

National Human Services Data Consortium **2016 Spring Conference**
Los Angeles, CA
April 13-14, 2016

Strengths Based Housing Plans: An Evidence Based HMIS Application to Meet HUD Data Standards
Community Rebuilders

Advancing a Technology Culture in Human Services



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Overview

- Agency Introduction
- Our Community: Meeting the Need with Available Resources
- Theory and Practice: Evidence Based Practice for Ending Homelessness
- Incorporating Theory Into Already Established HMIS Process (Strengths Based Housing Services Plan)
- Challenges and Lessons Learned
- Next Steps

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Community Rebuilders

- Coordinated assessment
- Housing Hub
- Community providers



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Community Rebuilders

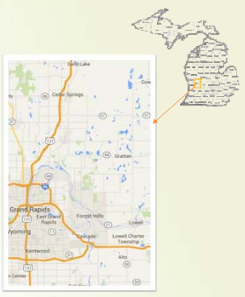
- **Mission:** Rebuilding hope through housing opportunities for individuals and families with support services during transitions.
- **History of Community Rebuilders**
- **Founding principles**

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Kent County

- **Community population data**
 - 629,237 Residents
 - 15.3 % Poverty rate
 - \$52,716 Median household income
- **Homeless data**
 - 2015 PIT: 912, sheltered, unsheltered, and transitional housing
- **Rental market data**
 - 2010-2014 Median gross rental \$726.00
 - 2015 Zillow Report: 1.6% vacancy rate
 - Year over year rental increases: 5.34%



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Community Rebuilders

- **Who we served in 2015:**
 - 1,892 total served
 - 817 households
 - 887 children
- **Services offered**
- **Rapid Re-housing program example:**
 - Search time
 - Months of assistance

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Theory and Practice: Evidence Based Practice for Ending Homelessness

- Context of a strengths-based, housing first model to ending homelessness
- Utilizing consumer driven services
- Utilization of case plans in HMIS to:
 - Reduce staff workload
 - Increase staff accountability
 - Provide up-to-date information on program specific outcomes
 - Allow staff to meet grant targets and deadlines

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Standards of Practice and Case Management Model

- Strengths-based case management (Housing Plan)
- Consumer driven services
- Housing First
 - Housing without precondition
 - Focus on housing stability
- Scattered-site
 - Choice in housing
 - Need for mobile technologies integrated into case management

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Strengths Based Housing Plans

- **CREATES A DESIRED HOUSING SITUATION**
 - As an HRS it is essential to be curious and patient
 - Allowing the consumer to describe, in detail, the desired situation that he or she would like to create
 - What are the positive and concrete results that the consumer wants to see happen? After listening to your consumer, you should be able to clearly articulate your consumer's desired situation-with personal details
- **EXPLORES PAST SUCCESS**
 - Talking about past success builds pride and confidence that can support success in the new situation
 - Asking this question can bring hope and idea generation to consumers. A situation that seemed hopeless can now seem more manageable

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Strengths Based Housing Plans (continued)

- Strengths Based Plans completed for all Community Rebuilders programs and consumers
- Updated on a regular basis
 - Rapid Rehousing (RRH) – Monthly
 - Permanent Supportive Housing (PSH) – Every 6 months
- Plans must be complete and created in partnership with the consumer
- All goal service transactions must be entered – if it isn't entered it never happened!
- Plans are tailored to meet the needs of each consumer

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Goals of the Strengths Based Plan

- Fulfilling grant obligations with regards to obtaining and maintaining housing, increased income, and increased self-sufficiency
- Meeting consumer driven goals



The image shows the cover of a 'Community Rebuilders Training Academy Housing Resource Specialist Standards Toolkit'. It features a logo with a house icon and the text 'Community Rebuilders'. Below the logo is a photo of a young child. The text on the cover includes 'TRAINING ACADEMY HOUSING RESOURCE SPECIALIST STANDARDS TOOLKIT' and a 'MISSION' statement: 'Rebuilding hope through housing opportunities for families and individuals with support services in their communities.'

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Incorporating Theory into Established HMIS Process (Strengths Based Housing Service Plans)

- Utilization of case plans in HMIS:
 - Provide a platform for staff to monitor and track progress for each consumer on their case load
 - Integrate HUD required service transactions into one document
 - Allow for HUD programmatic goals to be met, while still offering consumer flexibility and choice in goal setting
 - Provide outcome criteria for evaluation of the effectiveness of the intervention being provided

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Incorporating Strengths Based Tools into HMIS

Life Domain Rating Scale

- Individualized rating
- Provide direction
- Measure a specific concern or problem situation that your consumer has identified as the focus of their work with the HRS
- Re-evaluated at re-certification and at exit

Life Domain Rating Scale AT ENTRY ONLY

Housing	-select-
Financial Resources	-select-
Supports Network	-select-
Transportation	-select-
Education	-select-
Landlord Relationship	-select-
Cultural/Spirituality	-select-
Health/Recovery	-select-
Other	-select-

If other, enter domain name

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Incorporating Strengths Based Tools into HMIS

Housing/Services Plan

Program Goal 1 - Obtain Housing

Assessed obtain housing? -select-

Goal Needed? -select-

If "No", proceed to Program Goal 2

Monthly check on goal progress - obtain housing -select-

1a. Established clear understanding of the real results to achieve -select-

1b. Target Date / / -select-

1c. Strengths identified that will be utilized to achieve this goal -select-

1d. How confident are you that you will achieve this goal -select-

If less than or equal to "3", ask client "What would it take for you to move up one on the confidence scale?"

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Incorporating Strengths Based Tools into HMIS

Confidence Rating Scale

- Assess a consumers confidence in their ability to obtain the goal or action steps they have identified
- Assess the need to re-evaluate a set goal or objective
- Gives feedback on the process of goal and objective development
- How might the HRS improve the goal setting process?

Confidence Rating Scale

Not going to happen (Sad face) | Getting started (Neutral face) | Not sure (Slightly happy face) | Probably okay (Happy face) | Confident and happy (Very happy face)

0 1 2 3 4 5 6 7 8 9 10

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Strengths Based Plan in HMIS

Client Information

Summary | **Client Profile** | Household | RDI | Entry / Exit | Case Managers | Case Plans | Measurements | Assessments

Client Record | Issue ID Card

Name: Schmor, Joe
 Name Data Quality: Full Name Reported
 Alias:
 Social Security:
 SSN Data Quality: Full SSN Reported (HUD)
 U.S. Military Veteran?: Yes (HUD)
 Age:
 Change | Clear

Client Demographics

Date of Birth:
 Date of Birth Type:
 Gender:
 If Other Gender, specify:
 Primary Race:
 Secondary Race (if):

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Goal Service Transaction Report

8d. How confident are you that you will achieve this goal?

Goal Service Transactions

Program Goal	Service type	Funding source	Amount of financial assistance	Start Date *	End Date
Add					
Life Domain Rating Scale AT UPDATE					
Housing	Search				
Financial Resources	Search				
Transportation	Search				
Education	Search				
Landlord Relationship	Search				
Cultural/Spirituality	Search				

- Build for auditing data
- Connects the service back to a goal
- One case management meeting = multiple kinds of services may have been provided
- Staff accountability

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Goal Service Transaction Summary View

- Built to audit the data entered
- Break down of service type and amount of financial assistance
- Does not include the # of times the service occurred
- Summary of all the services provided by the program

Service type(0314)	Total amount
Case management	\$0
Financial assistance	\$650
Housing search and placement	\$0
Information and Referral	\$622
Food	\$155
Transportation passes	\$448
Leasing Assistance	\$61,865
Security Deposits	\$1,886
Sum	\$65,138

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Goal Progress Detail – Maintain Housing Goal

Client ID#	Is Established a goal (Understanding of the goal results in outcome/BS?)	Goal Agreement (Completed)	Goal Agreement (Approved)	Is Target (Established)	Is Strategy (Developed)	Is Plan (Implemented)	Monthly check (Has and/or will you perform this activity)	Monthly check on goal (Understanding - Outcome/BS?)	Monthly Check
899998	Yes	3/16/2016		A - Achieved	Yes	3			
899999	No								
899900	Yes	3/16/2016		B - Achieved	Yes	6			
899901	Yes	3/16/2016		B - Achieved	Yes	9			
899902	Yes	3/23/2016		B - Achieved	Yes	9			
899903	Yes	3/23/2016		C - Moderate Progress	Yes	3			
899904	No								
899905	No								
899906	No								
899907	Yes	4/1/2016		A - Major Progress	Yes	9			
899908	Yes	4/1/2016		C - Moderate Progress	Yes				
899909	Yes	4/1/2016		B - Achieved	Yes	6			
899910	Yes	4/1/2016		C - Moderate Progress	Yes	3			
Sum									9

Summary table with columns: 1 - No Progress (0, 0%), 2 - Some Progress (0, 0.0%), 3 - Moderate Progress (3, 33%), 4 - Major Progress (1, 11%), 5 - Optimal Progress (0, 0%), 6 - Achieved (8, 80%).

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Goal Progress Detail – Increase Income Goal

Client ID#	Is Established a goal (Understanding of the goal results in outcome/BS?)	Goal Agreement (Completed)	Goal Agreement (Approved)	Is Target (Established)	Is Strategy (Developed)	Is Plan (Implemented)	Monthly check (Has and/or will you perform this activity)	Monthly check on goal (Understanding - Outcome/BS?)	Monthly Check
899998	Yes	3/23/2016	3/23/2016	Yes	9	9	B - Achieved		
899999	No	2/23/2016							
899900	Yes	3/23/2016	3/23/2016	Yes	7	7	C - Optimal Progress		
899901	Yes	3/23/2016	3/23/2016	Yes	7	7	B - Achieved		
899902	Yes	3/30/2016	3/30/2016	Yes	8	8	C - Moderate Progress		
899903	Yes	2/16/2016	2/16/2016	Yes	8	8	C - Moderate Progress		
899904	No	3/1/2016							
899905	No	3/1/2016							
899906	No	3/1/2016							
899907	Yes	3/16/2016	3/16/2016	Yes	8	8	C - Moderate Progress		
899908	Yes	2/16/2016	2/16/2016	Yes	8	8	A - Major Progress		
899909	Yes	2/16/2016	2/16/2016	Yes	10	10	A - Major Progress		
899910	Yes	2/16/2016	3/16/2016	Yes	7	7	1 - No Progress		
Sum									8

Summary table with columns: 1 - No Progress (1, 11%), 2 - Some Progress (0, 0%), 3 - Moderate Progress (3, 38%), 4 - Major Progress (2, 25%), 5 - Optimal Progress (1, 12%), 6 - Achieved (1, 12%).

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Using and Monitoring Your Data

- Ensuring that plans are completed with each and every consumer
- Reports are run on a consistent basis and given to program managers to review with their teams – if changes are needed they happen
- Inform funders of program outcomes
- Ensure consumers are part of changes that occur to the plan

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Implementation

- 1 • Design our system working with an HMIS System Admin
 - Training our frontline staff and program managers
 - Utilization of the paper copy of the plan
- 2 • Started with one program at a time
 - Staff and consumer feedback
- 3 • Training our frontline staff and program managers
 - Utilization of the assessment in HMIS
 - Going live
- 4 • Staff and consumer feedback
 - Follow up and enhancing plan

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Challenges

- Resistance to change
- Utilizing iPad/laptops in conjunction with case management meetings
- Maintaining a natural setting when meeting with consumers
- Training whenever there is modification
- Cost to convert to electronic format
- Maintaining the electronic format and ensuring it is consistent with performance measure

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Lessons Learned

- Change takes time
- Change requires lots of training and role plays
- Throw away all paper versions of the plan
- Set up required a significant amount of time (converting to electronic)

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NEXT STEPS



- Enhance Reporting
- Utilizing the data for planning future programs and reporting outcomes
- Work on improving staff consistency
- Training new staff, annual trainings for veteran staff

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Questions

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