

Virginia Balance of State Coordinated Entry Data Collection and Management Guide

Table of Contents:

- [Versions of Document](#)
- [Commonly Used Terms](#)
- [CE System Roles](#)
- [Section 1: Data Collection](#)
 - [Client-Level Data Collection in \(or in conjunction with\) HMIS](#)
 - [Data Collection Approach and Stages](#)
 - [Coordinated Entry Access: Project Setup](#)
 - [Exhibit 1](#)
 - [Release of Information](#)
- [Section 2: Section 2: Prioritization, Referral, and Housing- CE Events](#)
 - [Current Living Situation \(4.12\)](#)
 - [Coordinated Entry Assessment \(4.19\)](#)
 - [Coordinated Entry Event \(4.20\)](#)
 - [Exiting Clients](#)
- [Section 3: Data Quality and Coordinated Entry Participation](#)
 - [Data Quality](#)
 - [Editing Client Data](#)
 - [Coordinated Entry Participation Status](#)
- [Section 4- Management Tools](#)
 - [Coordinated Entry Annual Performance Report](#)
 - [Data Quality Framework](#)
 - [Homeless Data Integration Project](#)

Versions of Document

The VA BoS CoCs CE Subcommittee shall be responsible for the revision, review, and approval of the Coordinated Entry Data Collection and Management Guide. The revision process will be completed annually. The Virginia Balance of State Continuum of Care Housing Program Administrator will open the revised version for comment after notice to the Steering Committee. Comments can be submitted up to one month (30 days) after notice to the Steering Committee to Breanna.green@dhcd.virginia.gov. Comments will be discussed with the Coordinated Entry Subcommittee before approved for inclusion in the updated version of this manual.

Version 1.0	Approved by the BoS Steering Committee: August 18 th , 2025
(Current) Version 2.0	Approved by the BoS Steering Committee: June 10 th , 2026

Commonly Used Terms

Commonly Used Terms	
APR	Annual Performance Report
CE	Centralized or Coordinated Assessment System
CoC(s)	Continuum of Care
DHCD	Virginia Department of Housing and Community Development
DV	Domestic Violence
ESG	Emergency Solutions Grant
HDIP	Homeless Data Integration Program
HCIS	Homeward Community Information System
HMIS	Homeless Management Information System
HUD	United States Department of Housing and Urban Development
LPG(s)	Local Planning Group(s)
PH	Permanent Housing
PSH	Permanent Supportive Housing
ROI	Release of Information
RR-H	Rapid Re-Housing
SSO	Supportive Services Only
VA BoS CoC	Virginia Balance of State Continuum of Care
VA-521	Virginia Balance of State Continuum of Care
YHDP	Youth Homeless Demonstration Program

CE System Role Definitions

<i>Access Points</i>	Access points complete crisis assessments and housing assessments and make referrals to housing interventions.
<i>Coordinated Entry Management Entity</i>	The CE Management Entity is the LPG Lead Agency (unless otherwise outlined in a LPGs policies and procedures) and is responsible for the day-to-day operations of the CE system.
<i>Homeward</i>	Homeward is the HMIS Lead for the VA BoS CoC. The LPGs of the VA BoS CoC are required to follow Homewards HMIS policies and procedures. Homeward operates the CoC's HMIS, ensuring the CE system has access to and functionality for the collection, management, and analysis of data on CE clients.
<i>Referral Partner</i>	Community partners that have agreed to participate in the local CE process and accept referrals from CE.
<i>DV Provider</i>	Domestic Violence (DV) providers serve those who are currently experiencing or fleeing domestic violence, dating violence, sexual assault, and/or stalking.

Section 1: Data Collection

Client-Level Data Collection in (or in conjunction with) HMIS

In addition to existing data collection requirements for Continuum of Cares (CoCs) and Emergency Solutions Grants (ESG) funded projects, within the CoCs Homeless Management Information System (HMIS), management and evaluation of the Centralized or Coordinated Assessment System (CE) process is dependent on key pieces of data about participant triage, intake, referrals, and housing exits.

- Virginia Balance of State (VA-521) uses the Homeward Community Information System (HCIS), administered by Homeward, as its HMIS system.
- Users must follow all *Homewards HCIS Policies and Procedures* found here: <https://www.homewardva.org/hcis-training-documents/user-agreements>

The Department of Housing and Urban Development (HUD) requires CoCs with Supportive Services Only (SSO) CE grants to collect the [Current Living Situation \(4.12\)](#), [CE Assessment \(4.19\)](#), and [CE Event \(4.20\)](#) data elements.

Current Living Situation (4.12): This element provides information on the number of contacts required to engage the client as well as to document the current living situation each time the client is contacted.

CE Assessment (4.19): This data element collects an assessment date, location, and assessment result. This element also provides CoCs with the flexibility to define their own assessment questions if desired.

- **CE Event (4.20)**: This data element captures key referral, match, and placement events conducted by the CE process, as well as the results of those events, if necessary.

NOTE: If [CE Assessment \(4.19\)](#) and [CE Event \(4.20\)](#) are not collected for clients, the clients will not show up on the CE Annual Performance Report (APR).

Data Collection Approach and Stages

Since CE is a process that may be supported by multiple agencies and span over an extended period, LPGs will have one CE project in HMIS for all Access Points combined. CE projects must be associated with a single organization but may be accessible to other project staff to record participants' assessment data. Participants must be enrolled in a CE project in the HMIS or [a comparable database](#) when they first interact with a LPG(s) Access Point.

CE project enrollment is expected to run concurrently with enrollments in other project types, such as street outreach, emergency shelter, transitional housing, rapid re-housing, permanent supportive housing, and other permanent housing (PH) options until a move in date exists.

CE Access: Project Setup

As illustrated in [Exhibit 1](#) below, Access Points are expected to screen any individual who presents (whether by phone, email, or in-person) to determine their immediate needs. Participants who are identified as currently experiencing literal homelessness unsheltered, in a shelter, or in another situation that meets the HUD definition of Literal Homelessness (Category 1) or are at Imminent Risk of Homelessness (Category 2) should be given a project start date in the CE project at that point. If a participant meets the HUD definition of Category 4, Fleeing/Attempting to Flee Domestic Violence, different steps are required to enter the client's information in the CE project.

CE Projects may record a project start date with limited information about the client, using pseudonyms or code names along with the Prior Living Situation data element, as a starting point for understanding the participant's homelessness history, and improve the accuracy and completeness of client data by editing data as the participant progresses through the assessment process.

- **Category 1: Literally Homeless**
 - An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - 1) Has a primary night-time residence that is a public or private place not meant for human habitation;
 - 2) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - 3) Is exiting an institution where they resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- **Category 2: Imminent Risk of Homelessness**
 - An individual or family who will imminently lose their primary nighttime residence, provides that:
 - 1) Residence will be lost within 14 days of the date of application for homeless assistance;
 - 2) No subsequent residence has been identified; and
 - 3) The individual or family lacks the resources or support networks needed to obtain other PH.
- **Category 4: Fleeing/Attempting to Flee Domestic Violence**
 - Any individual or family who:
 - 1) Is fleeing, or attempting to flee, domestic violence;
 - 2) Has no other residence; and
 - 3) Lacks the resources or support networks to obtain other PH.

- Category 4's definition includes those who are experiencing dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking).

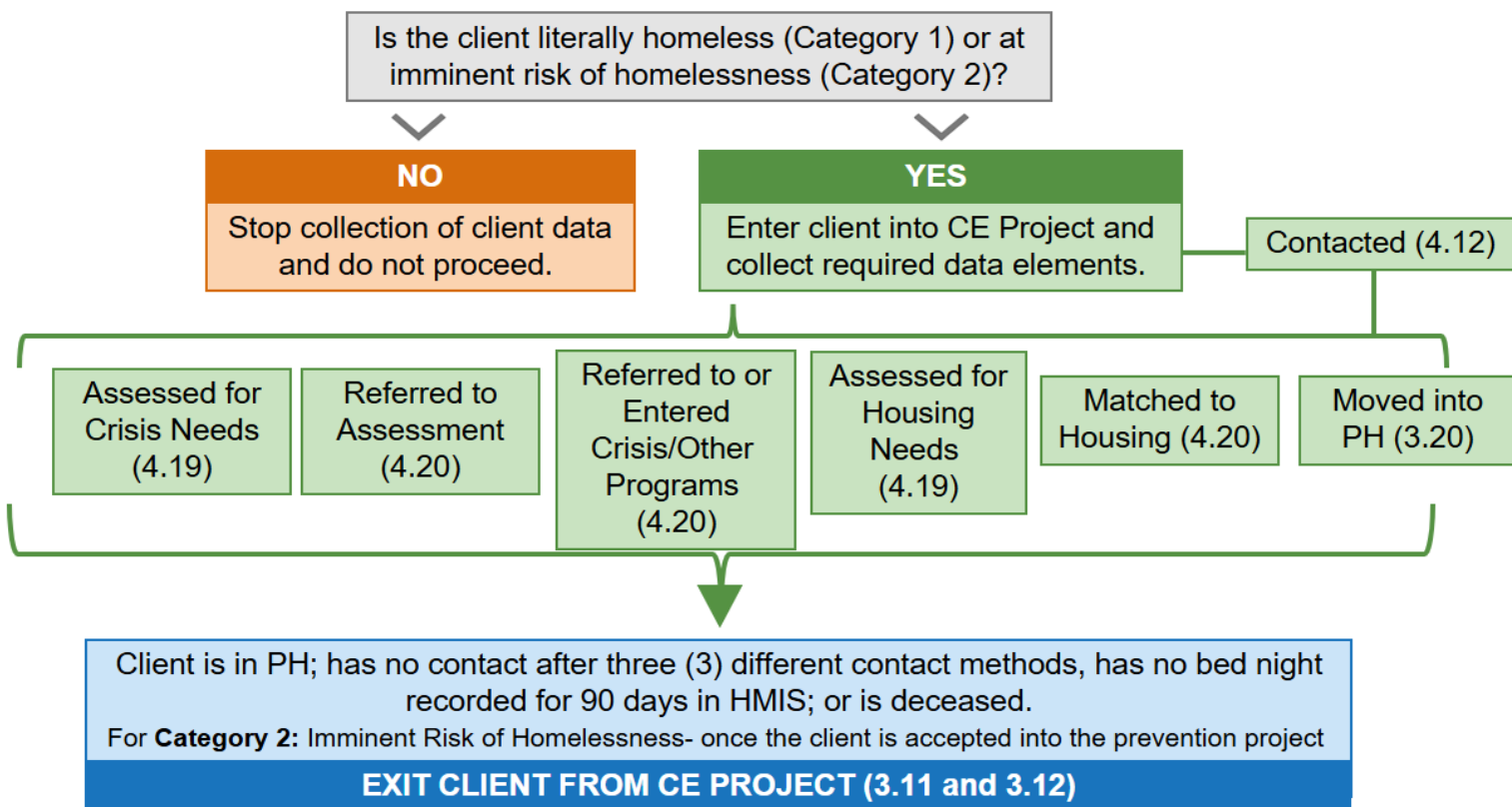
Data Collection Policy for DV Clients

The Violence Against Women Act (VAWA) requires certain protections for people experiencing homelessness that are currently experiencing or fleeing domestic violence, dating violence, sexual assault, and/or stalking. Persons covered under VAWA have a right to privacy and for their information to remain confidential.

DV providers do not use HMIS, however DV survivors can be entered into HMIS by a homeless service provider for the purpose of coordinating services. If a DV client is entered into a Coordinated Entry project by a homeless service provider, the following is applicable:

- Client ROI cannot be entered into HMIS.
- Case notes cannot include information related to the DV client.

Exhibit 1 – CE Client Entry Decision Flowchart



**(3.11), (3.12), (3.20), (4.12), (4.19), and (4.20) refer to each applicable HUD CE Data Element.*

Section 2: Prioritization, Referral, and Housing- CE Events

Navigation of participants through the CE process depends on individual choice, LPG setup, and available resources. It is the responsibility of the CE management entity to ensure adequate data is collected to understand participant interactions, such as:

- When and how often are participants referred to continuum homeless service projects and do they have a project start date in those projects?
- When are participants matched to and moved into permanent housing?
- Where are participants currently staying?
- Which agency has taken responsibility for working with the participant?
- Are participants known to be deceased or have left the CoC's geographic area?

By having appropriate agencies within the local crisis response system collecting CE assessment and event data elements, the CoC will meet HUD's CE data collection requirements. With the collected CE data the management entity can run regular management and performance reports (see [Section 4: Data Management Tools](#)).

Current Living Situation (4.12)

This data element is used to record each contact with people experiencing homelessness by the CE project type. This element provides information on the number of contacts required to engage the client as well as to document a client's current living situation during each contact.

Collection Point	At the Time of Contact
-------------------------	------------------------

Record the date and location of each interaction with a client by recording their Current Living Situation. The first Current Living Situation with the client will occur at the same point as the 'Project Start Date' (and recording of client's Prior Living Situation) and therefore requires a client record and project enrollment in the HMIS for the client.

If the client's Current Living Situation is a temporary or permanent situation from the Living Situation Options List of headers (Exhibit 2), record additional housing status information to determine if the client meets HUD's definition of homelessness.

For CE projects, record a Current Living Situation anytime any of the following occurs:

- A Project Start Date associated with CE;
- A CE Activity is recorded;
- The client's living situation changes; or
- If a Current Living Situation hasn't been recorded for more than 90 days.

Add Recordset - (71) Test, Balance of State

Current Living Situation (formerly Contacts)

Start Date *

12 / 29 / 2025

G

End Date

/ /

G

Information Date

/ /

G

Current Living Situation

-Select-

G

Living situation verified by

Lookup

Clear

G

Is client going to have to leave their current living situation within 14 days?

-Select-

G

If 'Yes' to 'Is client going to have to leave their current living situation within 14 days?' answer the following questions.

Has a subsequent residence been identified?

-Select-

G

Does individual or family have resources or support networks to obtain other permanent housing?

-Select-

G

Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?

-Select-

G

Has the client moved 2 or more times in the last 60 days?

-Select-

G

Location details

G

Save

Save and Add Another

Cancel

Exhibit 2- Living Situation Options

Response	Description
Homeless Situations	
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	A facility, the primary purpose of which is to provide temporary shelter for individuals and families experiencing homelessness.
Safe Haven	A form of supportive housing that serves hard to-reach persons experiencing homelessness with severe mental illness and/or substance use disorders who are on the street and have been unable or unwilling to participate in supportive services
Institutional Situations	
Foster care home or foster care group home	
Hospital or other residential nonpsychiatric medical facility	
Jail, prison, or juvenile detention facility	

Long-term care facility or nursing home	
Psychiatric hospital or other psychiatric facility	
Substance abuse treatment facility or detox center	
Temporary Housing Situations	
Transitional housing for homeless persons (including homeless youth)	
Residential project or halfway house with no homeless criteria	A sober living or other residential project with no lease or rights of tenancy, with or without time limits
Hotel or motel paid for without emergency shelter voucher	
Host Home (non -crisis)	
Staying or living with family, temporary tenure (e.g., room, apartment, or house)	
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	
Staying or living in a friend's room, apartment, or house	
Staying or living in a family member's room, apartment, or house	
Permanent Housing Situation	
Staying or living with family, permanent tenure	
Staying or living with friends, permanent tenure	
Rental by client, no ongoing housing subsidy	A rental that the client will pay for on their own (without a subsidy of any kind)
Rental by client, with ongoing housing subsidy	Any subsidized rental housing
Owned by client, with ongoing housing subsidy	
Owned by client, no ongoing housing subsidy	
Other	
No exit interview completed	This will be considered "missing data" for data quality and reporting purposes. This response should not be used in place of a valid Living Situation response
Other	Any response of "Other" in Destination will not count in any HMIS based reporting as a positive outcome
Deceased	
Worker unable to determine	
Client doesn't know	
Client prefers not to answer	
Data not collected	

CE Assessment (4.19)

The CE Assessment includes activities that are conducted at a specified centralized location within an LPG and those activities that are conducted as a formal part of the CE system on-site in organizations that also operate other project types (e.g., Homelessness Prevention, Services Only, or others).

The CE Assessment data element is used to capture information about efforts made to house clients and is intended to standardize data collection on core components of a LPG's CE project like access, assessment, referral, and prioritization.

Data Collected About?	Head of Household
Collection Point	At Occurrence

Indicate the 'Date of Assessment', 'Assessment Location', 'Assessment Type', 'Assessment Level', assessment questions and results, and the 'Prioritization Status' of the CE Assessment.

VA-521 utilizes the following definitions for crisis assessment and housing assessment:

- *Crisis Assessment* - assessing for the immediate needs regarding safety, security, and well-being of a household
- *Housing Assessment* - housing barriers identification, Survey (VI-SPDAT), Prevention Assessment, and Identification of Accessibility Needs

Add Recordset - (71) Test, Balance of State ✕

Coordinated Entry Assessment

Date of Assessment *	12 / 29 / 2025	   G
End Date	/ /	   G
Assessment Location	-Select- ▼	G
Assessment Type	-Select- ▼	G
Assessment Level	-Select- ▼	G
Prioritization Status	-Select- ▼	G

Save Save and Add Another Cancel

Response Descriptions

Field Name	Response Category	Description
Date of Assessment	(Date)	The date the assessment occurred.
Assessment Location	On the phone	Assessment was conducted by phone.
	On the street	Assessment was completed via outreach.
	In an agency setting	Assessment was completed at an agency.
Assessment Type	Phone	Assessment conducted by phone.
	Virtual	Assessment conducted virtually (e.g. website).
	In Person	Assessment conducted in-person.
Assessment Level	Crisis Needs Assessment	Assessing for the immediate needs regarding safety, security, and well-being of a household.
	Housing Needs Assessment	Housing barriers identification, Survey (VI-SPDAT), Prevention Assessment, and Identification of Accessibility Needs.
Prioritization Status	Placed on Prioritization List	Client placed on the community's prioritization list for housing resources as a result of the assessment.
	Not Placed on Prioritization List	Client NOT placed on the community's prioritization list for housing resources as a result of the assessment.

CE Event (4.20)

The CE Event element is designed to capture key referral and placement events, as well as the results of those events. It will help communities understand the events that go into achieving desired (and undesired) results through CE. This data element is intended to standardize data collection on core CE components.

Data Collected About?	Head of Household
Collection Point	At Occurrence

In separate fields, record the 'Date' and relevant 'Event'. When known, record the appropriate result for each 'Event'. Separately record, as many 'Events' as necessary for each client for the duration of their enrollment in the CE project. CE Events may be recorded at the same time as a CE Assessment or may be independent of a CE Assessment. Recording any event in the CE event, responses 10 through 15, and 17

(highlighted in green below) indicates there is an opening for the client to be housed by the project.

Date of CE Events

Field Name	Response	Description
Date of Event	(Date)	The date the event occurred.
Date of Result	(Date)	The date the client or project indicates the referral was successful or unsuccessful.

CE Access Events

Response Category	Description
Referral to a Prevention Assistance project	The client received a referral to a homelessness prevention assistance project; or other local equivalent project.
Problem solving/ diversion/ rapid resolution intervention or service	The client participated in a diversion or rapid resolution problem –solving conversation and received assistance; or other local equivalent.
Referral to a scheduled CE crisis needs assessment	The client received a referral to a CE Crisis Needs Assessment; or other local equivalent assessment. For a description of Crisis Needs Assessment, please see Data Element 4.19 CE Assessment.
Referral to a scheduled CE housing needs assessment	The client received a referral to a CE Housing Needs Assessment; or other local equivalent assessment. For a description of Housing Needs Assessment, please see Data Element 4.19 CE Assessment.

CE Referral Event

Response Category	Description
Referral to a housing navigation project or services	The client received a referral to an SSO or other service only project or service for the purpose of receiving Housing Navigation services, or other local equivalent referral because a specific bed or unit in another project is not immediately available. Housing navigation services include assistance with identifying, preparing documentation for, or applying for appropriate housing, including subsidized and non-subsidized housing.

Referral to non-continuum services- ineligible for continuum services	The client received a referral to non-continuum services because they were ineligible for continuum services, or other local equivalent referral. Non-continuum services may include emergency assistance projects for those not at risk of or experiencing homelessness.
Referral to non-continuum services- no availability in continuum services	Eligible clients who could not be referred to continuum services because there is no availability in continuum services, or because client was eligible but was not prioritized for continuum services or other local equivalent referral.
Referral to emergency shelter bed opening	The client was provided with information regarding how to access an emergency shelter bed or opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to transitional housing bed/ unit opening	The client was provided with information regarding how to access a TH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to joint TH-RRH project/ unit/ resource opening	The client was provided with information regarding how to access a joint component project bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to RRH project resource opening	The client was provided with information regarding how to access an RRH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to PSH project resource opening	The client was provided with information regarding how to access a PSH bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to other PH project/ unit/ resource opening	The client was provided with information regarding how to access an “other PH” bed/unit opening. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).
Referral to emergency assistance/ flex fund/ furniture assistance	The client was referred to a one-time, nominal financial assistance service to assist in securing or maintaining housing.
Referral to a housing stability voucher	The client was referred to a Housing Stability Voucher that is targeted to people experiencing homelessness funded through public housing agencies. A “referral” indicates there is an opening for the client to be housed by this project (or local equivalent).

CE Other Events

Field Name	Response	Description
Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative	No	The result of the diversion or rapid resolution problem –solving conversation and assistance or other local equivalent was that the client did not get housed/rehoused in a safe alternative and requires additional assistance.
	Yes	The result of the diversion or rapid resolution problem –solving conversation and assistance, or other local equivalent was that the client was housed/rehoused in a safe alternative. The client should be exited from the CE project at this point
Referral to post-placement/ follow-up case management result- enrolled in aftercare project	No	If the client received a referral to a postplacement service or follow-up case management, or other local equivalent referral, subsequent follow up with the client or project indicates the client did not enroll into the referred project.
	Yes	If the client received a referral to a postplacement service or follow-up case management, or other local equivalent referral, subsequent follow up with the client or project indicates the client did enroll into the referred project. .

CE Referral Result

Response Category	Description
System-generated list of project IDs accepting referrals from CE	If a client was referred to an opening in a continuum crisis housing or PH project, select the Project Name and HMIS Project ID of the referred project.
Successful referral: client accepted	If a client was referred to an opening in a continuum crisis housing or PH project, subsequent follow up with the client or provider indicates the client was accepted into the project opening.
Unsuccessful referral: client rejected	If a client was referred to an opening in a continuum crisis housing or PH project, subsequent follow up with the client or provider indicates the client decided to reject the referral to the project.
Unsuccessful referral: provider rejected	If a client was referred to an opening in a continuum crisis housing or PH project, subsequent follow up with the client or provider indicates the client referral was rejected by the provider. A provider may determine, after meeting with the client and reviewing eligibility documentation, that a client is not eligible for a project and reject the referral. Or a provider may reject a client referral if the client failed to respond to the provider requests for eligibility information or otherwise failed to follow through with the requirements of the referral.

Coordinated Entry Event

Start Date *

12 / 29 / 2025

End Date

/ /

Date of Event *

/ /

Event *

-Select-

If 'Event' answer was 'Problem Solving/Diversion/Rapid Resolution intervention or service result', please answer the following question:

Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative

-Select-

If 'Event' answer was 'Referral to post-placement/follow-up case management result', please answer the following question:

Referral to post-placement/follow-up case management result - Enrolled in Aftercare project

-Select-

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Location of Crisis Housing or Permanent Housing Referral

Please choose a provider.

Search

My Provider

Clear

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Referral Result

-Select-

If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:

Date of Result

/ /

Save

Save and Add Another

Cancel

Exiting Clients

If appropriate, a participant should be exited from the CE project with a recorded Exit Destination. Otherwise, exits should occur at the point of:

15

- A known move-in to PH without a referral or CoC assistance.
- A client has not had a project entry, contact after 3 times of trying different methods of contact, or a bed night in the HMIS for 90 days.
 - Contacts must be documented in client notes, case plans, and/or client files before clients are exited from the CE project.
- A client is known deceased or moved out of the CoC's geographic region.
- For **Category 2: Imminent Risk of Homelessness**- once the client is accepted into the prevention project

If an LPG has full coverage (i.e., all projects in the community are participating in HMIS), there is no additional data entry necessary. However, if a LPG lacks coverage, participation, or sharing, the CE management entity will need to ensure that these relationships and activities are documented using an additional field in the **“Contact Date” and “Housing Move-in Date” data elements**. The CE management entity must do their due diligence before exiting a client from the CE project to determine if a client has been seen by any non-participating projects. If so, the non-participating project would provide appropriate information to the CE management entity to create a contact on behalf of the non-participating project.

Section 3: Data Quality and CE Participation

Data Quality

Homewards HMIS policies and procedures establish appropriate data quality expectations for each entity supporting CE phases. CE projects may record a project start with limited information about the client and improve on the accuracy and completeness of client data over time by editing data in HMIS as they engage the client through the assessment process. When multiple agencies or entities collect, build upon, and share assessment and prioritization data to support the referral process, these steps can present risks to data quality. VA-521 aligns all HMIS policies and procedures with Homeward, as they are the HMIS lead for VA-521.

HMIS data quality expectations for CE are as follows:

- Concrete benchmarks for accuracy, timeliness, and completeness.
 - Accuracy and Completeness
 - Less than 2% “Missing” and less than 3% “Don’t Know/Refused” responses among client responses in CE project.
 - Timeliness
 - Enter client data into CE project in HMIS within three days of obtaining client responses.

- Monitoring procedures specifying how and when monitoring occurs and who is responsible. Monitoring procedures, at minimum, must include review of:
 - The average time between entry date and entry of the client record in HCIS will be monitored on at least a quarterly basis using the CoC APR (question 6e).
 - Completeness of data in HCIS will be monitored on at least a quarterly basis using the CoC APR (questions 6a – 6d).
- Clear incentives for remaining compliant with the CoC's timeliness, completeness, and accuracy benchmarks or penalties for failing to do so.
 - Ad hoc requests to check or fix data occur, often when federal reporting is due. Prompt attention to requests from HCIS enable accurate federal reporting.
 - HCIS staff send data quality reports with potential errors highlighted and any questions noted. HCIS staff ask that any corrections be made and that providers respond **within one week** letting HCIS staff know that any problems that can be addressed have been fixed.
 - If service providers do not respond within one week by correcting errors, HCIS staff will follow up for verification. If non-responses continue, HCIS staff will begin an escalation process that ends once corrections have been made:

Non-Compliance Escalation Policy	
Tier 1	HCIS staff inform the agency's agency admin and appropriate users to let them know that the changes need to be made and agree on a timeframe for the changes.
Tier 2	HCIS staff inform executive director or agency leader and ask them to address the problem, letting them know that continued non-response/not fixing errors jeopardizes their use of the system.
Tier 3	HCIS staff report the problem to the HCIS Policies Committee and the appropriate CoC Board to address.
Tier 4	HCIS staff revoke all agency licenses and inform funders that the agency is no longer using the system.

- A contractual buy-in and agreement mechanism.
 - Before users are granted access to the system, they are required to fill out, adhere to, and sign a code of ethics form. By signing the code of ethics form, users agree to adhere to all policies and procedures outlined by Homeward.

Editing Client Data

Client information should be updated if there are known inaccuracies in the client record, the purpose of updating client data is to ensure accuracy of client information. If there are known errors or missing client information in a client record by the CE Management Entity, the client record should be updated to reflect accurate information.

The CE Management Entity should check in with providers who enter data into the shared CE project to ensure client records in the CE project are accurate and not missing any data. CE APRs should be reviewed by both the CE Management Entity and organizations who enter data into the shared CE project, and if errors or missing client information is identified it should be updated as soon as possible.

CE Participation Status (2.09)

The CE Participation Status is designed to identify a project's type of engagement in the local CE system and about whether a project accepts referrals from CE.

Collection point	Initial HMIS project setup reviewed at least annually and updated as needed to reflect changes
-------------------------	--

Project IDs from those projects identified in this element as receiving referrals will be used to generate an option list in 4.20 "CE Event" allowing the person adding the referral to specify the project receiving the referral.

If a project's "CE Participation Status" changes, a "Participation Status End Date" must be added for that record to indicate the day that participation status ended. A new record must then be created to indicate the new "CE Participation Status" with a "Participation Status Start Date" to be the date the new "CE Participation Status" begins.

If a project ceases operations, the "Participation End Date" for the current record(s) should be the same date as the project's "Operating End Date" in 2.02 Project Information.

It is possible for a project to be both a CE access point and the recipient of CE referrals and for these statuses to change over time. In these cases, the original "CE Participation Status" record must be updated to include an end date and a new record created reflecting the status with a start date. Additionally, if the services provided by the CE Access Point changes, the original "CE Participation Status" record must be updated to include an end date and a new record created reflecting the status with a start date.

The CE management entity is responsible for communicating updates to a projects CE participation status to Homeward and VA BoS CoC staff so the project can be updated.

Section 4: Management Tools

To meet the diverse reporting needs of CE, a comprehensive dataset is essential. This may necessitate merging CE or other data from outside sources into the HMIS or merging multiple sources into another database. Regardless of the approach, data collected for CE will need to be combined with the universal data elements defined in the HMIS Data Standards in a manner consistent with the privacy requirements described in HUD's companion *CE Management and Data Guide*.

CE APR

Provides information (subject to sharing and privacy policies as detailed in the companion *CE Management and Data Guide*) about all clients that are currently active in the CE project.

Currently active would mean that the client has:

- A CE project start date;
- No CE project exit date;
- No Housing Move-In Date recorded in HMIS
- At least one Project Start Date, Contact, Bed Night, or CE Event in any CoC HMIS project within the last 90 days

The CE APR also provides information on:

- The Assessment type
- Prioritization status
- Access events
- Referral events
- The total CE activity during the year, assessments and events

Data Quality Framework

The data quality framework report provides information on the data quality for the information collected on persons, and includes:

- Data Quality of personally identifiable information
- Data Quality of Universal data elements
- Data Quality of Income and Housing (i.e. destination)
- Data Quality of Chronic Homelessness
- Data Quality of Timeliness
- Data Quality of inactive records for street outreach and emergency shelter

Homeless Data Integration Program (HDIP)

The HDIP is a web-based data warehouse used by DHCD, CoCs, LPGs and service providers to share statewide HMIS data to prevent and end homelessness. The VA BoS CoC will be utilizing the HDIP to set goals and monitor performance of the VA BoS CoC CE system. The goals include the following areas:

- Participation:
 - The number of persons successfully diverted
- Time:
 - Average length of time in CE
 - Average length of time on prioritization list
 - Average length of time from CE project entry to housing referral
 - Average length of time from housing referral to housing start

The HDIP can be utilized to track local CE performance and performance of CoC wide set goals for the LPGs. The CE Performance report has information on the following:

- Participation:
 - Number of clients who were literally homeless
 - Number of clients who were not literally homeless
 - Number of persons successfully diverted

- Time:
 - Average length of time in CE
 - Average length of time from access to assessment
 - Average length of time on prioritization list
 - Average length of time from CE project entry to housing referral
 - Average length of time from housing referral to housing start
- Activity:
 - Number and types of CE Events