

HUD's New Coordinated Entry Data Elements for HMIS

HUD recently finalized a set of Coordinated Entry (CE) data elements to standardize data collection on core components of CE -- access, assessment, referral, and prioritization. These elements are the result of several months of collaboration with key stakeholders to learn from communities' experiences implementing and refining CE data collection and determining precisely what data is needed to effectively manage and evaluate the effectiveness of CE.

Most communities are already collecting similar types of data, although the elements might be labeled differently or tailored to communities' unique data collection workflows. HUD wants the transition to these new CE elements to be as seamless as possible. Communities should map the new data elements into existing (or modified) workflows wherever possible and use this opportunity to identify ways to improve data collection based on our collective practice knowledge.

For some communities, enrolling and exiting all households experiencing homelessness (who touch CE) requires managing more data, which is a known challenge. Some CoCs have created technological aids, such as setting up an auto-enroll or auto-exit function (which require very clear business rules for when someone is exited from the CE project). HUD will continue to collaborate with communities on solutions as we work together toward the April 1, 2020 start date for producing reports on the collected elements. HUD is committed to developing a report that is maximally useful for communities and HUD both to assess the effectiveness of their CE.

The new Coordinated Entry data elements will be deployed to our LICH HMIS on October 1, 2019. HUD however understands it will take time to transition to new processes and new workflows that may result from the collection and input of this data and has made April 1, 2020 the hard deadline for CoC's to fully implement the use of these new metrics.

OVERVIEW OF NEW DATA ELEMENTS

There are two new data element categories specifically related to CE. Each briefly described below:

❖ **CE Assessment Element:** Designed to be a flexible data element that collects an assessment date, location, and assessment results. It allows CoCs to define their own assessment questions and responses, categorize different types of assessments (crisis needs versus housing needs). This element helps communities understand and monitor the assessment process in more detail and as it relates to participant outcomes.

❖ **CE Event Element:** Designed to capture access and referral events, as well as the results of those events. It will help communities understand the events that go into achieving desired (and undesired) results through the CE system.

CE Assessment Data Elements, Responses, and Descriptions:

The Coordinated Entry Assessment element is only used in projects that are doing coordinated assessments as part of a CoC's coordinated entry system to capture information and efforts made to house the client for planning purposes. This includes Coordinated Entry activities that are conducted at a specified, centralized location within a CoC and those activities that are conducted as a formal part of the Coordinated Entry system on site in organizations that also operate other project types (e.g. Homelessness Prevention, Services Only, or others), depending on the particular setup in each CoC.

Data Element	Response	Description
Date of Assessment	[Date]	The date the assessment occurred.
Assessment Location	List of CE projects and/or access point to be provided to Foothold	Who performed the assessment?
Assessment Type	Phone	Assessment was conducted by phone
	Virtual	Assessment was conducted virtually, not face-to-face (i.e. website or app)
	In Person	Assessment was conducted in person (face-to-face).
Assessment Level	Crisis Needs Assessment	Assessment conducted for immediate, crisis-based needs; initial, short, focused assessment to help case workers identify immediate resolutions to address emergency needs, including shelter.
Assessment Level (cont.)	Housing Needs Assessment	Assessment conducted for housing needs; more in-depth, housing focused assessment to help case workers direct clients to resources for stabilization of their housing situation.
Assessment Questions		VI-SPDAT questions
Assessment Answers		VI-SPDAT answers
Assessment Result Type		VI-SPDAT result (type)
Assessment Result		VI-SPDAT result for each result type
Prioritization Status	Placed on Prioritization List	The result of the assessment is the client was placed on the community's prioritization list for housing resources
	Not placed on Prioritization List	The result of the assessment is the client was not placed on the community's prioritization list for housing resources.

CE Event Data Elements, Responses, and Descriptions:

The Coordinated Entry Event element is designed to capture key referral and placement events, as well as the results of those events. It will help communities understand the events that go into achieving desired (and undesired) results through the Coordinated Entry system. This data element is intended to standardize data collection on core components of Coordinated Entry like access, assessment, referral, and prioritization.

Data Element	Response	Description
Date of Event	[Date]	The date the event occurred.
Event	Access Events (<i>header</i>)	
	Referral to a Prevention Assistance project	The client received a referral to a homelessness prevention assistance project; or other local equivalent project.
	Problem Solving/Diversion/ Rapid Resolution intervention or service	The client participated in a diversion or rapid resolution problem –solving conversation and received assistance; or other local equivalent.
	Referral to a scheduled Coordinated Entry Crisis Assessment	The client received a referral to a Coordinated Entry Crisis Needs Assessment; or other local equivalent assessment. For a description of Crisis Needs Assessment, please see Data Element 4.19 CE Assessment.
	Referral to a scheduled Coordinated Entry Housing Needs Assessment	The client received a referral to a Coordinated Entry Housing Needs Assessment; or other local equivalent assessment. For a description of Housing Needs Assessment, please see Data Element 4.19 CE Assessment.
	Referral Events (<i>header</i>)	
	Referral to post-placement/ follow-up case management	The client received a referral to a post-placement service or follow-up case management; or other local equivalent. Post-placement/follow-up case management services are services provided to clients after they have exited a residential project. These types of services are not limited to a particular project type.
	Referral to a Street Outreach project or services	The client received a referral to a Street Outreach project or services, or other local equivalent referral. See 2.02 Project Information for the definition of a Street Outreach project.

Data Element	Response	Description
Event (<i>continued</i>)	Referral to a Housing Navigation project or services	The client received a referral to an SSO or other service only project or service for the purpose of receiving Housing Navigation services, or other local equivalent referral because a specific bed or unit in another project is not immediately available. Housing navigation services include assistance with identifying, preparing documentation for, or applying for appropriate housing, including subsidized and non-subsidized housing.
	Referral to Non-continuum services: Ineligible for continuum services	The client received a referral to non-continuum services because they were ineligible for continuum services, or other local equivalent referral. Non-continuum services may include emergency assistance projects for those not at-risk of or experiencing homelessness.
	Referral to Non-continuum services: No availability in continuum services	Eligible clients who could not be referred to continuum services because there is no availability in continuum services, or because client was eligible but was not prioritized for continuum services or other local equivalent referral.
	Referral to Emergency Shelter bed opening	The client was given information on how to access an emergency shelter bed/opening. A “referral” indicates there’s an opening for the client to be housed by this project (or local equivalent).
	Referral to Transitional Housing bed/unit opening	The client was provided with information on how to access a TH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
	Referral to Joint TH-RRH project/unit/resource opening	The client was given information on how to access a joint component project bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).

Data Element	Response	Description
Event (<i>continued</i>)	Referral to RRH project resource opening	The client was given information on how to access an RRH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project.
	Referral to PSH project resource opening	The client was given information on how to access a PSH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project.
	Referral to Other PH project/unit/resource opening	The client was provided with information on how to access an “other PH” bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project.
Dependent Questions:		
If response to Event is: <i>“Problem Solving/Diversion/ Rapid Resolution intervention or service”</i>		
Was the client housed/rehoused in a safe alternative?	No	The result of the diversion or rapid resolution problem-solving conversation and assistance was that the client did not get housed or rehoused in a safe alternative and requires additional assistance.
	Yes	The result of the diversion or rapid resolution problem-solving conversation and assistance was that the client was housed or rehoused in a safe alternative. The client should be exited from the CE project at this point.
If response to Event is: <i>“Referral to post-placement/ follow-up case management”</i>		
Was the client enrolled in Aftercare project?	No	If the client received a referral to a post-placement service or follow-up case management, subsequent follow up with the client or project indicates the client did not enroll into the referred project.
	Yes	If the client received a referral to a post-placement service or follow-up case management, subsequent follow up with the client or project indicates the client did enroll into the referred project.

Data Element	Response	Description
Dependent Questions (cont.):		
If response to Event is: <i>“Referral to ES, TH, TH/RRH, RRH, PSH, or Other PH”</i>		
What was the location/name of the crisis housing or permanent housing they were referred to?	List of HMIS Projects	If a client was referred to an opening in an HMIS continuum project, enter the HMIS Project Name of the referred project.
If response to Event is: <i>“Referral to ES, TH, TH/RRH, RRH, PSH, or Other PH”</i>		
Referral Result	Successful referral: client accepted	If a client was referred to an opening in an HMIS continuum project, subsequent follow up with the client or provider indicates the client was accepted into the project opening.
	Unsuccessful referral: client rejected	If a client was referred to an opening in an HMIS continuum project, subsequent follow up with the client or provider indicates the client decided to reject the referral to the project.
	Unsuccessful referral: provider rejected	If a client was referred to an opening in an HMIS continuum project, subsequent follow up with the client or provider indicates the client referral was rejected by the provider. A provider may determine, after meeting with the client and reviewing eligibility documentation, that a client is not eligible for a project and reject the referral. Or, a provider may reject a client referral if the client failed to respond to the provider requests for eligibility information or otherwise failed to follow through with the requirements of the referral.
Date of Result	[Date]	The date the client or project indicates the referral was successful or unsuccessful.

WHY COORDINATED ENTRY DATA IS IMPORTANT

With this new approach to CE data collection, communities will have information on all households in a housing crisis who touch the CE process, not just information about people who are served by HMIS-contributing housing and service projects.

By enhancing data collection and standardizing data on assessment, prioritization, and referrals, communities can assess CE effectiveness as well as whether the CE is operating with fidelity to its policies and procedures.

The data from these elements helps answer critical questions to inform strategies for strengthening communities' crisis response systems and ability to appropriately target resources:

- ❖ Are pathways to housing as fast and effective as they can be?
- ❖ Are we successfully diverting people from the system?
- ❖ Are we housing the most vulnerable people in our community? Who's getting left out?
- ❖ What resources are needed to end homelessness and where are the gaps?
- ❖ Which households touch the system and exit without a homelessness intervention versus those who need our assistance?

Collecting these data also supports management reporting on specific parts of the CE process, such as active client lists, coverage and demand, and permanent housing placements and retention.