

Welcome
Ohio BOSCOC Transitional & Supportive Housing
Program Analysis Webinar
will begin shortly.

This is a muted call, please
submit your questions via the
Go To Meeting question feature.

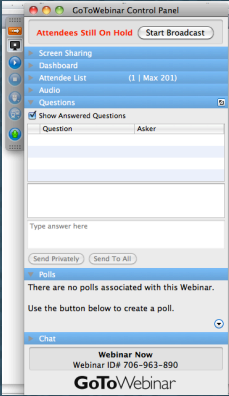
Handouts will be available at
http://www.cohhio.org/info_training_materials.php
later today.

Ohio BOSCOC Transitional &
Supportive Housing Program
Analysis Webinar
January 11, 2012

Jonda Clemings
Erica Mulryan


Webinar

- Webinar will be 2 hours
- Call muted
- Submit questions through GTW toolbar
- Materials available http://www.cohhio.org/info_training_materials.php



Key Considerations for the TH Program Analysis

- Recognize TH analysis purpose
- Understand the data collection tool
- Identify analysis & timeline
- Acknowledge recommendations & next steps



TH Program Analysis Agenda

- Overview & context for analysis
- Committee roles
- TH program analysis tool
- TH program analysis HIC & HMIS data collection
- TH analysis
- Recommendations
- Next Steps



TH Definition

TH, for analysis purpose, will be defined as a homeless program designed to facilitate the movement of homeless individuals and families to permanent housing (PH). Persons may live in TH for up to 24 months and receive supportive services that enable them to live more independently. TH also includes those programs funded by ODOD-OCD under the Supportive Housing (SH) category. SH provides from 4 to 24 months of housing and supportive services to facilitate the movement of homeless individuals and families to PH. Finally, TH will also include any other public or privately funded program designated for homeless persons that operates in a consistent manner of HUD's TH program model.

Overview and Context for TH Analysis



Objectives

- Examine and analyze BOSCO TH programs.
- Develop and offer program recommendations best suited to meet the needs of the homeless and align programs to HEARTH performance benchmarks.



Objectives

Tasks

- ✓ Evaluate federal, state, and privately funded transitional housing program practices.
- ✓ Survey the practices that transitional housing programs have implemented.
- ✓ Provide meaningful transitional housing program performance comparisons.

Tasks

- ✓ Analyze survey data in order to make recommendations for transitional housing model changes to best meet HEARTH performance benchmarks.
- ✓ Develop benchmarks to measure transitional housing program effectiveness.

Approaches

- TH program providers will be requested to complete BOSCOG Transitional Housing Program Analysis Survey.
- TH committee members will follow-up with providers that have not completed the analysis within the specified time to collect data.

Approaches

- TH committee members will collect calendar year 2011 Homeless Management Information System (HMIS) data, financial and other information from existing sources and 2012 housing inventory data.
- TH Committee members will complete interviews with TH program staff as warranted to collect additional or clarify data.

TH Program Analysis Survey

BOSCOOC Transitional Housing Program Analysis Introduction

The Ohio Bureau of State Controller (BOSCOOC) is committed to analyzing both housing and other developmental needs. Combined with the Department of Development (DOD), these resources help programs and providers with their state's transitional housing. Combined with the BOSCOOC's commitment to fund homeless programs and providers through the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act implementation, the BOSCOOC has set a goal to study transitional housing programs.

Objectives:

- Provide an operational overview of what they make a use of the three phases described: 1. phase of need for housing assistance, 2. phase of entry, 3. phase of placement, 4. phase of transition, 5. phase of exit.
- Identify the most common barriers to transitional housing, such as employment, income, transportation, and other factors.
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***1. Please enter the following contact information for the person completing this survey.**

Name:

Agency:

Address:

Address 2:

City/Town:

ZIP:

Email Address:

***2. What is the name of your transitional housing program? Please use the project's name as listed on the Housing Inventory Count (HIC) Chart. Transitional housing providers with more than one transitional housing program, are asked to complete one survey for each program listed on the HIC.**

Need to complete one survey monkey survey for each TH program listed on the Housing Inventory Count (HIC) Chart.

3. How long has this specific transitional housing program been in existence? Please check only one option.

Less than 1 year

More than 1 year - less than 5 years

5 - 10 years

11 - 15 years

16 - 20 years

More than 20 years

***4. Please check which program site configuration type reflects your transitional housing program. Please check only one option.**

Single site | single building - housing units are at one site, in a single structure - facility based

Single site, multiple buildings - housing units are at one site, in multiple structures (e.g., single apartment complex with multiple buildings and program units in two or more buildings) - facility based

Multiple sites - housing units are at multiple sites - scattered-site housing - voucher based

5. If you are a single site, single building or single site, multiple buildings transitional housing program, do you own, rent or master lease the building where your participants are living - you may check more than one option?

Own

Rent

Master lease

6. Is your program a transition in place model - a program designed to allow the household to retain the apartment at exit that they occupied during their time in the program. Please check only one model that best reflects your transitional housing program.

Yes, we are a transition in place model, our participants may retain the apartment at exit that they occupied during their time in the TH program

No, our participants must move to another location after completion of transitional program.

7. Which housing types best reflect this transitional housing program - you may select more than one option.

Mass shelter/barracks. Multiple individuals and/or family households sleep in a large room with multiple beds.

Dormitory/hotel/motel. Most individuals and/or families share small to medium sized sleeping rooms or have private sleeping rooms. Persons may or may not share a common kitchen, common bathrooms, or both.

Shared housing. Most individuals and/or families reside in one or more shared housing units that house up to 8 individuals or 4 families. Each unit includes a kitchen and bath. Each family generally has a private sleeping room, though more than one individual may share sleeping space.

Single Room Occupancy (SRO) units. Most individuals reside in a private unit with a sleeping/living room intended for one occupant that contains no sanitary facilities or food preparation facilities, or contains either, but not both, types of facilities.

Single apartment (non-SRO) units. Most individuals and/or families reside in a self-contained apartment intended for one individual or family household that includes a private kitchen and bath.

Single homes/townhouses/duplexes. Most individuals and/or families reside in a self-contained home/townhouse/duplex intended for one individual or family household.

Not applicable: non-residential program. The program does not offer residential services to clients.

8. What percent of referrals are screened and determined to be eligible (e.g., meets your target population(s), income guidelines, eligibility standards) for this transitional housing program. Please check only one option.

0-20%

21-40%

41-60%

61-80%

81-100%

9. What percent of households determined to be eligible (e.g., meets your target population (s), income guidelines, eligibility standard(s), etc.) are subsequently admitted to your TH program? Please check only one option.

0-20%

21-40%

41-60%

61-80%

81-100%

10. Are you tracking referrals that you decline? ** A declined referral would be a household presenting to your program that is requesting assistance and you are not able to assist that household. Please check only one option.

Yes

No

11. If you are tracking persons/households that are declined from your transitional housing program, how many households did you decline in calendar year 2011? ** A declined referral would be a household presenting to your program that is requesting assistance and you are not able to assist that household.

Number of households declined

12. Housing Status - For each housing condition listed below, identify whether program applicants who are experiencing the condition at time of application are "not eligible" or "eligible" for the program. Select "target/priority" for any eligibility criteria that are further used to target potential program participants or prioritize applicants for program participation. Please select a drop-down response for both eligibility and target/priority for each row.

	Program Applicants - Eligibility	Program Applicants - Target/Priority
Residing in places not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground, etc.	<input type="text"/>	<input type="text"/>

There are additional eligibility criteria on tool

13. Income/Non-Cash Benefits: For each income amount category and income/non-cash benefit status listed below, identify whether applicants in each category at time of application are "not eligible" or "eligible" for the program. Select "target/priority" for any eligibility criteria that are further used to target potential program participants or prioritize applicants for program participation. Please select a drop-down response for both eligibility and target/priority for each row.

	Program Applicants - Eligibility	Program Applicants - Target/Priority
Zero income at entry	<input type="text"/>	<input type="text"/>
At or below 35% Area Median Income	<input type="text"/>	<input type="text"/>
At or below 50% Area Median Income	<input type="text"/>	<input type="text"/>
At or below 80% Area Median Income	<input type="text"/>	<input type="text"/>

There are additional eligibility criteria on tool

14. Disability: For each disability condition listed below, identify whether applicants (head of household) in each category at time of application are "not eligible" or "eligible" for the program. Select "target/priority" for any eligibility criteria that are further used to target potential program participants or prioritize applicants for program participation. Please select a drop-down response for both eligibility and target/priority for each row.

	Program Applicants - Eligibility	Program Applicants - Target/Priority
Not disabled	<input type="text"/>	<input type="text"/>
Physical disability	<input type="text"/>	<input type="text"/>
Developmental disability	<input type="text"/>	<input type="text"/>
Chronic health condition	<input type="text"/>	<input type="text"/>
Mental illness	<input type="text"/>	<input type="text"/>
Severe/persistent mental illness	<input type="text"/>	<input type="text"/>
Substance abuse	<input type="text"/>	<input type="text"/>
Severe/persistent substance abuse	<input type="text"/>	<input type="text"/>
HIV/AIDS	<input type="text"/>	<input type="text"/>
Condition expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	<input type="text"/>	<input type="text"/>

15. For the disability conditions listed above, identify whether applicants are receiving treatment/services for those conditions. Please select a drop-down response for both eligibility and target/priority for each row.

	Program Applicants - Eligibility	Program Applicants - Target/Priority
Not receiving services or treatment for condition(s)	<input type="text"/>	<input type="text"/>
Receiving services or treatment for condition(s)	<input type="text"/>	<input type="text"/>
Complying with services/treatment	<input type="text"/>	<input type="text"/>
Not complying with services/treatment	<input type="text"/>	<input type="text"/>

***16. Please check which additional eligibility criteria must applicants meet to be eligible for this TH program. Please select a drop-down response for both eligibility and target/priority for each row.**

	Program Applicants - Eligibility	Program Applicants - Target/Priority
18 years of age or older	<input type="text"/>	<input type="text"/>
Ability to participate in developing and carrying out an appropriate treatment plan	<input type="text"/>	<input type="text"/>

There are additional eligibility criteria on tool

17. Referral Source: Identify referral sources for which the program has established a priority when determining applicant eligibility and potential program admission. Please select a drop-down response for both eligibility and target/priority for each row.

	Program Applicants - Eligibility	Program Applicants - Target/Priority
Community information/referral service (e.g., 2-1-1, crisis hotline, info/referral line, etc.)	<input type="text"/>	<input type="text"/>
Criminal justice system (including law enforcement)	<input type="text"/>	<input type="text"/>

There are additional eligibility criteria on tool

18. What is the targeted/planned length of stay that this transitional housing program is designed for? Please check only one option.

Less than or equal to 30 days

31 to 60 days (1-2 months)

61 to 180 days (2-6 months)

181 to 365 days (7-12 months)

366 to 730 days (12-24 months)

More than 731 days (more than 2 years)

19. Does this TH program terminate assistance at 24 months regardless of permanent housing availability option? Please check only one option.

Yes - TH program terminates assistance of all participants at the 24 month period of time regardless of other housing availability

No - TH program continues to work with participants regardless of time frame to assist person to secure housing

20. Please check which supportive service(s) are required for this transitional housing program - please note the services can be provided by your transitional housing program or another entity. Please check only one option per criteria (row).

	Required - by TH provider agency	Required - by another community agency
Outreach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Life skills (outside of case management)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Alcohol and drug abuse services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AIDS-related services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other health care services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Housing placement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Employment assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Child care	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Legal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

21. Are participants discharged from this transitional housing program for violating any of the following rules, regulations, and/or policies. Please check only one option per issue (row).

Issue	Participant would automatically be terminated/discharge from program - program has a zero tolerance for this issue	Participant would receive progressive consequences for violating this rule, regulation or policy.	Not applicable for this TH program
Destroying agency or landlord property	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a weapon in the unit or on the premises	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noncompliance with supportive services requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

There are additional issues on tool

22. Does this transitional housing program require any of the following? Please check only those options required by your program

Yes - this transitional housing program requires

Landlord-tenant lease agreement	<input checked="" type="checkbox"/>
Participant has key to their own room/apartment	<input checked="" type="checkbox"/>
Participant pay back rent once their income/benefits begin	<input checked="" type="checkbox"/>
Participant saving a percentage of their income	<input checked="" type="checkbox"/>
Participation in a service, treatment, and/or housing plan	<input checked="" type="checkbox"/>
Program participation written agreement	<input checked="" type="checkbox"/>
Representative payee	<input checked="" type="checkbox"/>

23. Has your organization or local continuum considered making any changes to this transitional housing program to align it with the HEARTH Act?

Yes

No

24. What changes are you considering for this transitional housing program - please include discussions held with local Continuum of Care, needs assessment/gaps analysis completed, anticipated time frame to complete changes, anticipated outcomes, etc.

25. What capacity building and/or technical assistance support would be helpful to your agency/continuum to make these changes, if any?


26. Are there any additional comments or information that you would like to share about your transitional housing program or information that you would like to expand upon from a previous question?

TH Program Analysis HIC Data Collection

- Target populations
- Number of beds/units
 - Households with children
 - Households without children
 - Households with only children

TH Program Analysis HMIS Data Collection

- Persons/households served CY 2011
- Physical/Mental health conditions
- Residence prior to program entry
- Cash and non-cash benefits – entry/exit




Ohio Department of Development Nov 29, 2011
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TH Program Analysis HMIS Data Collection

- Length of stay
- Destinations at exit
- Program funding ** From grants



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TH Analysis Timeline

- August 2, 2011 – TH workgroup formed. Invitation letters sent to workgroup members.
- August 23, 2011 – first TH workgroup meeting. Reviewed draft TH analysis tool. Obtained feedback.
- November 14, 2011 – second TH workgroup meeting. Reviewed draft tool. Obtained feedback.
- November 18, 2011 – announced TH Program Analysis webinar save the date.
- December 5, 2011 – TH Program Analysis tool submitted to BOSCO Advisory and Steering Committees for comments and approval.
- December 9, 2011 – TH Program Analysis webinar announced.

TH Analysis Timeline

- January 9, 2011 – TH workgroup meeting scheduled. TH Program Analysis Tool made available via COHHIO listserv.
- January 11, 2012 – TH Program Analysis tool webinar.
- February 21, 2012 – TH Program Analysis tool due to COHHIO.
- June 2012 – TH Program Analysis data available to TH workgroup.
- August 2012 – TH Program Analysis data available for BOSCO Advisory and Steering Committees.
- September 2012 – TH Program Analysis data announced to BOSCO providers.

Next Steps Timeline

- October 2012 – Agencies provide response to recommendations
- October – December 2012 – First tier program planning for transformation
- January – March 2013 – First tier program transformation implementation
- TBD – Second, etc. tier program planning and implementation

TH Analysis

- Survey and data collection – just the beginning
- Data analysis
- Set benchmarks
- Steering and Advisory Committee will review and approve

Recommendations

- Recommendations based on TH analysis and local homeless statistics
- Programs informed of recommendations
 - Technical assistance offered
 - Program change timeline established
 - Benchmarks set

Sample Recommendations

- Redefine length of stay
- Transform to rapid re-housing
- Retool to permanent supportive housing
- Strengthen community collaborations
- Modify program design

Sample Recommendations

- Retraining staff for culture shift
- Change in target population
 - Specialized sub-population
- Shift to voucher-based program
- Adjust program budgets

Implications

- HEARTH necessitates improving outcomes, funding will follow programs with strong outcomes
- Poorer performing programs will not be included in the BOSCO application and will not receive ODOD funding

Quality Improvement Plans

- BOSCO QIP Process - http://cohhio.org/pdf/Outcome_Training_4-27-10/BOSCOQIP%20Training%204-27-10.pdf
- Performance Improvement



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