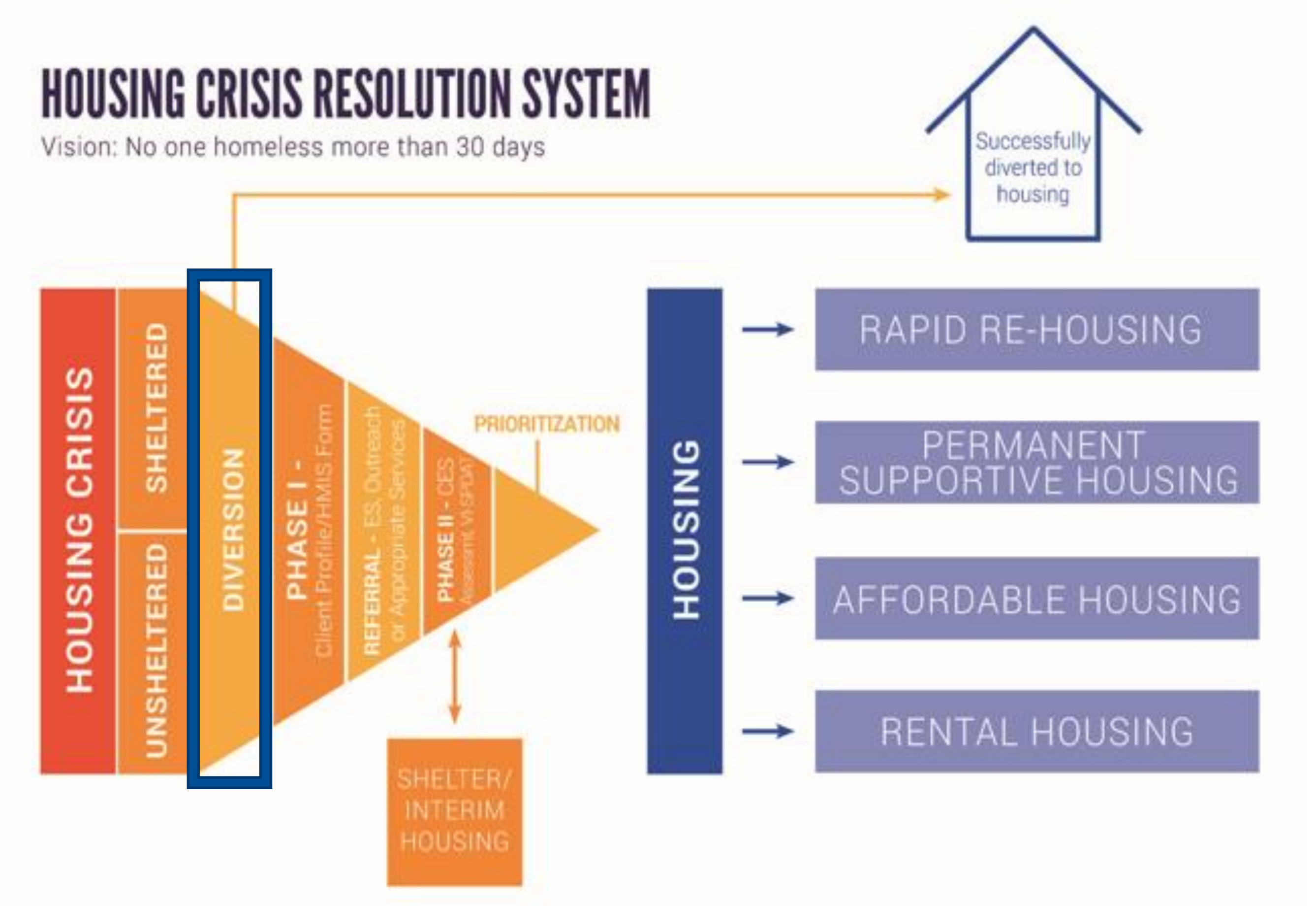
Step 1: Diversion

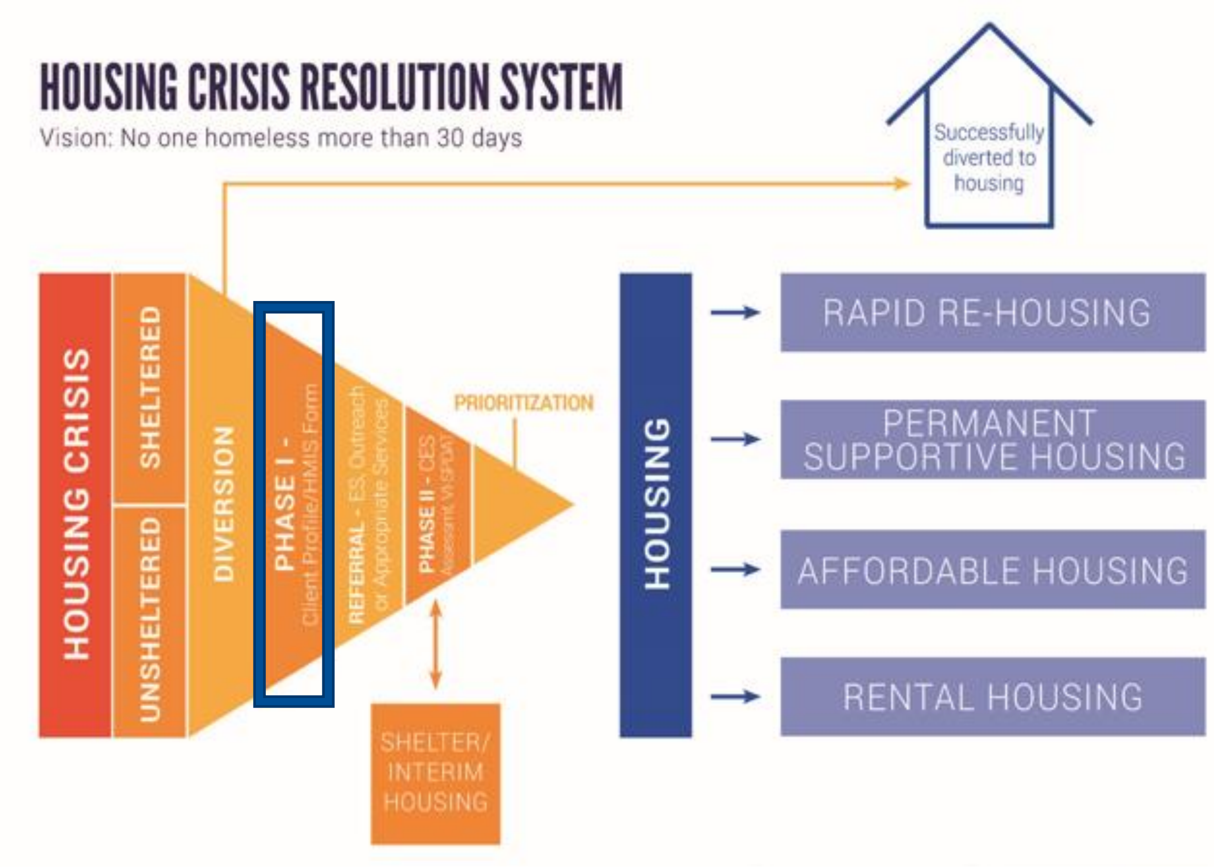
- What is diversion?
- Examples of using diversion techniques.



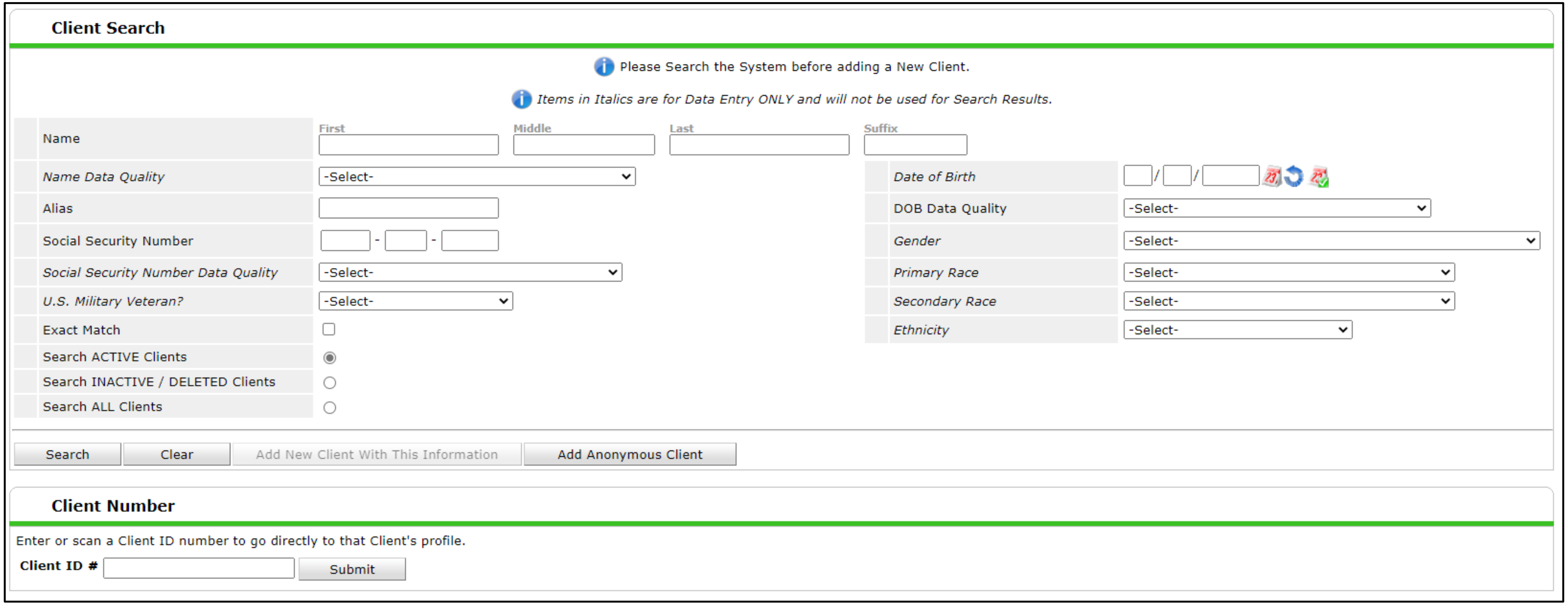
Step 2: Phase I Assessment

- **Client Record**
  - Name
  - Social Security Number
  - Military Veteran

- **Client Demographic**
  - Date of Birth
  - Gender
  - Race
  - Ethnicity
  - Client Contact Information



Step 3: Search for Client In HMIS/Add the Client to HMIS



Client Search

Please Search the System before adding a New Client.

Items in Italics are for Data Entry ONLY and will not be used for Search Results.

Name	First / Middle / Last / Suffix		
Name Data Quality	-Select-	*Date of Birth*	/ /
Alias		DOB Data Quality	-Select-
Social Security Number	- -	*Gender*	-Select-
Social Security Number Data Quality	-Select-	*Primary Race*	-Select-
U.S. Military Veteran?	-Select-	*Secondary Race*	-Select-
Exact Match		*Ethnicity*	-Select-
Search ACTIVE Clients			
Search INACTIVE / DELETED Clients			
Search ALL Clients			

Search | Clear | Add New Client With This Information | Add Anonymous Client

Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID # Submit

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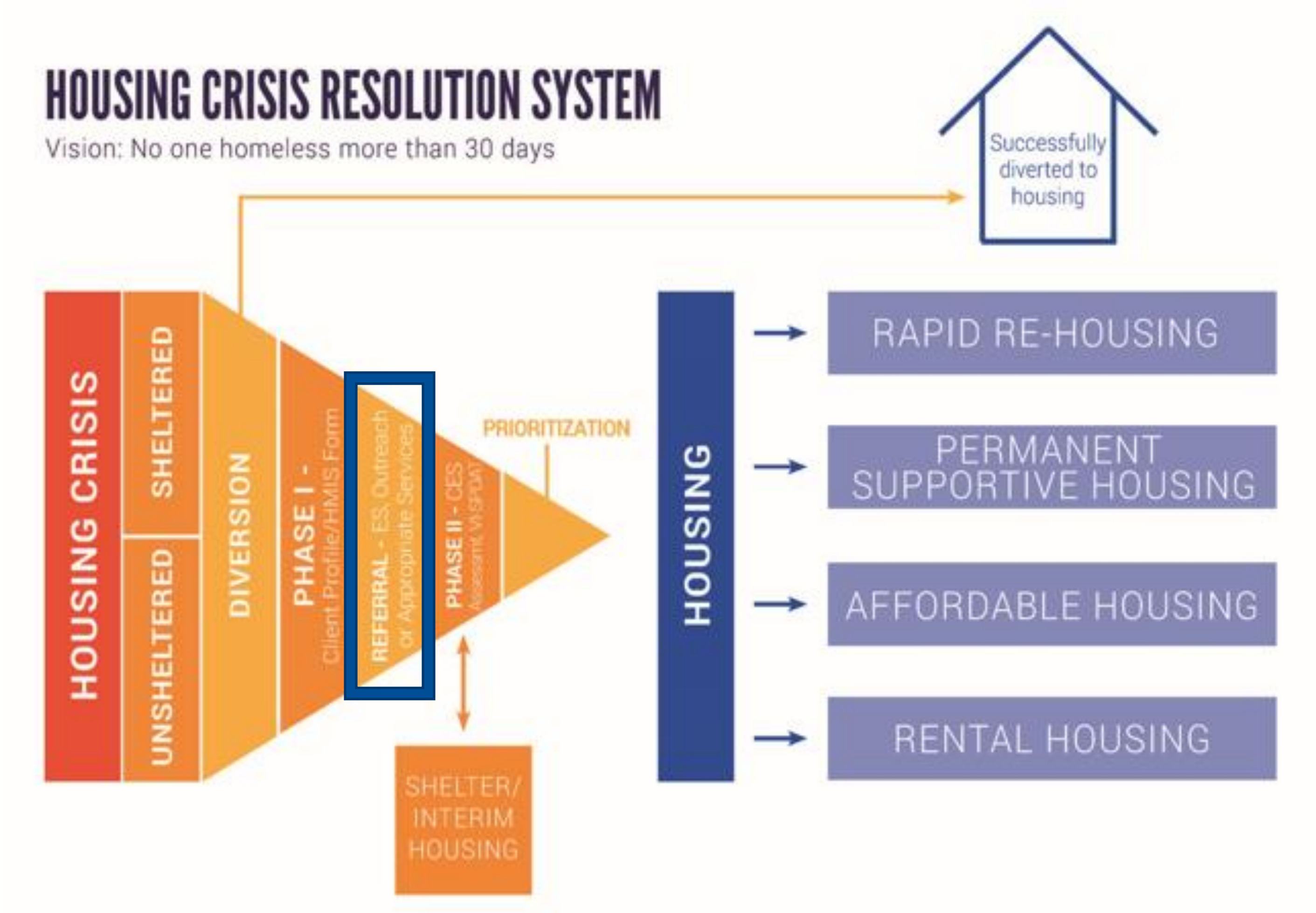
Step 4: Make Referral or Complete a Referral Form



Submitting & Receiving Referrals

Submitting

- Adult & Family Referral Form
- Youth Referral Form
- How to Submit Forms

Receiving

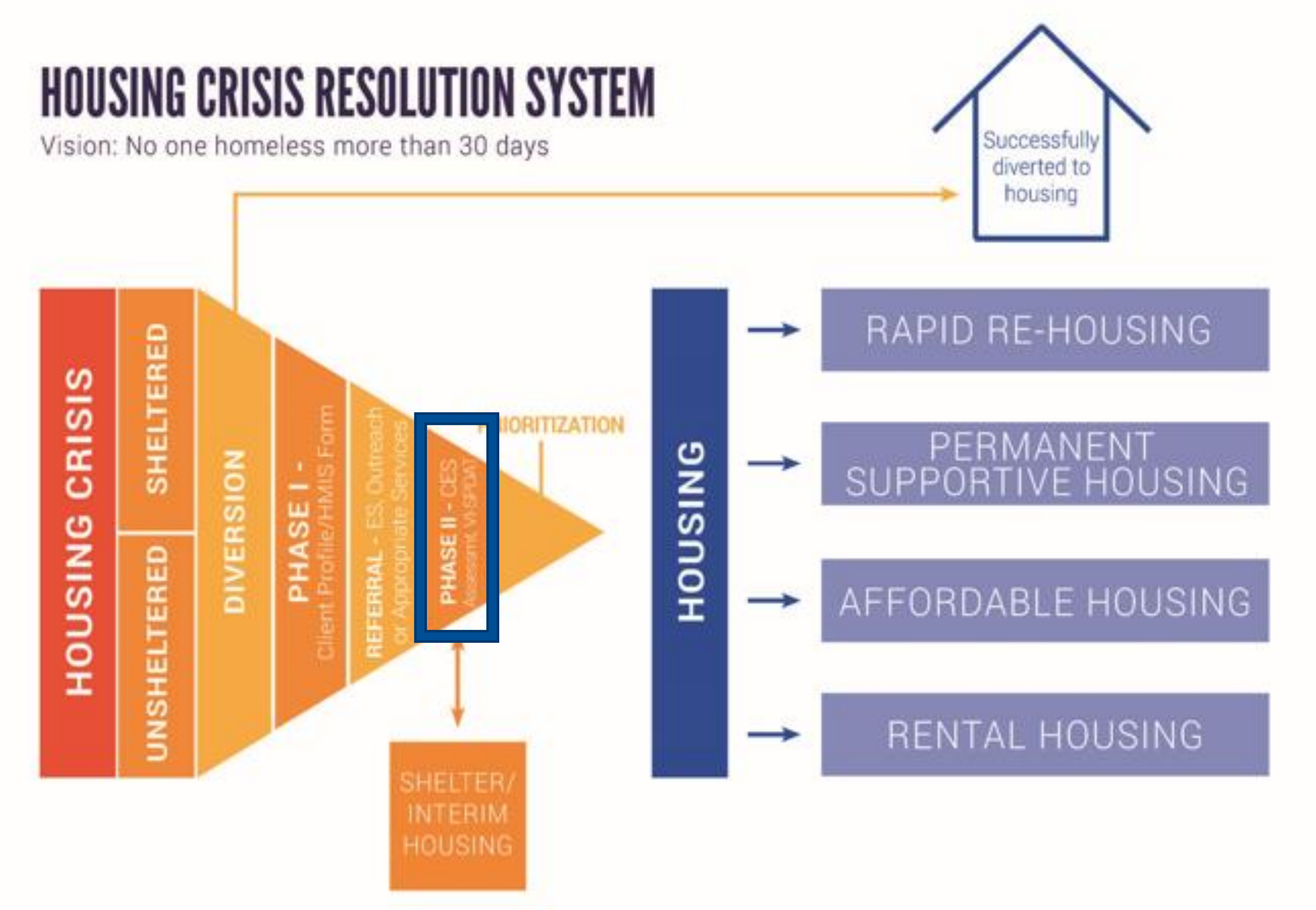
- The role of the UWM Homeless Services Coordinator

Learning Objectives

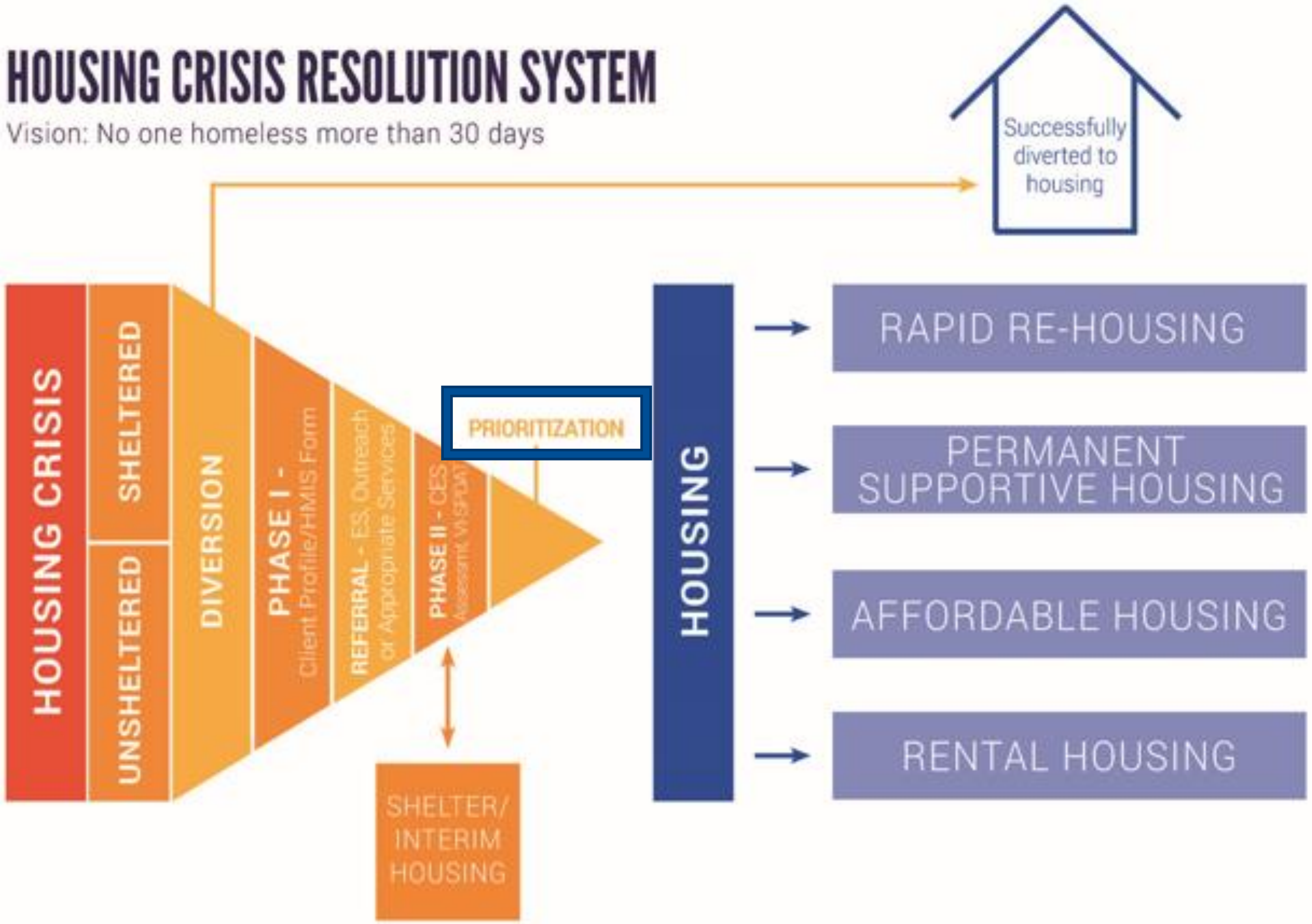
Part 2

- Discuss the history and purpose of the VI-SPDAT
- Learn how the VI-SPDAT is used
- Understand the link between VI-SPDATs and housing prioritization
- Learn how to create CES entries/exits, log VI-SPDAT scores, and enter CES data in HMIS

Step 5: Create a CES Entry



Step 6:
Complete a VI-SPDAT & Log in HMIS



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History of Prioritization

- In July 2016, HUD released Notice CPD-16-11, which required CoCs (if receiving HUD funds) to prioritize persons experiencing chronic homelessness and other vulnerable homeless persons in Permanent Supportive Housing
- Goal of Notice CPD-16-11: to find individuals most at risk of losing their life due to homelessness and prioritize them for the limited number of PSH units available
- In 2016 and in response to the Notice, MACH developed the prioritization policy
    - Vulnerability Index – Service Prioritization Decision Assistance Tool Score
    - Length of Time Homeless
    - And other items

How the VI-SPDAT is used

- Provides a score 0-17 (17 most vulnerable) and those with highest score are determined to be most vulnerable
- Based on responses to each answer, the vulnerability score/risk could increase
- **Recommendations:**
  - 0 - 3: No Housing Intervention/Homeless Prevention
  - 4 - 7: Assessment for Rapid Re-Housing
  - 8+: Assessment for Permanent Supportive Housing

Completing & Updating the VI-SPDAT

- Should be completed when you feel you have built enough rapport with clients that they will answer honestly
- Clients should not be told what/what not to say. Answering questions honestly is the best method for getting clients appropriate help
- Clients do not need to know their scores
- Individuals and families housed in ESG & COC RRH or PSH units are required to have a completed VI
- Interims should be made every 6 months until permanently housed (per OrgCode)

Contacting Clients on the Prioritization List

- As a Case Manager, it's your job to keep the client's contact information up to date
- An updated Prioritization List is emailed every 2 weeks
- Agencies are responsible for contacting clients on the Prioritization List (top to bottom)
- Make a minimum of **3 ATTEMPTS** to contact the client **WITHIN 3 DAYS** and log attempts in the Prioritization Documentation section
- Research recent shelter stays and/or services received
- Contact attempts are part of the performance monitoring record

Prioritization Documentation

**Everyone has access to the Client Profile tab

All Providers:

- Case Manager & Client Contact Information section
- Current Living Situation section (during Intake and Annual Assessment, at minimum)
- SKIP the CE Event and Assessment sections
- Create a CES entry record
- Submit a CES exit ticket to the HMIS team

Required for ESG & CoC-Funded Providers, but others encouraged to use:

- Prioritization Documentation section
  (use if contacting the next person on the PL, or housing a client on the PL, or trying to contact a client on the PL about housing)

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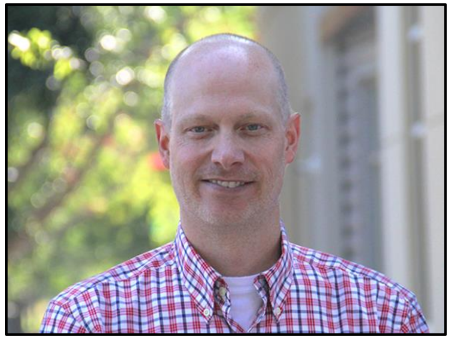
Thank you!



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