

Serving Survivors

VICTIM SERVICE PROVIDER ENTRY POINTS

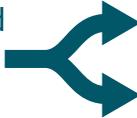
Victim Service Providers and a local agency designated for entering information into HMIS can assist survivors with Coordinated Entry using the process below.



If safety is the household's priority, ask if they would like to seek services immediately. Connect the household to CE at a later time.

1

Describe CE, HMIS, and the HMIS Release of Information (ROI).



If they **agree** to the HMIS ROI and would like to connect to another Entry Point with HMIS, complete a warm handoff.

If they **do not agree** to the HMIS ROI, complete CE enrollment on paper or in a comparable database.

2

Based on the results of the assessment, review the **Eligibility Matrix**, and discuss housing programs, supportive services, and agencies with the household.

3



The household decides to which housing programs, supportive or emergency services, and agencies they would like referrals. *Record referrals and unmet needs on paper or in a comparable database to reference at a later time (See Step 5).*

4

If the household consents, complete warm handoffs to Receiving Agencies.



5

Connect with the agency designated for entering information into HMIS.

The agency answers only information pertinent for matching to housing programs, which includes...

- 1) De-identified First and Last Names
- 2) Project Entry Date
- 3) Veteran Status (2 Options: Yes or Data Not Collected)
- 4) Special Population Score
- 5) What is the minimum number of bedrooms you need?
- 6) Phone Number (This is often contact information for an advocate.)

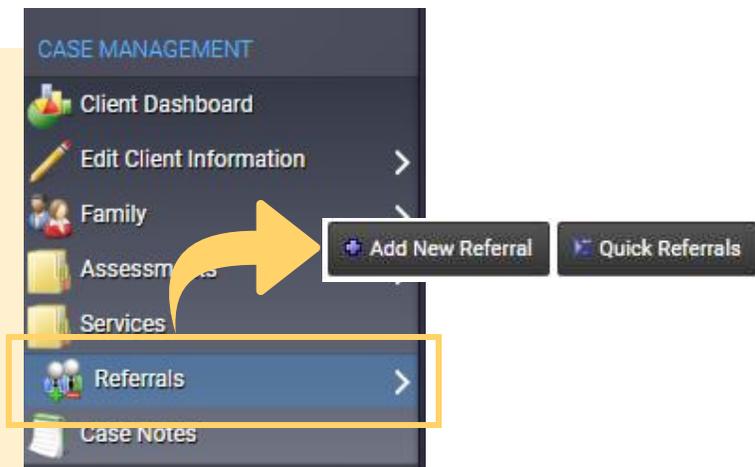
6

Record referrals and unmet needs in HMIS.

The agency can record referrals in 3 ways:

- 1) In the CE Workflow
- 2) 'Add New Referral' (Referrals menu)
- 3) 'Quick Referrals' (Referrals menu)

This process must follow the timeliness requirements of HMIS, which is completing data entry within 24 hours if data cannot be entered in real-time.



7



The agency shares the household's ClientTrack ID with the Victim Service Provider Entry Point.

A local tracking sheet is recommended to support the local referral process and local case conferencing meetings.

Resources:

1. [VI-SPDAT on paper | SPANISH](#)
2. [F-VI-SPDAT on paper | SPANISH](#)
3. [CE Enrollment on paper](#)
4. [HMIS Tracking Sheet](#)
5. [Data Transfer form - Enrollment](#)
6. [Data Transfer form - Exit](#)

Do you have questions or need more guidance? Select from below.

[Email CE@THN.org](mailto:CE@THN.org) | [CE Website](#) | [CE Written Standards](#) | [CE Data Guide](#)

