



North Carolina Balance of State Continuum of Care

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Coordinated Assessment Core Elements of Regional Committee Plans

Background: In the process of reviewing Regional Committee coordinated assessment plans, the BoS Coordinated Assessment Council (CAC) members have identified core elements that create an effective coordinated assessment plan. Regional Committees are encouraged to incorporate these core elements into new or existing coordinated assessment plans/implementations.

Page Number (electronic)	Page Number (printed)	Category	Elements
1-2 & diagram	15-16 & diagram	Access to System	<ul style="list-style-type: none"> Agencies listed at bottom of pg. 15 need to match agencies listed in chart on pg. 16 and both of these match diagram Agencies available to administer VI-SPDAT for families and individuals If staff is not available for emergency screening 24 hours/day, explain in narrative how people who present after hours are served Narratives should explain clearly how, where and when individuals and families receive emergency screening and VI-SPDAT If administering VI-SPDAT prior to 14 days please say why (<i>i.e.</i>, no shelter in community, etc.) If your Regional Committee covers multiple counties, please include information for your entire geographic area
3 & 5	17 & 19	Transportation	<ul style="list-style-type: none"> Information on pg. 17 and 19 should match Include phone option for emergency screening or VI-SPDAT for those with transportation barriers
3	17	Advertisement	<ul style="list-style-type: none"> Think about having a “soft launch” to get system running, kinks worked out before widely publicizing coordinated assessment

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4	18	Links to Systems	<ul style="list-style-type: none"> List local agencies for each category and discuss how they will participate in coordinated assessment If agencies are not participating, discuss the efforts, goals and measures the Regional Committee will use to bring them on board
5	19	Referrals	<ul style="list-style-type: none"> Whenever possible, please provide a “warm handoff” in your referral process - a phone call to the agency that is being referred to, helping the family get to the next agency and/or providing documentation to the next agency about information already gathered Please include information about the Targeted and Key Units in your area. If you are unsure about how to connect your coordinated assessment process with these units, contact Ellen Blackman for more info: ellen.blackman@dhhs.nc.gov
6	20	Grievance Policies	<ul style="list-style-type: none"> If using agency grievance processes in your plan, clearly specify what part of process is covered by which agency’s grievance policy. 3-10 days is a preferred time frame for both the agency and individual grievance resolution Identify local person/group to hear grievance claims that are unable to be solved at the agency level Regional Committees at large can hear claims unable to be resolved at grievance level If necessary, the CAC can hear grievances unable to be solved locally If an agency is not accepting a referral, it is preferred that they assist in finding another placement for the household If a Regional Committee sets an acceptable percentage for referral refusal, please specify how this is measured (monthly, annually, etc.), monitored and what are the consequences for exceeding the percentage For policies that require written grievance statements, please offer a plan to assist households who need it with writing these grievances



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7	21	Waitlist	<ul style="list-style-type: none"> • Please designate who is in charge of overseeing the waitlist process in your region • When emailing client information and assessments, make sure to de-identify or send securely • Please include a plan for reassessment if you anticipate the wait for certain resources will be over a month
7	21	ID Gaps	<ul style="list-style-type: none"> • Include a timeframe for your Regional Committee to review gaps (i.e. monthly, quarterly)
8	22	Oversight	<ul style="list-style-type: none"> • Specify how agencies and/or the Coordinated Assessment Lead will report out to the Regional Committee and CAC about coordinated assessment • Have a standing coordinated assessment agenda item at the Regional Committee meeting

