

CE DV Service Policy

Kansas Balance of State Continuum of Care

Background

Within the Kansas Balance of State Continuum of Care (KS BoS CoC), the Coordinated Entry system intends to address the needs of households fleeing domestic violence. Victim Service Providers (VSPs) are an important component in case conferencing, coordinated entry lists, and homeless service processes. Therefore, VSPs play a crucial role as partners in the KS BoS CoC by ensuring that those experiencing domestic violence are less likely to fall into homelessness and that resources are provided to those who are experiencing a housing crisis.

Entities

Victim Service Provider (VSP): A private nonprofit organization whose primary mission is to provide direct services to victims of domestic violence. Services include rapid rehousing, shelters, transitional housing, dual domestic violence and sexual assault programs, advocacy, and supportive services.

Kansas Statewide Homeless Coalition (KSHC): A nonprofit organization coordinating efforts across Kansas to end homelessness. KSHC serves as the collaborative applicant for the KS BoS CoC, organizes the annual point-in-time homeless count, manages the Coordinated Entry System (CES), and provides administrative services for HMIS using Clarity Human Services.

Kansas Coalition Against Sexual and Domestic Violence (KCSDV): Kansas' leading statewide voice for victims and survivors of sexual and domestic violence. A nonprofit coalition with 25 member programs providing direct services throughout Kansas. KCSDV offers support, advocacy, legal assistance, legislative work, and training for member programs and collaborates with local law enforcement and other stakeholders.

CoC Systems

Homeless Management Information System (HMIS): A local information technology system used by CoCs to collect client-level data on housing and services for homeless individuals. Each CoC selects an HMIS software that complies with HUD standards. The KS BoS CoC uses Clarity Human Services.

Coordinated Entry System (CES): Part of HMIS, CES is designed to ensure that individuals at risk of or experiencing homelessness can access housing assistance quickly. It standardizes access, assessment, prioritization, and referral processes across community agencies to match individuals with appropriate interventions based on their needs.

Legal Framework

Violence Against Women Act (VAWA) and Family Violence Prevention and Services Act (FVPSA): These acts mandate strict confidentiality provisions that prevent VSPs from sharing victims' personally identifying information in shared databases like HMIS.

HUD Requirements: VSPs must enter client information into a separate Comparable Database and provide aggregate data to the Continuum of Care (CoC).

Purpose

To establish guidelines that inform Victim Service Providers (VSPs) of their options for engaging in the Homeless Management Information System (HMIS) and Coordinated Entry System (CES). These options aim to improve coordination and service delivery while maintaining compliance with the Violence Against Women Act (VAWA) and other relevant privacy regulations.

CE DV Service Policy

Kansas Balance of State Continuum of Care

Option One: Receive Access to HMIS and CES

VSPs may be granted view-only access to HMIS. This access is intended for the purposes of:

- Searching for clients to determine if they are already engaged with non-VSPs.
- Determining if clients have completed a Coordinated Entry (CE) Assessment.
- Printing the CE Assessment for their records.
- Checking if clients are on the CE List for services.

Please note that VSP staff will be assigned under Coordinated Entry as their agency in HMIS. This prevents their name from being associated with a VSP agency in HMIS.

Requirements:

To access CES in HMIS, the VSP will:

1. Request HMIS and CES access by submitting a helpdesk ticket at <https://kshc.freshdesk.com>.
2. Sign a CE Participation Agreement at [CE Participation Agreement](#).
3. Sign an HMIS Participation Agreement at [HMIS Participation Agreement](#).
4. Complete the "Assessment, Case Conferencing, & Access to CES in Clarity" training at [kshc | Courses | Assessment, Case Conferencing, & Access](#).
5. Complete a VSP HMIS training to assist in navigating the system at [\[link not yet available\]](#).

Option Two: Host VSP Case Conferencing Meetings

This option is not yet available for all VSPs and will depend on receiving CoC CE DV Bonus Funds.

VSPs may choose to participate in dedicated VSP Case Conferencing meetings **on an agency-by-agency basis**. These meetings focus on reviewing and coordinating services for households identified as fleeing domestic violence on the KS BoS CoC Coordinated Entry List. These meetings are intended to:

- Review a filtered KS BoS CoC CE list for households that have indicated they are fleeing domestic violence.
- Filter the list by geographical area to ensure relevance to the providers attending the meeting.
- Determine if VSP clients are on the list if services from non-VSPs are needed.
- Provide an opportunity for VSPs to coordinate and deliver their own services independently.

Requirements:

To participate in and host VSP Case Conferencing Meetings, VSPs must:

1. Coordinate with the KS BoS CoC to schedule regular case conferencing meetings.
2. Ensure that all attendees have completed all required trainings and have signed HMIS and CES participation agreements.

Process:

1. The CES team will create a VSP specific list and send the list to a designated person at the agency.

CE DV Service Policy

Kansas Balance of State Continuum of Care

2. Ensure all meeting participants have completed a CE Participation Agreement and are allowed to attend the VSP CES meeting.
3. The CES team will attend the meetings for the first five minutes to verify participant eligibility and provide any requested assistance to the VSP.
4. After confirming eligibility and the CES team has left the Zoom meeting, the filtered list can be shared with the remaining participants.
5. VSPs will discuss details pertaining to clients on the list.
6. Depending on the available programs among the attendees, if VSPs have available housing funding they can determine the total number of individuals to serve from the CE List.
7. Ensure that households are not already receiving services from another provider by checking the notes section of the client profile in HMIS.
8. Identify which individuals can be contacted for services **while maintaining safety concerns.**

Option Three: Release of Information (ROI) for Adding or Updating Data By KSHC

This option is not yet available and will depend on receiving CoC CE DV Bonus Funds.

To enhance coordination and service delivery for households fleeing domestic violence, Victim Service Providers (VSPs) may utilize a process where client information in the Homeless Management Information System (HMIS) and Coordinated Entry System (CES) is updated by a dedicated Coordinated Entry (CE) DV Liaison at the Kansas Statewide Homeless Coalition (KSHC). **VSPs are not be allowed to directly add, update, and/or revise information into HMIS or CES.** This option ensures accurate and up-to-date information while maintaining compliance with the Violence Against Women Act (VAWA) and other relevant privacy regulations.

Updating client information in HMIS and CES is crucial for several reasons:

- **Maintaining Active Client Status:** Clients automatically fall off the CE List after 90 days of inactivity in the system. Regular updates prevent clients from being inadvertently removed due to lack of recent activity.
- **Accurate Client Exits:** Clients are automatically exited with "no exit interview completed" after one year of CES enrollment without updates. Ensuring up-to-date information allows for accurate exit destinations.
- **Improved Service Coordination:** Having current and precise client data enhances the ability of service providers to coordinate effectively, ensuring that clients receive timely and appropriate interventions.
- **Resource Allocation:** Accurate data helps in assessing the demand for services and allocating resources more efficiently, ensuring that those in need are prioritized correctly.
- **Compliance and Reporting:** Regular updates ensure compliance with HUD reporting requirements and other regulatory standards, providing reliable data for analysis and decision-making.

CE DV Service Policy

Kansas Balance of State Continuum of Care

Requirements:

1. VSPs can obtain a signed Release of Information (ROI) from clients, explicitly stating what information will be updated by KSHC and how it will be used. Such as:
 - a. Creating or updating their profile in HMIS
 - b. Enrolling them into CES, adding a completed CES Assessment and adding them to a CE list for services.
 - c. Updating information in CES
 - d. Use the “check-in” feature to ensure the household does not expire off the list for services.
 - e. Removing clients from a CES list when they no longer need services.
 - f. Exiting the households from CES when they receive housing. This exit will remain general by destination category (Rental by the client, with RRH or equivalent subsidy, Rental by the client, no ongoing housing subsidy, Rental by the client in a public housing unit, etc.)
2. Ensure that clients understand their right to revoke consent at any time and their right to have an anonymous profile in HMIS.
3. Submit the signed ROI to the Kansas Statewide Homeless Coalition (KSHC).
4. The CES DV Liaison at KSHC will be responsible for updating the client information in HMIS and CES based on the provided ROI.