

Inclusive Intake

A product proposal for service provider data ingress & sharing

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Why this is important

Each homeless service provider maintains their own client data for reporting purposes. Individuals experiencing homelessness repeat the same information to multiple providers. That duplication not only represents wasted effort, but perpetuates a siloed approach to homeless services. Providing an integrated data entry solution can reduce overhead and enable robust collaboration across the industry.

The Intake Challenge



Data entered in by agency at 1st meeting

Have to speak the same language, understand their needs, prepare for any disabilities.



Homeless individual (client) requests services

Have to make sure they're eligible and the provider has availability.



Agency refers client to an agency with those tools

Human contact is ideally in real time, but timing varies. Transportation can be a barrier.



A warm welcome is given to the new agency

If available, and even then - fulfillment isn't always clear to the referring organization

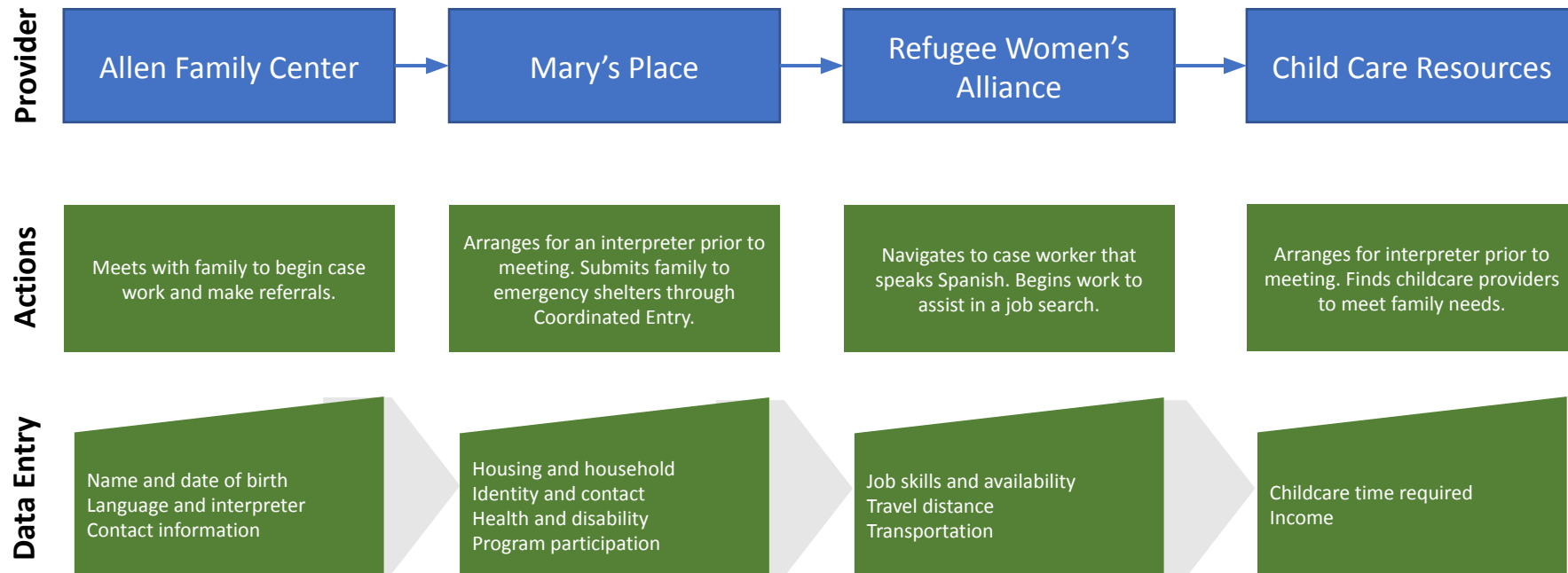


Data is collected again for the new agency's system

Because they don't share data, a new case is created and duplication of records begins.

Illustrative scenario: a family moves to Seattle from the Dominican Republic. After a construction job ends, they lose income and housing and seek help at a family center. This journey explores repeated intake and referrals; it is not a verified client history.

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Proposed Intake Flow

New Client Intake

1 2 3

Used services before

Can we collect some information from you today?

Initialize a new intake form

Base Information

1 2 3

Is it ok to speak in english or is there a language you prefer?

☐ Needs Interpreter

Language

What's your name?

First ☒

Last

Is that what you go by, or do you have any aliases or nicknames?

Aliases

What gender and pronouns do you prefer we use while meeting?

Gender

Pronouns

Do you know your birthdate?

☐ Exact ☐ Approximate

DOB

After this, how should we get in contact with you?

☐ Phone ☐ Email

Capture service contents

Service Referral

1 2 3

What do you need help with today?

Application Assistance

Behavioral Healthcare--Third Party

Child Care Referral

Community Connections

Community Projects/Events

Community Safety Initiatives

Earned Income Tax Credit Education

Employment/Job Readiness Support

Financial Benefits Acquisition

Food

Identify referrals to share

Referral

Employment/Job Readiness Support

☒ Refugee Women's Alliance



Select alternate agency (4)

Notes

Data to share

☒ General Intake (Automatic) ☐ Notes for help

Share data directly

Proposed Capabilities

01 Logic-based Intake

Work with agencies to match their needs for data, capacity planning, and process optimization, focusing on removing the redundancy of data already captured by other agencies

02 Intake Script

Make the intake process clear and plain English with scriptable questions that capture data in the way it's needed

05 Self-Submission

Offer client-facing forms to reduce repeated entry and provider workload.



03 Language Options

Configurability manages the wide variety of complexities in intake like languages, streamlining intake for vulnerable communities such as immigrants & refugees.

04 Customizable Fields

Service providers can easily create forms that store data in the record system with best practices for accessibility and validation.

Proposed Data Lifecycle

