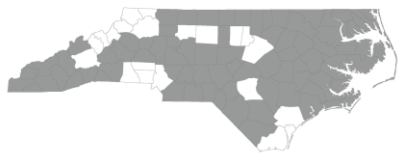


North Carolina Balance of State Continuum of Care

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Coordinated Assessment Dialogue Call

July 14, 2015, 3-4:00 p.m.

Meeting Notes

Present on the call: Robert Bourke, Fredrika Cooke, Brenda Day, April Durr, Greg Gauss, Gabriela Gonzalez, LaTasha McNair, Melissa Payne, Susan Pridgen, Amy Upham, Nina Walker, Teena Willis

Staff: Emily Carmody, Corey Root

- Call participants introduced themselves giving their name, agency, role in CA, what has the impact of CA been in your community
- NCCEH staff review the current expectations of Regional Committees implementing Coordinated Assessment, including
 1. Implementation of full system is underway within 30 days of Steering Committee approval
 2. All people who are conducting assessments have completed the BoS training for that assessment tool
 - If a person is conducting the Prevention & Diversion screen, the VI-SPDAT and the case management tool, they have completed trainings for each of these assessments (3 different trainings)
 - If staff turns over, new staff members completing assessments complete the BoS training before starting to assess clients
 3. Regional Committees are responsible for outcome gathering/reporting on local systems
 - The first report is due October 15, 2015 for the period July – September
 - Subsequent reports due on this timetable

Report Due	Reporting Period
January 15	October - December
April 15	January - March
July 15	April - June
October 15	July - September

- Online training for BoS Coordinated Assessment Outcome reporting is available (1 hour and 20 minutes): <http://bit.ly/1Mi8WqZ>

- The outcome reporting form Regional Committees will use to report outcomes quarterly: <http://goo.gl/forms/8CgVgqbK3Z>
 - And the tally sheet you can use to gather info throughout the reporting period (use this as needed, it is not required): <http://www.ncceh.org/files/5741/>
4. Regional Committees are asked to keep in contact with NCCEH staff to provide regular feedback on Coordinated Assessment
- What is working and not working so that we can make changes and tweaks to the system as needed to improve outcomes
 - Any creative solutions your community has come up with that other Regional Committees could benefit from
 - Messaging about coordinated assessment to Regional Committee members and other stakeholders
 - Tools you have developed that could help others
 - This BoS CA Dialogue call (second Tuesday, 3-4:00 p.m.) is designed as a space for regular feedback from Regional Committees and a time where we can share these types of ideas, etc.
- Call participants gave ideas for topics they would like to discuss further
 - Recruiting partners to be a part of Coordinated Assessment
 - Referral process nuts and bolts- paperwork, non-HMIS agencies, communications
 - Data collection- how to collect the information from the Emergency Response Screening, P/D screen
 - Keeping the system going, this isn't a trend- don't return back to old habits
 - Eligibility issues with new referral process- how do agencies communicate eligibility needs, how do we approach changing eligibility with agencies
 - When scoring doesn't match expectations
 - People aren't comfortable with answering all the questions- what is the approach? How it's set up to make people comfortable?
 - Oversight on training in your system
 - Addressing gaps in the system- financially, program wise
 - Call participants discussed challenges for Coordinated Assessment implementation
 - Length of the assessment and staff capacity in the system (Caswell)
 - Paperwork and its impact on recruiting partners
 - Lack of comfort with the diversion/mediation part- train on how to have those conversations with family/landlords



- Realizing that this is not the solution to ending homelessness alone (messaging)- not fixing the issues, shows the issues
- Sharing innovations – tools and processes working well in one community - sounds good to folks
- We've been hearing that folks have different scenarios around scoring, referrals
 - What to do when scores don't match expectations
 - Why/what to do if assessment scores are steadily increasing over time
 - One agency's scoring is consistently higher than other agencies
- Next call will be Tues. Aug. 11, 3-4 pm, please register on NCCEH website

