

THE GRAND CHALLENGE
SYSTEM
ACCOUNTABILITY
ASSESSMENT

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SYSTEM ACCOUNTABILITY ASSESSMENT

Does your community's young people homelessness response system have a secure, culturally responsive, accurate & comprehensive understanding of all the young people experiencing homelessness in your community?

This assessment should be completed, as a group, by your Ride or Die Team, along with any other partners who would hold relevant information or knowledge. You should invite a cross section of your community into the room to contribute to the System Accountability Assessment. Equity and radical inclusion is critical, not just based upon types of stakeholders, but also populations that are served. Completion of the assessment should be a starting point for conversations and coaching about how to make your community's homeless response system accessible and connected to other systems and partners building relationships with young people experiencing homelessness.

Each Grand Challenge community will be expected to update this assessment at least quarterly, or as significant changes are made in your young people homelessness system that would impact your responses.

The System Accountability Assessment was created by AWhA, in partnership with JonRah Consulting, specifically for the Grand Challenge. In developing the System Accountability Assessment, AWhA reviewed Community Solutions' BNL Scorecard with an equity lens and built off of that existing tool. The purpose of each question in the System Accountability Assessment is to both measure accessibility of the homeless young people response system and ensure comprehensive data is available to the community to measure reductions in homelessness.

Unless otherwise noted, all answer choices are: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know Yet. In order to achieve quality data, a community must answer Agree or Strongly Agree to all questions. In addition, communities must have demonstrated and continue to actively engage in work to understand the power and structural inequities in current systems.

Community Participation and Coverage

1. Does your active list include all unaccompanied young people under 25 currently experiencing homelessness, including:
 - a. Young people staying on the streets or in other places not meant for human habitation
 - b. Young people staying in shelter, transitional housing or other time-limited settings
 - c. Young people staying in unsafe or unstable situations, including doubled-up or couch surfing
 - d. Young people presenting to your coordinated entry system with any form of homelessness

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2. Does your homelessness system have specific practices and protocols for coordinating with other key systems and non-homeless specific service providers to quickly and accurately identify young people within the following who are experiencing homelessness:

Examples of these types of practices and protocols could include clear policies with McKinney-Vento liaisons and child welfare case workers. What referral policies and practices are set up between different systems? These may be formal, such as through a MOU, or informal partnerships.

- a. The child welfare system?
 - b. Local school districts?
 - c. The juvenile justice system?
 - d. The adult criminal justice system?
 - e. The behavioral health system?
 - f. Local crisis/rape/DV organizations?
 - g. Immigrant and refugee serving organizations?
 - h. Faith communities?
 - i. LGBTQ+ organizations/groups?
 - j. Small, grassroots groups?
3. Is your community able to know young people exiting the foster care system without stable housing and to ensure that those individuals are added to your active list if they are experiencing homelessness?
 4. Is your community able to know young people exiting the juvenile justice system without stable housing and to ensure that those individuals are added to your active list if they are experiencing homelessness?
 5. Is your community able to know young people exiting the adult criminal justice system without stable housing and to ensure that those individuals are added to your active list if they are experiencing homelessness?
 6. Is 100% of your community's geography covered by a documented and coordinated outreach system that is about intentionally building relationships with young people and the broader community?
In other words, is your outreach designed to ensure that young people experiencing unsheltered homelessness within your entire community will be identified and engaged? This does not mean that your outreach workers cover every square mile within your geography every week. Rather, it means you have systems, partnerships and capacity in place to deploy your outreach team where they are needed and to re-assess geographical coverage as necessary to respond to new developments within your community.
 7. Are young people with lived experience of homelessness paid to be involved in either conducting your outreach or informing your outreach strategies and locations?

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8. Does your community have young people-specific access points where young people can seek housing/services and be added to the active list without having to present at an adult shelter or other adult facility?
9. Does your community use a young people-specific, strengths-based assessment tool to determine homeless status, triage housing and service needs, and support prioritization?
10. Is your system engaging in problem-solving with young people in every step of their process/journey in the homeless response system?
11. Answer the questions below to describe the level of participation of homeless service providers in your community in reporting data into the active list. Responses should take into account outreach providers, emergency shelters, transitional housing programs, local school districts (McKinney-Vento liaison), the child welfare/foster care system, domestic violence providers, day/drop-in centers, seasonal overflow beds, hotels paid for by a homeless provider, and permanent housing providers.
 - a. Are at least 90% of CoC Program funded providers serving young people reporting information for the active list?
 - b. Are at least 90% of the non-CoC Program funded providers serving young people reporting information for the active list?
 - c. Once you have at least 90% of CoC and non-CoC providers reporting information into your active list, are at least 90% of young people currently experiencing homelessness served by these providers?

Equity

12. Are all young people experiencing homelessness able to access outreach services and be added to the active list regardless of mental health diagnosis?
Are there policies in place to directly address discriminatory behaviors that may be based on a young person's mental health status? Are practices in place for frontline workers to ensure that there are checks on any discriminatory behavior?
13. Are all young people experiencing homelessness able to access outreach services and be added to the active list regardless of ability status?
Are there policies in place to directly address discriminatory behaviors that may be based on a young person's ability status? Are practices in place for frontline workers to ensure that there are checks on any discriminatory behavior?
14. Does your Active List allow for those speaking different languages to participate, and/or provide the ability to support translation and communication for languages other than English?
15. Does your Active List include undocumented young people, for example, those who may qualify for Special Immigrant Juvenile status?

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Can young people be added to your active list without any formal government documentation? Young people who do not have documentation should be added to your community's active list. Their documentation status does not need to be recorded. Outreach to immigrant communities is critical.

16. Have front-line service providers (those whom young people first engage with) undergone any type of racial equity or implicit bias training?
Training should include, at a minimum, the four different levels of racism, examining explicit and implicit bias and white privilege.
17. Have front-line service providers (those whom young people first engage with) undergone any type of training related to SOGIE or LGBTQ+ equity?
Training should include, at a minimum, training on appropriate methods and practices for asking for SOGIE information of young people, as well as creating safe spaces within programs.
18. Does your community have policies and practices about collecting data on the racial identity of young people in a culturally appropriate and responsive way to ensure that the system is responsive to the needs of groups that are over-represented nationally among young people experiencing homelessness?
19. Does your community have policies and practices about collecting data on the LGBTQ+ identity of young people in a culturally appropriate and responsive way to ensure that the system is responsive to the needs of groups that are over-represented nationally among young people experiencing homelessness?
20. Does your Active List disaggregate data based upon multiple identities to receive greater insight into the most marginalized young people in your community? For example, race and SOGIE or race and gender.

Collaboration with Young People

21. Does your community regularly collect feedback from young people experiencing homelessness to identify barriers to accessing your system?
22. Are the young people invited to share their feedback representative of groups who are overrepresented locally and nationally among young people experiencing homelessness?
23. Does your community address the feedback from young people about barriers to accessing your system?
24. Does the feedback you receive from young people indicate that they are able to access your system in an environment or through a mechanism where they feel safe, respected and comfortable?

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25. Are young people in your community regularly involved in reviewing system data and engaged in using the information to drive changes in the system?

Policies and Procedures

26. Has your community established a written policy that specifies the number of days of inactivity (ie. the young person cannot be located) after which a person's status will be changed to "inactive" and are you implementing protocol to locate the person before they are moved to inactive status?
27. Does the "inactive" policy take into account young people residing in institutions, who have been there 90 days or longer?
28. Does your community have a way to account for young people experiencing homelessness who have not consented to services and/or assessment at this time?
29. Does your community have policies and protocols in place for keeping the young person portion of your active list up to date and accurate, including timelines for data submission from providers and ongoing quality assurance protocol?
30. Does your community have the necessary data sharing protocols in place to coordinate with child welfare, school districts and other entities who may identify minor youth experiencing homelessness to allow data to be reported and shared for the purposes of housing?
31. Does your community have policies and practices in place to ensure that access to the active list is secure and limited only to those who have a relevant need to the information?