

# Serving Survivors

## VICTIM SERVICE PROVIDER ENTRY POINTS

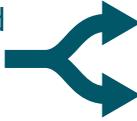
Victim Service Providers and a local agency designated for entering information into HMIS can assist survivors with Coordinated Entry using the process below.



**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...*

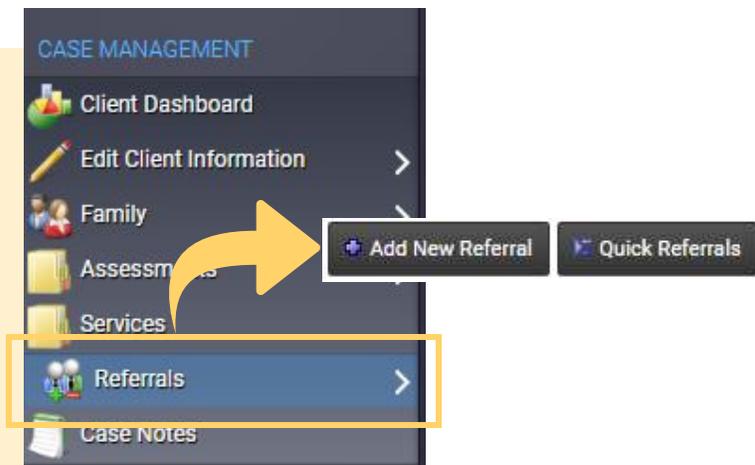
- 1) De-identified First and Last Names
- 2) Project Entry Date
- 3) Veteran Status (2 Options: Yes or Data Not Collected)
- 4) Special Population Score
- 5) What is the minimum number of bedrooms you need?
- 6) Phone Number (This is often contact information for an advocate.)

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](#)

