

MAY 21, 2014, 9:00 AM – 12:00 PM

STRATEGIC PLAN AD HOC COMMITTEE

BREAKOUT QUESTIONS: GUIDING PRINCIPLES

Formulating a shared vision amongst stakeholders is crucial to designing and implementing a coordinated assessment system. An important next step in the design of this system is to define a set of **guiding principles** or working assumptions to help people make decisions, understand the environment, and determine relative priorities.

A set of principles is typically written from a high-level perspective and with very few details. The intent is that they should apply for many years to come and are intended to guide policy development and reflect the needs of stakeholders.

Guiding principles can be defined as universal truths, laws, or standards, that guide an organization or system throughout its life in all circumstances, irrespective of changes in its goals, strategies, type of work, or management. They are static truths that have a collective influence on everyone.

The following list provides examples of guiding principles in coordinated assessment systems from other communities:

Access

- Focus on ease of use
- Establish multiple ways in
- Make the system client-centered
- Make the system hospitable and welcoming and streamlined

Assessment/Referral

- Respect and account for differences between individuals, especially when dealing with special populations.
- Client choice and preference for services should be built into the assignment/referral process.
- Ensure personal connection and support in the assessment process
- Use a Housing First approach
- Support provider staff with appropriate referrals
- Provide individualized services in accordance with the unique potentials and needs of each consumer and family

Capacity

- The system has to acknowledge the lack of available housing and other resources in the community and be able to respond to those.
- The coordinated assessment system should not come at the cost of providing core services.

Integration

- Consider the differences between organizations, including their specific missions and funding restrictions.
- Recognize provider choice in making enrollment decisions
- Provide a clear benefit for providers so that those not required to participate are compelled to do so.
- As much as possible, develop techniques for including resources and connections outside of the CoC to best leverage available services.
- Establish accountability amongst assessment workers and providers
- Work for broad-based consensus
- Prioritize enrollment based on client need
- Leverage and support existing partnerships

Technology

- Be mindful of the time and expenses that providers may have to dedicate to this system by minimizing additional data or reporting requirements.
- Ensure privacy and confidentiality of all clients entering the system.
- Use real-time reliable data.

What guiding principles already exist in your program or work that you would like to see guide the process of implementing a coordinated intake and assessment system in Contra Costa?

What other guiding principles should be used in developing and implementing a coordinated intake and assessment system?

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BREAKOUT QUESTIONS: STANDARDIZED ACCESS

Which access model would be the best fit for Contra Costa?

Single Point of Access (Centralized Intake)

Pros:

Cons:

Multi-Site Coordinated

Pros:

Cons:

Virtual or Telephone-based

Pros:

Cons:

STRATEGIC PLAN AD HOC COMMITTEE BREAKOUT QUESTIONS: ASSESSMENT TOOLS

Which of the three options for choosing an assessment tool is the best fit for Contra Costa?

Option 1: Choose an evidence-based tool that is already being used in other communities

Pros:

Cons:

Option 2: Choose a tool that was created by another like community / “home-grown” tool

Pros:

Cons:

Option 3: Create your own tool

Pros:

Cons: