The European End Street Homelessness Campaign

Coordinated Access Systems (CAS) Draft Scorecard Europe

Management and system leadership

1. Planning group: Does your city or community have a governing body that is able to make timely decisions about your Coordinated Access System that incorporates regular feedback from stakeholders, including consumers?

2. Documented policies & procedures: Does your city or community have documented and approved policies and procedures for each of the following system components: (1) access, (2) assessment, (3) prioritisation, and (4) referral?

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

4. Training for assessors: Does your city or community keep a documented list of agencies who are responsible for conducting assessments, and are these agencies and their staff provided regular training opportunities on how to complete assessments?

Access

5. Full coverage: Do your outreach and engagement efforts and drop-in locations cover the community's entire geographic area, ensuring access to the system regardless of where people present?

6. Outreach protocol: Are individuals encountered by 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?

7. Access outside normal operating hours: 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?

8. Marketing to vulnerable populations: 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?

9. Alternatives and prevention: Does your community offer immediate alternative housing arrangements 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?

10. Safety and access: 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 jeopardised by participating in the CAS?

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Assessment and prioritisation

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

12. Prioritisation policy: Have you created a prioritisation 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 governing body for your Coordinated Access System?

Referral

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

14. Vacancies filled according to prioritisation: Are providers filling all vacancies according to the prioritisation and referral policy, using a central priority list? This means that all "side doors" have been closed.

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

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

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

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

19. Agency accountability: 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 prioritisation or referral decisions?

Data

20. Privacy and security: Has your CAS instituted privacy and security protocols for the following functions: (1) obtaining programme 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 both within and outside of your community's common homeless database(s)?

21. Client-centred assessment: 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?

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22. Chronic homelessness prevention: 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?

Thank you to Community Solutions for use/adaptation of source materials within this toolkit.