

WESTERN PA COC COORDINATED ENTRY TRAINING

Reviewing System Functions

7/18/2018

TRAINING OBJECTIVES

- Gain Knowledge of System Updates
- Understanding how to meet data demands i.e. recording Head of Households birth date
- Learn how to accept/reject clients off the CoC prioritization list
- Learn how to use the NEW Service Inquiry Function

COORDINATED ENTRY SYSTEM UPDATES

❖ NEW Homeless Location added to the Homeless Assessment Chart

- Hotel / Motel paid for by government or charitable organization added
- Definitions added for Interim Housing and Hotel / Motel paid for by government or charitable organization



❖ General/Department Email Setup

- Under Provider Setup Screen

❖ Assessment Scoring

- Reviewing items associated with Youth Scoring

SERVICE INQUIRY

- **What is Service Inquiry?**

Service Inquiry will assist Providers with finding potential matches on the Prioritization by sending an electronic inquiry (email) to the household's assessment agency to facilitate better communication and to have a record of the action taking place, along with its status / outcome.

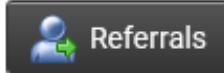


- **Who can use this system function?**

General Provider Only – Domestic Violence Protocol will remain as is for now.

SERVICE INQUIRY CONTINUED

- Where is the Service Inquiry located?

Function is located at the bottom of the consumer's prioritization list record

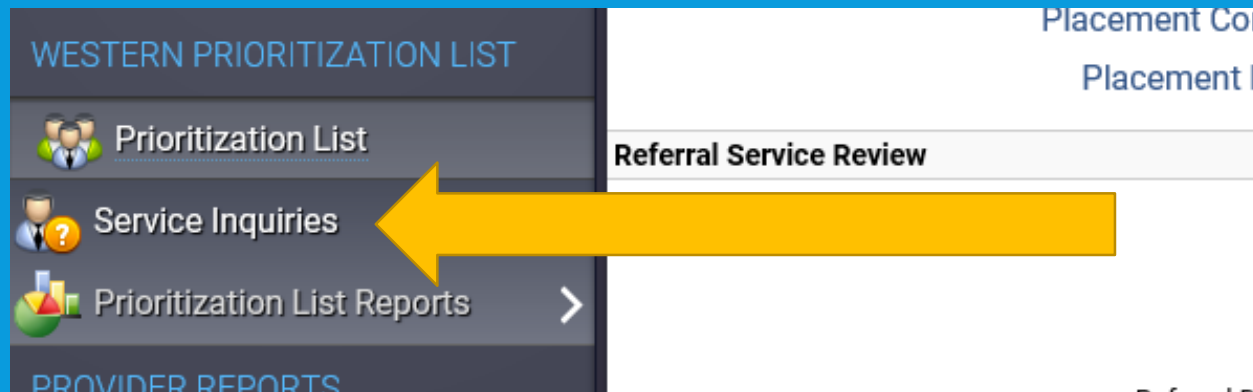
Referral Service Review						
 Referrals  Service Inquiry 						
4 results found.						
<input type="checkbox"/> Service ▲	Referral Date ▼	To Provider ▲	From Provider ▲	Referral Status ▲	Result ▲	Housed By ▲
Permanent Supportive Housing						
	4/25/2017	Lawrence County Social Services, Inc.	HMIS Service Agency	Pending		
Rapid Rehousing Services	4/25/2017	HMIS Service Agency	HMIS Service Agency	Accepted	Service provided	
Transitional Housing (SHP)	1/30/2018	Lawrence County Social Services, Inc.	Lawrence County Social Services, Inc.	Accepted	Service provided	

SERVICE INQUIRY CONTINUED

- **When to use Service Inquiry**

Providers can use this function to communicate openings to the assessment center to engage clients

- How to check on the progress of the service inquiry?



WHAT IS THE PROCESS TO ACCEPT CLIENTS INTO MY OPENINGS?

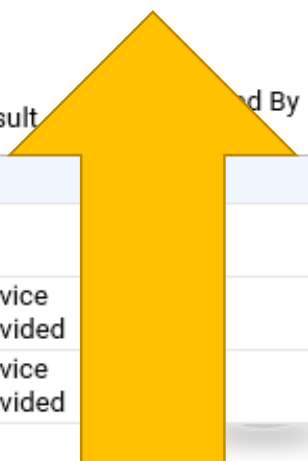
- How to document the acceptance?

Referral Service Review

Referrals Service Inquiry Service Acceptance/Rejection

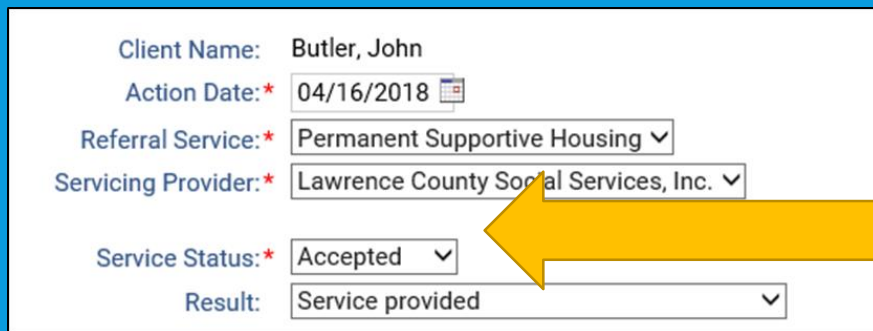
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<input type="checkbox"/> Service ▲	Referral Date ▼	To Provider ▲	From Provider ▲	Referral Status ▲	Result	By
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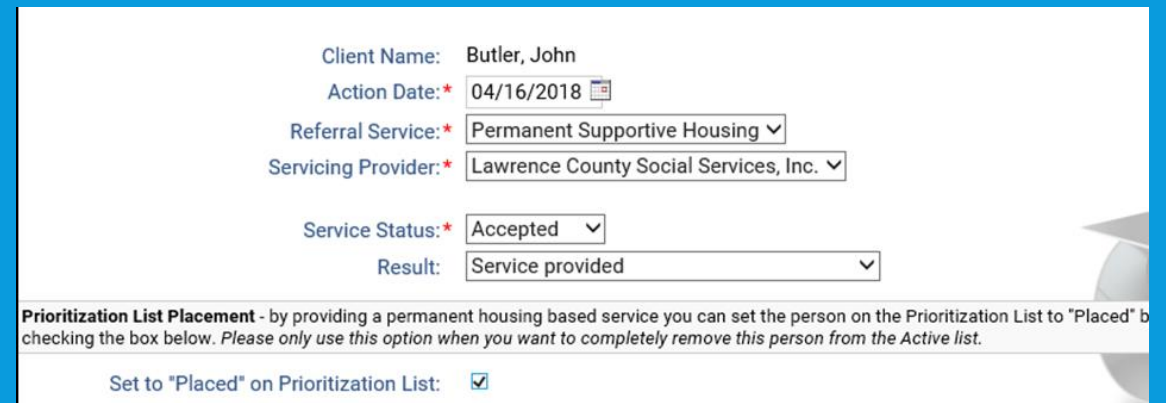
WHAT IS THE PROCESS TO ACCEPT CLIENTS INTO MY OPENINGS?

- For Action Date: Record the acceptance/rejection date as the action date.
- Select Accepted from the menu option
- Service Acceptance: Set to “Placed” on Prioritization List – will remove client from list for Rapid Rehousing and Permanent Supportive Housing Programs



Client Name: Butler, John
Action Date: * 04/16/2018
Referral Service: * Permanent Supportive Housing
Servicing Provider: * Lawrence County Social Services, Inc.
Service Status: * Accepted
Result: Service provided

A yellow arrow points from the 'Accepted' dropdown menu to the right.



Client Name: Butler, John
Action Date: * 04/16/2018
Referral Service: * Permanent Supportive Housing
Servicing Provider: * Lawrence County Social Services, Inc.
Service Status: * Accepted
Result: Service provided

Prioritization List Placement - by providing a permanent housing based service you can set the person on the Prioritization List to "Placed" by checking the box below. Please only use this option when you want to completely remove this person from the Active list.

Set to "Placed" on Prioritization List:

A yellow arrow points from the bottom to the checkbox.