

# NC BoS Homeless Assessment and Referral Tool (HART)

## Frequently Asked Questions

### 1. What is the HART?

HART stands for the Homeless Assessment and Referral Tool. It is the Coordinated Entry Assessment Tool adopted by the NC Balance of State Continuum of Care (BoS CoC) and replaces the VI-SPDAT as of June 1, 2024.

### 2. When should the HART be conducted with a household?

(See NC BoS CE Written Standards page 11)

An assessment should be conducted:

- Immediately (once rapport is built) with a household experiencing unsheltered homelessness (living on the streets, in a car, or other place not meant for human habitation)
- Within 12-14 days in an emergency shelter or other emergency housing

### 3. Does the assessor go by self-report or if they have further information about the household that they are not sharing in the moment?

This is a self-reported assessment. Information can be updated as needed and as rapport is built with the client.

### 4. How do we navigate asking the violence questions so as not to retraumatize folks?

Assessors should ask questions with a trauma-informed, client-centered approach. Answering yes to these questions increases the household's vulnerability, and they may be eligible for domestic violence specific resources. Additionally, the NC BoS Core Team worked with Victim Service Providers to carefully word these questions.

### 5. How does a non-HMIS Agency participate in this process?

Each region will use their current workflow for connecting non-HMIS agencies to coordinated entry. Reach out to your [Regional Coordinated Entry Lead](#) for more information.

### 6. Will the HART now have to be printed and put in the client files when they are accepted in a program in place of the VI-SPDAT?



If your agency is required to print the CE Assessment and keep it in the client file, yes, this will replace the VI-SPDAT in the file.

**7. Do we have to have CH documentation in hand to answer yes to the CH question on the assessment? What if we are in the process of gathering documents?**

The question 'Is the Client Verified as Chronically Homeless' in HMIS should have documentation in hand for a Yes response.

**8. Will the chronic homeless question populate to the By Name List, so that it automatically designates chronicity?**

Yes, chronicity will automatically populate the BNL if the 'Is the Client Verified as Chronically Homeless' in HMIS is marked 'yes'.

**9. Will this be a one-time assessment or is this part of the yearly annual assessments we complete for Permanent Support Housing (PSH)?**

This assessment is used to prioritize referrals in the Coordinated Entry system. It does not need to be completed during the annual assessment for PSH.

**10. Did I understand that if a client is in the shelter and not assessed immediately, the assessment is considered an interim assessment?**

Yes. You'll access the HART in HMIS either at the Project Start or Interim, depending on when it's completed.

**11. How does the HART address the racial disparity that you showed earlier and why it is expected to be better than VI SPDAT in helping BIPOC folks better access resources?**

As referenced on [slides 7-8](#), the VI-SPDAT consistently scored Black/African Americans lower than their White counterparts. Before launching the HART across the NC BoS CoC, the assessment was revised with stakeholders across the state, piloted in 4 NC BoS Regions, surveys were conducted with both those assessing households and the households taking the assessment, and the assessment outcomes were analyzed. Weighting the scores in HART provides a more proportionate racial makeup of high scores. Ongoing analysis will provide additional results.

**12. When the By-Name-List (BNL) is run will the HART score or VI-SPDAT score have a column?**



Until the end of 2024, both assessments will have a column on the BNL. Once the VI-SPDAT is officially phased out, only the HART score will populate onto the BNL.

**13. Do agencies have to update the VI-SPDAT to HART or those individuals with a VISPDAT will be exited out of a CE project?**

Households with only a VI-SPDAT score will not be exited from the CE Project immediately (unless it's been 90 days since the last contact). The transition through the end of 2024 allows time for agencies to reassess households with the HART.

**14. Will you see the HART score in HMIS or just when the By-Name-List (BNL) is run?**

The HART score will not be visible in HMIS, only on the BNL.

**15. How will the score guide providers in determining the housing intervention?**

The order of priority will start with the highest HART score. The updated CE Written Standards were approved in May 2024 the BoS Steering Committee, and the prioritization schedule for duplicate scores can be found on [page 11](#).

**16. Given the abbreviations question, would it be possible to create a glossary?**

Common terms can be found [here](#) and [here](#).

**17. Once I complete the HART with an individual or family, what's next?**

There are three different workflows, depending on your agency's role in the community -

*HMIS Participating Agencies:*

1. Enter the client into the appropriate HMIS project
2. Complete the [HART in HMIS](#)
3. Attend case conferencing to view the HART score on the BNL

*Victim Service Providers:*

1. Complete the HART Smartsheet form (request from your Regional Coordinated Entry Lead)
2. Receive an email with the HART score

*Other Non-HMIS Participating Agencies (this process may vary per NC BoS Region):*

1. Have client sign the [HMIS ROI](#)
2. Securely send the ROI and HART to the CE Lead

