

## **SYSTEM ACCOUNTABILITY ASSESSMENT (v2 | May 2020)**

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

**This assessment should be completed by your Ride or Die Team, as a group, along with any other partners who would hold important information or knowledge.** You should include folks from across your community into the room. Equity and radical inclusion are very important. Answering the assessment questions should be a starting point for conversations and coaching about how to make your community's homeless response system accessible to all young people. Communities should also be connected to other systems and partners while building relationships with young people experiencing homelessness.

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

The System Accountability Assessment was created by AWHHA, in partnership with Liberation House (Jonathan Lykes), specifically for the Grand Challenge. AWHHA adapted an existing tool created by Community Solutions, the *BNL (By-Name List) Scorecard*. We specifically focused on increasing focus on equity and youth collaboration in the assessment. The purpose of each question in the System Accountability Assessment is to measure whether all young people can get access to the homeless services in their community and make sure complete data is available to the community to measure progress towards ending youth homelessness.

*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 shown and continue to actively engage in work to understand the power and structural inequities in current systems.*



### **Active List Coverage**

1. Does your active list include all unaccompanied (meaning on their own) 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, overcrowded or unstable situations, including doubled-up or couch surfing
  - d. Young people looking for services who are experiencing other forms of homelessness
  
2. Answer the questions below to describe how service providers in your community are reporting data into the active list. Responses should take into account outreach providers, emergency shelters, transitional housing programs, 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 (Continuum of Care) Program funded providers serving young people reporting information for the active list?
  - b. Are at least 90% of the non-CoC (Continuum of Care) 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 (prior to this, answer as strongly disagree) are at least 90% of young people currently experiencing homelessness served by these providers?

### **Connection with Other Systems**

3. Does your homelessness system have specific practices and protocols for coordinating with other key systems to quickly and accurately identify young people within the following who are experiencing homelessness:
  - a. The child welfare system?
  - b. Local school districts?
  - c. Local colleges and universities?
  - d. The juvenile (in)justice system?
  - e. The adult criminal (in)justice system?
  - f. The behavioral health system?
  - g. Local crisis/violence prevention organizations (for example: sexual violence, trafficking, DV, suicide prevention, etc)?
  - h. Immigrant and refugee serving organizations?
  - i. Faith communities?
  - j. LGBTQ+ organizations/groups?



- k. Small, grassroots groups (for example: ballroom community, police accountability groups, social justice organizations, food equity groups, restorative justice groups)?
    - l. Public libraries?
- 4. Is your community able to know young people exiting the foster care system without stable housing?
- 5. Is your community able to make sure that those young people exiting foster care without stable housing are added to your active list if they are experiencing homelessness?
- 6. Is your community able to know young people exiting the juvenile (in)justice system without stable housing?
- 7. Is your community able to make sure that those young people exiting the juvenile (in)justice system without stable housing are added to your active list if they are experiencing homelessness?
- 8. Is your community able to know young people exiting the adult criminal (in)justice system without stable housing?
- 9. Is your community able to make sure that those young people exiting the criminal (in)justice system without stable housing are added to your active list if they are experiencing homelessness?

### **Outreach Coverage**

- 10. Is 100% of your community's geography covered by a documented and coordinated outreach system?
- 11. Is your community's outreach focused on intentionally building relationships with young people and the broader community?
- 12. Are young people with lived expertise of homelessness paid to create and assist with outreach strategies and locations?
- 13. Are young people with lived expertise of homelessness paid to do outreach?

### **Young Person-Specific Services & Assessment**

- 14. Does your community have 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?



15. Does your community use a young people-specific, strengths-based assessment tool to determine homeless status, identify service needs, and support prioritization?
16. Is your homeless response system engaging in problem-solving with young people in every step of their process?

### **Equity Access & Inclusion**

17. Are all young people experiencing homelessness able to access outreach services and be added to the active list regardless of mental health diagnosis?
18. Are all young people experiencing homelessness able to access outreach services and be added to the active list regardless of ability status?
19. 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, including ASL (American Sign Language)?
20. Does your Active List include undocumented young people?
21. Have front-line service providers (those whom young people first engage with) undergone any type of racial equity or implicit bias training?
22. Have front-line service providers (those whom young people first engage with) undergone any type of training related to SOGIE (Sexual Orientation, Gender Identity and Expression) or LGBTQ+ equity?

### **Equity & Data**

23. Does your community have policies and practices about collecting data on the racial identity of young people in a culturally appropriate and responsive way?
24. Does your community have policies and practices about collecting data on the LGBTQ+ identity of young people in a culturally appropriate and responsive way?
25. Does your community have policies and practices about collecting data on refugees and undocumented young people in a culturally appropriate and responsive way?
26. Does your Active List review data based upon multiple identities to receive greater insight into the most marginalized young people in your community?

### **Collaboration with Young People**



27. Does your community regularly collect documented and/or recorded feedback from young people experiencing homelessness to identify barriers to accessing your system?
28. Are young people of color and LGBTQ+ young people invited to share their feedback?
29. Does your community make changes based on the feedback from young people about barriers to accessing your system?
30. Does the feedback you receive from young people indicate that they feel safe and respected in accessing your system?
31. Are young people in your community regularly involved in reviewing system progress data and engaged in using the information to be at the forefront of change in the system?

#### **Active List Policies & Procedures**

32. 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?
33. Is your community actively using an agreed upon process to try locate a person before they are moved to inactive status?
34. Does the "inactive" policy take into account young people residing in institutions (i.e. treatment facility, jail), who have been there for less than 90 days?
35. 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?
36. Does your community have policies to make sure your active list is up to date and accurate, including timelines for data submission from providers and ongoing quality assurance protocol?
37. Does your community have protocols in place to coordinate with other systems who may work with minor youth experiencing homelessness to allow data to be reported and shared for the purposes of securing housing?
  - a. Child welfare?
  - b. School districts?



38. 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 ?

### **Data Infrastructure**

39. Does your community's by-name list track the 'homeless / housing status' of all young people, including the date each status was last changed and the previous status? At a minimum, homeless status fields should include:
- Homeless
  - Inactive
  - Permanently Housed
40. Does your community's by-name list include a unique identifier (such as an HMIS ID) for each young person to prevent duplication of client records and facilitate coordination between providers and systems?
41. Does your by-name list capture and can you calculate the number of young people newly identified as experiencing homelessness every month?
42. Does your by-name list capture and can you calculate the number of young people returning to active homelessness within the past month?
43. Does your by-name list capture and can you calculate the number of young people who are connected to non-time limited, safe and stable housing every month?
44. Does your by-name list capture and can you calculate the number of young people whose status has changed to inactive during the month?
45. Does your by-name list capture and can you calculate the number of young people previously accounted for as a young person experiencing homelessness who no longer meets that population criteria (e.g. they turn 25 or become part of a family household)?
46. Does your by-name list track the following population-based statuses, including:
- Chronic homeless (as defined by HUD)
  - Unaccompanied YYA under age 25
  - Multiple population-based statuses (e.g. chronic homeless status AND unaccompanied young people)
47. Can your list account for changes in population-based status after someone has already been added to your by-name list, including:
- Inflow into chronic status (e.g. young people already on your list whose homeless time reaches chronic criteria or who are newly diagnosed with a qualifying disability)



- b. Outflow from chronic status for an individual who remains homeless (e.g. if you initially count a young person as chronic but during the verification process receive new information that indicates that they do not currently meet the criteria for chronic homelessness)
  - c. Outflow from other population statuses for individuals who remain homeless (e.g. a young person who no longer meets criteria for unaccompanied youth because they turn 25 or a young person who is no longer considered a single household because they join or rejoin a family household but remain homeless)
48. Do you have a functioning By Name List with enough information to be used for community-wide case conferencing?