

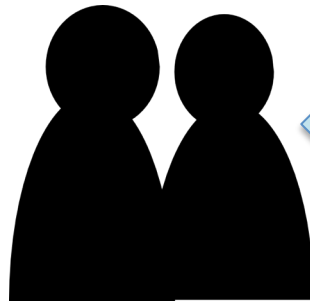


KnoxHMIS

An empirical window into homelessness in Knoxville-Knox County

Referrals

Referrals are a new feature in KnoxHMIS that greatly assist Knox County homeless agencies in meeting HUD’s mandate to create a **“coordinated assessment.”** As a part of this mandate, our Continuum of Care (CoC) is expected to adopt a system in which all programs work together to assure that services are **accessible** and **well targeted** to the immediate needs of the client.



Benefit to the Client

- Minimizes loss or theft of paper referrals
- Reduces time for client records transfer
- When combined with attached documents required for eligibility, significantly reduces wait time
- Creates consistency in the referral process
- Documents referrals to ensure referral was received
- Promotes a match of client need to agency services provided
- Provides an easily accessible client history for intake
- Serves as a confidential and secure referral

Benefit to the Agency

- Increases efficiency
- Reduces need for phone- and paper-based referrals
- Allows for more in-depth intake and client care
- Communicates in real-time
- Assists agencies in determining wait-time for client services between agencies
- Allows for a close look at follow-through of referrals from client to the provider
- Informs agencies on barriers to referrals
- Tracks client outcomes
- Shares client information confidentially
- Determines benefit eligibility more easily

Benefit to the Continuum

- Initiates central intake point to coordinate care of clients
- Meets the HUD mandate for a coordinated assessment
- Strengthens partnerships between agencies
- Improves the speed, accuracy, and consistency of the screening, assessment, and referral process
- Aggregates client-level data across homeless service providers to determine the timeliness of service delivery, care-coordination, and service growth
- Provides a better understanding of the needs of the homeless in Knox County
- Helps service providers further coordinate referrals and service delivery



Reporting Capabilities

0361 Expedience of Entry, Service, and Referral

This report can show expedience of service delivery after referral. Essentially, the average wait time for referral response can be calculated.

Client Id	Service Code Description	Referral Provider	Referral Date	Service Provider	Svs/Cens Start Date	Lag
24092	Wilderness Training	University of Tennessee at Knoxville(1)	1/16/2013	University of Tennessee at Knoxville(1)	8/28/2013	224
		Test Provider(79)	8/26/2013		10/1/2013	36
		Test Provider(79)	8/28/2013		10/1/2013	34
25131	Orienteering	University of Tennessee at Knoxville(1)	9/13/2013	University of Tennessee at Knoxville(1)	9/18/2013	5
		Test Provider(79)	8/14/2013	University of Tennessee at Knoxville(1)	8/14/2013	0
		Test Provider(79)	8/28/2013		10/1/2013	34
29034	Wilderness Training	University of Tennessee at Knoxville(1)	9/13/2013	University of Tennessee at Knoxville(1)	9/18/2013	5
		Non-SP Provider(116)	1/9/2013		10/1/2013	265
		Test Provider(79)	8/14/2013	University of Tennessee at Knoxville(1)	8/14/2013	0
30104	Orienteering	University of Tennessee at Knoxville(1)	9/13/2013	University of Tennessee at Knoxville(1)	9/18/2013	5
		Test Provider(79)	8/28/2013		10/1/2013	34
32001	Orienteering	University of Tennessee at Knoxville(1)	9/13/2013	University of Tennessee at Knoxville(1)	9/18/2013	5

Example 0361 Report

0409 Client Event

History

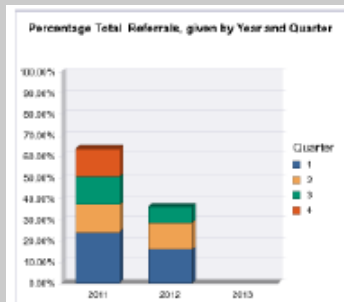
This report allows agency staff to view a chronological summary of a client's program entry/exits, needs, services, referrals, goals, action steps, case notes, etc.

Event Type:	Referral	Event Id:	4886913	Event Date:	12/5/2011
Provider:	University of Tennessee at Knoxville(1)	Dates:	12/5/11	User:	Don Kenworthy(430)
Service:	Occasional Emergency Food Assistance	Svs Code:	BD-1800.2000-620		
Event Type:	Start: Disabilities(DISABILITIES_1)	Event Id:	5003021	Event Date:	12/15/2011
Provider:	University of Tennessee at Knoxville(1)	Dates:	12/15/11 -		
Notes:		Disability:	Alcohol Abuse (HUD 40118)		
Event Type:	Start: Non-Cash Benefits(SVP_NONCASHBENEFITS)	Event Id:	5046290	Event Date:	12/15/2011
Provider:	University of Tennessee at Knoxville(1)	Dates:	12/15/11 -		
Source:	Supplemental Nutrition Assistance Program (Food Stamps) (HUD)	Amount:	\$185.00		

Example Client Event History

0111 Measuring Growth by Referrals v2

This report can show the number of referrals per year, quarter, and month and can be used to measure growth of a program.



Example 0111 Report

Outstanding Referrals Report

You can use this report to check the outstanding referrals your agency has received as well as the status of the referrals you have made.

Name	Group ID	Referral Date	Need Type	Referred By	Referred To
(32001) Test, Caitlin T	1842110	08/28/2013	Orienteering	University of Tennessee at Knoxville	Test Provider
(25131) McTest, Quizz	1842110	08/28/2013	Orienteering	University of Tennessee at Knoxville	Test Provider
(24092) McTest, Testy	1842110	08/28/2013	Orienteering	University of Tennessee at Knoxville	Test Provider
(24092) McTest, Testy	1838995	08/26/2013	Orienteering	University of Tennessee at Knoxville	Test Provider
(29034) mctest, Whosa		01/09/2013	Wilderness Training	University of Tennessee at Knoxville	Non-SP Provider
(24092) McTest, Testy		08/27/2012	Food	University of Tennessee at Knoxville	Helen Ross McNabb

Example Outstanding Referrals Report