

STARS Common Assessment Tool Roll Out Update



TAEH & SSHA Housing & Homelessness
Service Planning Forum
July 13, 2022

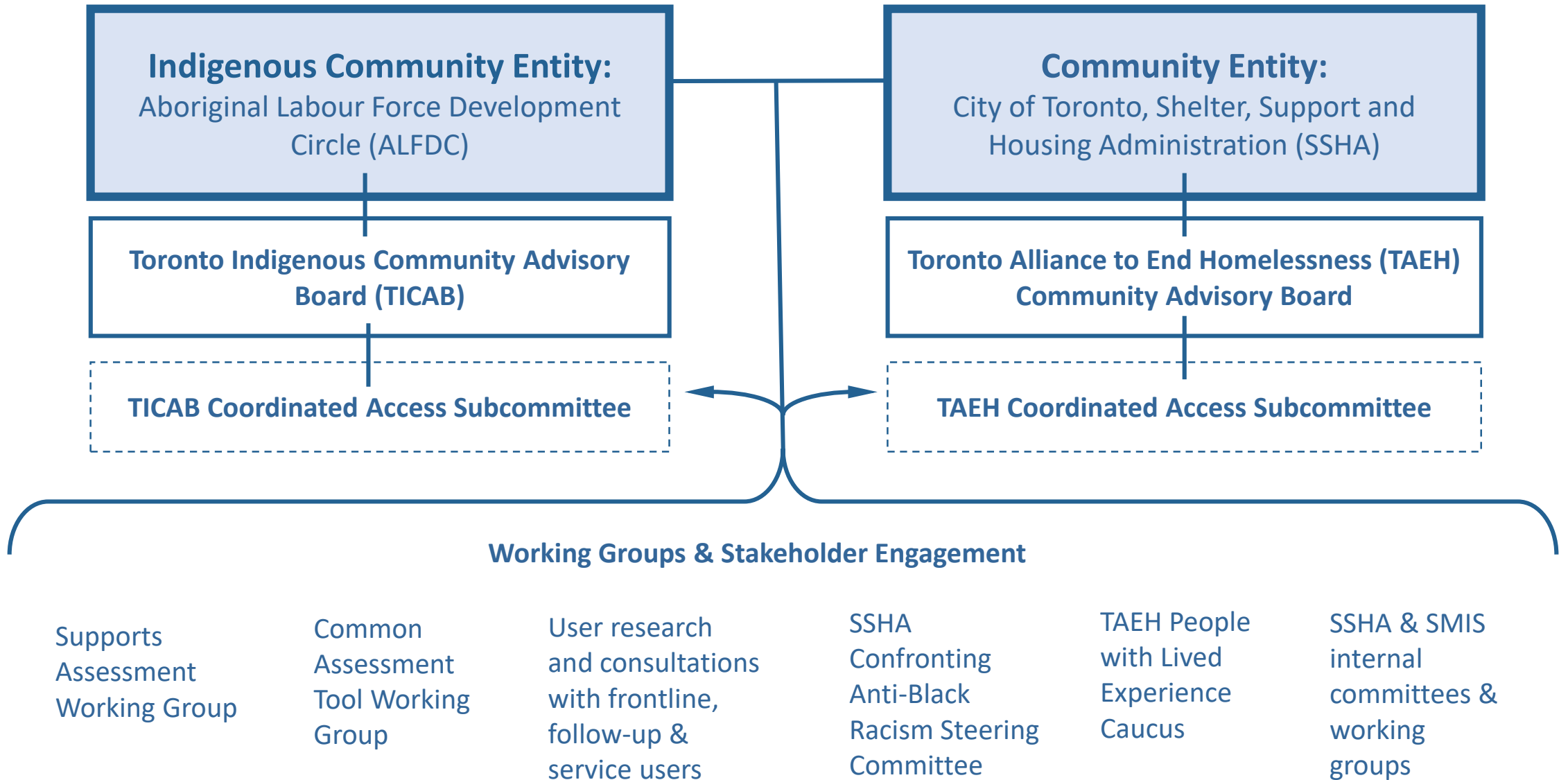
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Housing Administration, City of Toronto

Overview

- STARS Tool: Goals, Development & Update
 - Intake & Triage
 - Housing Checklist
 - Supports Assessment
- STARS Supports Assessment Content Overview
- STARS Supports Assessment Implementation & Timelines



How Was the STARS Tool Developed?



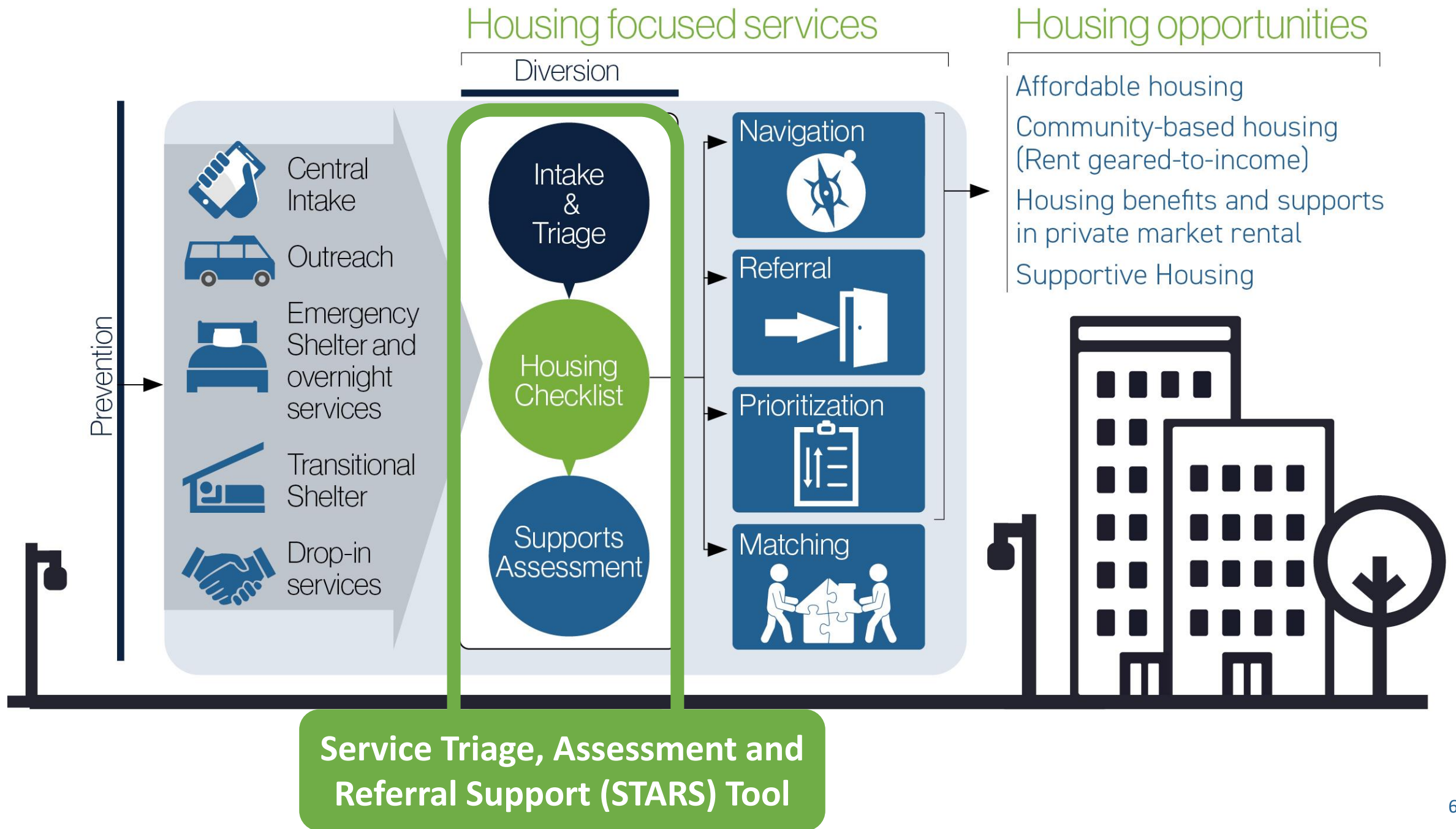
User Research

Over the last several years, the Shelter, Support and Housing Administration has been working closely with:

- Service provider staff
- Service users and lived experience experts
- Sector leaders and researchers
- User experience design experts

Their feedback has guided the changes to SMIS. This includes pilots at 14 shelter sites.

Work is still underway and enhancements will continue to be made over time.





Launched in SMIS on June 28, 2022 for all new intakes. Existing intakes will be converted in the next 2 weeks.



Launched in SMIS on June 28, 2022.



To replace the HSST as an MS Word doc by end of Q4 2022.
To be built into SMIS in 2023/24.



	A	B	C	D	E	F	G	H	I	J	K
1											
2	Client Report for Case Managers										
3											
4											
5	Launched in SMIS on June 28, 2022										



USAGE (All consenting service users)

- Service navigation
- By Name List
- Prioritization
- System Planning

CONTENT

Collects basic information & demographics, identifying supports people may request, and triaging support levels as Low, Moderate, or High.

TIMELINE

Launched in SMIS on June 28, 2022 for all new intakes.
Existing intakes will be converted by the end of June.

Housing Checklist

USAGE (All consenting service users)

- Documentation
- Case management

CONTENT

Identifies if service users have valid ID, income, a Notice of Assessment from the most recent taxation year, active and up to date housing applications.

TIMELINE

Launched in SMIS on June 28, 2022.



USAGE (Prioritized households ONLY)

- Matching to supportive housing opportunities
- Follow-up supports baseline to begin case management

CONTENT

Looks at the existing and requested types of supports, in terms of health, substance use, activities of daily living, communication, and other areas of support.

TIMELINE

- To replace the HSST as an MS Word doc by end of Q4 2022.
- To be built into SMIS in 2023/24.



STARS Supports Assessment: Content

Timing

- Completed on request by Coordinated Access team in the context of a person who is being connected with:
 - Follow-up support services
 - Housing with support opportunities (PATHS, Rapid Rehousing)
- Completed by a caseworker at a referring agency together with the person being referred

The Supports Assessment covers...



**Person's story
& goals**

A. Admin Info
B. Housing History
E. Summary &
Priorities



**Person's support
needs & safety
concerns**

C. Menu of Services
F. Levels of Support
* Safety Plan *



**Formal & informal
supports in their
life**

D. Existing Supports

Content Overview:

A. Administrative Information

- Assessor's name & contact information
- Person's name, contact information, and demographics
- Names & contact information for any others in household
- Accessibility requirements

Content Overview:

B. Housing History

- Goals and priorities
- Housing history:
 - Approximate dates, description of location, type of location (shelter, outside, permanent housing, temporary housing, health facility, correctional facility), notes re: reason for leaving
- Discussion about:
 - Future: Places the person would want to avoid, what is important to the person in moving to their new home
 - Past: What has not worked well and what has worked well in previous housing?

Sample Housing History

Dates		Location		Notes
From	To	Description	Type of location	Reason for leaving?
October 2021	Present	NCFS Eagle's Nest youth transitional shelter	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	
May 2021	October 2021	Encampment in the Don Valley	<input type="checkbox"/> Shelter <input checked="" type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT left the encampment for shelter when the weather got cold. Boyfriend still there.
January 2021	May 2021	IPV/VAW shelter in Ajax	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT returned to boyfriend and moved to encampment in TO.
February 2020	January 2021	Couch-surfing with various friends and family in Ajax, Hamilton, & Toronto	<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input checked="" type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT left boyfriend to go to an intimate partner violence shelter.
January 2018	February 2020	Lived in an apartment in Ajax with her boyfriend	<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input checked="" type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	CAS involvement due to violence from boyfriend. Daughter moved in with JT's mother. JT & boyfriend started couchsurfing.



Content Overview:

C. Menu of Services

1. Housing Supports
2. Finances, Education and Employment
3. Social and Community Supports
4. Communication and Organization
5. Legal and Immigration
6. Health and Wellness
7. Substance Use
8. Activities of Daily Living
9. Safety and Housing Stability

C. Menu of Services

Example – Housing Supports

Housing Supports

Would you like support with:

- ☐ Talking through problems with household members or neighbours (when/if they arise)
- ☐ Talking through problems with the landlord (when/if they arise)
- ☐ Talking through problems with household members or neighbours (when/if they arise)
- ☐ Understanding more about your rights and responsibilities as a tenant and the rights and responsibilities of your landlord and neighbours
- ☐ Arranging or revising an arrears repayment plan
- ☐ Protecting yourself from people who may try to use your home as their own place (unit takeover)
- ☐ Other, please specify:

- ☐ No supports needed in this area

Please provide details on the specific types of supports requested, and on specific types of needs in this area.

Content Overview:

D. Existing Supports

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Please tell me a bit about the supports you have in your life. These could be family, friends, Elders, social workers, occupational therapists, doctors, health workers, trustees, guardians, peer support workers, or other individuals. It could be a drop-in, cultural centre, community group, faith organization, or other group.

This information will help us better understand the kinds of support you already have in place, and where a Follow-Up Support Worker or Supportive Housing Provider may be able to fill in the gaps.

Name & Role	Organization	What type of support is provided and how often?

** Please add more rows as needed (if Word) or attach a separate document (if PDF).*

Content Overview:

E. Summary & Priorities

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Is there anything we missed or anything else you are looking for support with?

Now that we have reviewed supports in a range of service areas, has anything shifted in what you view as your priorities or goals?

Content Overview:

F. Levels of Support

- Person's requested frequency of support (e.g. 0-1x/week, 2-3x/week, 4-5x/week, 6+x/week) in each support area
- Person's preferred method of contact (in-person, phone, email, etc.)
- Times of day person finds themselves looking for support (weekday business hours, evenings, weekends)



STARS Supports Assessment: Implementation and Timelines



Planned Usage

Current (2022)

- Microsoft Word format
- Replace the HSST
 - Used **only** by agencies connecting prioritized households to Follow-Up Supports, PATHS, Rapid Rehousing

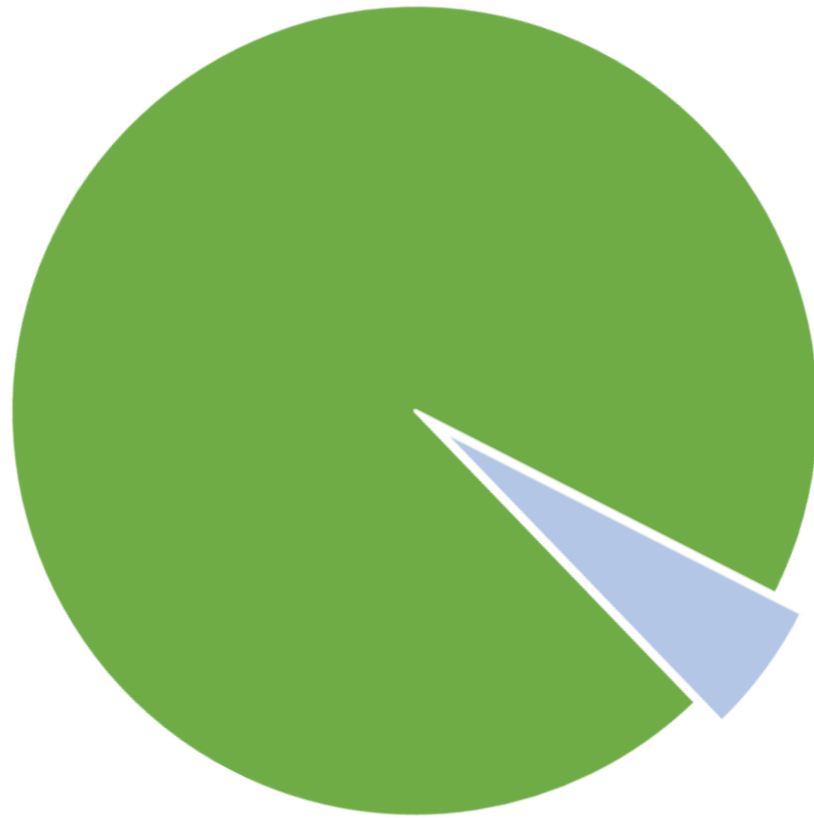
Future (2023/2024)

- SMIS
- Will be integrated with case management processes in shelters, street outreach, and other programs using SMIS, and information will be shared (with consent) across programs

2021 HSST Usage

~5%

of all service users (~12% of chronically homeless service users) were **prioritized and matched** to City-contracted supportive housing units in 2021. (Total: 1,055 individuals matched to 913 City-contracted supportive housing units in 2021.) Currently, this matching is done using the HSST; in the future, it will be the **STARS Supports Assessment**.



- Individuals prioritized and matched to City-contracted supportive housing in 2021
- Estimated total unique individuals experiencing homelessness on the streets or in City-contracted shelters in 2021

Current implementation

- **February 2022**

- Began pilot of STARS Supports Assessment tool with the Beyond Housing Project, a multi-year pilot project led by the MAP Centre for Urban Health Solutions (Unity Health), the Toronto Alliance to End Homelessness, Dixon Hall shelter hotels, and a range of sector partners.

- **June 2022**

- Limited pilot-based roll out with Indigenous service providers (trained June 2, 2022)

- **Target: By year-end**

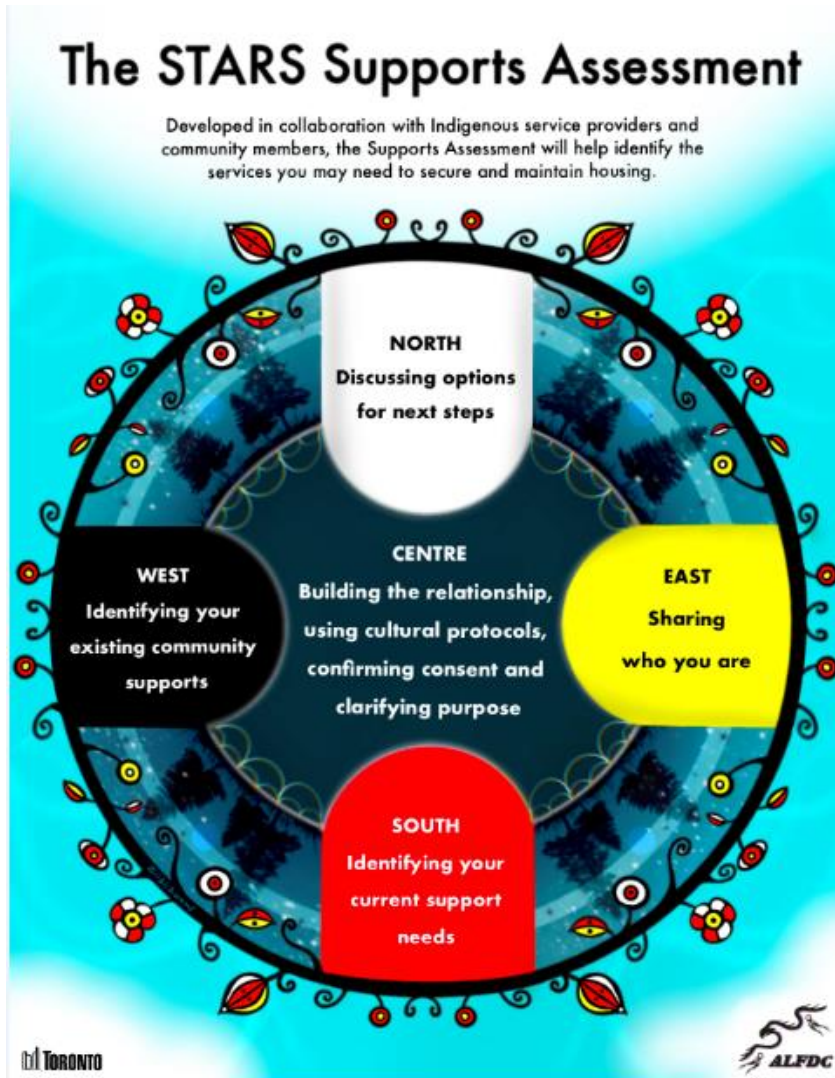
- Information management, legal review, and consent processes being finalized
- Will occur after trainings have been completed. Trainings will take place virtually, delivered by SSHA staff.
- Trainings have been developed in consultation with SSHA CABR Professional Development & Training Subcommittee, the MAP Beyond Housing project, shelter staff, Indigenous partners, and others.

Training

The training focuses on how to administer the tool:

- Using a **holistic** approach, focusing on goals and strengths
- Being sensitive to **trauma** and power dynamics
- Recording the person's **voice** and their **self-determined** priorities and choices
- Working in the context of **building a relationship** between service provider and service user, being kind, respectful, and putting the person's **emotional wellbeing** first.

STARS Supports Assessment: Visual Aid for Workers and Community Members



* For use by Indigenous service providers only

Coordinated Access Webpage

[www.toronto.ca/
coordinated-
access](http://www.toronto.ca/coordinated-access)

Community Partners



Apartment Building Operators

Learn how RentSafeTO and the Tower Renewal Program can help you maintain and revitalize your apartment buildings.

Affordable Housing Partners

Find information and support for organizations building affordable rental and ownership housing for low- and moderate-income residents.

24-Hour Respite Site Operators

Find information and support for operators of 24-hour respite sites.

Emergency Shelter Operators

Find information and support for operators of emergency shelters throughout the city.

Social Housing Providers

Information and regulations for social housing operators that are partnering with the City to operate social and affordable housing available to 265,000 Torontonians.

Coordinated Access to Housing & Supports

Information about the systems-level approach for addressing homelessness and connecting people to housing with supports.

Questions?

