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| A picture containing font, graphics, text, logo  Description automatically generated | Coordinated Entry Call Handling, Online, & Paper Form Procedures | **SOP #:** | 2.0 |
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| **AIRS Accreditation Standards**  **Version** | Vol 12, Revised January 2022 |
| **Page #:** | 1 of 3 | **Last Reviewed/Update Date:** | 05/31/2023 |
| **SOP Owner:** | Lindsay Gordon, 211 Program Manager | **Department:** | 211 Connecting Point |

* **References:** AIRS Accreditation Standards Version 12, Revised January 2022

HRCS Coordinated Entry Policies & Procedures, Adopted 2018

* Attachments:
  + Connecting Point Internal Coordinated Entry Tool
  + Nevada/Placer VI Worksheet
  + Coordinated Entry Paper Form for Provider Use
* **Purpose*:*** The purposes of this protocol are: 1) Ensure 211 Connecting Point Call Specialists handling Coordinated Entry Calls know how to build rapport and utilize the Connecting Point Internal Coordinated Entry Tool™. 2) To ensure HMIS license holders know how to utilize Service Point to add consumers to the BNL (By Names List) and issue referrals to Housing Providers. 3) How Providers can access and use Connecting Points Online Coordinated Entry tool. 4) How to use the Coordinated Entry Paper Form™. 5) How to complete a VI (Vulnerability Index) Worksheet.
* **Target Population**: 211 Connecting Point Call Specialists, HMIS Coordinator & CoC Housing Providers
* **Procedure: COORDINATED ENTRY CALL HANDLING**

211 Connecting Point Call Specialists utilize the Connecting Point Internal Coordinated Entry Tool to ensure that persons experiencing homelessness will be  
given similar information and support to access and maintain permanent housing. 211 Call Specialists use a person-centered approach, by incorporating participant choice facilitated by questions in the assessment tool and through other methods. Choice can include type of housing, level of services, and other options about the types of eligible services a household may receive. A person is not steered towards any program or provider based on how they present to services.

Dialing 2-1-1 or 833-342-5211 is the preferred method in allowing a consumer to complete a Coordinated Entry Assessment. Consumers will be provided additional resources tailored to each individual’s situation and needs as appropriate. Consumers

are not required to accept additional resources and will be treated fairly and equally regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. 211 Connecting Point will continuously evaluate and improve the process ensuring that all subpopulations are served

* **Procedure: HMIS, SERVICE POINT & REFERRALS TO PROVIDERS**

211 Call Specialists make referrals to CoC Program funds, including Emergency Shelter, Rapid Rehousing (RRH), and Permanent Supportive Housing (PSH), as well as other housing and homelessness projects via Service Point. To access Service Point 211 Call Specialists must have an active Service Point license and participate in on-going Service Point trainings. Agencies interested in offering programs and services through HMIS and/or being trained in and receiving an HMIS license should contact Tammy Gregerson via email at [Tammyg@connectingpoint.org](mailto:Tammyg@connectingpoint.org)

* **Procedure: CONNECTING POINTS ONLINE COORDINATED ENTRY TOOL**

The Connecting Point Online Coordinated Entry Tool can be accessed via: <https://211connectingpoint.org/cetool/.> You can also find information about Coordinated Entry and frequently asked questions here: <https://211connectingpoint.org/coordinated-entry/#access>

* + The Connecting Point Online Coordinated Entry Tool is HIPAA compliant and securely submitted to the HMIS Coordinator, who will then transfer all data to Service Point. The Online Coordinated Entry Tool is available ***ONLY*** for Housing Provider use. Consumers shall not access and complete this form on their own.
* Once ***ALL* mandatory** fields (notated with asterisk) have been completed within the Online Coordinated Entry Tool, providers may hit submit after selecting one of the following the options, at the end of the Online Coordinated Entry Tool:
  + I will upload VI into HMIS
  + I will SECURELY (must be encrypted) email VI to [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org)
  + I will fax VI to 530-274-5602. YOU MUST CALL 530-274-5601 OR EMAIL [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org) to say a fax is coming
  + Please ensure that you make any notes regarding any discretionary points you may be adding to the VI In the notes field at the bottom of the Online Coordinated Entry Tool.
* Once Connecting Point has received your online submission, we will input the data into Service Point. If providers have selected one of the options to not upload the VI at their organization, we will wait until we receive the VI form to input the data into Service Point. Please note that we need any VI worksheet the provider is ***NOT*** uploading at their organization within 2 business days, to ensure the consumer gets entered in Service Point in a timely manner.
* All questions about this process can be emailed to [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org)
* **Procedure: COORDINATED ENTRY PAPER FORM COMPLETION**

The Coordinated Entry Paper Form can be found here: <https://211connectingpoint.org/wp-content/uploads/2022/12/CE-Assessment-CEA-PDF-120222.pdf>

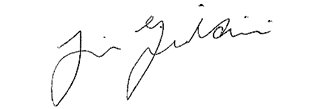
* + It is imperative that all required fields be filled out and legible
  + Once completed, the paper form must be encrypted prior to emailing to [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org)
  + If any required fields are missing and/or illegible, Connecting Point will contact you to clarify and ensure we have all required information documented correctly prior to adding the consumers data to Service Point
* Any questions about this process can be emailed to [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org)
* **Procedure: VULNERABILITY INDEX WORKSHEET**

The VI (Vulnerability Index) Worksheet can be found here: <https://211connectingpoint.org/wp-content/uploads/2022/04/Nevada-Placer-County-Vulnerability-Assessment-Tool-VI-PDF-081221.pdf>

* A VI worksheet MUST be completed for any consumer being added to the BNL (By Names List).
* Providers shall include their name and the agency they work for, plus the consumers' name, date of birth and the last 4 of their social at the top of the worksheet.
* Go through each line item on the worksheet with the consumer and add the applicable number of points based on the consumer's situation. At the bottom of the worksheet, tally up all the total number of points and list that number in the subtotal column.
* If the consumer has special circumstances that call for the addition of case manager points, please make notes as to why the points are being added next to “case manager” for each additional point (up to 3)
* Once complete, pit the total in the column called total at the bottom of the worksheet.
* Once completed, upload the worksheet to Service Point ***IF*** you have an HMIS licensed individual at your organization who is able to do so. Otherwise, your options are:
  + Encrypt and email the VI worksheet to [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.irg)
  + Fax the VI worksheet to Connecting Point @ 530-274-5601. Please email [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org) to let us know we can expect the VI worksheet.
  + **PLEASE NOTE:** if the consumer completes Coordinated Entry by calling 2-1-1 (833-342-5211), Connecting Point will complete the VI worksheet during the Coordinated Entry process and there is no need for providers to do so.
* Any questions about this process can be addressed by emailing [ceintake@connectingpoint.org](mailto:ceintake@connectingpoint.org)

**Approved:**

Program Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

­Executive Director: ­\_\_\_\_\_\_­\_\_\_\_\_\_\_\_\_\_\_\_