

Welcome  
The April 14, 2010 HPRP training  
will begin shortly.

This is a muted call, please submit your questions  
via the GoToMeeting question feature.

Handouts available at  
[http://www.cohhio.org/info\\_training\\_materials.php](http://www.cohhio.org/info_training_materials.php)

## **HPRP - Housing Focused Case Management and Improving Outcomes**

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**April 14, 2010**

### **HPRP is Transformative**

- Goal is to use resources to achieve meaningful impact in ending homelessness
- Focused on maintaining stable housing
- Time limited focused intervention

# **Transformative**

### **HPRP is Transformative**

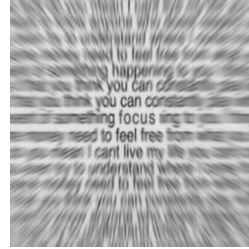
- Dependent on effective transition to mainstream resources
- Outcome driven
- HEARTH Act will continue some aspects of HPRP

# **Transformative**

## Who Are We Serving

- Households that are at imminent risk of losing their housing and out of financial resources/support network
- Households who are currently homeless in an ES, places not meant for human habitation, graduating from/timing out of TH, in hospital or institution for < 180 days and previously homeless or leaving DV situation

## HPRP CM Focuses On



- Housing stability & placement
- Emphasis on arrangement, coordination, monitoring and delivery of services related to housing needs and improving housing stability

## Housing Focused Case Management Tasks

- Outreach & engagement
- Assessment & education - promote realistic expectations
- Goal setting & housing retention planning
- Evaluate progress on goals and revise as warranted

## Engagement Strategies

- Introduce self
- Explain how you can be helpful
- Listen to perceived needs
- Respect boundaries
- Empower them to have control over situation
- Be patient & persistent

**Engagement  
Strategies**

## Documenting Eligibility

- Risk of homelessness
- Current homelessness
- But for...
- At or below 50% AMI
- No other housing options, resources or supports to obtain/maintain housing



## Eligibility Determination and Documentation

*HUD released new guidance materials on HPRP Eligibility Determination and Documentation*

**\*\* To view these materials, go to:**

[http://www.hudhre.info/documents/HPRP\\_EligibilityAndDocumentationGuidance.pdf](http://www.hudhre.info/documents/HPRP_EligibilityAndDocumentationGuidance.pdf)

## Goal-based Assessment

- Assessment is a process
- Assess history of successes & failures
  - How household became homeless
    - Lost employment
    - Lost income
  - Successful housing situations
  - Preferences

## Goal-based Assessment

- Assess history of successes & failures
  - Financial issues
  - Credit problems
  - Uninsured with medical needs
  - Concrete needs, such as child care, transportation
  - Implications of disabilities or service needs to assist with housing stability

## Continued Eligibility

- Re-evaluate at least every 3 months
  - Utilize same eligibility criteria
  - Must meet continued appropriateness for HPRP
- Maintain 1 file per household



## Demonstrate At-Risk of Homelessness

- Use weighted assessment to determine risk of homelessness
- Refer to other resources if not in imminent risk of homelessness
- Housing status at entry will determine that household would be - in this case - HP

## Demonstrate Currently Homeless

- Sleeping in emergency shelter
- Sleeping in place not meant for human habitation
- Staying in hospital or institution for up to 180 days, but literally homeless prior to entry
- Graduating from/timing out of TH
- Victim of DV
- Housing status at entry will determine that household would be - in this case - RRH



## Income at or Below 50% AMI

- Use current HUD income limits
- Collect income documentation to calculate annual gross income
- Utilize HUD's new guidance materials



<http://www.huduser.org/DATASETS/il.html>

## **NO** Other Housing Options, Resources or Supports

- Assessment should have questions that determine if there are other options, resources, or supports
- Include signed certification by CM acknowledging assessment that household would be homeless but for this assistance

## Participant Education

- Housing options, eligibility, expectations
  - Eligibility for resources
  - Expectations of tenancy
    - Rent payment
    - Quiet enjoyment
    - Maintaining apartment
- Financial realities
- Application process & timelines



## Participant Education

- Link option to aspiration
- Frame move as intermediate & identify future options
- Open up discussion of other options
- Test available options with family/friends
- Negotiate to improve skills, access resources, obtain preferred option

## Participant Education

- Explain reason for assessment and what they are able to access
- Reiterate time-limited nature of program
- Anticipate reactions



## Housing Focused

- Based on consumer's needs
- Responsibility
- Focused on implementing objectives to meet those primary goals
  - Obtain housing
  - Maintain housing



## Developing a Housing Retention Plan

- Individualized plan
- Request that household repeat what was told to them
- Empathize
- Be clear on what you can/cannot provide

## Developing a Housing Retention Plan

- Listen to perceptions of successes and struggles
- Discuss strengths that will aide in reaching goals
- Discuss available resources that will aide in reaching goals
- Provide case management services on a regular basis

## Developing a Housing Retention Plan

- Celebrate successes along the way
- Remind that setbacks may occur
  - Set new objectives
  - Revise plan
- Do not promise the moon



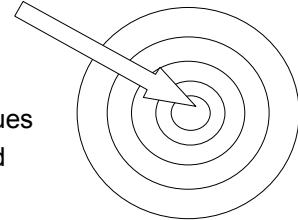
## Housing Focused Goals

- Housing retention & stabilization
  - Maintain apartment
  - Comply with lease
  - Build negotiation skills
  - Develop support system
  - Seek social services



## Housing Focused Goals

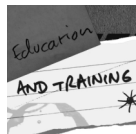
- Income
- Employment
- Repair credit
- Handle legal issues
- Supports needed



## Housing Focused Goals

- Financial stability
  - Education & training
  - Access to health care
  - Child care
  - Transportation

child  
care



## Reporting Requirements



- HMIS data collection or comparable
- Client-level data into HMIS

## Quarterly Performance Reports (QPR)

- Cumulative (inclusive of prior quarters activities)
- Reported for each quarter and entire grant
- Due 10 days after end of quarter
  - 1/1 to 3/31
  - 4/1 to 6/30
  - 7/1 to 9/30
  - 10/1 to 12/31

## QPR Components

- Grantee information
  - Contact, authorizing entity, project information
- Program performance
  - Persons and household served
  - Housing outcomes of persons served
- HPRP participants must have entry housing status reported and receive financial assistance and/or housing relocation and stabilization

## QPR Components

- Financial Information
  - HPRP expenditures by activity type
    - Financial assistance
    - Housing relocation and stabilization services
    - Data collection and evaluation
    - Administration

## QPR Components

- Financial Information
  - HPRP expenditures by type/service
    - Homelessness prevention
    - Homeless assistance
      - Within each service activity
        - » Financial assistance
        - » Housing relocation and stabilization

## Annual Performance Report

- Due 60 days after end of Federal fiscal year
  - 10/1 to 9/30

## APR Components

- Grantee information
- Program outputs
- Client characteristics by household type
- Client characteristics by exit status
- HPRP expenditures by service type, eligible activity and sub-activities
- Program performance by service type
- Narrative

## HPRP Intended Outcomes

- Reduction in length of stay in homeless shelters or in homelessness
- Reduction in the number of persons experiencing first time homelessness
- Reduction in the number of repeat episodes of homelessness
- Successful housing retention and stability
- Increase in income

## Housing Outcomes of Persons Served by Destination

- Needed for HPRP QPRs
- Collected at program exit

### Housing Outcomes for HPRP Permanent Housing

- Permanent supportive housing for homeless persons (SHP, S+C, etc)
- Rental by client, no housing subsidy
- Rental by client VASH subsidy
- Rental by client (non-VASH) housing subsidy

### Housing Outcomes for HPRP Permanent Housing

- Owned by client, no housing subsidy
- Owned by client, with housing subsidy
- Staying or living with family, permanent tenure
- Staying or living with friend, permanent tenure

### Housing Outcomes for HPRP Temporary Destinations

- Emergency shelter including hotel or motel paid for with emergency shelter voucher
- Transitional housing for homeless people (including youth)
- Staying or living with family, temporary tenure

### Housing Outcomes for HPRP Temporary Destinations

- Staying or living with friend, temporary tenure
- Hotel or motel not paid by emergency shelter voucher
- Place not meant for human habitation
- Safe haven

## Housing Outcomes for HPRP Other

- Institutional Destinations
  - Psychiatric hospital or other psychiatric destination
  - Substance abuse treatment facility or detox center
  - Hospital (non-psychiatric)
  - Jail, prison, or juvenile detention facility
  - Foster care home or foster care group home

## Housing Outcomes for HPRP Other

- Other
- Deceased
- Don't know/refused
- **Missing information - DO NOT USE**

## Some Clarifications

*Finally to wrap up today, a few issues have come up during recent ODOD monitoring visits, that I wanted to make sure to address with you today.*

## HPRP Forms

- *Each grantee and/or sub-grantee in a local continuum of care needs to utilize the same forms for HPRP.*

## Case Management

- *Case management services must be housing related as discussed in today's training.*

## Episode of CM

- *Each grantee and/or sub-grantee in a local CoC needs to utilize the same definition of what an episode of CM is.*

## Assessment Forms

- *Assessment forms should be weighted so that there is consistency in determining eligibility.*

## Exit Information

- *There appears to be a trend that not all households are being exited from HMIS properly. If you have questions about whether you are having this as an issue, you can run an entry/exit report from HMIS to ensure that everyone has been entered/exited correctly.*

### Gap in Financial/Service Transaction

- *Another issue that has come up as ODOD has been reviewing the QPR and other HMIS reports - is that more households are receiving financial transactions than service transactions.*
- *Each household entered into HMIS should have at minimum one service transaction.*

### Quiz - Question 1

What are the primary goals of HPRP?

### Quiz - Question 2

If a household is requesting HPRP assistance, what is needed to document eligibility?

### Quiz - Question 3

Name four housing focused case management tasks.

Quiz - Question 4

**Identify 3 housing  
retention tasks.**

Questions



A large, empty rectangular box with a thin black border, intended for the user to write their answer to the question.