



NC Balance of State Continuum of Care

Coordinated Assessment Exchange Call

June 13, 2017

3:00 PM

Agenda

- Access to CA for unsheltered households
- Coordinated waitlists and referrals
- Sharing and discussion



Providing access to unsheltered households can take many forms

- Passive outreach
- Site-based outreach
- Street outreach



Passive Outreach

- Build partnerships with people who come in contact with unsheltered households. Those people help connect the household to CA.
- Soup kitchens, libraries, police, etc.
- Hopefully creates a point-of-contact for each person so they can be located again.
- Takes additional training.



Site-based outreach

- Regular intake times at places frequented by unsheltered households
- Big events like project homeless connect, NC Serves



Street Outreach

- Even with funded street outreach, large areas are difficult to cover.
 - Start a list of unsheltered sites (do you already have one from PIT?)
 - Try to get local police to help you keep that list up to date
 - Try to get to each site on a **regular** basis – helps you budget your time and provides predictability for residents
 - Get help from other unsheltered households or formerly homeless households



Street Outreach

- Even with funded street outreach, large areas are difficult to cover.
- Use PIT: get contact information, what agencies do you work with, where can we find you again?
 - Do a PIT count more than once per year.



Outreach activities

- Offer shelter immediately if possible.
- If they've clearly been on the streets for a long time, do a VI-SPDAT on the spot (still offer shelter!)



Outreach activities

- Keep engaging – it might take a while before they even agree to do a VI-SPDAT
 - Make another appointment to see them again
 - Offer other things besides VI-SPDAT to help with engagement:
 - Connect them to a SOAR caseworker, help with other benefits (get food stamps turned back on), connect with other resources (work supports, DSS, etc).
 - Connect to a soup kitchen, church outreach group, clothing closet, etc.
- Get as much contact information as possible. Not just a phone number – a couple family members, favorite soup kitchen, churches, soup kitchens, anywhere you might find them again.
- **Key point: Need to find them again when they get to the top of the list or else they don't really have access to the system.**



Housing referrals and waitlists

- Just a reminder:
 - There must be a way for the Coordinated Assessment system to ensure and track that the most vulnerable households are getting housing referrals.
 - The easiest way to do this is to have just one waitlist, shared with at least all the housing providers and the CA lead.
 - Everyone moves up the waitlist together until they hit the top, when they are referred to whoever has an open slot (and program with open slot *must* take the referral with few exceptions).



Housing referrals and waitlists

- Keeping individual program waitlists probably does not do this:
 - Person A has been homeless 20 years and has a VI-SPDAT score of 18 and is on waitlist A for PSH.
 - Person B has been homeless 2 years and has a VI-SPDAT score of 12 and is on waitlist B for PSH.
 - Waitlist B has an opening, waitlist A hasn't had an opening in 6 months.
 - *Even if waitlist A and B are prioritized by VI-SPDAT score, this system still is not doing Coordinated Assessment as required, **because Person A should get that slot from waitlist B.***



Sharing, Q&A, Discussion

- Questions?
- What's working well? What's not working?



Keep in touch

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Next CA Exchange call:

Tuesday, July 11 at 3pm

Register here: <http://www.ncceh.org/events/1065/>

