

NS-WHO?: TRANSITIONING FROM THE NSQ TO CET

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OVERVIEW

COORDINATED ACCESS AND ASSESSMENT ↙

Coordinated Access and Assessment (CAA) is the system that matches people experiencing homelessness to the housing and supports they need.

Calgary Homeless Foundation (CHF) oversees and coordinates this process to shift the challenge of finding the right services away from the person seeking help onto the network of agencies known as Calgary's Homeless-Serving System of Care in order to meet their needs.

Key components of CAA include: Access Points/Door Agencies, Housing Strategists, Standardized Assessment (i.e., VI-SPDAT or NSQ), Outreach & Engagement, Community Resources, and Triage/Program Matching Process (NSQ).



WHY REPLACE THE NSQ? ↙

MISMATCH BETWEEN THE NSQ AND COMMUNITY NEEDS

- The NSQ does not consider the context of our local community and the composition of the population served in Calgary.

IRRELEVANT QUESTIONS

- Many NSQ questions were both irrelevant when triaging into supportive housing programs and retraumatizing

FLAWED SOCRING SYSTEM

- The scoring system was not reflective of a person's situation, complexity, or vulnerability

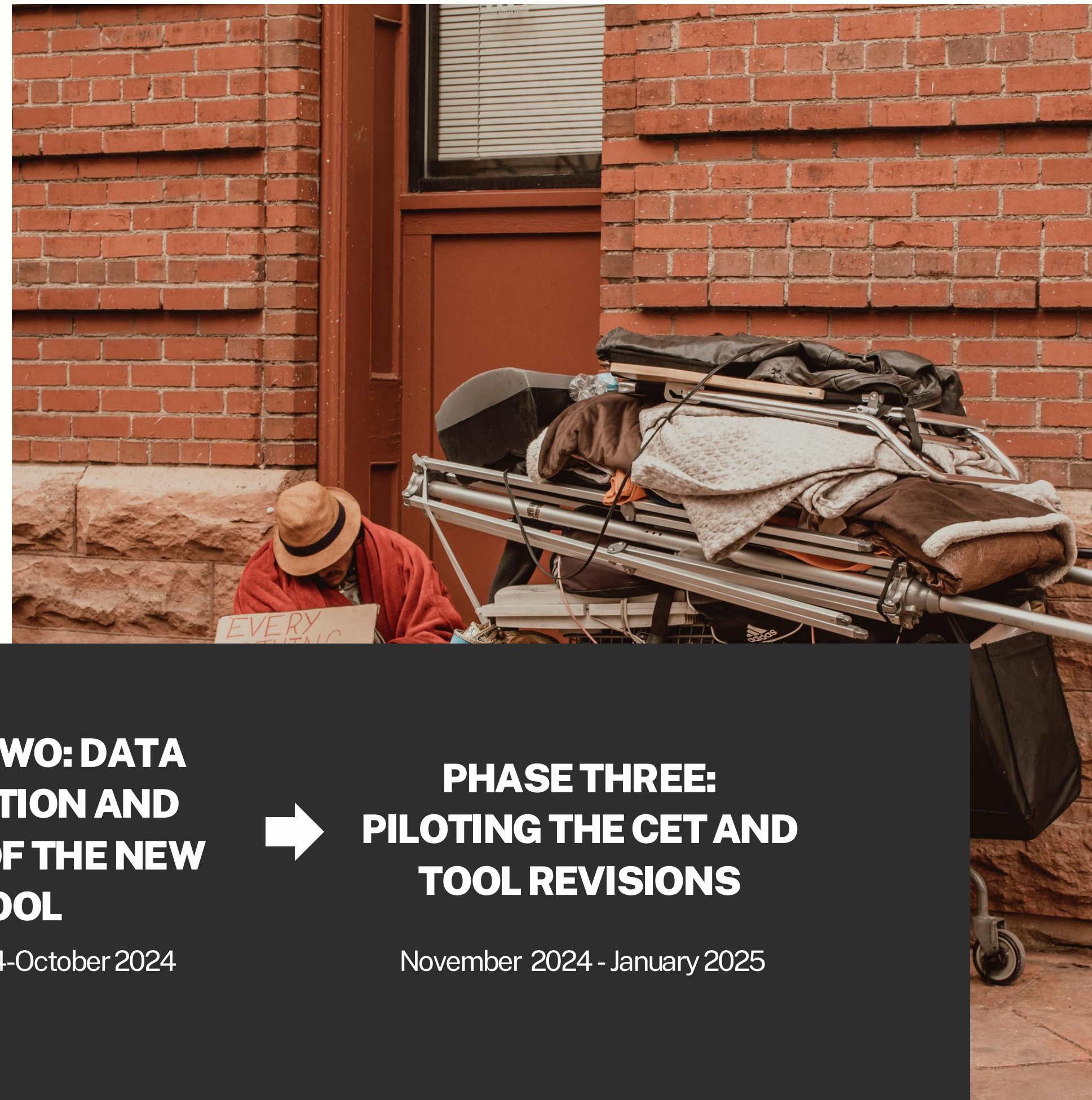
**The creator (OrgCode) of the VI-SPDAT stated that the tool should be phased out with the recommendation that communities should either seek or create their own CAA triage tool.*



THE COORDINATED ENTRY TOOL

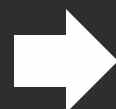


CREATING THE CET



**PHASE ONE:
EVALUATION OF THE
NSQ**

August 2023-December 2023



**PHASE TWO: DATA
COLLECTION AND
DESIGN OF THE NEW
TOOL**

January 2024-October 2024



**PHASE THREE:
PILOTING THE CET AND
TOOL REVISIONS**

November 2024 - January 2025

PHASE ONE OUTCOMES

NINE GUIDING PRINCIPLES

- 1 Person-Centered and Strengths-Based
- 2 Trauma-Informed
- 3 Culturally Supportive, especially for Indigenous people and communities
- 4 Relational and contextual
- 5 Purposeful, Effective, and Relevant
- 6 Transparent
- 7 Equitable
- 8 Privacy and Confidentiality
- 9 Not Scored, More Qualitative



PHASE TWO OUTCOMES

HIGHLIGHTS OF THE CET



Created and “Owned” by CHF

- Allows the HSSC to be responsive to emerging community needs and edit content as needed (Iterative living document).

Community Led

- Created completely in collaboration with key stakeholders throughout each phase.

Reduced Completion Time

- Reduced completion time for both participants and Housing Strategists through a modular approach, as well as a focus on how the tool flows conversationally.

Not Scored

- Participant complexity determined by a mix of qualitative and quantitative factors

More Purposeful

- Fewer and more relevant questions focused on areas that directly affect pairing an individual with a housing program.

Balancing Qualitative and Quantitative Questions

- More qualitative questions – better information at the placement committee to make more appropriate referrals to housing programs, while balancing key quantitative data points.

PHASE TWO OUTCOMES

HIGHLIGHTS OF THE CET ↙

Person-Centered, Strength-Based and Trauma Informed

- Wording of the questions is more person-centered, strength-based, trauma-informed, and relational based on feedback from stakeholders and participants

Multiple Program Type Options

- Participants are no longer limited to one housing option, emphasizing the voice and choice of participants in their housing.

Prevention and Diversion Focus

- The CET emphasizes Prevention and Diversion to ensure immediate and appropriate connection to resources (eg. financial, legal, housing, and connection navigation) to avoid system entrenchment.

Reduced Privacy Barriers to Entry

- Introduction of Verbal Release of Information (ROI) to reduce entry barriers into CAA

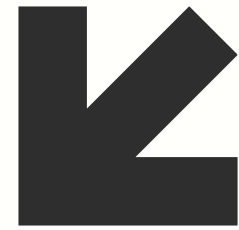
Indigenous Feedback

- Positive Feedback from Indigenous Elder Circles and Indigenous consultations that outlined the CET to be more culturally safe/sensitive for Indigenous participants and better meet their needs





HMIS: NSQ VS CET



Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	<input type="text" value="No"/>	G
When you are sick or not feeling well, do you avoid getting help?	<input type="text" value="Yes"/>	G
Are you currently pregnant?	<input type="text" value="No"/>	G
If pregnant, estimated due date:	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>	G
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR PHYSICAL HEALTH.		
Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	<input type="text" value="Yes"/>	G
Will drinking or drug use make it difficult for you to stay housed?	<input type="text" value="No"/>	G
Will drinking or drug use make it difficult for you to afford your housing?	<input type="text" value="No"/>	G
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR SUBSTANCE USE.		
Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because		
a) A mental health issue or concern?	<input type="text" value="No"/>	G
b) A past head injury?	<input type="text" value="No"/>	G
c) A learning disability, developmental disability, or other impairment?	<input type="text" value="Yes"/>	G
Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	<input type="text" value="No"/>	G
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR MENTAL HEALTH.		
IF THE RESPONENT SCORED 1 FOR PHYSICAL HEALTH AND 1 FOR SUBSTANCE USE AND 1 FOR MENTAL HEALTH, SCORE 1 FOR TRI-MORBIDITY.		
Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	<input type="text" value="Yes"/>	G
Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	<input type="text" value="No"/>	G
IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.		
YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?	<input type="text" value="Yes"/>	G
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR ABUSE/TRAUMA.		
SCORING SUMMARY		
PRE SURVEY (BASIC INFORMATION)	<input type="text" value=""/>	G
A. HISTORY OF HOUSING & HOMELESSNESS	<input type="text" value="0"/>	G
B. RISKS	<input type="text" value="4"/>	G
C. SOCIALIZATION & DAILY FUNCTIONS	<input type="text" value=""/>	G

Are you interested in LGBTQ2S+ support services?	<input type="text" value="No"/>	G
Are you currently enrolled in a school or training program?	<input type="text" value="No"/>	G
Safety		
Do you feel safe where you are currently staying?	<input type="text" value="No"/>	G
If no, is safety a concern due to a partner, parent or other family member?	<input type="text" value="No"/>	G
If the safety concern is not due to a partner, parent or other family member, please describe.	<input type="text" value="yes - family violece which is why client left"/>	
Is there an immediate or recent risk of violence in your family?	<input type="text" value="Yes"/>	G
When you've had housing in the past, have there been people who have shown up at your place and refused to leave?	<input type="text" value="Yes"/>	G
If yes, did it negatively affect your housing? How did you manage it?	<input type="text" value="they partied at night and I couldn't wake up in the mornings. i missed work and lost my job."/>	

DASHBOARD DEMO





MOCK PLACEMENT COMMITTEE



- 1 IMPLEMENTATION PLANNING**
- 2 CET LAUNCH**
- 3 TRANSFER ALL PARTICIPANTS TO CET**
- 4 DISCONTINUATION OF THE NSQ**
- 5 ESTABLISH FEEDBACK MECHANISM FOR ITERATIVE IMPROVEMENTS**

NEXT STEPS



THANK YOU!

