



Coordinated Entry - Frequently Asked Questions

for Nevada County & Placer County

April 2022 Updates

- **Coordinated Entry intake forms MUST BE SECURELY SUBMITTED.** If you are not able to securely submit forms (i.e. you cannot encrypt email or fax to Connecting Point) please have your clients call 211 (or 833-342-5211) to do the intake so their personal information is secure. This is a HUD requirement.
- **NO DATA ENTRY WILL BE DONE UNLESS FORMS ARE SECURELY SUBMITTED.**
- **Please consider having all your clients call 211 for their intake. This is the preferred method.** Calling 211 gets clients into HMIS faster because call agents get all needed information at the same time. They can also offer additional resources to clients. You may be with the client during the intake, or they can verbally authorize you or someone else to do it on their behalf. You can fill out the CEA and VI forms with the client, then call 211 when able with the forms in hand. Client can verbally authorize in two ways:
 - by calling 211 when they are with you and telling the call agent that they authorize you to do the intake on their behalf.
 - by calling 211 on their own ahead of time and telling the call agent that they authorize you, or someone else, to do the intake on their behalf. The call agent will note the name of who is authorized by the client.
- **A Release of Information form is no longer required for HMIS**, but your organization may require ROIs for some or all services. See info at end of FAQ document about how personal information is used in HMIS.
- **There is now one email address** for the HMIS data entry team at 211 Connecting Point:
ceintake@connectingpoint.org.

Coordinated Entry through 211 Connecting Point

General information, update form for clients, FAQ, and intake & exit forms for partners -
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 **two forms** be filled in and **securely submitted** to Connecting Point by providers:

- Coordinated Entry Assessment (CEA)
- Nevada-Placer County Vulnerability Assessment Tool (VI) (or Vulnerability Index)

Where do I get the forms?

- Both forms can be downloaded at 211connectingpoint.org/coordinated-entry/
- The Coordinated Entry Assessment (CEA) form can be filled out and securely submitted online at 211connectingpoint.org/cetool/
- To have the forms emailed to you, email ceintake@connectingpoint.org or call:
 - Tiffany Lombardi, 530-277-0033
 - Susan Sanford, 530-446-0552

What do I need to know about completing the forms?

- Both forms MUST be submitted for a NEW client (CEA and VI). After a client is in HMIS, you may send applicable forms (CEA and/or VI) with any needed updates.
- 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 both 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 VI form will need to be submitted separately via encrypted email or fax.
- Both 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.
- Email forms encrypted via Barracuda, Virtru, etc. to ceintake@connectingpoint.org.

Important timeline information

- HUD guidelines state that HMIS data entry be completed **within seven days of the intake date**. Please submit both 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/.

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 the Connecting Point CE/HMIS data entry team at ceintake@connectinpoint.org or call:
 - Tiffany Lombardi, 530-277-0033
 - Susan Sanford, 530-446-0552
 - Nic Schmeck, nics@connectingpoint.org
 - Lindsay Gordon, lindsayg@connectingpoint.org
 - Ulysses Palencia, ulyssesp@connectingpoint.org

* The following is from the Homeless Resource Council of the Sierras (HRCS) Privacy Sample Plan and can be used to **let clients know how their information is used**: “We collect personal information directly from you for reasons that are discussed in our privacy notice. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.”