

# CAS Evaluation Update

SCC Coordinated Assessment Work Group

# Background

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February – June 2019: 5 public Coordinated Assessment System Prioritization Subcommittee meetings

- **Goal:** Identify opportunities to strengthen CAS
- **Core values:**
  1. Continue to prioritize the most vulnerable
  2. Ensure that the system is fair, just, & equitable

# Goals for Strengthening the CAS

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  - LGBTQIA+ persons, particularly youth
  - Hispanic/Latinx persons
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  - Effectively prioritize the most vulnerable persons experiencing homelessness
  - Refer prioritized persons to supportive housing programs that will provide them the right level & types of assistance to regain housing stability

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- **Referral.** Support matchmakers & agencies receiving referrals in promoting consistency & fairness of referral processing to maximize consumer access to supportive housing

# Evaluation Methodology

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- 3 interviews with staff from CBOs led by and specifically serving underrepresented communities
- 4 interviews with staff from health care & criminal justice systems
- 3 interviews with CAS matchmakers
- Focus group with individuals & families with lived experience
- 2 meetings with LEAB members, CAS matchmakers, & staff representing outreach, prevention, emergency shelter, supportive housing, reentry, health care, & criminal justice
- Web-based survey completed by 68 staff from housing & service providers

# Access: LGBTQIA+ Persons

Priority Strategies per May CAWG	Impact	Lift	Status
Provide cultural competency & responsiveness training, including confidentiality, use of pronouns, & available mental health resources (interviews, survey)	2	2	
Hire & center LGBTQIA+ staff to administer assessments, provide services, & manage programs (interviews)	3	2	Explore further w/ wider group & incorporate LE

  

Other Strategies	Impact	Lift	Status
Provide space where clients can disclose whenever they are comfortable & make clear that their identities will be accepted & respected (interviews, survey)	1	1	
Engage allies with established LGBTQIA+ specific, confidential, safe spaces (interviews)	1	1	
Provide support in accessing affirming, inclusive, & respectful public health services (interviews)	3	3	
Coordinate more community support groups to provide assistance & resources in overcoming discrimination, prejudice, & stigma (interviews)	2	3	

# Access: Hispanic/Latinx & Asian & Pacific Islander Persons

Priority Strategies per May CAWG	Impact	Lift	Status
Expand CAS access to organizations led by and specifically serving Hispanic/Latinx & API communities (interviews)	3	1-2	
Hire more Latinx, Chinese, & Vietnamese staff to administer assessments, provide services, & manage programs (interviews)	3	2	Explore further w/ wider group & incorporate LE
Other Strategies	Impact	Lift	Status
Develop an accessible web presence (in Spanish, Mandarin, & Vietnamese) & post more flyers with information about existing resources, access points, & immigrants' rights (interviews, survey)	2	2	
Provide cultural competency & responsiveness training to support staff in understanding diverse values, beliefs, & practices & include front desk staff in training (interviews, survey)	2	2	
Ensure there are enough staff fluent in commonly spoken languages & provide training accessible to that staff (interviews, survey)	3	2	
Partner with community centers & churches (interviews)	1	1	



# Assessment: Process

Priority Strategies per May CAWG	Impact	Lift	Status
Provide respondents time to reflect & the opportunity to subsequently adjust answers and/or allow more frequent re-assessment – e.g., quarterly (interviews, mtgs, survey)	2	1	
Provide more flexibility regarding when and where (phone?) the assessment takes place (mtgs)	1	1	
Have a problem-solving conversation before/instead of administering the assessment (mtgs)	3	3	
Explore the possibility of providing an option to self-administer the assessment (mtgs)	3	3	
Other Strategies	Impact	Lift	Status
Narrow the pool of assessors, e.g., by requiring a higher level of training (mtgs)	3	2	
Include more persons with lived experience of homelessness & clinicians in outreach teams (FG)	3	2	

# Assessment: Training & Quality Assurance

Priority Strategy per May CAWG	Impact	Lift	Status
<p>Provide &amp; require ongoing training for assessors regarding:</p> <ul style="list-style-type: none"> <li>Strategies to minimize &amp; address re-traumatization, including an overview of available community mental health resources (interviews, FG, mtgs, survey)</li> <li>Strategies to abate fear that acknowledging disability might harm housing potential or limit options, build trust, &amp; encourage candid responses (interviews, FG, mtgs, survey)</li> <li>Conflict &amp; crisis de-escalation (interviews, FG, mtgs, survey)</li> <li>Communication &amp; messaging regarding assessment &amp; prioritization (interviews, FG, mtgs, survey)</li> <li>Cultural sensitivity &amp; immigrants' rights (interviews, survey)</li> <li>Elimination of bias (mtgs)</li> <li>Best practices in administering the assessment (mtgs)</li> <li>Identifying household size &amp; selecting the appropriate assessment, including hypotheticals reflecting common situations (interviews)</li> </ul>	3	3	

# Assessment: Training & Quality Assurance

Strategy	Impact	Lift	Status
<p>Develop &amp; implement a quality assurance process to ensure consistent &amp; informed administration of the assessment, e.g.:</p> <ul style="list-style-type: none"><li>• A small inter-agency task force that monitors on a system-level</li><li>• Compare data on assessment results among assessors to identify red flags</li><li>• Shadow assessments to assess fidelity</li><li>• Provide technical assistance &amp; training to assessors to address identified issues</li><li>• Develop accountability measures to ensure fidelity</li></ul> <p>(FG, mtgs, survey)</p>	3	3	
<p>Revisit the assessment script to provide a more accurate estimate of how long the assessment will take, incorporate safe space agreements, stress importance of candid responses, &amp; highlight potential impact of not self-disclosing (interviews, mtgs)</p>	2	1	

# Assessment: Tool

Strategy	Impact	Lift	Status
<p>Explore alternative or supplemental assessment tools, such as:</p> <ul style="list-style-type: none"><li>• An observation-based assessment (interviews, FG, mtgs, survey)</li><li>• A behavioral health scale or assessment of the respondent's level of functioning (interviews)</li></ul>	3	3	
<p>Partner with persons with lived experience of homelessness to develop &amp; pilot alternative formulations of assessment questions to:</p> <ul style="list-style-type: none"><li>• Minimize re-traumatization (FG)</li><li>• Address racial &amp; ethnic disparities (mtgs, survey)</li><li>• More effectively identify physical &amp; behavioral health conditions (FG, mtgs, survey)</li></ul>	3	3	

# Referral

Strategy	Impact	Lift	Status
Provide a mandatory introductory webinar training on the CAS process & provider responsibilities for new housing program staff (interviews)	1	1	
Expand the <i>Standard Location Practices for Community Queue Referrals</i> to include a written protocol detailing the workflow & best practices for locating referred clients (interviews)	2	1	
Incorporate the <i>Standard Location Practices for Community Queue Referrals</i> into onboarding process for new housing program staff, demonstrate all the ways HMIS can be helpful in locating referred clients, & provide best practices & hypotheticals to test knowledge & troubleshoot (interviews)	2	2	
Make it easier to determine in HMIS whether someone has been assessed & whether they should be reassessed (interviews)			

# Referral (cont'd)

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Strategy	Impact	Lift	Status
Track the processing & outcomes of transitional housing referrals in HMIS (interviews)			
Provide consistent technical assistance targeted to agencies based on identified patterns to minimize referral rejections (interviews)	3	2	
Coordinate with the VA to track available HUD-VASH resources in HMIS (interviews)			
Automate a process for obtaining the community queue (applying logic formulas & eliminating duplicates) in real-time (interviews)			
Create a client portal to support housing programs in locating & communicating with referred clients (interviews)	3	3	