

## Coordinated Entry Frequently Asked Questions Nevada County & Placer County

### Coordinated Entry through 211 Connecting Point

General information, update form for clients, FAQ, and intake & exit forms for partners - [211connectingpoint.org/coordinated-entry/](https://211connectingpoint.org/coordinated-entry/)

### How do I take clients through Coordinated Entry (CE) to get them into the Homeless Management Information System (HMIS)?

A complete Coordinated Entry packet requires that **three forms** be filled in and securely submitted to Connecting Point by providers:

- Coordinated Entry Assessment (CEA)
- Client Release of Information (ROI)
- Nevada-Placer County Vulnerability Assessment Tool (VI) (or Vulnerability Index)

### Where do I get the forms?

- All three forms can be downloaded at [211connectingpoint.org/coordinated-entry/](https://211connectingpoint.org/coordinated-entry/)
- The Coordinated Entry Assessment (CEA) form can be filled out and securely submitted online at [211connectingpoint.org/cetool/](https://211connectingpoint.org/cetool/)
- To have the forms emailed to you, contact:
  - Tiffany Lombardi, [tiffanyl@connectingpoint.org](mailto:tiffanyl@connectingpoint.org), 530-277-0033
  - Susan Sanford, [susans@connectingpoint.org](mailto:susans@connectingpoint.org), 530-446-0552

### What do I need to know about completing the forms?

- All three forms MUST be submitted for a NEW client (CEA, ROI, and VI).
- After a client is in HMIS, you may send applicable forms (CEA, ROI, and/or VI) with any needed updates.
- Be sure both you and client sign the ROI, or state that client gave verbal consent.
- Please add up the points on the VI and circle the total at end of the form AND note on the CEA the reasons for any additional points added.
- Clients will be entered into HMIS when all three forms have been received.
- Please put client name or initials on all pages of all forms.

## How do I submit forms to Connecting Point for entry into HMIS?

- The Coordinated Entry Assessment paper form can be filled out and securely emailed, OR it can be filled out and securely submitted online at <https://211connectingpoint.org/cetool/>. The paper ROI and VI forms will need to be submitted separately via encrypted email or fax.
- All three forms can be scanned into one PDF.
- Submit ALL pages of ALL forms.
- Please keep clients separate (i.e., do not scan more than one client's info into the same PDF).
- Fax forms to Connecting Point at 530-274-5602 (please tell Tiffany and Susan if you are faxing). If you have fax questions call Connecting Point at 530-274-5601.
- Send forms encrypted via Barracuda, Virtru, etc.

## Important timeline information

- The Client Release of Information is **good for seven years**. For example, a form signed on May 15, 2021 will be good until May 14, 2028.
- HUD guidelines state that HMIS data entry be completed **within seven days** of the intake date. Please submit all three forms as promptly as possible and no later than seven days after the intake date.
- Clients need to connect with one or more services **within 90 days** of being entered into HMIS or they will be exited due to the inactive policy.
- It's important for clients to call 2-1-1 **promptly** with any information updates, especially contact info. They can also update their information online at [211connectingpoint.org/coordinated-entry/](https://211connectingpoint.org/coordinated-entry/).

## How do I exit a client from Coordinated Entry?

- Fill out the form called Coordinated Entry EXIT form 06162021. The form is at the bottom of this page on the 211 website: <https://211connectingpoint.org/coordinated-entry/>. It's also available from Tiffany and Susan.
- Submit the form via regular email to Tiffany, Susan, and Ulysses (see emails below). The exit form does not need to be encrypted because it does not contain PII (Personal Identifying Information).

## Contacts

- If you have questions or comments, please contact anyone on the Connecting Point CE/HMIS data entry team:
  - Tiffany Lombardi, [tiffanyl@connectingpoint.org](mailto:tiffanyl@connectingpoint.org), 530-277-0033
  - Susan Sanford, [susans@connectingpoint.org](mailto:susans@connectingpoint.org), 530-446-0552
  - Lindsay Gordon, [lindsayg@connectingpoint.org](mailto:lindsayg@connectingpoint.org)
  - Ulysses Palencia, [ulyssesp@connectingpoint.org](mailto:ulyssesp@connectingpoint.org)

Thank you!