NC Balance of State Continuum of Care

BoS Coordinated Assessment Dialogue Call

November 10, 2015

3:00 PM

Welcome

- Roll Call
- Reminders
  - *6 to mute/unmute line
  - Please do not put us on hold
    - Hold music is disruptive

Today's Agenda

- Change to VI-SPDAT version 2
- Coordinated Assessment Outcomes reporting
  - Results, July-September 2015
  - Feedback from Regional Committees on process
- Plan change policy
- Tips & Tools
- Challenges & Questions

VI-SPDAT version 2

BoS will be changing from version 1 to version 2 of VI-SPDAT on Jan. 1, 2016

- Changes to VI-SPDAT version 2
  - Incorporates feedback Orgcode got from the field
    - Specifically around DV elements
  - Shorter, fewer questions
    - Takes on average 7 minutes rather than 9 minutes
  - Removed subjective measures
    - Evaluators making judgment calls based on observation
  - More detail about the changes: ncceh.org/files/6130

NCCEH staff created tool to help Regional Committee make change on Jan. 1

- Step-by-step instructions posted
  - ncceh.org/files/6366
- Regional Committees
  - Inform all agencies participating in Coordinated Assessment about the change to version 2
  - Provide Orgcode explainer to agencies
    - http://www.orgcode.com/wordpress/wp-content/uploads/2015/05/VI-SPDAT_v2_Backgrounder.pdf
  - Convert waitlist scores from VI-SPDAT version 1 to version 2
    - Instructions on page 4 of Orgcode explainer

There are tasks for agencies and staff in change from version 1 to version 1

- Supply copies of VI-SPDAT v2.0
  - ncceh.org/bos/coordinatedassessment/
- All staff administering VI-SPDAT required to watch revised BoS training before January 1, 2016
  - https://prezi.com/ebmxox_3qwqd/vi-spdat-version-2/
- Collect all copies of the VI-SPDAT v1.0 to be recycled
- Read the Orgcode explainer document
  - http://www.orgcode.com/wordpress/wp-content/uploads/2015/05/VI-SPDAT_v2_Backgrounder.pdf
- Begin assessing households with the VI-SPDAT v2.0 as of January 1, 2016

Coordinated Assessment Outcome Reporting

First Outcome report due Oct. 15, reporting on July – September 2015

- Expecting 14 reports
  - Received 12
  - Need info from AHRMM & Caswell
- NCCEH will be creating coordinated assessment 'report card' to reflect back to Regional Committee what their data says
  - December or January
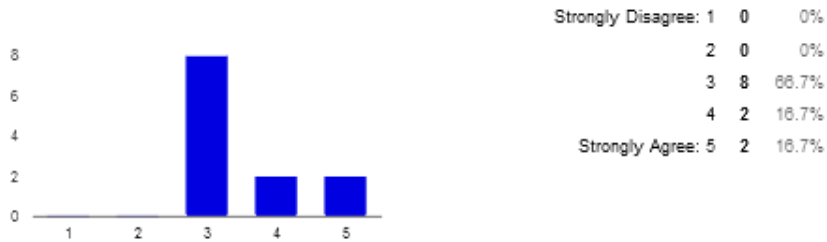
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Some data of note from CA Outcome forms

- 0 grievances filed
- Feedback on Assessment tools was positive-ish
  - P/D screen more neutral

The Prevention/Diversion screen is successful in triaging households in housing crises.

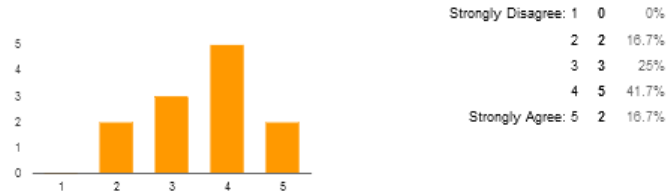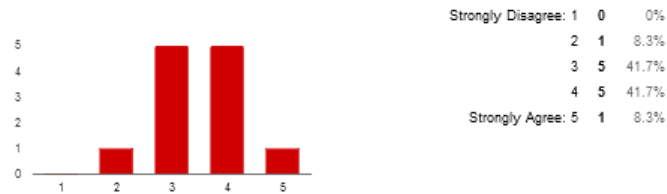|	Strongly Disagree: 1	0	0%
	2	0	0%
	3	8	66.7%
	4	2	16.7%
	Strongly Agree: 5	2	16.7%

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Feedback on VI-SPDAT & case management tool

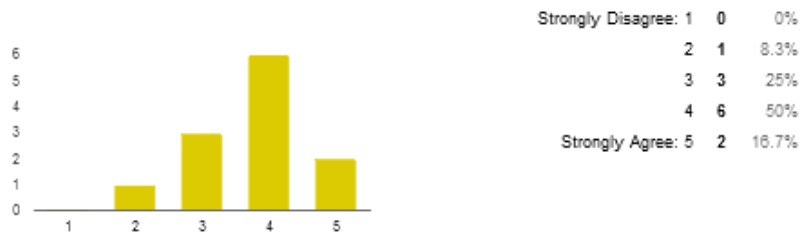**The VI-SPDAT screen is successful at prioritizing clients for housing resources.**

Strongly Disagree: 1	0	0%
2	2	16.7%
3	3	25%
4	5	41.7%
Strongly Agree: 5	2	16.7%

The Case Management Tool is successful at ongoing assessment and service planning for clients.

Strongly Disagree: 1	0	0%
2	1	8.3%
3	5	41.7%
4	5	41.7%
Strongly Agree: 5	1	8.3%

Trainings for assessment tools seem to be working overall

The assessment tool trainings are clear and prepare staff to do assessments.

Strongly Disagree: 1	0	0%
2	1	8.3%
3	3	25%
4	6	50%
Strongly Agree: 5	2	16.7%

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Regional Committees identified many challenges and system gaps

- Participation
- System flow
- Resources
  - Affordable housing
- Alignment with HUD priorities
  - Homeless definition
  - Prioritization
- Community/other agency education
- Tracking and reporting data
- Not implementing fully

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Overall, some successes with coordinated assessment

- Regional Committees like the tools
  - VI-SPDAT
- Increasing education and participation

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Feedback from Regional Committees re: process of submitting outcomes

- What worked well/what can be improved with the process?
  - Online form
  - Tally form
  - Online training
- Staff will be revising online form to include info on changes made at Regional Committee level & to incorporate this feedback
  - New online training to come in December

Plan change policy

We expect coordinated assessment to change over time

- Changes to plans are expected
- Some changes made at local level, some required CAC approval
- For changes that require CAC approval, use form
  - http://goo.gl/forms/Z9iEFKMvT2
- Changes made at local level – report these using the quarterly outcome form

Process for requesting changes to CA plans

Type of plan change	Level of approval
Change who/how assessments made	Regional Committee
Change is type of service available in community	Regional Committee
Adding referral agencies (supplying or receiving referrals)	Regional Committee
Model (centralized/decentralized)	Regional Committee
CA lead	Regional Committee

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Process for requesting changes to CA plans

Type of plan change	Level of approval
Increasing hours accessible (P/D or VI-SPDAT)	Regional Committee
Decreasing hours accessible (P/D or VI-SPDAT)	CAC
Transportation resources	Regional Committee
Phone option/not	Regional Committee
Referral mechanism/process	CAC
Waitlist mechanism/process	CAC

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Process for requesting changes to CA plans

Type of plan change	Level of approval
Start using real-time bed availability	Regional Committee
Stop/Start using HMIS	CAC
Change grievance process for agency or individual	Regional Committee
Change oversight process	Regional Committee
Change score ranges for referrals	Regional Committee
Changes to assessment tools	CAC

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The form to request changes that require CAC approval is short & sweet

Regional Committee *

Contact name *

Contact phone number *

Contact email *

What change(s) to you coordinated assessment plan are you requesting? *
The changes listed below require approval from the Balance of State Coordinated Assessment Council (CAC). Other changes can be made with approval at the Regional Committee level and reported using the quarterly Coordinated Assessment outcome report.

☐ Decreasing the hours staff are available to assess clients using the Prevention/Diversion screen and/or the VI-SPDAT

☐ Change to referral tool or process

☐ Change to waitlist tool or process

☐ Stop/start using HMIS

☐ Any change to the Prevention/Diversion screen, VI-SPDAT or case management tool

Please describe in detail the specifc change(s) you are requesting and the reasons for the changes. *

Tips & Tools; Challenges & Questions

It is helpful for you to share info from your Regional Committee

- Tips & Tools
  - What is working well
  - New innovations
  - Any documents, processes, etc. to share?
- Challenges & Questions
  - What are you working on now?
  - Questions for the group/NCCEH staff?

Wrap Up

- Reminders
  - CA outcomes form due Jan. 15
    - October – December 2015
  - NC 211 updates due Jan. 31
- Next meeting
  - Tues. Dec. 8, 3-4 pm
  - Register on NCCEH website
    - ncceh.org/events/945
- Keep in touch
  - bos@ncceh.org
  - (919) 755-4393