



ATLANTA COORDINATED ENTRY: HOUSING PROVIDER WORKFLOW



Institute for Community Alliances

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1. PURPOSE

The Atlanta Continuum of Care (CoC) has automated the Coordinated Entry (CE) process using the GA Homeless Management Information System (GAHMIS) called ClientTrack.

The automated process (Coordinated Entry workflow) will be used to intake new clients, place them on the Housing Queue, perform reassessments, and refer to an emergency shelter or permanent housing. The CE assessment will be initiated by enrolling the client into a new project called Atlanta Coordinated Entry Assessment. A client's enrollment in this project will add them to the Housing Queue where clients can be prioritized and referred to a Housing Provider or Emergency Shelter for placement.

There are several components to the new CE Workflow: Provider, Assessor, and Coordinated Entry Manager.

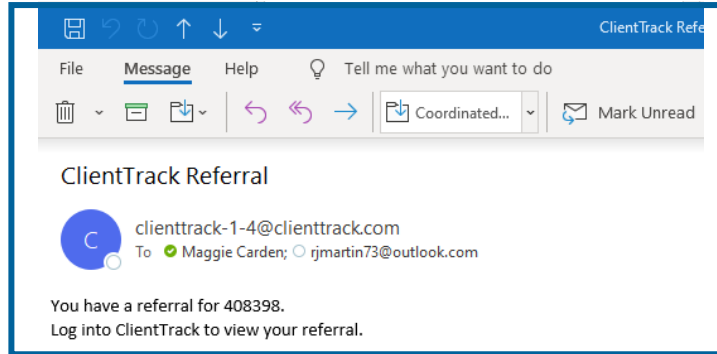
This document will provide instructions on how the Provider will create, view, and modify vacancies for agencies; how to refer a client to short-term intervention; and how to check out a client from a vacancy.

2. ACCEPT A SHORT-TERM INTERVENTION REFERRAL

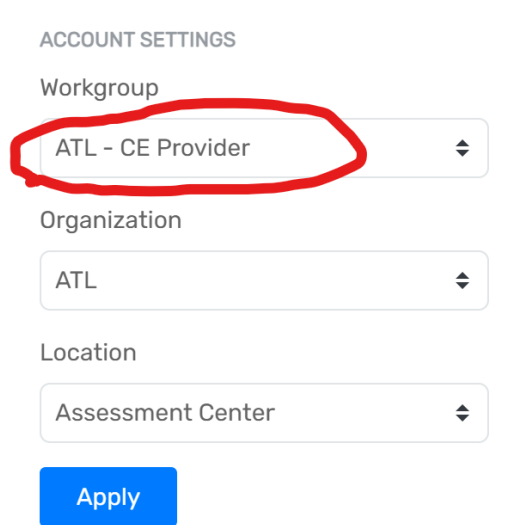
The initial step of the short-term intervention is completed by the Housing Assessor (Case Manager). If the client agrees to the short-term intervention during the CE intake, the Housing Assessor will check for vacancies and refer the household to an emergency shelter vacancy. Once the client is referred, the vacancy is reserved for the client. The Head of Household's name will appear on the Housing Queue.

The CE Assessor will check the Housing Queue for the client’s name. The Referral Status will say “Offer Pending.” If the client agrees to the referral, the CE Assessor will accept the referral on behalf of the client. The Referral Status will say “Offer Accepted.” The client will then appear on the Provider Housing Queue .

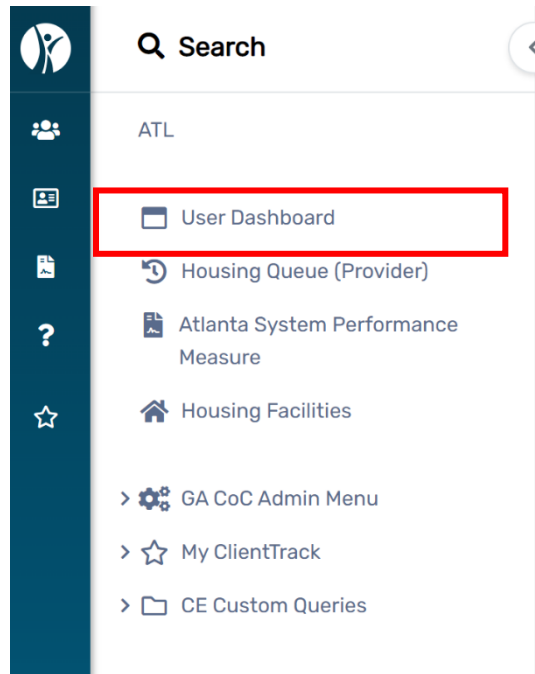
1. You will get an email notification when a new client has been referred to your project. This is an example:



2. Login to ClientTrack using the ATL - CE Provider Workgroup.



3. Select the Housing Queue from the left side of the Home page.



4. Search for the client using the Client ID from the email notification.

Client ID:

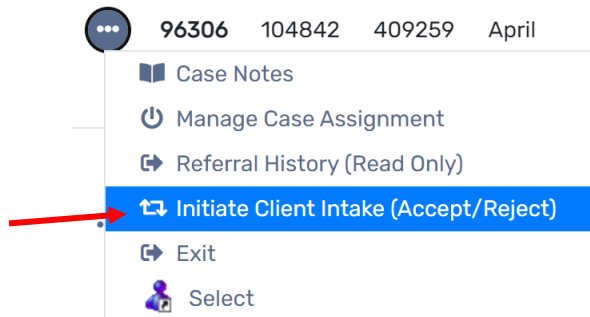
First Name:

Last Name:

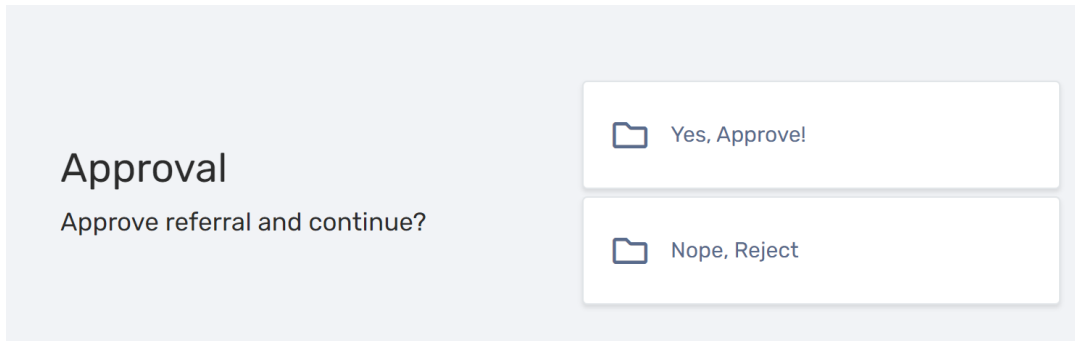
Referral Status: -- SELECT --

Facility Name: -- SELECT --

5. Click on the blue action wheel and select "Initiate Client Intake."



6. Accept or reject the referral.

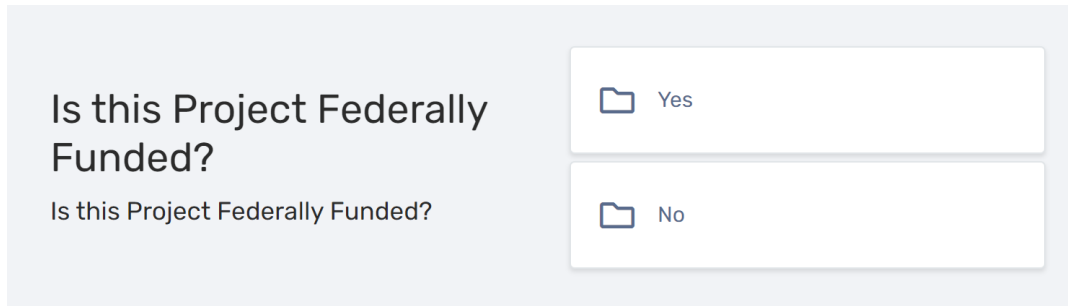


Approval
Approve referral and continue?

Yes, Approve!

Nope, Reject

7. Select if your project is Federally Funded or Non- Federal Funded.

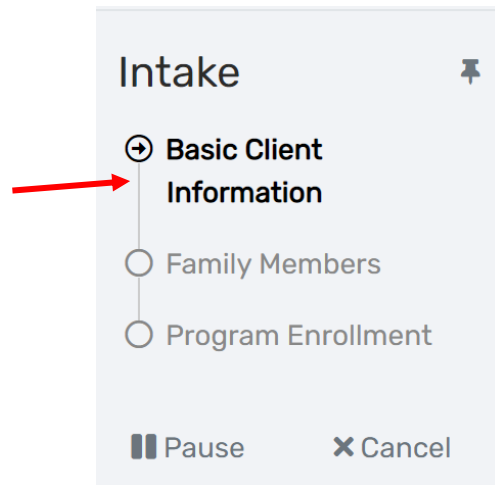


Is this Project Federally Funded?
Is this Project Federally Funded?

Yes

No

8. Complete the Basic Client Information and Family Members sections.



Intake


⊕ **Basic Client Information**

○ Family Members

○ Program Enrollment




Pause Cancel

9. The next step is the Project Enrollment. Select the correct Project from the Project dropdown list. Then make sure that the correct household members are included in the Project Enrollment.

 Project: * Peace Landing Place (ES-COC-500) 

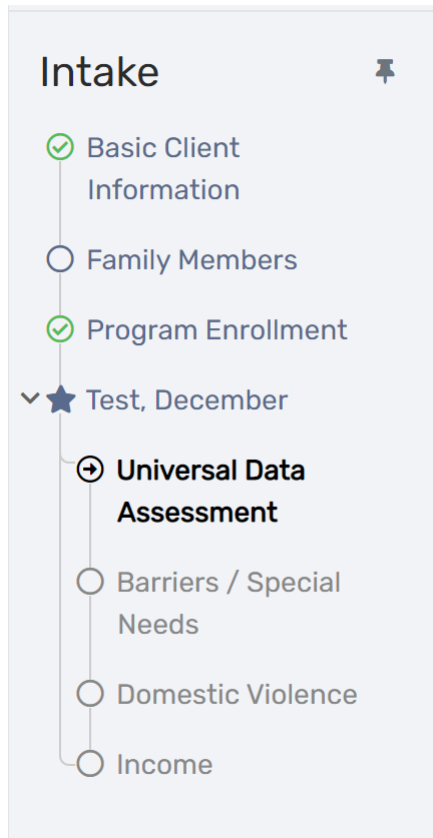
Household


Excerpt from the HMIS Data Standards Manual "A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed)."

<input type="checkbox"/>	Name	Gender	Age	Project Start Date	Exit Date	Case Manager 	Relati Head
<input checked="" type="checkbox"/>	Test, December	Male	60	01/04/2022 	MM/DD/YYYY	Sheena Luten 	Self

1

10. Complete the Assessment questions and the information for Barriers/Special Needs, Domestic Violence, and Income.



Intake 

- Basic Client Information
- Family Members
- Program Enrollment
- Test, December**
 - Universal Data Assessment**
 - Barriers / Special Needs
 - Domestic Violence
 - Income

11. The Referral Service and Referral Status will be completed automatically. The Referral Service will be set to "Placed."

Referral Date and Time: 11/09/2021 AM ⓘ

Expiration Date: 11/12/2021 ⓘ

Referral Service: Referral to Emergency Shelter bed opening

Referral Status*: In ES ▾

Current Reserved By:

Location: Peace Landing Place (ES-COC-500) ▾

Provider Agency: ATL-CE Sandbox

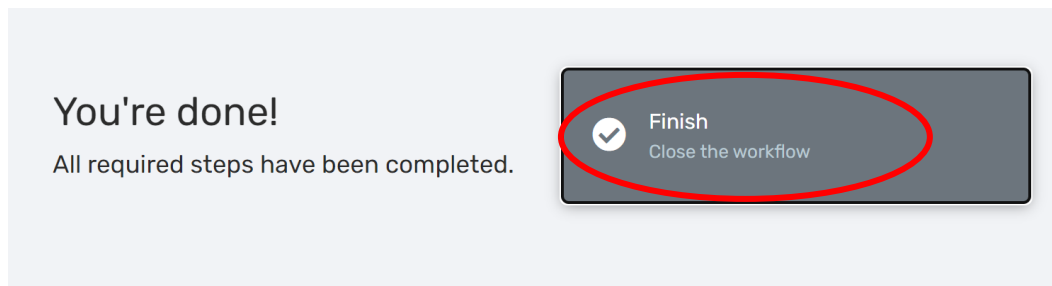
ToProvider.EntityID: 409156

Provider Contact Phone Number:

Case Manager: Sheena Lutén

Comments:

- Click “Save” to complete the CE- Housing Referral screen. Then you will be finished with the short-term intervention Enrollment. Click “Finish” to close the Coordinated Entry Workflow.



- In the client file, under Enrollments, you will find both the short-term intervention (Emergency Shelter) enrollment and the Coordinated Entry enrollment.

Enrollment Description	Case Members	Project Start Date ↓↑	Housing Move-In Date	Exit Date ↓↑	Exit Destination	Organization	Last Assessment Completed
▼ Current							
*** Peace Landing Place (RRH-CoC-500)	1	11/02/2021	11/02/2021			ATL	11/02/2021
*** Peace Landing Place (ES-COC-500)	1	10/12/2021				ATL	10/12/2021



When a household is placed in short-term intervention, they will remain on the Housing Queue the entire time they are enrolled in the Emergency Shelter. The Housing Queue will show a Referral Status of “In ES.” The client will be removed from the Housing Queue when they are placed in permanent housing or exited from Coordinated Entry by a case manager.

3. ACCEPT A PERMANENT HOUSING REFERRAL

Once the client is placed on the Atlanta Housing Queue, the CE Manager will review the Housing Queue and determine if the individual/household qualifies for permanent housing. If the individual/household qualifies, the CE Manager will check for vacancies and make the referral.



The same steps 1-10 in the above guidance for a short-term referral will still apply for Permanent Housing referrals



See the section below for more information about how to accept the referral without enrolling the client in the housing project at the same time.

Note: On the project enrollment screen, if the client has not yet moved into their permanent housing unit, leave the “Housing Move-in Date” blank.

The screenshot shows a web interface for project enrollment. At the top, there is a dropdown menu for 'Project' with the value 'Peace Landing Place (PSH-CoC-500)'. Below this is a section titled 'Household' with a definition: 'Excerpt from the HMIS Data Standards Manual "A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons are not housed, who would live together in one dwelling unit if they were housed)."' Below the definition is a table with the following columns: Name, Gender, Age, Project Start Date, Exit Date, Case Manager, Relationship to Head of Household, and Housing Move-in Date. The table contains one row for 'Andrews, Sharon', 'Female', '36', '08/13/2020', an empty cell, 'Maggie Carden', 'Self', and an empty cell. The 'Housing Move-in Date' column is highlighted with a red box.

Name	Gender	Age	Project Start Date	Exit Date	Case Manager	Relationship to Head of Household	Housing Move-in Date
Andrews, Sharon	Female	36	08/13/2020		Maggie Carden	Self	

Complete the HMIS Universal Data Assessment. For PSH Projects, please ensure that Living Situation data is displayed correctly. Clients who need to have “Chronic” Homeless status must meet criteria for long term homelessness (where the Approximate Date homelessness started is at least one year from the project start date OR have more than 4 episodes of homelessness in the last 3 years totaling more than 12 months of being homeless.

Note: You can use the “Default Last Assessment” button if the information has already been completed for the client.

11. The final step is the housing placement. The Referral Service and Referral Status will be completed automatically. The Referral Status will be “placed,” and the client is exited from Coordinated Entry. Complete the Exit Destination with the type of housing situation the client is currently living in. For example, this client is currently homeless in a Place Not Meant for Habitation, so that is the exit destination selected.

Referral Date and Time: 07/24/2020 09:52 AM

Expiration Date: 7/27/2020 9:52 AM

Referral Service :* Referral to PSH project resource opening

Referral Status:* Placed

Resulting Enrollment: 05/20/2022 - Peace Landing Place (PSH-CoC-500)

Exit Destination:* Place not meant for habitation (e.g., a vehicle)

Provider Agency: ATL-CE Sandbox

Provider Contact Phone Number:

Case Manager: Becky Burnett

Comments:

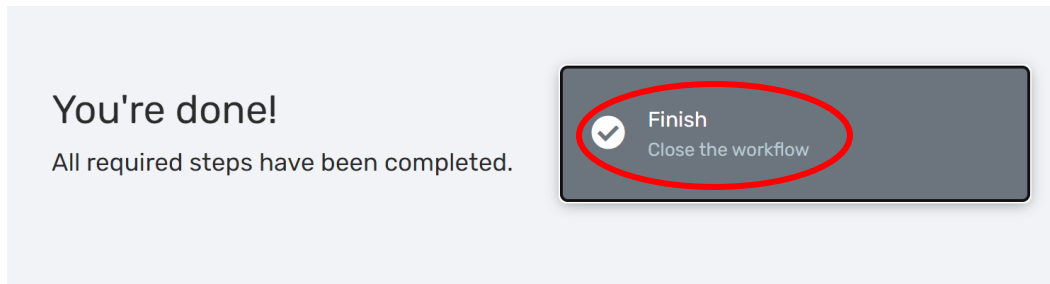
12. At the bottom of this page, select the box to complete the Coordinated Entry Event.

Coordinated Entry Events

1 result found.

<input type="checkbox"/>	Date of Event ▲	Event Type ▲	Provider ▲	Enrollment ▲	Referral Result ▲
<input checked="" type="checkbox"/>	08/12/2020	Referral to PSH project resource opening	ATL-CE Sandbox	ATL-CE	Successful referral: client accepted

13. You will receive a notification when all workflow steps are completed. Click on “Finish” to close the workflow screen.



You can check the client’s enrollments to make sure the client was exited from Coordinated Entry and enrolled in the housing project.

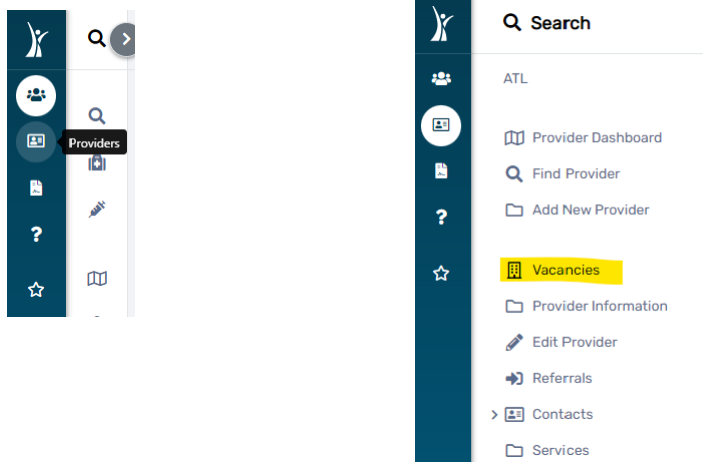
Malcom's Enrollments

2 results found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Exit Date	Exit Destination	Organization	Last Assessment Completed
Peace Landing Place (PSH-CoC-500)	1	05/20/2022				ATL	05/20/2022
ATL-CE	1	07/23/2020		05/20/2022	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	ATL	



You can check the reservation status of the vacancy by switching to the PROVIDERS workspace and clicking on the on the Vacancies icon. The Head of Household's name will appear on the vacancy, the Reservation Status will say "Reserved," the Check-in Status will say "Checked-in," and the program enrollment date will appear in the Begin Date column.



ATL-CE Sandbox

Vacancies

Displaying 1-200 of 217 results. Next Last

Name	Housing Facility Name	Room #	Reservation Status	Checkin Status	Begin Date	End Date
Joe, Trader	Peace Landing Place Emergency Shelter	102Male	Reserved	Checked In	07/31/2020	
Kirkland, Tye	Peace Landing Place Permanent Supportive Housing	722PLPSH02	Reserved	Checked In	05/10/2021	
Cooper, Sheldon	Peace Landing Place Permanent Supportive Housing	BeckyPerm	Reserved	Checked In	07/22/2020	
Lasso, Ted	Peace Landing Place Permanent Supportive Housing	722PLPSH01	Reserved	Checked In	12/02/2021	
Cooper, Sheldon	Peace Landing Place Emergency Shelter	101Male	Reserved	Checked In	07/22/2020	
Rubble, Betty	Peace Landing Place Emergency Shelter	101Female	Reserved	Checked In	07/22/2020	
SQA, Malcom	Peace Landing Place Permanent Supportive Housing	072120B	Not Reserved	Checked In	05/20/2022	

EXIT THE CLIENT FROM THE HOUSING PROJECT

1. When it is time to exit the client from the housing project, make sure that you are completing the project exit from the GA HMIS Programs Workgroup.

ACCOUNT SETTINGS

Workgroup

ATL - CE Provider

ATL - CE Assessor

ATL - CE Coordinated Entry Manager

ATL - CE Provider

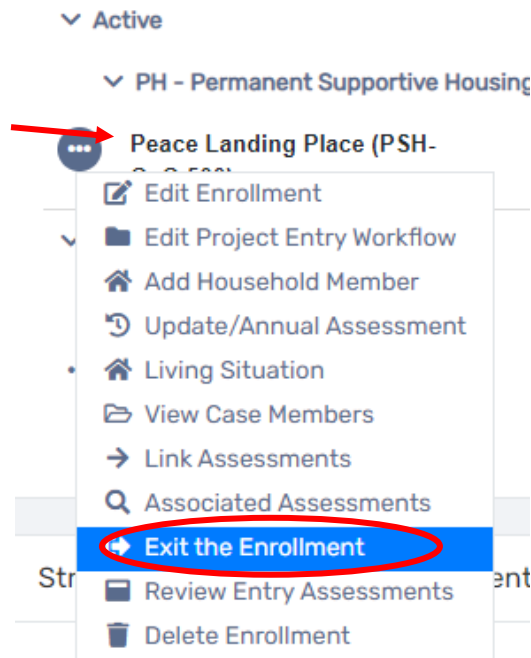
GA HMIS: HMIS Programs

Location

Assessment Center

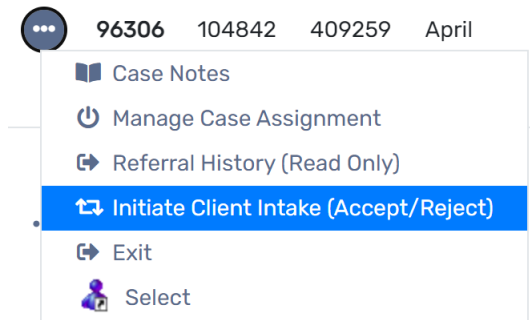
Apply

- Go to the client file and click on the blue action wheel under the correct project enrollment. Select “Exit the Enrollment” and complete the Exit Workflow.

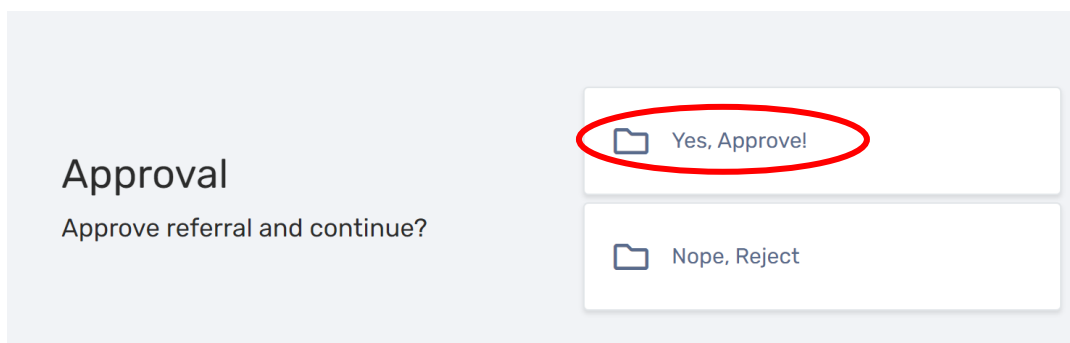


ACCEPT THE HOUSING REFERRAL WITHOUT ENROLLING THE CLIENT IN A HOUSING PROJECT

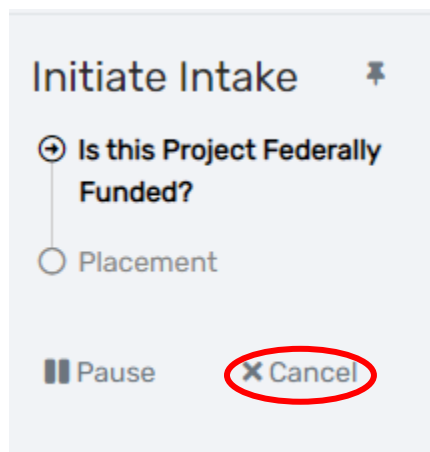
- Follow the steps above to navigate to the Housing Queue. Click on the blue action wheel next to the client’s name and “Initiate Client Intake (Accept/Reject)” to accept the referral.



2. Select “Yes, Approve” to accept the referral from Coordinated Entry.



3. On the next screen, you can click the Cancel button to Cancel the workflow.

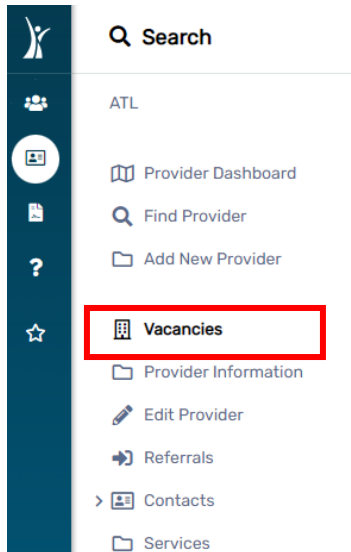


When you are ready to enroll the client into your project, you can go back to the Housing Queue and click “Initiate Client Intake” to begin the process again. First, you will need to repeat the process to accept the referral. Then continue with the project enrollment.



4. END A RESERVATION

Once the household exits the project, the room/unit will need to be released for future referrals.

1. Login to ClientTrack under the ATL CE – Provider Workgroup.
2. Click on the side menu in blue to switch workspace. Choose the PROVIDERS workspace icon.
3. Click on Vacancies from the white menu on the left side of the screen.



4. Click on the pencil icon next to the Vacancy list to edit the vacancy.

	South, West	Peace Landing Place Emergency Shelter	Test, RM 01	Reserved	Checked In	10/12/2021
		Peace Landing Place Rapid Rehousing	PLP RRRH011	Not Reserved	Available	

5. Complete the “Check-out” date. This is the same date as the Project Exit date.

	Service ID ↓↑	Service ID	Client	Check-In*	Check-Out	Room
<input checked="" type="checkbox"/>	8913	8913	South, West	10/12/2021	05/23/2022	PLES- Test RM 1 (Top Bunk) #Test RM 01



On the Vacancy List, the Reservation Status will change to “Not Reserved” and the Check-in Status will change to “Available.”

112220A	Not Reserved	Available		
001ESGCVRR	Not Reserved	Available	11/02/2021	05/23/2022
102720A	Reserved	Checked In	01/03/2022	

5. REJECT A REFERRAL

1. Follow the steps above to navigate to the Housing Queue. Click on the action dots next to the client's name and "Initiate Client Intake (Accept/Reject)" to reject the referral.
2. Select "Nope, Reject" to reject the referral from Coordinated Entry.

Approval

Approve referral and continue?

3. Complete the Referral Rejection Reason.

Referral Rejection

Please provide a reason for the referral rejection.

Result Date: *

Approved Rejection Reason: *

Rejection Reason: *

Restriction: * Restrict to my organization
 Consent to share

6. VIEW REFERRAL HISTORY

1. Under the CE Provider Workgroup, go the Housing Queue from the left side of the Homepage screen. Then search for your client.

ATL

Sheena Luten ATL - CE Provider

Provider Housing Queue

This is the Provider Housing Queue. Active clients waiting on provider referrals prioritized by VI-SPDAT score. This will only show CE Clients who have been referred to your organization and have accepted the vacancy offer.

Client ID:

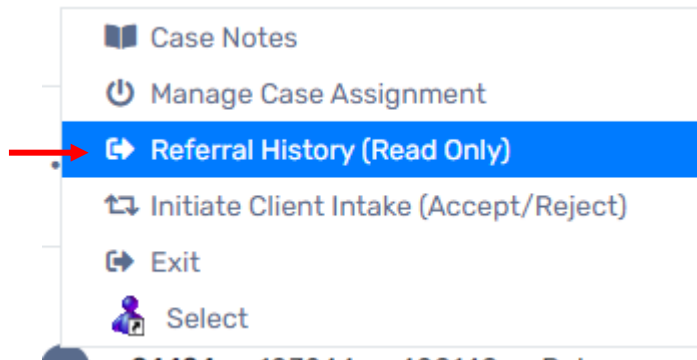
First Name:

Last Name:

Referral Status:

Facility Name:

- Click on the blue action dots next to the client's name. Then select "Referral History" to select the client profile.



A new window will open and show the referral history.

CE Referral History

Below is a list of all existing referrals for the selected client. To view or edit a record displaying in the list, click Edit next to the desired record.

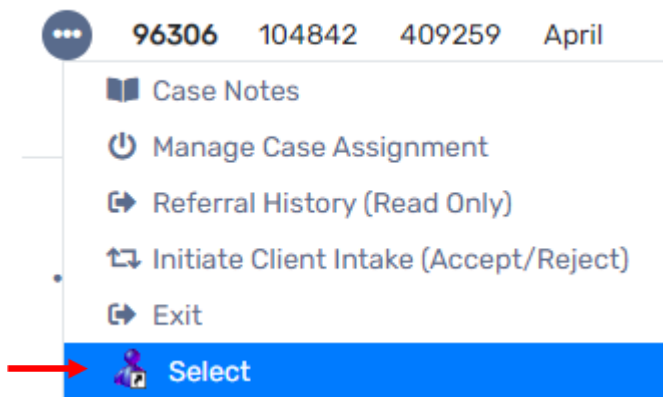
2 results found.














Project	Referral Status	Agency	Referral Date	Expiration Date	Case Manager	Housing Facility Name	Room Number	Room Notes
Referral to PSH project resource opening	Provider Accepted	ATL-CE Sandbox	07/09/2020 10:42AM		Becky Burnett	Peace Landing Place Permanent Supportive Housing	777A	
Referral to Emergency Shelter bed opening	Provider Accepted	ATL-CE Sandbox	07/09/2020 10:34AM	07/12/2020 10:34AM	Becky Burnett	Peace Landing Place Emergency Shelter	666-becky	



If no referrals are visible through the referral history, you can view them in the referrals tab of the client's workspace. See the below guidance.

Click on the blue action dots next to the client's name. Then select "Select" to select the client profile.



-  Client Dashboard
- >  Edit Client
-  Veteran Information
-  Notifications
-  Case Notes
- >  Assessments
-  Living Situation
-   Referrals
- >  Services
-  Enrollments
- >  Household Members
-  Paused Workflows

3. The client’s CE Referral History will then populate.

Client Referrals

Below is a list of all existing referrals for the selected client. To add a new referral for the client, click the **Add New Referral** button. To view or edit a record displaying in the list, click **Edit Referral** next to the desired record. Click **Services** next to a referral record in order to view or add services that reference the referral. To get directions from the client’s address to the provider, click the **Get Directions** option. To print a referral voucher, click **Referral Voucher** next to the desired record.

+ Add New Referral
☰ Quick Referrals
+ Add CE Housing Referral
+ Add CE Event
+ Referral In

2 results found.

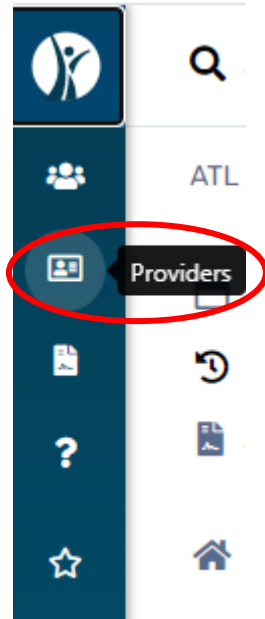
Date	CE Organization	To Provider	Service	Status	Result
Coordinated Entry					
03/21/2022 1:28PM	ATL	ATL-CE Sandbox	Referral to Emergency Shelter bed opening	Referral Made	Successful referral: client accepted
Non-CE Referral					
03/28/2022 2:40PM	ATL	SL- Housing Only Test	Referral to Other PH project/unit/resource opening	Referral Made	



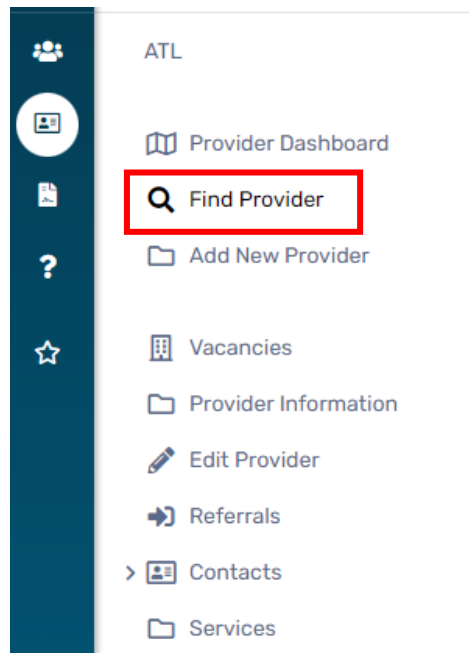
The referral history is “Read Only.” You will be able to view the referrals made on behalf of the client, but you will not be able to edit or act on any referral from this screen. **Please remember, all actions to accept or reject a CE referral must follow the workflow described above in Sections 2,3 and 5!**

4. VIEW VACANCIES AND RESERVATIONS

1. From the ATL CE – Provider Workgroup, click on the Providers Workspace icon found on the blue menu to switch into that workspace.



2. Search for your agency's provider by clicking on the "Find Provider" menu option.



3. On the Find Provider screen, enter the Provider name or click on the Search button. Your agency's provider(s) will appear in the search results section at the bottom of the screen.

Find Provider

Locate a provider by using the selection criteria below. To get a list of all providers, leave the selection criteria blank and select search. To change your search, change the selection criteria and select search.

Provider:

Address:

City:

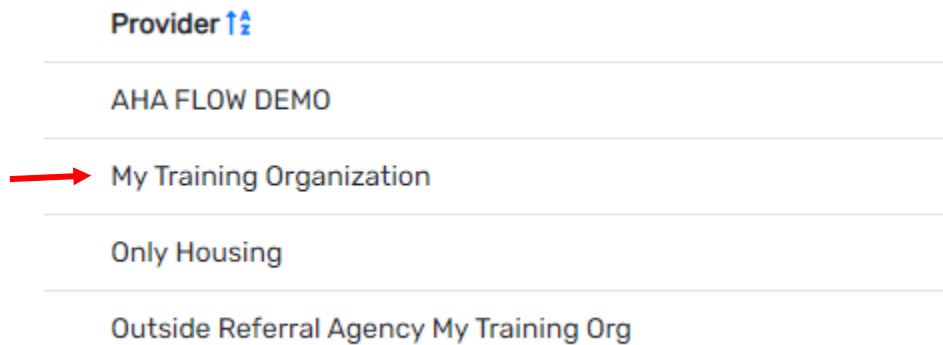
State:

Zip Code:

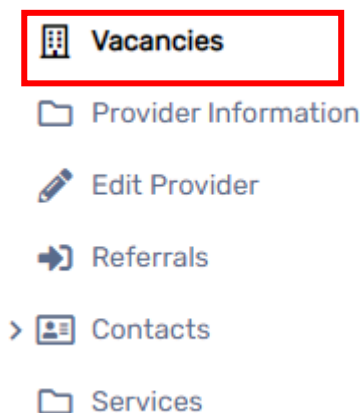
Provider Type:

Project Type:

4. Select the Provider's name from the results list to see the Provider's Dashboard.



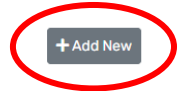
5. Click on the Vacancies menu to see the list of vacancies and reservations. The results can be filtered reservation status and/or check in status. The results can be sorted by Client Name, Housing Facility Name, Room Number, Begin and End Dates.



8. CREATE A VACANCY

1. Follow the steps listed above (How to View Vacancies and Reservations) to navigate to the Vacancy list for your project. Click on the “Add New” button near the top right side of the Vacancies screen.

Date: 05/31/2022 01:11 PM
Reservation Status: -- SELECT --
CheckIn Status: -- SELECT --



2. Complete the information about the room on the Vacancy Assessment screen. *Note: all fields with a red asterisk (*) are required and must be answered to complete the vacancy set-up.*

Vacancy Assessment

Identify the characteristics and information about the room below.

Housing Facility: * -- SELECT --
Room Description: *
Default Address From: Provider's Address

Room Address

Identify the address of the room below.

Address:
Room Number: *
City/State/Zip Code: City State Zip Code
Room Type: * -- SELECT --

Room Characteristics

Identify all characteristics that apply for the specified room.

Bedrooms: * 1
Maximum Capacity: * 1
Room Notes/Comments:
Service ID:

- a.) **Housing Facility and Room Description:** Select the name of the facility and enter a description about the room.
- b.) **Room Address:** Enter the address for the room along with the household type that can occupy the room.
- c.) **Room Number:** The room number should be the same naming convention as your other vacancies. If numbering rooms in chronological order, start count with 01 and so forth.
- d.) **Room Characteristics:** Provide the number of bed that are in the room, the number of people who can sleep in the room and any additional comments about the room.

- Then complete the Unit Characteristics for the Housing Queue. (This section is also on the Vacancy Assessment.) These fields will be used to FILTER search results for vacancies. Providers should only select options that apply to the vacancy.

Vacancy Assessment

These characteristics can be used to assist in filtering potential matching clients on the housing queue.

Case Member Composition: Adults Only Adults and Children Children Only Unknown

Number of Case Members: -

HoH Age: -

Gender: Female Male A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender) Transgender Questioning

Family Income (monthly): -

% AMI: -

Chronic Homelessness: Yes No Data Not Collected

Disability: No Yes Yes: Document confirmed (Signed HUD McKinney Form Uploaded to ATL CE Doc CL) Yes: Document Confirmed: (Signed SPMI form uploaded to ATL CE Doc CL)

Medicaid documented in insurance benefits: Yes No

Housing Needs/Preferences: Shared Not-shared Accessible Unit

- Click the Save button to return to the Vacancies screen. The new vacancy will appear in the results section at the bottom of the screen.



Once a Vacancy is created, you do not need to re-create it. The vacancy can be reserved, checked in, checked out and reused. A vacancy can only be reserved for one household at a time.




See Appendix A for more information on Creating Vacancies with Housing Attributes

9. MODIFY A VACANCY

Vacancies can be modified after they have been created. They can be modified to update the comments, change the bedroom or capacity size or to change the room number.

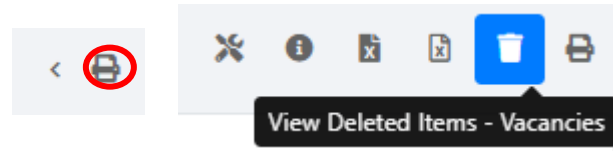
- Follow the steps listed above (How to View Vacancies and Reservations) to navigate to the Vacancy list for your project.
- Click the pencil icon next to the Vacancy list to view the Assessment Information.

Name	Housing Facility Name
	Peace Landing Place Rapid Rehousing

3. Update the appropriate field(s) with the new information.



Note: DO NOT delete Vacancies!! However, if a vacancy was accidentally deleted, it can be restored by clicking on the trash can icon on the top right corner of the Vacancies screen.



10. FREQUENTLY ASKED QUESTIONS

1. Do I need to recreate a vacancy after the client leaves?

You *do not* need to recreate a vacancy after the client leaves. Once the client is exited from the project, check the client out of the bed. The vacancy will immediately become available for use.

2. Do I need to delete a unit/bed if the client does not show up?

You *do not* need to delete the vacancy. If the client does not show up to the agency, the Case Manager (Housing Assessor) can reject the offer. The vacancy will immediately become available for use.

3. Do I need to delete the unit/bed if the client does not want the unit?

You *do not* need to delete the vacancy. If the client does not want the unit/bed, the Provider can reject the reservation. If the provider rejects the vacancy, it will immediately become available for use.

4. What do I do if I accidentally create a vacancy for a bed that does not exist?

You will need to edit the vacancy and change the room number to the correct number or contact the CE Manager if there are no available beds.

5. What happens if the client appears at the emergency shelter or permanent housing before the case manager accepts the referral?

The client cannot be enrolled in the project in ClientTrack until the Case Manager accepts the referral and the Provider initiates the intake using the CE Workflow. Contact the Case Manager or the CE Manager to have the referral accepted. The unit/bed will remain saved for the client and the client can still be served.

6. When do I initiate the client intake?

Once the provider and client agree to move forward with the housing referral, the provider will initiate the client intake using the CE Workflow. The provider may initiate the client intake before the unit is fully ready or the client has all their documentation ready.

7. Can I initiate client intake before move-in?

Yes. Once the provider and client agree to move forward with the housing referral, the provider will initiate client intake using the CE Workflow. Once the client moves into the unit, you will return to the Client's project enrollment record on their dashboard in ClientTrack to enter their move-in date.

8. What do I do if I get stuck, confused, or I am not sure how to proceed?

Please in that moment click help in the upper right corner of your ClientTrack application and submit an issue. Begin the summary with "ATL CE-" and then give a brief summary of the problem. In the text box below give more details about the problem you are experiencing including the client ID, any error messages you see, and the exact screen that you are on.

APPENDIX A: CREATING VACANCIES WITH HOUSING ATTRIBUTES

1. Case member Composition – Indicate if the unit serves adults only (may include couples) or adults with children, etc. For vouchers or flexible tenant based vacancies, leave blank.
2. Number of Case Members – complete only where applicable. For example, for adult only units, if a couple may be served, indicate 1-2
3. HoH Age – Lower age is likely 18 for units other than "children only". The most common use of this field is Youth targeted to 18-24. You do not need to indicate an upper age limit (unless applicable)
4. Gender – Gender should be left blank for vouchers or tenant-based units. Use gender only when a grant or shelter facility specify gender. For example, shelter for women with children, shelter for men. Due to the expanded gender options in a client record, using multiple selections when restricting gender is important. For example, include transgender options as appropriate. It is understood that CE Assessors may need to discuss safety and client needs or preferences on a case by case basis with referrals to units restricted by gender.
5. Family Income – Indicate monthly income limits for households total income in this unit (as applicable)
6. %AMI – Indicate range of AMI allowed for households in this unit (as applicable)
7. Chronic Homelessness – Indicate Yes for HUD CoC Funded PSH and any housing model dedicated to individuals determined to be chronically homeless.
8. Disability – Indicate Yes for Chronic Homeless units and any other unit that requires an individual to have a disability to be eligible for the unit. Facilities may also code the unit and require documentation in the client record prior to referral for both HUD McKinney form and SPMI form.
9. Medicaid documented in insurance benefits – Indicate Yes if individuals in this unit are required to have Medicaid to be eligible for the unit.
10. Housing Needs/ Preferences- Indicate if the unit is shared with others (bunk beds, shared apartment, group home) or if it is not shared. Indicate accessible for units that are ADA compliant for handicap accessibility.