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# OneHome

Together, bringing people home.

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OneHome is a collaboration between many agencies to create coordinated housing solutions for persons experiencing homelessness.

Metro Denver Homeless Initiative |  
Conlan Consulting |

# Salesforce Community for Coordinated Housing Entry

# Legacy Systems

- Multiple Legacy Systems
  1. Spreadsheets
  2. Retired
- Reporting Limitations
- Inefficient process to gather signed Release of Information forms
- Lacking search functionality
- Duplicated records

# Technical Requirements

- Single Secure database, Internet or Cloud Based, HIPAA compliant, credentials based access
- Multiple Levels of Profile Permission Access
- Ability to enter VI-SPDAT assessment data (3 versions: Individual, Family, Youth), calculate and store score, to be displayed and reportable
- Release of Information Form Tracking
- Client Priority Tracking
- Client Status Tracking: Active/Inactive
- Housed Tracking
- VA Eligibility Tracking
- Notes/Updates tracking: this field would allow for free form notes for updates about a client, should allow for entry & time stamp for multiple/ongoing entries within this field.
- Reporting capability (at least ability to access the tables & report)
- Export/Import capabilities
- Ability to look up clients – see if surveys completed (avoid duplication) & score (All Users)
- Ability for agency users to put in updates about clients
- Accessible by Veterans' Administration staff
- Ability to upload documents (ROIs, BC, SSN, IDs, etc)
- [Optional] Digital releases of information (displayed on computer/pad, signed with mouse/stylus/finger)

# Solution

- Salesforce Community accessible by Agencies' Caseworkers
- Embedded forms via Formstack's HIPAA-compliant managed package
- Custom Object & Data Model
  1. Clients
  2. Assessments
  3. Housing Forms
  4. Programs
- Process Builder Automation
- Custom Profiles & Permission Sets
- Tiered Licensing (Salesforce EE, Community Plus, Community)
- Training Sandbox

# Results

- Fulfilled all technical requirements
- Met budgetary constraints
- Single system for Coordinated Entry; HUD mandated
- Reduced time to house clients
- Agency self-reporting capabilities
- Veteran providers can cross-reference with VA system to ensure veteran clients are receiving necessary services

# Preview

MDHI OneHome Assessment Community

**Client Detail**

First Name	Donald "Donny"	Client Full Name	Donald "Donny" Duck
Last Name	Duck	Birthdate	1/31/1970
Age	48	Social Security #	***-**-5555
# Months Homeless as of Today	21	HMIS ID	

**Most Recent VI-SPDAT Data**

Survey Date	1/10/2018	# Months Homeless at Assessment	18
VI-SPDAT Score	11	Tri-Morbid	✓
VI-SPDAT Type	Individual	Literally Homeless	✓
Interviewer Name	Renee Crews	Chronically Homeless	✓
Agency	Denver's Road Home	VI-SPDAT IND v1 Score	

**Client Contact Info**

Easiest Time of Day to Find	Afternoon	Client Phone	(720) 123-9876
Easiest Place to Find	Civic Center park	Client Email	dduck@gmail.com
Social Media Account			

**Contact info for Friend/Family or Case Manager/Outreach Worker**

Family/Friend Name	Daffy Duck	Case Manager/Outreach Worker Name	Joe Schmo
Family/Friend Phone		Case Manager/Outreach Worker Phone	123-7879
Family/Friend Email	daffy.duck@gmail.com	Case Manager/Outreach Worker Email	

**Release Info**

Release Date	4/1/2018	Release Type	Extended (After 7/1/2017)
Release Expiration Date			

**Veteran Info**

Veteran	<input type="checkbox"/>	BNL Status	Active - Street
VA Eligibility		BNL Inactive Date	
GPD Status			

**Tracking Info**

Client Status	Active	Priority Tracking	Prematch
Documentation on File	Release of Information (ROI); Drivers License/ID; Social Security Card; Birth Certificate; Homeless Documentation	Date Referred	2/6/2018
Other Documentation		Pre-Match Date	
		Priority Resource Type	Veteran

**Housing Info**

Housing Program		City Housed In	
Move-in Date		County Housed In	

**Notes**

Action	Subject	Body	Created Date
Edit	Housed	Donald Duck moved in with Daisy.	4/4/2018
Edit	RMHS Program Enrolled	Client enrolled in RMHS program	2/6/2018

**Assessments**

Action	Client Assessment Code	Record Type	Survey Date & Time	Interviewer	Interviewer Agency	Created Date
Assess	Assess-0000000558	Individual	1/11/2018 12:00 AM	Renee Crews	Denver's Road Home	1/23/2018

**Client History**

Date	User	Action
4/4/2018 10:10 AM	Renee Crews	Changed Release Date from 2/16/2018 to 4/1/2018.
4/3/2018 4:20 PM	Renee Crews	Changed Client Status from Inactive to Active.
4/3/2018 4:19 PM	Renee Crews	Changed Client Status from Active to Inactive.
4/2/2018 3:31 PM	Renee Crews	Changed BNL Status from Inactive - Incarcerated to Active - Street.
4/2/2018 3:31 PM	Renee Crews	Changed Client Status from Deceased to Active.

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OneHome

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MDHI OneHome Assessment Community

New Client

VI-SPDAT Individual Assessment

Release of Information (ROI)

Client Info

Assessments

Overview

Home Formstack Submission Dashboard Clients Assessments Housing Forms Housing Vacancy

Create New Form

Family

Housing Referral Outcomes Form

Client Documentation Upload

Youth

New Client

# Questions?

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