WEBINAR QUESTIONS AND ANSWERS

Q *Does your CES provide referrals to new PSH units being developed in cities with a preference for individuals that have established residence in those cities where those units are being built?*

A Dallas developed an assessment called "area ties" in the CE Enrollment. This allows the individual to specify if they had ties to a specific city or region in a few different ways—previous residence, children in school , family in area, employment in area, etc. We include referrals to new PSH units and client preferences in our case conferencing sessions. We working closely with case managers in our system navigation meetings to gain that feedback and share updates about PSH.

Q *Why have the CE manager update vacancies and not the housing providers themselves?*

A The CE Manager only has the ability to take vacancies offline for those situations of clients with Restricted ROI. The Provider still would manage their vacancies regularly.

Q *Who in the process gets the clients "document ready"?*

A The case managers and local organizations that specialize in this service.

Q *Do you provide referrals for new PSH units still under development or construction?*

A Not currently.

Q *Who has regular access to your QAT?*

A This is CE Manager at Partners for HOME only.

Q *For ES referrals, how much data is collected on those clients and are they enrolled in a CE project in your system in order to receive that referral?*

A Yes, CE Enrollment and referral to ES vacancy from HQ. UDEs are collected and full assessment done, if needed, at the same time.

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Q WAS ANY *consideration given to building the QAT directly into ClientTrack?*

A Yes, but reporting was kicked out of scope for compliance and we couldn't wait. Once it was up and running, we couldn't let it go because it ended up working so well. Also of note: No one in Atlanta had design tool access yet, so we were competing with 8 CoCs going live with CE Data Standards upgrades!

Q ONCE A CLIENT IS *enrolled into CE how long are they on the prioritization list/eligible for referral into a housing project?*

A Clients are able to remain on the housing queue as long as they are experiencing homelessness within the City of Atlanta and are active. We define active as the client being able to be contacted within the last 90 days. Assessors contact clients on a monthly basis.

Q IF THE QAT IS NOT *in ClientTrack, where is it living?*

A This is a Power BI Tool that we update on a weekly basis using HMIS Reports.

Q HOW MANY PEOPLE *total are on the team — HMIS, CE Managers, Analysis?*

A We've had a CE Director and one CE Manager, one data analyst, and additionally an HMIS Manager and two HMIS CoC admins.

Q WHEN PEOPLE ARE *assessed and enrolled in CE, are they assigned a case manager or connected to a case manager by the assessor?*

A Many of our assessors will function as the client's case manager as well—often true for our street outreach programs. However, with some of our larger site-based or larger CE access points, they may first work with the assessment and then be assigned a different case manager. We have to be flexible to respect the needs of the organization providing the CE access points, their needs and capacity, etc. But as much as possible, we try to have the CE assessor be the case manager as well.

WEBINAR QUESTIONS AND ANSWERS

Q *Once a client is enrolled into CE how long are they on the prioritization list/eligible for referral into a housing project?*

A People can stay on the housing queue for as long as they are eligible. Additionally, we do have a requirement for folks to be active so we can have better management over the queue. Case managers and assessors work to contact clients monthly at minimum. Many are in contact more frequently, of course, but for anyone who can't be contacted for 90 days after multiple attempts, they are exited from CE. But reenrollment can happen with one button click for the next 90 days, so really, they have more like 180 days before that assessment is considered permanently exited. We can of course start a new assessment after that point!

Q *Are those contacts tracked in HMIS or resolved at your weekly meetings?*

A Contacts are tracked with CLS data element 4.12 and services.

Q *Are people ever turned away? Whether not scoring high enough or removed for any reason?*

A No—this doesn't happen, because diversion assistance is available for everyone in the queue. So we try to train our assessors to know what interventions folks may be eligible for, and for those who do score lower, we can speak to them about options they have. But they can still be on the housing queue and receive new assessments in the future.

Q *What are the requirements to be come a mobile assessor, and who might one talk to for that opportunity?*

A If organizations are interested in becoming access points, or specific folks within outreach scenes interested in becoming an assessor, you can reach out to me (Paisley Stewart) in an email. We have an initial meeting to discuss what that looks like. If an organization is not already utilizing HMIS, we would first get them in the HMIS and set up a support services only or a street outreach project. One requirement we have had is that folks operated within HMIS for 3 months before becoming a CE assessor—necessary for the data management standpoint.