BoS Coordinated Assessment Dialogue Call
September 8, 2015

Present on the call: Brian Fike, Tameka Gunn, Mary Mallory, Melissa McKeown, LaTasha McNair, Susan Pridgen, Amy Steele, Teena Willis

Staff: Emily Carmody, Corey Root

- SOAR referral info
  - SOAR is a program that helps to connect people who are homeless or at risk of homelessness with SSI/SSDI benefits
  - SOAR has released guidelines to help communities identify potential SOAR cases using questions from the VI-SPDAT
  - Corey will email guidelines to CA Leads and Regional Leads
  - Questions or comments? Contact Emily, emily@ncceh.org, (919) 755-4393
- Waitlists
  - Waitlists are one of the largest changes that comes with Coordinated Assessment
    - Traditional methods – clients served first-come, first-served; kept at the program level
    - With CA – clients served based on need; potential for community-wide lists
  - Catawba & Burke
    - People on waitlist from previous to implementing CA, are now VI-SPDATing these people, cleaning up list
    - Only taking referrals from folks who have VI-SPDAT
    - Community Question: How to share info without sharing sensitive info? Sharing agreements?
  - Onslow
    - RRH and PSH programs are at a standstill currently, have waitlist, not able to serve anyone yet but
    - Referral committee made up of RRH, PSH, SSVF, and shelters are other meet face-to-face monthly to look at list and VI-SPDAT scores, prioritize program placement based on need
      - This is working well
      - Helps to see what clients are shared among agencies
    - Community question: How can community be flexible when funding blockages occur?
    - As process is better understood, more and more people are interested in participating in CA – Salvation Army, jail diversion program now interested to participate

- o Piedmont
  - ▪ Still in planning process, not sure about how it will work, like the idea of the referral committee
- o Down East
  - ▪ Just starting implementation, will have Google Doc to share info where all programs will enter info
  - ▪ Community question: how to share this information?
- o Information sharing
  - ▪ Communities have MOUs between agencies to agree to sharing info
    - ▪ Sample BoS MOU contains this language
  - ▪ DV agency participation – can use coding in place of the person's name
- o What to do when have very long waitlists?
  - ▪ Not a current problem as implementation just beginning
  - ▪ Community goal – have no waitlist, do not want people homeless and waiting for programs
  - ▪ What is best practice for length of waitlist?
    - ▪ Depends on community
    - ▪ If have no flow in PSH program, can think about graduation program
    - ▪ Always record info, don't "close" waitlists in CA
    - ▪ Use secondary referral process to see assess community need
    - ▪ When to check in with folks who are on the waitlist? Depends on when people are falling off the radar, when emergency programs no longer serving people
- Tips and Tools
  - o In Wilson-Greene, have found agencies are interpreting utility bill cut off notices/deposits/etc. very differently
    - ▪ City of Wilson coming to present to all agencies at the same time, get everyone on the same page
- Challenges & Questions – none this month
- Next meeting
  - o Tues. October 13, register on NCCEH website
  - o Presentation from NC 211 re: updating info and community resource guides