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Breaking Ground



Concerns I had as a Provider when hearing CAPS was coming!

- The prioritization system would miss my people
- A client would have to rank as “high” or the individual would not get an interview
- It would reduce placement opportunities

What I Have Learned

The people behind CAPS

- Diverse group of stakeholders
- Group wants to do the right thing
- Iterative process and if it is broken, it will be fixed

About CAPS Process

- Important to be educated
- 2010e must be fully and accurately completed
- Supervisors should double check applications
- The SVA takes information from the 2010e which impacts high/medium/low determination

Breaking Ground Programmatic Implementation

- If an application comes back Low or Medium, a supervisor reviews it
- An internal CAPS/SVA checklist noting system touches and functional impairments
- A report that collects all client CAPS scores

CAPS/SVA Checklist:
What Categories We Believe Our Clients Will Check Off

Client Name: _____ Case Manager: _____ Date: _____

| System Contacts | | Functional Impairments | |
|-------------------------|--|---------------------------------------|--|
| Homeless | | Personal Hygiene | |
| Domestic Violence | | Shopping and Meal | |
| Substance Use Treatment | | Apartment/Room | |
| ACS | | Managing Health and Behavioral Health | |
| Corrections/Legal | | Travel/Mobility | |
| Hospital | | Managing Finances | |
| APS | | Social Skills/Supports | |
| DYCD | | | |

Continual Systems Improvement (CSI) Workgroup

- Diverse group of stakeholders
 - Government, nonprofit providers, membership orgs, and individuals with lived experience
- Analyze Data
- Provide Suggestions rooted in data to the Steering Committee

Final Thoughts

Stay Educated and Involved

Ask Questions

