

HMIS Release Notes

Coordinated Entry, HMIS Data Standards and User Interface Updates

September 25th, 2020

What are the changes?

This document outlines changes to the Coordinated Entry (CE) process for 211 and each Coordinated Access Network (CAN). These changes bring data collection up to date with the U.S. Department of Housing and Urban Development (HUD) 2020 HMIS Data Standards Coordinated Entry data collection standards.

Connecticut's custom assessments and workflows have been updated to better reflect the needs of the community and providers. The data changes include retirement of obsolete fields as well as the addition of new data elements to both the 211 and CAN workflows.

The following HMIS Data standards have been implemented as part of these changes:

- 4.19: Coordinated Entry Assessment
- 4.20: Coordinated Entry Events

Additionally, the CaseWorthy interface has undergone a visual redesign. While functionality is virtually the same, some changes to the interface are noted.

Which users are impacted?

Users with access to the following roles will see the outlined updates for Coordinated Entry:

- Coordinated Access - 211
- Coordinated Access – Network

All users of the CT HMIS CaseWorthy database will see the interface updates.

How does this help?

The changes will allow Connecticut's HMIS project to conform to the latest HMIS Data Standards released for FY 2020. Additionally, the optimized workflows for 211 and CANs will allow for better reporting and data collection of client data.

When will I see this change in HMIS?

Thursday, October 1st 2020

Preview of Interface Update

Test Test

03/01/1982

Male

ClientID: 228802

Enroll Client

Find Client

VI-SPDAT v2

CAN/211 Dashboard

Case Management

Client Information

COVID-19

Program Assessments

Secure Jobs

Read-Only Data

My CaseWorthy

Ask a Question

CT HMISS

Measuring Success

Version: 8.8.19.3

Client Dashboard

***** Bulletin Board Notifications *****

09/18/2020	IMPORTANT Upcoming HMIS & CAN Training Info for ALL HMIS USERS & Support Mtg Link!!
09/10/2020	PATH "Incorrect filename" error - KNOWN ISSUE
09/10/2020	Files and Docs view/download error - KNOWN ISSUE
11/22/2016	"Important" Information Regarding Copying Assessments

Contact Info (1)

Cell Phone

Home Phone

Email

Work Phone

Current BNL Status (1)

EntityID	BNL Status	BNL Status - Active Date	BNL Sub-Status
228802			

CAN Appointment Outcomes (Referrals - last 5) (1)

Referral Date	Provider Name	Referral Status	ProviderReferralID	EnrollmentID
09/22/2020	Central CT Coordinated Access Network	Accepted for Enrollment	234351	508161

Enrollments

Services

HMIS Intake 7.2 - CTHMIS

WF HMIS Add New Client - CTHMIS

WF HMIS Add New Client ...

CCEH HMIS Add Family Me...

Release of Information ...

Enrollment Add/Edit - C...

HMIS Enrollment Members...

Assessment

Client Issues - CTHMIS

Service Spreadsheet - C...

Resource Reservation/Ch...

Family Veterans

CCEH Client Security Ex...

Identifying

Name Data Quality *

Full name reported

First Name *

Middle Name

Birth Date *

Full DOB reported

SSN *

Full SSN reported

Gender *

Last Name *

Suffix

Age

Search by CaseWorthy ID (Click Check for Duplicates)

CaseWorthy ID Search

Check For Duplicates

Primary Language *

English

Relation to HOH *


Self

Race *

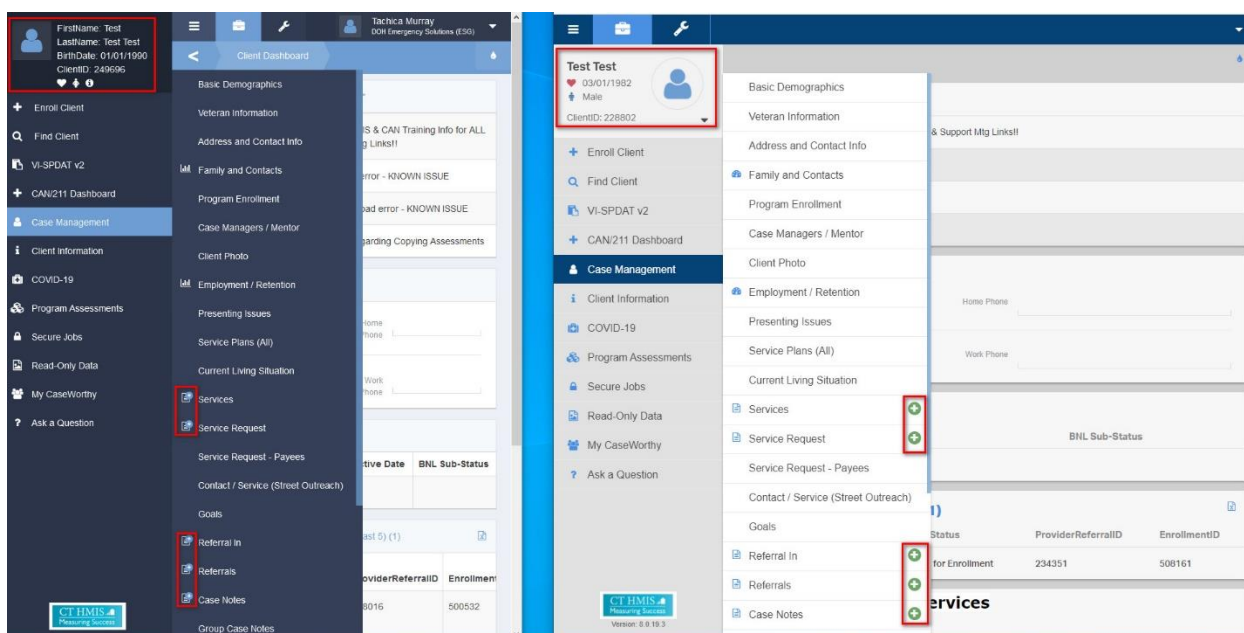
Choose Options...

Save

Cancel

OLD Interface	NEW Interface
 <p>Old interface client card for Test Test. It features a dark blue background with a light blue person icon. The text displays: FirstName: test22, LastName: unitedway, BirthDate: 01/01/2001, ClientID: 249589. At the bottom are three small icons: a heart, a person, and an information icon.</p>	 <p>New interface client card for Test Test. It features a light gray background with a light blue person icon. The text displays: Test Test, 03/01/1982 (with a heart icon), Male (with a person icon), and ClientID: 228802. A small downward arrow icon is at the bottom right.</p>

Note: Form Shortcuts (Plus Sign) have been moved to the right side of each sub-menu item.



Summary of Changes to the “Coordinated Access – 211” Role

- The 4.19: Coordinated Entry Assessment data standard questions have been implemented as part of the workflow.
 - Assessment Location – No Default
 - Assessment Type – Defaulted to “Phone”
 - Assessment Level – Defaulted to “Housing Needs Assessment”
 - Prioritization Status – Defaulted to “Not yet determined (assessment in progress)”

Assessment ★ 9/22/2020 - Coordinated Access 211 - At Entry

Assessment Location ★

Assessment Type ★ Phone

Assessment Level ★ Housing Needs Assessment

Prioritization Status ★ Not yet determined (assessment in progress)

- The HMIS Financial Assessment form has been added to the workflow, making it consistent with other program workflows.

Filters

Assessment ★ 7/31/2020 - Coordinated Access 211 - At Entry

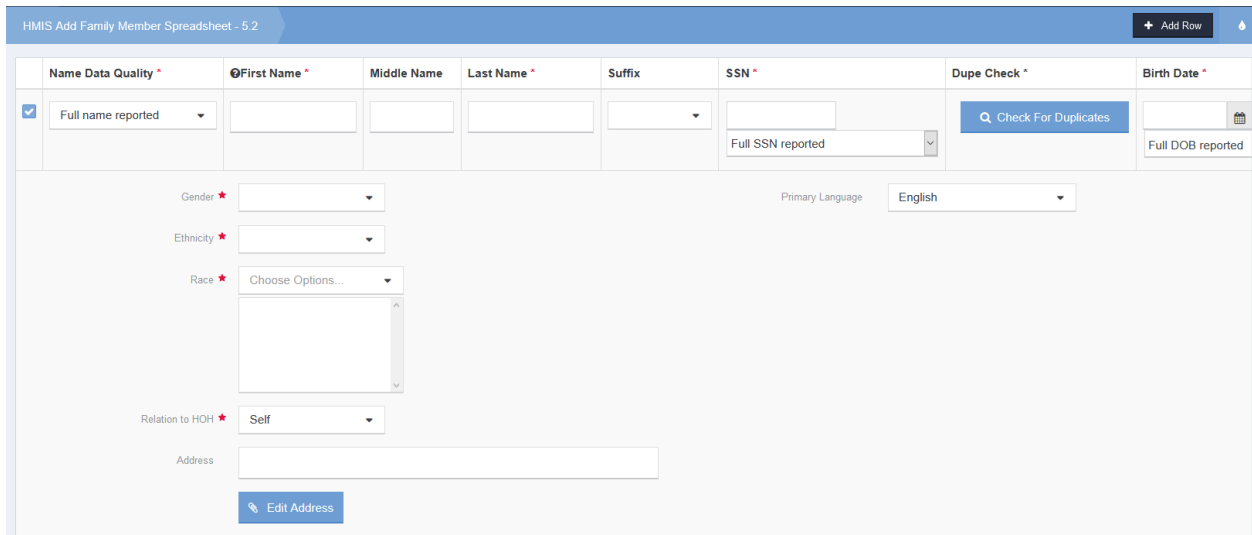
Income from Any Source ★ Yes

Income Type *	Interval *	Amount Per Interval *	Intervals Per Month	Monthly Amount *
<input checked="" type="checkbox"/> Unemployment Insurance		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Earned Income (i.e., employment income)		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Supplemental Security Income (SSI)		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Social Security Disability Insurance (SSDI)		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> VA Service-Connected Disability Compensation		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Private disability insurance		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Temporary Assistance for Needy Families (TANF)		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> General Assistance (GA)		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Retirement income from Social Security		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> VA Non-Service-Connected Disability Pension		\$0.00	0.00	\$0.00
<input checked="" type="checkbox"/> Pension or retirement income from a former job		\$0.00	0.00	\$0.00

- Removed the “Case Notes” button during intake

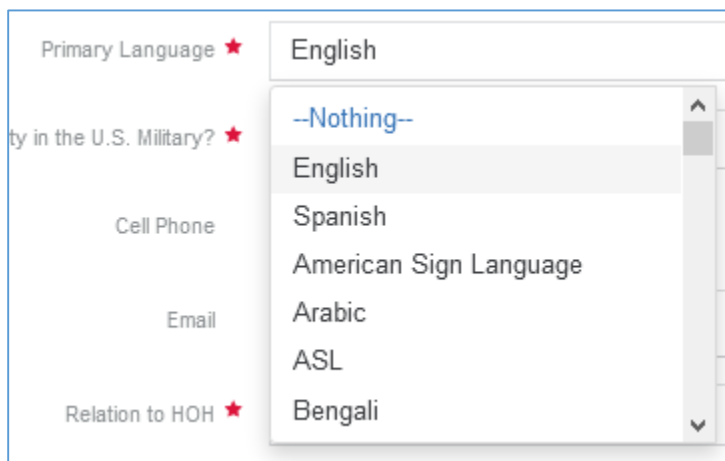
4. **Added** the standard “Add Family Member Spreadsheet” form to collect additional information about other family members. The following client data for other household members will be collected:

1. First/Last Name
2. Birth Date
3. Gender
4. Race
5. Ethnicity
6. Relationship to Head of Household
7. SSN is optional



The screenshot shows the 'HMIS Add Family Member Spreadsheet - 5.2' form. It includes a header bar with an 'Add Row' button. The form is divided into several sections: a top section for name and SSN data, a middle section for demographic information (Gender, Ethnicity, Race, Primary Language), and a bottom section for relationship and address information. The 'Name Data Quality' dropdown is set to 'Full name reported'. The 'SSN' field has a 'Full SSN reported' dropdown. The 'Dupe Check' button is visible. The 'Primary Language' dropdown is set to 'English'. The 'Race' dropdown is set to 'Choose Options...'. The 'Relation to HOH' dropdown is set to 'Self'. The 'Address' field is empty, and there is an 'Edit Address' button below it.

5. “Primary Language” choices have been re-ordered; English and Spanish are now the first and second choices and all other languages are subsequently organized alphabetically.



The screenshot shows a close-up of the 'Primary Language' dropdown menu. The menu is open, displaying a list of language options. The first option is 'English', followed by '--Nothing--', then 'Spanish', 'American Sign Language', 'Arabic', 'ASL', and 'Bengali'. The dropdown is styled with a light blue border and a scroll bar on the right side.

6. **Added** “Email” as an optional field to the demographics collection page.

Email	<input type="text"/>
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7. **Added** the question “Did you become homeless due to COVID-19?” (Yes/No/Don’t Know/Refused/DNE).
8. **Added** a sub-question to “Special Circumstances” question to record details of the special circumstances.

? Special Circumstances ★

Special Circumstances: Provide Details ★

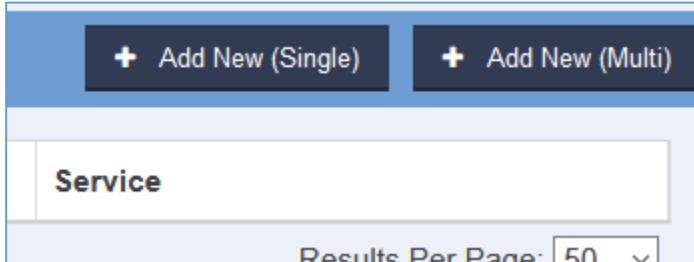
If ‘Yes’ is selected and additional details are provided, the details will display on the Client Dashboard. These will be seen on both the CAN and 211 Dashboards under both 211 and the CAN roles

Special Circumstance Mentioned in 211 Intake	
Special Circumstances	Detail
Yes	Here's a story about a special circumstance.

9. **Added** a series of questions about barriers to getting to your CAN appointment:
- Added** “Do you have any barriers getting to your CAN appointment?”
 - Added** sub-question “Childcare”
 - Added** sub-question “Transportation”
 - Added** sub-question “Medical Issues”
 - Added** sub-question “Mobility”
 - Added** sub-question “Scheduling Conflict”
 - Added** sub-question “Other”
 - Added** sub-question “Other (Detail)”

10. Added “Coordinated Entry Events” to the left menu under Case Management > Coordinated Entry Events

Options are available for single event entry or multiple event entry

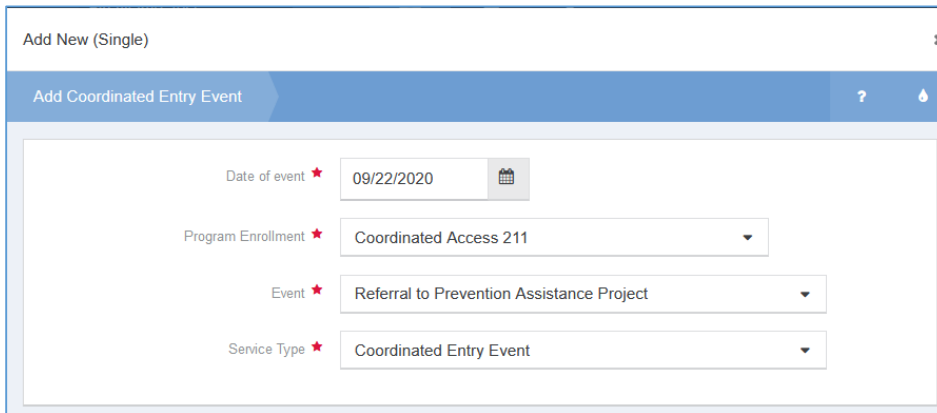


Buttons: + Add New (Single), + Add New (Multi)

Service: [Dropdown menu]

Results Per Page: 50

Add New (Single) – Coordinated Entry Event



Add New (Single)

Add Coordinated Entry Event

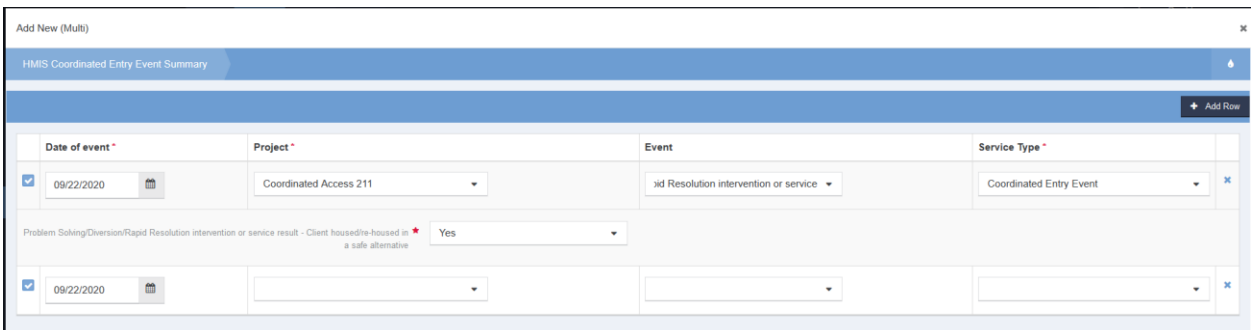
Date of event * 09/22/2020

Program Enrollment * Coordinated Access 211

Event * Referral to Prevention Assistance Project

Service Type * Coordinated Entry Event

Add New (Single) – Coordinated Entry Event



Add New (Multi)

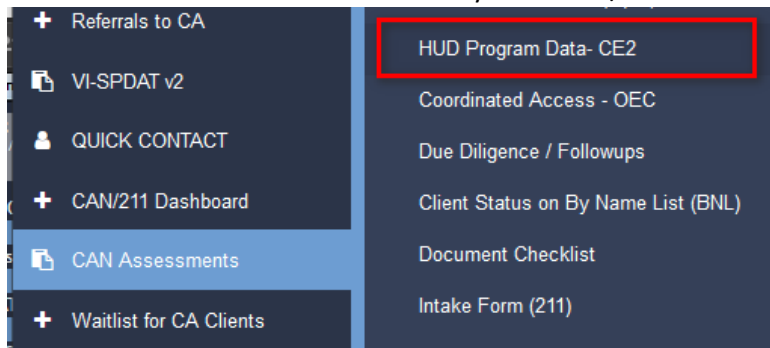
HMIS Coordinated Entry Event Summary

Date of event *	Project *	Event	Service Type *
<input checked="" type="checkbox"/> 09/22/2020	Coordinated Access 211	Mid Resolution intervention or service	Coordinated Entry Event
Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed or a safe alternative * Yes			
<input checked="" type="checkbox"/> 09/22/2020			

Summary of Changes to the “Coordinated Access – Network” Role

1. The question “Covered by Health insurance” has been **removed**
2. The HUD Program assessment has been modified to **remove** the sub question “Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently” for each disabling conditions.
 - Substance Abuse Problem
 - Mental Health problem
 - Developmental Disability
 - Chronic Health Condition
 - Physical Disability

A menu item has been added to allow you to view/edit this data.




3. The assessment “Coordinated Access – OEC” has been retired and removed from the workflow. The following questions have been removed as their functionality has been replaced by the household screen.
 - **Removed** “Do you have any dependent children under the age of 18?”
 - **Removed** “Child 1: Date of Birth (Youngest)”
 - **Removed** “Youngest - SSN (Last 4) of child”
 - **Removed** “Youngest - Name of child”
 - **Removed** “Child 2: Date of Birth”
 - **Removed** “Child 3: Date of Birth”
 - **Removed** “Child 4: Date of Birth”
 - **Removed** “Child 5: Date of Birth”
4. The 4.19: Coordinated Entry Assessment data standard questions have been implemented as part of the workflow.
 - Assessment Location – No Default
 - Assessment Type – No Default
 - Assessment Level – No Default
 - Prioritization Status – No Default

Assessment ★ 9/22/2020 - Coordinated Access 211 - At Entry			
Assessment Location ★	<input type="text"/>	Assessment Type ★	Phone
Assessment Level ★	Housing Needs Assessment	Prioritization Status ★	Not yet determined (assessment in progress)


5. **Added** a series of question questions on pets, service and support animals.
- Added** "The household currently has one or more animals with them." (Yes/No)
 - Added** "The household has one or more animals they have had to leave behind but want to bring into new housing." (Yes/No)

If either of the above questions is equal to "Yes", these sub-questions will be displayed:

- Added** "Boarding or kenneling"
- Added** "Veterinary Care"
- Added** "Pet deposit for housing"
- Added** "Licenses or fees"
- Added** "Other"
 - If "Other" is chosen, "Other (Specify)" questions are shown (freeform text)

 Household pets, service animals, or support animals

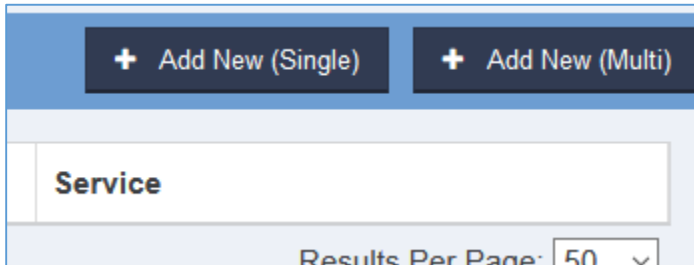
The household currently has one or more animals with them.	Yes
The household has one or more animals they have had to leave behind but want to bring into new housing.	No

 Which of the following services might be needed

Boarding or kenneling	<input type="text"/>
Veterinary Care	<input type="text"/>
Pet deposit for housing	<input type="text"/>
Licenses or fees	<input type="text"/>
Other	Yes
Other(Specify)	<input type="text"/>

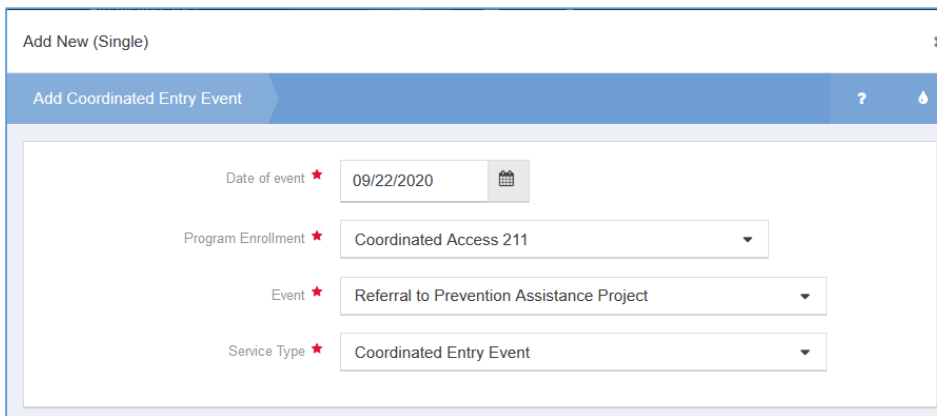
6. **Added** Coordinated Entry Events to the left menu under Case Management > Coordinated Entry Events

Options are available for single event entry, or multiple event entry



The screenshot shows a blue header bar with two buttons: '+ Add New (Single)' and '+ Add New (Multi)'. Below the buttons is a white dropdown menu labeled 'Service'. At the bottom right, there is a 'Results Per Page' dropdown set to '50'.

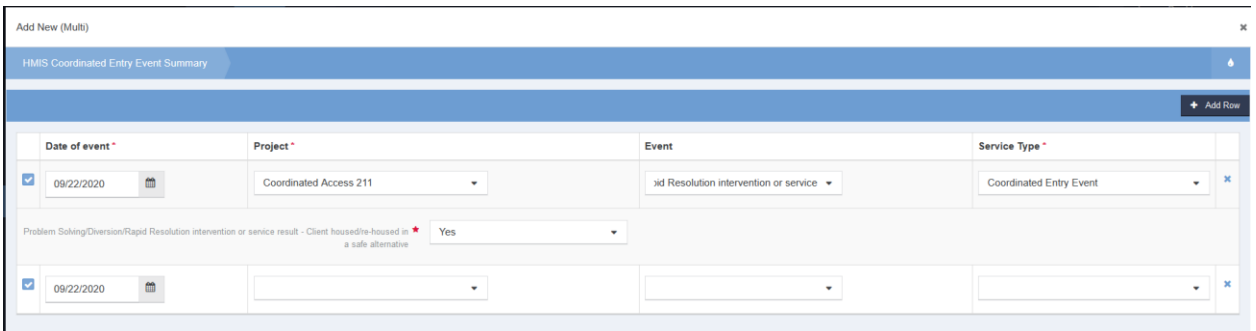
Add New (Single) – Coordinated Entry Event



The screenshot shows the 'Add New (Single)' form. It has a blue header bar with the title 'Add Coordinated Entry Event'. Below the header, there are four fields with red asterisks indicating required fields:

- Date of event: 09/22/2020 (with a calendar icon)
- Program Enrollment: Coordinated Access 211 (dropdown)
- Event: Referral to Prevention Assistance Project (dropdown)
- Service Type: Coordinated Entry Event (dropdown)

Add New (Single) – Coordinated Entry Event



The screenshot shows the 'Add New (Multi)' form. It has a blue header bar with the title 'HMIS Coordinated Entry Event Summary'. Below the header, there is a table with four columns: Date of event, Project, Event, and Service Type. The first row is filled out with the following data:

Date of event *	Project *	Event	Service Type *
<input checked="" type="checkbox"/> 09/22/2020 (calendar icon)	Coordinated Access 211 (dropdown)	Mid Resolution intervention or service (dropdown)	Coordinated Entry Event (dropdown)

Below the table, there is a field for 'Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative' with a dropdown set to 'Yes'. There is a second row in the table that is mostly empty.

7. The Veteran Information Form has been **modified**.
 - a) **Removed** "Service Connected Disability"
 - b) **Removed** "Months of Active Duty"
 - c) **Removed** "Campaign Badge Veteran"
 - d) **Removed** "Stand Down Event"
 - e) **Removed** "Serve in a War Zone"
 - f) **Added** "Received Friendly or Hostile Fire"

Updated Veteran Info form

Add/Edit Veteran Info

Entity Veteran Information - CE

Dates of Service

Branch of Military

Discharge Status

Date Entered Service

Date Separated From Service

Received Friendly or Hostile Fire

Save
Cancel

Old Veteran Info Form

Filters

DD214 Order Date
DD214 Receive Date
Service Connected Disability

Dates of Service

Branch of Military
Discharge Status
Date Entered Service
Date Separated From Service
Months of Active Duty
Stand Down Event
Reserves
Campaign Badge Veteran

Served in War Zone

Serve in a War Zone

Theatre of Operations
Answer