All Home Stakeholder Meeting
April 20, 2016
• Welcome
• Populations updates
• New HMIS ROI / CEA Consent
• Increasing Consent Rates: Learning from Veterans’ 99% Consent Rate
• Documenting Chronic Homelessness for Permanent Supportive Housing
• Closing announcements
Youth & Young Adults
- Host homes, diversion, rapid re-housing
- Voices of Youth Count
- Staffing updates

Single Adults & Veterans
- Phase One Coordinated Entry status

Coordinated Entry for All Populations
- Re-Assessment updates
- Referrals
Families with Children

- Callbacks and score trends
- HMIS and referrals
- Coordinating Board approval of Family Strategic Plan direction
- Front Door Employment Referrals
- System Innovation Grant opportunities
- RRH Focus Groups
Client Consent for Data Collection and Release of Information

Jason Satterfield, BitFocus/Clarity
Where to Access the ROI Form?

All client forms will be posted at: kingcounty.hmis.cc
Let’s take a look

As of today, most current version is (Version 1.3 30Mar2016)

King County Homeless Management Information System (HMIS)
Client Consent for Data Collection and Release of Information

What is the HMIS?
The HMIS is a data system that stores information about homelessness services. Bifocus, Inc. manages the HMIS for King County. The purpose of the HMIS is to improve services that support people who are homeless to get housing, and to have better access to those services, while meeting requirements of funders such as the U.S. Department of Housing and Urban Development (HUD).

What is the purpose of this form?
With this form, you can give permission to have information about you collected and shared with Partner Agencies that help King County provide housing and services. A current list of Partner Agencies is at http://kingcounty.hmcc/participating-agencies/

BY SIGNING THIS FORM, I AUTHORIZE King County and Bifocus to share HMIS information with Partner Agencies. The HMIS information shared will be used to help me get housing and services. It will also be used to help evaluate the quality of housing and service programs. I understand that the Partner Agencies may change over time.

The information to be collected and shared includes:
- Name, birthday, gender, race, ethnicity, social security number, phone number, address
- Basic medical, mental health, substance use, and daily living information
- Housing Information
- Use of crisis services, hospitals and jail
- Employment, income, insurance and benefits information
- Services provided by Partner Agencies
- Results from assessments
- My photograph or other likeness (if included)

BY SIGNING THIS FORM, I UNDERSTAND THAT:
- King County, Bifocus and Partner Agencies will keep my HMIS information private using strict privacy policies. I have the right to review their privacy policies.

- I may refuse to sign this Consent. If I refuse, I will not lose any benefits or services.
- This Consent will expire 7 years from my last HMIS recorded activity.

KING COUNTY HMIS - CLIENT CONSENT TO DATA COLLECTION AND RELEASE OF INFORMATION (Version 1.3 30Mar2016)
ROI Overview

One single, easy to read form:
- Multiple ROIs are no longer required for coordinated entry and HMIS
- The form is written to be readable at an 8th grade level
- ROI is universal, only one is required per client

Key Provisions:
- A link to a list of partner agencies provided in the ROI form
- ROI lists information that the clients agree to share.
  - Entering into HMIS = sharing
- Valid for 7 years after date of last recorded HMIS activity
How to Approach Client to Sign a ROI

Best Practices

- Whenever possible, check to see if an ROI has been entered into Clarity before asking the client to sign another.
- Explain the benefits to the client.
- When creating new client profiles or program enrollments, include the client in data entry as much as you can.
  - Be sure to navigate to the client’s profile BEFORE inviting the client to view your screen.
Refusing to Sign an ROI vs. Refusing Consent to Share Information

**Refusing to Sign an ROI:**
- Don’t assume that every time a client says “I don’t want to sign that paper” they are refusing to allow you to enter their information into HMIS.
- If a client has already signed a ROI at another agency they may very likely refuse to sign a duplicate form when you present it to them.

**Refusing Consent to Share:**
- If a client appears to be refusing consent to share information, **DIG DEEPER.**
  - Identify the root of the client’s concern
  - Resolve the concern whenever you can
- If there is good reason not to consent, then consider the case closed:
  - Fleeing domestic violence
  - HIV status
  - Treatment for Substance Use Disorders
• DV Survivors should not consent to share information

• But what does that really mean?
  ◦ Survivors in imminent danger and/or are actively fleeing DV should not consent
  ◦ Having a history of DV does not necessarily mean they should not consent (they may no longer be in imminent danger or actively fleeing DV)
  ◦ If you’re not sure, empower the survivor or client to make the right decision for them – What does giving consent mean? How can it assist them in their housing stability? What are the risks?
But...
Ensure Clients are Giving Informed Consent (or Informed Refusal of Consent)

If there is no compelling reason, and the client refuses to consent to share their information:

- Be sure to explain that we will not refuse service.
- Also explain that we can provide **BETTER** service if they share information.
  - We can better match people to services
  - Give a concrete example (while maintaining confidentiality)
(Time permitting)

ROLE PLAY
Revocation of Consent

Client can always revoke consent, without involving a Partner Agency

Client submits written request to revoke consent to:
Bitfocus, Inc.
ATTN: King County HMIS
548 Market St #60866
San Francisco, CA 94104-5401

While working with a Partner Agency, Client Can Revoke Consent in Two Ways:

Verbally, in urgent situations where client safety or well-being is paramount:
• Fleeing DV
• Seeking to enter substance use treatment services

In all other situations, using a Revocation of Consent Form.
Available at:
kingcounty.hmis.cc
Improving Consent Rates:

Learning from the Veteran’s 99% Rate

Kristin Huson, VA Community Housing & Outreach Services
2015 rates
- 73% YYA
- 64% families
- 73% single adults

Background
The VA Journey

- **Steps taken**
  - Scripts for assessment & ROI
  - Staff training on importance of data quality
    - Relaying to veterans how data improves communication and collaboration
    - Also relaying how information is protected
  - Made it a requirement to participate
    - For SSVF programs only

- **Lessons learned**

Consent Rates
The VA Journey

- Questions?
Documenting Chronic Homelessness for Permanent Supportive Housing

Kate Speltz, King County Housing and Community Development
Eileen Denham, City of Seattle
• **Chronically homeless means:**
  ◦ (1) A “homeless individual with a disability,” as defined in the Act, who: Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
  ◦ Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months
  ◦ Occasions separated by a break of at least seven nights
  ◦ Stays in institution of fewer than 90 days do not constitute a break
Chronically homeless means (cont.):

- (2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

- (3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.
Summary of Major Changes

- Four occasions must total 12 months

- Occasion is defined by a break of at least seven nights not residing in an emergency shelter, safe haven, or residing in a place meant for human habitation (e.g., staying with a friend, in a hotel/motel paid for by program participant)

- Stays in institution of fewer than 90 days do not constitute as a break and count toward total time homeless
Documenting Chronically Homeless Status: Third Party Documentation

- Documenting an individual’s time in a place not meant for human habitation, an emergency shelter, or a safe haven:
- Third party documentation is preferred; however:
  - For all clients, up to 3 months can be documented through self-certification
  - In limited circumstances, up to the full 12 months can be obtained through self-certification
Documenting Chronically Homeless Status: Third Party Documentation (cont.):

- Single encounter in a month is sufficient to consider household homeless for entire month unless evidence of a break.

- If third-party documentation cannot be obtained, a written record of intake workers due diligence to obtain, the intake worker’s documentation of the living situation, AND the individual’s self-certification of the living situation.
Documenting Chronically Homeless Status: Documenting Breaks

Evidence of a break can be documented by:

- Third party evidence
- The self-report of the individual seeking assistance
- 100% of the breaks can be documented by self-report
Closing announcements