

## **Intimate Partner Violence/Domestic Violence: Coordinated Entry Policy**

OneHome works with programs serving survivors of domestic violence to design a system that is survivor-friendly. Participants may not be denied access to OneHome on the basis that they have been a victim of domestic violence, dating violence, sexual assault or stalking. OneHome makes every effort to ensure survivors of domestic violence have access to the coordinated entry system and that safety planning is a component of the screening process. OneHome seeks to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers. People fleeing or attempting to flee domestic violence and victims of trafficking have safe and confidential access to the OneHome process and victim services, including access to the comparable process used by victim service providers, as applicable, and immediate access to emergency services such as domestic violence hotlines and shelter. Victim service providers funded by CoC ESG program funds are not required to use the CoC's coordinated entry process, as described in the [CoC Program Interim Rule, published April 1, 2017](#) and [Updated ESG Program Interim Rule – Published April 17](#). However, both CoC and ESG funded victim service providers are allowed to participate in coordinated entry.

Victim Service Providers (VSPs) participate in coordinated entry through a standardized process separate from that of the rest of the Coordinated Entry (CE) Access Points. VSPs can request to be an assessing agency by emailing [contact@onehomeco.org](mailto:contact@onehomeco.org). OneHome will schedule an orientation to discuss policy, process, and opportunities to connect with OneHome (e.g. Case Conferencing, CDT). Victim service providers that partner with coordinated entry receive training on conducting the coordinated entry assessment in-house so that participants fleeing domestic violence do not have to access external agencies or risk their safety in order to access the coordinated entry system.

[Adherent to HUD's guidelines](#), VSPs do not enter data into HMIS. After assessing the household, VSPs will enter de-identified data into a tracking spreadsheet provided by OneHome. VSPs will then send an email with their updated tracking spreadsheet to OneHome. This tracker spreadsheet is utilized by OneHome staff to determine if a household is prioritized and eligible for housing opportunities through OneHome. VSPs are welcome to attend subregional and/or population specific case conferencing after signing the case conferencing data use agreement.

*De-Identified Unique Identifier:* Only the referring VSP has PII recorded (e.g. DV Participant 201)

*Clarity Unique Identifier:* Created by HMIS that links to client profile (including PII and de-identified profiles)

### **VSP Partner Referral Process**

- VSPs assign a de-identified unique identifier to each household they assess
- VSPs assess a household with an abridged version of the coordinated entry assessment and enter deidentified data into the tracker.

- VSPs email [contact@onehomeco.org](mailto:contact@onehomeco.org) the tracker with to CE as needed: when additions or updates occur.
- OneHome sends a confirmation email to the VSP and updates the main tracker in MDHI's internal Teams folder.
- OneHome determines if the referral(s) meet prioritization guidelines.
- Updates on the household's status will be provided in subregional and/or population specific case conferencing, or over email
- If prioritized, OneHome matches the household to the next available housing resource based on eligibility
- OneHome sends an email with the de-identified unique identifier connecting the VSP point(s) of contact with the housing provider.
- OneHome asks the housing provider to delete the vacancy in HMIS and enter a new vacancy if the VSP referral is denied

### **Veteran Specific Process for Supporting Participants Fleeing Domestic Violence**

Veterans who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking may have access to additional support. When a veteran presents at the VA's Community Resource and Referral Center, or other veteran specific access point, the veteran is given the option to complete a health and safety screening. The veteran may identify as fleeing or attempting to flee domestic violence via the screening, or the veteran may later disclose. The veteran can choose how much they would like to engage in these services.

If a veteran identifies that they are fleeing or attempting to flee domestic violence, VA staff will:

- Provide information on VSPs, safe havens, and domestic violence hotlines.
- Refer the veteran to an Intimate Partner Violence Coordinator at the VA.
- In some cases, notes are not entered into the VA database to protect the veteran's privacy.

When a VSP encounters a veteran:

- If a DV participant indicates that they are a veteran on the tracker, OneHome staff connects the VSP with the appropriate VA staff
- VSPs will follow their internal policies and procedures for sharing a household's data with community partners
- VA collects client identifying information from the VSP to cross reference with the VA database to confirm veteran status and eligibility for housing
- VA staff will coordinate with their privacy officers to determine what information can be shared with the VSP.
- If a veteran prefers to remain anonymous when placed on the Veteran By Name List, they will follow the same OneHome policies listed below for HMIS data entry.

- A fake date of birth will be entered to confirm that the household is 18 or older, as a date of birth is required to track veteran status. End users should select 'Approximate or Partial DOB Reported' for Quality of DOB & enter the DOB as 01/01/1911
- If a veteran does not want their veteran status tracked in HMIS, "Data Not Collected" will be entered for date of birth.
- It is recommended that the household be connected to the VA's Community Resource and Referral Center for veteran specific services.

### **Non-VSP Partner Agency Process**

If a participant is identified as needing safety planning to mitigate harm to themselves or family members, the participant or person working with them should immediately call 2-1-1 for domestic violence crisis resources. If the call needs to be made outside of 2-1-1 operating hours, then call 1-800-799-SAFE to be connected with the most proximate, appropriate and available emergency shelter. Participants can access emergency services, such as emergency shelter, independent of the operating hours of OneHome's intake and assessment processes.

Unless the agency in question is a Victim Service Provider, it is permissible to enter identifying information into HMIS about a person who is both a victim of DV and also currently fleeing DV. If the person doesn't want to have their identifying information shared/entered into HMIS, OneHome will honor that via creating an anonymous client profile for them (if the participant doesn't already have a profile and are just now being entered) or de-identifying their existing profile. The guidance for how to create a de-identified profile or how to de-identify an existing client profile is listed below.

### **OneHome Policy for Adding New Participants Anonymously:**

If a participant is not yet in HMIS, the provider will create anonymous profiles for the participant and their household members. Providers will keep internal records of which Clarity Unique Identifier corresponds to which household members via documenting those IDs external to HMIS. Refer to [OneHome's Anonymous Client Policy](#)

### **HMIS Procedures to De-Identify Existing Participants:**

Refer to Section 5.15 on [STATEWIDE HMIS POLICIES AND PROCEDURES v2.0](#)

When MDHI is made aware of a participant who has completed the revocation of HMIS consent form, MDHI reviews the entirety of the participant's HMIS history to:

1. Inform all agencies who have worked with that client that their record will be de-identified moving forward

2. Ensure care team providers know the Clarity Unique Identifier for the newly de-identified program participant
3. Inform providers of the possible data quality considerations on reports; e.g. missing Social/DOB/age.