

Lead Agency/Coordinated Entry Intake Site Instructions on the Updated Coordinated Entry Process for DV Providers

Effective Date 3/31/2020

1. The DV provider will explain Coordinated Entry and review the HMIS Client Consent form with the client. ***If the client chooses option #1 on the consent (giving full consent for their information to be entered and shared in HMIS), the client will be referred to the nearest Coordinated Entry Intake Site or Lead Agency for a full CE Intake/Assessment. The client will sign the consent and choose Option #2 on the form when no PII is being disclosed and shared in HMIS for CE. (Client wishes to remain "Anonymous" throughout the CE process)*** Because the CE Intake workflow contains the Client Consent form and cannot be skipped, the Lead Agency or CE Intake staff will use their mouse or electronic signature pad to write in the client signature box on the Consent Form: "Paper copy uploaded to client's file". **Lead Agency/Intake staff will scan the paper Client Consent and upload it to the client's CE HMIS file.**
2. ***Of course, if the client chose option #1 on the Consent Form, the client would sign the electronic Consent Form during the CE Assessment/Intake meeting with the Lead Agency or nearest CE Intake Site.***
3. The DV provider will enter the client into DV ClientTrack as usual with one significant change. If the client wishes to remain "Anonymous" for the CE process, the DV provider will assign the client an "Alternate Reference ID". This ID will consist of a shelter identifier (Every DV Provider in the Indiana Balance of State Continuum of Care was issued a "Shelter Identifier") followed by the client's DV ClientTrack Client ID# (from providers using DV ClientTrack) or a 4 – 6 digit number assigned by the DV Provider as the client number (for agencies not utilizing DV ClientTrack), and lastly – a "Lethality Score" as the final number in the ARI. A DV client's ARI would look like this: **XX-XXXX-X (Shelter Identifier-DV ClientTrack Client ID # Lethality Score)**
4. There are 3 Lethality questions the DV provider will ask the client during this process. **The number of yes answers will determine the Lethality Score for the final digit of the client's ARI.** If the client answers yes to one of the three questions, their Lethality Score will be 1. If the client answers yes to two of the three questions, their Lethality Score will be 2. If the client answers yes to all three questions, their Lethality Score will be 3. This will help identify the clients with the highest probability of ongoing violence. The Lethality Assessment questions are:
 - a. ***Has your partner ever used a weapon against you or your children or threatened you or your children with a weapon?***
 - b. ***Do you believe your partner is capable of killing you or your children?***
 - c. ***Has your partner threatened to kill you or your children? The number of "Yes" answers (Lethality Score) indicates the level of client danger.***
 - i. ***1 = Some Danger***
 - ii. ***2 = Great Danger***
 - iii. ***3 = Extreme Danger***

5. **For anonymous clients, a paper VI-SPDAT will be completed by the DV provider during the client's intake process.**
6. No Personal Identifying Information will be written on the VI-SPDAT form for anonymous clients. The client's name will be listed on the VI-SPDAT as their ARI. (XX-XXXX-X)
7. The DV provider will complete the Referral form (Attached) using only the client's ARI as the client identifier ***(Client's Name is ARI)***. The Referral form will include the contact information for the Case Manager at the DV provider (email, phone, and fax), the client's VI-SPDAT score, Lethality Score and number of bedrooms needed, chronic homelessness status, and the Lead Agency/CE Intake Site staff name and contact information (email, phone, fax)
8. ***The DV provider will send the Referral Form and completed VI-SPDAT via secured email or fax to the Lead Agency or nearest CE Intake Site point of contact for data entry into the HMIS Coordinated Entry workgroup.***
9. The Lead Agency/CE Intake Site will enter the client's anonymous CE Intake using the ARI as the client's first name and last name. All other required fields will be entered as "data not collected". The Lead Agency/CE Intake Site will enter the VI-SPDAT in HMIS (using the copy sent by the DV provider) to obtain a score and place the client on the Prioritization List.
10. The Lead Agency will monitor the PL and will take into consideration the Lethality Score which appears in a separate column on the Prioritization List. For example, if the DV client XX-XXXX-X (if the Lethality Score is 3 - Extreme level danger) scores a 14 and there are three other clients that also score 14, the DV client's Extreme level of danger must be taken into consideration as an additional vulnerability for the DV client. Unless one of the other three clients has a condition that causes them to be more vulnerable than the DV client – the DV client should be offered the available housing first.
11. When a housing opportunity becomes available and the client meets the eligibility requirements, the Lead Agency will contact the DV provider to advise them an opening is available. The Lead Agency will provide the DV provider with the housing opportunity information, housing contact information and eligibility criteria. The information will be relayed via phone or email, then written on the bottom section of the original Housing Referral Form then returned to the DV Provider by the Lead Agency via secured email or fax.
12. If the client accepts the housing referral and meets the eligibility criteria, the DV provider will inform the Lead Agency. Upon the client's acceptance of the housing referral, the client will begin working with the Case Manager from the agency offering the housing. It is the responsibility of the DV Provider to obtain the necessary ***Release of Information*** documents from the client. ***If the client is residing in shelter while waiting to move into the housing unit, the DV Provider will notify the Lead Agency of the client's "Move in Date" once the client moves into the housing unit. The Lead Agency will then exit the client from CE effective the client's "Move in Date".***

Referral from Domestic Violence Provider to Lead Agency/Intake Site

1. Referral Date:
2. Alternate Reference ID:
3. VI-SPDAT Score:
4. Number of Bedrooms Needed:
5. Chronically Homeless: Yes No
6. Lethality Score: Mark the "Yes" answers Q1 Q2 Q3
7. Shelter Point of Contact:
Email:
Phone:
8. Lead Agency Point of Contact:
Email:
Phone:

DV provider to send completed form via secure fax or email to their Region's Lead Agency.

DO NOT PROVIDE ANY PERSONAL PROTECTED CLIENT INFORMATION ON THIS FORM.

If you have questions or need assistance, please email the help desk at: HMISHelpDesk@ihcda.in.gov

This section to be completed by Lead Agency/CE staff

Housing Referral Form

Lead Agency/CE staff to complete this section when housing opportunity becomes available for the client. Lead Agency/CE staff will send this completed form via secure fax or email with Housing Referral Information to the DV provider

Available housing type: RRH PSH Housing Provider Name: _____

Housing Provider Contact Information: _____

Eligibility Criteria: _____

Note to DV provider: Please notify the Lead Agency/CE contact person if client accepts or declines referral. Once the client moves into the unit, please provide the Lead Agency/CE staff with the client's "Move in Date". The Lead Agency/CE staff will then exit the client from CE effective as of the "Move in Date".

Lead Agency/Intake Site Instructions on Entering a DV Client's Coordinated Entry Intake Using Client's Full Disclosure of Personal Protected Information

Effective 3/31/20

1. The Lead Agency/CE Intake personnel will explain Coordinated Entry and the HMIS Client Consent to the client. Clients that wish to enter the CE process using their Personal Protected Information will choose Option #1 on the Consent Form. CE Intake personnel will have client sign the Consent Form via electronic signature during the CE Intake workflow.
2. **The CE Intake personnel will need to determine the client's Lethality Score by asking the three Lethality Questions. (The Lethality Questions are now part of the CE Intake Workflow and are found on the Diversion Assessment screen)**
 - a. Has your partner ever used a weapon against you or your children or threatened you or your children with a weapon?
 - b. Do you believe your partner is capable of killing you or your children?
 - c. Has your partner threatened to kill you or your children?
3. The number of "Yes" answers will indicate the client's Lethality Score. For instance, 1 "Yes" would be a Lethality Score of 1, 2 "Yes" answers would be a Lethality Score of 2, and 3 "Yes" answers would be a Lethality Score of 3.
4. Because this client is disclosing their PPI, there will not be an Alternate Reference ID.
5. If the client is currently staying in shelter this is to be noted during the CE HMIS Intake as client's address. This will enable the Lead Agency/CE Intake Site to have contact information for the shelter in case the client cannot be reached directly when a housing opening is available. The Lead Agency will notify the DV Provider Case Manager of the housing opening if direct contact with the client is unsuccessful. (The Referral Form may be used to communicate the housing opening to the DV Provider)
6. **The Lethality Score will populate on the Prioritization List as of 3/31/20**
7. If the client accepts the housing referral, the client will begin working with the Case Manager from the housing agency with the housing opening.
8. **Once the client moves into the housing unit, the DV Provider or Housing Agency will notify the Lead Agency/CE Intake Site of the client's move in date.**
9. **The Lead Agency/CE Intake Site will then exit the client from CE.**
10. For further assistance, please contact the Helpdesk at HMISHelpDesk@ihcda.IN.gov

16. **PLEASE NOTE:** The “DV and Lethality” section is new to the CE Intake Workflow. If the client answers “Yes” to the question: “Are you homeless due to fleeing or attempting to flee domestic violence, sexual assault, stalking or other dangerous or life-threatening conditions related to violence against you or your family?”, the system will display the additional field: “Approximate date homelessness began” (Please complete the date).
17. Next, please complete the three “Lethality Questions” by selecting “Yes” or “No” for each question. The system will automatically calculate the “Lethality Score” for the DV survivor and display the “Lethality Score” on the Prioritization List.
18. By adding these additional DV questions, CE Lead Agencies will be able to quickly identify DV survivors by the “Lethality Score” displayed on the Prioritization List
19. When domestic violence survivors are being assessed, please provide the client with a copy of the Safety Plan located in the Coordinated Entry Policies and Procedure manual. Next, reach out to the nearest DV Provider if the client needs immediate shelter, and offer the client a referral to the DV Provider for DV housing and supportive services.

The screenshot shows the ClientTrack interface for a client assessment. The main content area is titled "DV and Lethality". It contains the following fields and questions:

- Question: "Are you homeless due to fleeing or attempting to flee domestic violence, sexual assault, stalking or other dangerous or life threatening conditions related to violence against you or your family?" with a dropdown menu set to "Yes".
- Field: "Approximate Date Homelessness Began:" with the value "03/24/2020" and a calendar icon.
- Question: "Has your partner ever used a weapon against you or your children or threatened you or your children with a weapon?" with a checked checkbox.
- Question: "Do you believe your partner is capable of killing you or your children?" with a checked checkbox.
- Question: "Has your partner threatened to kill you or your children?" with a checked checkbox.
- Field: "Lethality Score:" with the value "3".

Red boxes and arrows highlight the "DV and Lethality" title, the "Yes" dropdown, the date field, and the lethality questions.

Program: * My Fake IHODA Coordinated Entry (R1) ▼

Family Type: --SELECT-- ▼

VISPDAT Range: --SELECT-- ▼

Referred: --SELECT-- ▼

Days Homeless: --SELECT-- ▼

Veteran Status: --SELECT-- ▼

140 results found.

| Name ▲ | Case Members ▲ | Children ▲ | Enroll Date ▲ | Homeless Start Date ▲ | Days Homeless ▼ | VISPDAT Score ▼ | Lethality Score ▲ | Days Since Last VISPDAT ▲ | Last Referral Date ▲ | Referred To Provider ▲ | Referral Result ▲ | Notes | Organization ▲ | Veteran Status ▲ | Veteran Healthcare Eligible ▲ | Review I |
|----------------|----------------|------------|---------------|-----------------------|-----------------|-----------------|-------------------|---------------------------|----------------------|------------------------|-------------------|---------------|----------------------|------------------|-------------------------------|-----------------|
| Pitt, Peach | 1 | 0 | 06/14/2018 | 12/25/2012 | 2662 | 17 | 665 | | | | | 6/14/18, T... | My Fake Organization | No | Yes | |
| Pitt, Peach | 1 | 0 | 06/14/2018 | 12/25/2012 | 2662 | 17 | 665 | | | | | | My Fake Organization | No | Yes | Tony Sloderb... |
| Kinser, Steven | 1 | 0 | 06/14/2018 | 02/01/1999 | 7738 | 16 | 665 | 03/24/2020 | Muncie Mission | | | test | My Fake Organization | No | No | Tony Sloderb... |

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