

Section: By-Name List

Driver: Outreach and Access

Strategy: By-Name List Includes Those Without an Assessment

Change Idea: Work with your HMIS Admin or vendor to establish a workflow within HMIS that allows staff to record client details without using identifying information that can be tracked separately, thereby maintaining confidentiality but allows records to be included in your overall count of actively homeless individuals.

Community Name:

Chicago CoC

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Description of the Bright Spot for this Change Idea (Bottom Line Up Front):

Chicago has developed a workflow in HMIS that allows them to track individuals who have refused an assessment, allowing them to have an accurate actively homeless count, and prioritize for resources without an assessment.

We record all interactions with individuals experiencing homelessness (regardless of the CE involvement) in HMIS. First, we create an "Entry" into our Coordinated Entry project for all individuals with whom we have engaged and attempted to complete our assessment. We have added a section towards the top of the assessment to record refusals to engage in the full process.

Chicago Continuum of Care (CoC) - Standardized Housing Assessment

Chicago Continuum of Care (CoC) Standardized Housing Assessment

Housing Providers Unable to View Assessment Data: Please complete the Chicago Coordinated Entry System (CES) Contact Information Update for Housing CES Matching Team.

Please complete the questions below to help document instances in which an assessment cannot be completed.

First Attempt:

Date of Assessment Attempt:	<input type="text"/> / <input type="text"/> / <input type="text"/>    
Location (please provide specific details):	<input type="text"/> 
Reason for Decline:	<input type="text" value="-Select-"/> 

Second Attempt:

Date of Assessment Attempt:	<input type="text"/> / <input type="text"/> / <input type="text"/>    
Location (please provide specific details):	<input type="text"/> 
Reason for Decline:	<input type="text" value="-Select-"/> 

We are aware that some individuals decline to participate due to mental illness or other concerns about sharing personal information. Our "Reason for Decline" question includes the following responses:



The image shows a screenshot of a form with a dropdown menu open. The form fields are:

- Reason for Decline: (dropdown menu)
- Second Attempt: (text input)
- Date of Assessment Attempt: (text input)
- Location (please provide specific details): (text input)

The dropdown menu for "Reason for Decline" is open, showing the following options:

- Select-
- Declined and displaying signs of a severe mental health condition
- Declined and NOT displaying signs of a severe mental health condition
- Declined because housing plans are already in place
- Declined due to being too physically ill to participate

Once an individual has refused to participate in the assessment on two occasions, we can move towards the completion of an [Observational Assessment](#). Details on this process can be found on page 9 of our policies and procedures at:

<http://www.csh.org/wp-content/uploads/2017/04/CES-Policy-and-Procedure-Guide.pdf>

We have created an HMIS workflow to help record client details without using identifying information if they continue to refuse to engage and complete the necessary consent process. [Here is a copy of our workflow](#). We have a separate tab on our BNL to include details for individuals who are in need of an Observational Assessment.

Regarding consents and HMIS, we only enter "naming conventions" in HMIS until we receive their personal identifying information. We can enter the data and "lock" it meaning that it only remains visible to the project that created the record and to All Chicago who can use it for reporting (without sharing it). Once consent is received, the client can then guide the manner in which their information is shared.