

Canadian Sustainable System Scorecard Guide

What is the Sustainable System Scorecard (SS Scorecard) Guide?

This Guide explains what the SS Scorecard is, makes suggestions for how to use it, and walks you through the questions. This Guide is not the SS Scorecard itself. The on-line SS Scorecard and further information about Coordinated Access Systems (CAS) can be found on the [By-Name List](#) page under Resources on the 20,000 Homes Campaign website at www.20KHomes.ca.

What is the SS Scorecard?

The SS Scorecard is a 23 question self-assessment tool to assist you to take a snapshot of your local progress towards a quality Coordinated Access System (CAS) that is robust enough to help you reach and sustain zero on chronic homelessness.

This scorecard's questions are aligned with US Housing and Urban Development (HUD) Coordinated Entry Requirements released in January 2017 and are informed by Community Solutions' work with communities to design and build high-functioning systems. 20KHomes then worked with Community Solutions to ensure the questions apply in the Canadian context.

While the 20,000 Homes Campaign is focused on ending chronic homelessness, a robust coordinated access system should work for all subpopulations served by your system. These scorecard questions will help you build a comprehensive system for ending all homelessness and will support 20KHomes communities to continue their efforts in ending chronic homelessness specifically.

Please read our thoughts on how to use this tool below before continuing onto the assessment questions.

How to Use the SS Scorecard

Invite the right people to the room. Take the SS Scorecard together with Community leaders, such as the governing board or planning group, your 20KHomes lead, and your data guru. Gathering stakeholders keeps everyone moving in the same direction as your plan changes.

The SS Scorecard is organized into five sections: 1) Management and System Leadership, 2) Access, 3) Assessment and Prioritization, 4) Referral, and 5) Data. Completing the SS Scorecard should take 30-60 minutes, depending on how much conversation it sparks.

Your score is a baseline, not a judgement. It should help you create action plans and measure improvement towards a comprehensive Coordinated Access System. This tool is for your benefit and is not required by any funder or government. Work with the 20KHomes team to organize your work plan, get resources, and strategize your changes.

If you are a 20KHomes Campaign Community, you will be asked to complete the SS Scorecard on a quarterly basis once you have a Quality By-Name List. If you are a 20KHomes Campaign Reporting Hero and have received your Performance Management Tracker, you will find the SS Scorecard results you submitted on-line in the system dashboard of your Performance Management Tracker.

SS Scorecard Questions

Which Community are you representing? _____

Your Name: _____

Your Email Address: _____

Part 1: Management and System Leadership

1. Does your Community have a governing body that makes timely CAS decisions that incorporate regular feedback from stakeholders, including people with lived experience of homelessness?

 Yes
 No

2. Does your Community have documented and approved policies and procedures for each of the following system components: (1) access, (2) assessment, (3) prioritization, and (4) referral?

 Yes
 No

3. Does your Community conduct an annual evaluation of your intake, assessment, and referral processes that (1) consults with program participants as well as participating projects and (2) results in updates to the CAS policies and procedures?

 Yes
 No

4. Does your Community keep a documented list of agencies who are responsible for conducting assessments, and are these agencies provided regular training opportunities, including staff onboarding on how to complete assessments?
- Yes
 - No

Part 2: Access

5. Do your outreach engagement efforts and system access points cover the Community's geographic area, ensuring access to the system regardless of where people present?
- Yes
 - No
6. Are persons encountered by your Community street outreach staff offered access to the system—and the services and housing provided through that system—exactly as people who present as homeless at physical access points?
- Yes
 - No
7. Does your CAS allow for access to emergency services, such as emergency shelter or temporary accommodations for people experiencing a housing crisis, outside of traditional operating hours?
- Yes
 - No
8. Is your Community proactively marketing and removing barriers to accessing the system, especially for people who are least likely to access it on their own?
- Yes
 - No
9. Does your Community offer diversion services to people who are newly homeless and requesting access to emergency shelter, as well as prevention services to those who are not technically homeless but experiencing a housing crisis?
- Yes
 - No

10. Has your Community ensured that victims of domestic violence, dating violence, sexual assault or stalking can safely access and participate in the system and that their safety is not jeopardized by participating in the CAS?

- Yes
- No

Part 3: Assessment and Prioritization

11. Does your CAS use a common assessment tool and process, including questions and scoring criteria?

- Yes
- No

12. Have you created a prioritization policy that (1) contains a specific, defined set of criteria, (2) is publicly available, (3) includes all housing types, and (4) has been approved by the Community board?

- Yes
- No

Part 4: Referral

13. Does your CAS have a uniform referral process that matches individuals to available housing resources based on your documented and approved policies?

- Yes
- No

14. Are providers filling all vacancies according to the prioritization and referral policy, using a central priority list? This means that all “side doors” have been closed.

- Yes
- No

15. Does your CAS have a process in place for permanent housing providers to regularly input updates about vacancies and new resources?

- Yes
- No

16. Does your community have the capacity to offer housing navigation support, with a clear point of contact, to people who are prioritized for housing and may need additional support to move from homelessness to housing?

- Yes
- No

17. Do your Community's projects have minimal screening criteria, providing housing and services regardless of perceived barriers and limited to only that screening criteria required by funding contracts?

- Yes
- No

18. Does your CAS have a process to allow potential program participants to reject referrals to housing and services and receive alternative referrals without retribution and without losing their place on the priority list?

- Yes
- No

19. In the event that an agency rejects a referral, has your Community instituted a review process to ensure adherence to housing first and fair housing principles, as well as a process for participants to appeal prioritization or referral decisions?

- Yes
- No

Part 5: Data

20. Has your CAS instituted privacy and security protocols for the following functions: (1) obtaining program participants' consent for collection, use, storage, and sharing of their information, such as a release of information, and (2) protecting their information that is stored or shared outside of the HMIS?

- Yes
- No

21. When an individual refuses to answer questions or receive services, does your assessment process consistently engage them and capture the necessary information to make informed referral decisions, without retribution?

- Yes**
- No**

22. Does your Community take the following measures to prevent individuals' status from becoming chronically homeless: (1) identifying and tracking people who are close to meeting the definition of chronic homelessness, and (2) demonstrating that there are effective housing and service interventions in place to prevent their status from becoming chronically homeless?

- Yes**
- No**

23. Does your community utilize case conferencing throughout your Coordinated Access System as a routine, centralized process that helps community leaders and housing navigators monitor and advance the progress of various people toward housing?

- Yes**
- No**