

Colorado HMIS Statewide Coordinated Entry Training

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**Colorado Balance of State
Continuum of Care**



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Introductions

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What is a Continuum of Care (CoC)?

A CoC is a federally determined region responsible for organizing & coordinating a community's response to homelessness, including collecting data and supporting resources based on priorities that reflect the needs of the region

CoC's are responsible for:

- Distribution of federal funds
- Uphold evidenced based best practices
- Data Collection

CoC's in Colorado

- **Metro Denver – CO 503** – Comprising the 7 County Metro Denver Region, which includes: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas and Jefferson Counties.
<https://www.mdhi.org/coordinated-entry>
- **Northern Colorado – CO 505** – Comprised of Larimer and Weld Counties
<https://www.nocococ.org/cahps>
- **Pikes Peak – CO 504** – Comprised of El Paso County
<https://www.ppchp.org/homelessness/coordinated-entry-ce/>
- **Balance of State – CO 500** – Comprised of the remaining 54 counties in Colorado. <https://cdola.colorado.gov/about-the-balance-of-state-continuum-of-care>



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**Colorado Balance of State
Continuum of Care**

What Makes Up A Homeless Crisis Response System?

Anyone who can participate in the CoC – any agency/organization that directly or indirectly services people experiencing homelessness ; community partners invested in addressing homelessness

Direct Service Providers: Shelter (day/overnight/emergency), Street Outreach, Transitional Housing, Permanent Housing, Homeless Prevention

Indirect Service Providers: City/County municipalities, governments, Health Care System (including mental and behavioral health services), Criminal Justice System, Emergency and Crisis services /Co – Response

What is a Homeless Management Information System (HMIS?)

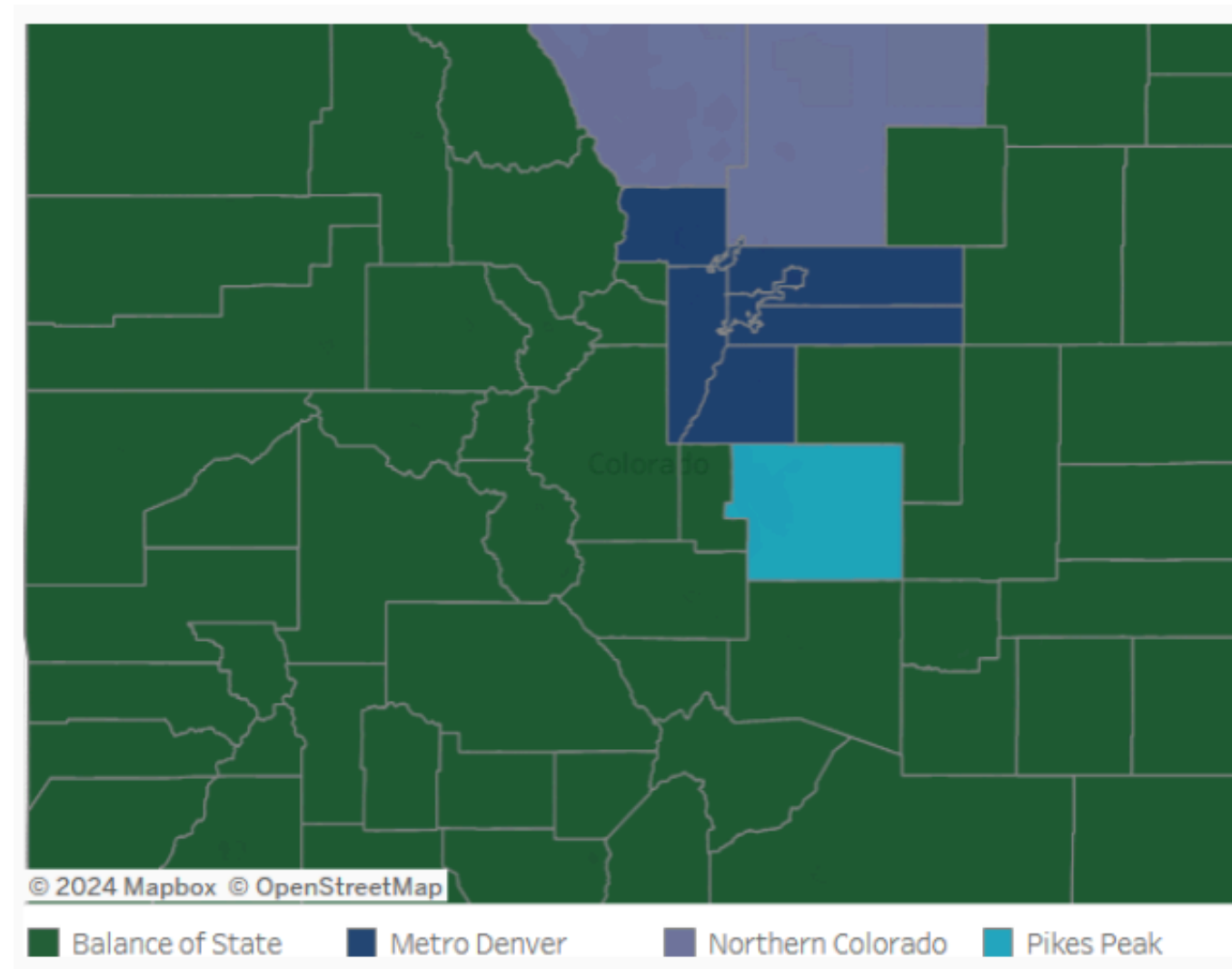
- Information system designated by a local Continuum of Care (CoC)
- Used to record and analyze client, service and housing data for individuals and families who are either experiencing homelessness or at-risk of experiencing homelessness
- Administered by the U.S. Department of Housing and Urban Development (HUD) through the Office of Special Needs Assistance Programs (SNAPS) as its comprehensive data response to congressional mandate to report annually on national homelessness

Who uses HMIS?

- Providers that receive homeless service funding from the U.S. Department of Housing and Urban Development (HUD), the Department of Health and Human Services (DHS), or the Department of Veterans Affairs (VA) have requirements to use the HMIS selected by their local CoC.
- Providers funded by state and local governments in Colorado also may have requirements to use COHMIS, while other providers choose to use our system due to the care coordination opportunities it provides.

HMIS in Colorado (COHMIS)

In Colorado, we have one state-wide instance of HMIS all CoCs use, referred to as the **Colorado Homeless Management Information System (COHMIS)**



What is Coordinated Entry?

The aim of Coordinated Entry is to ensure that people experiencing homelessness have equitable access to the housing resources they need to resolve their housing crisis

- HUD-mandated
- It is the system for allocating most housing resources with specific eligibility criteria that the household is experiencing literal homelessness
 - Federally funded housing resources through the Continuum of Care program and Emergency Solutions Grant (ESG) programs are required to use coordinated entry as their only referral source
 - State and local funders may require housing programs to use coordinated entry for all or a percentage of their referrals

Benefits of Coordinated Entry

- Understand the scope of the need for your community
- Equitable resource allocation
- CES streamlines the process so that a household only needs to enroll in coordinated entry once (per CoC) to potentially obtain housing for resources with eligibility criteria of experiences of homelessness
- Allows for referrals based on need rather than ability
- Care coordination between agencies via a centralized database and case conferencing

Basic Role of CE

1. Access

- a. Partnering agencies where those experiencing homelessness can access the coordinated entry system

2. Assessment

- a. Unhoused participants complete an assessment with a trained provider at a partnering agency

3. Prioritization

- a. Households are prioritized based on each CoC's documented criteria

4. Referral

- a. Prioritized households are referred to available housing resources in which they are eligible

Populations

Primary

- Individuals
- Households with minor children (Families)
- Youth/Young Adults (18-24)

Subpopulations

- Veterans
- Survivors of Domestic Violence

Enrolling in CE

Unhoused households complete the following with a participating agency in HMIS. These are documentation best practices, but may look different per Continuum of Care.

- Release of Information (ROI)
- Client Profile
- Intake/Enrollment into the Coordinated Entry Program
- Coordinated Entry Standard Assessment
- Current Living Situation (CLS)
- Exit when appropriate

Who Participates in CE?

People Experiencing Homelessness

- Connect with a partnering agency and complete the CE enrollment process
- Keep in contact with partnering agency

Assessors

- Trained staff within agencies that serve people experiencing homelessness
 - Shelter, outreach, population specific providers (veterans, youth, families, individuals), mental and behavioral health providers, case managers/resource navigators, etc
- Complete assessment and support in navigating resources
- Supports care coordination with other providers

Housing Providers/Agencies

- Communicate eligibility criteria and expectations of the program
- Notify CE system of openings and receive referrals
- Contact referrals, determine eligibility and interest in the program, and either enroll the household in the housing program or deny the referral as appropriate

CE Staff

Responsible for supporting or managing day-to-day functions of CE, which may include any combination of the following:

- maintaining a prioritization list,
- communicating referrals,
- facilitating case conferencing meetings,
- monitoring CE activity, and
- preparing CE monitoring and evaluation reports.

**Eligibility for
Coordinated Entry
Varies by
Continuum of Care**

HUD Definition of LITERALLY HOMELESS

Literally Homeless Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. Has a primary nighttime residence that is a public or private place not meant for human habitation; or
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
3. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Note: An individual or family only needs to meet one of the three subcategories to qualify as Homeless Category 1: Literally Homeless.

HUD Definition of Imminent Risk of being homeless

An individual or family who will imminently lose their primary nighttime residence, provided that:

1. Residence will be lost within 14 days of the date of application for homeless assistance;
2. No subsequent residence has been identified; *and*
3. The individual or family lacks the resources or support networks needed to obtain other permanent housing.

Note: Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, are sharing with others, or are living in without paying rent.

Fleeing Domestic Violence

- (4) Any individual or family who:
 - (i) Is fleeing, or is attempting to flee, domestic violence;
 - (ii) Has no other residence; and
 - (iii) Lacks the resources or support networks to obtain other permanent housing

Domestic violence providers do not enter data into HMIS and follow a separate process to protect the survivor's confidentiality while still participating in coordinated entry. A survivor fleeing domestic violence does not need to go to a domestic violence provider to be served by coordinated entry.

HUD Definition of Chronically Homeless

In order to be eligible for housing restricted to chronically homeless individuals or families under the CoC program, participants must meet the definition of chronically homeless. The definition of chronically homeless is:

- A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:
 - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and
 - Has been homeless and living as described for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility – an individual residing in an institutional care facility does not constitute a break in homelessness;
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

HOUSING PROGRAM DEFINITIONS

Vouchers

Vouchers for housing are a form of rent subsidy that helps low-income individuals, families, seniors, and/or people with disabilities afford decent, safe, and sanitary housing. The program is administered by Public Housing Authorities. Vouchers can be project based where the voucher is connected to a unit in a specific building or they can be tenant based where participants can choose any housing as long as it meets the criteria, which is usually under fair market value. Can be long term and may or may not have case management. There may be other criteria that must be met.

Rapid Re-housing (RRH)

Provides short-term rental assistance and services. Household must be homeless and obtain their own housing. Usual criteria is households income must be under 30% AMI and the rental must be under Fair Market Rent.

Permanent Supportive Housing Programs (PSH)

Permanent housing in which housing assistance and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability. Vouchers provide the rental assistance.

Transitional Housing (TH)

Provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months.

What is Case Conferencing?

Case conferencing is a community wide effort to gather accurate information and paint a comprehensive picture of individuals or families seeking housing. It is designed to target the most appropriate housing intervention available in the community.

- Case conferencing may consist of regularly scheduled meetings, bringing partners together focused on housing for those experiencing homelessness in Coordinated Entry.
- Case conferencing may involve staff from multiple projects and agencies to discuss cases, resolve barriers to housing and make collective decisions in alignment with priority, eligibility, enrollment, termination and/or appeal.

*Case Conferencing occurs differently across CoCs

Moving Between each CoC's Coordinated Entry System in Colorado

Colorado has a statewide instance of the Homeless Management Information System and so, depending on permissions granted by participants, can share information across CoC's.

Presently the process to move between CoC's in Colorado is highly individualized depending on the situation, though we are working to make it more uniform in the coming years.

Moving Between each CoC's Coordinated Entry System in Colorado Continued...

If you see someone enrolled in another CoC, follow these steps:

- Ask the household where they would like to live/receive services.
- If in another CoC, submit a ticket to HMIS Zendesk to have the case closed in the CoC they left so they can receive full services in the geographic location they have chosen.
 - Households should not be enrolled in more than one CoC when receiving services in another.
- When an individual transfers CoC's, they will be reassessed with that CoC's community assessment for Coordinated Entry and go through that CoC's processes.

Moving Between each CoC's Coordinated Entry System in Colorado Continued...

Balance of State Coordinated Entry System (BoS CES) – Balance of State CoC

- **HMIS Project Names:** Multiple program names due to geographic size & programs

OneHome Coordinated Entry – Metro Denver CoC

- **HMIS Project Names:** OneHome_CES (Singles, Families, Youth) & ONH_Veteran By Name List_CES in Metro Denver

Pikes Peak Coordinated Entry – Pikes Peak CoC

- **HMIS Project Name:** CECS_CoordinatedEntry_CE

Coordinated Assessment and Housing Placement System (CAHPS) – NoCO CoC

- **HMIS Project Name:** CAHPS

Moving Between each CoC's Coordinated Entry System in Colorado Continued...

HMIS Helpdesk Emails for Each CoC.

- **Balance of State CoC:** *dola_bos_hmis@state.co.us*
- **Metro Denver CoC:** *hmishelp@mdhi.org*
- **Pikes Peak CoC:** *Submit Ticket via Zendesk at*
<https://cohmis.zendesk.com/hc/en-us>
- **Northern Colorado CoC:** *hmis@homewardalliance.org*

You can also submit a ticket to each CoC via Zendesk at

<https://cohmis.zendesk.com/hc/en-us>

Built for Zero

Introduction

<https://community.solutions/video-how-built-for-zero-is-solving-homelessness/>

Built for Zero is a movement, a methodology, and proof of what is possible. Over 100 cities and counties have committed to measurably ending homelessness (reaching functional zero) for entire populations. Using data, these communities have changed how local homeless response systems work and the impact they can achieve. Together, they are proving that we can build a future where homelessness is rare overall and brief when it occurs.

All CoCs in Colorado participate in Built for Zero.

Built for Zero

- Functional zero is a milestone that indicates a community is continuously rendering homelessness rare overall and brief when it occurs, for a population.
- Functional zero does not mean no one is experiencing homelessness, or that no one will experience homelessness. It means a community has driven that number down toward zero and is keeping it below the community's capacity to ensure positive exits from homelessness.
- Imagine if the homeless system operated like a well-functioning hospital. That hospital will not necessarily prevent people from ever becoming sick. But it will ensure people are triaged appropriately, promptly receive the services they need, and address the illness, preventing further harm.

Contact Information

- **Metro Denver – CO 503** – Comprising the 7 County Metro Denver Region, which includes: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas and Jefferson Counties.
contact@onehomeco.org
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Questions?