Toledo Lucas County Continuum of Care: Recommendations for Collaborative Governance of Coordinated Assessment

Original Document Prepared by
Terry Biel—Technology Director, Toledo Lucas County Homelessness Board
Mike Badik—Grants Administrator, Toledo Lucas County Homelessness Board

Revisions Prepared by:
Richard Sutherland—HMIS Administrator, Toledo Lucas County Homelessness Board

Background
This document is intended as an addendum to the original Coordinated Assessment recommendations developed through the Housing Collaborative Network and subsequently adopted by the Toledo Lucas County Homelessness Board (TLCHB). The original recommendations left unaddressed the structure by which providers can provide feedback on the quality of referrals from Coordinated Entry, address logistics concerns, and establish standards for participating program types. These are addressed now in this document.

In January 2017, The Department of Housing and Urban Development (HUD) released the **Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System (Notice CPD-17-01)** and the **Coordinated Entry Process Self-Assessment**. Together, these two documents present updated requirements and a method of assessment to evaluate the current functioning of Coordinated Assessment (Coordinated Entry) projects. After reviewing the documents, the Quality and Performance Committee tasked themselves with reviewing and revising the local documents and processes.

Terminology: Coordinated Assessment to Coordinated Entry
While Coordinated Assessment is the terminology used in the statutes, HUD and the other Federal Partners have agreed on another phrase to describe the process: Coordinated Entry. While the terms may be used interchangeably, HUD and the Federal partners will use Coordinated Entry to refer to the projects. TLCHB will align with this change.

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Management of Coordinated Entry
The Toledo Lucas County Homelessness Board and its staff are ultimately responsible for the implementation and management of Coordinated Entry for housing crises and homeless services in the Toledo Lucas County Continuum of Care.

Data Management for Coordinated Entry
Coordinated Entry includes significant data and therefore, data management. The Toledo Lucas County Continuum of Care has implemented a Homeless Management Information System (HMIS) to help manage data for persons who are homeless within the continuum. As such, data management for all Coordinated Entry functions will be managed within HMIS, to the extent effective within the HMIS software. Important Coordinated Entry data management functions include: Records of Initial Contact and Assessment; Referrals to Emergency Shelter, Transitional Housing or Safe Haven; Records of Stays in Emergency Shelter, Transitional Housing and Safe Haven; Assessments for Housing Placement; and Referrals to Permanent Housing Options (Rapid ReHousing, Permanent Supportive Housing, or other Permanent Housing services).

Privacy Protections for Coordinated Entry
As an extension of the HMIS, data collected for Coordinated Entry functions will be subject to the Privacy and Security provisions of the **Toledo Homeless Management Information System (HMIS) Consolidated Policies and Procedures**, including annual privacy and security training of all HMIS End users. While all homeless service clients must be entered in HMIS, clients that do not consent to share their Personally Identifiable Information (PII) may be entered anonymously.

Evaluation of Coordinated Entry
In order to maintain an effective and functioning system, the community will periodically evaluate the performance of the Coordinated Entry.

Client Surveys
Client Surveys will be used to evaluate the effectiveness of proximate Coordinated Entry experiences. Surveys will be conducted twice a year and at entry or exit of projects adjacent to the Coordinated Entry Functions, such as 1) at Emergency Shelter/Transitional Housing/Safe Haven Start to evaluate initial contact and assessment and referrals or 2) Emergency Shelter/Transitional Housing/Safe Haven Exit to evaluate assessments of permanent housing placement, or 3) at three (3) months after Permanent Housing Placement to evaluate the assessment of permanent housing placement.

Client Focus Groups

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Client Focus Groups will be convened to evaluate the effectiveness of the immediate and ongoing Coordinated Entry experiences. Focus groups will be convened twice a year during project client stays and for all effected project types (e.g., Emergency Shelters and Permanent Supportive Housing).

Service Provider Reports
Service Providers and projects can, at any time, report feedback about Coordinated Entry processes to TLCHB using a Coordinated Entry Report Form.

Service Provider Focus Group
Annually, one Housing Collaborative Network (HCN) meeting will be designated for obtaining feedback from participating organizations/projects regarding the effectiveness of Coordinated Entry.

Feedback Evaluation and Reporting
Feedback from all data collection formats will be given to the TLCHB Quality and Performance Committee (or sub-committee thereof) for evaluation. The Committee will report annually on the functioning and effectiveness of the Coordinated Entry project to the community.

Client Privacy for Feedback
At a minimum, clients will have the opportunity to provide feedback anonymously through both surveys and focus groups, although TLCHB reserves the right to mandate anonymity for all collected client feedback. All client feedback passed to the Quality and Performance Committee (or sub-committee thereof) for the purpose of evaluation will be anonymous.

Quality of Care Workgroups
The Quality of Care groups, as created by previous policies, are discontinued.

Coordinated Assessment Advisory Committee
The Coordinated Assessment Advisory Committee, as created by previous policies, is discontinued.

Document History
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Terry Biel—Technology Director, Toledo Lucas County Homelessness Board
Mike Badik—Grants Administrator, Toledo Lucas County Homelessness Board

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Revisions prepared by
Richard Sutherland – HMIS Administrator, Toledo Lucas County Homelessness Board

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