

Program Outcomes:

- 75% of clients who report stable living arrangements reported on a quarterly basis.
- Number of referred clients into program
- Number of people receiving housing assistance

Indicator:

- Number of clients enrolled in stable living arrangements.
- Number of clients with documentation of housing as stable/permanent, temporary, unstable or unknown.

Service Unit(s):

- Successful Completed Enrollment Via Voucher Request, Advocacy/Counseling, and Placement
- Face to Face or Phone contacts
- Number of clients placed in stable housing by type: Permanent, Transitional, Scattered Site, Group, Skilled Nursing Facility

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
I. Structure					
Agency licensure & accreditation	Program complies with all federal, state and local laws, regulations and ordinances including but not limited to those required by contracts	Licensed or accredited agency		License or Accreditation (can be QARP from CARC)	100% of agencies offering housing assistance have valid licenses or accreditation.
Ongoing professional staff training in HIV-specific topics	At least 10 hours of HIV-specific in-service training annually for each professional staff member serving RWCA clients.	Number of staff with documentation of at least 10 hours of HIV-specific training annually	B. Number of total staff providing Housing Assistance services	Personnel files &/or Agency Training Log	100% of HA staff with at least 10 hours annually of HIV-specific training.
II. Process					
Provider has collaborative relationships with other housing providers.	Agency has letter(s) of collaboration with housing providers.	Number of agencies with letter(s) of collaboration	Number of Housing Assistance agencies	Letter(s) of Collaboration	All Housing Assistance agencies have letter(s) of collaboration
Eligibility for Housing Assistance	CARC ¹ eligibility criteria documented and used.	Number of client charts with CARC eligibility criteria	Number of clients	Client charts	85% of charts document eligibility criteria using CARC standards.
Information provided by Case Managers as a means to obtain Housing Assistance	Process documented as to means to obtain Housing Assistance	Written policy given to clients outlining process to obtain Housing Assistance	Number of clients receiving Housing Assistance	Client charts	85% of charts document process to obtain Housing Assistance
Timeliness of housing assistance funds receipt	Housing Assistance funds to clients within 7 days of request	Number of clients receiving Housing Assistance checks within 7 days	Number of Housing Assistance check requests	Billing files	85% of client charts document funds to clients within 7 days of request

¹ Connecticut AIDS Resource Coalition

New Haven/Fairfield Counties Ryan White Part A Program Housing Assistance Standard of Care

Standard of Care	Outcome Measure	Numerator	Denominator	Data Source	Goal/Benchmark
Assess service intensity of housing assistance using intensity scale <i>(being developed)</i> (Was this developed?)	Determine baseline needs for housing support to vary intensity of efforts accordingly	Number of clients by intensity level a. Prior history of incarceration b. Substance use c. Mental health d. Foreign born or undocumented e. Income or employment status f. High cost of living areas g. Residential or assisted living history (e.g. Leeway)	Number of clients receiving Housing Assistance	Intensity Scale (being developed)	Correlation of housing assistance hours/duration of efforts to client need.
III. Outcome					
Housing Advocacy -- assessment, search, placement and advocacy services to seek housing (application to funding sources, visits to court systems)	Improved client readiness for stable housing Secure stable housing	Number of clients with fewer barriers to stable housing* Number of clients securing stable housing	Number of clients receiving Housing Advocacy Number of clients seeking stable housing	URS	80% of Housing Advocacy clients with fewer barriers to stable housing 80% of Housing Advocacy clients securing stable housing
Housing Assistance -- Emergency housing assistance (rental vouchers, eviction prevention, short-term rental assistance); emergency shelter stays; temporary/transitional housing programs; residential treatment; temporary assisted living	Prevent eviction or stabilize housing situation for 1 year Clients financial stability increases*	Number of Housing Assistance clients able to stabilize housing Number of Housing Assistance clients demonstrating improved money management skills*	Number of clients seeking Housing Assistance support Number of clients receiving Housing Assistance	URS – follow up of housing situation at 6-month intervals Client charts	80% of Housing Assistance clients with stabilized housing 80% of Housing Assistance client who demonstrate improved money management skills
Both	Engage clients in Primary Care Increased client housing stability	Number of clients entering Primary Care & staying in care Number of months client in housing	Number of clients receiving Housing Assistance	Client charts	100 % of clients engaged in primary care 80% in client in housing for 1 year

Housing Assistance and Related Services

The provision of short-term assistance to support emergency, temporary, or transitional housing to enable an individual or family to gain or maintain medical care. Housing-related services include assessment, search, placement, advocacy, and the fees associated with them. Eligible housing can include both housing that does not provide direct medical or supportive services and housing that provides some type of medical or supportive services such as residential mental health services, foster care, or assisted living residential services.

Money management skill examples: Percent of clients who demonstrate improved money management skills	Typical barriers to stable housing
<ul style="list-style-type: none"> • Number of loan, mortgage, or rent defaults • Number of evictions • Number of referrals to credit counseling • Number of clients who declare bankruptcy • Number of bankruptcies resolved • Number of clients with payees • Number of clients with savings accounts and money saved • Number of clients who contribute to utility payments • Number of emergency loans • Number of clients who are employed 	<ul style="list-style-type: none"> Unresolved legal issues • Involvement with the criminal justice system • Chronic alcohol and drug use • Poor psychosocial state • Lack of financial capacity • Untreated mental health issues • Weak support network • Unresolved credit issues

New Haven/Fairfield Counties Ryan White Part A Program Housing Assistance Standard of Care

•Number of clients who receive or are referred to employment service	
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