

Coordinated Entry System (CES)
Domestic Violence Addendum

Privacy and Safety

All staff conducting assessments at DV-dedicated and non-DV-dedicated access points will be trained on the complex dynamics of domestic violence, trauma informed care, privacy and confidentiality, and safety planning, including how to handle emergency situations. All access points will screen all incoming households to determine whether they are DV survivors at risk of harm.

Victim Service Providers

1. Agencies which are primarily for survivors of domestic violence, victim service providers (VSPs), are prohibited from contributing personally identifiable information (PII) into a Homeless Management Information System (HMIS).
 - a. The Kansas Balance of State Continuum of Care (KS BoS CoC) highly recommends that all VSPs within the KS BoS CoC geographic area utilize the Bitfocus Human Clarity System (Clarity) for Coordinated Entry to ensure households have access to the same services and resources as non-victim households.
 - b. VSPs may decide to participate with Coordinated Entry System either through an established manual process or through Bitfocus Human Clarity System with additional safeguards to protect PII.
2. When utilizing CES through Clarity, VSPs must ensure that all households experiencing homelessness are entered into Clarity as de-identified. De-identification is listed as an option on a consent form. The VSP and head of household must select this option and sign. Therefore, VSPs are prohibited from entering PII into Clarity at any time for any reason.
 - a. VSPs do not intake or exit households experiencing homelessness in the Clarity system. These items should be entered within a comparable database with the capability to generate aggregate data for inclusion reports.
 - b. The participating VSPs will conduct a revised VI-SPDAT which includes the minimum information necessary to determine eligibility and prioritization and it will specifically exclude personally identifying information, including: name, date of birth, social security number, and last permanent address. The VSP completing the VI-SPDAT will include the name of the agency, the appropriate staff contact, and an alternate staff contact. All communication about the assessment and any possible referrals/placements will be conducted through the VSP to maintain client confidentiality. An internally generated ID number will be generated by Clarity that the agency can associate with the client, but that cannot otherwise be identified with the client. Coordinated Entry staff will use this number to identify the client when communicating with the VSP.

If a DV survivor is already on the Coordinated Entry list because they have undergone a VI-SPDAT with their abuser, the survivor should be given the option to be re-assessed without the abuser.

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Non-Victim Service Providers

When a non-victim service provider becomes aware that a household being served is fleeing or attempting to flee violence, the provider must offer them the choice of:

- a. An immediate offer of a warm handoff to a VSP for services, including safety planning and the VI-SPDAT; or
- b. Continuing to receive the VI-SPDAT from the non-victim service provider who will enter the household's information into the Coordinated Entry System into Clarity without PII and offer or refer to safety planning, limited services, and/or connection with a DV advocate or
- c. Continuing to receive the VI-SPDAT from the non-victim service provider who will enter the household into the Coordinated Entry System in Clarity with PII and offer or refer to safety planning, limited services, and/or connection with a DV advocate.

Duplication of Services

All providers with access to Clarity working with a client where DV is now or has later been identified, must determine if an existing record for each household has already been established:

- a. If there is no existing Clarity record for the household, the provider must explain the Release of Information and offer the DV household the option to have their information entered into Clarity de-identified. The provider should explain the process for housing referrals if entered without PII.
 - i. Referral would be processed through the service provider entering the record, who would then attempt to locate the client if a referral is made.
- b. If there is an existing Clarity record for the household that includes the household's personal identifying information, offer the household the option to make this existing profile de-identified. Non-victim service providers must submit a HMIS Help Desk ticket and provide the Unique Identifier within the Profile screen of the client, as part of the request to de-identify the client. i.e. "Please de-identify client 7FFB973F0".

Note:

The HMIS team is determining the process for dealing with situations in which a DV survivor is part of a household in Clarity that includes their abuser and conducts another VI-SPDAT or entered into another program without their abuser. TBD.