BHC Coordinated Assessment Evaluation Tool

Communities can use this tool as a quick way to assess how well their coordinated assessment system is functioning. The tool has two parts: one part should be completed before a coordinated assessment process has been implemented, and one part should be completed six months to a year after implementation. Embedded in the tool are instructions explaining how communities can gather the information needed for the evaluation. As with the other tools, communities should feel free to modify this tool as they see fit.

More detailed instructions on how to use this evaluation tool are in red.

Part I: Before Implementing Coordinated Assessment

Choose a six month reporting period to answer the following questions. Fill in as much information as you can.

1. Number of organizations currently doing assessments and referrals: _____
   Any organization doing assessments of consumer need, including individual programs and designated assessment centers, and making referrals or admitting households to other homeless or housing programs should be included.

2. Program Table

Type of Organization	Number of Organizations in Each Program Type	Total Number of Entries into Each Program Type	Rate of Exits to Permanent Housing*
Prevention/Diversion			
Emergency Shelter			
Transitional Housing			
Rapid Re-housing			N/A
Permanent Supportive Housing			N/A
Other Types of Housing/Programs			

*Rate of Exits to Permanent Housing equals the number of people that exit each program type in the given six month period for permanent housing divided by the total number of people that exited each program type within that six month period.

3. System Outcomes

   Average Length of Stay in Emergency Shelter Programs

   Singles: _____ Families*: _____ Youth: _____

   Average Length of Stay in Transitional Housing Programs

Singles: _____ Families: _____ Youth: _____

New Entries into Homelessness

Singles: _____ Families: _____ Youth: _____

* Communities should define 'family' in a way that makes sense to them.

4. Coordinated Assessment Questionnaire

List the most popular response to each question from the Coordinated Assessment Questionnaire, which is part of the Coordinated Assessment Toolkit.

Question 2. Where did you go to get help when you became homeless?

Question 3. When you became homeless, was someone able to place you into emergency shelter, permanent housing, or another housing program immediately?

Question 4. After intake, were you able to move directly to permanent housing (like your own apartment), or did you have to stay somewhere else first?

Question 6. (If you are currently housed in permanent housing): How many homeless assistance organizations or programs did you have to work with before you got into permanent housing?

5. Longer Qualitative Assessment Tool Responses

Survey for Consumers
Survey for Community Leaders/Executive Directors
Survey for Direct Service Provider/Front Line Staff
Analyze using the **Survey Analysis Sheet.**

Document any general trends present in the surveys, especially areas of concern.

6. Does the community have a system-wide wait list for services?

☐ Yes ☐ No

7. Size of the wait list for homeless assistance (system-wide; if no system numbers available, use program type numbers)

_____ waiting for shelter

_____ waiting for transitional housing

_____ waiting for rapid re-housing

_____ waiting for permanent supportive housing

_____ waiting for other interventions

_____ total

We recommend adding a space on your assessment tool to document where the person was ultimately sent (their "secondary referral") and where they would've ideally been sent based on the results of your assessment ("primary referral") had that resource been available. For example, if the assessment indicated that a person should receive prevention assistance but no funds were available and they had to go to shelter, you would write 'prevention' as the primary referral and 'shelter', along with the name of the shelter, as the secondary referral. If they were eligible for rapid re-housing and were referred to the appropriate rapid re-housing program, that program would be listed as both the primary and secondary referral. Both the program type and name of the program the person was referred to should be noted.

Part II: After Coordinated Assessment (six months – one year after implementation and every six months thereafter)

1. Number of organizations currently doing assessment and intake: _____
   Any organization doing assessments of consumer need, including individual programs and designated assessment centers, and making referrals or admitting households to other homeless or housing programs should be included.

   How many "side doors" does your community have (organizations that participate in the coordinated assessment model but admit clients coming from places other than the coordinated assessment centers into their programs)? _____

   How many organizations are there that do not participate in the coordinated assessment process and do their own intake and assessment? _____

2. Program Table

Type of Organization	Number of Organizations in Each Program Type	Number of Primary Referrals Made to Program Type*	Number of Secondary Referrals Made to Program Type**	Rate of Exits to Permanent Housing
Prevention/Diversion				
Emergency Shelter				
Transitional Housing				
Rapid Re-housing				N/A
Permanent Supportive Housing				N/A
Other Types of Housing/Programs				

*Number of Referrals (Primary): Number of referrals made because this housing option was determined to be the best choice for the client.

**Number of Referrals (Secondary): Number of referrals made because this housing option had bed availability at the time of intake (secondary referrals would only be made if first choice option wasn't available). If a community does not separate primary and secondary referrals, communities should insert the number of referrals made to this program type in this column.

3. System Outcomes

   Average Length of Stay in Emergency Shelter Programs

   Singles: _____ Families: _____ Youth: _____

Average Length of Stay in Transitional Housing Programs

Singles: _____ Families: _____ Youth: _____

New Entries into Homelessness:

Singles: _____ Families: _____ Youth: _____

4. Coordinated Assessment Questionnaire

List the most popular response to each question from the Coordinated Assessment Questionnaire, which is part of the Coordinated Assessment Toolkit.

Question 2. Where did you go to get help when you became homeless?

Question 3. When you became homeless, was someone able to offer you prevention assistance or place you into emergency shelter, permanent housing, or another housing program immediately?

Question 4. After intake, were you able to move directly to permanent housing (like your own apartment), or did you have to stay somewhere else first?

Question 6. (If you are currently housed in permanent housing): How many homeless assistance organizations or programs did you have to work with before you got into permanent housing?

5. Qualitative Assessment Tool Responses

Survey for Consumers
Survey for Community Leaders/Executive Directors
Survey for Direct Service Provider/Front Line Staff
Analyze using the **Survey Analysis Sheet.**

Document any changes since the first survey administration.

6. Does the community have a system-wide wait list for services?

☐ Yes ☐ No

7. Size of Wait List (system-wide; if no system numbers available, average among programs)

_____ waiting for shelter

_____ waiting for transitional housing

_____ waiting for rapid re-housing

_____ waiting for permanent supportive housing

_____ waiting for other interventions

_____ total

To determine success:

The following factors might indicate success with coordinated assessment:

- The number of organizations doing individual intake and assessment decreased
- There are no "side doors" in the community
- Average length of stay in homelessness is decreasing
- Rate of exits into permanent housing for every intervention has increased
- New entries into homelessness have decreased
- Consumers are most often naming the designated intake point(s) as a response to question number two on the Coordinated Assessment Questionnaire
- There is a centralized wait list now (if there wasn't before) or no wait list at all
- The number of organizations consumers had to work with before getting into permanent housing has decreased (Coordinated Assessment Questionnaire question number six)
- Most referrals are being made under the "primary" category

Consider making adjustments to your system (such as modifying program types or changing who receives Continuum of Care funding if):

- Primary and secondary referrals are not matching up
- The same consumer concerns are coming up in the surveys pre- and post-implementation of a coordinated assessment