

NC Balance of State Continuum of Care

Coordinated Assessment Outcomes

May 23, 2017

1 PM

Today's Agenda

- Roll call
- Coordinated assessment outcomes process overview
- Submitting coordinated assessment outcomes
- Reading the outcomes report
- Using outcomes in regional planning



Coordinated Assessment Outcomes Process

BoS gathers outcomes on Coordinated Assessment quarterly

1. CA Leads fill out Google form
2. BoS staff send visual report, summarizing each RC's data
3. CA Leads review and re-submit outcomes report, if necessary
4. Coordinated Assessment Council reviews data, suggests changes, and asks questions
5. CA Leads and RCs use data and CAC input to improve system



Coordinated Assessment Outcomes Form

RCs report CA outcomes each quarter

- Coordinated Assessment Leads should gather data from across their region for quarterly reports
 - Reports are due April 15, July 15, October 15 and January 15
- Report form available here: (This is a new link!)
<https://goo.gl/forms/nGh9W9UOxMhOY39c2>



Prevention and Diversion Screen

The Prevention and Diversion screen is administered when households present in a housing crisis to see if there are any other safe housing options available to them besides a shelter bed. This screen allows communities to prioritize shelter beds for those with no other options.

Please note: All questions below refer to the number of households, not total number of people.

1. Number who presented for shelter and/or emergency services: *

Please include all households who presented for a shelter bed and/or emergency services, including those who were not assessed with the Prevention/Diversion screen. Should be close or equal to Question 2.

Your answer

2. Number who presented for shelter and/or emergency services who were assessed with the Prevention/Diversion screen: *

Should be close or equal to Question 1.

Your answer



Diversion

3. Of those who were assessed with Prevention/Diversion screen, number who were diverted: *

Questions 3 + 8 + 9 should be close or equal to Question 2.

Your answer

4. Of those who were diverted, number who received mediation:

*

Mediation is when staff talk to a family, friend, landlord or other party to assist in securing housing. Questions 4 + 5 should be close or equal to Question 3.

Your answer

5. Of those who were diverted, number who received financial assistance: *

Financial assistance could be utility/rental assistance, gift cards, transportation assistance or any other financial assistance provided to households to secure housing. Questions 4 + 5 should be close or equal to Question 3.

Your answer

6. Total diversion financial assistance requested: *

All households who are given the Prevention/Diversion screen are asked if financial assistance is needed to divert them whether the assistance is available or not. Enter the total amount that households reported that they needed in your community for the past quarter.

Your answer

7. Total diversion financial assistance provided: *

Enter the total amount of financial assistance that agencies were able to provide households in order to divert them to housing.



Domestic Violence

8. Of those who were assessed with Prevention/Diversion screen, number who were referred to Domestic Violence agency:

*

Questions 3 + 8 + 9 should be close or equal to Question 2.

Your answer

Emergency Shelter/Vouchers

9. Of those who were assessed with Prevention/Diversion screen, number who were referred to shelter or emergency vouchers: *

Questions 3 + 8 + 9 should be close or equal to Question 2.

Your answer



VI-SPDAT

Please note: All questions below refer to the number of households, not total number of people.

10. Number that exited the shelter on their own before the VI-SPDAT was administered: *

Your answer

11. Number who were assessed with VI-SPDAT: *

10 + 11 should be close to or equal to 8 + 9

Your answer

12. Of those who were assessed with the VI-SPDAT, number who were unsheltered at the time of assessment: *

Your answer



13. Individual VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 0-3: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer

14. Individual VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 4-7: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer

15. Individual VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 8-17: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer



16. Family VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 0-3: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer _____

17. Family VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 4-8: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer _____

18. Family VI-SPDAT: Of those assessed with the VI-SPDAT, how many scored 9-22: *

Questions 13 + 14 + 15 + 16 + 17 + 18 should be equal to Question 11.

Your answer _____

19. Has your community adjusted the standard score ranges for referrals? *

Yes

No

20. If yes, please explain how the ranges are adjusted. *

Your answer _____



Referrals

Please note: All questions below refer to the number of households, not total number of people.

21. Of those assessed with the VI-SPDAT, number referred for basic case management services: *

Basic case management refers to services provided to people who do not score high enough for a referral to a housing program (normally the 0-3 range). This number does not include households who will receive case management services while in a transitional housing, rapid re-housing, or permanent supportive housing program. Questions 21 + 22 + 25 + 28 should be equal to Question 11.

Your answer _____

22. Of those assessed with the VI-SPDAT, number referred to rapid rehousing programs: *

Questions 21 + 22 + 25 + 28 should be equal to Question 11.

Your answer _____

23. Number admitted into rapid rehousing housing programs: *

If Question 23 is larger than Question 22, your community may have a side door.

Your answer _____

24. Number on the wait list for rapid rehousing programs: *

This number should reflect the total currently on the wait list for RRH programs.

Your answer _____



25. Of those assessed with the VI-SPDAT, number referred to transitional housing programs: *

Questions 21 + 22 + 25 + 28 should be equal to Question 11.

Your answer

26. Number admitted into transitional housing programs: *

If Question 26 is larger than Question 25, your community may have a side door.

Your answer

27. Number are on the wait list for transitional housing programs: *

This number should reflect the total currently on the wait list for TH programs.

Your answer



28. Of those assessed with the VI-SPDAT, number referred to permanent supportive housing programs: *

Questions 21 + 22 + 25 + 28 should be equal to Question 11.

Your answer

29. Number admitted into permanent supportive housing programs: *

If Question 29 is larger than Question 28, your community may have a side door.

Your answer

30. Number are on the wait list permanent supportive housing programs: *

This number should reflect the total currently on the wait list for PSH programs.

Your answer



31. Number moved into other permanent housing situation *

Such as Housing Choice Voucher (Section 8), Public Housing, or other private rental housing.

Your answer

32. Number moved into a health care institution *

Adult care homes, psychiatric hospitals, respite care, etc.

Your answer

33. Number moved into a correctional institution for longer than 90 days *

Only include those serving a longer than 90 day sentence or who have been incarcerated for longer than 90 days. Do not include people in jail if they have been there less than 90 days.

Your answer

34. Number removed from waitlist due to inactivity

Your answer



Grievances

Only report on grievances filed during the reporting period. Do not include grievances that were carried over from a previous quarter.

35. Number of agency grievances filed: *

Your answer

36. Number of agency grievances resolved: *

Your answer

37. Average length of time to resolve agency grievances (in days): *

Your answer

38. Number of individual grievances filed: *

Your answer

39. Number of individual grievances resolved: *

Your answer

40. Average length of time to resolve individual grievances (in days): *

Your answer



System-Wide Information

What gaps have you identified in your homeless system? *

Your answer

What efforts is your Regional Committee making to address these gaps? *

Your answer

What side doors have you identified in your homeless system? *

Side doors are programs that refer and place households in shelter and housing programs without being assessed in the coordinated assessment process.

Your answer

How is your Regional Committee addressing side doors? *

Your answer



Coordinated Assessment Feedback

What is going well with your Coordinated Assessment system? *

Your answer

What are the challenges with your Coordinated Assessment system? *

Your answer

Do you have any amendments for your current Regional Committee plan?

Your answer

Other feedback for the Coordinated Assessment Council:

Your answer

SUBMIT



Make sure you have a system for collecting CA data

- To gather Prevention & Diversion screen data: try setting up a shared google sheet or other form to collect data in real time from agencies
- Make it mirror the questions on the outcomes form
- Much easier than tracking people down on the 14th to submit data
- Also need strong communication with shelters to ensure people referred via P&D screens are tracked
- VI-SPDAT data should be tracked on your shared community waitlist




Coordinated Assessment Outcomes Report

NC BoS Regional Committee Coordinated Assessment Outcome Report

Regional Committee: DISSY
Report Due: 10/15/2016
Report Submitted: 10/28/2016
Time Period Covered: July - September
Implementation Date: 3/1/2015


Prevention and Diversion Screen


The Prevention and Diversion screen is administered when households present in a housing crisis to see if there are any other safe housing options available to them besides a shelter bed. This screen allows communities to prioritize shelter beds for those with no other options.

	
Presenting for shelter:	400
Missing P/D Screen:	100
Prevention/Diversion Screen:	300
Missing P/D Screen results:	10

17%
63%
17%

DV	
Referred to DV services:	50


	
Referred to shelter or emergency services:	190
Total who left shelter before VI-SPDAT:	77

	
Total number of households diverted from homeless system:	50
Needed mediation:	40
Needed financial assistance:	1
Total amount provided for diversion:	\$500.00
Total amount requested for diversion:	\$1,000.00
Gap in diversion funding:	\$500.00



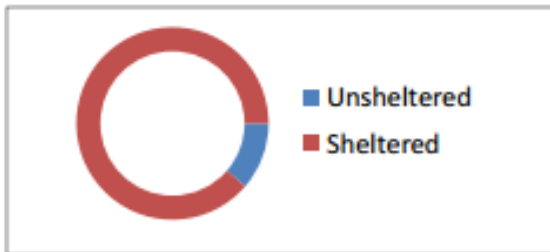
VI-SPDAT


The VI-SPDAT screen identifies housing barriers for households and assists in identifying and prioritizing households for housing programs.

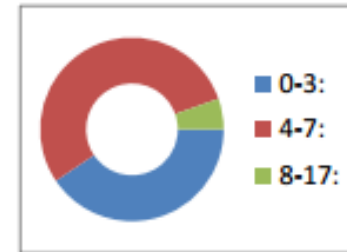
	
Total VI-SPDAT	88
Unsheltered	10
Sheltered	78
Missing VI-SPDAT scores:	-5


42%

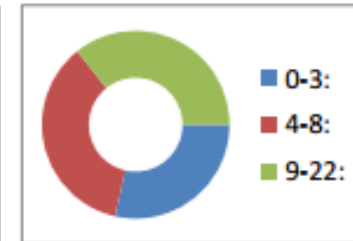
64%



		
Individual VI-SPDAT Scores		
0-3:	15	41%
4-7:	20	54%
8-17:	2	5%
Total:	37	



		
Family VI-SPDAT Scores		
0-3:	16	29%
4-8:	20	36%
9-22:	20	36%
Total:	56	



Has the community adjusted the standard score ranges?

No



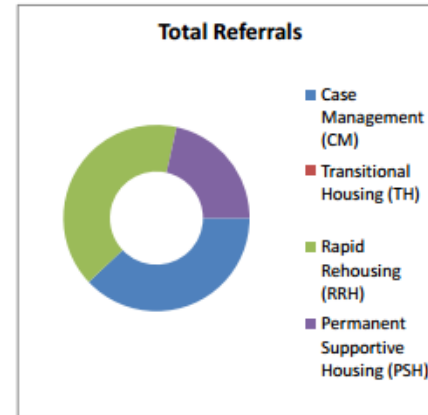
NC BoS Regional Committee Coordinated Assessment Outcome Report

N/A

Referrals

As interventions are identified, communities track the referral process for households to see how many were referred, admitted and how this impacts length of time homeless. Communities should look to this data to see if their community has gaps that are impacting the referral process.

Program Type	Total Referrals	Total Admissions	Total Waitlist	Missing
Case Management (CM)	30			
Transitional Housing (TH)	0	0	0	0
Rapid Rehousing (RRH)	32	5	33	-6
Permanent Supportive Housing (PSH)	17	5	25	-13
Total Housing Program Referrals (not including CM):	49	10	58	-19



Possible Gaps In System:	
# Scored for RRH but not referred	8
# Scored for PSH but not referred	5

Other exits from homeless system	
Other PH situation	5
Healthcare Institution	1
Correctional Institution	1
Removed from waitlist	20



How to use CA outcomes data

RCs need to identify side doors

- The outcomes report will identify when the numbers don't line up
- Are there a lot more people entering housing programs than going through the CA system?
- Does it seem that you're missing data on people?



Improving data quality and tracking

- Regions that evaluate data regularly improve their systems and are more effective at ending homelessness
- To improve your data quality and tracking, regions should:
 - Gather data regularly and have your CA subcommittee meet to go through it at least monthly
 - Ask questions . . .
 - Make plans and change data tracking efforts, if necessary
 - Have hard conversations



Data matters!

- Data from the system helps to:
 - Identify your gaps in our regions
 - Educate stakeholders about the true needs
 - Quantify the number of RRH and PSH resources needed to end homelessness
 - Understand where resources should be shifted
 - Right-size shelter resources
 - Show the effectiveness of diversion services



Wrap Up

- Outcomes from Q2 *from the new Regional Committees* are due July 15
- Keep in touch
 - bos@ncceh.org
 - 919.755.4393

