Coordinated Entry for Homeless Services
Monroe County, NY

VI-SPDAT Administration Procedures

Effective Date: August 16, 2018

PURPOSE

The purpose of these procedures is to ensure the VI-SPDAT is consistently administered, to outline the process by which a new VI-SPDAT would be completed, and to identify who is responsible for conducting the VI-SPDAT with a person experiencing homelessness.

VI-SPDAT Versions

There are three versions of the VI-SPDAT, and the appropriate version should be conducted with the appropriate adult(s) in each household except transition-age youth, where the VI-SPDAT would be conducted with the youth. If an agency does not have access to HMIS, paper versions of each VI-SPDAT are available at www.rochomeless.org/coordinated-entry.

- ***VI-SPDAT for individuals:*** completed when the household is a single adult without children. Additionally, this version can be used for a household of more than one adult without children. For example, an adult couple.
- ***VI-SPDAT for families:*** completed for households with children
- ***VI-SPDAT for transition-age youth (not in HMIS):*** completed with youth 24 years and younger without children

POLICY, PROCEDURES, and EXPECTATIONS

The *VI-SPDAT Step-by-Step Guide for HMIS Users (Appendix A)* serves as a quick reference for the following procedures and processes for completing a VI-SPDAT in HMIS. For providers without access to HMIS, please refer to the *VI-SPDAT Step-by-Step Guide for non-HMIS Users (Appendix B)*.

Administration of the VI-SPDAT

Agencies with HMIS access would search the database for the person to determine if a VI-SPDAT has been completed. If so, a new VI-SPDAT would only be completed following the process outlined in the "Administration of Additional VI-SPDAT(s)" section. If a provider does not have access to HMIS, they would contact the CoC to determine if a VI-SPDAT has been conducted.

Emergency shelters are the preferred location to conduct a VI-SPDAT, which is required to be completed within 72 hours of shelter entry **IF** one has not already been conducted. Street outreach teams also conduct VI-SPDATs with persons experiencing homelessness, which should be completed within one week of engaging the person. Other community providers may conduct VI-SPDATs with persons ONLY IF the person is unsheltered and not engaged with a street outreach team.

Engagement Expectation

The VI-SPDAT should only be completed if the case manager conducting the screening intends to maintain contact with the person. For example, if a person presents as homeless to a street outreach worker, the VI-SPDAT would only be completed by that worker if s/he plans to continue working with the person until they find housing. If there is no intention or ability to maintain contact, the person should be directed to a location or agency who is able to complete the screening and maintain the necessary contact.

VI-SPDAT Intro Script

The *VI-SPDAT Intro Script* (Appendix C) must be reviewed with persons prior to administering the VI-SPDAT to ensure that persons are receiving the same message regarding the intent of the tool and how the information will be used as part of the prioritization process for homeless services.

Making Changes to a VI-SPDAT

If changes need to be made with a VI-SPDAT, the person who conducted the VI-SPDAT is the only person permitted to make those changes, and they must be made within 30 days of the original date of completion.

Administration of Additional VI-SPDAT(s)

For persons who already have a completed VI-SPDAT, a new one may only be conducted by following the process outlined below.

1. If a case manager believes that the VI-SPDAT score in HMIS is not consistent with the person's current circumstances (i.e. could be higher or lower than what seems appropriate), the case manager is required to contact the person who conducted the previous VI-SPDAT to obtain more information.
2. All providers who have HMIS access should check HMIS **PRIOR TO** conducting a VI-SPDAT with a person. Please note that providers without access to HMIS should reach out to the CoC to find out if a VI-SPDAT has been completed. Best practice is to only do the VI-SPDAT once!
3. If the score in HMIS does not seem to accurately reflect the person's circumstances, then the case manager must contact the person who conducted the VI-SPDAT to obtain more information about the situation.
4. Prior to a new VI-SPDAT being conducted, documentation of the conversation between providers is required in HMIS along with the reason why a new VI-SPDAT needs to be completed.
5. Additionally, the documentation must indicate who is responsible for conducting the new VI-SPDAT. If a person is in shelter, the shelter case manager would conduct the VI-SPDAT.

HMIS Note Requirement

The notes referenced above would be entered on the "Client Profile" tab in the "Waiting List Referral Notes" section. The user would click "Add" to create the note. If the note is not entered, the new VI-SPDAT will not be considered. It is important to keep in mind that when a new VI-SPDAT is completed, the score could go down, and the Prioritization List will reflect the most recent score.

Providers without access to HMIS would send the new VI-SPDAT score to the CoC along with documentation indicating the reason a new VI-SPDAT was conducted.

Monroe County DHS

DHS has agreed to hold shelters responsible for completing the VI-SPDAT as decided upon by the Coordinated Entry Workgroup and does not expect shelters to conduct new VI-SPDATs for persons who have already completed one.

Shelter Case Manager Expectations

If a person is residing in an emergency shelter, the VI-SPDAT would only be conducted by a case manager at that shelter. If someone other than the shelter case manager completes the VI-SPDAT, it would not be considered if there were no approved extenuating circumstances.

Coordinated Entry for Homeless Services
Monroe County, NY

VI-SPDAT Step-by-Step Guide for HMIS Users
Effective Date: August 16, 2018

PURPOSE
This document serves as a step-by-step guide for conducting a VI-SPDAT with a person who is experiencing homelessness. The *VI-SPDAT Administration Procedures* provides more extensive detail about the process and guidelines.

1. Search for the client in HMIS and determine if VI-SPDAT has been completed.

2. If completed, a new VI-SPDAT would only be conducted by following the process outlined below:
   A. All providers who have HMIS access should check HMIS **PRIOR TO** conducting a VI-SPDAT with a person. Please note that providers without access to HMIS should reach out to Charles Bollinger at the CoC (cbollinger@rochesterhomelesscoc.org) to find out if a VI-SPDAT has been completed. Best practice is to only do the VI-SPDAT once!
   B. If a case manager believes that the VI-SPDAT score in HMIS is not consistent with the person's current circumstances (i.e. could be higher or lower than what seems appropriate), the case manager must contact the person who conducted the previous VI-SPDAT to obtain more information.
   C. Prior to a new VI-SPDAT being conducted, documentation of the conversation between providers is required in HMIS along with the reason why a new VI-SPDAT needs to be completed.
   D. Additionally, the documentation needs to indicate who is responsible for conducting the new VI-SPDAT. If a person is in shelter, the shelter case manager would conduct the VI-SPDAT.

3. To complete a VI-SPDAT, click on "Assessment" tab

4. If this is an additional VI-SPDAT, open the "Client Profile" tab and scroll down to "Additional VI-SPDAT justification."

5. Click *Add* and then select the provider from the drop-down menu. Select the appropriate reason for conducting a new VI-SPDAT and enter the relevant comments in the box.

6. Open "Assessment" tab

7. Select the appropriate version from the "Select an assessment" drop-down list and click *Submit*
   - ***VI-SPDAT for individuals:*** completed when the household is a single adult without children. Additionally, this version can be used for a household of more than one adult without children. For example, an adult couple.
   - ***VI-SPDAT for families:*** completed with households with children
   - ***VI-SPDAT for transition-age youth (not in HMIS):*** completed with youth 24 years old and younger without children

8. Read the *VI-SPDAT Intro* to client and ask all questions

9. During the VI-SPDAT, questions can be clarified with a person to assist them with understanding, but this should be done in a manner than allows the person to provide their own response based on his/her current circumstance rather than "leading" the person to a specific response.

Coordinated Entry for Homeless Services
Monroe County, NY

VI-SPDAT Step-by-Step Guide for non-HMIS Users
Effective Date: August 16, 2018

PURPOSE
This document serves as a step-by-step guide for conducting a VI-SPDAT with a person who is experiencing homelessness. The *VI-SPDAT Administration Procedures* provides more extensive detail about the process and guidelines.

1. Contact the CoC to determine if a VI-SPDAT has been completed for the person.

2. If the client is in HMIS, determine if a VI-SPDAT has been completed. If so, a new VI-SPDAT would only be conducted by following the process outlined below:
   A. All providers who have HMIS access should check HMIS **PRIOR TO** conducting a VI-SPDAT with a person. Please note that providers without access to HMIS should reach out to Charles Bollinger at the CoC (cbollinger@rochesterhomelesscoc.org) to find out if a VI-SPDAT has been completed. Best practice is to only do the VI-SPDAT once!
   B. If a case manager believes that the VI-SPDAT score in HMIS is not consistent with the person's current circumstances (i.e. could be higher or lower than what seems appropriate), the case manager must contact the person who conducted the previous VI-SPDAT to obtain more information.
   C. Prior to a new VI-SPDAT being conducted, documentation of the conversation between providers is required in HMIS along with the reason why a new VI-SPDAT needs to be completed.
   D. Additionally, the documentation needs to indicate who is responsible for conducting the new VI-SPDAT. If a person is in shelter, the shelter case manager would conduct the VI-SPDAT.

3. To complete a VI-SPDAT, refer to www.rochomeless.org/coordinated-entry and select the appropriate version of the VI-SPDAT from the menu on the left-hand side of the page
   - ***VI-SPDAT for individuals:*** completed when the household is a single adult without children. Additionally, this version can be used for a household of more than one adult without children. For example, an adult couple.
   - ***VI-SPDAT for families:*** completed with households with children
   - ***VI-SPDAT for transition-age youth (not in HMIS):*** completed with youth 24 years old and younger without children

4. Read the *VI-SPDAT Intro* to client and ask all questions

5. During the VI-SPDAT, questions can be clarified with a person to assist them with understanding, but this should be done in a manner than allows the person to provide their own response based on his/her current circumstance rather than "leading" the person to a specific response.

6. Submit the new VI-SPDAT score to the CoC along with documentation indicating the reason a new VI-SPDAT was conducted.

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VI-SPDAT Intro Script

The purpose of this survey is to help us learn more about your needs, so we can identify the most appropriate type of permanent housing for you. This survey, along with some additional information that you provide during this conversation, may be used to make a referral to the community-wide Coordinated Entry Prioritization List. This List helps to ensure those with the highest needs have access to permanent housing programs when openings become available.

This survey is designed to take less than 10 minutes to complete. We only require "Yes," "No," or one-word answers so there is no pressure for you to elaborate on your responses. You may skip or refuse to answer any of the questions but skipping multiple questions will make it difficult to identify services for you. It is your right; however, to refuse to answer any questions that you are not comfortable with.

The score of this survey will be included on the Prioritization List application form, which is stored in a secure database known as HMIS. All persons who use HMIS sign agreements indicating that they will keep the information confidential.

If you do not understand a question, please let me know so I can provide clarification. Do your best to answer the questions honestly and accurately so we can better identify services that may be able to assist you. Sometimes we can identify services that might be a good match for you based on the information you provide. In the event this happens, it is important for us to have contact information, so we can reach you.