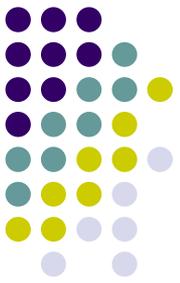


TG 5 Sub-Group: Outcomes and Evaluation of Housing Models

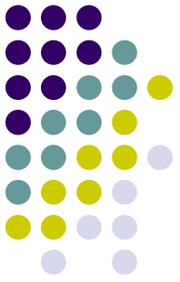
Presented by:
Greg White
Victoria Neeley
Hanan Scrapper

Best Practice Research



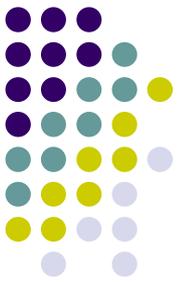
- Look at various Housing models around Fairfax County and Nationally
 - Success of programs and areas for improvement
 - Evaluation of collaborative efforts for conversion
 - Client Outcome Measurements Tools

Research



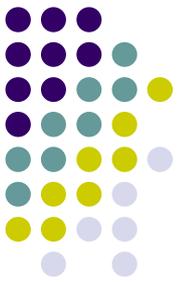
- Programs within Fairfax County and Nationally
- We sent out 50 surveys
 - Thirty-five surveys (29 local programs and 6 national programs) were completed and returned. The copy of the survey is included in attachments which accompany this report. The survey asked providers to share the following information:

Questions Asked



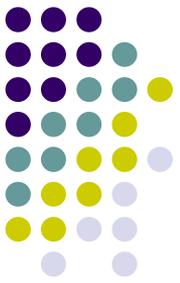
- Type of housing program provided?
- Population served?
- Length of program?
- How often are client outcomes assessed?
- What measurement tools are used to measure outcomes?
- Will you share your outcome tool?
- Do you measure longitudinal client success, if so for how long?

Types of Programs Surveyed



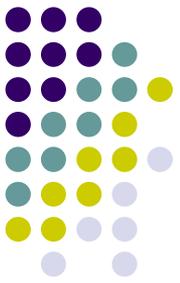
- Rapid Re-Housing
- Permanent Supportive Housing
- Permanent Housing without supports
- Transitional Housing (12-24months)
- Rental Assistance
- SRO (Single Room Occupancy)
- Home Ownership

Our Research Indicates



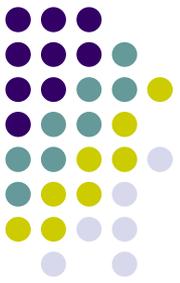
- Permanent Housing offers stability in the lives of many homeless families and individuals
- All transitional housing providers in the community must have shared outcome measurements.
- Program success in converted models is measured by the number of households who maintain their permanent housing.
- Communities converting transitional housing units must provide a critical review of outcomes, indicators and targets .

Survey Summary



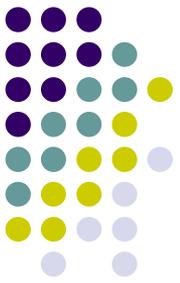
- Twenty-four percent (24%) of the respondents serve singles only
- Forty-nine (49%) serve families
- Twenty-seven (27%) serve both singles and families

Frequency of Client Assessments



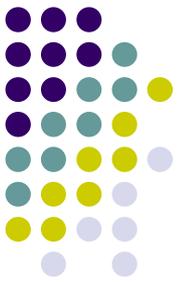
- Thirty-two (32%) measured quarterly
- Twenty-three (23%) measured monthly
- Twenty-seven (27%) measured at intake and exit
- Eighteen (18%) measured annually and semi-annually

Longitudinal Measurements



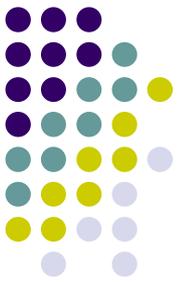
- 68% followed up after program completion
- Thirty-three (33%) followed clients for a minimum of one year
- The remaining programs cited lack of funding and staff to track long term outcomes.
- Most programs related client's ability to remain stably housed overtime as measurement of success
-

Measurement Tools



- Most cited tool used was a form of Arizona Self-Sufficiency Matrix Tool
- Innovative use of charts to demonstrate client's progress and assist as a tool to review with client
- Online counseling database called Counselor Max or "Alice" that tracks a client's progress from intake to homeownership
- Ansell Casey Life Skills Assessment collected semi-annually to track client's progress on their service plans
- Other measurement tools created in-house by various programs

Measurement Tools



- Use of HMIS for program outcomes
- Pre-Post surveys after life-skills
- Pre-Post testing after program completion
- Certificate achievements

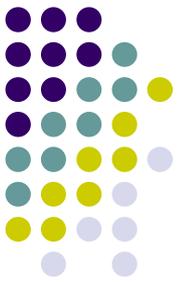
Recommendations



For all Clients:

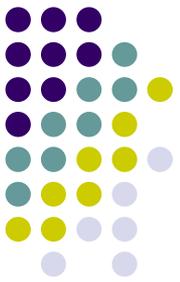
- Recommend initial Goal Setting or Client Personal Assessment.
- Recommend Quarterly Review of Goals – Outcomes for individual clients done by Case Managers in collaboration with Client.
- Recommend offering Life-Skills classes including:
 - Responsible Renters
 - Budgeting skills and Credit improvement
 - Parenting
 - Health and Healthy eating
 - Speaking Skills; Listening Skills;
 - Stress reduction
 - Resume & Interview skills
 - Time Management & Organizational skills
 - Financial Management
- Recommend offering one-on-one counseling by someone other than the Case Manager.

Recommendations (cont.)



All Clients – Cont.

- Recommend offering Client Rights, Responsibilities & Grievance forms.
- Recommend use of a version of the Fairfax County Self-Sufficiency Matrix scale to be filled out by Case Manager with Client or to be filled out by Client and reviewed with Case Manager – Annually or every 6 months.
- Recommend including measurement tools for tangibles such as:
 - Income;
 - Debt reduction;
 - Savings;
 - Credit score;
 - Certificate programs
 - Education & ESL programs
- Recommend Mental Health Assessment in some form from qualified counselor
- Recommend Client Feedback Surveys – at least every 6 months and post permanent housing placement;
- Recommend educational opportunities to increase client income
- Recommend client post placement Goals Assessment



Recommendations (cont.)

For Clients with Specific Needs:

- Recommend intake to include Mental Health needs
- Recommend ESL support & services for multi-cultural clients
- Recommend PSH to support Mental Health Outcome measurements
- Recommend programs serving DV clients include Safety Planning measurements
- Recommend Voluntary Services programs include – Client input/feedback
- Recommend staff training in Motivational Interviewing skills for all programs

Next steps – to survey programs in Fairfax County and across the Country including the back-up plans for goals not achieved.

- How do we address client failure?
- What are the Communities next steps