Hennepin County Coordinated Entry Data Sharing Guide

These instructions are intended for users at Hennepin County Shelter Team and Hennepin County shelter provider to understand the implications of data sharing on data entry.

Consent and Release of Information Forms

Clients must sign a Data Privacy Notice and Consent and Release of Information form BOTH when they meet with the Hennepin Shelter Team AND when they meet with staff at a Hennepin County Shelter to receive shelter intake.

Creating a New Client Record

Hennepin County Shelter Team

- Search for clients before creating a new record
    - Most clients early on will be new and will not have an existing record created by the Shelter Team provider, however, you must still search first.
    - A  symbol indicates that the client record was created by your provider.
    - If the client already has a record that was created by the Shelter Team, use the existing record.

Hennepin Shelter Users

- Shelter users will not create new clients. They will continue to build on client records created by the Hennepin Shelter Team. See below for more information

Searching for a Client Referred by the Hennepin Shelter Team

- EDA to the Shelter Provider (Agency-HCC-ES…)
- Run Referrals report in ServicePoint daily to receive referrals from HST
    - Search incoming referrals
- Accept or Decline referrals
- Open client record by clicking on the blue link
- Continue data entry for the client receiving shelter

Security/Visibility Padlocks

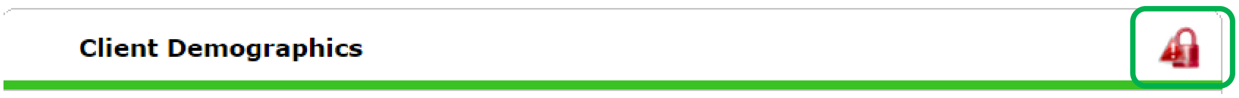
- To check to see if a client record is shared with the Hennepin County CE Sharing Group, click the padlock next to the client record.

- Visibility Group HCC CE Shelter Team Visibility Group should be applied

- If this visibility group is not applied, contact the Helpdesk to apply proper visibility.

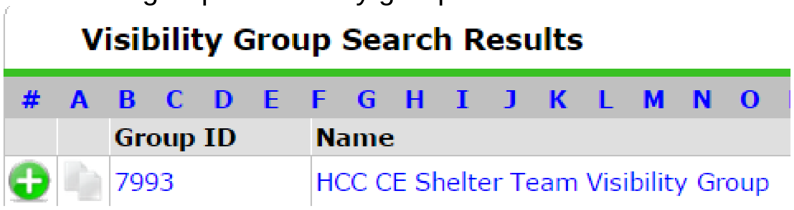
- **Hennepin Shelter Users:** If client chooses not to share client record or assessment data moving forward, you will need to change visibility to deny sharing back to the Shelter Team or to any other Shelters in Hennepin County Sharing group.

  - To do so, click the padlock next to the information the client does not want to share. (i.e. client record, demographics, assessment)



  - Then apply the HCC CE Shelter Team Visibility Group to the Deny Group

  - Click “Add Deny Group”, search for the HCC CE Shelter Team Visibility Group, then click the to add the group to the deny group.



What information is shared FROM the Shelter Team TO the Hennepin County shelters?

- Client Record (Name, SSN, Vet status, MAXIS ID)
- Client Demographics (DOB, Gender, Race, Ethnicity)
- Entry/Exit Provider and Date of Entry and Exit
- Needs/Services/Referrals
- Hennepin Shelter Team Household Assessment

What information is shared FROM the Hennepin County Shelters TO the Shelter Team?

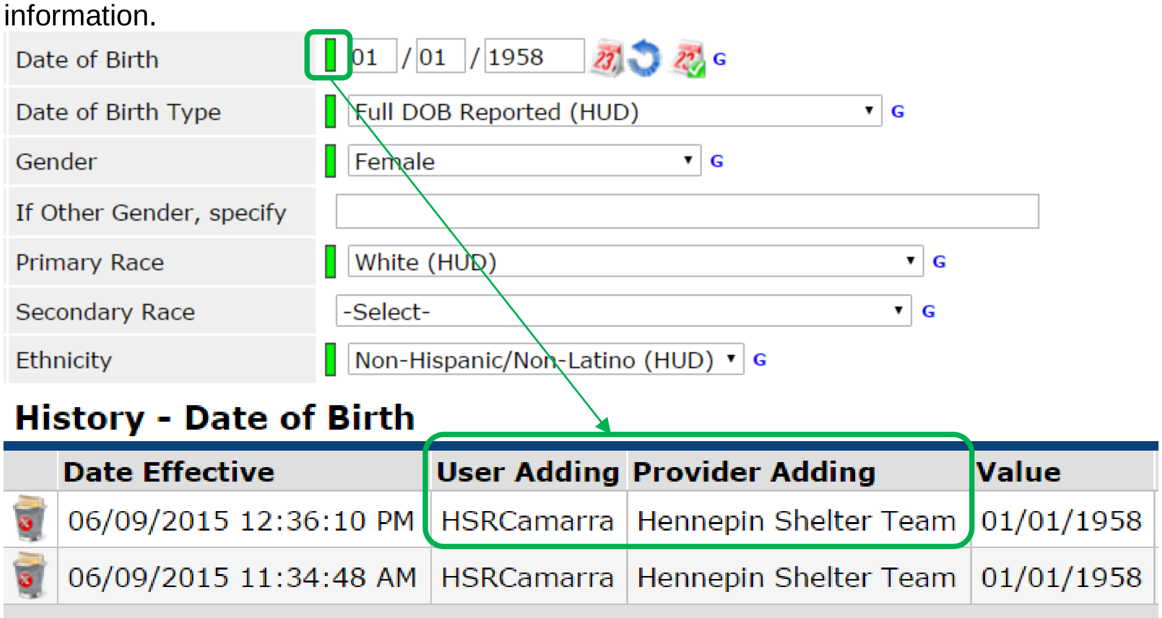
- Client Record (Name, SSN, Vet status, MAXIS ID)
- Client Demographics (DOB, Gender, Race, Ethnicity)
- Entry/Exit Provider and Date of Entry and Exit
- Needs/Services/Referrals
- NOTE: Funder specific assessments are NOT shared with the Hennepin County Visibility Group.

Duplicate Records –What to do

- If you search for a referred client record and encounter duplicate (or triplicate) records:
  - Ensure that you use the client record created by the Hennepin Shelter Team
    - This will often be the record with the highest client ID number
- Duplicate clients will be reported to Wilder by the Hennepin Local System Administrator (LSA)
- On a weekly basis, Bowman will run a script to merge duplicate records into the Hennepin Shelter Team-created record
- Once the merge has occurred, check the client record to make sure there is no conflicting data

Data Conflicts

- On occasion, client demographic data already in the system may differ from information gathered from a client on a subsequent intake.
  - Communication about which is the correction information needs to take place. Contact the agency who created the conflicting information to discuss which information should be recorded as correct.
    - To determine which provider created the information, click the colored bar next to the field in question. Once determined, delete any incorrect information and enter the correct information.



Questions: Who to call for what

- Wilder Helpdesk 651-280-2780 or hmis@wilder.org
  - ServicePoint technical problems, password resets, funder-specific data entry/reporting questions, data sharing/visibility questions
- Matt Thiede Matthew.Thiede@hennepin.us
  - Data sharing workflow questions, Hennepin-specific assessment/process questions, merging client records, policy questions