

Coordinated Entry in the Blue Ridge Continuum of Care

Review and Implementation
Session #2

Coordinated Entry Core Elements

ACCESS

ASSESSMENT

PRIORITIZATION

REFERRAL



Initial Triage

Diversion

Intake

Initial Assessment

Potential Eligibility Assessment

Comprehensive Assessment

1.

2.

3.

4.

5.



Process Overview

Access

Assessment

Prioritization

Match

Referrals to PH

Person presents at CoC provider that are not access points

CoC provider refers to access points

Person with Housing crisis presents in one of the entry points

- 1. Street Outreach
- 2. Emergency Shelter
- 3. Call in DSS CE (Hotline)
- 4. CoC Lead Agency Call in #

Access points complete pre screening for all housing resources

Homeless(HUD Definition) ?

Yes

Vulnerability Assessment Completed by access point where person presented

Prioritization based on CoC policy using by name list

CE staff reviews priority list and sends referrals to appropriate RRH or PSH housing resources.

No

Diversion/ prevention Connection to other community resources

RRH

PSH

Other PH

Stable Housing

Coordinated Entry Overview

- Updating Coordinated Entry – since May 2022
 - Workgroup
 - Self Assessment and Technical Assistance
 - Access Priorities
 - After-hours
 - DV
 - Accessibility (physical, language, mental health/substance use, etc)
 - Geographic area
 - Access points – Multi-site
 - Assessment – Phased
 - Equitable and Client-Centered (*CoC Grievance process)
 - Participant Autonomy; importance of script to explain how more info/detail results in better referrals
 - Privacy and trust
 - Training for assessors is imperative
 - Prioritization – Most vulnerable prioritized
 - Review of VI-SPDAT; decision to build our own assessment tool
 - Work from single prioritization list, not multiple, to truly prioritize most vulnerable based on available services
 - Created working document of local assessment tool; consensus on scoring with revisions to be made as tool is implemented
 - Referral
 - Anticipated workflow for literally homeless in Clarity
 - Access points create Coordinated Entry enrollment
 - Assessor completes vulnerability assessment
 - Assessor refers client to Community Queue
 - Central Intake staff will manage Community Queue and refer to RRH and PSH based on project eligibility and prioritization policies
 - RRH and PSH staff accept or reject referrals
 - Central Intake staff will discharge clients from Coordinated Entry project once clients has moved into house through referred project.
 - *DV projects will send intake and vulnerability assessment to Central Intake securely for Coordinated Entry enrollment

Coordinated Entry in Clarity

Assessment Flow - Ben

Script – Ben

Data Not Collected – Ben

Training – Brian

Next Steps: Reporting, Monitoring & Evaluation

Access Points & Timeline

- HAT
- Rescue Mission
- Family Promise
- RAM House

Next Meeting

April 13th at 10:00AM

COORDINATED ENTRY IN HMIS

ACCESS POINT STAFF TRAINING MATERIALS



THE COORDINATED ENTRY PROCESS

- Enroll in the COORDINATED ENTRY Program/Project
- Assess with the COORDINATED ENTRY VULNERABILITY ASSESSMENT TOOL (CE-VAT)
- Refer the client to the COMMUNITY QUEUE.

ENROLL

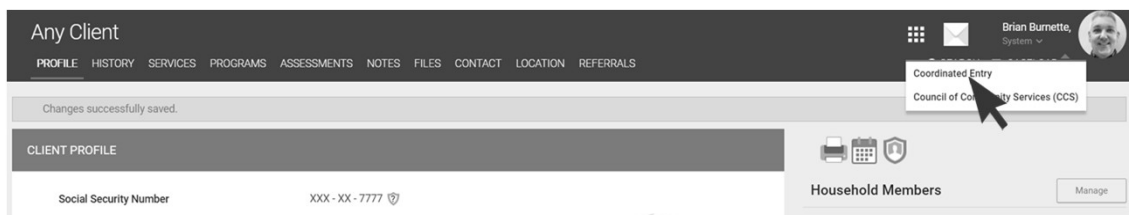
ASSESS

REFER

GETTING STARTED

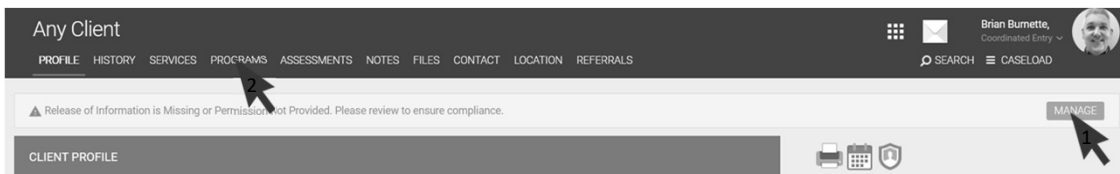
- Add the client's profile to HMIS (if they don't have one already)
- Add an ROI to their profile (and their household members)
- Enroll the client into your own Shelter/Street Outreach/Services program

SWITCH TO COORDINATED ENTRY AGENCY



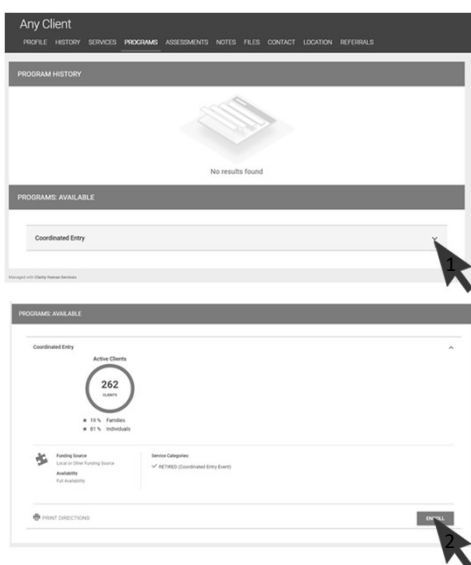
- **CLICK** the drop-down menu under your name in the top right corner and **SELECT** “Coordinated Entry” as your Agency.

ENROLLING THE CLIENT IN CE



1. If the client has signed an ROI that covers Coordinated Entry, add the ROI in HMIS now.
2. Then CLICK on the “PROGRAMS” tab.

ENROLLING THE CLIENT IN CE



1. Under “Programs Available,” click the down arrow next to “Coordinated Entry”
2. CLICK “Enroll” to open the enrollment screen

ENROLLING THE CLIENT IN CE

Enroll 'Coordinated Entry' program for client Any Client

Program Date	02/27/2023
Preferred Pronouns	They/Them/Theirs
Current Locality	Roanoke City (VA-502)
Zip Code of Last Address	24013
Quality of Zip Code	Full or Partial Zip Code Reported
PRIOR LIVING SITUATION	
Type of Residence	Select
Length of Stay in Prior Living Situation	Select
Chronic Homeless	Select
Did eviction lead to your current episode of homelessness?	Select
Primary Reason for Homelessness	Select
DISABLING CONDITIONS AND BARRIERS	
Disabling Condition	Select
Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No

- Begin filling in the client's enrollment screen
- NOTE: Most, if not all, data elements should cascade from any previous program enrollment
- At the bottom, CLICK "Save & Close" and it will take you back to the main program screen.

ENROLLING THE CLIENT IN CE

PROGRAM: COORDINATED ENTRY

Enrollment History Provide Services Events **Assessments** Notes Files Chart ✕ Exit

Assessments LINK FROM ASSESSMENTS

Current Living Situation	START
Status Update Assessment	START
Annual Assessment	START
CE-VAT (Coordinated Entry Vulnerability Assessment Tool) V0.1	START
Client Material Needs	START
COVID-19 Screening Tool (v2-2021)	START
VI-F-SPDAT Prescreen for Families [V2]	START
VI-SPDAT Prescreen for Single Adults [V2]	START

1. On the main program screen, CLICK on the "Assessments" tab.

2. CLICK "START" to open the CE-VAT assessment screen.

ENROLLING THE CLIENT IN CE

CE-VAT (COORDINATED ENTRY VULNERABILITY ASSESSMENT TOOL) V0.1

INTRODUCTION FOR CLIENT BEING INTERVIEWED: "PLEASE SHARE AS MUCH INFORMATION AS YOU ARE WILLING TO. YOUR ANSWERS WILL HELP MATCH YOU TO SERVICES, BUT DO NOT GUARANTEE ANY SPECIFIC REFERRALS OR SERVICE PLACEMENTS."

NOTE: NOTES LIKE THIS ONE ARE DIRECTED TO THE INTERVIEWER RATHER THAN THE CLIENT BEING INTERVIEWED.

Assessment Date 03/08/2023 

Assessment Location 

Assessment Type

Assessment Level

Assessment Version (choose "Version 0.1")

PRE-ASSESSMENT AND ELIGIBILITY

What is your current living situation? 

Private

1. Once the CE-VAT comes up, select the Assessment Location from the picklist by choosing which agency you represent.

2. Next fill in the Assessment Type (choose "in-person"), Assessment Level (choose "Housing Needs Assessment"), and Assessment Version (choose "Version 0.1").

ENROLLING THE CLIENT IN CE

CE-VAT (COORDINATED ENTRY VULNERABILITY ASSESSMENT TOOL) V0.1

PRE-ASSESSMENT AND ELIGIBILITY

What is your current living situation? 

Private

1. Next, select the current living situation of the individual. The only options you should select are:
 - "Place not meant for habitation (e.g., a vehicle, an abandoned building, etc.)"
 - "Emergency shelter, including hotel or motel paid for with ES voucher, etc."
 - "Safe Haven"
 - **NOTE: This assessment is only for individuals who are literally homeless as defined by HUD. Any other response will end the assessment.**

ENROLLING THE CLIENT IN CE

PRE-ASSESSMENT AND ELIGIBILITY

What is your current living situation?

Staying or living in a friend's room, apartment or house

▲ End of Survey.

If at imminent risk of losing housing, please refer the client to the Blue Ridge Continuum of Care website at endhomelessnessblueridge.org and/or to Central Intake at 339 Salem Ave SW, Roanoke, VA, phone number (540) 853-1163.

Private



SAVE

CANCEL

1. If you choose any other living situation option, the CE-VAT will end and an “End of Survey” message will appear with instructions. Share the provided information with the client.
2. CLICK the “SAVE” button and exit the CE-VAT.

ENROLLING THE CLIENT IN CE

PRE-ASSESSMENT AND ELIGIBILITY

What is your current living situation?

Place not meant for habitation (e.g., a vehicle, an abandoned building, bus

Have you or someone in your household ever been diagnosed with HIV/AIDS?

No



ASSESSMENT

SECTION 1: MISCELLANEOUS VULNERABILITY POINTS

Does your household have at least one child under 18?

Select



Victim of Domestic Violence?

Select



Primary Reason for Homelessness

Select



SECTION 2: HOUSING / HOMELESSNESS

What is the length (in months) of your current episode of literal homelessness (sheltered or unsheltered)?

SECTION 3: EMPLOYMENT / INCOME

Do you or others in your household have a steady income?

Select



NOTE: A DISABILITY IS DEFINED AS A PHYSICAL, MENTAL, OR EMOTIONAL IMPAIRMENT, INCLUDING AN IMPAIRMENT CAUSED BY ALCOHOL OR DRUG ABUSE, POST-TRAUMATIC STRESS DISORDER, OR BRAIN INJURY THAT SUBSTANTIALLY IMPAIRS THE ABILITY TO LIVE INDEPENDENTLY.

1. If you choose a homeless situation, the rest of the CE-VAT Assessment will populate.

ENROLLING THE CLIENT IN CE

SECTION 3: EMPLOYMENT / INCOME

Do you or others in your household have a steady income?

NOTE: A DISABILITY IS DEFINED AS A PHYSICAL, MENTAL, OR EMOTIONAL IMPAIRMENT, INCLUDING AN IMPAIRMENT CAUSED BY ALCOHOL OR DRUG ABUSE, POST-TRAUMATIC STRESS DISORDER, OR BRAIN INJURY THAT SUBSTANTIALLY IMPAIRS THE ABILITY TO LIVE INDEPENDENTLY.

Do you or others in your household have a job?

SECTION 4: MENTAL HEALTH / SUBSTANCE USE

Have you or has someone in your household been diagnosed with a mental illness?

NOTE: A SUBSTANCE USE DISORDER (SUD) OCCURS WHEN THE RECURRENT USE OF ALCOHOL AND/OR DRUGS CAUSES CLINICALLY SIGNIFICANT IMPAIRMENT, INCLUDING HEALTH PROBLEMS, DISABILITY, AND FAILURE TO MEET MAJOR RESPONSIBILITIES AT WORK, SCHOOL, OR HOME.

Please tell us if you have or someone in the household has a history of Substance Use Disorder (SUD).

NOTE: A DEVELOPMENTAL DISABILITY IS DEFINED AS A SEVERE, CHRONIC DISABILITY THAT IS ATTRIBUTABLE TO A MENTAL AND/OR PHYSICAL IMPAIRMENT, IS MANIFESTED BEFORE AGE 22, AND LIKELY TO CONTINUE INDEFINITELY.

A DEVELOPMENTAL DISABILITY IMPACTS 3 OR MORE OF THESE AREAS OF LIFE ACTIVITY: 1. SELF-CARE; 2. EXPRESSIVE LANGUAGE; 3. LEARNING; 4. MOBILITY; 5. SELF-DIRECTION; 6. CAPACITY FOR INDEPENDENT LIVING; 7. ECONOMIC SELF-SUFFICIENCY.

Please tell us if you or someone in your household has a developmental disability.

1. Assessing staff should pay attention to the NOTES that appear prior to certain questions that give additional details about appropriate answers and clear HUD definitions of what is being asked.

2. Additional clarifications will be provided during live trainings.

ENROLLING THE CLIENT IN CE

SECTION 6: SEXUAL ORIENTATION / GENDER IDENTITY

Do you identify as LGBTQ?

Have you ever lost housing as a result of your sexual orientation or gender identity?

Private

SAVE

CANCEL

1. Answer as many of the rest of the questions as you can (Clients may decline to answer anything). When you reach the end of the assessment, CLICK the "SAVE" button.

ENROLLING THE CLIENT IN CE

Changes successfully saved.

PROGRAM: COORDINATED ENTRY

Enrollment History Provide Services Events **Assessments** Notes Files Chart X Exit

PROGRAM ELIGIBILITY DETERMINATION

CE-VAT V01 Score Summary

MISCELLANEOUS VULNERABILITY POINTS	0	EMPLOYMENT / INCOME	8
HOUSING / HOMELESSNESS	7	PHYSICAL HEALTH	3
MENTAL HEALTH / SUBSTANCE USE	7		
SEXUAL ORIENTATION / GENDER IDENTITY	3		
CE-VAT V01 PRE-SCREEN TOTAL		28	

REFER DIRECTLY TO COMMUNITY QUEUE

1. After saving, you will return to the Assessment summary screen where you can view the client's CE-VAT Score.

2. CLICK "REFER DIRECTLY TO COMMUNITY QUEUE."

ENROLLING THE CLIENT IN CE

REFER TO PROGRAM

Referred Program: Community Queue

Referred to Agency: Community Queue

Referring Agency: Coordinated Entry

Private:

B I

SEND REFERRAL CANCEL

1. On the Community Queue referral page, you may enter notes if you like.

2. CLICK "SEND REFERRAL."

The client has now been placed on the Community Queue which will be monitored by Central Intake staff and referrals will be made to appropriate housing programs.