

Date: 01/07/2017

Program: All CoC-funded agencies

No. 01

**Title: ServicePoint Data Entry, Usage, and Reporting****Date Last Reviewed:**

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**PURPOSE:** This policy will offer a structured guideline for the maintenance of appropriate timelines concerning the entry and usage of client data ServicePoint. Standardized, correct data entry is of utmost importance in order to provide a clear, systemic view of how Coordinated Entry is impacting utilization of CoC services and client needs.

**PROCEDURES:**Collecting Client Information

All CoC-funded agencies should review and revise, if necessary, the Client Profile in ServicePoint when they begin to work with a client. Street Outreach and Coordinated Entry staff (including 2-1-1 Community Resource Specialists) are not responsible for completing the sub assessments.

All Street Outreach, Emergency Shelter, Safe Haven, and Rapid Rehousing staff should pay special attention to the chronic homelessness section of the Client Profile and ensure that what is reported in the Client Profile can be supported by Service Transactions, program Entry/Exits, Outreach Contacts, and/or File Attachments. If there is no information in the Client Profile, the first staff to work with the client must fill it out.

All CoC-funded agencies should complete, review, and/or revise the appropriate VI-SPDAT, VI-FSPDAT, or TAY in the Assessments tab depending on the client demographic according to the Coordinated Entry Assessment Policy. Staff should also complete a referral to the appropriate Housing Prioritization List according to the Coordinated Entry Assessment Policy and the cheat sheet provided by Institute for Community Alliances.

Referrals to Housing Providers

Staff will have all monthly data regarding referrals and referral outcomes complete and accurate by the 5<sup>th</sup> of the following month. (For example, all referrals and referral outcomes that took place in the month of January will have complete and accurate ServicePoint entry by the 5<sup>th</sup> of February.)

### Usage of ServicePoint Data

Coordinated Entry will utilize the information entered on the Client Profile and VI assessments via the referrals made to the Housing Prioritization Lists to create a single prioritization list for placement into CoC-wide housing options. The report includes client name, date of birth, number of days homeless, VI score, chronic status, veteran status, youth status, and family size.

Information regarding referrals made and referral outcomes will be combined with CoC program utilization data to analyze the effectiveness of Coordinated Entry.

### Reporting of ServicePoint Data

By the 5<sup>th</sup> of every month, all CoC agencies who are a part of Coordinated Entry will have accurate and correct data in ServicePoint for the prior month. By the 2<sup>nd</sup> Monday of every month, the Coordinated Entry Program Coordinator will supply a report to Institute for Community Alliances, who will further compile a report to be shared at the CoC Provider Advisory Committee every 2<sup>nd</sup> Thursday of the month.

This report will contain the following from ServicePoint:

- Number of unduplicated requests for Coordinated Entry
- Number of unduplicated requests for Coordinated Entry from each HUD Category 1 and 2 living arrangements
- Number of referrals made via Coordinated Entry
- Number of referrals accepted from Coordinated Entry

The report will also contain the following from other sources:

- Housing Inventory Chart utilization
- Call wait times to 2-1-1 for Coordinated Entry
- Call times for Coordinated Entry in 2-1-1
- Referrals made to prevention/diversion resources

### Coordinated Entry Data Requests

All requests for Coordinated Entry data will go through the City of Milwaukee as the Lead Agency of the CoC. If the City deems it appropriate, the Coordinated Entry Program Coordinator will compile any data requested with, as needed, assistance from Institute for Community Alliances, and will deliver it to the City to distribute.