

# Metro Homeless Impact Division Connector Card Training

Let's get people some bus passes!

# Coming up!

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- Eligibility criteria and definitions
- Application process
- Navigator commitment
- Deactivation/Reactivation
- Annual Review process
- Time for questions

# Eligibility Criteria Overview

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In order to be eligible, the individual **must**:

1. Be **18+** years old
2. Be **literally homeless**, as defined by HUD
3. Have experienced **5+ months of continuous homelessness\***
4. Have a **disabling condition**
5. Have a **CES entry** in HMIS
6. Have required **documentation uploaded** to HMIS
7. Be willing to work with Housing Navigator

\*Per HUD guidelines, always round UP to the next highest month when reporting months of homelessness

Bus passes will only be approved if ALL eligibility criteria are met.

To ensure that your request is processed quickly, please **do not submit a request until all documentation is in order.**

# Eligibility Criteria: Literally Homeless (HUD)

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**A.** Individual is **currently** staying in:

- Place not meant for human habitation (e.g., car, streets, encampment);
- Emergency shelter;
- Transitional housing;

**OR**

**B.** Individual:

- Is exiting an institution (e.g., jail, hospital) where (s)he resided for 90 days or less; **and**
- Resided in emergency shelter or place not meant for human habitation *immediately before* entering that institution

# Eligibility Criteria: Disabling Condition

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- Disabling conditions **can** be self-reported
- Disabling conditions include:
  - Physical health
  - Mental health
  - A&D
  - Other (if other, please specify)
- The disabling condition you select in your application **must match** the disabling condition you select in the client's CES entry in HMIS



# Eligibility Criteria:

## CES Entry

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- Individuals must have a complete CES entry in HMIS to be eligible
  - **ALL questions in the entry must be answered!**
  - The ONLY reason data should be missing is if the client refuses to answer a question, or does not know the answer to the question
    - Be sure to code this appropriately in HMIS, as “Client refused” or “Client doesn’t know”
- Individuals must answer “yes” to the questions: “Does the household want to work toward permanent housing?” and “Do you want assistance and/or resources finding permanent housing?”

Does the household want to work towards permanent housing?

Yes ▼ G

Do you want assistance and/or resources finding permanent housing?

Yes ▼ G



# Eligibility Criteria: CES Entry

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- Please note: **If a client already has a currently open CES entry** in HMIS (i.e. the client was previously entered into CES and has not been exited from CES), **do NOT create a new entry**
- Instead, **complete an Interim Update** in HMIS, making sure to update any outdated or missing information (e.g., housing situation, income, etc.)
- Again, **ALL questions must be answered**, unless the client refuses or doesn't know the answer to a question

# Interim Updates

**Client Information** | **Service Transactions**

Summary | Client Profile | Households | ROI | **Entry / Exit** | Case Managers

*i* Reminder: Household members must be established on Households tab before creating Entry / Exits

### Interim Reviews

Interim Reviews Associated with this Entry / Exit

		Review Date	Review Type	Client Count
		12/05/2017	Update	

Showing 1-1 of 1

Interims	Follow Ups	Client Count	

# Interim Updates

## Add Interim Review - (35704) Bird, Tweety



### Household Members



To include Household members associated with the Entry / Exit for this Interim Review, click the box beside each name.

- (4207) Male Single Parent
  - (35704) Bird, Tweety (Entry Date: 12/01/2017 12:01 AM)
  - (35712) Bird, Sylvester (Entry Date: 12/01/2017 12:01 AM)

### Interim Review Data

Entry / Exit Provider	MHC: Nash-TN: Coordinated Entry System (CES) (411)
Entry / Exit Type	Standard
<b>Interim Review Type *</b>	Update
<b>Review Date *</b>	01 / 02 / 2018 12 : 01 : 00 AM

Save & Continue

Cancel

# Eligibility Criteria: Documentation

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- The following documentation is required for an individual to be eligible:
  - Signed HMIS Release
  - Signed Code of Conduct
  - Photograph
  - **ALL documents must be uploaded to HMIS**
- Make sure you're in **EDA mode 411** before uploading documents! (Otherwise, we can't see them.)

# Eligibility Criteria:

## Working with Housing Navigator

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- Individual must be willing to work with Housing Navigator
  - Engage in housing search
  - Use bus pass to engage in housing search, visit other service providers, support services, etc.
  - Have regular follow ups with navigator

# VI-SPDAT

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- In order to remain eligible, the individual **must have a VI-SPDAT completed within 90 days** of the date the bus pass was issued
- Make sure you're using the correct VI-SPDAT for your client's situation
  - VI-SPDAT
  - Family VI-SPDAT
  - Transitional Age Youth VI-SPDAT
- Please note: If a client already has a currently open CES entry in HMIS (i.e. the client was not exited from CES), and a VI-SPDAT has already been completed for that entry, do NOT complete another VI-SPDAT

# Application Process

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- Housing Navigator will submit form on behalf of client through the Weebly site
  - Information includes length of homelessness, disability type, contact info
- MHID staff will verify that:
  - Eligibility criteria are met
  - All required documents are uploaded to HMIS
  - CES entry (or interim update) is complete, with **no missing data**

# Families

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- To obtain bus passes for multiple adults in a household, the **Housing Navigator must submit a separate request for each adult**
- Reminder: Individuals must be **18+ years old** to qualify for a bus pass. Please do not submit applications for minor children in the household
- Don't forget to **enter ALL household members into HMIS** (regardless of whether or not they receive a bus pass)!



# After Approval

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- MHID will notify Housing Navigator of approval and print bus pass
- MHID will bring the printed bus pass to an Individual, Veteran or Family Care Coordination meeting and give to the Housing Navigator or a representative from the navigator's agency
- If prior arrangements are made, navigators may pick up the bus pass from MHID staff

# Ongoing Navigator Commitment


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- Check in with MHID through Care Coordination meetings to report progress toward housing and service engagement.
- Use **HMIS Interim Updates** to:
  - Enter case notes documenting contact *at least* every two weeks
  - Document any changes in housing situation, income, non-cash benefits, health insurance, contact information
- **Exit clients from CES in HMIS** once they are housed or become inactive
- Reminder: **Always use EDA mode 411!**

# Case Notes

- Case notes are part of Interim Updates in HMIS
- A new case note must be entered at least every two weeks, until the client is housed
- Case notes should be **brief, but descriptive**
- Example: Housing Navigator met with client today to complete Section 8 application

## CASE NOTES/UPDATES & STATUS









 Case Notes/Details:

Date of Case Note: *	Case Notes:	Client Assigned to Navigator:	Navigator Assigned:	Date Assigned to Navigator:	Date Navigator stopped working with client: (If applicable)	Navigator Phone Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Case Notes/Details:

*Note: Please avoid putting details of criminal histories here or any type of mental health diagnosis. This can be communicated at the CARE Coordination Meetings!*

Date of Case Note: *	12 / 05 / 2017    G
Case Notes:	<div style="border: 1px solid gray; height: 150px;"></div> G
Client Assigned to Navigator:	-Select- ▼ G
Navigator Assigned:	-Select- ▼ G
Date Assigned to Navigator:	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Date Navigator stopped working with client: (If applicable)	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Navigator Phone Number:	<input type="text"/> G
Navigator Email:	<input type="text"/> G

**Connector Card Updates (please select as many as apply)**

For Connector Card updates: What was the purpose of your encounter?	-Select- ▼ G
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← **This is required!**

Save Save and Add Another Cancel

# Case Notes

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- **Please be sure to select the appropriate purpose(s) of the encounter for every case note!** (You can have up to three per case note)
- Try to **categorize encounters as precisely as possible**
- This helps us to demonstrate the great work you're doing, by showing the amount and types of crucial services being provided by Housing Navigators

NOTE: If you are just reporting on **what the client is using the bus pass for** (e.g., "Client continues to use bus pass to look for jobs"), use "**General follow-up**"

# Case Notes:

## Encounter Purpose Categories

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- Assistance with credit history/prior evictions
- Assistance with paperwork/documentation
- Assistance with Section 8/VASH voucher process
- Assistance with SSI/SSDI benefits
- Assistance with VA benefits
- Budgeting/financial planning
- Employment assistance
- General follow-up - **\*Select this option if reporting on what the client is using the bus pass for!\***
- Housing search assistance
- Linkage to legal assistance
- Linkage to mental health services
- Linkage to physical health services

# After Client Is Housed

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- Connector Cards are **not** automatically deactivated once clients are housed
- For clients to retain the bus pass after being housed, they must be **actively working with an agency staff member** (e.g., case manager, social worker) **to maintain housing**
- This does not have to be you, or staff at your agency! You can connect the client with staff at another agency
- Remember: Connector Cards are only valid for **one year!**

# Exiting Clients from CES in HMIS

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- Clients should only be exited from CES for two reasons:
  - Client has been **permanently** housed
  - Client is inactive (90 days of no contact despite repeated attempts; will be in institution for prolonged time; or deceased)
- When exiting clients, be sure to **update any information that has changed** (e.g., income, non-cash benefits, health insurance)



# Exiting Clients from CES in HMIS

**Reason for Leaving** should ONLY be:

- “CES: Exiting Coordinated Entry System: Housed” (if exiting to permanent housing), or
- “CES: Exiting Coordinated Entry System: Inactive” (if exiting due to inactivity)

**Edit Exit Data - (35704) Bird, Tweety**

**Household Members**

To update Household members for this Exit Data, click the box beside each name.

(4207) Male Single Parent

(35704) Bird, Tweety (Exit Date: 04/09/2018 9:18 AM)

(35712) Bird, Sylvester (Exit Date: 04/09/2018 9:18 AM)

**Edit Exit Data - (35704) Bird, Tweety**

**Exit Date \*** 04 / 09 / 2018 9:52 AM

**Reason for Leaving**  -Select-

- ✓ CES: Exiting Coordinated Entry System: Housed
- CES: Exiting Coordinated Entry System: Inactive
- Completed program
- Criminal activity / violence
- Death
- Disagreement with rules/persons
- FEP: Drop-Outs of Program
- Left for housing opp. before completing program
- Needs could not be met
- Non-compliance with program
- Non-payment of rent
- Other
- Reached maximum time allowed
- Unknown/Disappeared

**If "Other", Specify**

**Destination \***

**If "Other", Specify**

**Notes**

**Subsidy**

Save & Continue Cancel

# Exiting Clients from CES in HMIS

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- When you exit a client who has been housed, please **write a final case note with the name & contact information of the person who will be working with the client to maintain housing**
- MHID will follow up with this contact person every three months to ensure that the client is still actively engaged with services
- Note: You cannot add case notes to the client's file after the exit date (so, your job in HMIS is done once the client is exited!)

# Annual Review Process

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- For clients who still have an active bus pass, the Housing Navigator will be required to complete an **Annual Review**
- At least one month prior to the deactivation date, the Housing Navigator will receive an e-mail from MHID staff informing them that an Annual Review must be completed
  - Note: If a client was re-issued a bus pass for any reason, the deactivation date will be one year after the *first* bus pass was issued
- The Housing Navigator must complete the Annual Review **no later than one week prior to the deactivation date**
- The link to the Annual Review can be found on the Weebly site

# Annual Review Process

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**If the client has moved into permanent housing, you must exit the client from CES in HMIS prior to completing the Annual Review!**

## Connector Card Annual Review

**For clients who are permanently housed, the annual review cannot be completed without first completing a CES exit in HMIS.**

Please complete a CES exit in HMIS, then re-submit this form. If you have any questions, please contact Troy Jenkins: [troy.jenkins@nashville.gov](mailto:troy.jenkins@nashville.gov)

# Extension Requests

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- In certain circumstances, clients can receive a three-month extension of their Connector Card
- In order to be eligible for a three-month extension, the client must either:
  - Still be experiencing literal homelessness, or
  - Have moved into housing within the past month
- **There will be no exceptions made, and clients can only receive one three-month extension**

# Extension Requests

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- **The Annual Review serves as the extension request for all clients; there is no need to submit anything else or specifically request an extension!**
- Once you have submitted the Annual Review, MHID staff will contact you to let you know whether your client will be receiving a three-month extension request
- Please give MHID staff at least three business days to review your submission! If you haven't heard from anyone after three business days, please contact Troy Jenkins:  
[troy.jenkins@nashville.gov](mailto:troy.jenkins@nashville.gov)
- Note: If you do not submit the Annual Review at least one week before the deactivation date, your client's Connector Card may be deactivated (even if they're eligible for an extension)

# Reasons for Deactivation

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- Housing Navigator loses contact with individual
  - Note: If no contact for 90 days despite repeated attempts to contact, you should exit the client from CES as Inactive
- Housing Navigator fails to document contact in HMIS *at least* every two weeks
  - If contact is not documented at least every two weeks, MHID will notify Housing Navigator regarding potential deactivation
  - Housing Navigator will have **one business day** to update HMIS to reflect contact
- Client violates terms of Code of Conduct
- Client reports bus pass as lost or stolen

Reason for Deactivation	Can it be Reissued?*
Housing Navigator loses contact with client	Yes, once contact is regained
Housing Navigator fails to document contact in HMIS	Yes, once contact is properly documented in HMIS
Client violates terms of Code of Conduct	Maybe. HN can advocate on behalf of client during a Care Coordination Meeting. MHID Director must approve an appeal to MTA to lift conditions of violation, and <b>MTA has final say</b> on deactivations due to Code of Conduct violations!
Client reports bus pass as lost/stolen	Yes, but requests to reissue after a <i>second</i> report that bus pass was lost/stolen will require approval by MHID Director

**\* To request that a bus pass be reissued for any reason, the Housing Navigator must fill out a new application**



# To apply, fill out an MHID Connector Card Request Form:

<https://nashvilleces.weebly.com/mhid-connector-card.html>

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For more information, contact:  
Sally Lott: [sally.lott@nashville.gov](mailto:sally.lott@nashville.gov)  
or  
Troy Jenkins:  
[troy.jenkins@nashville.gov](mailto:troy.jenkins@nashville.gov)