

# Update on Common Assessment Tool

October 6, 2021

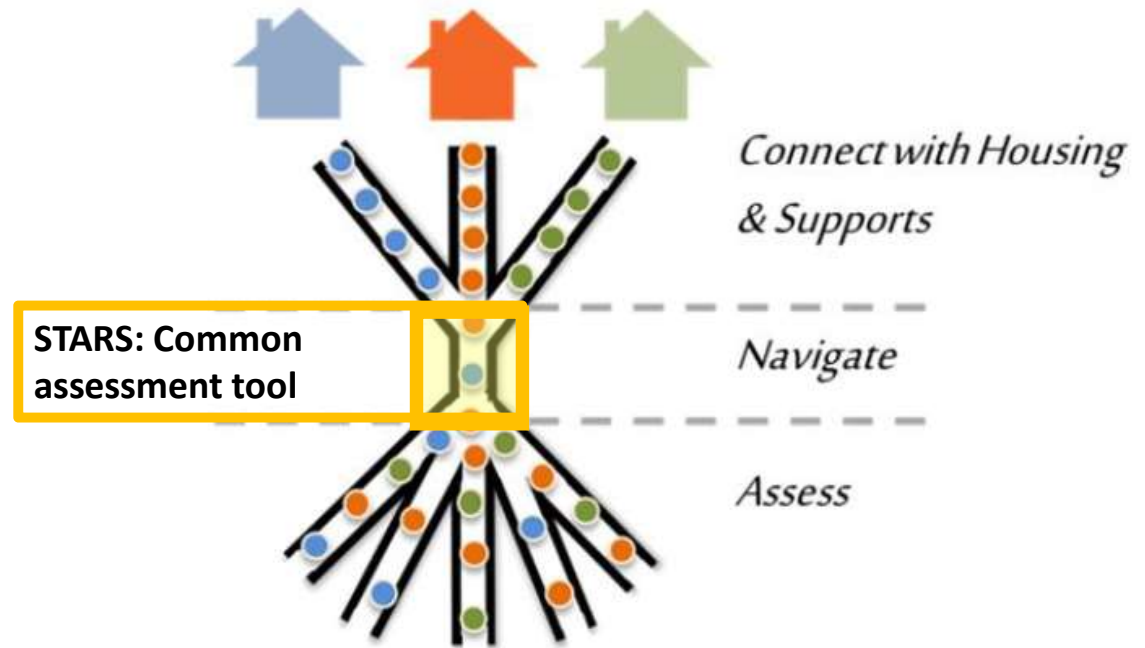


# Common Assessment Tool Background

- As part of its Coordinated Access system, Toronto is implementing a common assessment tool, called the Service, Triage, Assessment, and Referral Support (STARS)
- Requirement of Federal Reaching Home funding
- The Service Triage, Assessment, and Referral Support (STARS) tool is broken down into three components
  1. Intake and Triage
  2. Housing Assessment
  3. Comprehensive Assessment

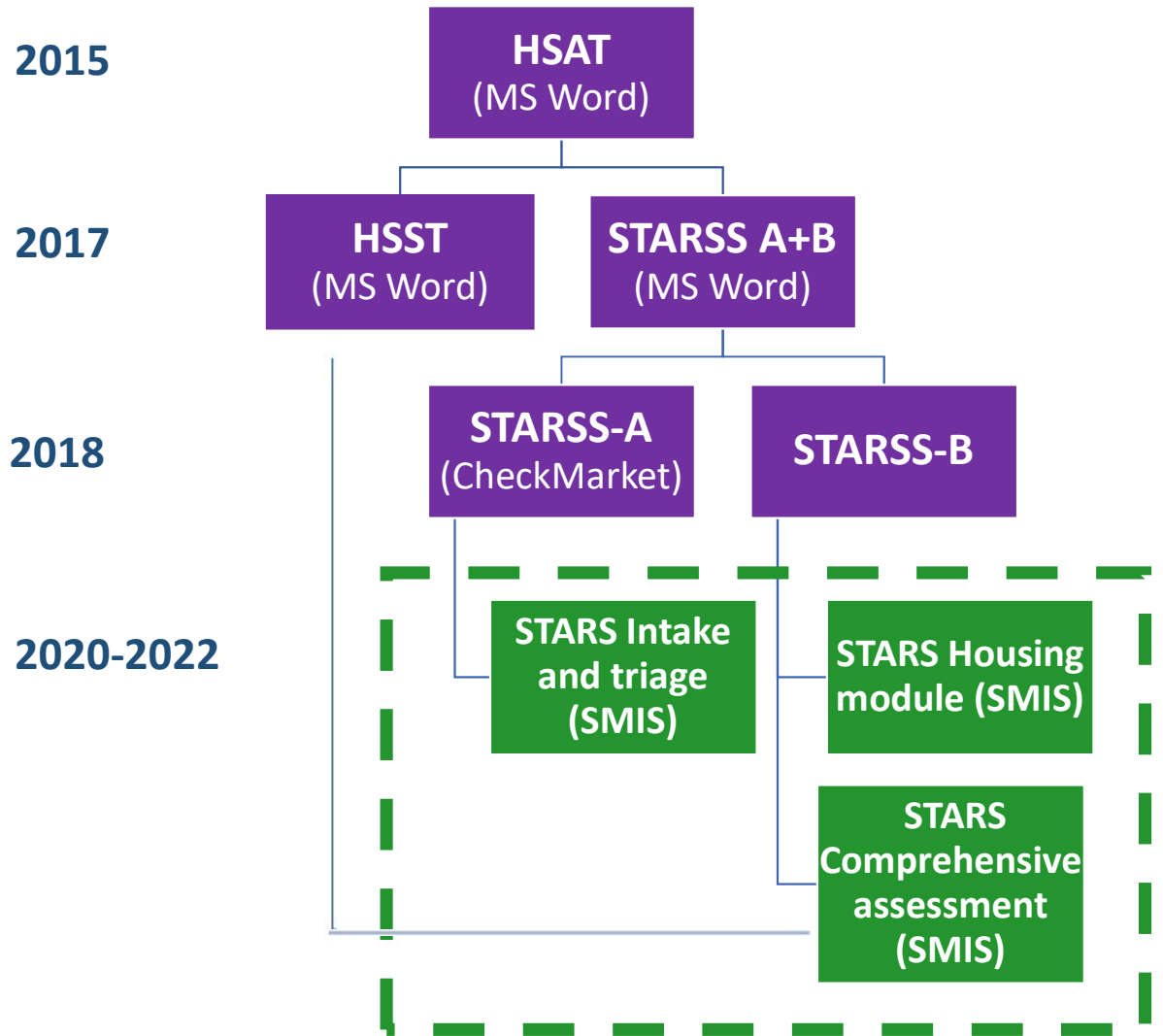


**Without**  
Coordinated Access



**With**  
Coordinated Access

# History of common assessment tools in Coordinated Access



# Service Triage, Assessment, and Referral Support (STARS) tool in SMIS

Global roll out Q1/Q2 2022



## 1. Intake & Triage

- Basic information, demographics, contact information
- ID, income, supports checklist & triage
- Pilot at 14 shelters already underway

Global roll out Q1/Q2 2022



## 2. Housing Assessment

- Housing applications & supporting documentation
- Housing preferences
- Housing support resources

Build into SMIS for Q1/Q2 2022



## 3. Comprehensive Needs Assessment

- Assess the types, frequency, and intensity of supports a person may need
- Identify which needs are met by existing supports and which needs the person would like greater assistance with through connections to personal, professional, cultural, religious, and community-based supports.
- **NOTE: Will replace the HSST**

# Client Journey

Prevention & diversion

Encounter with homelessness services

**STARS Intake & Triage**

**STARS Housing Assessment**

STARS Comprehensive Needs Assessment



Person at risk of homelessness calls Central Intake or arrives at an access point.

Person meets a frontline or outreach worker and receives support with basic needs. They may or may not provide their name or other info.

**Person agrees to casework or person is admitted to shelter. Person completes an intake & triage with a caseworker & is assisted to connect with supports.**

**Person completes housing assessment with a caseworker & is assisted with income, ID, applications, housing search.**

Person completes Comprehensive Needs Assessment with a caseworker & is assisted to connect with supports that meet their needs. This may include follow-up supports or supportive housing.

Person is assisted to stay housed or find another place to stay.

Person may secure housing on their own and exit homelessness without further help.

**Person may secure housing at this stage and exit homelessness.**

**Person may secure housing at this stage and exit homelessness.**

Person may secure housing at this stage and exit homelessness.



# Development Partners

- **TICAB Subcommittee on Coordinated Access**
  - Ongoing. Executive Directors, directors, senior managers
- **TAEH Subcommittee on Coordinated Access**
  - Ongoing. Executive Directors, directors, senior managers
- **STARS Common Assessment Tool Advisory Committee**
  - Ongoing. Provide feedback on the all components of the STARS tool and processes; participate in pilots and user testing as needed.
  - Supervisors at shelters currently piloting the Intake & Triage
- **STARS Comprehensive Needs Assessment Working Group**
  - New – time limited – commitment of 6 months. Provide feedback on the Comprehensive Needs Assessment and processes; participate in pilots and user testing as needed.
  - Caseworkers at shelters, street outreach, follow-up supports, and supportive housing and PWLE representation. Recruited from TICAB, TAEH, and STARS committees.

# Training Next Steps

Step 1: Access managers and up to 2 staff per site will receive live training. The goal is for them to become subject matter experts that can support other staff at their locations

Step 2: All other SMIS users will be trained via pre-recorded training sessions which will be available in a module format so people don't need to take it all in one go.

Step 3: new Intake, Triage and Housing Assessment will become live on SMIS





***Thank you!***