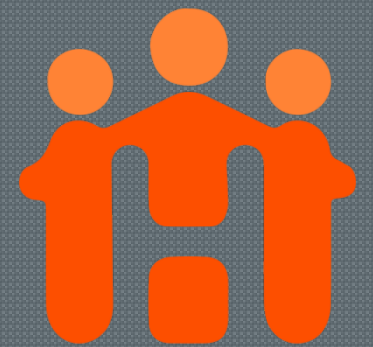


# Southern Nevada: Coordinated Intake

*Kelly Robson, Chair  
Coordinated Intake (CI)  
Change Advisory Team (CAT)*



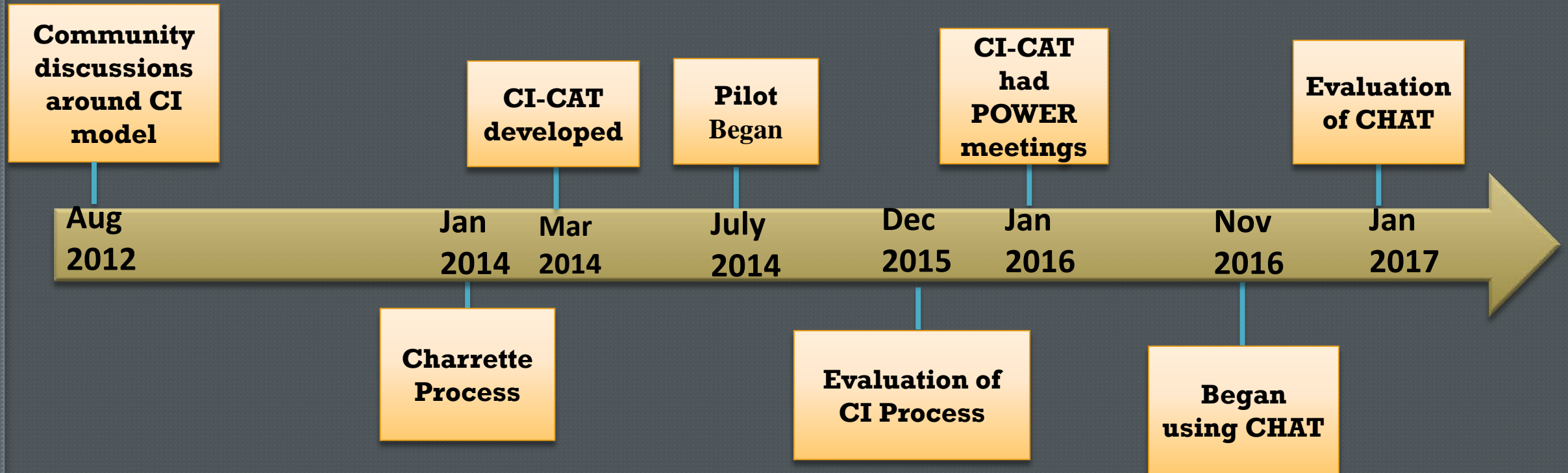
**Help Hope Home**

*Ending Homelessness In Southern Nevada*

# Transitioning to Coordinated Intake



# How did we get here?



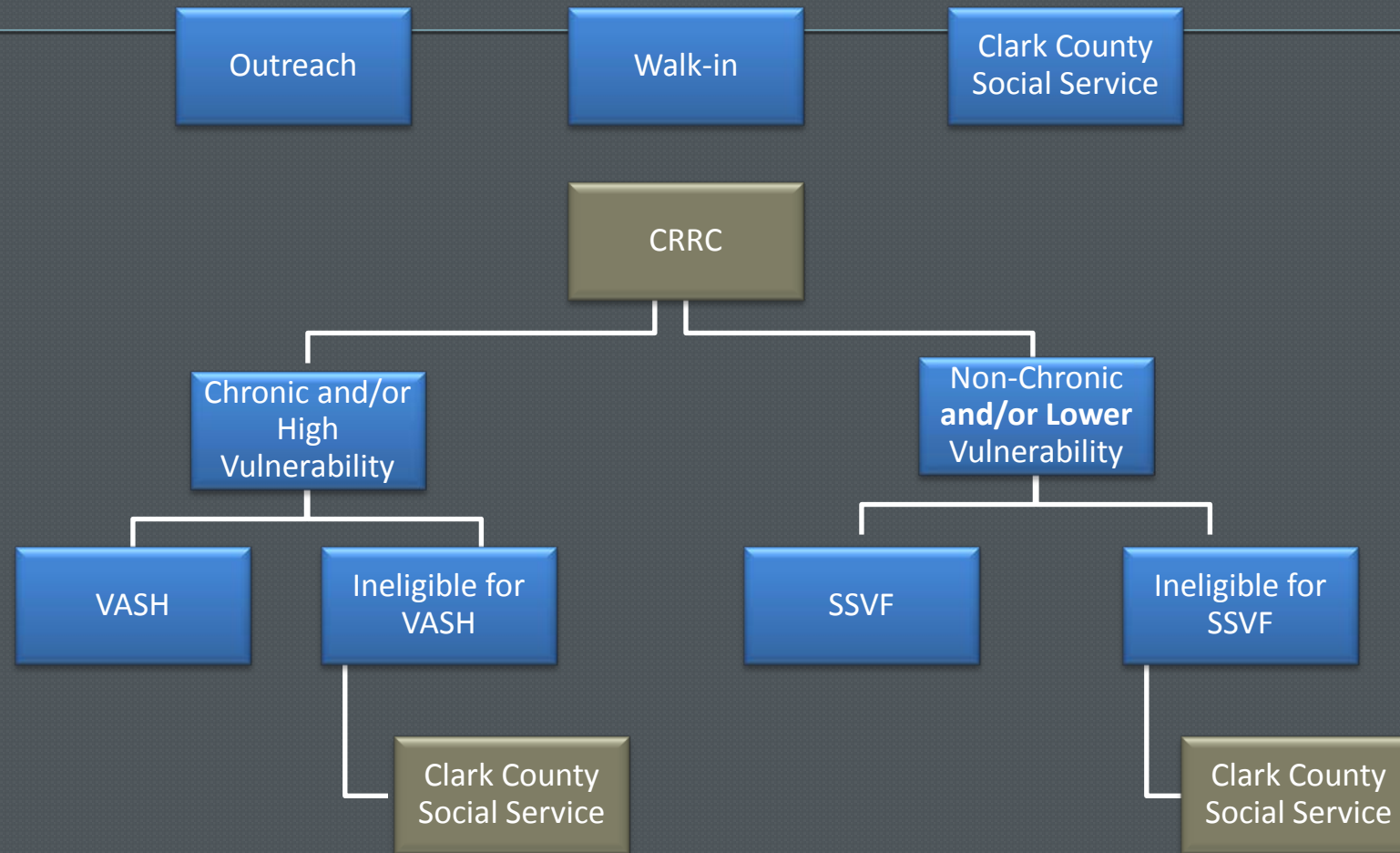
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PREZI site

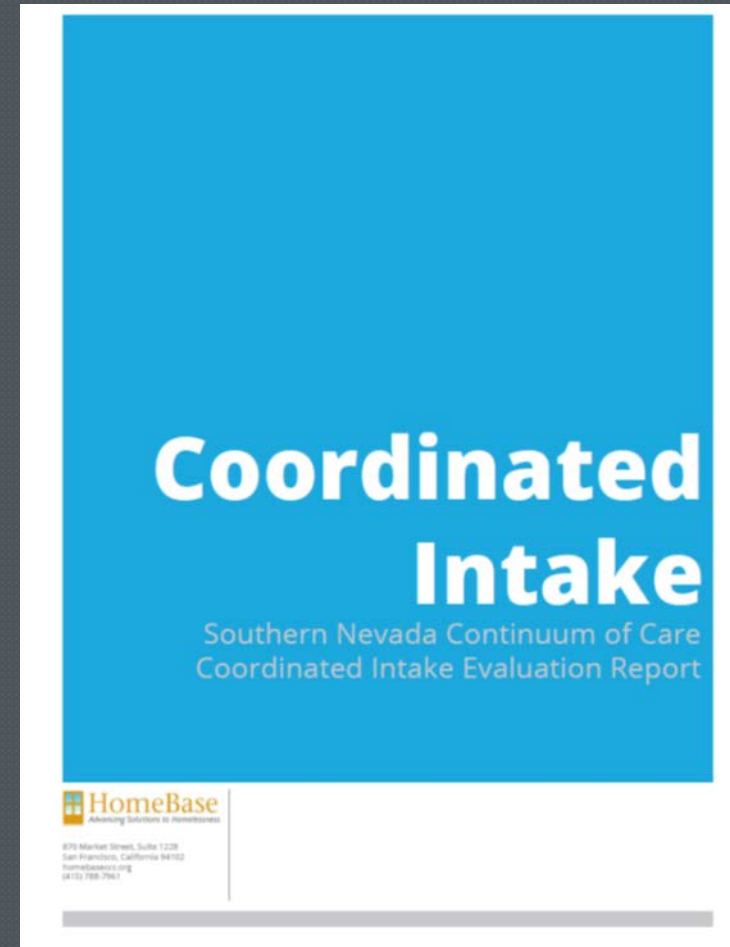
# Coordinated Intake—Veterans



Coordinated Intake=Housing Assessment/Permanent Housing Plan/ Emergency or Bridge Housing

# Coordinated Intake System Evaluation

- ◉ Outreach
  - Communication and Marketing
  - System Entry Points
- ◉ Assessment
  - Assessment Tool
  - Education & Communication
- ◉ Prioritization
  - Fairness
  - Efficiency
- ◉ Waitlist—Efficiency
- ◉ Referral/Placement—Efficiency





# Coordinated Intake (CI) Change Advisory Team (CAT)



# From VI-SPDAT to CHAT

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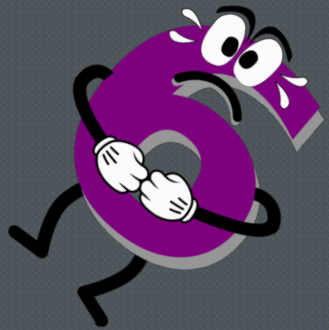
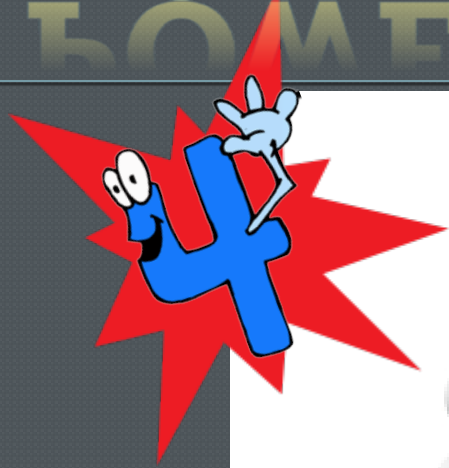
## Recommendation about Assessment Tool

1. replace the VI-SPDAT with a different tool;
2. modify/alter the tool;
3. supplement the tool with an additional assessment.

Coordinated Intake Change Advisory Team (CI CAT) decided to develop a supplemental tool.



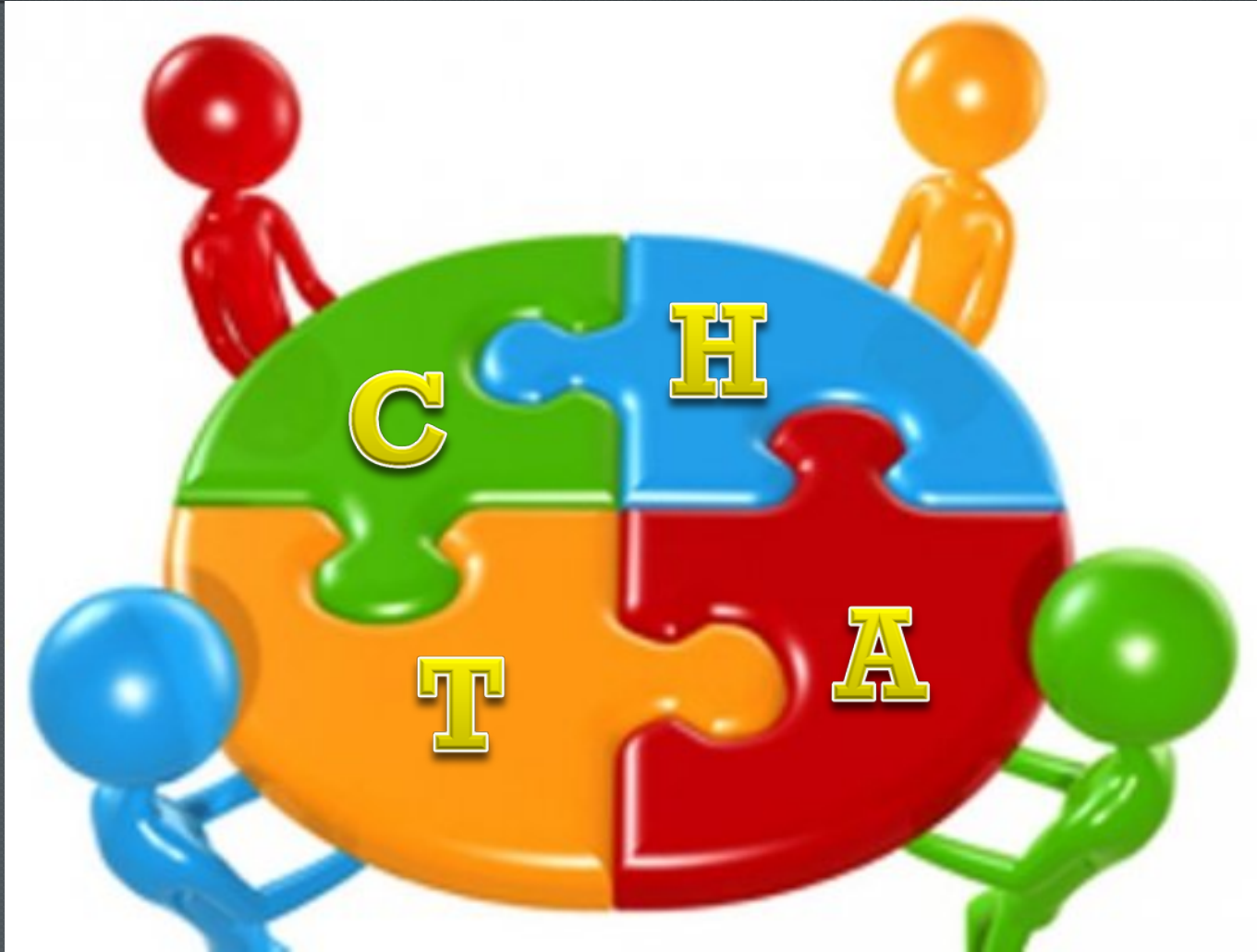
# POWER MEETINGS



# Aha!



# Community Housing Assessment Tool



# Why CHAT ?

- ◉ Customized for So. NV (i.e. gambling, heat related issues, etc.)
- ◉ Detailed information about risks
- ◉ Identifies “presumptive” homeless chronicity
- ◉ Simplifies Matching process.
- ◉ Includes new risk factors
- ◉ Gives increased priority based on vulnerability
- ◉ Standardized Tool

# CHAT questions

- 53 scored questions
- 11 other questions to gather information to assist with matching, such as....
  - Prior living situation
  - Foster care history
  - Jail/prison information including number of times
  - Health insurance
  - Pets
  - Someone else want to be housed with
  - Contact information
  - Can we take a picture?

# Evaluation

- CHAT was evaluated in January 2017 to determine efficacy and validity
  - Focus Groups
  - Surveys
  - Data analysis
  - Review Panel
- Administered over 600 CHATs from implementation on November 1, 2016 until January 2017



# Key Findings

- easy to use and that it typically takes only 20 minutes to complete
- reliably addresses conditions that are specific to Southern Nevada.
- reasonably accurate and reliable.
- needs to be combined with a more conversational interview to yield accurate information about sensitive topics like crime, drugs, and sex work.

# Key Findings

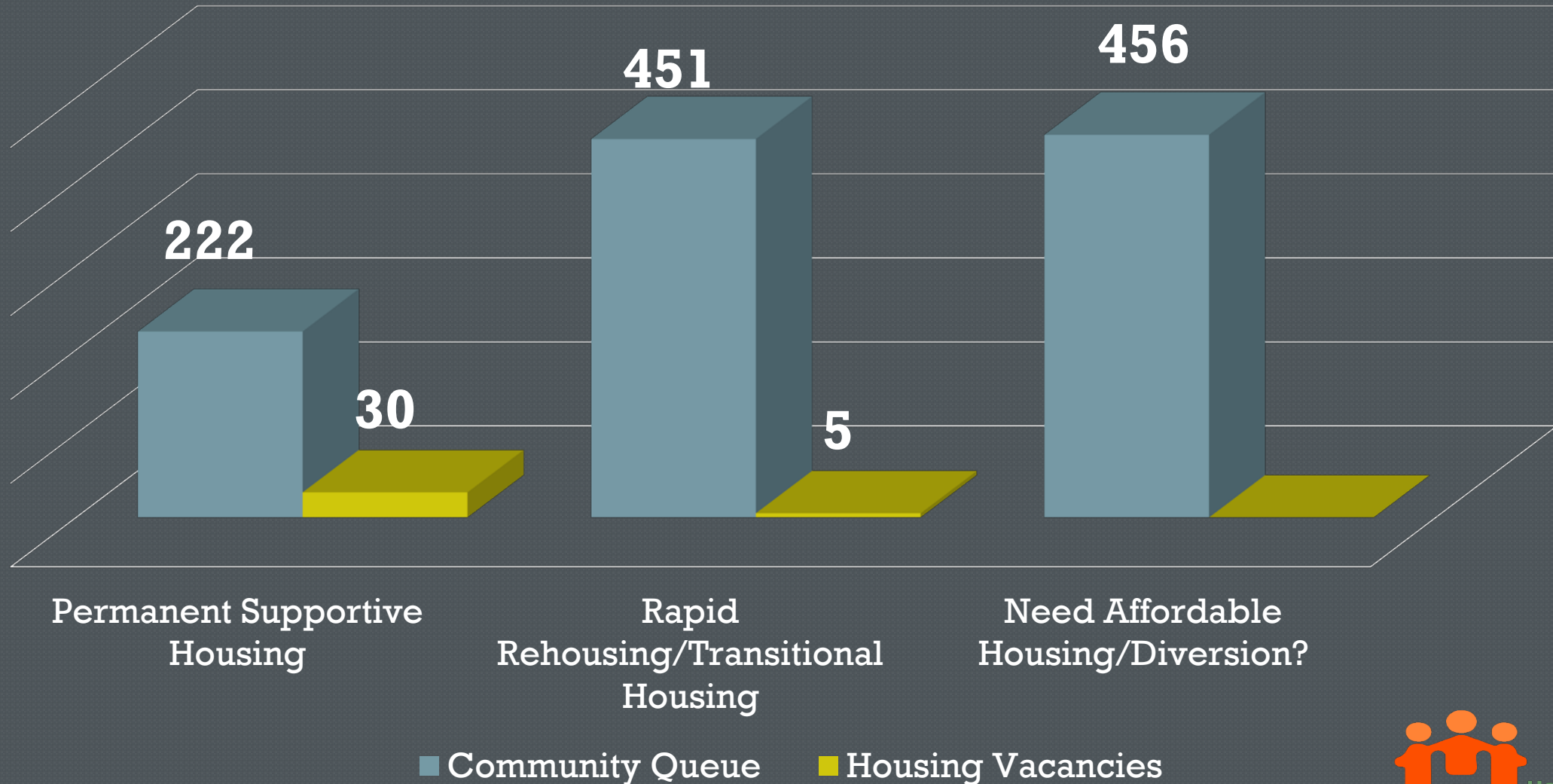
- accurately reflects clients' vulnerability, even for “outliers” whose scores had changed significantly since their last assessments.
- The distribution of CHAT scores follows the correct curve for a tool that's meant to identify extremely high-risk individuals
- standard deviation shows that the differences between scores are mostly based on real differences between clients
- has a moderately positive correlation with VI-SPDAT scores, just as expected for two related but distinct tools.

# Recommendations

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- ◉ Continue using the CHAT for Coordinated Intake
- ◉ Plan for Future Evaluations with Long-Term Data
- ◉ Provide Additional Training for New Assessors
- ◉ Invest in Sound Barriers and Privacy Walls
- ◉ Setup Automatic Alerts for Sharply Different Scores

# Current Need from the Community Queue





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