

the power of together



Agenda

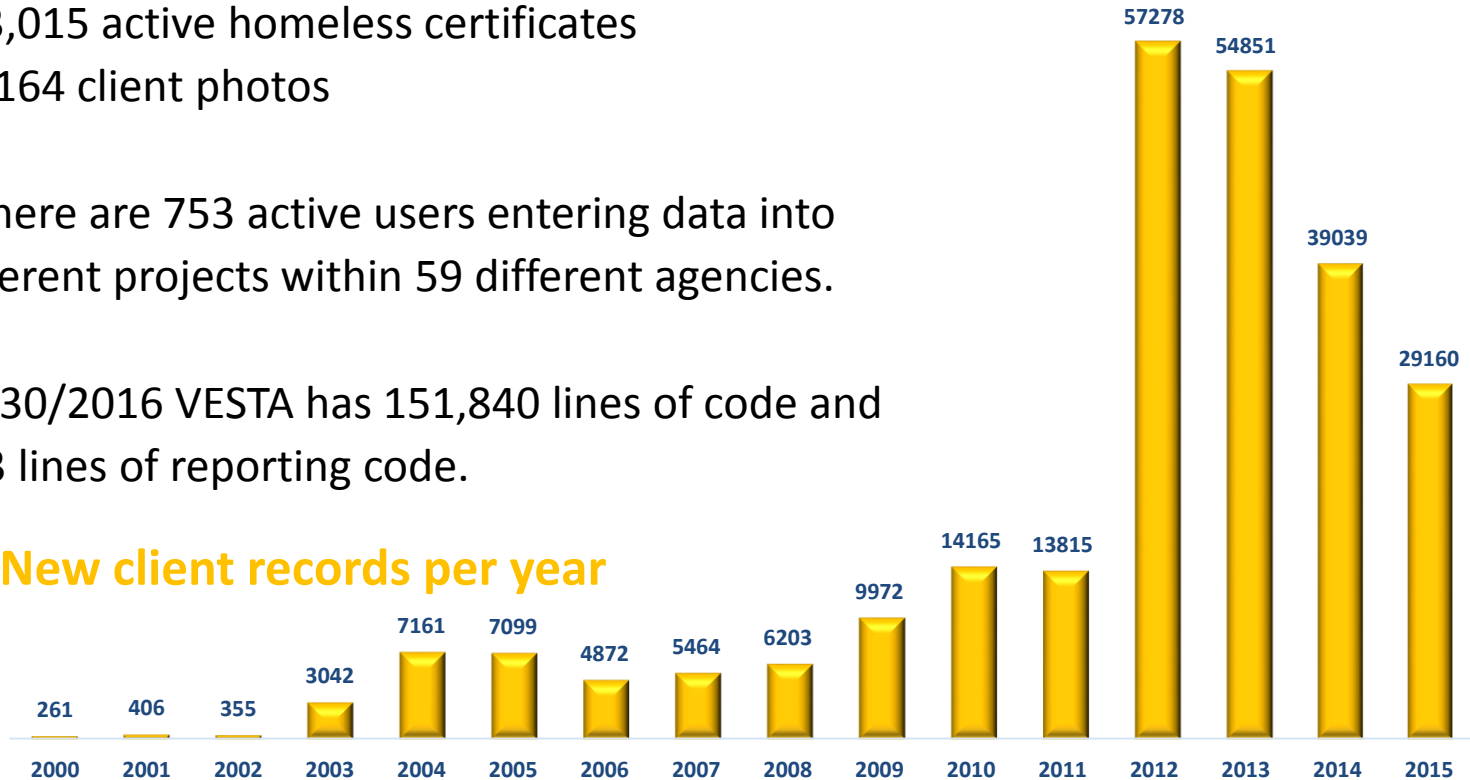
- 🌀 VESTA Overview
- 🌀 VESTA – Policies & Procedures
 - 🌀 User Agreements
 - 🌀 Security
- 🌀 VESTA Client Consent
- 🌀 Project Type
- 🌀 Homeless Certificate
- 🌀 VESTA “Scavenger Hunt”
- 🌀 Questions?



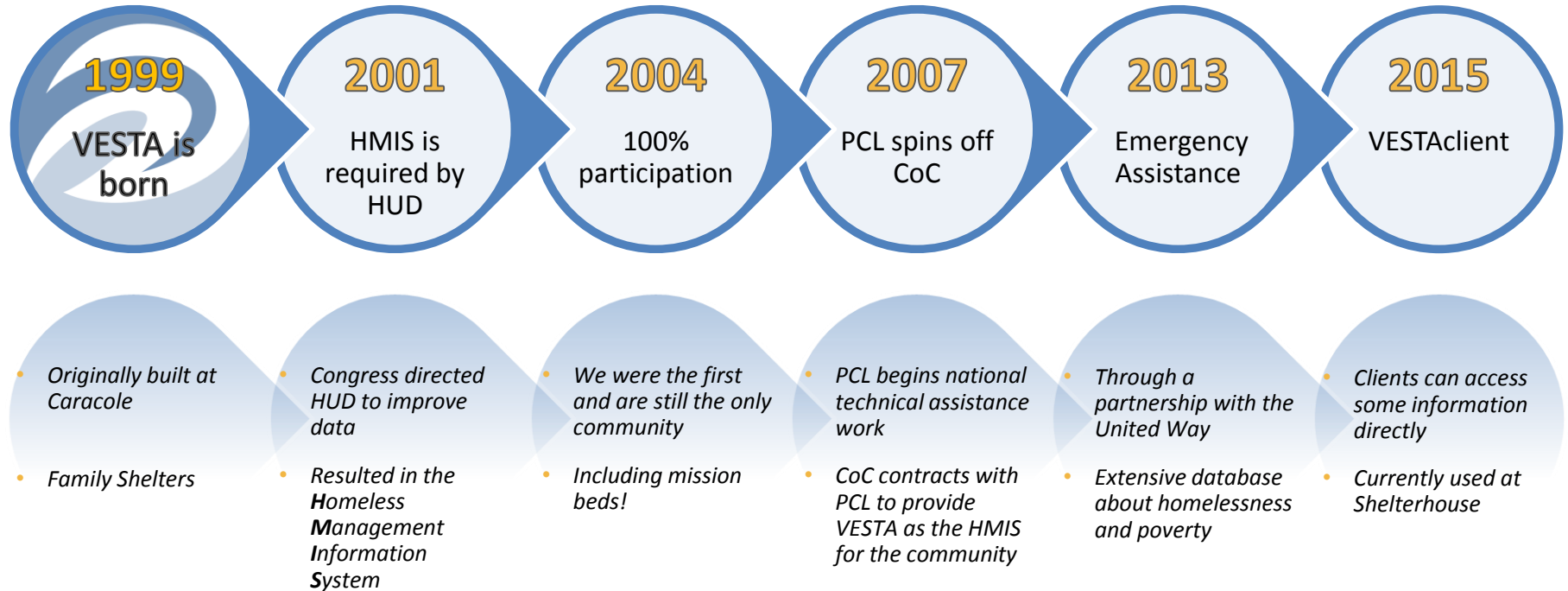
The VESTA Universe

- VESTA Holds 328,577 total active client records
 - these persons had 450,558 different project intakes
 - 103,015 active homeless certificates
 - 22,164 client photos
- Today there are 753 active users entering data into 296 different projects within 59 different agencies.
- As of 1/30/2016 VESTA has 151,840 lines of code and 103,693 lines of reporting code.

New client records per year



Our History



VESTA is a Community Database

Clients

- Homeless Certs
- VESTAclient
- Chronic Homeless Documentation
- VESTAcard
- Copies of official documents (*state-issued ID, birth certificates, DD-214, Social Security Card*)

Service Providers

- Simplified reporting
- Funder reports are programmed
- Flexo custom reports
- Client tracking
- Monitors service utilization, outcomes
- Facilitates performance driven service

Community

- Reveals high demand service areas and gaps
- Helps stakeholders understand homelessness and poverty
- Data-driven decision making at federal, state and local levels
- Generates system performance measures

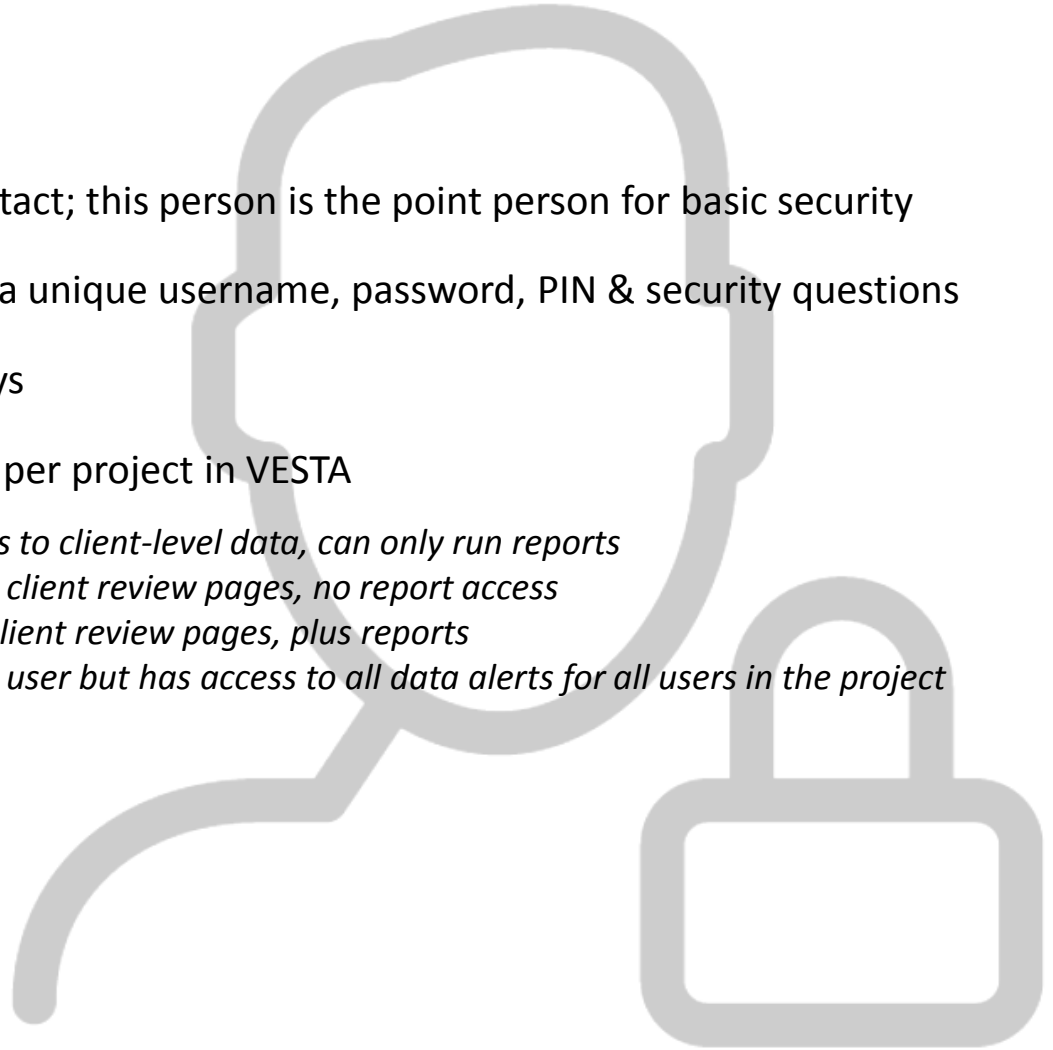
Your User Agreement

- 🌀 **Never share** your username and password
- 🌀 **Do not show** VESTA to anyone except authorized users (*you can show clients their own info*)
- 🌀 **Log off** before you leave your workstation
- 🌀 Only **view, obtain, disclose, or use** the VESTA information when necessary for work
- 🌀 Ask all adult clients to sign the **VESTA consent**
- 🌀 Enter accurate and complete information
- 🌀 Keep any printouts in a secure location, give them to the client immediately or shred them
- 🌀 These rules apply to all users – including directors, front line workers, PCL staff, etc.
- 🌀 Notify VESTA tech support if you know of any security breach



Failure to comply with any point in the user agreement is grounds for immediate termination of VESTA access

VESTA Security

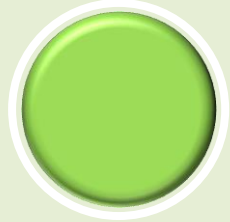
- 🌀 Every agency has a VESTA Contact; this person is the point person for basic security
- 🌀 All users are required to have a unique username, password, PIN & security questions
- 🌀 Passwords expire every 90 days
- 🌀 Every user has an access level per project in VESTA
 - 🌀 *Reports only – limited access to client-level data, can only run reports*
 - 🌀 *Regular – all data entry and client review pages, no report access*
 - 🌀 *Power – all data entry and client review pages, plus reports*
 - 🌀 *Supervisor – same as power user but has access to all data alerts for all users in the project*



VESTA Client Consent

- 🌀 Ask all adult clients to sign the **VESTA consent** 
- 🌀 Consents expire after **3 years** and can be revoked by the client at any time
- 🌀 Within an agency, access to data is permitted regardless of client consent
- 🌀 The VESTA consent allows some information to be shared
 - 🌀 **Green** level is shared community-wide if the consent is current
- 🌀 Clients do not have to sign a consent in order to receive services except for some emergency assistance services
- 🌀 Client can revoke consent at anytime – you must honor this request  **REVOKE**
- 🌀 Clients have the right to see their electronic record, ask for changes, and/or to have a copy printed from any VESTA agency that has served them upon written consent
- 🌀 VESTA will generate an alert on the client summary if a client's consent is expired

VESTA Data Levels



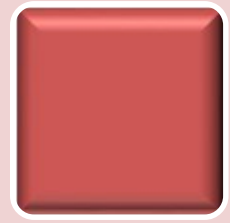
● *Basic client info*

Consents allow green level data to be shared across VESTA
Green level data forms include basic client info, homeless certs and consents



▼ *Intakes / exits*

Shared within your project's data sharing agreement
Data sharing agreements typically consists of funders and other projects at your agency
There are some broader data sharing agreements such as the Family Shelter Partnership



■ *Special needs*

Is never shared outside of an agency
Includes health, medical and special needs forms

VESTA Project Types

- 🌀 VESTA is organized by projects and all projects have a project type
- 🌀 Different project types collect different data
- 🌀 Work as a team to put the projects with the correct project type



Homeless Certificates

- 🌀 Cincinnati/Hamilton County is the only CoC to have Homeless Certificates
- 🌀 Homeless Certificates provide documentation of a person's living and housing situation
- 🌀 There is a 14 day window after a homeless cert expires
- 🌀 Free background checks, indigent care funds to pay for medical bills

Outreach workers can certify a person living on the streets as homeless for 90 days. They have the ability to recertify every 90 days.



Homeless certs are generated upon intake in VESTA in an **emergency shelter**. The homeless cert expires upon exit.



Homeless certs are generated upon intake in VESTA in a **transitional housing** project. The homeless cert expires upon exit.



Homeless certs are generated upon intake in VESTA in a **permanent housing** project. The homeless cert expires upon exit.



Household Movement

- 🌀 Households can change; it's important to update the households for reporting
- 🌀 There are 4 common household movement scenarios
- 🌀 If you exit the Head of Household, you exit all household members also
- 🌀 Do a system-wide search for all household members; make sure you have their Basic Client Info

Adding a client to a household



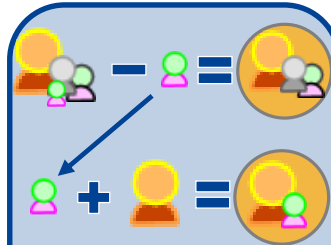
- Go to the household tab
- Click on Add household member

Exiting a client from a household



- Go to the household tab
- Click on Exit next to the client that is no longer with the household

Moving a client from one household to another



- Exit the client from the current household
- Add the client to the new household

Switching Head of Household



- Ask your VESTA contact to request a Head of Household switch by e-mailing Tech Support

Scavenger Hunt

Items to cover:

Other Names

Duplicate Client Record

Data Sharing

Error Alerts

Add vs. Edit

Messages

Agency Specific Fields

