

Housing First Monitoring Rubric

West CAP

In Person Monitoring May 6 & 7, 2024

West CAP Permanent Supportive Housing (PSH)

	Criteria	8 points	6 points	4 points	2 points	0 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	0
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	4
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.

- o Exits to homelessness: if a household was exited from a CoC project into a homeless situation

5 total clients exiting, 3 exited to a non-homeless situation & 2 exited to homelessness 60%

- o 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.

5 total clients exiting, 4 clients left with a housing 1st reason & 1 client left for non-housing 1st reason 80%

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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 8-point scale will be used for each criteria on the housing first assessment tool:

8 - Fully Compliant

6 - Mostly Compliant ▪ 1-2 minor changes needed ▪ wording in documents need to be updated but in practice agency and staff are practicing housing first

4 - Somewhat Compliant ▪ 1-2 practices may need to be changed ▪ documents need to be updated to be housing first ▪ more staff training recommended

2 - Somewhat Non-compliant ▪ Agency has significant changes to be made to documents and practice ▪ More agency and staff training required

0 - Mostly Non-Compliant ▪ Rules, documents and practices are not housing first

Criteria

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. Files contained credit checks and printouts of criminal backgrounds. This should not be a barrier to entry and is not necessary to have in the client file. Housing search and placement process not documented in the file. Adherence to client choice hard to determine. Need more information on exited clients. The file should contain more information on the reason for exit and destination after exit.
- b. Agency policy but not a policy to let clients know of their rights.
- c. Not enough documentation to determine this. In speaking with staff, they report this is happening.

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4. Participant Input

- a. Participants are receiving ongoing education about Housing First principles and other service models used in the project.
- 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. Participant files and forms used for project do not identify ongoing education on HF principles. Staff interviewed states she is providing this education.
- b. Surveys. No other LE opportunities occurring at this time. Two formerly homeless on board.

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 education on their lease and rights as a tenant; eviction avoidance

- a. Files do not clearly indicate this is happening. Staff interviewed report that they provide choice in unit selection.
- b. Housing is considered permanent.
- c. Agency is rehousing if there is an eviction. Staff report they are going through lease with clients.



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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
- 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. Client case notes indicate there may be conversations that lead to non-choice options for services. (This staff no longer works for the agency)
- b. Depending on the staff, documentation of this is unclear or non-HF. Some case notes indicate services are not client-centered and language used in documentation is not HF. Forms used with clients need to be updated to reflect HF language and practices.
- c. NA for any files reviewed, however not indicated on any forms or policies either.
- d. NA - PSH
- e. Staff indicate regular training is provided on effective strategies. Not necessarily during onboarding.

Reviewer(s):	Meredith McCoy, Monitoring & Compliance Manager	May 6 & 7, 2024
	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.