



## NEBRASKA BOS AND LINCOLN ALL DOORS LEAD HOME

### HMIS Coordinated Entry Next Steps following Referral

Nebraska has implemented a streamlined process for referring and enrolling participants into housing programs. A priority list will be maintained for individuals and households needing housing. All referrals will be ranked according to Chronic Status and then greatest need. All PSH, TH and RRH programs that are funded through HUD and NHAP/ESG are required to enroll their consumers via the All Doors Lead Home Coordinated Entry. All other housing programs are encouraged to use the priority process as well.

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**SECTION 1: PRIORITIZATION, READING THE PRIORITIES**

Introduction:

Upon a referral being made in HMIS, the Coordinated Entry Manger will be prioritizing the BOS and LNK lists according to the factors listed below. Agencies are not responsible for this step in the process.

**The MVRT Priority Ranking Formula Score is as follows:**

1. Chronic Status (after Documented up) – 10 points
2. VI SPDAT score (which captures service need, history, vulnerability, etc.)
3. Fleeing Dv – 1 point
4. Veteran – 1 point
5. TAY – 1 point
6. 0-3 mos homeless – 0 points
7. 4-6 months – 2 points
8. 7-9 months – 4 points
9. 10-12 months – 6 points

**Understanding the All Doors Lead Home Coordinated Entry By Name List:**

Organization of the list.

In order to organize the list, to match the following priority, please follow these steps:

- 1) Display: Full Beds
- 2) Sort By: Room

Unit List - CSMIS All Doors Lead Home

Date In	Floor	Room	Bed	Hold	Client	Date of Birth	Gender	Group ID	Conf.	Codes/Notes
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Display: Full Beds | Sort By: Room | Ascending | Sort

**BOS All Door Lead Home**

The priorities are organized as follows:

- 1) BOS Chronic
- 2) BOS Chronic TBD
- 3) BOS Families
- 4) BOS Singles
- 5) RRH Region 1
- 6) RRH Region 2
- 7) RRH Region 3
- 8) RRH Region 4
- 9) RRH Region 5
- 10) RRH Willing to Relocate
- 11) Self Resolve/Divert
- 12) Non HUD TAY

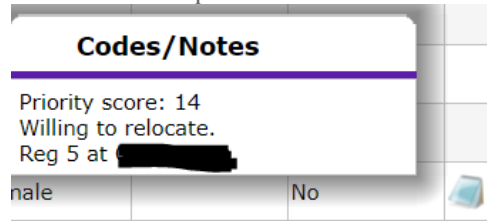
Permanent Supportive Housing provider's workflow:

- 1) PSH provider identifies availability
- 2) PSH provider identify if there are 'criteria' to opening (i.e. location, landlord requirements on specific unit, family vs. single unit, etc)
- 3) Refer to Section 1 – BOS Chronic and identify if individual/family fit criteria.
  - a. If yes, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for PSH provider.
  - b. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact PSH provider as soon as possible.
  - c. If there is not someone who meets the criteria, continue to step 4
- 4) Refer to Section 2 – BOS Chronic TBD, BOS Families, BOS Singles and identify individual/family with highest priority score and identify if individual/family fit criteria.
  - a. If yes, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for PSH provider.
  - b. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact PSH provider as soon as possible.
  - c. If no, contact CE Manager to assist with identifying next top priority within the RRH section.

Rapid Rehousing (RRH) provider's workflow:

- 1) RRH provider identifies availability
- 2) RRH provider identify if there are 'criteria' to opening (i.e. location, landlord requirements on specific unit, family vs. single unit, etc)
- 3) BOS Chronic TBD, BOS Families, BOS Singles and identify individual/family with highest priority score and identify if individual/family fit criteria.
- 4) During MVRT calls, review with team if participants in BOS Chronic, BOS Chronic TBD, BOS Families, or BOS Singles are appropriate for RRH intervention.

- a. Between calls, all RRH providers are welcome and encouraged to reach out to referral sources within this section of the priority list to assess if RRH is an appropriate intervention.
- 5) Look in RRH Region section where availability is located (i.e. RRH Region 1, RRH Region 2, etc.), and RRH Willing to Relocate – identify individual/family with highest priority score and identify if individual/family fit criteria.  
NOTE: In the RRH Willing to Relocate Section, it is suggest the referral provider list if there are limitations to areas the individual/family are willing to relocate.
  - a. Hoover over notebook on right hand side of page to identify priority score, location and if willing to relocate. See image below for example.



- b. If yes, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for RRH provider.
- c. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact PSH provider as soon as possible.
- d. If there is not someone who meets the criteria, continue to step 6
- 6) If no one else fits criteria or is available for the availability, the Self Resolve/Divert section can be referenced for potential candidates.

### CSMIS All Door Lead Home (Lincoln)

The priorities are organized as follows:

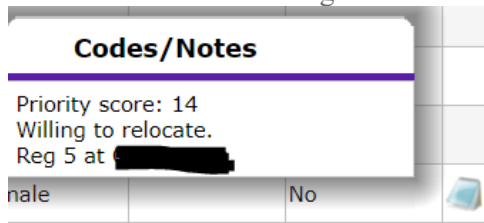
- 1) CSMIS Chronic Families
- 2) CSMIS Chronic Families TBD
- 3) CSMIS Chronic Singles
- 4) CSMIS Chronic Singles TBD
- 5) CSMIS Families
- 6) CSMIS Singles
- 7) CSMIS RRH Families
- 8) CSMIS RRH Singles
- 9) Self Resolve/Divert
- 10) Non HUD TAY

Permanent Supportive Housing provider's workflow:

- 1) PSH provider identifies availability
- 2) PSH provider identify if there are 'criteria' to opening (i.e. location, landlord requirements on specific unit, family vs. single unit, etc)
- 3) Refer to Section 1 – CSMIS Chronic and identify if individual/family fit criteria.
  - a. If yes, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for PSH provider.
  - b. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact PSH provider as soon as possible.
  - c. If there is not someone who meets the criteria, continue to step 4
- 4) Refer to Section 2 – CSMIS Chronic Families, CSMIS Chronic Singles TBD, CSMIS Families, CSMIS Singles and identify individual/family with highest priority score and identify if individual/family fit criteria.
  - a. If yes, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for PSH provider.
  - b. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact PSH provider as soon as possible.
  - c. If no, contact CE Manager to assist with identifying next top priority within the RRH section.

Rapid Rehousing (RRH) provider's workflow:

- 1) RRH provider identifies availability
- 2) RRH provider identify if there are 'criteria' to opening (i.e. location, landlord requirements on specific unit, family vs. single unit, etc)
- 3) CSMIS Chronic TBD, CSMIS Families, CSMIS Singles and identify individual/family with highest priority score and identify if individual/family fit criteria.
- 4) During the All Doors Lead Home CE meeting, review with team if participants in CSMIS Chronic, CSMIS Chronic TBD, CSMIS Families, or CSMIS Singles are appropriate for RRH intervention.
  - a. Between meetings, all RRH providers are welcome and encouraged to reach out to referral sources within this section of the priority list to assess if RRH is an appropriate intervention.
- 5) In the RRH section, all individuals
  - a. Hoover over notebook on right hand side of page to identify priority score. See image below for example



- b. After identifying the individual/family, begin offer process. Communicate with either referring agency or participant themselves, whichever works best for RRH provider.


- c. If throughout this process an identified individual/family chooses not to accept the offer or they find other housing options, the referring agency should contact RRH provider as soon as possible.
  - d. If there is not someone who meets the criteria, continue to step 6
- 6) If no one else fits criteria or is available for the availability, the Self Resolve/Divert section can be referenced for potential candidates.

**SECTION 2: DOCUMENTING AGENCY IS READY TO MAKE AN OFFER**

Upon identifying someone and agency would like to start facilitating a potential offer and exploring if they meet other programmatic criteria, such as location, etc. It is important to document this so other members of the All Doors Lead Home Coordinated Entry Team are aware, will not make additional offers, or in some cases can help in the facilitation of communication as needed.

**Step 1.** Find the participant you are ready to make an offer to on the All Doors Lead Home Coordinated Entry list. Either BOS or CSMIS.

**Step 2.** Under the Housing Providers Only section, select the Add button. Then list the name of your Housing Project. Add agency contact information. Adding notes is optional.

 **Coordinated Entry Contact Info**

<b><i>HOUSING PROVIDERS ONLY Enter the Date you initiate offer to consumer:</i></b>	Housing Project working with Consumer	What is the best way to contact provider?	If Staying at a Shelter, List:	Enter Personal Phone Number or Contact Number for Consumer:	Are you willing to Relocate to another location in Nebraska?	Contact Notes:	<b>Date Data Collected/Date of Contact with Consumer:</b> *
<input type="button" value="Add"/>							

**Step 3.** Click on the Bed button with the red circle as pictured below.

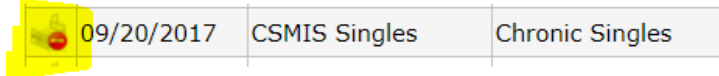
**SECTION 3: REMOVING SOMEONE FROM THE LIST**

Anyone referred to the All Doors Lead Home Coordinated Entry will remain on the list until they are housed, have gone 2 weeks without contact, are no longer homeless, or have been institutionalized for over 90 days. (Refer to Operations Manual for more details)

**Step 1.** Find the participant you are housing on the All Doors Lead Home Coordinated Entry list. Either BOS or CSMIS.

**Step 2.** Make a note in the notes section with the date they were housed. Save and Exit

**Step 3.** Click on the Bed button with the red circle as pictured below.



**Step 4.** Complete the following:

Date Out – should match the date they move into their apartment

Reason for Leaving – select from the drop down box and refer to the attached form

Destination – select from the drop down box.

<b>Date Out *</b>	11 / 20 / 2017    8 : 25 : 47 AM
Unit Name / Number	Bed 010
Supplies Returned	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Reason For Leaving</b>	-Select-
<b>Destination *</b>	-Select-

The Exit Destination describes where the client will be staying after they leave the Priority List. There are two fields that must be completed in order to report on outcomes of the Coordinated Entry:

- Reason for Leaving
- Destination

The table below provides guidance for the reason/destination for why a consumer would be removed from the Priority List.

Reason for Leaving	Destination	Why we use
<b>Completed Program</b>	Permanent housing for formerly homeless persons	The consumer is being placed in housing program with MVRT assistance.
<b>Completed Program</b>	Transitional housing for homeless persons	The consumer is being place in a TH program with MVRT assistance.



<b>Completed Program</b>	Permanent housing for formerly homeless persons	This would be when consumers receive Rapid Rehousing assist with MVRT assistance.
<b>Completed Program</b>	Self-Resolved as a pre-determined plan and some support/assistance	The consumer self-resolves and is housed with this a known goal they were working toward
<b>Criminal activity/violence</b>	Jail, prison or juvenile detention facility	The consumer has been arrested and is residing in a local jail, prison (state or federal) or juvenile detention facility.
<b>Death</b>	Deceased	The consumer has died.
<b>Left for housing opp. Before completing program</b>	Staying W/Friends Temporary or Permanent Staying W/Family Temporary or Permanent Self-resolved with no assistance/support from provider	Consumer was housed, but not in a housing program or self-resolved without support/assistance from provider.
<b>Needs could not be met</b>	Select the destination the consumer is going to	This is when a program refuses to house or is unwilling to house a consumer.
<b>Non-compliance with program</b>	Select the destination the consumer is going to	When we offer consumer a housing unit and they refuse the unit.
<b>Other</b>	Other	Consumer has moved out of CoC/State.
<b>Unknown/Disappeared</b>	No exit interview completed	There has been no contact with the consumer.