



Coordinated Access (CA) Scorecard 2.0 Launch

July 18, 2019



Marie Morrison
Director, BFZ-C

Ending Homelessness in Canada



The Canadian Alliance to End Homelessness

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

caeh.ca



National Conference on Ending Homelessness

Join us in Edmonton for the 2019 National Conference on Ending Homelessness.

conference.caeh.ca



Built for Zero Canada

An ambitious national change effort helping a core group of leading communities end chronic homelessness - a first step on the path to eliminating all homelessness in Canada.

bfzcanada.ca



Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

training.caeh.ca



Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.

caeh.ca

Webinar Instructions

1. Today's webinar is being recorded:
 - Recording will be sent out later today to all those registered
 - Will be included in next week's BFZ-C Updater Newsletter and an upcoming CAEH newsletter
 - Will also be posted at www.bfzcanada.ca under "Campaign Resources" under "Archived Webinars"
2. Everyone is muted
3. Ask questions throughout
 - Type in question box



Agenda

1. Review Scorecard Background (10 min)
2. Scorecard Orientation (10 min)
3. Scorecard and CA Scorecard Guide Review (45 min)
4. Questions (throughout and end of presentation)

Coordinated Access (CA) Scorecard 2.0

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What Is It & Where Did It Come From?

What Is the CA Scorecard 2.0?

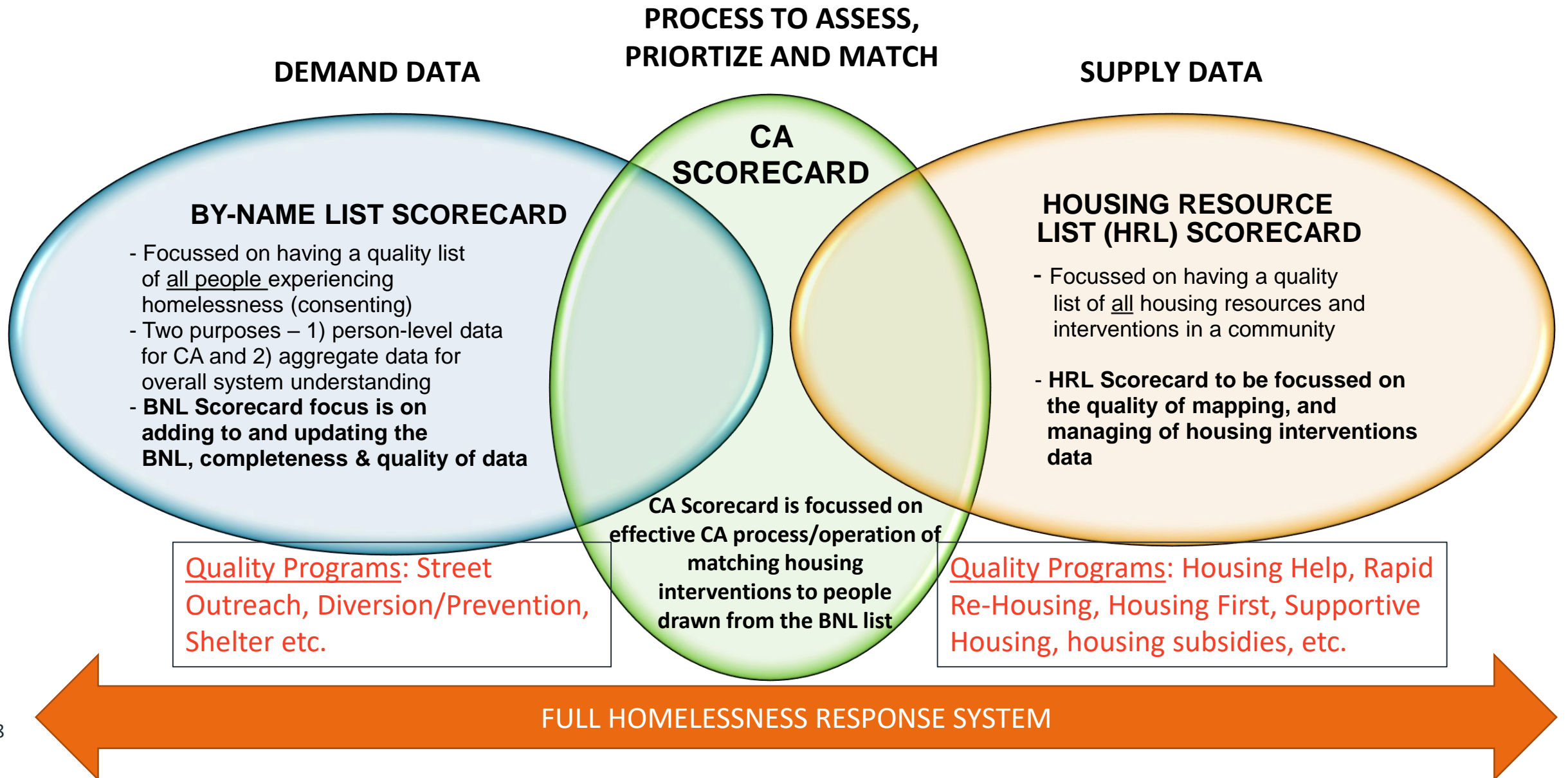
- A 22-question self-assessment tool for all communities in Canada
- Provides communities a snapshot of local progress towards a quality Coordinated Access (CA) system – an essential element to support an end to homelessness in your community
- It's a baseline, not a judgement!
- Assists communities to plan next steps toward developing a comprehensive Coordinated Access system to identify and assess, prioritize, match and refer people to dedicated housing resources
- Supports communities to meet the federal Reaching Home Directives minimum requirements as well as outlining areas for continuous improvement
- It includes three levels of quality:
 1. Reaching Home Minimum Requirements (10/10)
 2. Basic Quality (20/20)
 3. Advanced Quality (22/22)

Reaching Home Directives – CA Description

A coordinated access system is the process by which individuals and families who are experiencing homelessness or at-risk of homelessness are directed to community-level access points where trained workers use a common assessment tool to evaluate the individual or family's depth of need, prioritize them for housing support services, and then help to match them to available housing focused interventions.

Quality coordinated access systems share several features, including a centralized database that collects and displays real-time data on clients and available housing and supports; clear access points of entry; common assessment; standardized protocols; and resources (for example staff) focused on ensuring that people can connect with appropriate housing and housing supports in an efficient manner.

Where CA Scorecard Fits



How Was The CA Scorecard 2.0 Developed?

- CA Scorecard 1.0 was based on the Community Solutions BFZ Scorecard. We “Canadianized” it and started using it in February 2018
- Since that time, have been receiving feedback for improvement from communities
- Have identified some key areas that we felt were missing
- Identified some areas overlap/repetitiveness with the By-Name List Scorecard – want to better clarify where things differ and where they align.
- Need to align with new Reaching Home Directives on Coordinated Access
- Desire to clarify those items that should be prioritized and focused on first for implementation and those areas that may take a longer time and are for continuous improvement. Will help identify when communities are operating CA as well as when have achieved Reaching Home minimum requirements as well as Basic Quality and Advanced Quality elements (similar to By-Name List Scorecard 2.0).

Coordinated Access (CA) Scorecard 2.0 Development Process

Drafted updated CA Scorecard 2.0 in April

Feedback from Communities, CAEH Staff & Partners in May

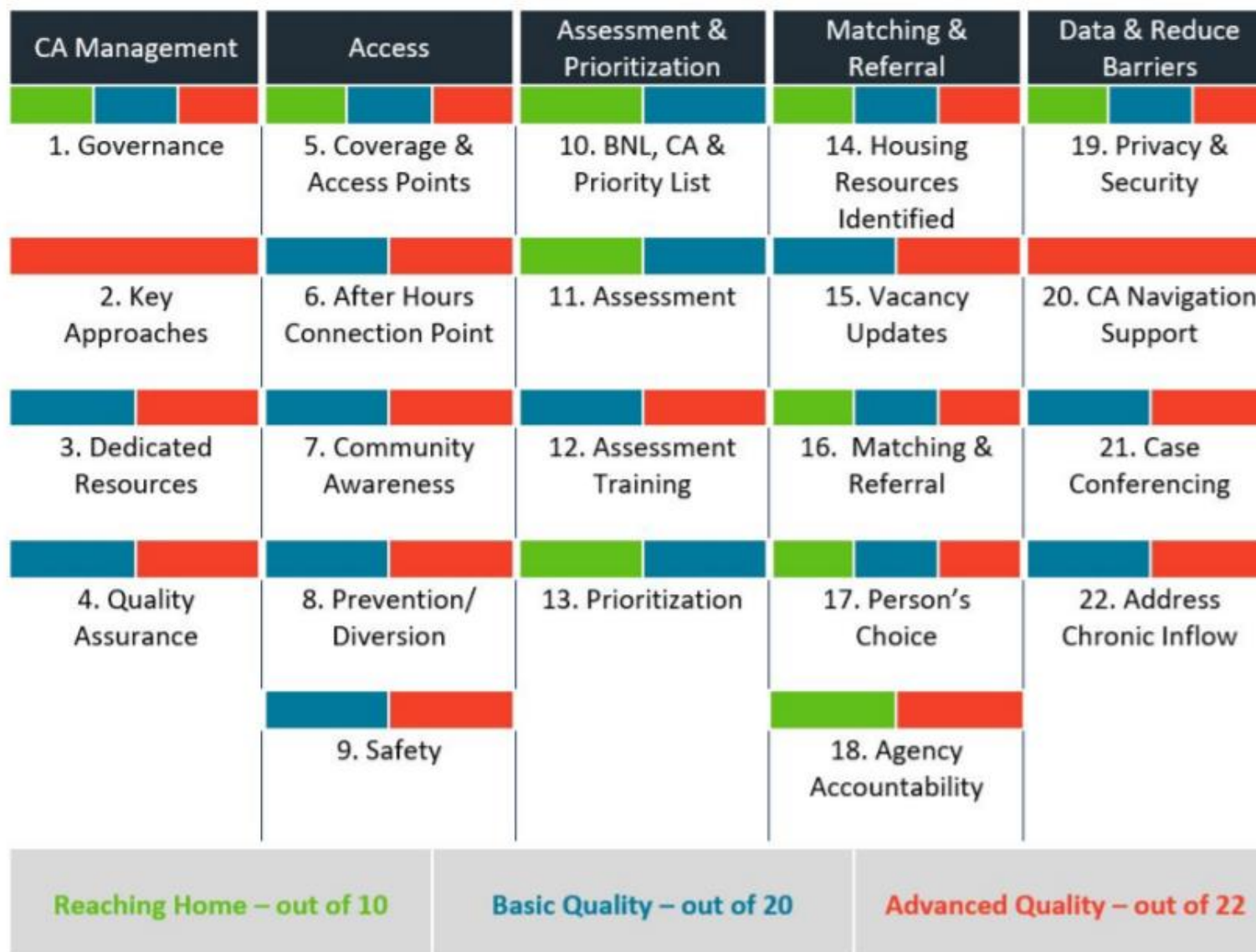
Formatted Draft CA Scorecard 2.0 into Google Worksheet June 3-14

Final Scorecard Test – June BFZ-C Learning Session

Finalize Scorecard and Guide June/July

Webinar Launch July 18 and materials available on BFZ-C website

CA Scorecard 2.0



Accessing Scorecards & Tools For Communities **Not** in Built for Zero



FRANÇAIS

DONATE

CHANGE PACKAGE

Campaign Resources

By-Name Lists

Coordinated Access

Program Areas

BUILT FOR ZERO CANADA

BEGINNING THE END OF HOMELESSNESS IN CANADA

10

COMMUNITIES WITH QUALITY REAL-TIME
DATA

3

COMMUNITIES REDUCED CHRONIC
HOMELESSNESS

0

COMMUNITIES REACHED FUNCTIONAL
ZERO CHRONIC

0

COMMUNITIES SUSTAINING FUNCTIONAL
ZERO CHRONIC



Accessing Scorecards & Tools For Built for Zero Communities

bfzcanada.ca



Getting to Zero

Track Our Progress

Resources

Get Involved

About



FRANÇAIS

DONATE

CHANGE PACKAGE

BUILT FOR ZERO CANADA
BEGINNING THE END OF HOMELESSNESS IN CANADA

Built for Zero Communities

**PERFORMANCE
MANAGEMENT TRACKER (PMT)**

**SCORECARDS
& TOOLS**

**IMPROVEMENT
PORTFOLIO (IP)**

**COMMUNITY
SUPPORT PLAN**

Archived Materials

- March 2019 – IP
- November 2018 – IP
- June 2018 – IP
- 20KHomes PMT

Online Forms

- Monthly Data Form

Other

- Storyboard (June 2019)
- 20KHomes Infographic

Scorecards & Tools Document Has Six Tabs

Tab #1 - Instructions

INSTRUCTIONS

The Scorecards & Tools available in this workbook can be downloaded for use by following these instructions.

Note that if you are a Built for Zero Canada community, you should be using the Scorecards & Tools available in your Change Package.

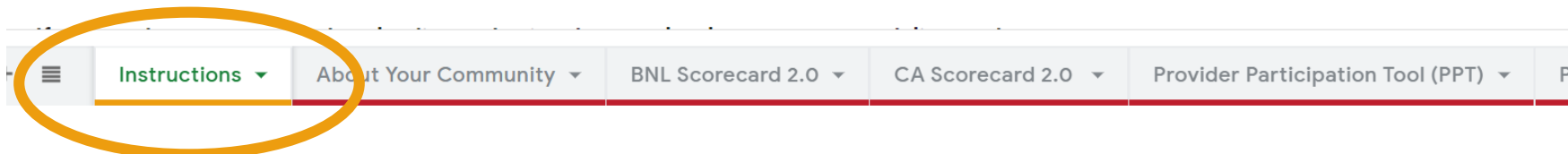
How to download and use the tools:

1. Google sheets (HIGHLY RECOMMENDED)

- Click 'file' in the top left corner of your screen
- Select 'make a copy'
- Select a folder in your Google Drive to save it in
- Click 'ok'
- You're ready to use!

2. Excel

- Click 'file' in the top left corner of your screen
- Select 'download as'
- Select 'excel'
- Open the downloaded file
- You will notice all the checkboxes that appear in google sheets turn into the word FALSE. You can either change FALSE to a TRUE by typing the word TRUE, or you can replace all FALSE with a checkbox. Either approach will trigger the formula's to calculate in the background.
- You're ready to use!



Tab #2 - About Your Community

ABOUT YOUR COMMUNITY: Community Name



1. What geographic area is covered by your By-Name List and Coordinated Access (e.g. City, County, Region, etc.)?

Note: this is not the name of the community, but the geographic area covered.

Marsville

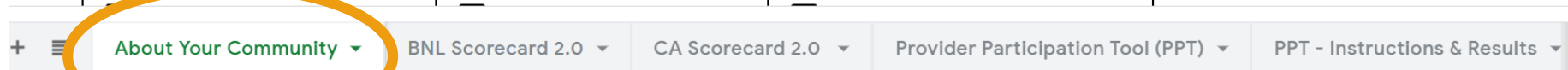
2. Key contact for this workbook:

Name: Joe
Organization: CAEH
Position: Data
Email: data@caeh

3. Who else is typically involved in helping to complete the scorecards and tools in this workbook?

4. What population group(s) does your By-Name List cover? *Check all that apply.*

Chronicity	Acuity	Population Group(s)
<input checked="" type="checkbox"/> Chronic	<input type="checkbox"/> High acuity	<input type="checkbox"/> Single adults



Tab #3 – By-Name List Scorecard

BY-NAME LIST (BNL) SCORECARD:

[LINK TO BNL GUIDEBOOK](#)

****Scoring note:** For each question, a community must respond positively to all Basic Quality questions in order to receive a point toward Advanced Quality.

Community Name



BASIC QUALITY
0 / 11

ADVANCED QUALITY
0 / 12

DATE UPDATED

PERSON UPDATING:

1. MAXIMIZE PROVIDER PARTICIPATION	CURRENT STATUS	NEXT STEPS
<p>1.1 A Are 90% + of homelessness response providers using a <u>common assessment tool</u> (or referring to others using a common assessment tool) for the purposes of the BNL? (Basic)</p> <p><input type="checkbox"/> Yes</p>		
<p>1.1 B Are 90% + of homelessness response providers are <u>adding or referring</u> all people experiencing <u>chronic</u> homelessness to the BNL, 90%+ of the time, at minimum once a month? (Basic)</p> <p><input type="checkbox"/> Yes</p>		
<p>1.1 C Are 90% + of homelessness response providers <u>updating</u> information on all people experiencing <u>chronic</u> homelessness to the BNL, 90% + of the time, at minimum once a month? (Basic)</p> <p><input type="checkbox"/> Yes</p>		

BASIC

0

About Your Community

BNL Scorecard 2.0

C / Scorecard 2.0

Provider Participation Tool (PPT)

PPT - Instructions & Results

Tab #4 – Coordinated Access Scorecard

COORDINATED ACCESS (CA) SCORECARD: **Community Name**

[LINK TO CA SCORECARD 2.0 GUIDE](#)



Note: Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

SCORING NOTE: For each question, a community must respond positively to all Reaching Home (RH) questions AND Basic questions to receive a point toward Basic Quality. Likewise, a community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.

REACHING HOME (RH)	BASIC QUALITY	ADVANCED QUALITY	DATE LAST UPDATED:	PERSON UPDATING:
10 / 10	20 / 20	1 / 22		

1. GOVERNANCE	CURRENT STATUS	NEXT STEPS
Additional details in Guide: RH Requirements Basic Advanced Tips & Resources		
1.1 Has your community identified a governance model and lead organization for implementation and ongoing management and operation of your CA? (RH, Basic)		
<input checked="" type="checkbox"/> Lead organization identified (RH, Basic)		
<input checked="" type="checkbox"/> Governance model identified (RH, Basic)		
<input checked="" type="checkbox"/> Governance model is documented (Basic)		
<input checked="" type="checkbox"/> Governance model is operating (Basic)		
<input checked="" type="checkbox"/> Governance model allows for timely decisions on CA matters (Basic)		
	RH: 1	
	Basic: 1	
1.2 Has your community ensured that your CA policies are: (Advanced)		

About Your Community

BNL Scorecard 2.0

CA Scorecard 2.0

Provider Participation Tool (PPT)

PPT - Instructions & Results

Community Name

[LINK TO PROVIDER PARTICIPATION TOOL \(PPT\) INSTRUCTIONS & RESULTS](#)

Provider / Program Name	Type of Provider	Reaching Home Funded	Using Common Assessment Tool		Adding/referring CHRONIC to BNL		Updating BNL for CHRONIC		Adding/referring ALL to BNL		Updating BNL for ALL		Offering housing resource(s) to CA		Reporting timely vacancies / resources to CA	
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Tab #6 – PPT Instructions and Results

PROVIDER PARTICIPATION TOOL: INSTRUCTIONS & RESULTS

PURPOSE:

The purpose of the Provider Participation Tool is to gain an in-depth and data-informed understanding of provider participation in your community's By-Name List (BNL) and Coordinated Access (CA).

The percentages that populate below will help you accurately answer questions in the BNL and CA Scorecards.

INSTRUCTIONS:

STEP 1:

On the 'Provider Participation Tool' tab in column B, list all providers (and specific programs, if applicable) that should have a role in your By-Name List and/or Coordinated Access. Start with homelessness response providers (see Step #2) and Reaching Home Designated funded provider/programs (if applicable) (see Step #3) and add others from there.

If a provider has more than one program with a role, include the agency name AND program name.

For example:

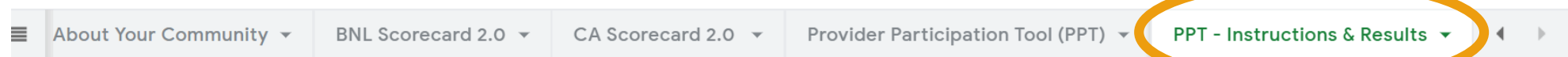
- Swell Shelter (Outreach Program)
- Swell Shelter (Housing First Program)

STEP 2:

From the drop down list in column C, indicate if the provider (and program) is a 'homeless-specific provider' or an 'other-system provider.'

Homelessness response provider (HRP): Providers/programs who have a primary purpose and/or receive funding to serve the homeless population (e.g. emergency shelters, supportive housing providers).

Other service provider (OSP): Providers/programs that offer services to the homeless population, but it is not their primary purpose (e.g. mental health provider).



2 Key Indicators of Quality CA



1. Currently Operating a CA

- Answered “yes” to the Scorecard context question “Has your community started to operate (or phase-in) CA?”

2. CA Scorecard 2.0

- 10/10 Reaching Home, 20/20 Basic Quality, and 22/22 Advanced Quality - questions answered “yes” on self-assessment
- Completed and confirmed CA Scorecard 2.0 and Provider Participation Tool



Walk Through CA Scorecard 2.0 & Scorecard Guide

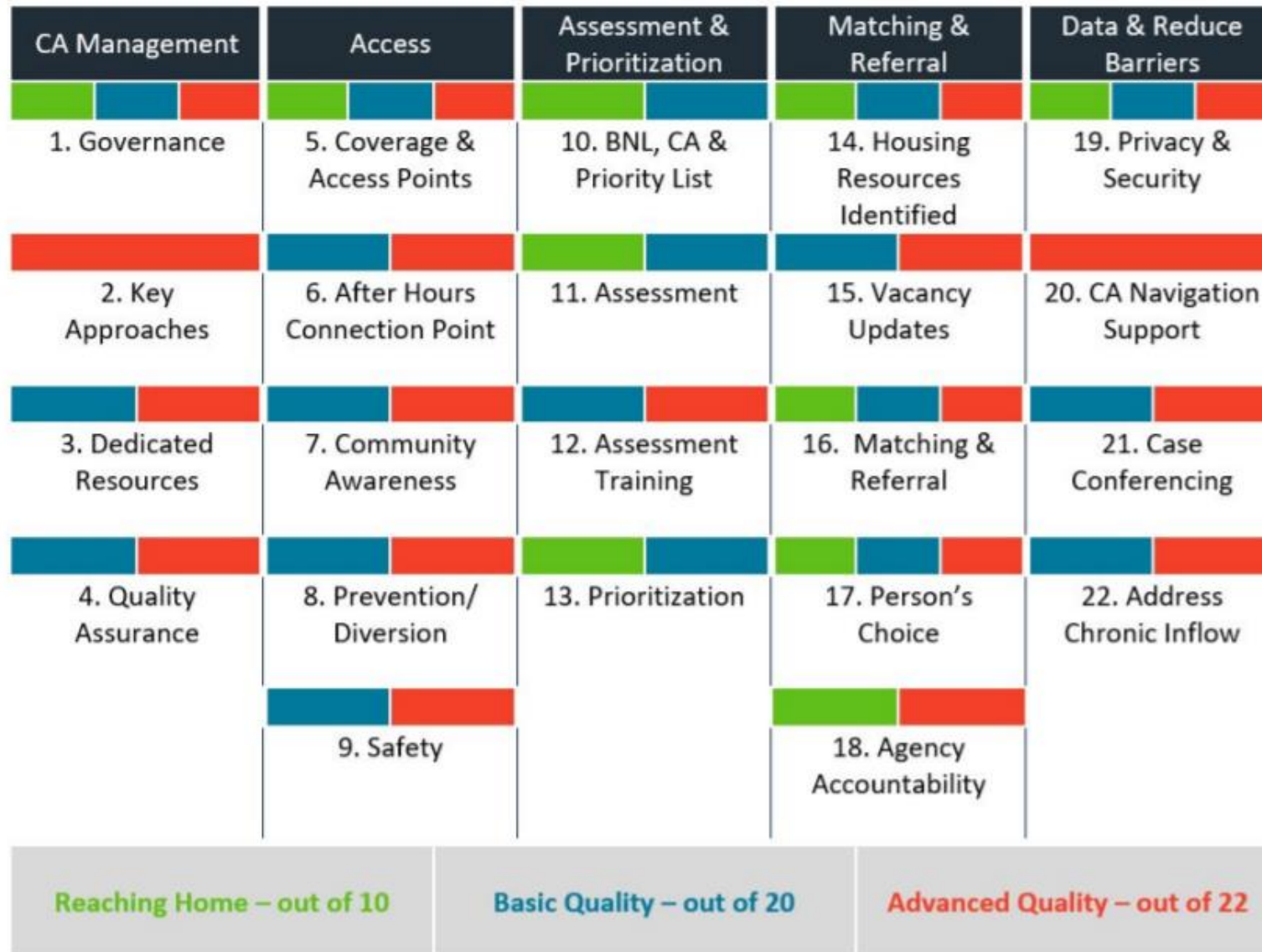
Links to CA Scorecard Materials

[Coordinated Access BFZ-C
Website Page](#)

[CA Scorecard 2.0](#)

[CA Scorecard 2.0 Guide](#)

CA Scorecard 2.0




COORDINATED ACCESS (CA) MANAGEMENT



CA Management


The diagram for 'CA Management' consists of a dark blue rectangular box at the top containing the text 'CA Management'. Below this box is a horizontal bar divided into three equal segments of color: green on the left, blue in the middle, and red on the right.

1. Governance




2. Key
Approaches

The diagram for 'Key Approaches' is a single solid red horizontal bar.



3. Dedicated
Resources

The diagram for 'Dedicated Resources' is a horizontal bar divided into two equal segments: blue on the left and red on the right.



4. Quality
Assurance

The diagram for 'Quality Assurance' is a horizontal bar divided into two equal segments: blue on the left and red on the right.

ACCESS



ASSESSMENT & PRIORTIZATION

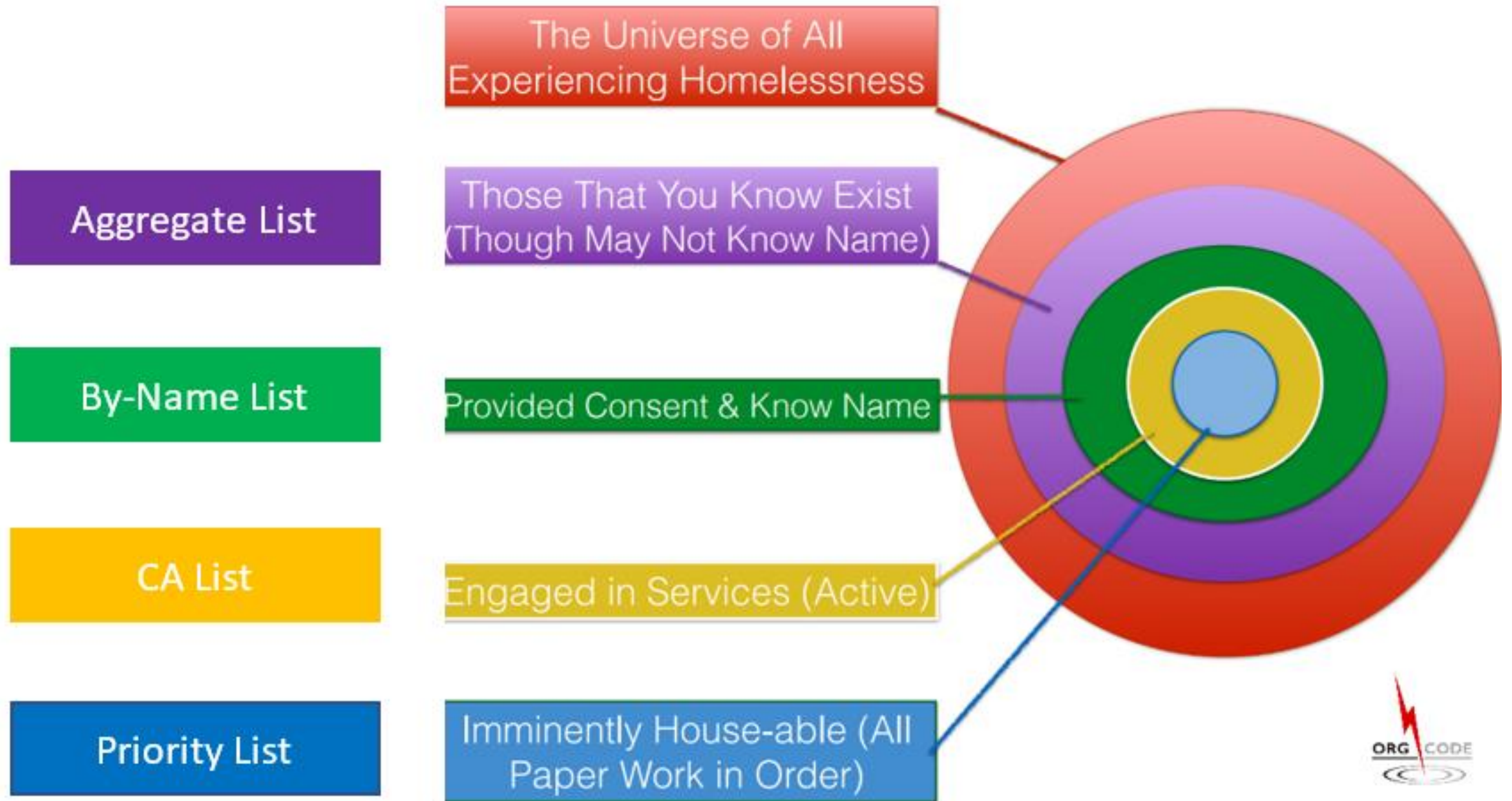
Assessment &
Prioritization

10. BNL, CA &
Priority List

11. Assessment

12. Assessment
Training

13. Prioritization



A Quality By-Name List Provides Data At Two Levels

- 1** Provides person-specific level data
(for Coordinated Access)
- 2** Provides system-level data (inflow, outflow, active homeless)
(for measuring improvement)

Without Reliable Person-Specific Data You Can't

1

- Deduplicate your aggregate system-level data
- Operate an effective coordinated access system
- Have a complete picture of who's out there and where to find them
- House people as quickly as possible based on your local priorities
- Quantify exactly what housing resources are needed to end homelessness for every person in your community

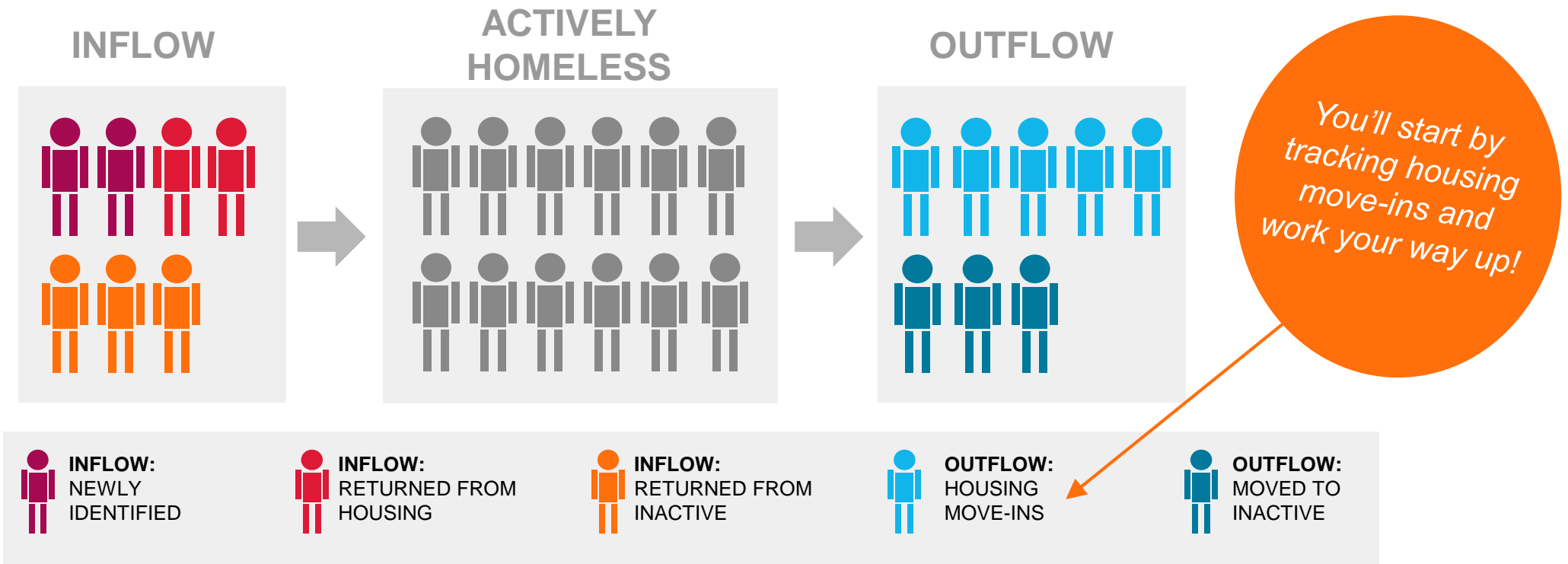
Without Reliable System-Level Data You Can't

2

- Understand where you are relative to the goal of ending homelessness
- Advocate or allocate resources based on real numbers
- Make projections or set meaningful reduction goals
- Know what is or isn't working in your community
- Get to functional zero AND stay there!

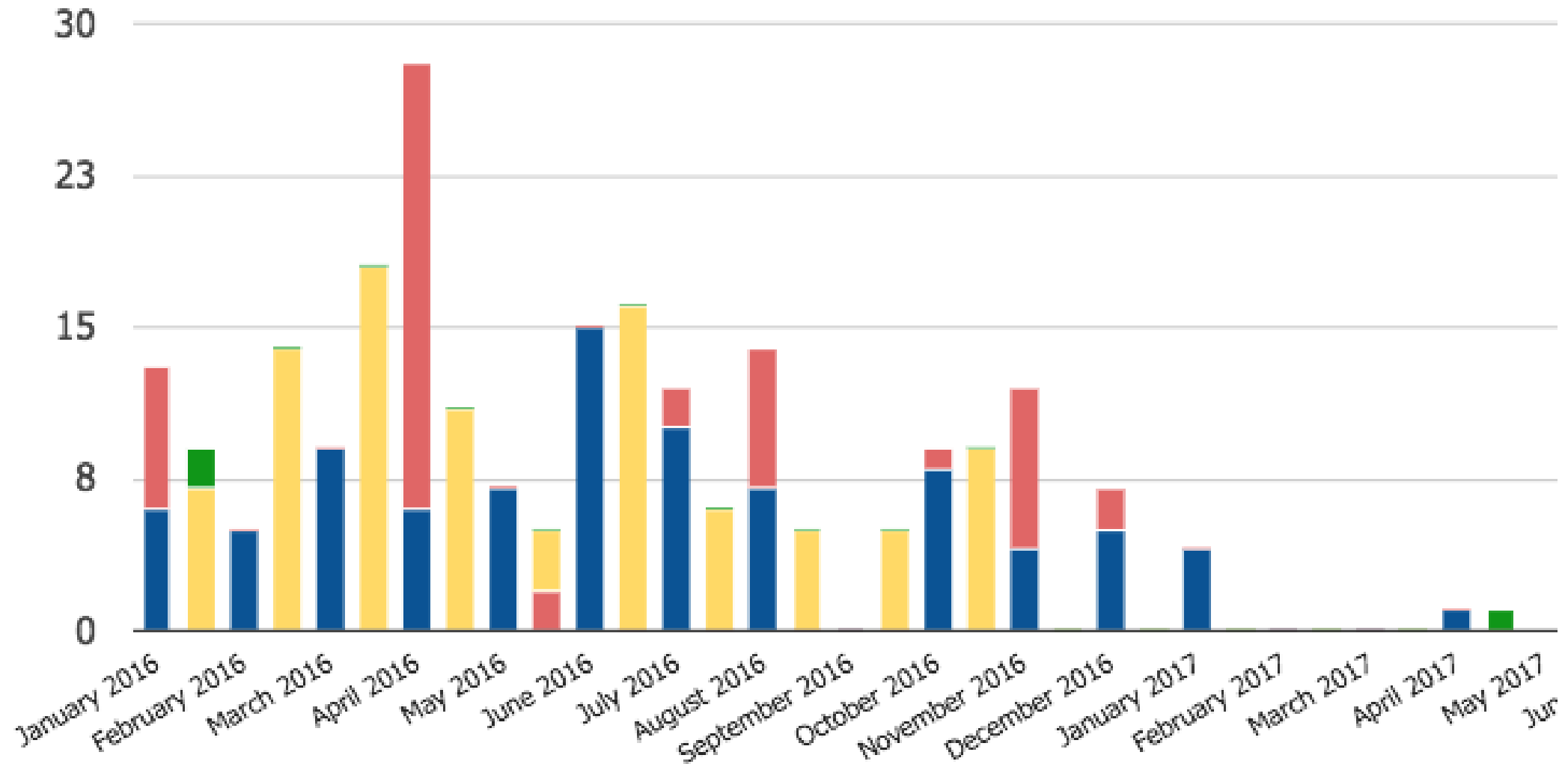
By-Name List Key Data Points

Start by tracking monthly housing move ins. As your community builds a real-time, By-Name List, you'll track and respond to a more dynamic picture of your full system.

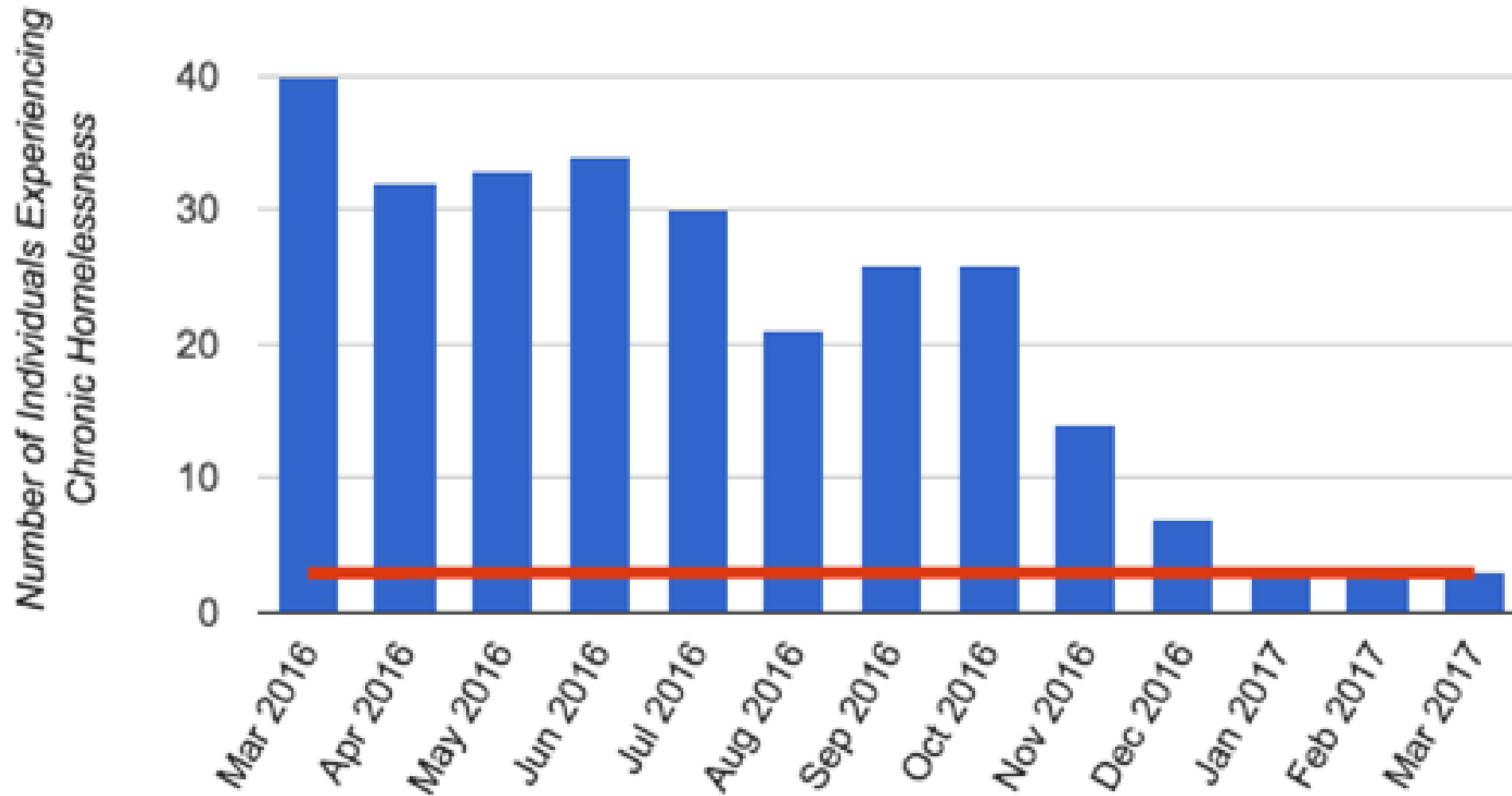


[By-Name List & Functional Zero Chronic Video](#)

Rockford II – Inflow & Outflow Data



Tracking Progress to Functional Zero Chronic



MATCHING & REFERRAL

Matching & Referral



14. Housing
Resources
Identified



15. Vacancy
Updates



16. Matching &
Referral



17. Person's
Choice



18. Agency
Accountability

DATA & REDUCE BARRIERS

Data & Reduce
Barriers



19. Privacy &
Security



20. CAS
Navigation
Support



21. Case
Conferencing



22. Address
Chronic Inflow

On-Line Resources to Support Your Work - BNL

- BFZ-C [By-Name List](#) page – resources for everyone

What is a By-Name List?

10 Steps to Create and Use a By Name List

The By-Name List Scorecard 2.0 & Tools

By-Name List Sample Spreadsheets

Privacy, Consent and Data Sharing

Sample Data Dashboards

Coordinated Access and Prioritization

Scorecard Tools:

- **BNL Scorecard Group Exercises** – ideas you can use with your community when you review the BNL Scorecard together
- **Provider Participation Tool** (for BNL Scorecard 2.0 Question #1 – see the fifth tab)
- **Coordinate Outreach Coverage – Key Considerations, Tips & Resources** (for BNL Scorecard 2.0 Question #2)
- **Inactivity Policy – Key Considerations and Examples** (for BNL Scorecard 2.0 Question #4)
- **Data Balancing Workbook** (walks you through the six key BNL data points and provides a “sandbox” to test your data to ensure it is balanced)

On-Line Resources to Support Your Work - CA

- BFZ-C [Coordinated Access](#) page – resources for everyone

Coordinated Access Information and Overview	^ v
Common Assessment Tools	^ v
Coordinated Access Scorecard 2.0	^ v
Coordinated Access Resources and Examples	^ v

Coordinated Access (sometimes called coordinated entry) materials from a variety of Canadian and US communities are included below:

- [HUD Exchange Coordinated Entry Community Samples Toolkit](#) provides a wide array of examples of coordinated access documents that have been created by communities from across the US.
- [NAEH Coordinated Entry Toolkit](#) provides access to all key US coordinated access guidance documents and examples of coordinated access documents from communities across the US (different examples than HUD Exchange above).
- [Pictures of Coordinated Access Systems](#)
- [Prioritization Examples](#)
- [Case Conferencing Overview and Examples](#)

CANADIAN COMMUNITY COORDINATED ACCESS EXAMPLES

Calgary Coordinated Access Materials:

- [Calgary's Coordinated Access and Assessment Manual](#)

Guelph-Wellington's Coordinated Access System (DOOR) Materials:

- [Guelph-Wellington Coordinated Entry Guide](#) (Feb 2019) (including lots of sample documents)
- [Prioritization Meeting Tool](#)
- [Door Agency Checklist](#)
- [Door Agency Update Form](#)

Next Steps


- Anyone can begin using these tools now from the BFZ-C website
 - Caveat: BFZ-C communities existing Scorecards and Tools in the Change Package will be updated over the next two weeks. BFZ-C communities are asked to then retake/update the new Scorecards and Tools in the Change Package between August 12th and September 20th
- CA Scorecard 2.0 and Guide will be translated into French and included on the French side of the BFZ-C website later this summer
- CAEH Training and Technical Assistance will be using the Scorecards and Tools as well. They will be reaching out specifically to non-BFZ-C Reaching Home Designated communities to offer supports with BNL/CA – you can also contact them
- Monthly BNL/CA webinars and community of practice calls will be starting in September

Questions?



Thank You

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@endinghomelessness



@CAEHomelessness



@CAEHomelessness



Canadian Alliance to End Homelessness