

Homelessness Prevention Network Web-based Screener Instructions

Version 3, 3/31/2021



User Set-Up

Before you begin assisting clients and using the HPN web-based screener, you will first receive an email from Monisa Mason, CSB HPN Manager, to set-up an account that includes your account information (username and password). Please follow these directions to register for access to the tool.

Register your account:

Navigate to the following website: <https://homelessness-prevention-network-fca.hub.arcgis.com/>.

Click the blue Register button in the center of the site.

Enter the provided username and password provided to you.

Follow the on-screen instruction to update your password and set up your security questions.

Click the Allow button to finish the process.

Access the HPN Tool:

On the registration page, you will now see a button that allows you to open the HPN tool. You can access the HPN tool this way, or directly here: <https://survey123.arcgis.com/share/0224f4d89dc5493c842416be939caee4>.

Stage 1: HPN Pre-Screening

Agency staff activities:

- ✓ Agency-wide HPN pre-screen to identify households to refer to HPN trained staff. HPN pre-screening should identify households that are
 - Currently homeless (Risk Level 4) or imminently at-risk of literal homelessness in 14 days or less (Risk Level 3) identified using standard question, such as ***“Are you currently homeless or worried about becoming homeless in the next few weeks?”***
 - Families with minor children and/or household with a pregnant member (including single pregnant women without other minor children)

HPN Web-Based (Esri) Tool Instructions:

- **Not Applicable:** no data collection at this stage

Stage 2: HPN Screening & Problem-Solving

HPN trained staff activities:

- ✓ Obtain consent to obtain/release information using standard HPN release language and other agency release form, as applicable.
- ✓ Collect basic information and screen family using HPN online tool.
 - ✓ Responses to questions with a red asterisk (*) are required.
 - ✓ When answering questions about number of other adults and children, only include those adults and children who are part of the family that will stay together in new housing and exclude host family members or friends.
- ✓ Provide initial Housing Problem-Solving Assistance
- ✓ Track/enter results of Housing Problem-Solving in HPN online tool.
- ✓ HPN staff further assess households still at Risk Level 3 or 4 to identify any current client needs that, if quickly addressed, could help them stabilize their current housing or secure other safe housing.
- ✓ As available, HPN staff refer and facilitate access to HPN prioritized prevention assistance to address immediate needs that could stabilize housing.
- ✓ HPN staff record prioritized assistance that was offered in HPN online tool and proceed to **Stage 3**.

HPN Web-Based (Esri) Tool Instructions:

1. **Login to HPN Screening Tool at:** <https://survey123.arcgis.com/share/0224f4d89dc5493c842416be939caee4>
2. **Read standard HPN release language to client and ask for consent to obtain/release information**
 - Enter whether client provided consent.
 - i. If client does not consent, answer “No” and the survey will exclude personally identifying information (e.g., name, date of birth) from the survey.

3. Client Information

- Collect and enter basic client information, including where client is currently staying.
 - i. If client is currently staying at an emergency shelter and plans to return to shelter tonight, the survey will STOP. Click **SUBMIT** and connect client with shelter staff for re-housing assistance. **No further HPN data collection.**

4. Initial Screening (before Housing Problem-Solving)

- Collect and enter 4 screening questions to identify the client's current housing situation and risk of literal homelessness. Screening questions should be asked as part of a conversation that can be more in-depth than the 4 screening questions.
- **The screening goal is to determine how much longer a client can stay safely housed – in their own housing or someone else's – before becoming literally homeless and requiring emergency shelter to avoid staying on the street or somewhere else unsafe.**
 - i. If client is Risk Level 0, 1 or 2 (not at-risk or low-risk), the survey will STOP. Click **SUBMIT** and offer other assistance as needed. **No further HPN data collection.**
 - ii. If client is Risk Level 3 (literally homeless within 14 days) or Risk Level 4 (literally homeless tonight), **immediately offer Housing Problem-Solving assistance.**
- Record whether client was provided Housing Problem-Solving assistance.
 - i. If not provided Housing Problem-Solving assistance, click **SUBMIT**. **No further HPN data collection.**
 - ii. If provided Housing Problem-Solving assistance, proceed to next questions.

5. After Housing Problem-Solving

- Determine any change in Risk Level following Housing Problem-Solving and record current Risk Level in HPN online tool, even if no change from initial screening.
 - i. If client is now Risk Level 0, 1, or 2 (not at-risk or low-risk), select the appropriate Risk Level and click **SUBMIT** and offer other assistance as needed. **No further HPN data collection.**
 - ii. If client is still Risk Level 3 (literally homeless within 14 days) or Risk Level 4 (literally homeless tonight), refer to HPN response and referral guidance and offer access to prioritized HPN assistance available from your agency and/or another HPN partner agency as needed/desired.
- Record whether client was offered and accepted access to prioritized HPN assistance.
 - i. If not offered or accepted assistance, click **SUBMIT**. **No further HPN data collection.**
 - ii. If offered and accepted assistance, record the type(s) of assistance client accepted and is being referred to. Click **SUBMIT**.
 - An automatic referral email with client name, contact information, and your name and contact information is generated and sent to the receiving HPN partner(s).
 - HPN referring staff assist clients with accessing assistance.
 - **HPN referring staff ensure either they or receiving staff take responsibility for completing the HPN web-based survey once prioritized assistance is used.**

Stage 3: HPN Prioritized Assistance (for Risk Level 3 and Risk Level 4 Only)

HPN trained staff activities:

- ✓ HPN staff (either referring or receiving partner) track referred clients to determine if assistance was used and, if so, if there was any change in Risk Level.
- ✓ HPN staff utilize link in referral email to return to HPN web-based tool to record prioritized assistance that was used and the current Risk Level following use of prioritized assistance.
- ✓ **HPN referring staff must work with partners to ensure the HPN record is completed within 30 days of referral for HPN prioritized assistance.**

HPN Web-Based (Esri) Tool Instructions:

1. After Receipt/Use of HPN Prioritized Assistance

- Record whether client received/used one or more HPN prioritized assistance sources.
 - i. If received/used assistance, record the specific type(s) of assistance client used.
- Determine current Risk Level regardless of whether HPN prioritized assistance was used. Record current Risk Level in HPN online tool, even if no change from last screening.
 - i. Select the appropriate Risk Level and click **SUBMIT**. **No further HPN data collection.**

Stage 4: Follow-up Support

HPN trained staff follow-up support based on final risk level after housing problem-solving and use of HPN prioritized assistance:

- ✓ **If RISK LEVEL 4:** Immediately refer to homeless hotline for assistance to access shelter.
- ✓ **If RISK LEVEL 3:** Continue to offer housing problem-solving, additional HPN prioritized prevention assistance, and/or other assistance, as needed and desired.
- ✓ **If RISK LEVEL 2, 1 or 0:** Continue to offer housing problem-solving assistance and connection to other assistance or resources, as needed and desired.

For questions about the HPN web-based tool contact Monisa Mason, HPN Manager, mmason@csb.org.