CHA Exit Guidance

CHA Exits

Purpose: Ensuring the effective operation of the Clackamas Housing Response System relies on accurately assessing the participant's status within HMIS, whether they are active or inactive. Additionally, it is crucial to determine whether their open CHA entry needs to be closed. This process is critical for timely reporting and distribution of resources to individuals on the BNL.

Reasons to Exit a Participant from CHA

As long as a participant has an open CHA entry, their household will appear on the county's By Name List (BNL). There are several circumstances where a person would need to have their name removed from the BNL. The following is a list of the most common reasons, but others may exist:

a. The participant is subject to the county's *Exit to Inactive Policy*; having been out of contact with the system for 90 days or longer (lost to three outreach attempts).
b. The participant has successfully applied for an RLRA or another voucher and been housed using it.
c. The participant is no longer homeless.
d. Relocation outside of the Clackamas County region
e. The participant was placed on the Housing *Program Waiting List*, when they were only eligible for diversion or prevention; for example, the participant was referred to an Exit Ramp Program.
f. The participant has been housed by a Rapid Rehousing or other Permanent Housing program.
g. The participant has expressed a desire to be removed from our system and the BNL.
h. Passed away.

Determining When to Exit

1. First determine if the participant has an open CHA assessment.
2. **No Open CHA Assessment**
   a. exit participant

*Note Clackamas CHA assessors and data team staff have permissions to close CHA Clackamas Coordinated Entry SP (4433) assessments <u>only</u>. Community Based providers are responsible for closing assessments of which they completed.

3. Next, determine whether the participant is actively enrolled in a housing program or whether they have a referral to one.
    a. **ENROLLED in a Housing Program & CHA Assessment is OPEN**
        If the participant is enrolled in a housing program, but the assessment for the housing program is open, keep the CHA assessment open until a Housing Movie-in Date (HMID) has been entered.
    b. **ENROLLED in a Housing Program & CHA Assessment is CLOSED**
        If the participant is enrolled in a housing program and the housing program assessment is closed, determine if the participant was successfully housed through the program (this might require outreach to the housing program and/or the participant).
        i. If the participant was housed, *close the CHA assessment (see "Starting the Exit")
        ii. Backdate to when they <u>were enrolled</u> in housing program and add HMID (If available).
        iii. **Save** and **Exit.**

4. If the participant <u>is not enrolled</u> in a Housing Program, review the notes under CA Outcome Summary.
5. Has the client been successfully outreached by phone, text, email, or in-person within <u>90 days</u>?
    a. If Yes, keep the assessment open as long as the participant still meets BNL requirements.
    b. If no, attempt to outreach to the participant
        i. Outreach to all contacts provided. This might include outreaching to case managers or frequented shelters (if point of contact).
        ii. If contact is made, complete interim for updates (if any) AND add notes to the note section on the home page.
            1. Send any necessary resources.
            2. If participant states that they are housed, moved, or no longer in need of services, close CHA assessment
            3. **Save** and **Exit**
        iii. If contact is not successful, make a note on the home page, that outreach was attempted*.
            1. **Save** and **Exit.**
        iv. *If third outreach attempt results in no contact, **exit from CHA**.
            1. Reason for Leaving: Unknown/disappeared
            2. Destination: No exit interview completed
6. When **exiting** a participant from CHA, ensure **both** sub-assessments on **Entry and Exit** are completed.

Starting the Exit

1. **EDA** as CHA (4433)
2. **Go** to the Entry/Exit tab
3. **Click** the pencil next to the "Exit Date" tab.

4. The **Exit Date** will be the Housing Move-in Date or the date we learned participant became inactive.
5. **Reasons for Exit**

   Relocation or Diversion

   - **back date** to the date either the relocation or the diversion occurred
   - Reason for Leaving will be **Completed Program** if exiting due to housing move-in.

   Inactivity or Disappeared

   - Reason for leaving will be **Unknown/Disappeared**

Edit Exit Data - (66) Shmo, Joseph

Exit Date *	09 / 18 / 2023 📅 ↺ 📅 7 ⌄ : 46 ⌄ : 15 ⌄
Reason for Leaving	-Select- ⌄
If "Other", Specify	
Destination *	
If "Other", Specify	
Notes	

Dropdown options:
- -Select-
- Completed program
- Client Not Eligible
- Criminal activity / violence
- Death
- Disagreement with rules/persons
- Eviction
- 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
- Transfer out of service area (HOPWA ONLY)
- Transfer to another program (HOPWA ONLY)
- Unknown/Disappeared
- Voluntary Departure (HOPWA ONLY)

6. **Destination** will describe where the participant is living on the Exit Date.
    a. For a Housing Move-in select the option which best describes **Rental By Client**.
    b. For example, an RLRA voucher is recorded as **Rental By Client, with other ongoing housing subsidy**.

7. If reason for exit is due to no contact, select destination: **No Exit Interview Completed**.

Destination *	-Select-
	Hotel or motel paid for without emergency shelter voucher (HUD)
If "Other", Specify	Transitional housing for homeless persons (including homeless youth) (HUD)
	Host Home (non-crisis) (HUD)
Notes	Staying or living with friends, temporary tenure (HUD)
	Staying or living with family, temporary tenure (HUD)
	Staying or living with family, permanent tenure (HUD)
	Staying or living with friends, permanent tenure (HUD)
	Moved from one HOPWA funded project to HOPWA PH (HUD)
	Moved from one HOPWA funded project to HOPWA TH (HUD)
	Rental by client, with GPD TIP housing subsidy (HUD)
	Rental by client, with VASH housing subsidy (HUD)
	Permanent housing (other than RRH) for formerly homeless persons (HUD)
	Rental by client, with RRH or equivalent subsidy (HUD)
	Rental by client, with HCV voucher (tenant or project based) (HUD)
	Rental by client in a public housing unit (HUD)
	Rental by client, no ongoing housing subsidy (HUD)
	Rental by client, with other ongoing housing subsidy (HUD)
	Owned by client, with ongoing housing subsidy (HUD)
	Owned by client, no ongoing housing subsidy (HUD)
	----- OTHER -----

8. Click **Save** and **Continue**

CHA Exit Assessment

The CHA exit assessment is a short series of <u>required</u> questions which help demonstrate how effective CHA is at connecting participants to programs and housing.

The first section of the CHA exit assessment confirms whether a participant was referred to program(s) within Clackamas County's Housing Response System or not. For example, if a participant was **exited due to inactivity**, meaning they have not interacted with the housing system for 90 days or more, select the following:

CHA exit- Clackamas   Exit Date: 11/08/2022 02:15:55 PM

Did the client exit into a Coordinated Housing Access program?	No	G
If not, why?	Unable to make contact	G
If yes, in which program is the client now participating?	-Select-	G

NEW Required Question Below

In contrast, a participant who was **housed** through a **housing program** would look like the picture below.

CHA exit- Clackamas   Exit Da

Did the client exit into a Coordinated Housing Access program?	Yes ▾ **G**
If not, why?	-Select- ▾ **G**
If yes, in which program is the client now participating?	Other program ▾ **G**

NEW Required Question Below

Do not select **Other Program** unless absolutely necessary. <u>HUD requires</u> less than 10% of program entries represent "Other Program" for system-wide data quality and accuracy.

Note* If a specific program is not listed, please inform the CHA program supervisor or contact **HMISAdmin@clackamas.us** so it can be added.

Coordinated Entry Event Sub-Assessment

The purpose of this sub assessment is to describe the event and categorize eligibility status of the event. This sub-assessment is<u> required by HUD</u>. For more clarity about which exit destination to use and when please reference, **HMIS Exit Destinations Explained**.

NEW Required Question Below

🔍 Coordinated Entry Event				
Start Date *	**Date of Event ***	**Event ***	Referral Result	Date of Result
Add		No matches.		

1. Select the **Add** button
   a. **Start Date**, **End Date**, and **Date of Event** will be the same date as the Exit Date.

Add Recordset - (62) Schmo, Joe

Coordinated Entry Event

Start Date *	10 / 27 / 2022	G
End Date	10 / 27 / 2022	G
Date of Event *	10 / 27 / 2022	G
Event *	-Select-	G

b. **Inactivity**
   i. In the **Event** dropdown, select the referral type or event that resulted in this exit. For Inactivity select "*Referral to Non-Continuum Services: Ineligible for continuum services*"

Date of Event *	09 / 18 / 2023	G
Event *	Referral to Non-continuum services: Ineligible for continuum services	G

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

   If a participant has been housed with RLRA or another voucher through Navigation or another method select "*Referral to PSH project resource opening*"

Date of Event *	09 / 18 / 2023	G
Event *	Referral to PSH project resource opening	G

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

c. **Rapid Rehousing (RRH)**
   i. If a participant has been referred into a rapid rehousing program select "*Referral to RRH project resource opening*" (or whatever other type of program they were referred to, like combination TH-RRH)

Date of Event *	09 / 18 / 2023	G
Event *	Referral to RRH project resource opening	G

d. **Supportive Housing Case Management/Retention**
   i. If a participant has been referred into a Supportive Housing Case Management/Retention program, select "*Referral to post-placement/follow-up case management*"

Date of Event *	09 / 18 / 2023	G
Event *	Referral to post-placement/follow-up case management	G

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

e. **Diverted from Housing System**

i. If a participant is being exited because they have been diverted from the housing system, select "*Problem Solving/Diversion/Rapid Resolution intervention or service*"

Date of Event *	09 / 18 / 2023 📅 🔄 📅 G
Event *	Problem Solving/Diversion/Rapid Resolution intervention or service ∨ G

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

f. **Referred to Housing**

i. In situations where the housing program or resource is unclear or not specified*, "Referral to Other PH project/unit/resource opening*"

Date of Event *	09 / 18 / 2023 📅 🔄 📅 G
Event *	Referral to Other PH project/unit/resource opening ∨ G

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

The final section of the **Coordinated Entry Event Sub-assessment** is a series of questions of which are conditional. Only select answers when a previous response generates a reply for an **Event**. For example, for referrals into housing programs (including Navigation/RLRA, even when not explicitly stated) answer the final three questions:

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	EPHC SHS Navigation C[a [Lookup] [Clear] G *Choose specific program if known*

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	Successful referral: client accepted ∨ G

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	09 / 18 / 2023 📅 🔄 📅 G *Will most likely be the Exit Date*

[Save]   [Save and Add Another]   [Cancel]

g. Click **Save**

Diversion Specific Questions

The final three questions of the **CHA Exit** only apply in the case of diversion, i.e. you will only answer those questions if you are exiting a person from CHA on the same day you enter them after you have determined they are not currently homeless, or at

imminent risk of homelessness.

Diversion Specific Questions

Was diversion attempted?	-Select- ⌄ G
If diversion attempted, what kind of plan?	-Select- ⌄ G
Diversion Plan	G
Diversion plan	-Select- ⌄ G

2. Save and Exit