The National Center on Homelessness Among Veterans

Delivering coordinated, collaborative, evidence based solutions to end Veteran homelessness

VA Homelessness Risk Screening Clinical Reminder

Overview for clinical staff

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VISN 1 Clinical Informatics Staff

The *objective* of the VA-Homelessness Screening Clinical Reminder is to:

(a) Have a system wide mechanism to identify Veterans and their families who are at imminent risk of homelessness or who have very recently become homeless

(b) ensure that those who are at-risk or who are currently homeless are referred for the appropriate assistance; and

(c) update the current living situation for homeless and at risk for homeless Veterans.

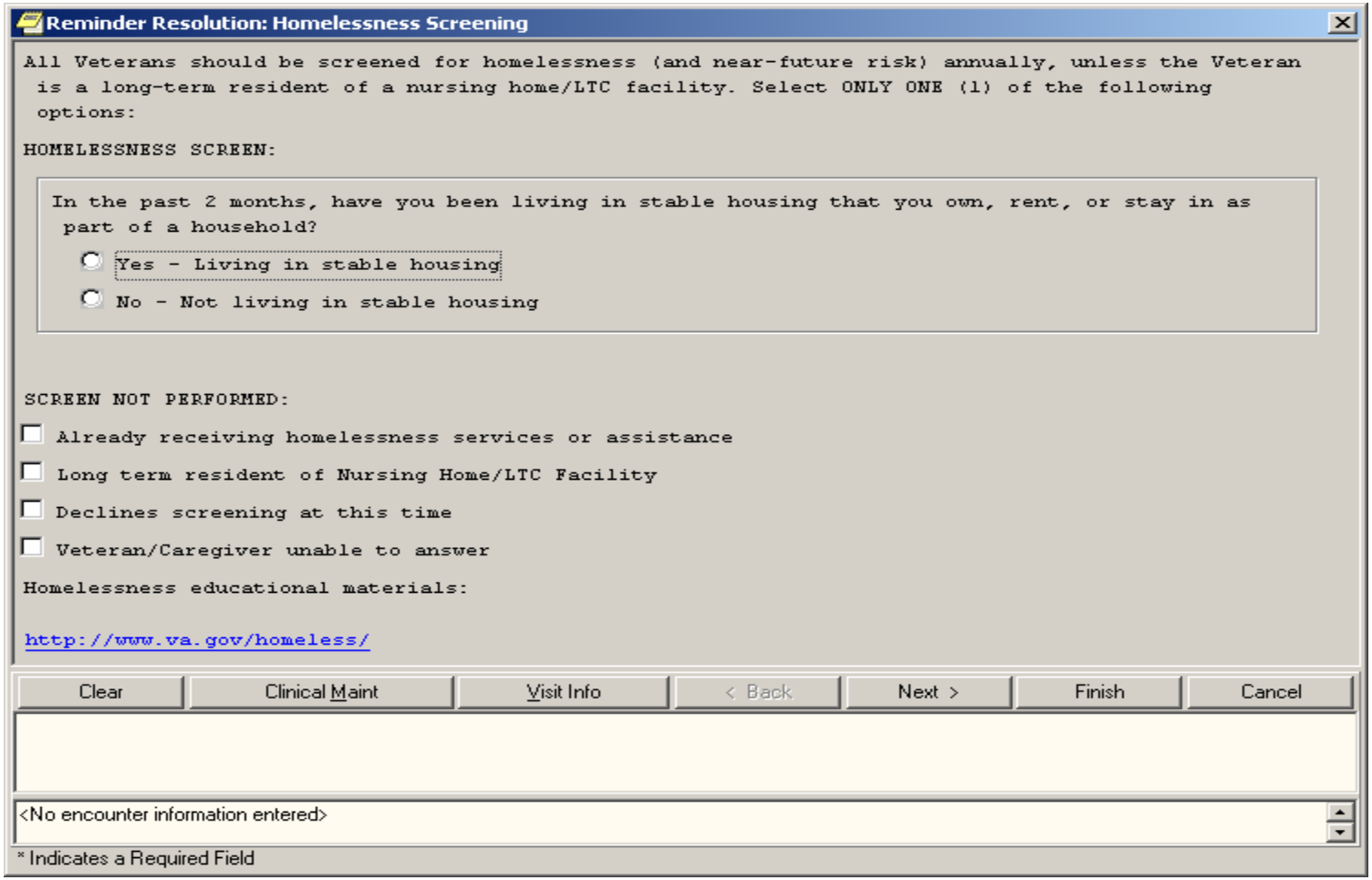
Information collected by the VA-Homelessness Screening Reminder will guide staff to refer Veterans for further assessment and the appropriate intervention to prevent or quickly end homelessness.

What generates a positive screen?

For purposes of the this clinical reminder, a Veteran will screen positive for being at risk for homelessness if one or more of the following conditions are met:

- Veteran has experienced homelessness in the past 60 days
- Veteran at risk for homelessness in the next 60 days

The Dialog when first opened: Homelessness Screen opened – no click necessary to open. URL at Bottom of screen will need customizing to local site.



Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- Yes - Living in stable housing
- No - Not living in stable housing

SCREEN NOT PERFORMED:

- [ ] Already receiving homelessness services or assistance
- [ ] Long term resident of Nursing Home/LTC Facility
- [ ] Declines screening at this time
- [ ] Veteran/Caregiver unable to answer

Homelessness educational materials:

http://www.va.gov/homeless/

Clear | Clinical Maint | Visit Info | < Back | Next > | Finish | Cancel

<No encounter information entered>

* Indicates a Required Field

Questions: 1. YES - Current stable housing; 2. YES – worried about near future; 3. Living in apartment, home or room with no subsidy; and 4. Agreeing to referral, and 5. Cell phone # Note separate Health Factors for each.

Each choice has comment box

How to reach: (Comments are Searchable via Fileman Report)

"DONE" message To avoid confusion with "dangling "no" answers to other questions.

Reminder Resolution: Homelessness Screening

part of a household?

- (●) Yes - Living in stable housing

  Are you worried or concerned that in the next 2 months you may NOT have stable housing that you own, rent, or stay in as part of a household?

  - (●) Yes - Worried about housing near future

    Where have you lived for MOST of the past 2 months?

    - (●) Apartment/House/Room - no government subsidy

      Comment:
    - ( ) Apartment/House/Room - with government subsidy
    - ( ) With Friend/Family
    - ( ) Motel/Hotel
    - ( ) Hospital, Rehab. Center, Drug Treatment Center...
    - ( ) Homeless Shelter
    - ( ) Anywhere outside, eg. Street, Vehicle, Abandoned Building
    - ( ) Other

    Would you like to be REFERRED to talk more about your housing situation?

    - (●) Patient agrees to referral
    - ( ) Patient declines referral at this time - Given information for future reference.

    What's the best way to reach you?

    How to reach: 401-525-5512

    DONE with Homelessness Screen.

  - ( ) No - Not worried about housing near future
- ( ) No - Not living in stable housing

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Homelessness Screening:

WORRIES ABOUT HOUSING, REFERRED TO HOMELESS PROGRAM

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household? Yes - Living in stable housing.

Are you worried or concerned that in the next 2 months you may NOT have stable housing that you own, rent, or stay in as part of a household?

Yes - Worried about housing near future

Where have you lived for MOST of the past 2 months?

Apartment/House/Room - no government subsidy

Would you like to be REFERRED to talk more about your housing situation?

Patient agrees to referral

What's the best way to reach you?

How to reach: 401-525-5512

Questions: 1. Yes – Living in stable housing;
2. No – Not worried about near future.

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- (●) Yes - Living in stable housing
  - Are you worried or concerned that in the next 2 months you may NOT have stable housing that you own, rent, or stay in as part of a household?
    - ( ) Yes - Worried about housing near future
    - (●) No - Not worried about housing near future
- ( ) No - Not living in stable housing

SCREEN NOT PERFORMED:

- [ ] Already receiving homelessness services or assistance
- [ ] Long term resident of Nursing Home/LTC Facility
- [ ] Declines screening at this time
- [ ] Veteran/Caregiver unable to answer

Homelessness educational materials:

http://www.va.gov/homeless/

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Homelessness Screening:
In the past 2 months, have you been living in stable housing that

Health Factors: **NEGATIVE - HAS NO HOUSING CONCERNS, NEGATIVE - HAS STABLE HOUSING**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household? Yes - Living in stable housing.

Are you worried or concerned that in the next 2 months you may NOT have stable housing that you own, rent, or stay in as part of a household?

No - Not worried about housing near future

Questions: 1. No – Not living in stable housing; 2. Living on the street; 3. Agrees to referral; 4. Dan's Variety Store

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- ○ Yes - Living in stable housing
- ◉ No - Not living in stable housing

Where have you lived for MOST of the past 2 months?

- ○ Apartment/House/Room - no government subsidy
- ○ Apartment/House/Room - with government subsidy
- ○ With Friend/Family
- ○ Motel/Hotel
- ○ Hospital, Rehab. Center, Drug Treatment Center...
- ○ Homeless Shelter
- ◉ Anywhere outside, eg. Street, Vehicle, Abandoned Building

  Comment: alley near store
- ○ Other

Would you like to be REFERRED to talk more about your housing situation?

- ◉ Patient agrees to referral
- ○ Patient declines referral at this time - Given information for future reference.

What's the best way to reach you?

How to reach: Dan's Variety Store

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Homelessness Screening:
In the past 2 months, have you been living in stable housing that

Health Factors: **BEST WAY TO REACH, LIVES ON STREET, POSITIVE - HAS NO STABLE HOUSING, REFERRED TO HOMELESS PROGRAM**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household? No - Not living in stable housing.

Where have you lived for MOST of the past 2 months?

Anywhere outside, eg. Street, Vehicle, Abandoned Building

Comment: alley near store

Would you like to be REFERRED to talk more about your housing situation?

Patient agrees to referral

What's the best way to reach you?

How to reach: Dan's Variety Store

Documenting that Veteran is already receiving homeless services or assistance. Note the Health Factor stuffed into PCE.

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- ○ Yes - Living in stable housing
- ○ No - Not living in stable housing

SCREEN NOT PERFORMED:

- ☑ Already receiving homelessness services or assistance Where? DAV Services
- ☐ Long term resident of Nursing Home/LTC Facility
- ☐ Declines screening at this time
- ☐ Veteran/Caregiver unable to answer

Homelessness educational materials:

http://www.va.gov/homeless/

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Homelessness Screening:
Already receiving homelessness services or assistance

Health Factors: **ALREADY RECEIVING ASSIST WITH HOUSING**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:
Already receiving homelessness services or assistance
Where? DAV Services

Documenting that Veteran is a long term resident of a nursing home or other long-term care facility. Note the Health Factor - resolves for 2 years

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- ○ Yes - Living in stable housing
- ○ No - Not living in stable housing

SCREEN NOT PERFORMED:

- ☐ Already receiving homelessness services or assistance
- ☑ Long term resident of Nursing Home/LTC Facility
- ☐ Declines screening at this time
- ☐ Veteran/Caregiver unable to answer

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Homelessness Screening:
Long term resident of Nursing Home/LTC Facility

Health Factors: **NURSING HOME RESIDENT**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:
Long term resident of Nursing Home/LTC Facility

Documenting that Veteran Declines Screening at this time.

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- ○ Yes - Living in stable housing
- ○ No - Not living in stable housing

SCREEN NOT PERFORMED:

- ☐ Already receiving homelessness services or assistance
- ☐ Long term resident of Nursing Home/LTC Facility
- ☑ Declines screening at this time
- ☐ Veteran/Caregiver unable to answer

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Homelessness Screening:
Declines screening at this time

Health Factors: **DECLINES HOMELESS SCREEN**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:
Declines screening at this time

Documenting that Veteran or caregiver is
Unable to answer screening questions at this time.

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

In the past 2 months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- ○ Yes - Living in stable housing
- ○ No - Not living in stable housing

SCREEN NOT PERFORMED:

- ☐ Already receiving homelessness services or assistance
- ☐ Long term resident of Nursing Home/LTC Facility
- ☐ Declines screening at this time
- ☑ Veteran/Caregiver unable to answer

Homelessness educational materials:

http://www.va.gov/homeless/

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Homelessness Screening:
Veteran/Caregiver unable to answer

Health Factors: **UNABLE TO PERFORM HOMELESS SCREEN**

* Indicates a Required Field

Resulting Progress Note Text from Processing:

Homelessness Screening:
Veteran/Caregiver unable to answer

Whatever option is selected, clicking on Finish completes the reminder and the process.

Reminder Resolution: Homelessness Screening

All Veterans should be screened for homelessness (and near-future risk) annually, unless the Veteran is a long-term resident of a nursing home/LTC facility. Select ONLY ONE (1) of the following options:

HOMELESSNESS SCREEN:

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Homelessness educational materials:

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Homelessness Screening:
Veteran/Caregiver unable to answer

Health Factors: **UNABLE TO PERFORM HOMELESS SCREEN**

* Indicates a Required Field

How frequently will be screener be applied?

- Annual screener administered in outpatient primary care and mental health settings
- Exclusions:
  - Patient already receiving homeless services or assistance or in imminent danger of homelessness (every 6 months)
  - Patient is long term resident of nursing home or other long-term care facility (every 2 years)
  - Patients enrolled in Palliative Care (excluded from screening)
  - Patients enrolled in Hospice (excluded from screening)
  - Patient declines screening at this time
  - Patient or caregiver unable to answer screening questions
- 3 consecutive negative screens extends screening to every two years

How do I satisfy the reminder?

- The reminder is resolved by negative responses to questions 1&2
- Veteran declining referral for services
- Referral to Homeless or social service program
- Warm hand off to Homeless or Social Service program

Who can complete the reminder?

- Program assistants
- Clinicians
- MH PACT team members
- Social workers
- Homeless Coordinators

Local Checklist:

- Determine what consult service you use locally for Homeless referrals
- Identify what URL will be used locally for handouts to Homeless Veterans
- Establish progress note titles for Homeless clinics other than the following
    - 504, 507, 508, 522, 522, 528-530, 590-592

Additional Resources:

Site	URL	Description
National Clinical Reminders site	http://vista.med.va.gov/reminders	Contains manuals, PowerPoint presentations, and other information about Clinical Reminders
National Clinical Reminders Committee	http://vaww.portal.va.gov/sites/ncrcpublic/default.aspx	This committee directs the development of new and revised national reminders
VistA Document Library	http://www.va.gov/vdl/	Contains manuals for Clinical Reminders and CPRS (OR).

The National Center on Homelessness Among Veterans

Delivering coordinated, collaborative, evidence based solutions to end Veteran homelessness

Special thanks to:

- Becky Rumfelt for her help with the dialog and Health Factors.
- Alan Montgomery for his assistance with the logic and coordinating VMP expedited patch.
- Pat Redington for providing the special Function Finding allowing the logic to work as desired by Program Office – 3 consecutive negative screens resets frequency to 2 years.
- Philip VanCamp for figuring out how to use that Function Finding for this specific reminder.
- Vince Kane, Ann Elizabeth Montgomery, Tom O'Toole and others from the Homelessness Program Office for all of their work on outlining the design.
- Caroline Goldzweig and other members of the NCRC for all of their input and guidance.
- VMP Team for selecting this reminder as one of two to be released in first new expedited patch.
- Ross Speir for expediting usability study.

QUESTIONS?