

August 22, 2024

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Partners for HOME & Institute
for Community Alliances

Closing the Loop

How Atlanta Handles Coordinated Entry



ClientConnect



eccovia[®]
REAL SOLUTIONS • REAL PERSON IMPACT

Introductions

Meet the Team



Camille Sims (She/Her)

Director of Coordinated Entry, Outreach,
and Diversion (PFH)

- Joined PFH in April 2024
- Responsible for strategic development of CE system
- Focusing on functional zero (rare, brief, nonrecurring)
- Previously worked in Atlanta's food security community
- Previously worked in childhood development in NYC
- Led programs for food, employment, healthcare, housing, literacy

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Abby Burgess (She/Her)

Special Project Manager (ICA)

- 20+ years in homelessness services
- Previously served as program manager, system admin, and trainer
- Previously CoC board member and taskforce participant in many states
- Has trained system admins in 30+ states
- Helps with HMIS data quality, business processes, and CE
- Focuses on engaging providers in HMIS participation

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Sheena Luten (She/Her)

HMIS Manager (ICA)

- Started with ICA 4+ years ago
- Provides technical assistance, trainings, and helps refine CE
- Worked in homelessness services for 8+ years
- Many roles in supportive housing, client services, and local county gov't
- Master's degree in community development
- Works with many CoCs

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Paisley Stewart (They/Them)

Coordinated Entry Project Manager (PFH)

- Maintaining the CE system, facilitating CE refinement, and leading system navigation work
- Previously worked for a county housing/community development department
- Direct client service experience as case manager
- Experience with HIV-positive individuals and individuals experiencing homelessness

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CE System Vision & Values

2

CE History, Build-Out, Lessons and Workflow

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Governance of HMIS Administration

4

Where Technology & CE Connect

5

Future of CE System

CE System Vision & Values

Camille Sims

OUR VISION FOR HOW ATLANTA ENDS HOMELESSNESS

People experiencing or at risk of homelessness will first receive emergency assistance through:



OUTREACH



OVERNIGHT
SHELTER

Next, they will be:



ASSESSED



ASSIGNED



NAVIGATED

Using a coordinated and standard process to one of four interventions that will end their homelessness.



DIVERSION



INCOME &
EMPLOYMENT



RAPID
REHOUSING



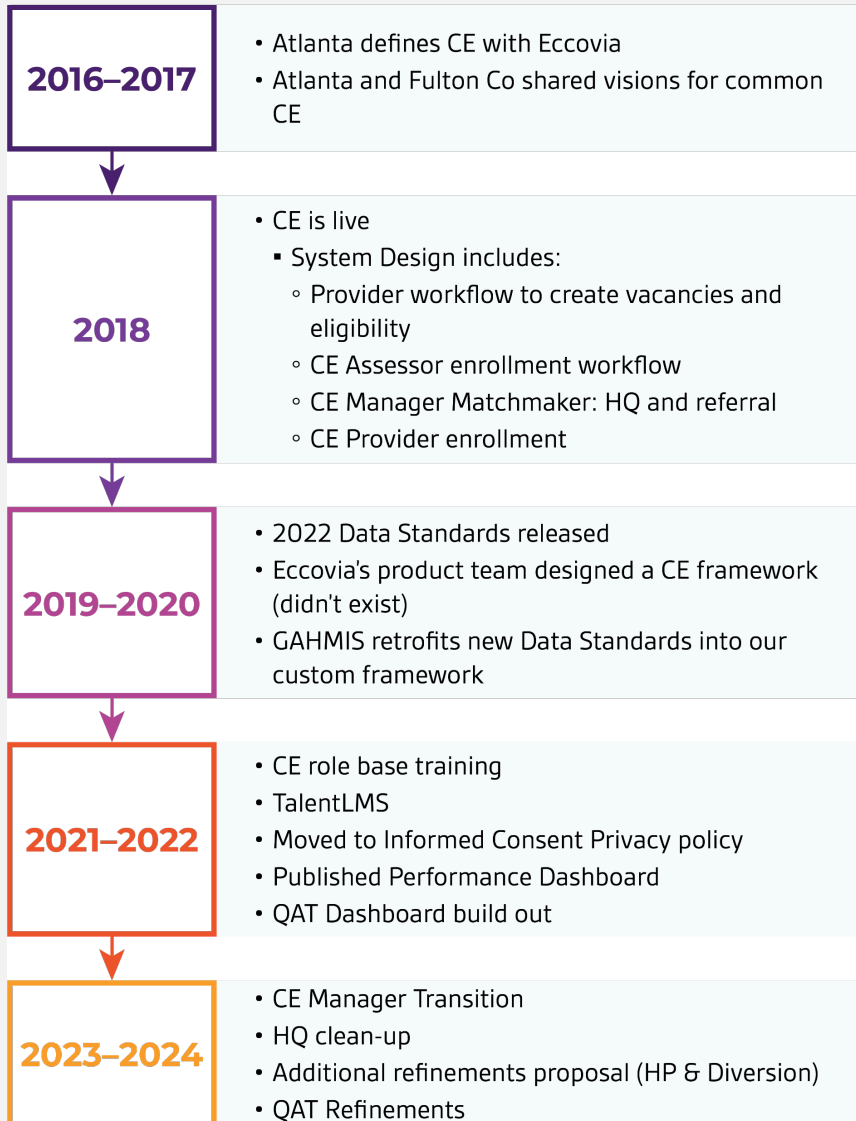
PERMANENT
SUPPORTIVE
HOUSING

Values

- **Trauma Informed**
- **Client Centered**
- **Efficiency**
- **Harm Reduction**
- **Equity**
- **Housing First**

CE System History, Build-Out, Lessons, and Workflow

Abby Burgess



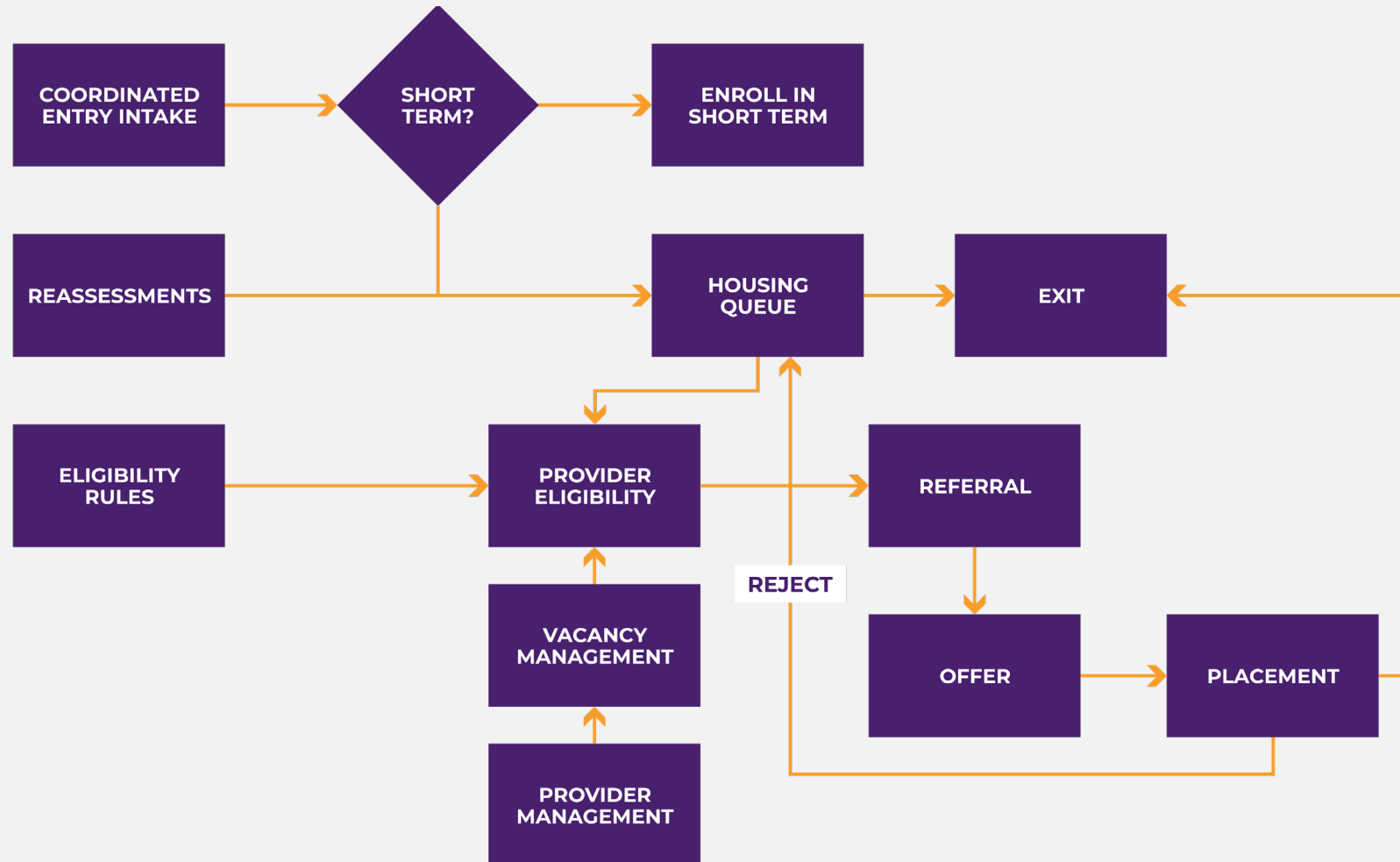
Timeline of CE System

Build-Out Lessons for CE System

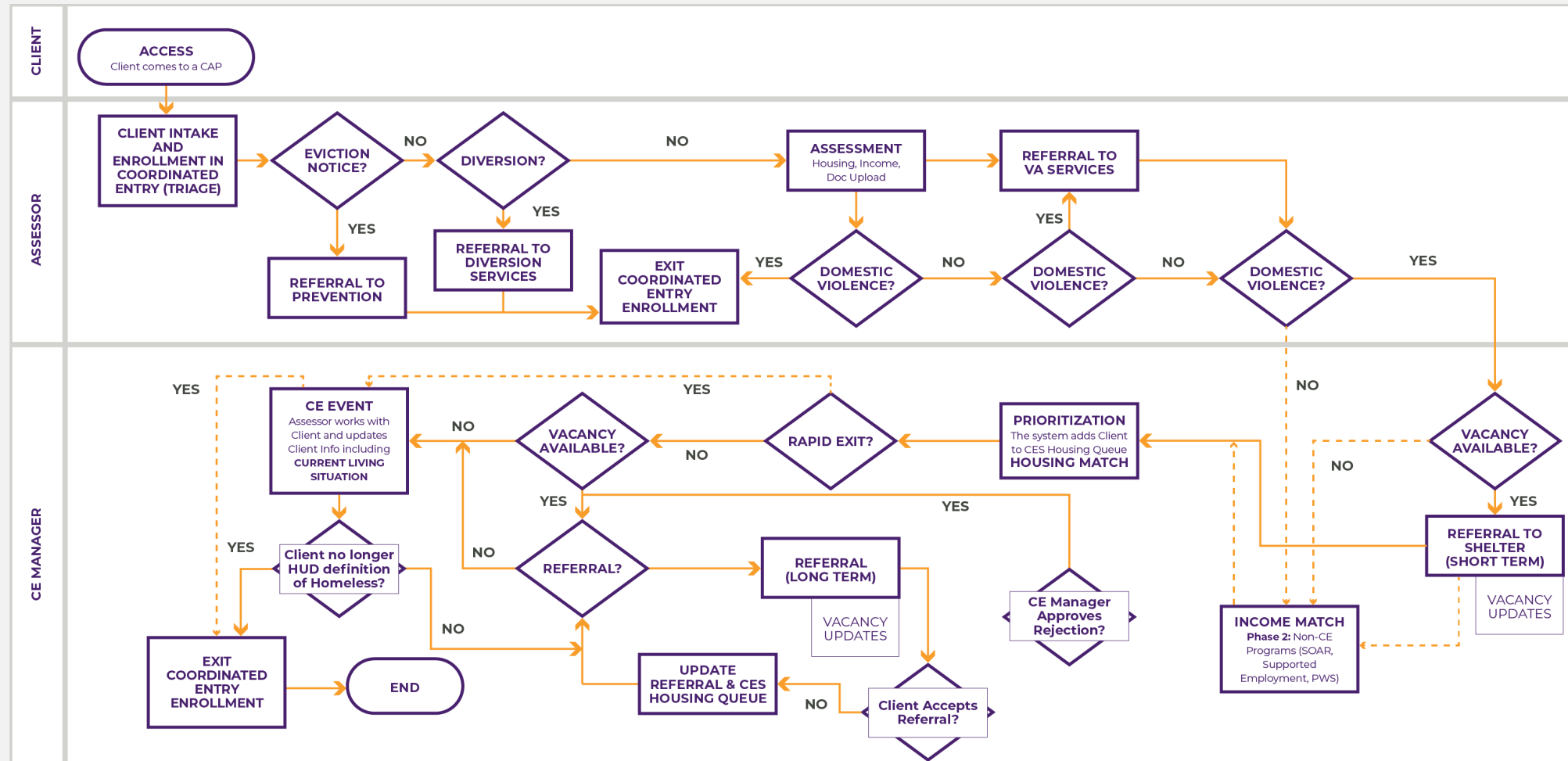
- Workflow was too restrictive
- Metadata were missing from reports due to status change dates
- Out of scope for BRD
Vacancy management Reporting
- Lack of process documentation



Initial CE Workflow



Proposed Refinement Workflow



Creation of Documentation

B	C	D	E	F	G	H	I
Workgroup	Name in ClientTrack	Project	Form ID	Workgroup Override	Action Requested	Change Request	Fields
ATL -CE Assessor	"Coordinated Entry Workflow"				Copy/ Configure		
ATL -CE Assessor	"Triage Assessment Workflow"	ATL CE Triage - New BNL filtered on this project.			Create New or modify copy		
** Add Workflow Permission/ Intake Button to Housing Needs Only	"Housing Needs Workflow"	Existing project- Filter to referrals from this Housing Queue			Modify Copy	Rename and remove ES Activity	
ATL -CE Assessor	Basic Client Information		1	1000001512	Modification	Include HUD DV questions on this assessment instead of in triage assessment (Subrender Form 926)	
	Domestic Violence		Workflow Decision		Move in sequence after Basic client information / before family members. Trigger rules?		
	Atlanta Based Person		Workflow Decision		Add	Did you sleep in Atlanta Last night	
	Family Members		2530	1000000368	No Changes		
	Family Members Information Release			1000000183	Remove ROI from Workflow		
			1000000146			Remove Housing Preference fields from this workflow. Currently Project field defaults to Atlanta Coordinated Entry Assessment, this will default to the new Triage Assessment Workflow project.	
	ATL-CE Family Enrollment	New Project ID (Type 14) Atlanta CoC CE Triage Assessment		1000001485	Modify		Custom_EnrollmentCase.HousingPreference

- Technical Design

Creation of Documentation

A	B	C	D	E	F	G
Common Field Name	Description	HUD Data Element	Uses	DV		
Refer from Provider	Organization Logged in by User when making Short or Long Term referrals	2.01	Identifying which assessors make shelter referrals	V		DV KEY R = Required V= Variation/ discussion on need/ use based on CE implementation N/A - Not applicable x - Client detail reports only ? - Evaluate need
Organization	Organization where the Provider is created	2.01	Login to view Provider Dashboard	V		
CE Enrollment Agency	Organization enrolling client in CE Enrollment	2.01	Enrollment detail	R		
Enrollment ProgramID	CE Enrollment Project ID for HMIS or DV Comparable	2.02	All enrollment based reports, including SSO APR	R		
ProgramName	Atlanta Coordinated Entry Assessment	2.02	Common name, can use project ID	R		
FirstName	Client Detail	3.01	Only client reports with PII exposed	N/A		
LastName	Client Detail	3.01	Only client reports with PII exposed	N/A		
Age (at Referral)	Based off Date of Birth and Referral Date	3.03	Design choice, could use other variations of age	V		
Gender	Client Detail	3.04	Client detail reports	x		
Veteran	Veteran Detail	3.07	Housing Match; prioritization; client detail			
CE EnrollDate	CE Project Start Date	3.1	Enrollment detail, often use to calculate time from CE enrollment to... (referral, project enrollment, HMI)	R		

• Data Dictionary

CE Governance Structures

Sheena Luten

CE Governance Structures

- **Smartsheet CE provider workgroup request**
- **Approving CE workgroup users**
- **Adoption of CE workgroup to End Users' HMIS account**





Access, Developing Partnership

- **Monthly mandatory CE workgroup meetings**
- **CE manager to manage active list**
- **Step-by-step guides**
- **Allowing end-user access into HMIS training site**
- **Monthly CE Refinement Committee meetings**

Data-Sharing Agreements

- **Implied consent sharing**
- **Clients who restrict data-sharing**
 - Referrals handled manually by CE manager, assessors, providers
 - Vacancies noted with CL info
 - Domestic violence
- **CE assessor read-only access**
 - Orgs complete a read-only access agreement
 - Orgs needing access to documentation for compliance



CE Overview

Paisley Stewart

Access

- **Multi-access point model**
 - Telephone hotline
 - Mobile assessors/street outreach
 - Centralized access point
 - Youth-specific access points
- **HMIS workflow includes prompts and scripting based on client responses**
 - Connection to DV access point
 - Diversion referrals



- **VI-SPDAT**
 - Updated every 6 months or more, as needed
- **Assessed for emergency needs**
 - ES vacancies
 - Resource connection
- **Telephone CE, Atlanta 311**
 - Referred to diversion or navigation within HMIS



Program	Elements
Support vulnerable households with a sense of urgency. Utilize strengths-based, Housing-First methodologies via exploration of all housing options that could fit the household's needs.	<ul style="list-style-type: none">• Assist participants in gathering necessary documents• Ensure data is correctly entered into HMIS• Coordinated with other service providers to meet participants' needs• Attempt contact regularly• Assist in removing barriers to housing (i.e., income, credit, childcare)• Facilitate problem-solving with all participants• Assist participants with processes for move-in (i.e., applications for PSH, unit location, lease-up process for voucher programs)

Housing Navigation Program Model

Housing Navigators assist the most vulnerable households throughout the housing process. Navigators meet weekly to discuss progress of those being navigated into housing and share knowledge of resources.



Population	Desired Outcomes
<ul style="list-style-type: none">Any household identified as chronically homelessAny household not identified as chronically homeless but that has been in CE 90+ days and/or was not exited via diversionAnyone on the non-assessed priority list <p>Note: Chronically homeless individuals are prioritized for housing navigation, which projects can be tailored for special populations</p>	<p>Outcome: To provide permanent housing through connection to RRH and PSH, diversion, and assistance with self-resolution</p> <p>Performance Indicators</p> <ul style="list-style-type: none">75% of all participants enrolled in system navigation will be document-ready for housing within 60 days75% of all participants who receive referral through system navigation will enter permanent housing75% of participants will be contacted bi-weekly (monthly for follow-ups)

Housing Navigation Program Model (cont'd)

Timeframe

- From CE assessment to move-in
- Until a household is inactive within the system for 90 days, or
- Until household declines to remain in services

Prioritization

- **PH based on VI-SPDAT score and length of time homeless**
 - Clients must be document-ready to receive referral
 - PSH, chronically homeless households with score of 11+
 - RRH, individuals/families with score of 4+
- **Prioritization tools**
 - Queue Analysis Tool (QAT)
 - Special population by-name lists (BNLs)
- **Managing Data for Prioritization**
 - Chronic homeless status



Queue Analysis Tool

Atlanta CoC Coordinated Entry Queue Analysis Tool

Last Refreshed: 8/14/2024 9:39:54 AM

Queue Filters

Referral Type

☐ ES
☐ Housing Only
☐ Housing with Services
☐ PSH
☐ RRH

Referral Status

☐ In ES
☐ Offer Accepted
☐ Offer Expired
☐ Offer Rejected
☐ Placed
☐ Provider Accepted
☐ Provider Rejected

Contact Status

☐ Active
☐ Expired

In ES

☐ (Blank)
☐ Yes

CLS Status

☐ Other
☐ Sheltered
☐ Unknown
☐ Unsheltered

VI Score Range

☐ 0-6
☐ 11+
☐ 7-10
☐ Missing

Household TANF

☐ Cash Only
☐ None
☐ Unknown

HH Has Income

☐ (Blank)
☐ No
☐ Yes

Concurrent Program Enrollments

Shelter Program

All

Outreach Program

All

Sub-Populations

Household Type

☐ Adults and Children
☐ Adults Only

Age Range

☐ 18-24
☐ 25-54
☐ 55+

Veteran

☐ No
☐ Unknown
☐ Yes

Disability

☐ No
☐ Unknown
☐ Yes

Enroll CH

☐ Missing Infor...
☐ No
☐ Yes

Current Chronic Status

☐ CH
☐ Near CH
☐ Not CH
☐ Unknown

Documentation

☐ Birth Certificate
☐ Chronically Homeless verification le...
☐ Homeless verification letter
☐ HUD McKinney
☐ Identity
☐ Income wage verification form
☐ Social Security card

NOTE: multiple Document selections here will LIMIT rather than expand results.

Selected Queue Subpopulation Summary

2589

Count Clients

100.00%

Client % of Total Queue

203

Average Days on Queue

132.00

Median Days on Queue

CE By-Name List

Client ID	Enrolling Org Name	First Name	Last Name	Household Type
	Gateway Center 24/7			Adults Only
	Atlanta / Fulton County Pre-Arrest Diversion Initiative			Adults Only
	The Elizabeth Fcundation			Adults Only
	Mercy Care			Adults Only
	Mercy Care			Adults Only

1.



2.

3.



Referral Process

1. Assessors can make ES and diversion referrals for clients on housing queue
2. Only CE manager can make RRH and PSH referrals in HMIS
3. Once a referral is made, manager will notify assessor/case manager via email and connect the assessor with the provider



4.



5.



6.

Referral Process cont'd

- 4. Assessor must contact client re: referral and offer, accept/reject referral within 72 hours. Otherwise, referral will expire and new client is referred.**
- 5. Assessor/case manager ensures client contact info is listed in HMIS for the provider. Assists with client coordination as needed.**
- 6. Provider will “provider reject” if client is not reachable, or if the assessor does not complete intake and paperwork within 72 hours.**

HMIS CE Features

- **Referral and Enrollment**

- Custom HMIS report (CE referrals)
- CE auto-exit (clients are auto-exited at time of enrollment into PH, and must be connected to CE referral)
- Referral status shows in housing queue and QAT

- **Vacancy Management**

- Placement rejection page (manager reviews and approves provider rejections to ensure compliance with Housing First)
- Offline units
- Client check-out



Resources

[Assessor Training Guide](#)
[Provider Training Guide](#)
[Manager Training Guide](#)
[System Performance Dashboard](#)

- **Access Expansion**
 - Mobile assessors
 - Atlanta 311
 - Subpopulation-specific CAPs
 - ES bed availability
- **VI-SPDAT Replacement**
- **HMIS Internal Team Expansion**
- **Continued Refinement of CE**
 - Transfer process build-out
 - Workflow improvements
 - Case conferencing tools
 - Policies & Procedures are being updated

An aerial photograph of the Atlanta skyline, featuring prominent skyscrapers like the Georgia State Capitol and the Sun Life Building. The image is overlaid with a semi-transparent purple filter. The title text is centered over the right side of the image.

Future of Coordinated Entry in Atlanta

Questions?





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