



Coordinated Entry - Frequently Asked Questions for Nevada County & Placer County

Coordinated Entry through 211 Connecting Point

General information, this FAQ, and intake & exit forms for partners are here:
211connectingpoint.org/coordinated-entry

Topics covered below

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Overview

- **A complete Coordinated Entry packet requires that two forms be filled in completely and securely submitted to Connecting Point by providers:**
 - Coordinated Entry Assessment (CEA)
 - Nevada-Placer County Vulnerability Assessment Tool (VI) (Vulnerability Index)
- **Coordinated Entry intake forms MUST BE SECURELY SUBMITTED.** If you are not able to securely submit forms (i.e. you cannot encrypt email or fill out the online CEA form) 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 REQUIRED INFORMATION IS COMPLETELY FILLED OUT AND 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. Call agents can also offer additional resources to clients. If your client calls 211 to do CE, you can be with them when they call. They can also authorize you to do the intake on their behalf while you are together on the phone with 211.
- **A Release of Information form is not required for HMIS,** but your organization may require ROIs for some or all services. See info at end of this FAQ document about how personal information is used in HMIS.
- **The email address** for the CE HMIS data entry team at 211 Connecting Point is ceintake@connectingpoint.org

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 completely and securely submitted to Connecting Point by providers:

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

Where do I get the forms?

- Both forms can be downloaded at 211connectingpoint.org/coordinated-entry **YOU MUST USE THE CURRENT VERSION OF BOTH FORMS.** Out of date forms will not be entered into HMIS. Forms are updated when HUD adds new required questions.
- The Coordinated Entry Assessment (CEA) form can be filled out and securely submitted online at 211connectingpoint.org/cetool

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 submit 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 discretionary case management points added.
- Clients will be entered into HMIS when both completed 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?

- **SECURELY** submit ALL pages of BOTH forms.
- If you use the paper version of the CEA form, both the CEA and the VI can be scanned into one PDF if you are going to securely email or fax to Connecting Point.
- Keep clients separate (i.e., do not scan more than one client's info into the same PDF).

***** SEE BELOW FOR SECURE SUBMISSION REQUIREMENTS *****

IMPORTANT: If your organization cannot send encrypted emails, Connecting Point can send you an encrypted email. You can reply to that encrypted email and attach CEA and/or VI documents which will come back to Connecting Point encrypted. Please advise if you need this option.

Coordinated Entry Assessment form

- Online version is a HIPAA compliant secure form. When you click SUBMIT, it is securely delivered to Connecting Point. Find it here: <https://211connectingpoint.org/cetool>
- Paper version of CEA form can be securely emailed or faxed
 - **Securely email** to ceintake@connectingpoint.org encrypting with Virtru, Barracuda, or other approved encryption software. Or ask Connecting Point to initiate an encrypted email per note above.
 - **Fax** to Connecting Point at 530-274-5602. BEFORE FAXING YOU MUST CALL 530-274-5601 to ensure someone is ready to receive the fax immediately so that client information is protected, OR email ceintake@connectingpoint.org to say a fax is coming.

Vulnerability Assessment Tool (aka Vulnerability Index or VI)

- Paper version of VI form can be uploaded to HMIS at your organization, or securely emailed, or faxed to Connecting Point.
 - **Upload** VI document into "File Attachments" section of Client Profile tab in HMIS. **This is the preferred method for keeping client data secure.** Add the Vulnerability Score and notes for any discretionary case management points awarded.
 - **Securely email** to ceintake@connectingpoint.org encrypting with Virtru, Barracuda, or other approved encryption software. Or ask Connecting Point to initiate an encrypted email per note above.
 - **Fax** VI to Connecting Point at 530-274-5602. BEFORE FAXING YOU MUST CALL 530-274-5601 to ensure someone is ready to receive the fax immediately so that client information is protected, OR email ceintake@connectingpoint.org to say a fax is coming.

Important timeline information

- HUD guidelines state that **clients must be entered into the HMIS database within one (1) week (7 days) of intake.** Please submit both forms as promptly as possible as **data entry is only done on weekdays.**
- 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.

What if I get an email with subject line: "Coordinated Entry Incomplete"?

This message is sent when the Coordinated Entry form/s submitted to Connecting Point cannot be entered into HMIS for one or more of the following reasons:

- Not submitted securely. Forms must be submitted via encrypted email, faxed, or for the CEA, via the secure online form here: <https://211connectingpoint.org/cetool>
- Incomplete. Information is missing that is required by HUD.
- Outdated form. Current versions of forms have new questions required by HUD. Find current versions of forms near the bottom of this page: <https://211connectingpoint.org/coordinated-entry>

What to do

- Review this Coordinated Entry FAQ document, found near the bottom of this page: <https://211connectingpoint.org/coordinated-entry>
- Check the following first:
 - You are using the current version of the form
 - Client name is correctly spelled
 - All required fields are filled in
- If client is already in HMIS check to see that date of birth and social security number match the form/s being submitted. If info in HMIS is different and not correct, tell Connecting Point when submitting the new form/s.
- NOTE: If a client is already in HMIS and things such as gender identity or knowledge of ethnicity have changed since they were first entered into the system, the information on the most recently submitted form will be used.

When you have resolved the issue, choose one of these options

- Resubmit form/s
- Have client call 211 (or 833-342-5211) to do Coordinated Entry intake with a live call agent. Case managers can be with the client when they call.

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>.
- Submit the form via regular email to ceintake@connectingpoint.org. The exit form does not need to be encrypted because it does not contain PII (Personal Identifying Information).

Contact

- Connecting Point CE/HMIS data entry team - ceintake@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.”