Coordinated Entry Training Series: Access
Ohio Balance of State Continuum of Care
January 8, 2019

Webinar Information
All participants lines are muted.
Use the questions feature in the GoToWebinar control panel to submit questions.
This webinar will be posted to COHHIO's website.
This webinar is being recorded.

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Agenda

- Purpose and Focus of Coordinated Entry Training Series
- Access Overview
- Access Point Responsibilities
- Access Point Procedures
- Diversion
- HMIS

Purpose and Focus of CE Training Series

- Series of webinars focused on reviewing each of the CE components in detail
- No new requirements to share
- Each webinar is intended to provide a comprehensive review of current requirements and guidance related to each of the CE components
  - Includes new clarifying guidance provided in the new Ohio BoSCoC Coordinated Entry Operational Manual
- Additional webinars may be added if needed

Purpose and Focus of CE Training Series Details

- Coordinated Entry Training Series Details
  - Access
    - Jan, 8, 2020 at 10am
    - Register at: https://attendee.gotowebinar.com/register/5918275671721513228
  - Assessment
    - Jan, 24, 2020 at 10am
    - Register at: https://attendee.gotowebinar.com/register/5918275671721513228
  - Prioritization
    - Feb, 12, 2020 at 10am
    - Register at: https://attendee.gotowebinar.com/register/5918275671721513228
  - Referrals
    - Feb, 28, 2020 at 10am
    - Register at: https://attendee.gotowebinar.com/register/5918275671721513228
- Details also on COHHIO calendar at: http://cohhio.org/member-services/calendar/
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Key Elements of Coordinated Entry

Access

Assessment

Prioritization

Referrals

What does ‘Access’ Mean in a CE System?

The engagement point for a person(s) experiencing a housing crisis.

In other words...

ACCESS POINTS

Fundamentals of Access in a CE System

- Full Coverage
  - CE system must cover CoC’s entire geographic area, and Access Points (APs) must be accessible
- Access to Emergency Services with Few to No barriers
- Standardized Access Processes
  - Same assessment processes and tools used at all APs
- Well-advertised
  - APs are well-advertised especially to those least likely to access the system and those with disabilities
- Ensure Safety of Those Fleeing DV
- Privacy for Those Seeking Assistance
Identifying Access Points

- Stakeholders in the homeless system identify their local access points
- All access points must be easy to access by phone & in person
  - Exception for victim service providers

Identifying Access Points

- [https://cohhio.org/boscoc](https://cohhio.org/boscoc)

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Access Point Responsibilities

- Coordinated Entry (CE) Access Points are responsible for the following:
  - Be available to people in housing crisis seeking assistance
  - Screen households in crisis for diversion
  - Facilitate diversion where able, refer to local shelter/crisis housing options when not able to divert
  - Collect data and enter into HMIS, as required
    - Diversion data
    - Referrals to shelter/crisis housing
    - Create client record in Unsheltered Provider, if household is remaining unsheltered
**Access Point Responsibilities**

- **Household (HH) in crisis contacts AP**
- AP conducts diversion screen
- If unable to divert, AP connects HH to shelter or other crisis response provider
- If HH remains unsheltered, APs enter HH into the Unsheltered Provider
- If shelter isn’t available, APs try to find alternative shelter options

**Unsheltered Household Path through Coordinated Entry**

- Use the Unsheltered Provider when a household is living on the street or in an unheated, unsecured vehicle, homeless, or is a member of a homeless family/group who is likely to be referred immediately to shelter and is remaining unsheltered. PATH II Street Outreach projects will use a different workflow.

**Access Points Procedures**

- Agencies serving as CE Access Points must:
  - Enter into the CE MOA
  - Provide accurate contact information in Regional CE Plan, to CE Liaison, and to CoC staff, and notify of changes
  - Identify appropriate staff to conduct the standardized diversion screening and data collection
  - Ensure relevant staff are trained on the Diversion protocol, including data entry requirements
  - Complete diversion screenings
  - Notify CE Liaison and CoC staff of any changes to Access Point

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Adding or Removing Access Points

1) Obtain approval from the Regional Planning Group or Regional Executive Committee to add or remove Access Points.

2) Notify CE Liaison and email CoC staff to inform of the intended changes to Access Points (ohioboscoc@cohhio.org).

3) Upon approval for CoC, execute a new Regional Memorandum of Agreement with ALL Access Points.

4) Ensure new Access Points are trained on AP responsibilities, including on the standardized Diversion protocol.

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What is Diversion?

- Diversion is a practice that assists households in housing crisis to return to housing or identify alternative housing outside the crisis response system.

When Does Diversion Take Place?

Diversion only takes place with people who are literally homeless or at risk of homelessness within seven days prior to the potential housing crisis.

What does that mean??
Diversion Definition

Diversion only takes place with people who are literally homeless or at risk of homelessness within seven days prior to the potential housing crisis. Diversion practices utilize strengths-based, person-centered approaches to help the household maintain or find safe, stable housing.

Who Uses Diversion?

All clients should be entering shelter through Access Points and complete a Diversion Screening with CE staff.

Diversion Activities

- Mediation
- Non CoC/HCRP community referrals
- Problem solving
- Exploring expectations
- Developing a plan for stabilization
- Utilizing existing resources in your community/ flexible funding
- Creativity

KEY ELEMENTS OF DIVERSION

A Conflict Resolution Approach to Keeping People Housed

https://cohhio.org/bospc/coordinated-entry/
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• Access Point Roles and Responsibilities
• Access Point Policies and Procedures
• Diversion
• HMIS

Coordinated Entry Flowchart

HMIS Workflows: Diversion

• Obtain Consent
  • http://hmis.cohhio.org/index.php?pg=kb.page&id=60
• Diversion Screening Script
  • hmis.cohhio.org/index.php?pg=file&from=2&id=492
• HMIS Diversion Form
  • hmis.cohhio.org/index.php?pg=file&from=2&id=811
• HMIS Diversion Workflow
  • http://hmis.cohhio.org/index.php?pg=kb.page&id=168

HMIS Workflows: Not Diverted

Unsheltered location

• Obtain Consent
• Unsheltered workflow
  • http://hmis.cohhio.org/index.php?pg=kb.page&id=122

Going to Shelter

• Obtain Consent
• AP Referral to Shelter
  • hmis.cohhio.org/index.php?pg=file&from=2&id=552
• Shelter workflow
  • http://hmis.cohhio.org/index.php?pg=kb.page&id=113
Resources

• Ohio BoSCoC Coordinated Entry Information
  • https://cohhio.org/boscoc/coordinated-entry/
• Ohio BoSCoC HMIS Information
  • https://cohhio.org/boscoc/hmis/

Contact Information

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