

Housing First Monitoring Rubric

	Criteria	5 points	4 points	3 points	2 points	1 point		Agency score
1	Housing First: Exits to Homelessness	95-100% of exits were into a destination other than homeless	90-94% of exits were into a destination other than homeless	80-89% of exits were into a destination other than homeless	70-79% of exits were into a destination other than homeless	69% or less of exits were into a destination other than homeless	HMIS Data	5
2	Housing First: Reasons for Exit	95-100% of the reasons for exit met criteria	90-94% of the reasons for exit met criteria	80-89% of the reasons for exit met criteria	70-79% of the reasons for exit met criteria	69% or less of the reasons for exit met criteria	HMIS Data	5
3	Housing First Monitoring Assessment: Access to Housing	Fully Compliant	Mostly Compliant	Somewhat Compliant	Somewhat non-compliant	Mostly Non-Compliant		4
4	Housing First Monitoring Assessment: Participant Input	Fully Compliant	Mostly Compliant	Somewhat Compliant	Somewhat non-compliant	Mostly Non-Compliant		4
5	Housing First Monitoring Assessment: Leasing/Rental Assistance	Fully Compliant	Mostly Compliant	Somewhat Compliant	Somewhat non-compliant	Mostly Non-Compliant		4
6	Housing First Monitoring Assessment: Services	Fully Compliant	Mostly Compliant	Somewhat Compliant	Somewhat non-compliant	Mostly Non-Compliant		4

HMIS Report - First two criteria will be data pulled from HMIS

Housing First is predicated on belief that people should be re-housed when possible and all efforts should be made to prevent the return into homelessness.

- Exits to homelessness: if a household was exited from a CoC project into a homeless situation
- Reasons for Exit: if a household was exited for reasons other than non-payment of rent, non-compliance with program rules, or disagreement with rules/persons (these are considered not in line with housing first). The criteria would include reasons other than those listed above.

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Housing First Assessment – this tool will be used during all desk and in-person monitoring. Points will be awarded based on the results of the project’s most recent monitoring results.

- This 5-point scale will be used for each criteria on the housing first assessment tool:
 - Fully Compliant
 - Mostly Compliant
 - 1-2 minor changes needed
 - wording in documents need to be updated but in practice agency and staff are practicing housing first
 - Somewhat Compliant
 - 1-2 practices may need to be changed
 - documents need to be updated to be housing first
 - more staff training recommended
 - Somewhat Non-compliant
 - Agency has significant changes to be made to documents and practice
 - More agency and staff training required
 - Mostly Non-Compliant
 - Rules, documents and practices are not housing first

Criteria

Results from the assessment for Housing First are in **red**. Reviewers are assessing COC project manual policy and procedures, forms used by the agency and looking at supportive services provided (Case notes and service plans in participant files). Reviewers also speak with case managers and case manager supervisors to assess services. If there are participants willing to speak with reviewers, interviews are conducted to assess services they are receiving while in the project.

3. Access to Housing –

- a. Projects are low barrier and do not deny assistance for unnecessary reasons
- b. Adherence to Equal Access Rule: access to services regardless of sexual orientation or marital status.
- c. Intake processes are person-centered and flexible

- a. Agency owned unit, duplex. Families must meet the size of the unit
- b. Projects are low barrier, intake process p-c and flexible.
- c. No indication they do not adhere to EA – policy in manual.

4. Participant Input

- a. Participants are receiving ongoing education about Housing First principles and other service models used in the project.

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b. Agencies are creating opportunities for participant input and involvement. This can include involvement in: quality assurance and evaluation processes, a participant leadership/advisory board, processes to formally communicate with landlords, the design of and participation in surveys and focus groups, planning social gatherings, integrating peer specialists and peer-facilitated support groups to compliment professional services.

- a. No indication in participant files they are receiving education on HF. Agency staff state they explain how services are offered, but don't necessarily use the term "housing first" or explain what that means.
- b. agency is working on incorporating more ways for those with lived experience to be involved.

5. Leasing/Rental Assistance –

- a. Client Choice – participant had a choice in unit selection
- b. Housing is considered permanent (RRH, client on the lease; PSH, housing is without end date)
- c. Full tenant rights, including but not limited to no clauses that would be different than any other tenant; tenants are educated on their lease and rights as a tenant; eviction avoidance –

- a. site based – choice is limited.
- b. Considered permanent – PSH, participants sign sublease.
- c. standard lease with no additional clauses; no indication of if/how tenants are educated on lease and rights as a tenant.

6. Services

- a. Participant choice in services
- b. Participant-centered planning, case plan development, goals
- c. Services continually offered even if temporary change in housing status (short stay in institution)
- d. Services offered up to 6 months beyond exit NA
- e. Effective services are offered, and staff are trained in effective strategies known to increase stability and form trusting relationship (harm reduction, motivational interviewing, trauma-informed approaches, strengths-based) –

- a. Participant files indicate choice in services is being provided. Participant agreement does have some non-HF language, reasons for possible termination not HF – staff indicate this is not done in practice, but forms should be updated
- b. participants state they are developing their own goals. Suggested that forms should be worded that the goals were formed WITH participants. Participants appear to have choice in services and appear to be p-c.
- c. Staff indicate this has happened in the past, but has not been something that has come up for some time with any participants.
- d. NA – PSH leasing project
- e. staff receive training, hard to determine outcomes of services provided. Concern with a lack of notes being kept on housing search and placement process – a large number of folks enrolled for long periods of time (4+ months) without clearer notes indicating how they are being assisted in the search and placement process. Staff has assured they are in regular contact with those they are trying to house. WIBOS staff suggested more case notes to indicate everything being documented on how they are assisting each HH.

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Reviewer(s):	Meredith McCoy, Monitoring and Compliance Coordinated	June 28 & 29, 2023
	Kate Markwardt, Grant Specialist	

Results were reviewed with agency staff at exit interview during the monitoring. Agency will receive of copy of completed rubric with monitoring notice.