

North Carolina Balance of State Continuum of Care

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2018 Coordinated Entry System Evaluation

North Carolina Balance of State Continuum of Care

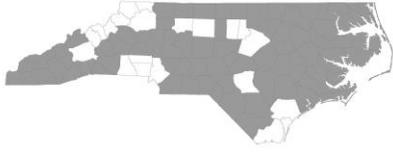
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Methods

The NC Balance of State CoC conducted the first annual evaluation of its coordinated entry system in January 2019. The evaluation consisted of three elements:

- 1) Surveys to participating provider agencies
- 2) Surveys to people who are enrolled in permanent housing programs (rapid re-housing and permanent supportive housing) and were housed in the last year.
- 3) Surveys to people currently experiencing homelessness. People in shelters and people experiencing unsheltered homelessness were surveyed.



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Survey results were analyzed by the North Carolina Coalition to End Homelessness and the NC Balance of State CoC Coordinated Entry Council. Surveys are attached in the appendix to this document.

The provider agency survey asked questions about each aspect of the CE system:

- Prevention and Diversion
- Shelter
- Assessment (VI-SPDAT)
- Case conferencing
- Referrals to permanent housing

Participating service providers were asked to evaluate whether the part of the system they participate in was working effectively, meeting the goals of the CoC, and meeting their agency goals.

The surveys to people in permanent housing and people currently experiencing homelessness asked about their experience of the CE system, whether their needs were met, and their satisfaction with their service providers.

Summary

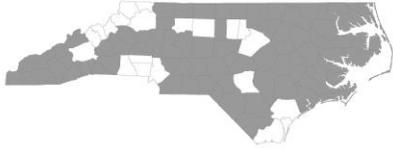
This evaluation sets a baseline for the NC BoS CoC to continue to improve and evaluate its CE system. It provides a basic snapshot of how CE is working in the CoC, but also poses additional questions the CoC could integrate into future evaluations.

This evaluation shows that the CoC has implemented the basic aspects of coordinated entry throughout its geographic area:

- Access points attempt to help people find shelter and emergency services, including domestic violence shelter and services;
- People experiencing homelessness are assessed for permanent housing using the same screening tool, the VI-SPDAT
- Permanent housing programs take most of their referrals from the CE system.

The CoC could also make a lot of improvements to its CE system:

- Diversion seems to be difficult to accomplish in the CoC and the Prevention and Diversion Screening Tool does not seem to significantly aid diversion activities.
- Although households are referred to shelter and other emergency services, significant numbers have difficulty accessing those services.
- The CoC should increase street outreach so people living unsheltered have the same access to permanent housing as those sleeping in emergency shelters.
- The VI-SPDAT has accuracy problems. The CoC will consider whether using other tools would improve the CE process.



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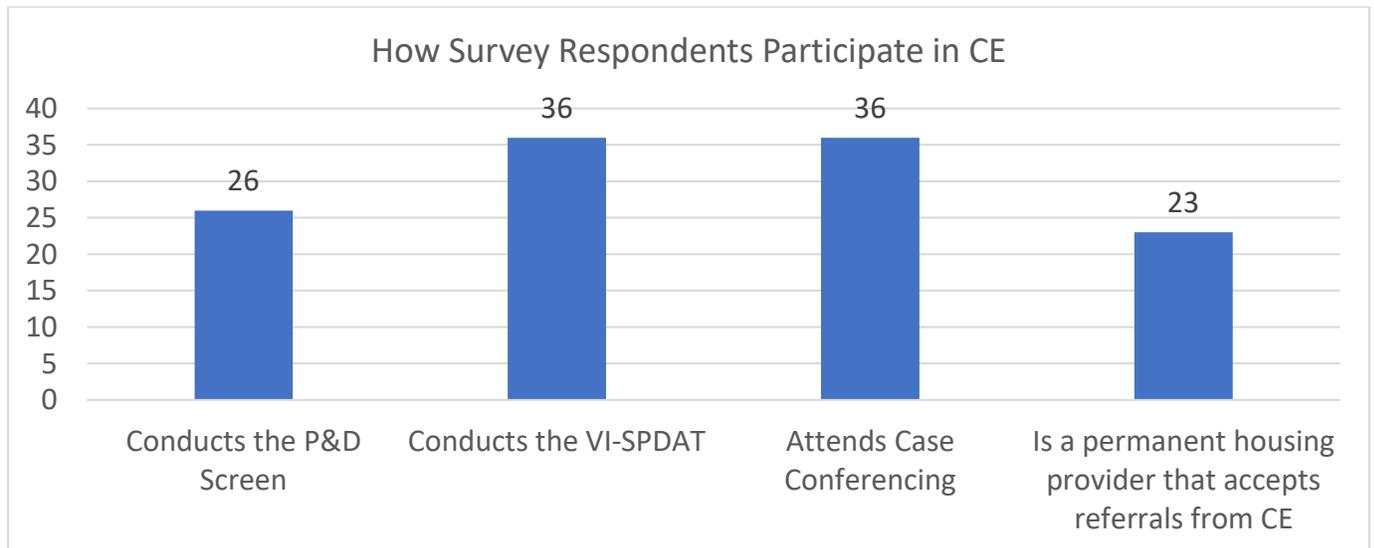
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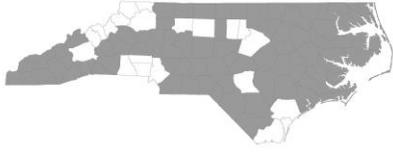
- People experiencing homelessness in the CoC are not offered permanent housing options quickly. The CoC should continue to try to reduce the length of time people experience homelessness.

Provider Surveys

44 surveys were completed from provider agencies throughout the CoC. Survey respondents included agencies that participated in every part of the CE system.



Most agencies that completed the survey provide either emergency shelter or permanent housing (rapid re-housing or permanent supportive housing), but respondents included agencies that provide other services as well.

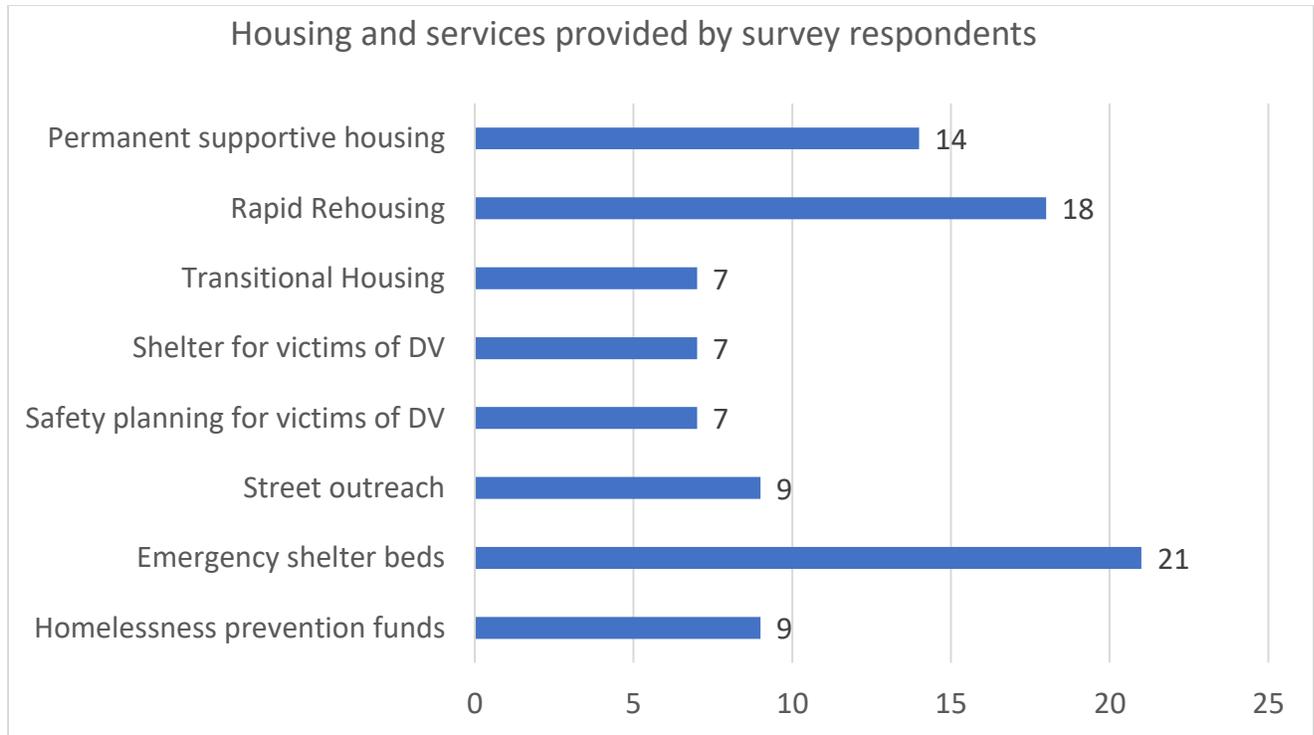


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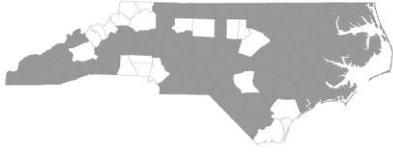


Prevention and Diversion

The first step in the NC BoS CoC's coordinated entry process is to conduct the Prevention and Diversion Screen. This screen is intended to accomplish three things:

- 1) Divert households from homelessness by identifying alternative solutions to their housing crisis;
- 2) Identify households that need immediate referral to a domestic violence service provider for safety planning; and
- 3) Refer households to emergency shelter, if they cannot be diverted.

Based on the survey responses, people who conduct the P&D screen do not think it is particularly effective at diverting households from homelessness. Half of the respondents said the P&D screen generally does divert households from homelessness, and half said it does not.



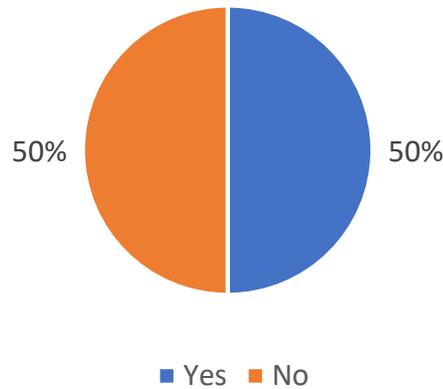
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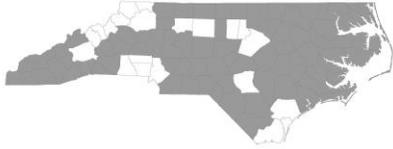
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Does the Prevention and Diversion Screen help divert people from homelessness?



Agencies surveyed indicated that the P&D screen can be helpful to connect people to resources and to identify people fleeing domestic violence. However, agencies identified many more shortcomings to the P&D screen than strengths. The most common weaknesses of the Prevention and Diversion Screen were:

What are weaknesses of the Prevention and Diversion Screen?	Number of responses
People have already exhausted all other options by the time they get a P&D screen	7
The community has no other resources to facilitate diversion	2
The community has no shelter beds available to refer people to if they can't be diverted	1
People don't want to participate in the P&D screen	1
Staff aren't trained in diversion so cannot administer the screen well	1



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Since most respondents to this section were emergency shelter agencies, these results may indicate that the front door of emergency shelter is not the right place to administer a diversion screen. The CoC should consider working with DSS and other crisis response agencies where people go before shelters to facilitate diversion.

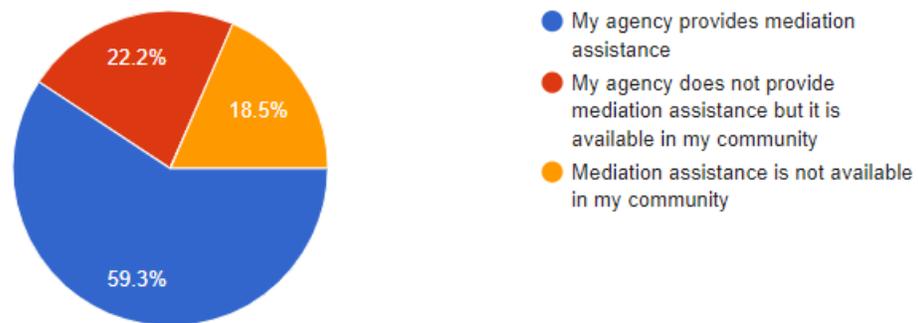
The CoC should also consider taking a different approach to facilitating diversion and self-resolution. More training and resources, rather than a simple screening tool, are likely necessary.

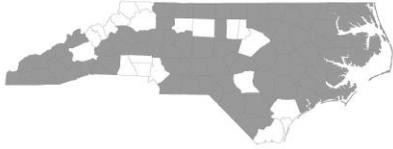
Resources to support diversion

Of the agencies that conduct the P&D screen, about 40% said they do not provide mediation assistance themselves, so they are not providing that assistance as part of conducting the P&D screen. Half of agencies said they do not provide financial assistance. So many agencies conducting the P&D screen do not have the resources to support its use.

When households need mediation (talking to a landlord, family, or friend) in order to stay in their current housing, are you able to provide that assistance or is it available in your community?

27 responses





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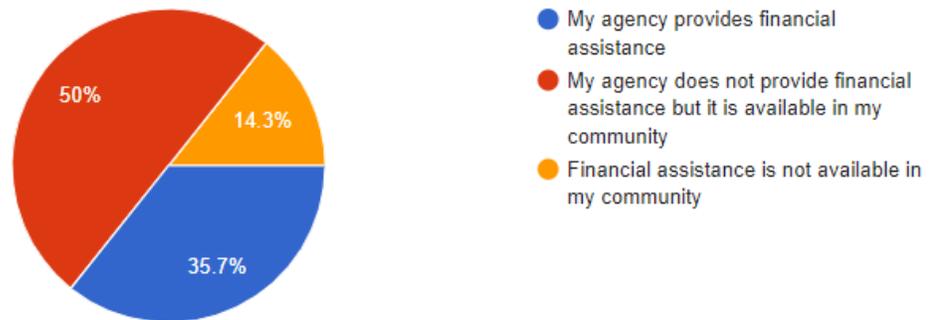
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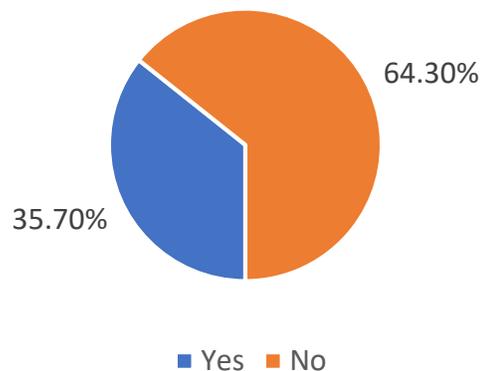
When households need financial assistance (help paying back rent, utility payments, etc) in order to stay in their current housing, are you able to provide that assistance or is it available in your community?

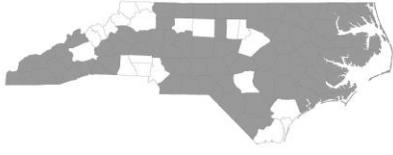
28 responses



The other two purposes of the Prevention and Diversion Screen, to help households receive safety planning and emergency shelter, are also constrained by resource availability. Almost two-thirds of respondents (64%) indicated beds are not always available at DV shelters, and 43% said shelter options are not usually available for households who cannot be diverted.

When you refer a client to a DV shelter, are they always able to get a bed that night?





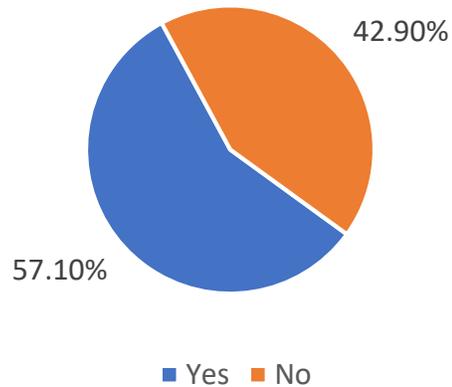
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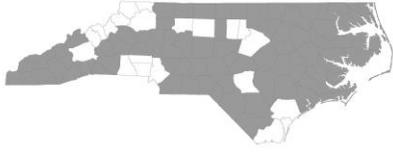
If you cannot divert a household, are shelter options usually available in your community?



Despite the lack of shelter beds, most shelters (84%) said they do receive referrals from other CE access points for people who need shelter.

Respondents indicated many ideas for how to improve the prevention and diversion process. The ideas that were the most popular or may be most impactful included:

How can the P&D process be improved?	Number of responses
More diversion funding	8
More shelter beds	4
Funding for transportation	4
More information about resources in the community	2
Lower barrier shelter	1
More domestic violence shelter beds	1
More affordable housing options	1



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The CoC should consider these ideas and others to improve the prevention and diversion process and to increase access to emergency shelter. Increasing transportation would be one way to increase access to shelter beds without needing to fund new shelter beds in every county. The CoC should also work with the DV service provider community to make sure that every person fleeing domestic violence has a safe place to sleep.

VI-SPDAT

Everyone who experiences homelessness for more than 12-14 days in the NC BoS CoC should receive an assessment called the VI-SPDAT. This tool helps prioritize people who are most vulnerable for housing resources.

In order to confidently base housing decisions on it, the VI-SPDAT should accurately reflect the needs of each client. Respondents were ambivalent about whether the VI-SPDAT is accurate. Most (57%) said the VI-SPDAT is accurate about half the time.

Respondents said the strengths of the VI-SPDAT are:

- It prioritizes the most vulnerable for housing
- It guides the community to provide the best resources for the client
- It ensures fairness in prioritization
- It helps the community understand the needs and barriers of the client
- It makes it easy to do a thorough assessment

However, respondents generally agreed that the VI-SPDAT has problems with accurately reporting the needs of the client. The two most cited weaknesses of the VI-SPDAT were:

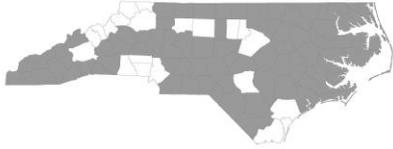
- Fifteen people said the VI-SPDAT underreports problems because clients may not be willing to divulge some information about themselves.
- Eight respondents said some of the questions don't accurately measure the needs of a client (for instance, do not take into account the severity of a particular diagnosis)

The NC BoS CoC will start looking at alternative screening tools that more accurately reflect the needs of the clients it assesses.

Case conferencing

Case conferencing is a key part of the NC BoS CoC's coordinated entry system. Case conferencing meetings should help communities make good decisions about how to serve people experiencing homelessness by providing an opportunity to discuss cases, provide additional information from multiple service providers, and connect people to resources outside of CoC- and ESG-funded programs.

Case conferencing is only effective if it is well-attended. Almost all (39 out of 44) agencies said they attend case conferencing, though one-quarter of agencies said they do not attend regularly. At least one respondent in each region said they do not attend case conferencing regularly, (Region 3 may have attendance problems – 4 agencies in that region do not attend case conferencing regularly). The CoC



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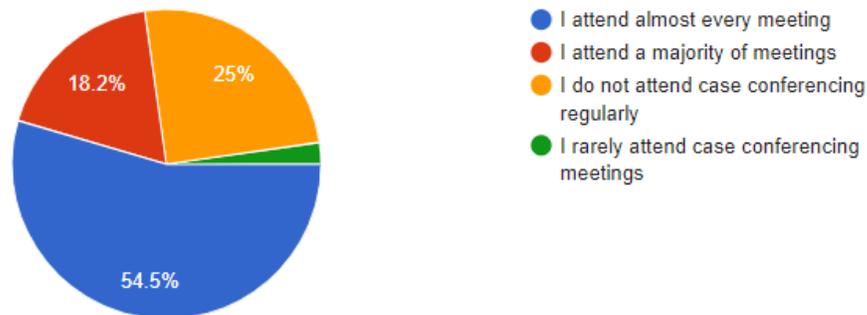
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should make sure all agencies in the CoC can easily access their case conferencing meeting. The CoC should consider more use of technology to help agencies separated by large distances participate in case conferencing meetings.

How frequently do you attend case conferencing meetings?



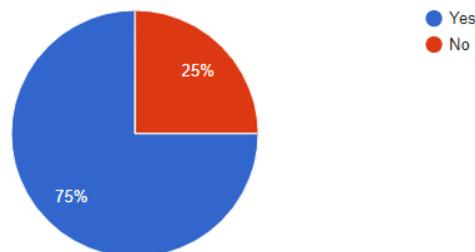
44 responses



Case conferencing is more effective if clients can be referred or connected to other resources besides CoC- and ESG-funded housing resources. Three-quarters of respondents said their meeting does connect clients to other resources outside of the homeless service system, but at least one agency from Regions 3, 5, 6, and 7 said their case conferencing meeting does not refer to outside resources.

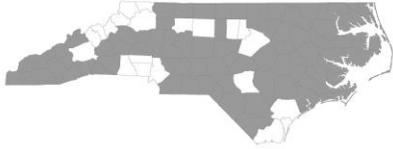
Does the case conferencing meeting help connect clients to other resources besides CoC- and ESG-funded permanent housing?

44 responses



Referrals to permanent housing

Most referrals from the CE system to permanent housing programs should be eligible for those programs. A majority (77%) of permanent housing programs said they usually receive eligible referrals, but a sizeable minority (23%) sometimes, rarely, or never receive eligible referrals from the CE system.



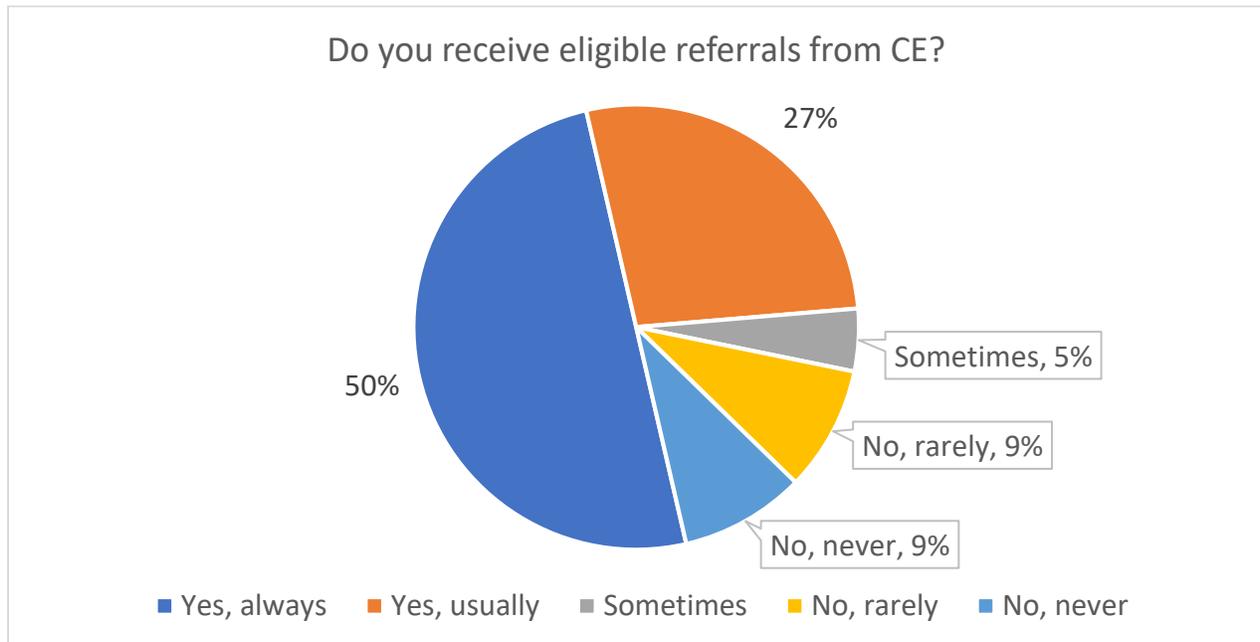
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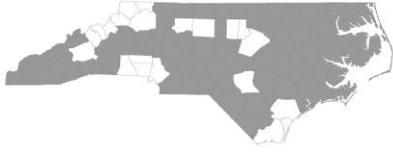
These providers were evenly spread across the Regional Committees: one permanent housing program in Regions 1, 2, 7, 10, and 13 said they do not usually receive eligible referrals from CE.



Some people should be found ineligible for the program to which they are referred after the referral. This is by design: if the CE system were to collect complete documentation on every household, it would make the referral process much slower. Instead, CE should conduct a basic assessment of eligibility, then the permanent housing provider should double check eligibility while they collect supporting documentation.

Yet all regions need to make sure most referrals to permanent housing programs are eligible for the program to which they are referred. If most referrals are not eligible, permanent housing programs may spend an inordinate amount of time collecting paperwork on households they cannot serve. The NC BoS CoC should integrate discussions about eligibility into case conferencing to ensure most referrals are eligible. Chronic homelessness is one particularly difficult eligibility requirement to prove. The NC BoS CoC could integrate an initial screening for chronic homelessness into the CE process to help PSH providers receive more eligible referrals.

CoC- and ESG-funded permanent housing programs should be taking all their new admissions directly from the CE by-name prioritization list. Although most permanent housing programs do take all referrals from the CE list, more than a third do not.



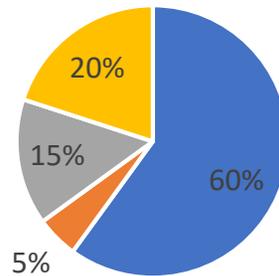
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Approximately what share of your new admissions in the last year were on the regional by-name list and were referred by the coordinated entry system?



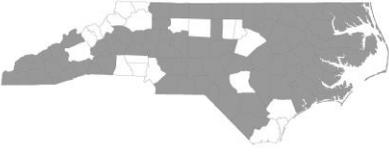
- All of my new admissions
- Almost all (85% or more) of my new admissions
- Few (<30%) of my new admissions
- I don't know, I'm not aware of who was on our by-name list

There are some permanent housing programs with other sources of funding, such as HUD-VASH or North Carolina's Transitions to Community Living Initiative, that are not required to take all referrals from coordinated entry, but all housing providers should at least know who is on the by-name list. Regional CE Leads should ensure that every program is aware of who is on the by-name list and check whether side doors exist to admission outside of the CE process. The NC BoS CoC should also continue its progress toward moving all CE by-name lists onto HMIS, which will make it easier to track which admissions are directly from CE.

CE should prioritize the most vulnerable people with high barriers for permanent housing. All permanent supportive housing programs in the NC BoS CoC are dedicated to serve people experiencing chronic homelessness. Most (70%) said they only receive chronically homeless referrals from the CE system, but PSH providers in Regions 1, 6, and 12 said they do not always receive chronically homeless referrals from CE.

PSH providers who do not always receive chronically homeless referrals should work with the community to increase engagement and outreach efforts, including street outreach, to identify and enroll people experiencing chronic homelessness.

People living unsheltered also face barriers to obtaining stable housing. Most (65%) of permanent housing programs said they regularly receive unsheltered referrals from CE, but at least one provider in Regions 4, 5, 7, 11, 12, and 13 do not receive unsheltered referrals from CE.

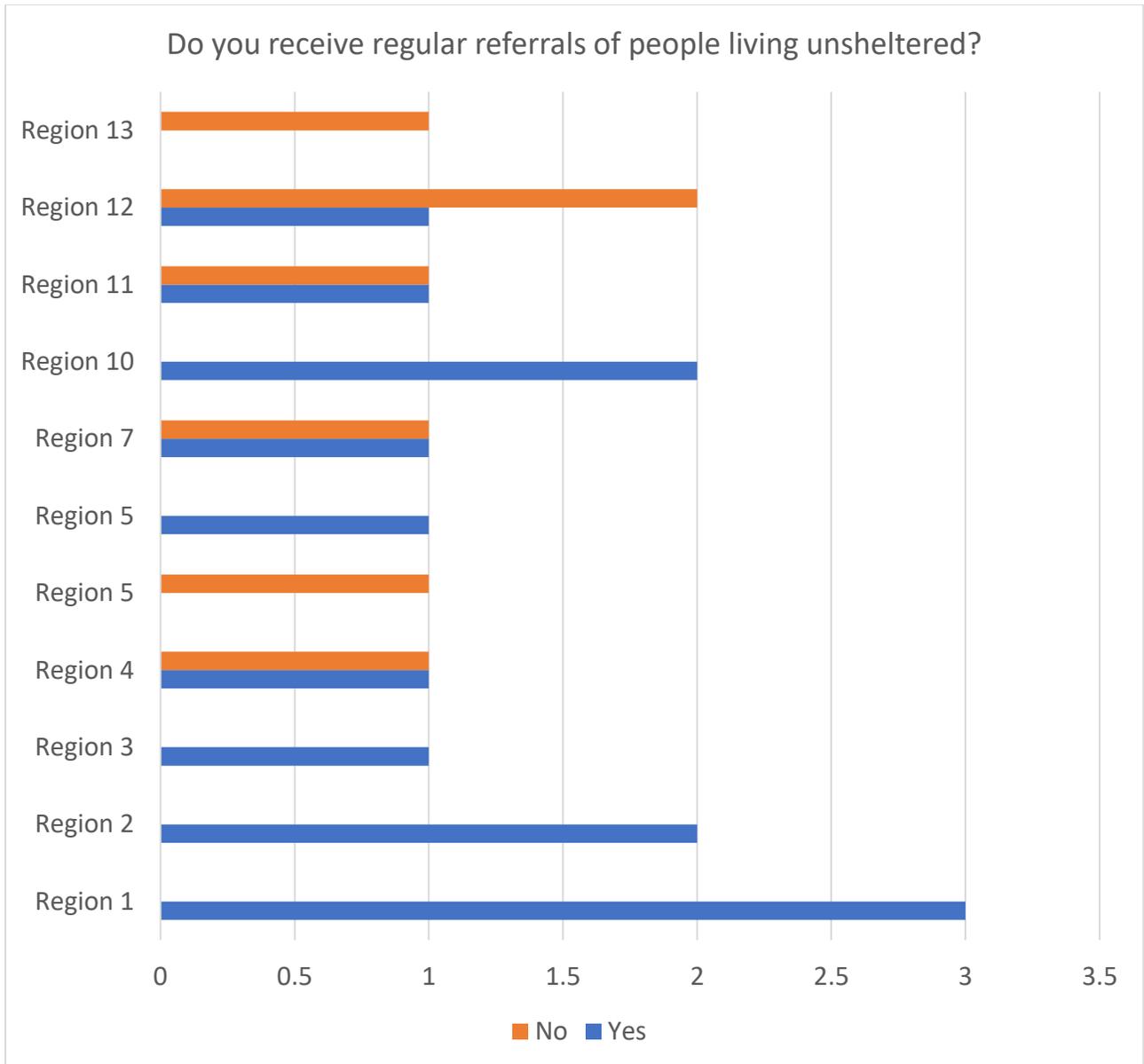


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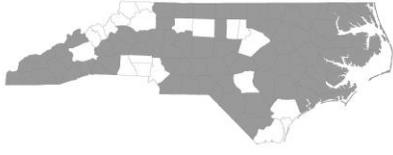
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Surveys of people living in permanent housing

People living in permanent housing have been through every aspect of the coordinated entry system. The NC BoS CoC asked participants to evaluate their experience moving through the CE system.

109 people completed surveys. They were from Regions 1, 2, 4, 5, 7, 10, and 12, but most responses were from Regions 2, 7, 10, and 12. Surveys were completely optional and confidential.

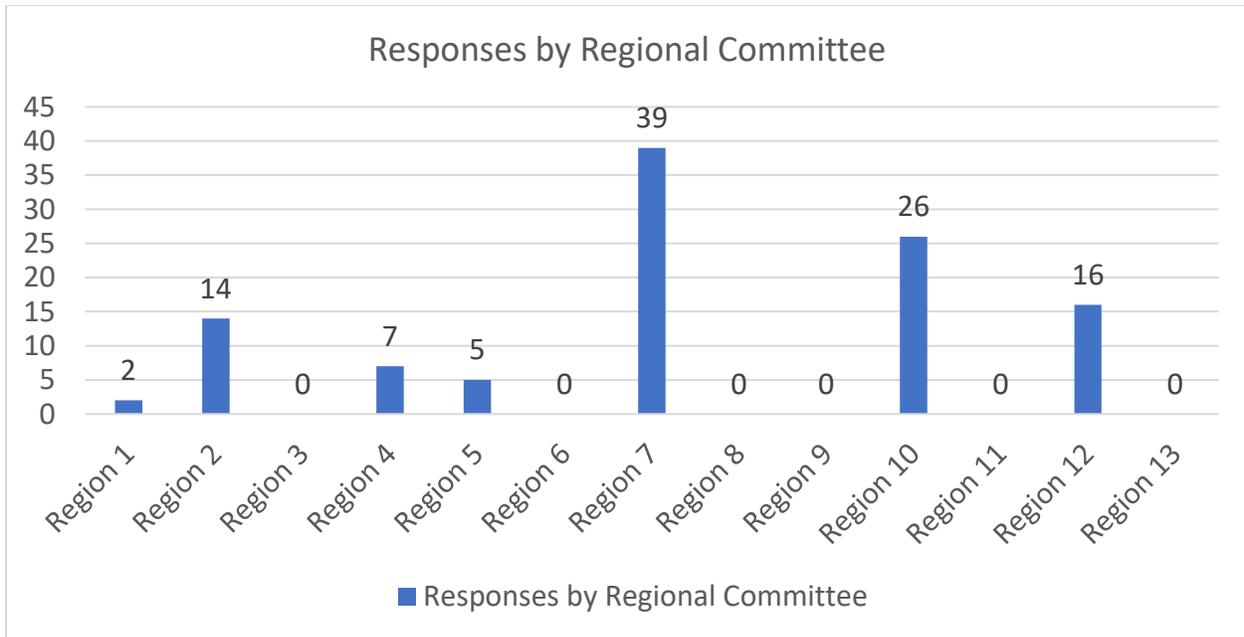


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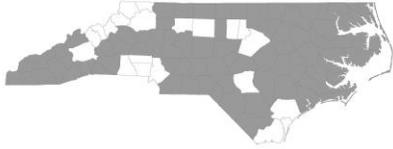
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The survey asked respondents to evaluate the services they received while they were experiencing homelessness. The following chart indicates the services that respondents felt were most helpful to them while they experienced homelessness. The overwhelming majority of people said being connected to permanent housing was the most helpful service they received. Emergency shelter and food were also important.

What services were the most helpful to you?	Number of responses
Connected to permanent housing	77
Shelter	20
Food	17
Information about other agencies in the community	7
Mental health services	5
Household goods/furniture	5
Clothing	4



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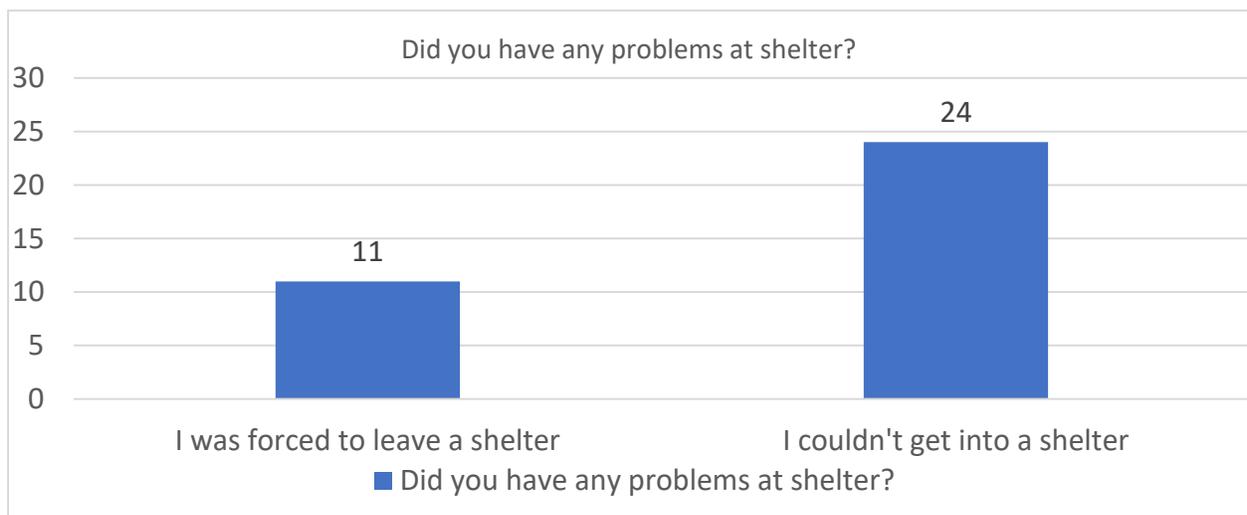
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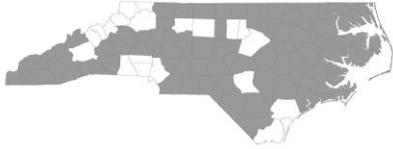
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Helped encourage/care for me	4
Help getting a job	3
Get back on my feet	2
Found funding to help me	2
Shower/hygiene products	2
Goal setting	1
Applied for disability	1
Helped reunite family	1
Helped enroll children in Head Start/Education	1

Connecting people experiencing homelessness to emergency shelter is one of the key functions of coordinated entry. Many respondents found it difficult to find shelter while they experienced homelessness. Eleven said they were forced to leave a shelter, and 24 could not get into a shelter to which they were referred.





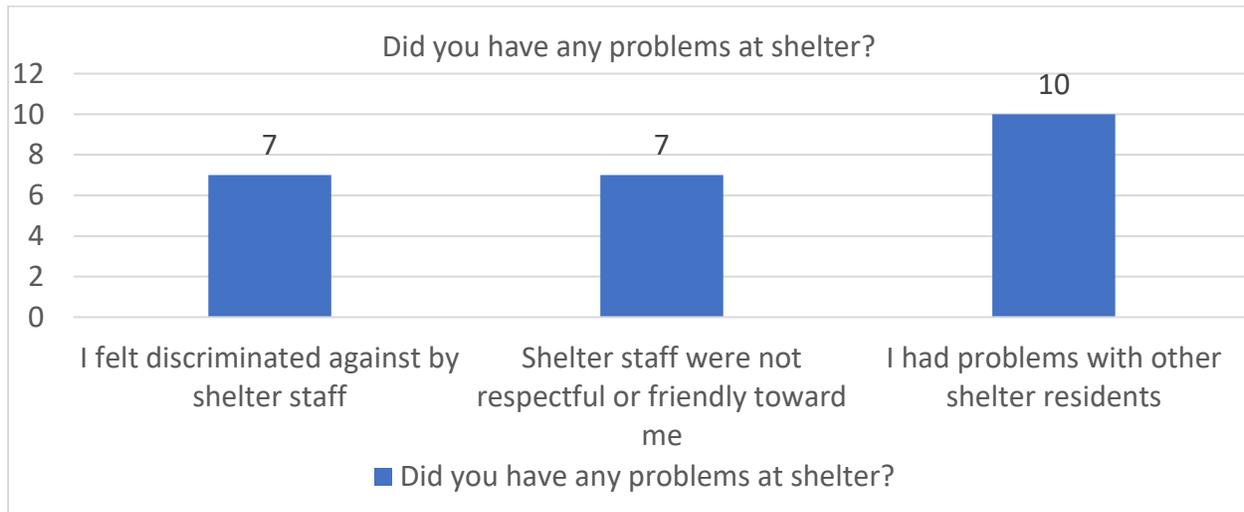
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Several people also experienced problems while in shelter such as feeling discriminated against by shelter staff.



Although these are relatively small numbers, everyone should have access to a safe shelter bed where they do not experience discrimination and are respected by shelter staff. Shelters should ensure they have a robust anti-discrimination policy and a grievance process for clients to express concerns. Shelters should only force people to leave in the most extenuating circumstances and reduce any screening barriers to entering the shelter.

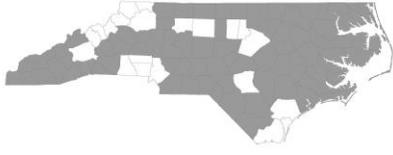
Coordinated entry should connect clients to permanent housing options that are a good fit for them. All but five respondents said their current housing fits them well. Of those who were not in housing that was a good fit for them:

- Two seemed to no longer be in stable housing
- Two didn't like their location/neighborhood
- One indicated it took too long to get housed

Surveys of people currently experiencing homelessness

The NC BoS CoC collected surveys from people in emergency shelters and people living unsheltered. These surveys were confidential and completely optional. They were administered after the client had completed the VI-SPDAT.

Most surveys collected were from people in emergency shelters.



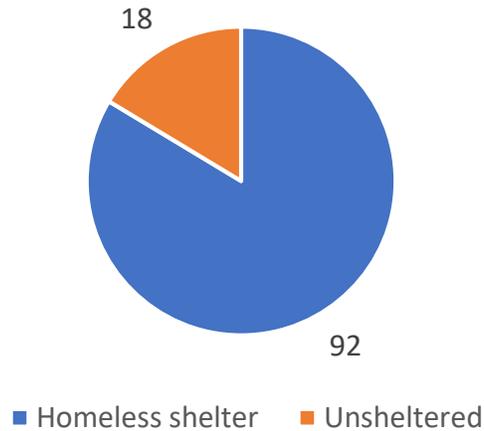
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Number of surveys completed, sheltered vs. unsheltered



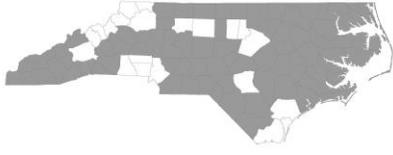
People living unsheltered in Regions 6, 9, 10, and 12 turned in surveys.

People living unsheltered overwhelmingly do not want to remain in that situation. Half said they were interested in going to a homeless shelter at the time of the survey, and 72% said the main service they need is housing or shelter.

- Nine (50%) indicated housing would be most helpful to them and four (22%) said shelter would be most helpful.
- Four indicated help with utilities would also be important.
- Two people needed help with food.
- Three wanted help finding employment.

Housing was also the main priority for people living in emergency shelters. When asked what assistance would be most helpful, 62% of respondents included housing as a top priority.

What services would be most helpful to you right now?	Number of responses
Help securing housing	51
Help finding a job	19
Health care	6
Other financial assistance	4



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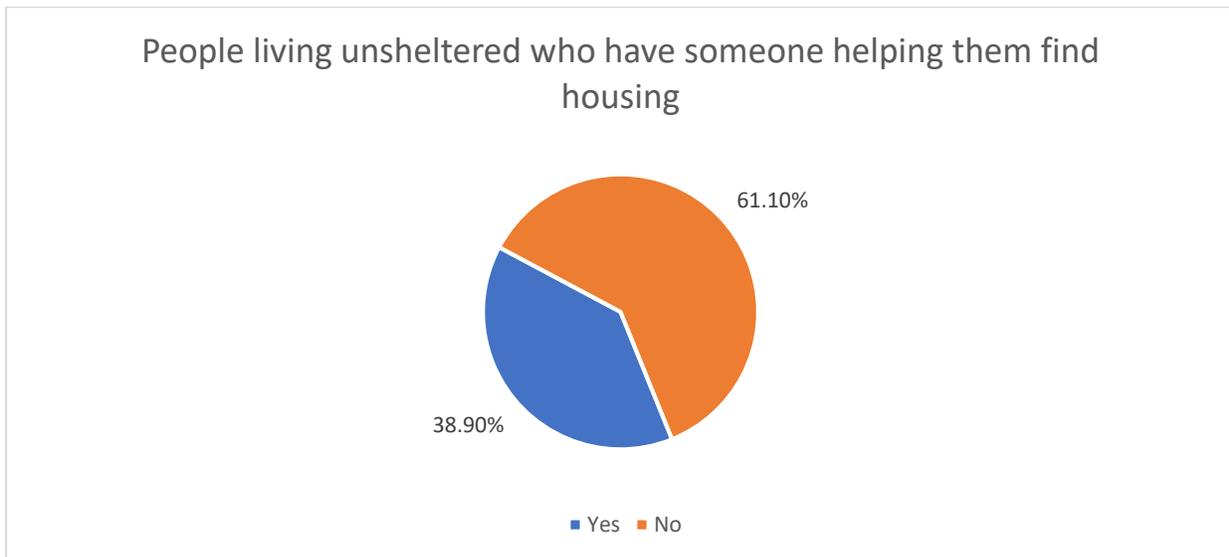
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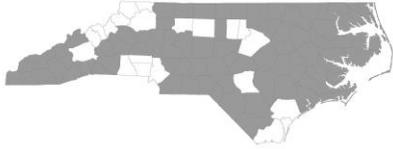
Help applying for disability assistance	2
Transportation	2

Agencies providing services to people currently experiencing homelessness should take these data to heart: housing is far and away clients' top priority. Service agencies should provide more robust services to help clients find housing, even if it means re-purposing other service staff to do so.

People living unsheltered are less sure about how to receive the assistance they need than people in emergency shelters. Three-quarters of people living unsheltered said they have a way of getting the assistance they need, while 83% of people in shelters did. However, only 39% of people living unsheltered have someone helping them find permanent housing. The NC BoS CoC should prioritize funding street outreach to ensure people living unsheltered have the same access to permanent housing and services as people in shelters.



Although a large majority (83%) of people in shelter receive the assistance they need from the shelter or another community agency, 17% said they do not know how to get the assistance they need. Shelter staff should assertively engage all residents at the time of entry to help meet their needs and connect them to permanent housing resources.



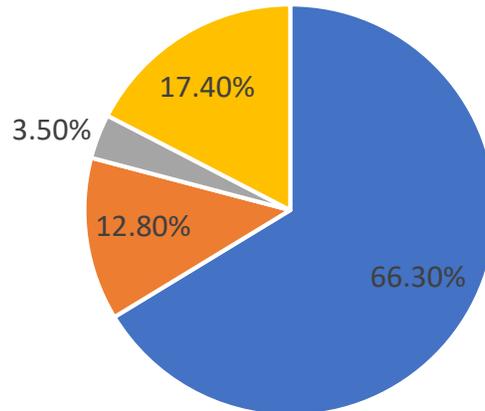
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Do you have a way of receiving the assistance you need?



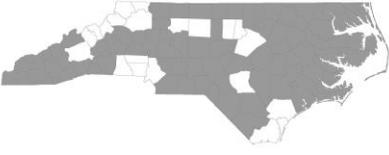
- Yes, staff at this shelter are providing that assistance.
- Yes, staff at another agency are providing that assistance.
- Yes, friends or family are providing that assistance
- I do not know how to get the assistance I need.

Timeliness

The NC BoS CoC asked questions in every survey about how quickly the CE system connects people to permanent housing and services. For many people, the CE system quickly connects them to permanent housing, but a sizeable group seems to fall through the cracks.

People in shelters feel they have received services more quickly than people living unsheltered. Three-quarters of people living unsheltered said they have received services quickly, while 87% of people in shelters said they have received services quickly.

A sizeable portion of people experiencing homelessness do not expect to find housing quickly. Almost half (47%) of people living in shelters do not expect to find housing within 3 months, and 15% think they will find housing after 6 months or more. People living unsheltered have less concrete expectations for housing – one-fifth do not know when they might find permanent housing.



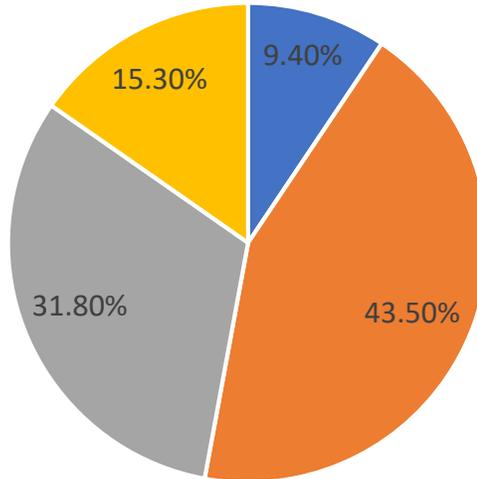
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bos@ncceh.org

919.755.4393

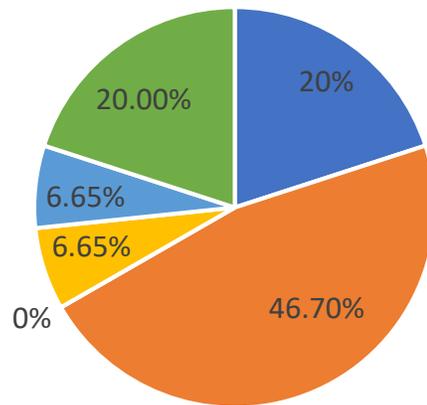
www.ncceh.org/BoS

When do you expect to find housing - sheltered responses

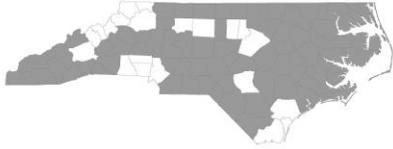


■ In 1 or 2 weeks ■ In 1 or 2 months ■ In 3 to 6 months ■ In 6 months or more

When do you expect to find housing - unsheltered responses



■ In 1 or 2 weeks ■ In 1 or 2 months
■ In 3 to 6 months ■ In 6 months or more
■ I do not expect to find housing ■ I don't know



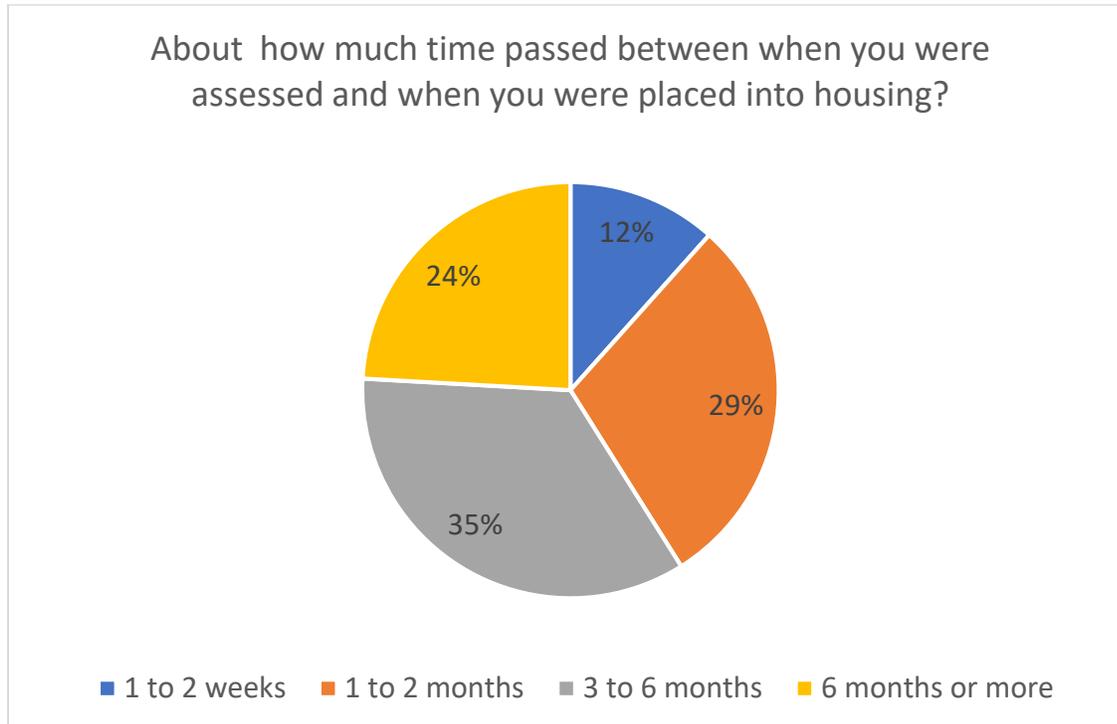
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Unfortunately, people currently experiencing homelessness seem to have overly optimistic views of how long it will take to find permanent housing. Among people currently in permanent housing, most people (59%) waited at least 3 months for housing, and 29% waited 6 months or more.

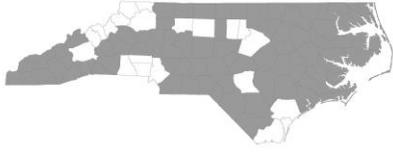


Emergency shelter responses provided reasons why the CE system may not connect people to housing in a timely manner:

- Three shelters expressed that most people in their shelter don't score high enough on the VI-SPDAT to be served by the CE system.
- Five shelters expressed that there are too few housing resources in the community, and CE doesn't solve that problem.
- Three shelters said CE has too many steps and takes too long to get through.

The CoC does not have enough resources to provide every person experiencing homelessness a referral to a CoC- or ESG-funded program. However, the resources the CoC does have should always receive timely referrals from CE. Although most permanent housing programs only wait 1 to 2 weeks for a referral from CE, a sizeable portion (20%) keep slots open for a month or more. Providers who keep their slots open for more than a month were from Regions 1, 5, and 6.

All regions, but especially those three, should make sure referrals are made as quickly as possible to permanent housing programs.



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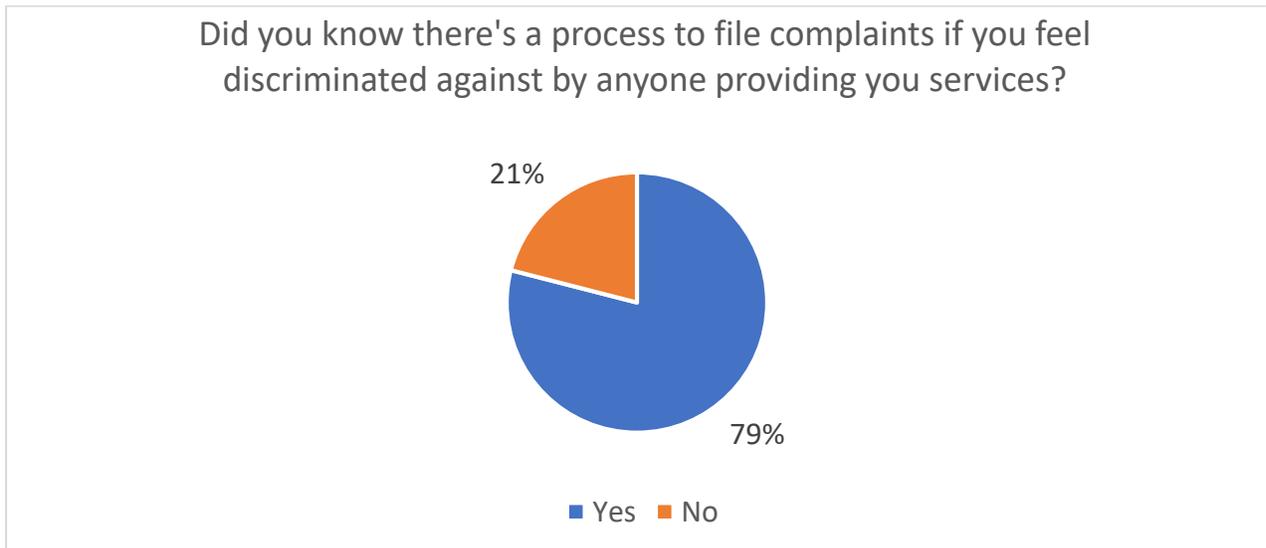
These answers indicate that the CE system is working relatively quickly, but some improvements could be made to decrease the time between referral and permanent housing placement.

The CoC could improve the timelines of referrals in CE in a few ways:

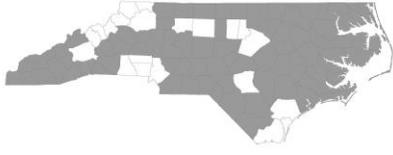
- Attempt to secure additional CoC and ESG housing resources.
- Attempt to secure additional permanent housing resources, like preferences through Public Housing Authorities.
- Implement a progressive approach to housing in which most households are offered rapid re-housing assistance then moved to permanent supportive housing as necessary. This approach would prevent people with higher needs from waiting a long time for a PSH slot to open.
- Improve the connection to the state's Transitions to Community Living Program to increase PSH options.
- Help shelters implement more housing-focused services to facilitate self-resolution.
- Identify and reduce barriers at case conferencing meetings to quickly fill open permanent housing slots.

Grievances

The NC BoS CoC's coordinated entry system provides a process to file grievances if a participant has felt mistreated or discriminated against in the CE process. Most (79%) of respondents were aware of this process.



While most respondents were aware of the process to file complaints, people who felt discriminated against did not seem to follow through in filing a complaint. They may be afraid it would jeopardize their housing or service options, or they may have other barriers to filing a complaint. In addition to the 7



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respondents who said they felt discriminated against by shelter staff, 6 people said they had felt discriminated by a service agency while they experienced homelessness. All survey respondents were offered the option to file a complaint. Six people indicated they do want to file a complaint, but only two wrote down their contact information so the CoC may address their complaints.

The NC BoS CoC should ensure that the grievance process is more accessible so all clients feel able to file complaints and can file them in a way that allows them to be addressed.

Evaluation Improvements

The CoC learned a lot about its CE system in this evaluation, and it learned about how to improve the evaluation itself. There are three areas of the evaluation process that need improvement after reviewing the data from this evaluation: response rates, survey content, and response biases.

Response rates

The CoC should try to improve response rates to all the surveys, focusing on getting enough responses in every region to every survey so it can draw more granular conclusions. Since client surveys are optional, the CoC should consider conducting client surveys on a rolling basis or over a longer period of time to gather enough responses throughout the CoC.

Survey content

The CoC should better align its provider survey questions with those on the client surveys so it can draw more general conclusions about the CE system.

The provider surveys should allow for a wider range of responses. Most questions on the survey were written for agencies that provide permanent housing, but many agencies participate in CE and only provide services (like behavioral health providers). The survey should include questions that pertain more directly to agencies that do not provide permanent housing.

Response Bias

Client surveys seemed more positive than expected and very few grievances were filed (and no grievances were actually described on the survey). Although it is probably true that most clients who receive services in the CoC are happy with those services, clients may have also felt pressure to answer positively for fear of losing services. Surveys should have been confidential and anonymous, but the CoC should ensure all clients understand that their surveys will not be seen by their service provider and will not affect their housing or services in any way.

Appendix: Survey Tools

Coordinated Entry Participating Provider Survey

All service providers that participate in the NC Balance of State CoC's coordinated entry system should complete this survey.

If your organization serves multiple regional committees, answer this survey based on the regional committee your organizations serves the most people in. You may fill out the survey multiple times for the multiple regional committees you cover, but each agency should only complete the survey ONCE for each Regional Committee they cover.

There are multiple sections of this survey, only complete the sections that are relevant to your agency.

Section 1 - General Information questions at the beginning: All agencies should complete

Section 2 - Prevention & Diversion: Only complete if your agency completes the P&D screen

Section 3 - Emergency and DV shelters only should complete this section

Section 4 - Only complete if your agency completes the VI-SPDAT

Section 5 - Case conferencing: ALL agencies should complete this section

Section 6 - Only complete if your agency provides permanent housing (PSH or RRH)

*** Required**

1. What Regional Committee are you filling out this survey for? *

Check all that apply.

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8
- Region 10
- Region 11
- Region 12
- Region 13

2. Optional: Agency completing survey

3. Optional: Person completing survey

4. Optional: Contact information for person completing survey

5. How does your organization participate in coordinated assessment? Check all that apply. My organization: *

Check all that apply.

Conducts the Prevention and Diversion Screen

Conducts the VI-SPDAT

Attends case conferencing meetings

Is a permanent housing provider (RRH or PSH) and takes referrals from coordinated assessment

Other: _____

6. What housing and services does your agency provide? Check all that apply. My organization provides: *

Check all that apply.

- Homelessness prevention funds
- Emergency shelter beds or hotel/motel stays
- Street outreach
- Safety planning for victims of domestic violence, dating violence, sexual assault, or stalking
- Shelter for victims of domestic violence, dating violence, sexual assault, or stalking
- Transitional housing
- Rapid rehousing
- Permanent supportive housing

7. What sources of federal and state funding does your organization receive to serve people experiencing homelessness? *

Check all that apply.

Emergency solutions grants (ESG)

CoC program funds

SSVF

HUD-VASH

Housing Choice Vouchers or Public Housing

HOME

CDBG

HOPWA

SAMHSA Grants

TCLI/TCLV

Medicaid

U.S. Department of Justice Office of Violence Against Women

U.S. Department of Health and Human Services Family Violence Prevention

NC Council for Women and Youth Involvement

Governor's Crime Commission

Other: _____

Complete this section if your organization conducts the Prevention and Diversion Screen

8. Does the prevention and diversion screen help you divert people from homelessness? If yes, what is working about it? If no, what isn't working about it?

9. When households need mediation (talking to a landlord, family, or friend) in order to stay in their current housing, are you able to provide that assistance or is it available in your community?

Mark only one oval.

- My agency provides mediation assistance
- My agency does not provide mediation assistance but it is available in my community
- Mediation assistance is not available in my community

- 10. When households need financial assistance (help paying back rent, utility payments, etc) in order to stay in their current housing, are you able to provide that assistance or is it available in your community?**

Mark only one oval.

- My agency provides financial assistance
- My agency does not provide financial assistance but it is available in my community
- Financial assistance is not available in my community

- 11. When households need legal help (are discriminated against or need legal representation in eviction proceedings) in order to stay in their current housing, are you able to provide that assistance or is it available in your community?**

Mark only one oval.

- My agency provides legal assistance
- My agency does not provide legal assistance but it is available in my community
- Legal assistance is not available in my community

- 12. When households are fleeing domestic violence, dating violence, sexual assault, or stalking, are you able to provide safety planning or is it available in your community?**

Mark only one oval.

- My agency provides safety planning
- My agency does not provide safety planning but it is available in my community
- Safety planning is not available in my community

- 13. When you refer a client to a DV shelter, are they always able to get a bed at the DV shelter?**

Mark only one oval.

- Yes
- No

- 14. If you cannot divert a household, are shelter options usually available in your community?**

Mark only one oval.

- Yes
- No

15. What are the main barriers for households getting shelters beds?

Check all that apply.

- Barriers to shelter entry such as ID requirements, or drug testing
- Transportation to shelter
- Shelters beds are usually full
- Other: _____

16. What would improve the diversion process, referrals to emergency shelter, and referrals to DV shelter?

Complete this section if you are an emergency shelter or DV shelter

17. Do you receive referrals to your shelter from coordinated entry access points?

Mark only one oval.

Yes

No

18. List the coordinated entry access points you receive referrals from, if any.

19. Are the referrals you receive eligible for your program?

Mark only one oval.

Yes, always

Yes, most of the time

No, I frequently receive ineligible referrals

No, I rarely receive eligible referrals

20. When someone is in your shelter, what assistance do you provide them to find housing? My organization provides:

Check all that apply.

- Resource lists
- Landlord lists
- Assistance getting on the Section 8 or Public Housing wait lists
- Regular case management to explore housing options
- Financial help with security deposits, utility deposits, application fees, etc.
- Help calling landlords or visiting open units
- Other: _____

21. When do you start providing assistance finding housing to people in your shelter?

Mark only one oval.

- As soon as someone enters shelter
- Only when requested by the client
- Weekly or more frequently
- Monthly
- Other: _____

22. Do you conduct the VI-SPDAT on people in your shelter?

Mark only one oval.

Yes

No

23. If you do not conduct the VI-SPDAT on people in your shelter, why not?

24. In general, does the coordinated entry process help people in your shelter get into housing in a timely manner? What is working about it? What isn't working?

Complete this section if your organization conducts the VI-SPDAT

25. Have your staff been trained on the VI-SPDAT?

Mark only one oval.

Yes, all my staff have been trained to conduct the VI-SPDAT

Only some of my staff have been trained to conduct the VI-SPDAT

None of my staff have been trained to conduct the VI-SPDAT

26. What training do you use to train staff to conduct the VI-SPDAT?

Check all that apply.

Training on NCCEH's website

Training on OrgCode's website

Training developed internally

Other: _____

27. What is your protocol to make sure new staff are trained to conduct the VI-SPDAT?

28. Do you feel the VI-SPDAT accurately reflects the needs of the people you assess?

Mark only one oval.

Yes - the VI-SPDAT usually accurately reflects the needs of the people my organization serves

The VI-SPDAT is accurate about half the time

No - the VI-SPDAT rarely accurately reflects the needs of the people my organization serves

29. Do you feel your clients are referred to permanent housing that is appropriate to their needs, based on their VI-SPDAT score?

Mark only one oval.

Yes

No

30. What, in your experience, are the strengths of the VI-SPDAT?

31. What, in your experience, are the weaknesses of the VI-SPDAT?

32. Are the clients you assess offered permanent housing in a timely manner?

Mark only one oval.

- Yes
- No

33. When your clients are referred to permanent housing, how easy or difficult is it to connect with the permanent housing program?

Mark only one oval.

- Very easy, the process is clear
- Somewhat easy, the process is mostly clear but
- Difficult, I have multiple problems connecting with permanent housing programs
- Very difficult, at times it feels impossible to connect with permanent housing programs

Case conferencing

This section is required for all organizations

34. Do you attend case conferencing? *

Mark only one oval.

- Yes
- No

35. If you do not attend case conferencing, why not?

Mark only one oval.

- Our region doesn't hold regular case conferencing.
- I don't know when our case conferencing meeting is held
- Case conferencing meetings don't fit my schedule
- I don't have transportation to get to the case conferencing meeting
- The case conferencing meeting isn't useful to me
- Other: _____

36. How frequently do you attend case conferencing meetings? *

Mark only one oval.

- I attend almost every meeting
- I attend a majority of meetings
- I do not attend case conferencing regularly
- I rarely attend case conferencing meetings

37. What is useful to you about case conferencing? What is not useful to you about case conferencing? *

38. What is the typical agenda of your case conferencing meeting? *

39. Is there anything you think case conferencing should cover that it doesn't currently? *

40. Does the case conferencing meeting help connect clients to other resources besides CoC- and ESG-funded permanent housing? *

Mark only one oval.

Yes

No

Complete this section if your organization is a permanent housing program (rapid rehousing, permanent supportive housing, or other permanent housing) that takes referrals from coordinated entry

41. Do you receive eligible referrals from the coordinated entry system?

Mark only one oval.

- Yes, I always receive eligible referrals
- Yes, I usually receive eligible referrals
- I sometimes receive eligible referrals
- No, I rarely receive eligible referrals
- No, I never receive eligible referrals

42. Approximately what share of your new admissions in the last year were on the regional by-name list and were referred by the coordinated entry system?

Mark only one oval.

- All of my new admissions
- Almost all (85% or more) of my new admissions
- Most (50% or more) of my new admissions
- Not many (30%-50%) of my new admissions
- Few (<30%) of my new admissions
- I don't know, I'm not aware of who was on our by-name list

- 43. If you run permanent supportive housing, are all your referrals from the coordinated entry system chronically homeless?**

Mark only one oval.

Yes

No

- 44. Are all your referrals in the recommended VI-SPDAT score range for your program type?**

Mark only one oval.

Yes

No

- 45. If referrals are not in the recommended VI-SPDAT score range are they usually higher or lower?**

Mark only one oval.

Referrals often have higher VI-SPDAT scores

Referrals often have lower VI-SPDAT scores

46. Do you receive regular referrals of people who are living unsheltered?

Mark only one oval.

Yes

No

47. How long do you usually keep slots open before the coordinated entry system refers you someone who is eligible to fill that unit?

Mark only one oval.

1 week or less

2 weeks

3 weeks

One month or more

48. If you do not receive enough referrals to fill your open slots in a timely manner, do you know why?

49. When you are referred a potential client by the coordinated entry system, how easy or difficult is it to coordinate with the referring agency?

Mark only one oval.

- Very easy, the process is clear
- Somewhat easy, the process is mostly clear but there are sometimes issues
- Difficult, I have multiple problems connecting with the referring agency
- Very difficult, at times it feels impossible to connect with the referring agency
-

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Survey on unsheltered homeless services in North Carolina

This survey asks you to tell us how you've been treated while you've been experiencing homelessness. Please answer as honestly as you can. This survey will help us improve services for you and others.

This survey is completely optional and will remain anonymous. Your answers will not be read by anyone with whom you're currently working.

After you complete this survey, please put it in the envelope you are given and seal the envelope. Then place it in the box or envelope your case manager shows you for collecting surveys.

If you would like help reading the questions on the survey or help writing your answers, you may ask staff at your agency for help. You may also ask them to connect you with someone to help from a different agency. You may also complete this survey later.

If you have any questions about this survey, you felt pressured or coerced into completing this survey, or you would like to file a complaint that you've been discriminated against, you may call the North Carolina Coalition to End

Homelessness at 919-755-4393 or email
bos@ncceh.org

1. What city or county do you usually spend the night in?

2. Has anyone offered to help you get into shelter?

Mark only one oval.

Yes

No

3. Would you like to go to a shelter today?

Mark only one oval.

Yes

No

Maybe

4. Is anyone helping you to find housing?

Mark only one oval.

Yes

No

5. Who is helping you find housing? Type their name and the organization they are from, if you remember.

6. What type of assistance would be most helpful to you right now?

7. Do you feel that you have a way of getting the assistance you need?

Mark only one oval.

Yes

No

8. List any organizations you are working with right now

9. Do you feel that any help you've received was provided quickly?

Mark only one oval.

Yes

No

10. When do you expect to find housing?

Mark only one oval.

In 1 or 2 weeks

In 1 or 2 months

In 3 to 6 months

In 6 months or more

I do not expect to find housing

I don't know

11. Did you know there's a process to file complaints if you feel discriminated against by anyone providing your services?

Mark only one oval.

Yes

No

12. Have you felt discriminated against by any agency you went to for help?

Mark only one oval.

Yes

No

13. If you would like to file a complaint against an agency, you may write it here.

14. **Would you be willing to be contacted by someone at the North Carolina Coalition to End Homelessness to get help resolving your complaint?**

Mark only one oval.

Yes

No

15. **If you would like the North Carolina Coalition to End Homelessness contact you, list your contact information here. Please list your name and a phone number:**

16. **Do you want someone to contact you again to help you find housing or services?**

Mark only one oval.

Yes

No

17. If you do want to be contacted again, what's the best way to reach you? Please list a phone number and any other way to contact you.

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Homeless services online survey

This survey asks you to tell us how you've been treated while you've been experiencing homelessness. Please answer as honestly as you can. This survey will help us improve services for you and others.

This survey is completely optional and will remain anonymous. Your answers will not be read by anyone with whom you're currently working.

After you complete this survey, please put it in the envelope you are given and seal the envelope. Then place it in the box or envelope your case manager shows you for collecting surveys.

If you would like help reading the questions on the survey or help writing your answers, you may ask staff at your agency for help. You may also ask them to connect you with someone to help from a different agency. You may also complete this survey later.

If you have any questions about this survey, or you felt pressured or coerced into completing the survey, or you would like to file a complaint that you've been discriminated against, you may call the North Carolina Coalition to End Homelessness at 919-755-4393 extension 5013. You may also email bos@ncceh.org.

1. What shelter are you currently staying in?

2. How did you learn about the shelter where you're staying? Pick one:

Mark only one oval.

- Internet search
- I called 2-1-1
- I learned about it from a friend or family member
- I was referred by another agency
- Other: _____

3. If you were referred to this shelter from another agency, what agency referred you?

4. Was this shelter open at a convenient time for you to be able to get a bed? Pick one:

Mark only one oval.

Yes, it was open when I got here.

No, it was difficult to get here in time to get a bed.

No, I was turned away or missed the deadline and had to come back to get a bed.

5. Did you try to go to other shelters or have you stayed at other shelters before this one?

Mark only one oval.

Yes

No

6. Please list any other shelters you have stayed at:

7. On a scale of 1 to 5, have you been treated respectfully by this shelter's staff?

Mark only one oval.

1 - I am NEVER treated respectfully by shelter staff

2 - I am rarely treated respectfully by shelter staff

3 - I am sometimes treated respectfully by shelter staff

4 - I am usually treated respectfully by shelter staff

5 - I am always treated respectfully by shelter staff

8. What type of assistance would be most helpful to you right now?

9. Do you have a way of receiving that assistance?

Check all that apply.

Yes, staff at this shelter are providing the assistance I need

Yes, staff at another organization are providing the assistance I need

Yes, friends or family are providing the assistance I need

No, I don't know how to get the assistance I need

10. Do you feel that the assistance you've gotten up until now was provided quickly?

Mark only one oval.

Yes

No

11. Is there someone trying to help you find housing?

Mark only one oval.

Yes

No

12. If someone is helping you to find housing, please list that person or organization:

13. When do you expect to find housing?

Mark only one oval.

- In 1 to 2 weeks
- In 1 to 2 months
- In 3 to 6 months
- In 6 months or more

14. Are you aware there is a process to file complaints if you feel discriminated against by anyone providing you services?

Mark only one oval.

- Yes
- No

15. Have you felt discriminated against by an agency you went to for housing or services?

Mark only one oval.

Yes

No

16. Would you like to file a complaint that you've been discriminated against by an agency while you've been experiencing homelessness?

Mark only one oval.

Yes

No

17. If you would like to file a complaint, please type it below:

18. Would you be willing to be contacted by someone at the North Carolina Coalition to End Homelessness to get help resolving your complaint?

Mark only one oval.

Yes

No

19. If you would like to be contacted by someone at the North Carolina Coalition to End Homelessness, please list your contact information below:

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Housing Services Client Survey

This survey asks you to tell us how you were treated while you were experiencing homelessness. Please answer as honestly as you can. This survey will help us improve services for you and others.

This survey is completely optional and will remain anonymous. Your answers will not be read by anyone with whom you're currently working.

After you complete this survey, please put it in the envelope you are given and seal the envelope. Then place it in the box or envelope your case manager shows you for collecting surveys.

If you would like help reading the questions on the survey or help writing your answers, you may ask staff at your agency for help. You may also ask them to connect you with someone to help from a different agency. You may also complete this survey later.

If you have any questions about this survey, or you felt pressured or coerced into completing the survey, or you would like to file a complaint that you've been discriminated against, you may call the North Carolina Coalition to End Homelessness at 919-755-4393 extension 5013. You may also email bos@ncceh.org.

1. What organization asked you fill out this survey?

2. What county or city are you currently living in?

3. When you first found yourself without a place to live, where was the first place you went to get help with housing? List the agency or place you went:

4. When you were experiencing homelessness, what agency was most helpful to you?

5. What did that organization do that was helpful to you?

6. Where did you usually sleep while you were experiencing homelessness?

Mark only one oval.

I usually slept at a homeless emergency shelter

I usually slept on the streets, in my car, in a tent, or in an abandoned building

Other: _____

7. Did you have any of these problems with staying in shelters? Check all that apply:

Check all that apply.

- I was forced to leave a shelter
- I couldn't get into a shelter I went to
- I felt discriminated against by shelter staff
- Shelter staff were not respectful or friendly to me
- I had problems with other shelter residents
- I had no problems while staying at shelters
- Other: _____

8. Who assessed you for housing options? Please list the person and the agency, if you remember:

9. About how much time passed between when you got assessed for housing and when you moved into housing?

Mark only one oval.

- 1 to 2 weeks
- 1 to 2 months
- 3 to 6 months
- 6 months or more

10. Do you feel you were offered housing options quickly?

Mark only one oval.

- Yes
- No

11. What assistance were you provided to help find housing? Check all that apply:

Check all that apply.

- I was given a list of landlords to call
- Someone called landlords for me
- I was taken to appointments with landlords
- I got help paying the security deposit
- I got help paying utility deposits
- Other: _____

12. Do you feel your current housing is a good fit for you?

Mark only one oval.

Yes

No

13. What, if anything, you would change about your current housing situation?

14. Did you feel any pressure to complete this survey?

Mark only one oval.

Yes

No

15. Are you aware that there's a process to file complaints if you feel discriminated against by anyone providing you services or in the process of finding you housing?

Mark only one oval.

Yes

No

16. Have you felt discriminated against by any agency that you went to for housing or services?

Mark only one oval.

Yes

No

17. Would you like to file a complaint that you've been discriminated against by an agency while you've been homeless? If yes, describe your complaint below.

18. Would you be willing to be contacted by someone at the North Carolina Coalition to End Homelessness to describe your complaint and to get help resolving it?

Mark only one oval.

Yes

No

19. If you would like someone from the North Carolina Coalition to End Homelessness to contact you, please list your contact information:

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