By-Name List Operations Manual

Introduction

A By-Name List (BNL) allows a coordinated entry system to know everyone in our community experiencing houselessness in real time.

Without this information, we cannot:
- Understand the scope of houselessness in our community
- Understand how people move in and out of our system on an ongoing basis
- Have accurate information to set goals to reduce houselessness
- Have accurate information to understand if we are making progress in ending houselessness

The key components of a quality By-Name List include ensuring that our system is touching everyone who is unhoused in our community; that we can accurately assess who is entering our unhoused system on an ongoing basis; and that we can accurately track progress through the system, including how successful we are in implementing prioritization and providing permanent housing to those who need it.

This is a living document that will change over time, please ensure you have the most recent copy (found on [MCES Drive](#)).

Amendments, Approval, + Feedback

The By-Name List Operations Manual is reviewed by the Missoula Coordinated Entry System (MCES)'s Oversight Committee. The primary responsibilities of the MCES Oversight Committee are to

- Develop the policies and procedures that ensure the coordinated entry process operates per the standards as designed by the community around the system's core elements: Access, Assessment, Prioritization, and Referral
- Review system data and metrics to identify gaps and barriers and recommend adjustments accordingly
- Monitoring operations and reviewing and recommending policy additions and changes
- Oversee all policies relative to coordinated entry operations, via group decisions, guiding principles, and core elements
- All suggested changes will be presented and voted on at the Oversight Committee with a 50% +1 vote
- Procedures will be reevaluated annually in **February**

To offer feedback to the MCES Oversight Committee, please contact meeting chairs, Sam Hilliard at hilliards@ci.missoula.mt.us and/or Lena Negrete at lln@hrcxi.org.

Current MCES Lead and other useful contacts list

Name	Position	Contact
Sam Hilliard	*City of Missoula*	Coordinated Entry Specialist, Missoula CE Lead	hilliards@ci.missoula.mt.us
Charlotte Psick	*City of Missoula*	Housing Program Coordinator	PsickC@ci.missoula.mt.us
Liam Seymour	*Poverello Center*	Coordinated Entry Specialist	seymour@thepoverellocenter.org
Christopher Sage	*Pathways MISI*	HMIS Technical Assistance/Data Analysis Lead	christopher.sage@pcni.org
Pathways MISI Support Email	*Can help with data issues, reporting questions, duplicate profiles, etc.*	support@pathwaysmisi.org

One-Stop Shop for BNL Guides [on MCES Drive] + HMIS Trainings

BNL Step-By-Step Guide	*How to pull and organize MCES BNL from HMIS*	Link
HMIS Exit Guide	*HUD exits explained*	Link
Service Transaction Step-by-Step	*How to make a Service Transaction for MCES in HMIS*	Link
Final Outflow Review Guide	*Process for checking back in with MCES enrolled participants before exit due to inactivity.*	Link
Built for Zero Reporting Guide	*How to pull data for BFZ monthly reporting*	Link
Exit to Inactivity Policy/Process	*What to do if an individual or family has been auto-exited from MCES, but has been unhoused the whole time*	Link
HMIS *Pathways* New User Training	*Required training to get HMIS login*	Link
MCES-Specific Training + Test Profile Creation	*Required training to enter MCES-data into HMIS*	Link

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BNL Definitions

A BNL is intended to include everyone in a community experiencing houselessness, meaning that the list will most likely have a larger universe of people than who is included in HMIS. Instances may exist in which counts from adjacent systems (criminal justice, education, etc.) may need to be accounted for outside of HMIS. "BNL Definitions" describes data origin, program eligibility, and commonly used terms.

Populating the BNL

MCES's BNL is populated via the Homeless Management Information System (HMIS) and the YWCA's Domestic Violence Unique ID list (managed externally to HMIS, for safety).

Who is included on the BNL

To be added to the MCES BNL (without redacted information), an individual or family must have both an **MCES Program Enrollment** and **MT CoC Release of Information** signed. If a household does not have a MT CoC Release completed, they can still be enrolled in MCES, but Personally Identifiable Information (PII) will be removed from shared documents. Getting a completed ROI should be a priority.

Currently, MCES can serve those in HUD categories 1 and 4.

- **Category 1, Literally Homeless:** Individual or family lacks a fixed, regular, and adequate nighttime residence, meaning:
    - Primary nighttime residence that is a public or private space not meant for human habitation
    - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (includes congregate shelters, transitional housing, and hotels/motels paid for by a nonprofit or governmental program)
    - Is exiting an institution where they have resided for 90 days or less and who was literal homeless prior to entering that institution

- **Category 4, Fleeing or Attempting to Flee Domestic Violence:** An individual or family who:
    - Is fleeing, or attempting to flee, domestic violence;
    - Has no other residence; and
    - Lacks the resources or support networks to obtain other permanent housing

- Currently MCES is **NOT** serving those in HUD categories 2 and 3
    - **Category 2, Imminent Risk of Homelessness:** An individual or family who will imminently lose their primary nighttime residence, provided that:
        - Residence will be lost within 14 days of the date of application for homeless assistance

        - No subsequent residence has been identified; and

        - The individual or family lacks the resources or support networks needed to obtain other permanent housing.

- **Note:** Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, are sharing with others, or are living in without paying rent.

- **Category 3: Homeless Under Other Federal Statutes:** Unaccompanied youth under 25 years of age, or families with Category 3 children and youth, who do not otherwise qualify as homeless under this definition, but who:
    - Are defined as homeless under the other listed federal statutes;

    - Have not had a lease, ownership interest in permanent housing during the 60 days prior to the homeless assistance application;

    - Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and

    - Can be expected to continue in such status for an extended period of time due to special needs or barriers

BNL Common Terms + Explanations

Household Types	**Family:** A household with children or dependent(s) under the age of 18 OR an individual who identifies as pregnant **Youth** (Unhoused Young People)**:** Individuals or heads of household who are aged 18-24 years **Veterans:** Individuals who self-identify as veterans **Singles:** Those that do not qualify under other populations of interest. (over the age of 24 who are not families)
Exits (no longer active in the system)	A household is considered exited from the MCES program when they: Find **temporary** (as defined by the MCES Oversight Committee) **or permanent housing** Move **outside of Missoula/Ravalli/Mineral Counties** Enter an institution for **90 days or longer** *If **<90 days**, will remain active Pass away

Inactive	Have not had a service transaction for **90+ days** Reviewed on a monthly basis by Case Conferencing participants via the Outflow Process. For a full list of Inactive Destinations, see **Exit Destinations**. Inactive destinations include all exits that are not permanent - *Temporary or Institutional settings, Death, or Sober Living.*
Outflow Process	A list of participants reaching 90 days without a service transaction is shared with partners/access points to review <u>every month</u>. *Initial review:* for the first two weeks of the month, partnering staff review the list, adding service transactions for those they know are still unhoused/MCES eligible. *Final Review:* In the second two weeks of the month, a fresh pull of the Outflow occurs, alerting the system to which households need targeted outreach. The remaining households with contact information are divided amongst providers who provide one final call/email to check in - *Are they housed? Out of the area? Still unhoused and would like to remain active? See Final Review Outflow Guide.* All outreach attempts are to be recorded in HMIS under each household's Client Notes. Any households that do not have a service transaction added after the final Outflow review and outreach are auto-exited to the following destinations, as determined by statewide CES. **Reason for Leaving:** Unknown/Disappeared **Destination:** No Exit Interview Completed If they return, they will be <u>re-enrolled in the MCES Program</u> in HMIS, which triggers their reappearance on the BNL *If unhoused the whole time and auto-exited, providers will create a new entry on existing client accounts with a backdate to the date of their auto-exit. For more information, see *Inactivity Policy***.**
Chronic Homelessness	Literally homeless individuals or households with a **disabling condition** who have been continuously unhoused for **a year or more**

	OR have had at least **four episodes of homelessness** in the past **three years**. Currently, this information is populated on the BNL via a self-reported data point in the MCES Pre-Screener; chronicity is not verified until a specific resource requires it
Returns	Re-entry into the MCES program under existing client ID upon returning to houselessness from an inactive or housed destination.

Service Transaction	A service transaction is an action in HMIS that populates "Date of Last Contact" on the MCES By-Name List.
	
	Service transactions for actively unhoused participants should occur no less than **once per month**.
	
	When to add a service transaction:
	
	- Any time a service has been provided.
	   - Examples: gear distributed to a household living unsheltered, housing navigation or care coordination provided, any interaction occurs that tells a provider an individual or family is still unhoused in our area
	   - Shelter stays at the Poverello Center (single adult emergency shelter) are also tracked as service transactions
	   - Aside from shelter stays, all service transactions should also include a corresponding Client Note to describe service provided (can be brief)
	
	See _Making a Service Transaction_ step-by-step guide.

By-Name List Categories	See _Appendix A_
Test Clients	Missoula's current HMIS platform does not allow for training profile creation for new users. As such, those completing initial MCES-HMIS training create actual profiles within the system. - Test profiles have the last name "Test"

	- Every 6 months, test profiles are wholly deleted from the system at the CE Lead's request to Pathways MISI (support@pathwaysmisi.org)
	- When test profiles are still active, they must be filtered out of the BNL
	    - Organize by last name
	    - Remove test profiles from list
	    - Final search for "test" to ensure all have been removed

Other community-specific definitions	*See MCES Program Eligibility* *See MCES Policies & Procedures*

BNL Data Security

The BNL is a flexible tool that assists service providers in helping clients in their housing journeys through Missoula's Coordinated Entry System. The information stored in this list is critical in forming housing solutions but is also composed of personal and sensitive information that needs to be protected. In specific circumstances, data may be shared with groups or publicly, with restrictions to protect privacy and confidentiality.

Access to BNL

The MCES Lead has access to BNL and Unique Identifier lists. Portions of the BNL may be requested by MCES Partners on a case-by-case basis.

Pathways MISI and WellSky are the only providers that have the ability to build custom advanced reports in HMIS.

Data Security

The MCES BNL is stored within Missoula's current HMIS provider, **Service Point** (by Pathways MISI), and as a password-protected Excel Spreadsheet located with the City of Missoula.

Data Security is monitored and managed by the MCES Lead and leaders within the system.

Procedures in place to ensure personally identifying information (PII) is secure:

- All extracted BNLs must be password-protected and are only shared with partnering organizations
- PII is redacted from all shared documents if a Release of Information is invalid

- All partnering and access point agencies have signed MCES MOU, within which are specific expectations on confidentiality

Domestic Violence Providers

- The YWCA of Missoula's DV UI List is sent to the MCES Lead as it is updated (~ 2 weeks)
    - Mirrors BNL for easy copy/paste
    - The YWCA utilizes coding for names; YWCA is the only agency that knows the identities of those households

Unsheltered without Release

- For those unsheltered residents who are not in MCES/HMIS, the Community Outreach Team manages a "nonMCES" spreadsheet. This tracking tool allows the Missoula Coordinated Entry System to understand all those experiencing houselessness, even if they have chosen not to consent to services or the MAP assessment, or haven't yet had the opportunity. Only the most basic information will be tracked under an alias or street name to preserve anonymity.

Current Data Sharing Agreements

For **those experiencing houselessness**

- MT CES-HMIS Release of Information
- MT Statewide Privacy Policy

For the **staff of partnering organizations**

- MCES Memorandum of Understanding
- HMIS Data Entry Agreement
- HMIS Privacy Rules from HUD
- Organization-specific confidentiality policies (varies)

For **volunteers**

- MCES Volunteer Agreement
- Organization-specific volunteer agreements (varies)

For **public information sharing**

- Data must be aggregated and must not include any personally identifiable information unless an accompanying agreement or release has been signed by the participant.
- If an organization outside the City of Missoula would like to utilize MCES aggregated data for public information sharing, it is welcomed! First, it must be approved by the CE Lead with the City of Missoula to ensure accuracy.

BNL Roles + Responsibilities

MCES involves staff from many organizations working to functionally end houselessness. Cross-organizational collaboration is vital to progress on this goal. The BNL roles and responsibilities are broken down below.

BNL Activities

The BNL is pulled twice monthly, on the **2nd** and **4th** weeks of the month, by the Housing Programs Coordinator or Coordinated Entry Lead.

All staff entering into MCES contribute data to the BNL.

Data from participant interactions are expected to be entered into HMIS within **48 hours** by all partnering agencies with HMIS access

➔ For those <u>without</u> HMIS access, a paper tool may be utilized to gather information. The paper tool must then be entered by staff with HMIS access within 48 hours.

Service transactions must be added for active participants **at least once monthly**.

The Unique ID (DV) BNL is sent to the CE Lead any time there has been an update (~ **every two weeks**).

Programs Adding Data to BNL

1. Emergency Shelters

2. Outreach Providers

3. Community Health Workers

4. Healthcare systems (PHC, Providence St. Pat's, CMC)

5. *In Progress* Educational Systems

End User Responsibilities

- Service transactions added for MCES eligible participants entered at least **once per month**
- Information from participants entered into MCES **within 48 hours**
- **Inflow and Outflow reviewed** and actionables completed speedily and on regular basis

CE Lead Responsibilities

- **Provide direct feedback to organizations on** data quality issues
- **Manage** BNL, creating a refreshed BNL twice monthly

- **MCES-specific** training offered on an ongoing basis
  - Must have completed New User training with Pathways MISI first
    - Pathways New User Training
      - Offered 1-2 times per month synchronously OR as a self-paced training in a Learning Management Software
        - [Live, synchronous training RSVP](#)
        - Self-paced, asynchronous RSVP
          - Email support@pcni.org requesting access to the LMS
          - Include trainee's name, email, and which organization's license they will be entering under
    - MCES-specific HMIS training
      - Offered ongoing, once Pathways New User Training is complete
      - Facilitated by CE Lead at City of Missoula
      - Staff will create a test profile with all components of MCES process documented
      - Upon completion, staff will meet for a brief test profile review with CE Lead
      - [MCES-HMIS Training RSVP](#)

CE Specialists/Coordinators at CE partnering organizations Responsibilities

- Data quality going into MCES from organization
- For organizations entering large amounts of MCES data, the CE Lead will provide monthly insights on data directly to organizational leads. These meetings include information on **data quality issues and celebrations** related to assessments, enrollments, and outcomes (*in progress*). Additionally, these spaces allow dialogue around MCES processes that aren't available or accessible because of organizational constraints.
  - CE Lead currently meets every month with
    - The Poverello Center
    - Hope Rescue Mission
    - YWCA
    - Partnership Health Center
    - Unhoused Young People
      - Chafee
      - MCPS

Quarterly Data Quality Reports for MCES

(*New process*) Each quarter, January, April, July, October, the CE Lead will pull a report in HMIS to identify missing data within MCES profiles.

- Initially, MCES will focus on **Universal Data Elements** and **MAP Assessments** as the most important data points to monitor.
- These data quality reports will be sent out to identified leads at each access point organization, and any other partner regularly entering data in MCES's HMIS project.
- *As capacity for data management expands, additional data quality points should be added (Current Living Situation, Chronicity, and Service Transactions as future priorities).*

Document Retention

The Montana CoC does not have a Coordinated Entry paper document retention period. When paper documents cannot be immediately uploaded to HMIS, it is the organization holding the paper tools to apply standard organizational retention rates, which will be audited by Pathways MISI on annual visits.

Appendix A. BNL Data Dictionary

Outlined below are each of the data fields on the MCES BNL and where corresponding data is pulled from in HMIS. Please refer to the [MCES Policy and Procedure's Glossary](#) for further community definitions.

Client ID	Auto-populated unique ID given to each household entered into HMIS
First Name/Last Name	From Client Record '*Name*'
Active ROI	Active ROI 'Yes' or 'No', as it exists in HMIS under ROI tab in HMIS
MAP Score	Aggregate MAP Score pulled from MAP Assessment Interim in HMIS (if a MAP has been completed)
Age (High/Moderate Risk)	Age, as reported in HMIS Client Record - High Risk: Age 55+ - Moderate Risk: Age 50-54 or 18-24
Age of Children (High/Moderate Risk)	Age of children, as reported in HMIS Households tab - High Risk: Age 0-5 - Moderate Risk: Age 6-17 If a household member answers 'yes' to *Are you*

	pregnant? pre-screen question, that is quantified as a high risk child for prioritization purposes
Chronicity	Pre-Screen question *Does the person in the household who meets the CH length of time requirement also have a disabling condition?* 'Yes' or 'No'
Length of Time Unhoused	Earliest entry Date in MCES
Active Domestic Violence	On YWCA's Unique Identifier list
Total MCES Score	*See* [Prioritization Policy](#)
Household Type	Pulled from MAP Assessment drop-down - Individual - Household with Children (Family) - Youth (aged 18-24)
Demographics	Primary race, gender, and ethnicity pulled from Client Demographics in HMIS
Veteran Status	Client Record, self-reported 'Yes' or 'No' in HMIS
Foster Care Involvement	Pre-screener question: *Have you ever been in foster care?*
PII	Personally Identifiable Information
ROI	Release of Information