

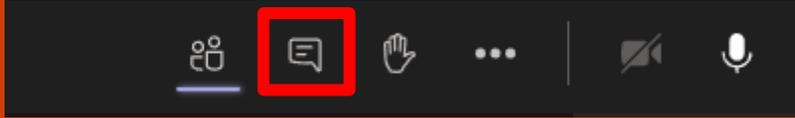


**Coordinated
Entry/Access Point
Training**



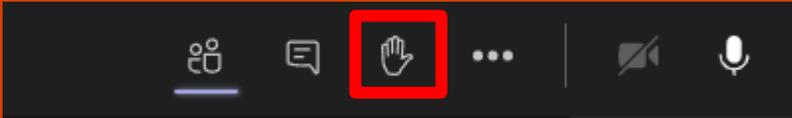
General Housekeeping

Please click on the Chat Box to view the Sign-In Sheet and answer the first survey questions.

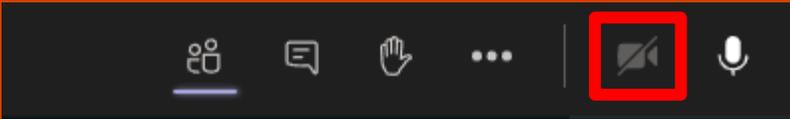


All quizzes and surveys are **required** to be answered to receive credit for attending this training. Failure to complete the survey or quiz will result in repeating this training October 2, 2020.

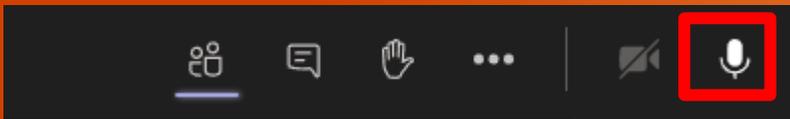
Please click on the Raised Hand to be called on to ask any questions you may have during the training.



Click on the Camera button to show everyone your bright and shining smiling face!



Click on the Mic button to mute and unmute yourself during the training.



The first step in Coordinated Entry is..

**DIVERSION!
DIVERSION!
DIVERSION!**

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

**What does Diversion
mean to you?**

**Do you have any
examples of successful
Diversion?**

Why is Diversion so important?

Anyone in the homeless response system can benefit from the approach or principles of diversion.

It is a more effective and appropriate use of shelter resources.

Reduces strain on homeless response system.

Helps people avoid a stressful homeless episode.

Diversion pairs creative brainstorming with minimal or no financial assistance so people can avoid entering the homeless response system.

How do I divert someone from homelessness??

Before you log in to CSIS, ask the client these questions:

1. Where did you stay last night?
2. How long have you been there?
3. Are you safe staying there?





How do I divert someone from homelessness??

1. Where did this person sleep last night? If the client answers:

- A safe place that provides shelter and is not a public or private place not meant for human habitation.
 - Ask more questions to divert client back to where they stayed last night.
 - Give this client facts about the By-Name/Resource List and the amount of people on this list and the realities of resources available in our community.
 - Clients who have a place to stay will not be referred to housing intervention services.
- If the client answers a literal homeless situation, ask..

2. How long have you been there?

- Clients who are NEW to homelessness, or are NEW to the community, will most likely not be referred to housing intervention services.
- Diversion conversations may be their only solution to homelessness.



How do I Divert someone from homelessness??

Continue the diversion process by asking the client:

Can this person return to where he/she stayed last night?

- Support the applicant in contacting the friend/family member to assist with or negotiate that person's return to that housing option.
- This is an excellent time to explain the realities of entering the homeless response system.

3. Is it safe to return to where he/she stayed last night?

- Can the issues that are preventing the person from returning to their housing situation be resolved with financial assistance, case management, mediation, or other short-term assistance?
- Identify solution to assist with diversion. Move forward with the applicant returning to housing.

The best way to end a client's homelessness, is to divert them from the system entirely!



Diversion Webinars:

- [OrgCode: Diversion Training](#)
- [Housing Problem Solving](#)
- [The Role of Emergency Shelter in Diversion](#)
- [Effective Diversion: A Key Strategy for Ending Homelessness](#)

Outcomes Using a Diversion Approach

What does success look like?

A temporary or permanent housing solutions outside of the homeless system (aim for 90 days).

This could include:

- Permanent housing on their own.
- Viable, safe, permanent shared housing with family and/or friends.
- Viable, safe shared temporary housing with family and/or friends, with a plan for permanency.

GOAL: Utilize diversion principles and skills often and whenever possible to decrease people's length of time homeless and to open capacity in other homeless resources.

Why Coordinated Entry?

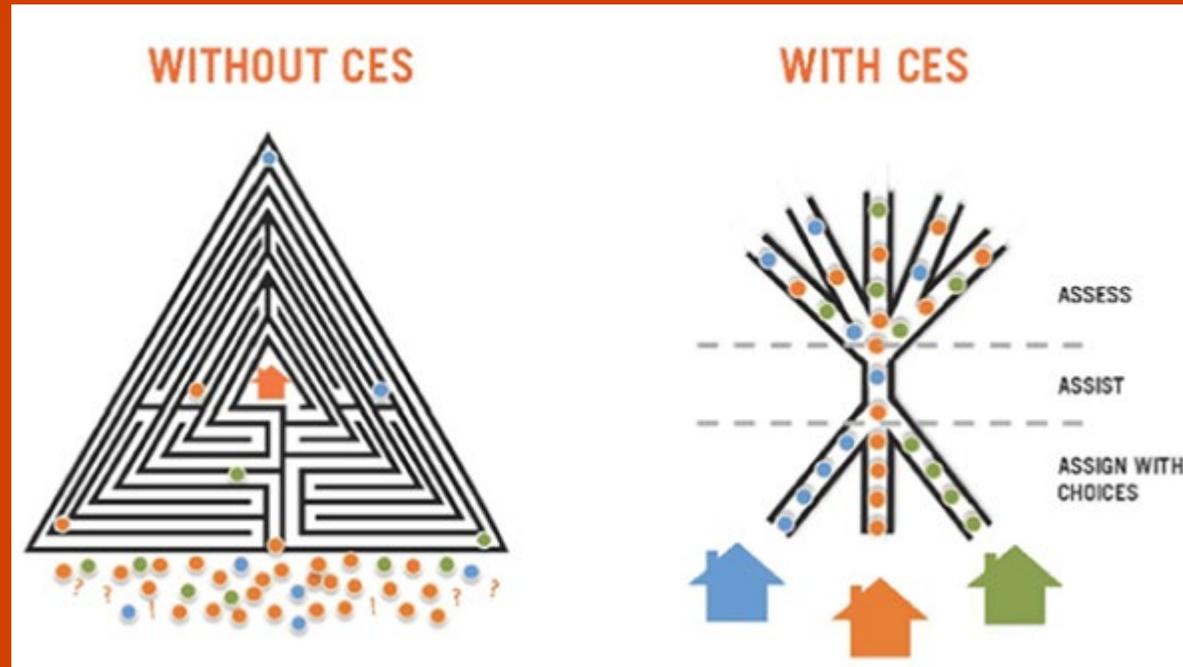
CoC Program interim rule at 24 CFR 578.7 (a)(8) requires CoCs establish a Centralized or Coordinated Assessment System.

A few of the primary goals for coordinated entry systems are:

- Promote client centeredness;
- Prioritize most vulnerable for available housing and services;
- Standardize the access and assessment process;
- Create a low barrier for access to housing interventions;
- Exercise continuous improvements efforts.

Why Coordinated Entry?

Let's begin to understand the Coordinated Entry (CE) process in our community.



Access Point Locations

Access Point	Location	Assessment Hours
The Center of Hope South County	2395 Shamrock Blvd East Venice, FL 34293 (941)412-9044	Tuesday through Friday 8am-12pm
City of North Port Social Services Center	6919 Outreach Way Noth Port, FL 34287 (941) 429-3700	Monday through Thursday 8:30am-11:30am & 2pm-4pm
Family Promise of South Sarasota County (FAMILIES ONLY)	720 Sharmrock Blvd Venice, FL. 34293 (941)497-9881	Monday through Friday 10am - 2pm
Jewish Family and Children's Service of the Suncoast (JFCS)	2688 Fruitville Road Sarasota, FL 34237 (941) 366-2224	Monday through Thursday 9am-4pm
Outreach Access Point Sarasota/Manatee	Call for Scheduling (941) 260-3405	Monday through Friday 8:30-3:00pm
Sarasota Families	Sarasota County Family Homeless Hotline Call for Scheduling (941) 203-6454	Monday through Friday 8:30-5pm
The Salvation Army- Manatee Area	1204 14th Street West Bradenton, FL 34205 (941) 748-5110	Tuesday through Thursday 9am-3pm FAMILY SHELTER Saturday & Sunday 1pm-3pm
The Salvation Army- Sarasota Area	1400 10th Street Sarasota, FL 34236 (941) 954-4673	Monday through Friday 8am-4pm Saturday & Sunday 1pm-5pm
Turning Points	701 17th Avenue West Bradenton, FL 34205 (941) 747-1509	Monday, Wednesday, and Friday 8:30am-5:00pm



First let's log in
to Clarity.



CLARITY
HUMAN SERVICES

Username

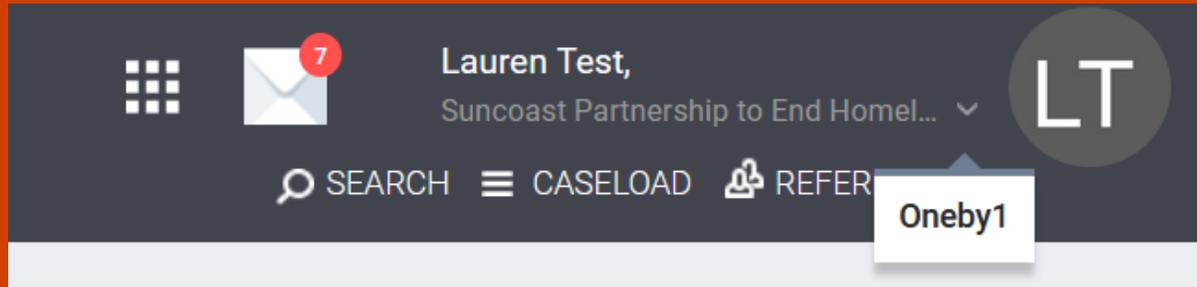
Password



SIGN IN

[FORGOT PASSWORD?](#)

You must select the Oneby1 agency to enroll the client into Coordinated Entry.



Search for the client by entering their first name, last name, and/or Social Security Number.

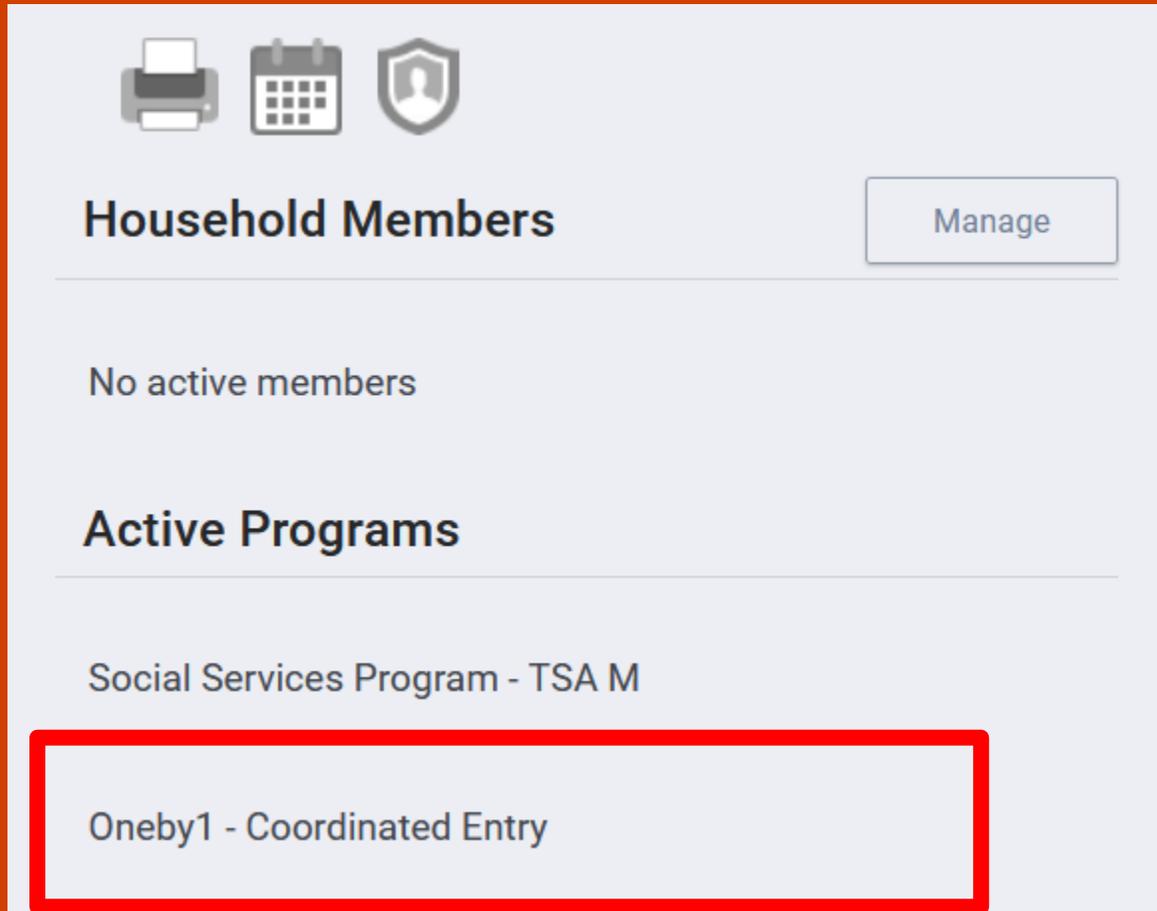
A screenshot of a search interface. The top bar is dark blue and contains the text 'SEARCH FOR A CLIENT' on the left and 'ADD CLIENT +' on the right. Below this is a white search area with a light blue border. On the left side of this area is a search input field with a magnifying glass icon and the placeholder text 'Enter search terms for a client'. To the right of the input field is a dark blue button with the text 'SEARCH'. Below the search area, there is a small line of text: 'Use full name, partial name, date of birth or any combination.'

Ensure you are using the appropriate client by verifying their birthdate and last 4 digits of their SSN.

If the client is in CSIS multiple times, use the client profile with the most activity in their profile.

 Brandon Test	12/05/1980	Age: 41	5152	06/28/2022	Yes
 Brandon Test (Alias: 59239)	02/15/1969	Age: 53	9870	03/31/2021	Missing
 Brandon Test (Alias: 351252)	11/22/1985	Age: 36	0000	02/16/2022	Missing

The Client's Summary page will pull up. You will be able to see if the client has an Active Coordinated Entry enrollment. If the client does, please do not complete a new Access Point.



The screenshot displays a user interface for a client summary page. At the top, there are three icons: a printer, a calendar, and a shield with a person icon. Below these icons, the section is titled "Household Members" with a "Manage" button to its right. Underneath, it states "No active members". The next section is titled "Active Programs". Under this section, there are two entries: "Social Services Program - TSA M" and "Oneby1 - Coordinated Entry". The "Oneby1 - Coordinated Entry" entry is highlighted with a red rectangular border.

If the client does not have an Active Access Point, you may proceed forward with completing an Access Point.

Always make sure to add a Universal ROI for clients who do not already have one. Clients **will not** be added to Community BNL without a Universal ROI.

 Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

MANAGE



Select Privacy Shield to manage Release of Information

RELEASE OF INFORMATION

ADD RELEASE OF INFORMATION 

Add the client's contact information on the contact page.

PROFILE **CONTACT** LOCATION PROGRAMS REFERRALS NOTES FILES HISTORY

CLIENT CONTACTS ADD CONTACT (+)

ADD CONTACT

Contact Type

Email

Phone (#1)

Phone (#2)

Active Contact

Private

Contact Date 

Note

B *I*  

SAVE CHANGES

Collect as many contacts for the client as they can provide including emergency contacts and persons who may deliver a message to the client.

Add the client's location information on the location page.

PROFILE CONTACT **LOCATION** PROGRAMS REFERRALS NOTES FILES HISTORY

CLIENT LOCATION ADD ADDRESS (+)

ADD CLIENT LOCATION

Address Type Select

Name

Address ADD LOCATION

Address (line 2)

Location Date

Active Location

Private

Note **B** *I*

SAVE CHANGES

If you are doing Outreach, you can drop a pin by sharing your location.

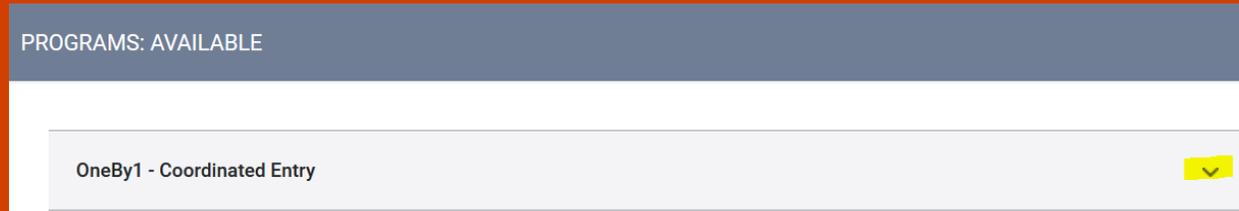
Add information in the notes that may be helpful for locating clients in the future.

Clients often miss opportunities for housing because of no contact/location information recorded.

Select the Program tab.



Select the arrow to enroll the client in the program.



Do not enroll the additional household members.



PRIOR LIVING SITUATION

Type of Residence: Place not meant for habitation (e.g., a vehicle, an abandoned building) ▾

Length of Stay in Prior Living Situation: One week or more, but less than one month ▾

Approximate Date Homelessness Started: 07/01/2017

Number of times on the streets, in ES, or Safe Haven in the past three years: One Time ▾

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years: More than 12 Months ▾

DISABLING CONDITIONS AND BARRIERS

Disabling Condition: Yes ▾

Physical Disability: No ▾

Developmental Disability: No ▾

Chronic Health Condition: Yes ▾ Long Term No ▾

HIV - AIDS: No ▾

Mental Health Disorder: Yes ▾ Long Term Yes ▾

Substance Use Disorder: No ▾

MONTHLY INCOME AND SOURCES

Income from Any Source: Yes ▾

Earned Income:

Unemployment Insurance:

Supplemental Security Income (SSI):

Social Security Disability Insurance (SSDI): Amount:

VA Service-Connected Disability Compensation:

VA Non-Service Connected Disability Pension:

The Oneby1 Client Intake includes the information provided from the client.

If the client is an existing client in CSIS, the information will be auto populated.

Be sure to **ASK EVERY QUESTION**, and update if needed, **EVERY** field so the information provided is **COMPLETE, CONSISTENT, CORRECT AND CURRENT.**

If the client is new to CSIS, all of the fields will need to be completed with **COMPLETE, CONSISTENT, CORRECT AND CURRENT** data.

Where did you stay last night?

How long have you been there?

When did this instance of homelessness begin?

PRIOR LIVING SITUATION

Type of Residence

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

Length of Stay in Prior Living Situation

Select

Approximate Date Homelessness Started

__/__/____ 

Number of times on the streets, in ES, or Safe Haven in the past three years

Select

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years

Select

Ask the client their history of homelessness in the last 3 years to complete the total number of times homeless and total number of months homeless.

Complete the disability, income, and all other questions on the enrollment. Save & Close.

DISABLING CONDITIONS AND BARRIERS

Disabling Condition	Yes	▼			
Physical Disability	No	▼			
Developmental Disability	No	▼			
Chronic Health Condition	No	▼			
HIV - AIDS	No	▼			
Mental Health Disorder	Yes	▼	Long Term	Yes	▼
Substance Use Disorder	No	▼			

MONTHLY INCOME AND SOURCES

Income from Any Source	Yes
Earned Income	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>
Supplemental Security Income (SSI)	<input type="checkbox"/>
Social Security Disability Insurance (SSDI)	<input type="checkbox"/>
VA Service-Connected Disability Compensation	<input type="checkbox"/>
VA Non-Service Connected Disability Pension	<input type="checkbox"/>
Private Disability Insurance	<input type="checkbox"/>
Worker's Compensation	<input type="checkbox"/>
Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/>
General Assistance (GA)	<input type="checkbox"/>
Retirement Income from Social Security	<input type="checkbox"/>
Pension or Retirement Income from a Former Job	<input type="checkbox"/>
Child Support	<input type="checkbox"/>
Alimony and Other Spousal Support	<input type="checkbox"/>
Other Income Source	<input type="checkbox"/>
Total Monthly Income for Individual	0.00

Domestic Violence Victim/Survivor	Select	▼
Currently pregnant (any household member)	Select	▼
Registered sex offender (any household members)	Select	▼
Are you an active Substance Abuse User?	Select	▼
Do you currently have a Housing Voucher?	Select	▼

SAVE & CLOSE **CANCEL**



You must fill out the **Current Living Situation** sub assessment.

Current Living Situation

START

But... WHY?

The Current Living Situation sub assessment is designed to capture information on where a person is staying at a point in time. It can be updated at each point of contact and will help the CoC track where people are, including those who are not assessed or referred to Coordinated Entry events

For Coordinated Entry project, record a Current Living Situation anytime the following occurs:

1. A Coordinated Entry Assessment or Coordinated Entry Event is recorded; or
2. The client's living situation changes; or
3. If a Current Living Situation has not been recorded for longer than 90 days.
4. Client enters a project.

Current Living Situation is “where is the client staying tonight?”

Living Situation Verified is “Oneby1-Coordinated Entry

Add Current living situation for client Brandon Test

Date of Contact 

Current Living Situation

Living Situation Verified By

Location Details

The client **MUST** complete a VI-SPDAT.

Choose the **ONE** VI-SPDAT that corresponds with the client's demographic.

If the **start date** is **older** than **6 months**, the client **must** complete a new VI-SPDAT to ensure accuracy.

TAY-VI-SPDAT [V2]

START

VI-F-SPDAT Prescreen for Families [V2]

START

VI-SPDAT Prescreen for Single Adults [V2]

START

For every Access Point entry created there should be a Coordinated Entry Assessment completed for the same date.

Assessment Date	07/22/2022 
Assessment Location	Select 
Assessment Type	Select 
Assessment Level	Select 
Primary Language	Select 

Select the Assessment Location, Assessment Type, and Assessment Level. Select **Housing Needs Assessment** for the Assessment Level.

Complete the VISPDAT ensuring each question is asked completely, not leaving any part of the question out.

A. HISTORY OF HOUSING & HOMELESSNESS

Where do you sleep most frequently? Shelters

How long has it been since you lived in permanent stable housing? Less than a week

In the last three years, how many times have you been homeless? 0 times

B. RISKS

In the past six months, received health care at an emergency department/room? 0 times

In the past six months, how many times have you taken an ambulance to the hospital? 0 times

In the past six months, how many times have you been hospitalized as an in-patient? 0 times

In the past six months, how many times have you used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? 0 times

In the past six months, how many times have you talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? 0 times

In the past six months, how many times have you stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between? 0 times

Have you been attacked or beaten up since you've become homeless? Yes

Have you threatened to or tried to harm yourself or anyone else in the last year? No

Upon completion of the VISPDAT, select Save & Close.

FINALLY, I'D LIKE TO ASK YOU SOME QUESTIONS TO HELP US BETTER UNDERSTAND HOMELESSNESS AND IMPROVE HOUSING AND SUPPORT SERVICES.

Veteran Status No

What is your citizenship status? Citizen

Where did you live prior to becoming homeless? This city

Have you ever been in foster care? No

Have you ever been in jail? No

Have you ever been in prison? No

Do you have a permanent physical disability that limits your mobility? [i.e., wheelchair, amputation, unable to climb stairs]? No

WHAT TYPE OF HEALTH INSURANCE DO YOU HAVE, IF ANY?

MEDICAID

MEDICARE

VA Medical

Private Insurance

No Health Insurance

Other

On a regular day, where is it easiest to find you and what time of day is easiest to do so? Resurrection HOUSE WED FRI 11AM

Upon completion of the VI-SPDAT, select **Refer Directly to Community Queue**.

Clients that are not referred directly to community queue may not be added to the Community By-Name List.

PROGRAM ELIGIBILITY DETERMINATION

VI-SPDAT-V2 Score Summary

GENERAL	0		
HISTORY OF HOUSING & HOMELESSNESS	0	RISKS	2
SOCIALIZATION & DAILY FUNCTION	3	WELLNESS	3
VI-SPDAT-V2 PRE-SCREEN TOTAL			8

REFER DIRECTLY TO COMMUNITY QUEUE

Upon completion of the VI-SPDAT, select **Refer Directly to Community Queue**.

Clients that are not referred directly to community queue may not be added to the Community By-Name List.

REFER TO PROGRAM

Referred Program	Community Queue
Referred to Agency	Community Queue
Referring Agency	Oneby1
Private	<input type="checkbox"/>

B *I*  

SEND REFERRAL **CANCEL**

Do not exit the client from the program.

Exits should occur at the point of:

- A successful referral to permanent housing; or
- A known move-in to permanent housing without a referral or CoC assistance; or
- A client has not had a project entry, contact, or bed night in the HMIS for 90+ days (exit date would be the date of last contact); or
- A client is known to have died or moved out of the CoC's geographic region.

Questions?
Comments?
Concerns?