

North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS



Coordinated Assessment in Balance of State

May 2014

What is it?

Coordinated assessment, also known as coordinated entry or coordinated intake, is a system that allows for a coordinated entry into your local homeless services. Coordinated assessment increases the efficiency of a homeless assistance system. HUD requires CoCs to implement coordinated assessment in order to standardize access to homeless services and coordinate program referrals.

BoS Coordinated Assessment Vision Statement: Coordinated assessment assists the NC BoS CoC to end homelessness by increasing exits to housing, decreasing length of time homeless and reducing returns to homelessness. Consumers will quickly access appropriate services to address housing crises through a right-sized, well-coordinated agency network.

Coordinated assessment can help to:

- Create a client-focused environment
- Minimize time spent searching for assistance
- Maximize use of system resources
- Identify system service gaps

Coordinated assessment systems include:

- Consistent, clear information on how/where to access services
- Standardized screening and assessment tools that gather information about people, their needs and program eligibility
- Information about programs and agencies available within a Regional Committee
- Standardized referral process to appropriate programs or agencies within a region
- Process and tools for making program admissions decisions

Watch 20-minute instructional presentation:

<http://prezi.com/wnyhnaotpo3/continuum-of-cares-coordinated-assessment-system>

Prezi technical instructions:

- *Open the url*
- *Wait for Prezi to load*
- *Click full screen icon in lower right-hand corner*
- *Click "Allow" to popup box asking Allow full screen with keyboard controls*
- *Make sure volume is turned up (you will hear music before presentation content starts)*
- *When the presenter pauses, advance material by clicking spacebar (or using arrows if not in full screen mode)*

Prezi content notes:

- The CoC = BoS; our system will be planned and operated by Regional Committees
- Access = centralized or decentralized model
- Assessment = 3 part tool
- Referral = process to be determined in coordinated assessment planning

How will it work?

The Balance of State CoC includes 79 counties organized into 30 Regional Committees. These Regional Committees will plan and administer coordinated assessment within a framework approved by the BoS Steering Committee. The same assessment tool will be used across the Balance of State CoC's 79 counties to provide standardization. The assessment tool will be divided into three parts:

1. Prevention & diversion screening tool

Prevention assistance helps maintain current housing situations; shelter diversion assists with options to find housing outside of shelter while receiving services to stabilize housing or move into permanent housing. These strategies will reduce the number of people entering the system, reduce demand for shelter. (NAEH, Prevention & Diversion Toolkit: <http://www.endhomelessness.org/library/entry/prevention-and-diversion-toolkit>)

1. 2. Pre-screening tool to determine referral and priority

After 14 days in the system, agencies will administer the VI-SPDAT to determine the appropriate service intervention (Permanent Supportive Housing, Rapid Rehousing) for people in the system. This tool moves the discussion from who is eligible for a service to who is eligible *and in the greatest need*. (Orgcode, VI-SPDAT Prescreen Tool: <http://www.orgcode.com/spdat/vi-spdat-prescreen-tool-training>)

3. Assessment tool used over time

The Arizona Self Sufficiency Matrix has 18 domains (income, employment, shelter, food, childcare, etc.) graded on a five-point scale and will be given at program entry, housing entry and every six months thereafter to assess progress and needs. (Arizona Self-Sufficiency Matrix: http://www.mnhousing.gov/groups/public/d/documents/documents/mhfa_010879.pdf)

Regional Committees & Coordinated Assessment

Coordinated assessment in BoS will have standardized elements and yet have flexible design and implementation to meet each Regional Committee's unique needs. Regional Committees will choose one of the following models for access:

- Centralized: Designated agency or agencies within a community will handle intake and referrals OR
- Decentralized: All agencies will employ the common assessment and referral system for intake

Regional Committees will design a plan for how coordinated assessment referrals will work locally using templates and forms provided by the Balance of State Steering Committee.

Anticipated timeline

- June 2014—Coordinated assessment templates and forms sent to Regional Committees
- Summer 2014—Regional workgroups: hands-on working session with NCEH staff to craft CA
- Fall 2014—Regional Committee plans due
- plan elements with a delegation of key stakeholders from each Regional Committee