

COORDINATED ENTRY APR – HMIS GUIDANCE V2018.1

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TIMELINE INFORMATION RELATED TO TRANSITION TO THE NEW COORDINATED ENTRY APR

September 30, 2018	ICA responded to HUD regarding their request for feedback (made August 2, 2018) on the proposed Coordinated Entry Data Elements and Data Management Tools.
October 28, 2018	On Sunday, October 28, 2018, a new Annual Performance Report (APR) exclusively for SSO-CE (Supportive Services Only - Coordinated Entry) Projects was made available in the Sage HMIS Reporting Repository for recipients to use. HUD provided the CoC APR Guidebook for communities as well.

November 21, 2018	To prepare CoCs for submission of the new APR, ICA submitted an AAQ to HUD to clarify the nuances in the difference between Access and Assess. HUD replied on November 29, 2018.
December 10, 2018	To prepare CoCs for submission of the new APR, ICA submitted an AAQ to HUD to clarify how households are reported in statistics tables in Step 4 and Step 5. We found a discrepancy in HUD guidance on how to count households. Conversations are ongoing as of 12/12/2018.
December 14, 2018	ICA submits AAQ to HUD regarding length of time calculation in Step 7.
December 14, 2018	ICA releases first draft of the Coordinated Entry APR – HMIS Guidance.
Ongoing	Waiting for HUD to release the Coordinated Entry Data Elements and Data Management Tools. This is different than the Coordinated Entry and Management Guide released October 2, 2018.

CE APR STEP 1: GRANT INFORMATION

The questions in this section are about the specific Coordinated Entry (CE) grant being reported on and do not depend on information from ICA nor HMIS.

HMIS COMPONENT

This step does not contain a HMIS Component. Consult the Sage CoC APR Guidebook for instruction.

CE APR STEP 2: CONTACT INFORMATION

This step includes a form to identify the person that HUD will contact regarding the APR submission if any questions or issues arise.

HMIS COMPONENT

This step does not contain a HMIS Component. Consult the Sage CoC APR Guidebook for instruction.

CE APR STEP 3: CE BASIC INFORMATION

The questions in this section ask general information that relates to the entire Coordinated Entry (CE) process, regardless of which CE activities this grant funds. Questions 1 – 8 cannot be answered with HMIS data, although ICA can contribute some information to assist you in responding to question 7 (see below).

HMIS COMPONENT

7. Are all CoC and ESG funded housing project (TH, RRH, TH-RRH and PSH) vacancies filled with referrals from the CE process?

To help guide your answer, consider the following:

- HMIS does not list nor document housing vacancies in HMIS.
- ICA has not reached out to HUD to clarify what CoCs should do if they are not monitoring this.
- ICA is creating a Housing Provider Monitoring Report in 2019. This will assist you in identifying any side doors in use to fill housing vacancies in your CoC.
- Your CoC's Priority List(s) may also be a helpful report to consult:

- On the Referral Workflow reports (all except Hennepin, SLC, and NEC), the Accepted Referrals tab shows you a list of providers who have accepted housing referrals. Note, you will only see the name of the housing provider if they follow the HMIS workflow on the Service Provider Accepting Referral column. You can also reference the ENTRY/EXIT Provider (most recent) as this will document the provider that most recently created an Entry/Exit in the Entry/Exit tab of the client's record.
- On the Entry Exit Workflow reports (Hennepin, SLC, and NEC), you will see a tab labeled Housing Referrals. This tab will show you all housing referrals sent in HMIS to date.
- If you do have a list of vacancies that are reported to you, you could cross reference the Priority List report to see if the vacancy was filled in HMIS. This would likely be a tall order.

8. What stakeholders were consulted in the development of the CE process?

Remember to include **HMIS Lead (HMIS system administrators, trainers, or other HMIS staff)** as a stakeholder that actively participated during development of the CE process.

CE APR STEP 4: ACCESS TO CE

This section relates to the access persons have to the CE process. Access points are defined in the [CE Notice](#) as “the places—either virtual or physical— where an individual or family in need of assistance accesses the coordinated entry process.” Questions 1 – 4 cannot be responded to using HMIS data.

ACCESS VS. SCREENING/ASSESSMENT

Since only households who are assessed for coordinated entry are entered into HMIS, we are only able to provide you with the total number of households who accessed **and** were assessed for coordinated entry. As a result, the HMIS numbers for Step 4 and Step 5 will be the same. You may have additional numbers tracked outside of HMIS to contribute to these tables as well. For a detailed explanation of the distinction between access and screen/assessment, please reference the HUD AAQ we submitted below.

ICA's Question: *We are assisting CoCs in preparing data for their SSO Coordinated Entry APR submission using the new format. We want to confirm our understanding on the nuances between Access and Assess. Step 4: Access to CE - CE Access Statistics would be all people who contacted the access point (called hotline, walk-in, etc.), even if determined not eligible or not experiencing a housing crisis. This would include a count of people who received a coordinated entry assessment(s) and were referred to diversion or prevention services, as well as those referred to the next tier of assessment to be placed onto the CoC's prioritization list. The Step 5 Screening/Assessment Statistics table, on the other hand, would only report on people who received a coordinated entry assessment(s).*

Here's a scenario.

Access Point ABC was contacted by 100 unduplicated households. 20 of those households were turned away as they were not experiencing a housing crisis. 20 were served by prevention and diversion services. 60 were referred to the CoC's Prioritization List.

- *CE Access Statistics would be based on 100 unduplicated households.*
- *CE Screening/Assessment Statistics would be based on the 80 unduplicated households.*

Are we understanding this correctly?

HUD's Reply: Yes, you are understanding the difference between "Access" and "Assess" from the example you provided.

HMIS COMPONENT

Coordinated Entry Access Statistics

This following table includes counts of total households accessing coordinated entry in the geography with funding from this grant, regardless of agency.

Unduplicated number of HOUSEHOLDS who accessed CE during the operating year <i>(count all households, not persons in households)</i>	
households without children	#
households with adults and children	#
households of unaccompanied youth	#
Total households who accessed CE	Sage sums

Your Regional System Administrator will send you the **CES Monitoring Report** for your APR Operating Year. This CES Monitoring Report provides an unduplicated number of households who assessed/screened and entered in HMIS. Again, all households assessed are also considered to have accessed coordinated entry.

When viewing your report, navigate to *Tab G. Total Served* of the CES Monitoring Report. Tab G includes an unduplicated count of households who were entered in HMIS through "Step 1" and/or "Step 2" of the Coordinated Entry process. Focus your attention to G1.

CES Monitoring Report										
Total Served										
Report Dates: 12/1/2018 - 12/7/2018										
Table/Report Information										
This tab pulls all individuals who entered Step 1 (Problem Solving/Diversion/Triage) and/or have open transactions to priority list(s) at some point in the report period. Individuals are counted in the tables regardless of inactivity/suspension.										
This tab provides a de-duplicated count of the total number of individuals assessed through the Step 1 and Step 2 Assessments in HMIS.										
The tables below seek to answer the following:										
1. How many people are assessed in total through coordinated entry in HMIS?										
Total columns in gray may not add up when a client is included in BOTH Step 1 and Prioritization counts AND has different family types recorded.										
	Singles				Families				Missing HH Type or Age	Total ALL
	All HoH	HoH 25 +	HoH 18 - 24	Youth HoH Under 18	All HoH	HoH 25 +	HoH 18 -24	HoH 0 -17		
G1. Total Served During Period (Unduplicated)	107	86	20	1	65	53	11	1	6	178
G2. Number on First Day of Period	103	83	19	1	65	53	11	1	3	171
G3. Number Entering During Period	7	6	1	0	0	0	0	0	3	10
G4. Number on the Last Day of the Period	103	84	18	1	65	53	11	1	6	174
G6. Net Change (First Day - Last Day)	0	-1	1	0	0	0	0	0	-3	-3

*****We have learned that the households with unaccompanied youth category is a HUD Typo. This category should include households with only children. We will update this document once we receive confirmation on the categories from HUD. We have an outstanding AAQ as of 12/10/2018.

	Singles			Families			Missing HH Type or Age	Total ALL		
	All HoH	HoH 25 +	HoH 18 - 24	Youth HoH Under 18	All HoH	HoH 25 +	HoH 18 -24	HoH 0 -17		
G1. Total Served During Period (Unduplicated)	107	86	20	1	65	53	11	1	6	178

1	3	2	3
Households without children	Households with only children	Households with adults and children	Households with only children



This HMIS count is only a subset of folks that accessed your CES system. We are aware that your CoC may have multiple access methods and not all these methods are documented in HMIS.

If you want client-level details so you can conduct a de-duplication between, say, HMIS and 211 records, ICA may be able to provide you with details of households that were entered in HMIS through “Step 1” and “Step 2” of the Coordinated Entry process. You may need to combine this from other data sources such as 211 to get a de-duplicated count of households that accessed coordinated entry in your CoC. ICA will not be providing support in de-duplicating households between HMIS and other systems for this table.

STEP 5: COORDINATED SCREEN AND ASSESSMENT

This section asks you to report on the assessment tool(s) utilized by the entire CoC for the CE process. Assessment per the CE Notice “refers to the use of one or more standardized assessment tool(s) to determine a household’s current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness, and other adverse outcomes.”

For details on the distinction between access and assessment, please refer to the AAQ we included in Step 4.

Questions 1 – 4 do not use HMIS data.

HMIS COMPONENT

Screening/Assessment Statistics

This following table includes counts of total households screened/assessed in the geography with funding from this grant, regardless of agency.

Unduplicated number of HOUSEHOLDS who were screened/assessed during the operating year <i>(count all households, not persons in households)</i>	
households without children	#
households with adults and children	#
households of unaccompanied youth	#
Total households who received a screening or assessment	Sage sums

On the CES Monitoring Report provided to you by your Regional System Administrator (see note in Step 4 above), navigate to *Tab G. Total Served* of the CES Monitoring Report. Tab G includes an unduplicated count of households who were entered in HMIS through “Step 1” and/or “Step 2” of the Coordinated Entry process. Review line G1.

Note, these steps and information is duplicative of Step 4. The HMIS counts for both tables are the same.

	Singles				Families			Missing HH Type or Age	Total ALL	
	All HoH	HoH 25 +	HoH 18 - 24	Youth HoH Under 18	All HoH	HoH 25 +	HoH 18 - 24			HoH 0 -17
G1. Total Served During Period (Unduplicated)	107	86	20	1	65	53	11	1	6	178



Households without children



Households with only children



Households with adults and children



Households with only children

*******We have learned that the households with unaccompanied youth category is a HUD Typo. This category should include households with only children. We will update this document once we receive confirmation on the categories from HUD. We have an outstanding AAQ as of 12/10/2018.**



IMPORTANT: Again, this HMIS count is only a subset of folks assessed in your CES system. We are aware that your CoC may have assessed households who were not entered in HMIS. You will need to add the total households active during the operating year on your non-HMIS list to the HMIS counts from the CES Monitoring Report for the total of unduplicated households who were screened/assessed.

STEP 6: CE REFERRALS

This section asks about housing referrals provided through the Coordinated Entry process.

HMIS COMPONENT

1. Describe how the process works to ensure that the highest prioritized people/households in your community are referred quickly to available housing.

As you craft your response, consider referencing how the Priority List automatically sorts based on prioritization criteria of the CoC.

2. Describe the largest number of persons who were identified as needing a specific type of housing where that housing was not available within the inventory, and a substitute referral (e.g. identified as needing PSH but referred to RRH) was made. Include – how was that gap determined (e.g. by data collected or other means).

This Table E12a and E12b on Tab E of the Monitoring Report may help support your narrative here. This table provides a count of all housing referrals sent to housing providers by project type and a head of household's VI-SPDAT score. The CES Monitoring Report includes detailed tabs to assist with this narrative response as well.

E12a. Project Type & VI-SPDAT	All	Singles			Missing HH Type or Age
		HoH 25 +	HoH 18 - 24	Youth HoH Under 18	
Non- RRH PH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 7	0	0	0	0	0
8 - 11	0	0	0	0	0
12 +	0	0	0	0	0
Missing	0	0	0	0	0
RRH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 7	0	0	0	0	0
8 - 11	0	0	0	0	0
12 +	0	0	0	0	0
Missing	0	0	0	0	0
TH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 7	0	0	0	0	0
8 - 11	0	0	0	0	0
12 +	0	0	0	0	0
Missing	0	0	0	0	0
Other	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 7	0	0	0	0	0
8 - 11	0	0	0	0	0
12 +	0	0	0	0	0
Missing	0	0	0	0	0

E12b. Project Type & VI-SPDAT	All	Families			Missing HH Type or Age
		HoH 25 +	HoH 18 - 24	HoH 0 - 17	
Non- RRH PH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 8	0	0	0	0	0
9 - 12	0	0	0	0	0
13 +	0	0	0	0	0
Missing	0	0	0	0	0
RRH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 8	0	0	0	0	0
9 - 12	0	0	0	0	0
13 +	0	0	0	0	0
Missing	0	0	0	0	0
TH	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 8	0	0	0	0	0
9 - 12	0	0	0	0	0
13 +	0	0	0	0	0
Missing	0	0	0	0	0
Other	0	0	0	0	0
0 - 3	0	0	0	0	0
4 - 8	0	0	0	0	0
9 - 12	0	0	0	0	0
13 +	0	0	0	0	0
Missing	0	0	0	0	0

3. Question 3 does not require HMIS Data.

4. Does the CE collect data on referrals and placements?

Response to Question 4 could be strengthened by using HMIS data to understand referrals and placements. Here is some language you can use to assist you in crafting your response.

We track referrals made from the Priority List to housing programs in HMIS for households that sign the HMIS Release of Information allowing their data to be shared with other agencies. We also pull data for household enrollment into a housing program (Project Start Date) as well as their Housing Move-In Date onto our Priority List Report.

Using data inputted by agencies and our Priority List Manager(s), we leverage a CES Monitoring Report to identify gaps in the process, evaluate service delivery over time, and inform resource planning. This report focuses on the following stages: Assessment, Prioritization, and Referral and gives us information on how many referrals were made, accepted, declined, canceled, including how many are now housed.

[Insert information on how this is done outside of HMIS for households that do not sign the HMIS Release of Information.]

Referral Statistics

How many households were provided one or more referrals during the operating year?

E7 on the CE Monitoring Report could be used to support this. Note, in the Referral Workflow, referrals are only counted if housing providers create a service – aka following HMIS workflow. The number below is unduplicated.

	Singles				Families				Missing HH Type or Age	Total ALL
	All	HoH 25 +	HoH 18 - 24	Youth HoH Under 18	All	HoH 25 +	HoH 18 - 24	HoH 0 - 17 Referrals		
E7. Total Individuals Referred	853	611	235	8	448	351	94	3	60	1359
E8. Individuals Accepted	473	336	131	6	284	219	62	3	32	789
E9. Individuals Declined	331	239	91	2	127	102	24	1	29	485
E10. Individuals Canceled	83	65	18	0	59	49	10	0	2	144
E11. Individuals w/ No Outcome	1	1	0	0	0	0	0	0	0	1



IMPORTANT: This can be combined with the number of households on your non-HMIS priority list who received housing referrals to arrive at a total number of households provided with a referral.

If referral information was maintained, identify the number of households referred to the following places (HMIS Data Standards 4.18 Housing Assessment Disposition)

Keep responses blank for the following table. The Sage CoC APR Guidebook instructs, “If you did not keep this data during the operating year leave the response blank.” Minnesota currently does not collect this data element as part of our Coordinated Entry process.

If referral information was maintained, identify the number of households referred to the following places (HMIS Data Standards 4.18 Housing Assessment Disposition)	#
Referred to emergency shelter/safe haven	#
Referred to transitional housing	#
Referred to rapid re-housing	#
Referred to permanent supportive housing	#
Referred to homelessness prevention	#
Referred to other continuum project type	#
Referred to a homelessness diversion program	#
Unable to refer/accept within continuum; ineligible for continuum projects	#
Unable to refer/accept within continuum; continuum services unavailable	#
Referred to other community project (non-continuum)	#
Applicant declined referral/acceptance	#
Applicant terminated assessment prior to completion	#
Other referral provided	#
Data not collected	#
Total households who received a referral	<i>Sage sums</i>

STEP 7: DATA COLLECTION INFORMATION

HMIS COMPONENT

1. **Does the CE use HMIS for data collection?** Select Yes.
 - a. **Is the data imported into the HMIS or is it directly entered?** Select *direct data entry*.
 - b. **How is the CE structured (set-up) in your HMIS?** Select *different CE projects for each access point*.
HCC Matrix – read note below.
 - i. **For HCC Matrix**, either *one CE project where all participants are recorded* or *different CE projects for each access point* seem to apply as Matrix has their own HMIS project to record households assessed by Matrix staff for their SSO CE grant. The rest of Hennepin’s access points use 2 providers to record information on all households that access coordinated entry (1 for singles; 1 for households).
 - **Regardless of project set-up, are all elements required for SSO-CE projects maintained in whatever project(s) are in the HMIS?** Select *No*. Note: SLC and HCC are collecting every universal data element and program specific data element except 4.18 Housing Assessment Disposition.
 - **Do all funded CoC and ESG members who are required to use HMIS, participate in the CE portion of the HMIS?** Select appropriate response. If helpful, you can use the Priority List report or CES Monitoring Report to confirm participation on some level from each project.
 - **Do all projects associated with the CoC, but are not required to use HMIS, participate in the CE portion of the HMIS?** ICA has no insight to contribute here, select appropriate response.
2. **Can you identify the average length of time between the stages in the CE process: project start, date of assessment, date of referral provided, date of housing move-in?**
Yes, this information is available on your CoC’s priority list(s).

- **What is the average length of time between CE Project Start date and the date of Housing Move-In?** This information can be calculated based on the **List to Housed** column on your CoC's priority list(s).

Important Note: ICA's interpretation of this question is to analyze length of time between CE Project Start Date and Date of Housing Move-In for clients that moved into housing (indicated by a housing move-in date) during the report period. We do have an AAQ out to HUD.

- **If your CoC follows the Referral Workflow (every CoC except HCC, SLC, and NEC), follow the steps below:**
 1. Navigate to the Accepted & Housed tab on your CoC's priority list
 2. Sort the Date Referred to List/Date Added to List column by Newest to Oldest. Remove or filter out households added to list after the grant Operating End Date.
 3. Sort the Date Housed (EE or Sub) column by Newest to Oldest. Remove or filter out households housed prior to the grant Operating Start Date and after the grant Operating End Date.
 4. Sort the Days from List to Housed column by Smallest to Largest. Remove or filter out any negative numbers – this is most likely incorrect data entry!
 5. Now you have a list of clients with housing move-in dates in the report period! You will need to obtain the unduplicated count of the remaining list of clients.
 6. Navigate back to the Days from List to Housed column and find the sum of the days.
 7. Divide this sum by the unduplicated count of clients to find the average length of time between project start date and date of housing move-in.
- **If your CoC follows the Entry Exit Workflow (HCC, SLC, and NEC), follow the steps below:**
 1. Navigate to the Exited Clients tab on your CoC's priority list
 2. Sort the Entry Exit Entry Date column by Newest to Oldest. Remove or filter out households added to list after the Operating End Date.
 3. Sort the Housing Move-In Date (most recent E/E) column by Newest to Oldest. Remove or filter out households housed prior to the Operating Start Date and after the Operating End Date and households without a Housing Move-In Date.
 4. Sort the Days from Added to List to Housed column by Smallest to Largest. Remove or filter out any negative numbers – this is most likely incorrect data entry!
 5. Now you have a list of clients with housing move-in dates in the report period! You will need to obtain the unduplicated count of the remaining list of clients.
 6. Navigate back to the Days from Added to List to Housed column and find the sum of the days.
 7. Divide this sum by the unduplicated count of clients to find the average length of time between project start date and date of housing move-in.

STEP 8 – STEP 11

HMIS COMPONENT

No HMIS Components for Step 8 – Step 11.