

NC Balance of State Continuum of Care

Coordinated Assessment Exchange Call

July 11, 2017

3:00 PM

Welcome

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



Topic: Coordinated assessment across large regions

- Region 5 (Piedmont)
- Region 1 (Southwest)
- Q&A and discussion



PIEDMONT REGION COORDINATED ASSESSMENT



Prevention Diversion Screen

Successfully Diverted

Emergency Shelter

- Rowan
- Davidson
- Stanly
- Union

Domestic Violence Shelter

- Rowan
- Davidson
- Stanly
- Union

Outreach/ Site Based

- Cabarrus
- Rowan
- Davidson
- Stanly
- Union

Wait 2 weeks

Trained Assessor completes VI-SPDAT

Assessor submits Google Form with Results

Resources Provided

No Housing Intervention

Waitlist

Veteran

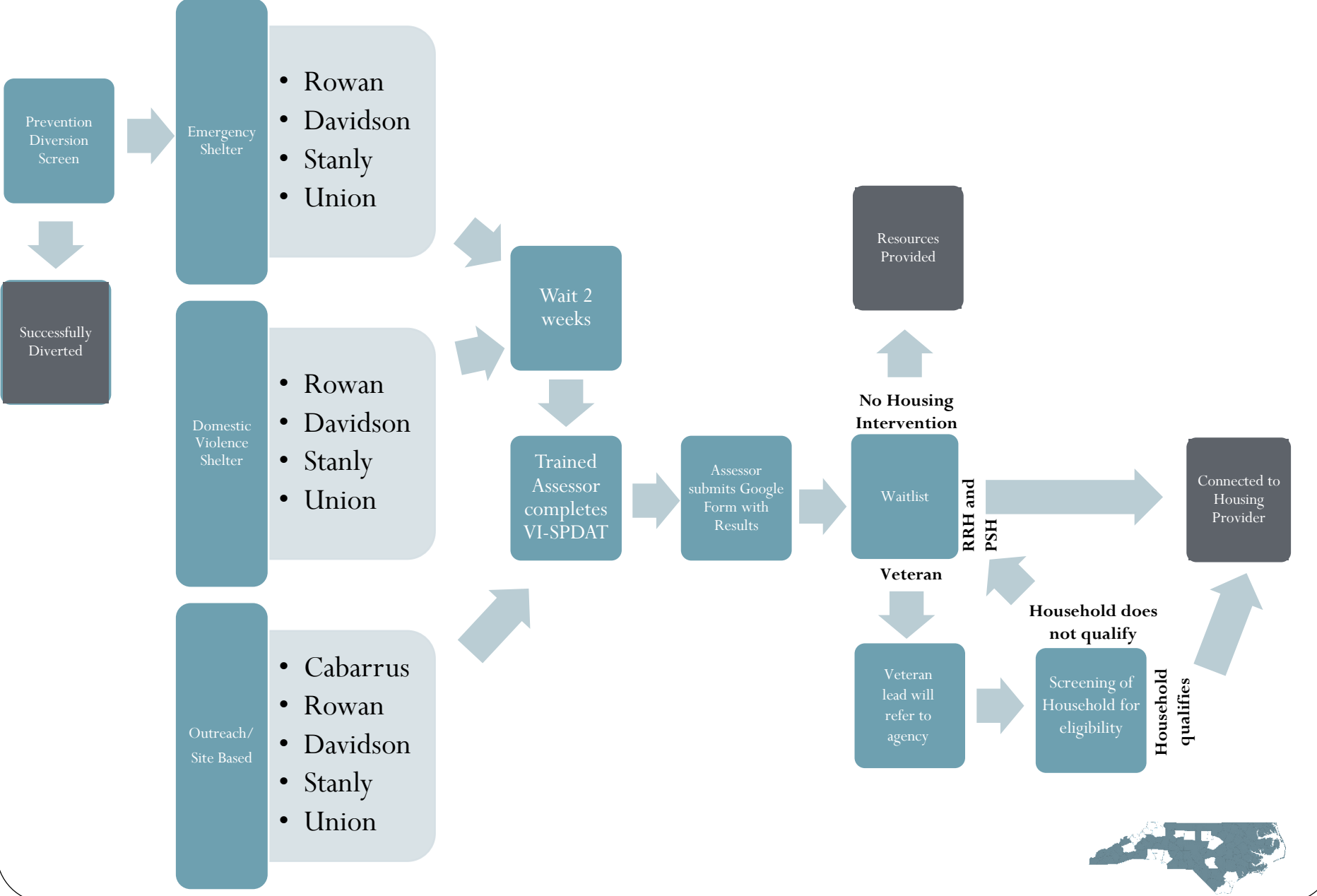
Veteran lead will refer to agency

Connected to Housing Provider

Household does not qualify

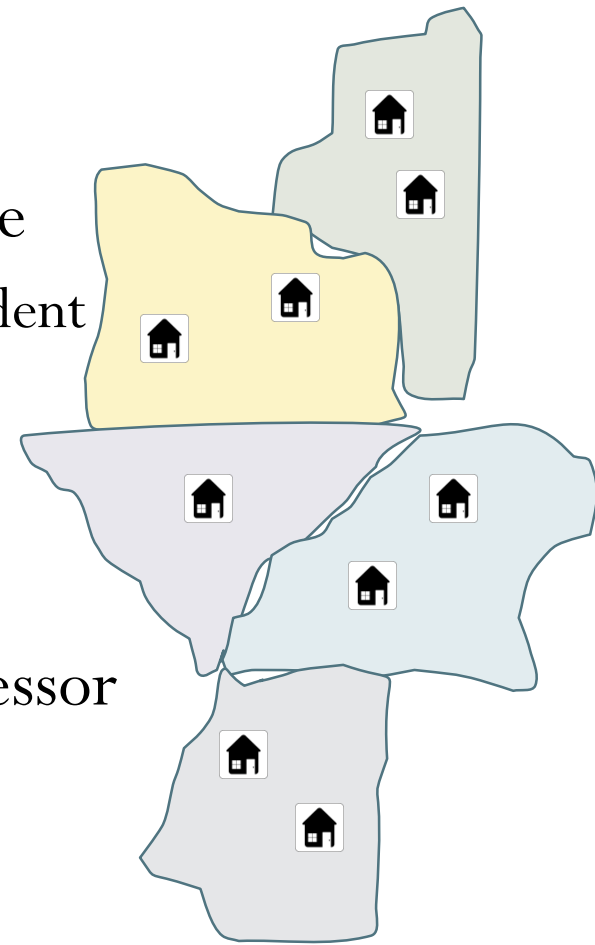
Screening of Household for eligibility

Household qualifies

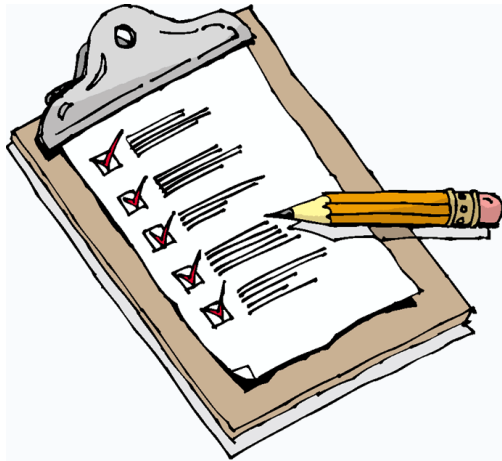


ENTRY POINTS

- 5 counties in our region
 - 4 counties-ES and DV shelter participate
 - Assess shelter resident and non-shelter resident
 - 1 county has no participating shelter
 - Set up site-based assessments
 - Continue with engagement and outreach
- Each entry point has at least 1 trained assessor at their agency



VI-SPDAT



- ES and DV agencies wait 2 weeks before administering VI-SPDAT to their residents
- ES assess non-shelter residents either during set schedule or by appointment
- Outreach/ Site based- complete assessment during time of visit



SUBMIT RESULTS

- The trained assessor from each entry point will submit the results from the VI-SPDAT to the google form
 - Housing Intervention Type
 - Score
 - Veteran



ONE WAIT LIST



- All google forms submissions are automatically placed in 1 wait list in google sheets
- 1 Waitlist has all VI-SPDATS results for our region
- Housing providers in our region will only accept referrals through Coordinated Assessment
- Waitlist is prioritized by housing intervention and highest score.



ONE WAIT LIST cont.

- Case Conferencing twice a month
 - All assessors are encouraged to join the call
 - Share resources and discuss households on waitlist
- A designated assessor at each entry point has visibility access to the waitlist
 - Keeps the process transparent
 - Helps case managers with case planning





VETERANS

- If a household is identified as a veteran the household is placed on the veteran waitlist:
 - CA Veteran lead checks veteran wait list and will provide a designated veteran agency with referral
 - If the household qualifies their status is changed to housed
 - If the household does not qualify they will remain on the waitlist under the housing intervention for which they scored



CONNECTED

- The household is connected to a housing agency!



Overview Coordinated Assessment –Region 1

- Region 1 - covers 8 counties
- Recently moved system to google docs (March)
- Extensive training in Coordinated Assessment
 1. Spread out over rural communities
 2. Only two ES shelters in the region
 3. Since our homeless population cannot get to shelter easily, training agencies homeless persons can access
 4. Used CA to advertise awareness to homeless and the CA system
 5. Recruit for our Regional Homeless Committee
- Only those trained and are access points are given access to google docs. Only CA Lead can share access
- Use CA to educate on Housing First
- Use CA to go over the grievance process



Referral Process- Region 1

- **Complete a Prevention and Diversion screen**
 - Put information in google docs on the Prevention and Diversion screen spreadsheet
- **Complete a VI SPDAT**
 - Put information in google docs on the Community list VI SPDAT
 - Refer to the appropriate resource (s) based on score
 - If RRH or PSH, present case to the RAMM (mandatory)
 - If staff need assistance with any level of referral or for ideas, staff at RAMM
- **At least once a month google docs are updated**
 - VI SPDAT list is updated, usually during the RAMM
 - Persons are staffed and moved to Wait Pool and Slots spreadsheet
- **Every quarter the outcome report to BoS needs to be completed**
 - P&D list and the VI SPDAT list are purged
 - Wait Pool and Slot spreadsheet has a tab for you to see purged information
- **Wait Pools and Slots spreadsheet on google doc**
 - Allows referral agencies to see where persons are on the RRH and PSH pools
 - Allows referral agencies to see if person has slot



How monitoring developed –Region 1

- All counties input in one central location
 - Google docs replaced the outcome report
 - Ask questions to one person (CA alternate)
 - One central set of lists – not multiple lists
- Open and transparent process
- Referral and Monitoring Meeting (RAMM)
 - This replaced selection committee



Unique to Region 1 - How RAMM is set up

- RAMM is set up like a case staffing
 - Anyone referring can attend (but usually a designated staff that is regular)
 - Experts around the table (Behavioral Health, DV and ES shelters, Community agencies, MCO, DSS)
 - Can staff any situation - hard cases, low #, or ones that are low on referral wait pools
 - Gives support to our referral agencies
- RAMM is a tool for monitoring
 - During the meeting – update google docs and move to correct list
 - Assign slots by Regional Committee priorities
 - Update who received slots (or on the PSH wait pool) and found something else
 - If a person has not been staffed - to check in with the referral agency
 - Find out about hand offs (DV shelter handed off to provider for PSH referral)
 - Closed that loop hole for referrals



Unique to Region 1 - How RAMM is set up

- VI SPDAT is only a snap shot – staff exceptions to the scores
- Limited Homeless programs
 - Suggest alternative resources (TANF, Veterans)
 - Suggest additional resources (PSH - Targeted)
 - Suggest additional or alternatives for lower scores
 - Group effort to keep up on our non traditional resources
 - Conscientious about our resources



Coordinated Assessment Region 1

- DV shelters
 - Many DV shelters on the committee
- Funding and Access to resources
- Stay engaged
 - Give them the same trainings and education
 - Call upon their expertise
 - Continue to learn from them (RAMM)



Discussion

- Questions for Ginny or Monica?
- What aspects of their systems might work in yours?



Keep in touch

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Next CA Exchange call:

Tuesday, August 8 at 3pm

Register here: <http://www.ncceh.org/events/1066/>

