

New Tools and Tips for Homeless Programs Data Collection, Outcome Measurement and Implementation

HousingIowa Conference '09

Iowa Institute for Community Alliances

I-COUNT Network

The Essential Elements...

- Effective Client Assessment
 - Evaluation of client progress is difficult without comprehensive entry assessment
- Quality Data Collection
 - Data completeness
 - Collection of appropriate data elements
 - Accuracy

Outcomes Measurement

- HUD's HPRP Outcomes

- Reduction of time in shelter (length of stay)
- Reduction of persons “entering” homelessness for the first time (more effective homeless prevention)
- Increase the number of persons who are diverted from shelter
- Reduce repeat episodes of homelessness (recidivism)
- Reduce the overall number of homeless persons/families
- Reported by:
 - Initial *Performance* Report (IPR)
 - Quarterly *Performance* Report (QPR)
 - Annual *Performance* Report (APR)

- HUD's SHP Outcomes

- 63.5% of persons exit to permanent housing from transitional housing
- 71.5% remain stably housed for over 6 months
- 19% of persons have employment income at exit
- Reported by:
 - Annual Progress Report (APR)

Data Collection Elements

- Program Entry Information
- Client Demographics
 - Gender, age, race, veterans status, disability status
- Housing Status
- Income Data
- Services Provided
- Program Exit Information
 - Housing status, income, stability at exit

Data Collection Tools

- I-COUNT Network
 - Iowa's Continuum Outcomes & Universal Needs Toolkit; State of Iowa Homeless Management Information System (HMIS)
 - HUD Required Data Collection System

Client Assessment Tools

- Housing Barriers Assessment
- Client Intake Information
- Self Sufficiency Matrix
- Vulnerabilities Index

Housing Barriers Assessments

- Developed in Minnesota
- Used extensively in Georgia
- Designed to direct clients to the “right” program
- Three Focus areas
 - Tenant Issues
 - Personal Issues
 - Income Issues

Self Sufficiency Matrix

- Developed in Arizona
- Used as a program evaluation tool
- Becoming a Client centered Outcome measurement tool.
- 17 Domain Areas
- Assessment re-taken over time to reflect progress

Domain	Score	1	2	3	4	5
Income		no income	Inadequate income and/or spontaneous or inappropriate spending	Can meet basic needs with subsidy; appropriate spending	Can meet basic needs and manage debt without assistance	Income is sufficient, well managed; has discretionary income and benefits
Employment		No job	Temporary, part-time or seasonal; inadequate pay, no benefits.	Employed full time; inadequate pay; few or not benefits	Employee full time with adequate subsidized housing.	Maintains permanent employment with adequate income and benefits.
Housing		Homeless or threatened with eviction	In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable (over 30%of income)	In stable housing that is safe but only marginally adequate.	Household is in safe, adequate, subsidized housing.	Household is safe, adequate, unsubsidized housing.
Food		No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.	Household is on food stamps	Can meet basic food needs, but requires occasional assistance.	Can meet basic food needs without assistance.	Can choose to purchase any food household desires.
Childcare		Needs childcare, but none is available/accessible and/or child is not eligible.	Child care is unreliable or unaffordable, inadequate supervision is a problem for child care that is available	Affordable subsidized childcare is available, but limited.	Reliable, affordable childcare is available, no need for subsidies	Able to select quality childcare of choice
Safety		Home or residence is not safe; immediate level of lethality is extremely high; possible CPS involvement	Safety is threatened/temporary protection is available; level of lethality is high	Safety is threatened/temporary protection is available; level of lethality is high	Safety is threatened/temporary protection is available; level of lethality is high	Safety is threatened/temporary protection is available; level of lethality is high
Parenting Skills		There are safety concerns regarding parenting skills	There are safety concerns regarding parenting skills	There are safety concerns regarding parenting skills	There are safety concerns regarding parenting skills	There are safety concerns regarding parenting skills

Children's Education		One or more eligible children not enrolled in school.	One or more eligible children enrolled in school, but not attending classes.	Enrolled in school, but one or more children only occasionally attending classes.	Enrolled in school and attending classes most of the time.	All eligible children enrolled and attending on a regular basis
Adult Education		Literacy problems and/or no high school diploma/GED are serious barriers to employment.	Enrolled In literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment.	Has high school diploma/GED	Needs additional education/training to improve employment situation and/or resolve literacy problems to where they are able to function effectively in society.	Has completed educational/training needed to become employable. No literacy problems
Legal		Current outstanding tickets or warrants.	Current charges/trial pending, noncompliance with probation/parole.	Fully compliant with probation/parole terms.	Has successfully completed probation/parole within past 12 months, no new charges filed.	No active criminal justice involvement in more than 12 months and/or no felony criminal history
Health Care		No medical coverage with immediate need.	No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health.	Some members (eg Children on AHCCCS)	All members can get medical care when needed, but may strain budget.	All members are covered by affordable, adequate health insurance.
Life Skills		Unable to meet basic needs such as hygiene, food, activities of daily living.	Can meet a few but not all needs of daily living without assistance.	Can meet most but not all daily living needs without assistance.	Able to meet all basic needs of daily living without assistance	Able to provide beyond basic needs of daily living for self and family.
Mental Health		Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems.	Recurrent mental health symptoms that may affect behavior, but not a danger to self/others; persistent problems with functioning due to mental health symptoms.	Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems.	Minimal symptoms that are expectable response to life stressors; only slight impairment in functioning	Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns.

Vulnerability Index

- A tool for identifying and prioritizing the street homeless population for housing according to the fragility of their health.
- Survey instrument administered on the streets.
- Creation of a “real” list of all the people on the streets.

For individuals who have been homeless for at least six months, one or more of the following markers place them at heightened risk of mortality:

- 1) more than three hospitalizations or emergency room visits in a year
- 2) more than three emergency room visits in the previous three months
- 3) aged 60 or older
- 4) cirrhosis of the liver
- 5) end-stage renal disease
- 6) history of frostbite, immersion foot, or hypothermia
- 7) HIV+/AIDS
- 8) tri-morbidity: co-occurring psychiatric, substance abuse, and chronic medical condition

Tools Built into I-COUNT

- HPRP Required Reports
- SHP Required Reports
- ESGP Required Reports (Iowa HAP Grant App)
- Self Sufficiency Matrix
- Customized reporting for local needs

Additional Informational Resources

HUD's Homeless Resource Exchange

www.hudhre.info

National Human Services Data Consortium

www.nhsdc.org

National Alliance to End Homelessness

www.endhomelessness.org

Questions?

Iowa Institute for Community Alliances

www.iowainstitute.net

515-246-6643

David Eberbach, Associate Director

david@iowainstitute.net

Julie Eberbach, Project Director

julie@iowainstitute.net

Thank You!