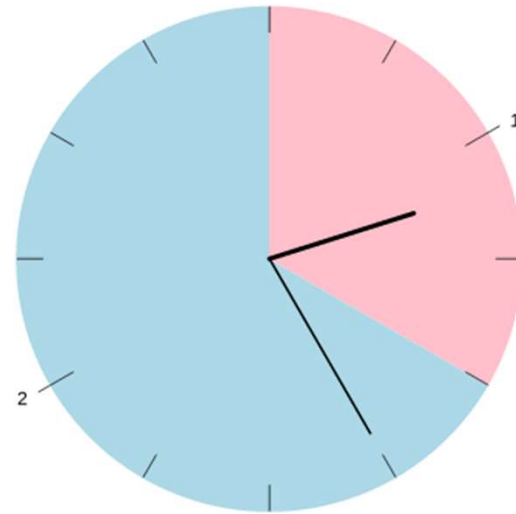# Western PA CoC Coordinated Entry Training Series
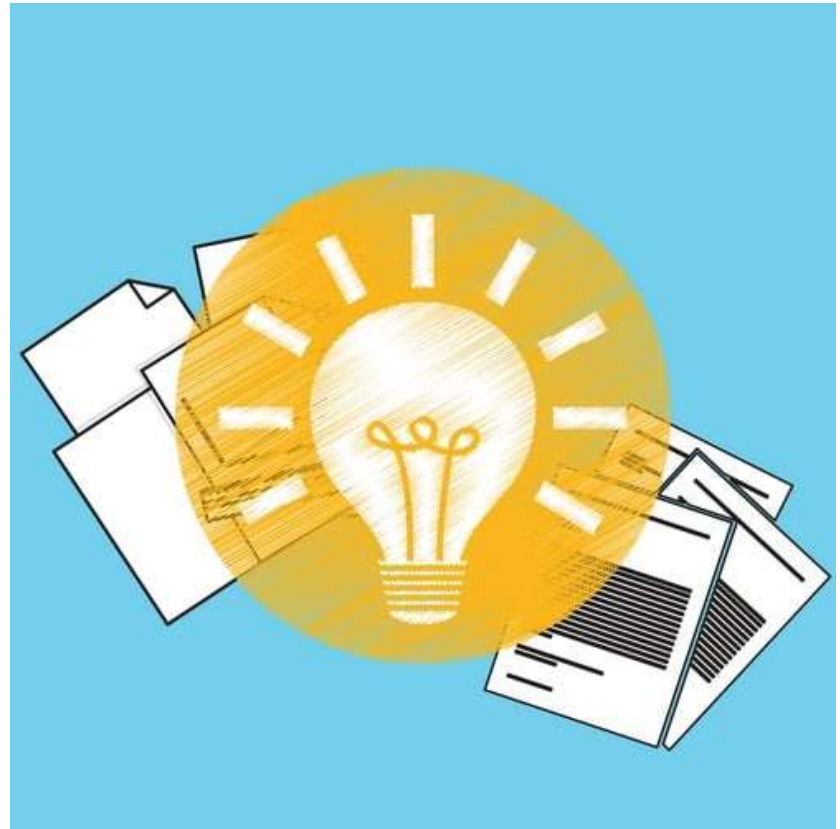
March 1, 2024
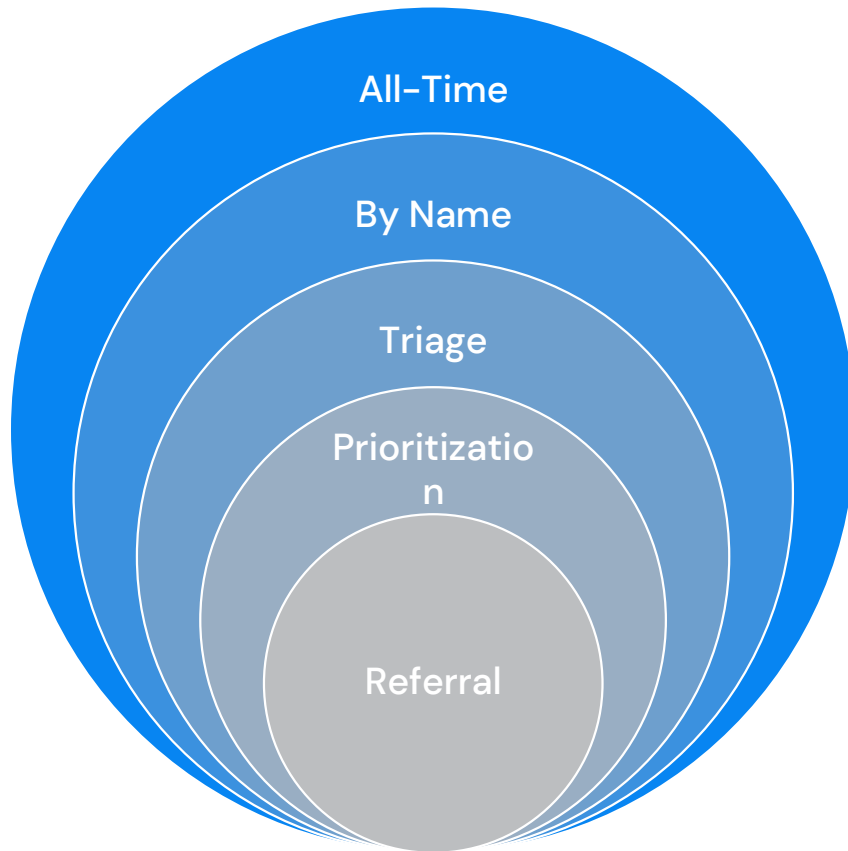
Overview for Today

- Our time will be split between two primary focal areas:
  - Check-in on Regional P/P and Approaches
  - Introducing the Housing Problem Solving Phases

Learned Lessons
and
Recommendations

List Overlaps

All-Time List
- Includes everyone (past and present) who has ever accessed Coordinated Entry

By Name List
- Includes everyone who is currently active with Coordinated Entry
  - No more than 90 days since last contact with CE System

Triage List
- Everyone who has exited the Housing-Problem Solving Period
  - Has completed CE Assessment (HN/SN, VI-SPDAT)
  - Is (and remains) Active with CE System
    - No more than 90 days since last contact with CE System

Prioritization List
- Everyone who has been Triaged and moved to Case Conferencing using Regional P/P
  - Is (and remains) Active with CE System

Referral List
- Everyone who has received a Referral for PSH, RRH, TH, etc.

Some Items to Consider

List Protocols
- Review P/P to align language with current Case Conferencing practices
  - Item 6 – Prioritization List – Should be connected to referral lists and not separate Prioritization Lists

Re-thinking Frequency and Purpose of Case Conferences:
- Suggesting each Region move to weekly meetings
  - Real-time updates for referrals and status, reactivity to special cases, identification of program opportunities
  - Additional problem-solving conversation for Prioritized List Households not receiving referrals

Moving from Triage to Prioritization:
- Suggesting using a more automated methodology

Data, Data, Data – Using the System and Our Tools
Capturing All Clients
- Not waiting to enroll clients in the CE system
Using Notes
  - Adding updates to the notes section
Follow-up Policy
- Creating expectations around engagement following referrals

Some Items to Consider

List Management

- https://docs.google.com/document/d/17ltClnXZF-utcJnsDUPgVOc7sm1ECkC2w6a4j3s_EJM/edit?pli=1

Regional P/P

- Regional Breakout Discussion
  - What's Going Well?
  - What Can Be Improved?
  - Do Our Policies Meet Our Needs?

Regional P/P

HIGHLIGHTS

Housing Problem-Solving

Coordinated Entry Flow and Housing Problem Solving

Housing Problem-Solving → Phase 1: Prevention

Housing Problem-Solving → Phase 3: Diversion

Housing Problem-Solving → Phase 4: Rapid Exit

Phase 1: Prevention

Phase 2: Access

Phase 3: Diversion

Phase 4: Rapid Exit

Phase 5: Assessment

Phase 6: Prioritization

Phase 7: Referral

Will lose housing within 14 days

Immediately before shelter intake OR at initial contact w/street outreach team

During the 30 days following initial contact

Following the 30-day Rapid Exit period (Assessment); as specified in region P&Ps (Prioritization)

As specified in region P&Ps

System-Wide Housing Problem-Solving
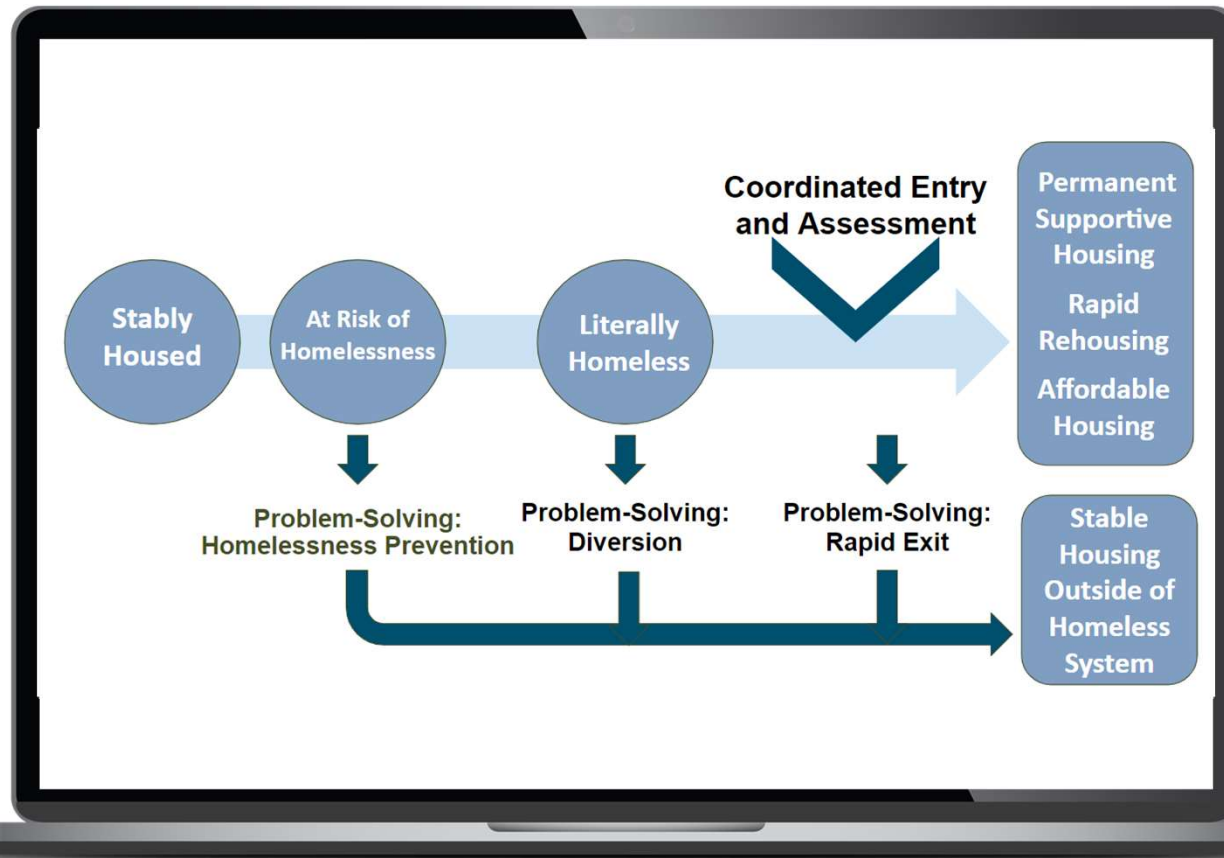
There are multiple pathways to housing using HPS strategies at multiple points of engagement within the Homeless Response System

List Overlaps – Through the Lens of HMIS

All-Time List

By-Name List

Newly Enrolled
(HPS List)

Triage List

Not Placed on Prioritization List

NC

NC

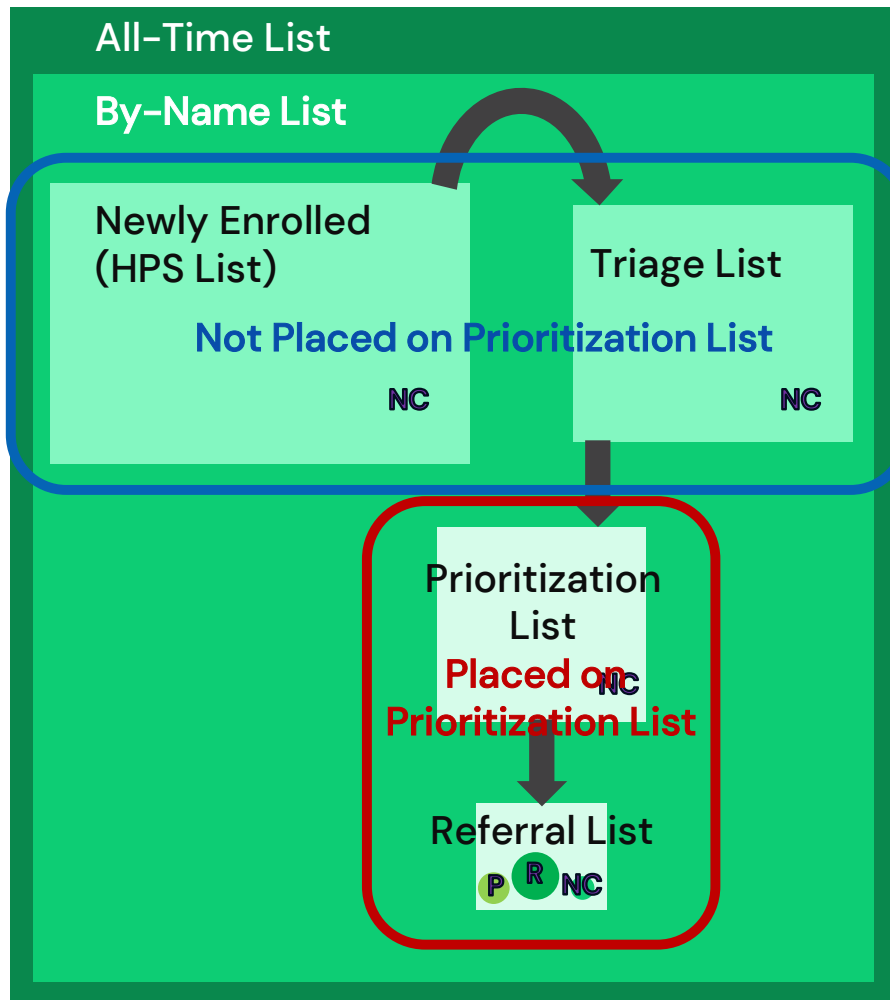Prioritization
List
**Placed on
Prioritization List**

NC

Referral List

P R NC

All-Time List
- Data that can be accessed using HMIS Reports
  - CE Specific Reports, Enrollment Reports

By-Name List
- Data that can be accessed using HMIS BNL Tool or Reports
- Represents Both Prioritized List and Non-Prioritized List
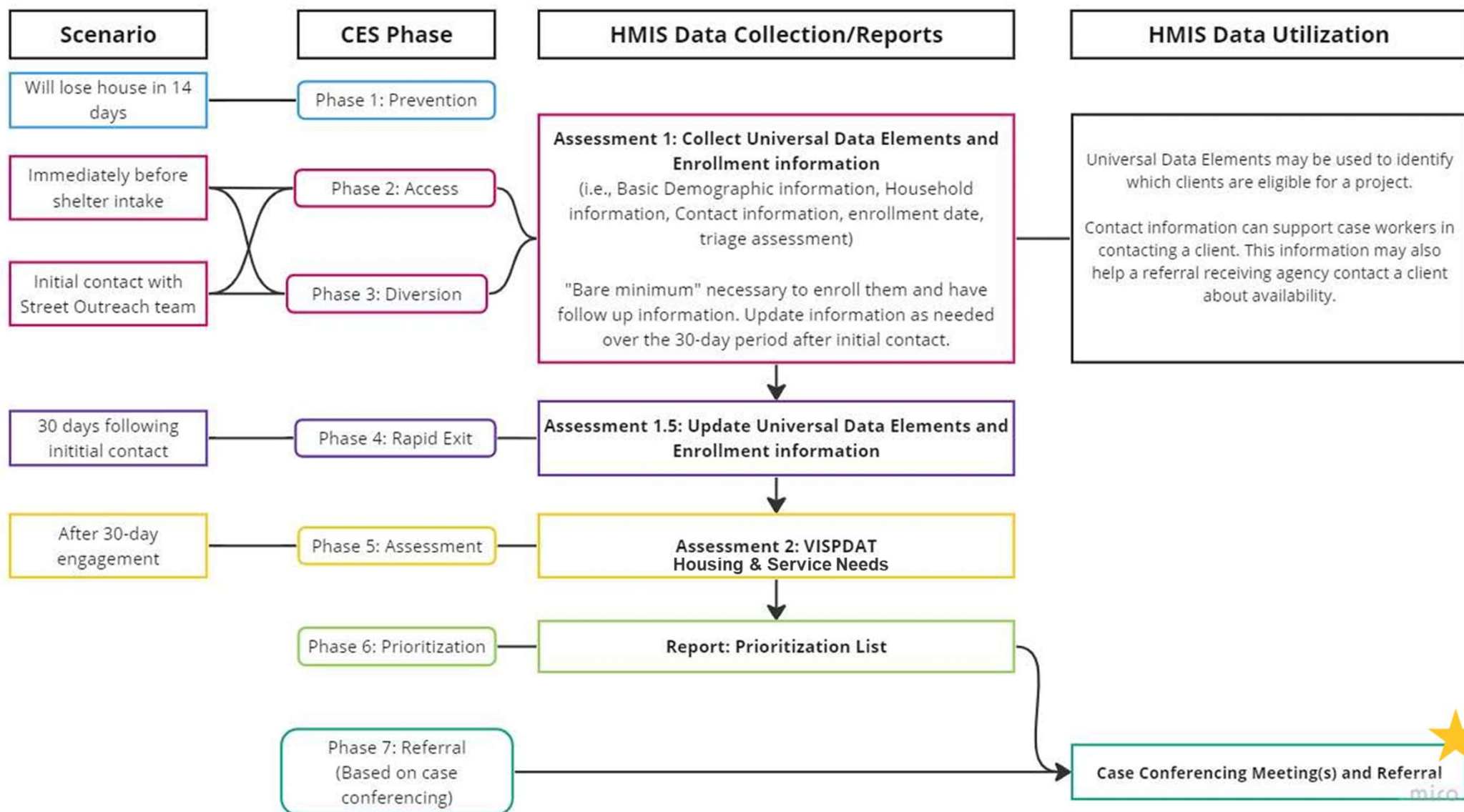
Triage List
- Data that can be accessed as Subset of Non-Prioritized List
- Available only by exporting and Examining BNL Data

Prioritization List
- Data that can be accessed using Prioritized List

Referral List
- Data that can be accessed on Dashboard (once Referrals are active)
- Otherwise, maintained as an External Regional Excel List

Scenario	CES Phase	HMIS Data Collection/Reports	HMIS Data Utilization

Scenario
- Will lose house in 14 days
- Immediately before shelter intake
- Initial contact with Street Outreach team
- 30 days following initial contact
- After 30-day engagement

CES Phase
- Phase 1: Prevention
- Phase 2: Access
- Phase 3: Diversion
- Phase 4: Rapid Exit
- Phase 5: Assessment
- Phase 6: Prioritization
- Phase 7: Referral (Based on case conferencing)

HMIS Data Collection/Reports

Assessment 1: Collect Universal Data Elements and Enrollment information
(i.e., Basic Demographic information, Household information, Contact information, enrollment date, triage assessment)

"Bare minimum" necessary to enroll them and have follow up information. Update information as needed over the 30-day period after initial contact.

Assessment 1.5: Update Universal Data Elements and Enrollment information

Assessment 2: VISPDAT Housing & Service Needs

Report: Prioritization List

Case Conferencing Meeting(s) and Referral

HMIS Data Utilization

Universal Data Elements may be used to identify which clients are eligible for a project.

Contact information can support case workers in contacting a client. This information may also help a referral receiving agency contact a client about availability.

Housing Problem-Solving

- A Review Inside HMIS and the DV Parallel Tool