

PATH Monitoring

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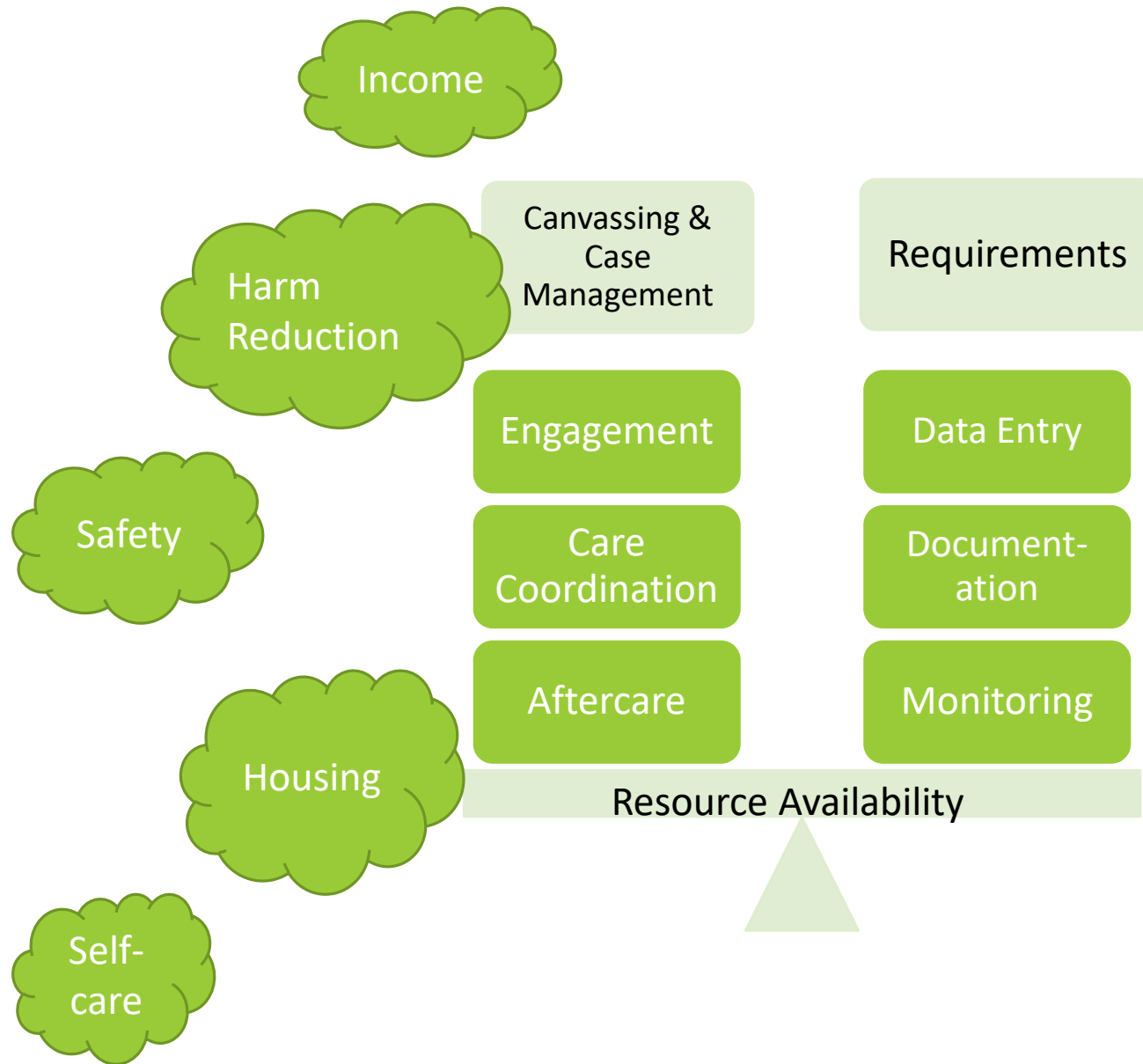
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Agenda

- Common Findings
- Monitoring Goals
- Elements of Monitoring
- Overview of Monitoring Guide

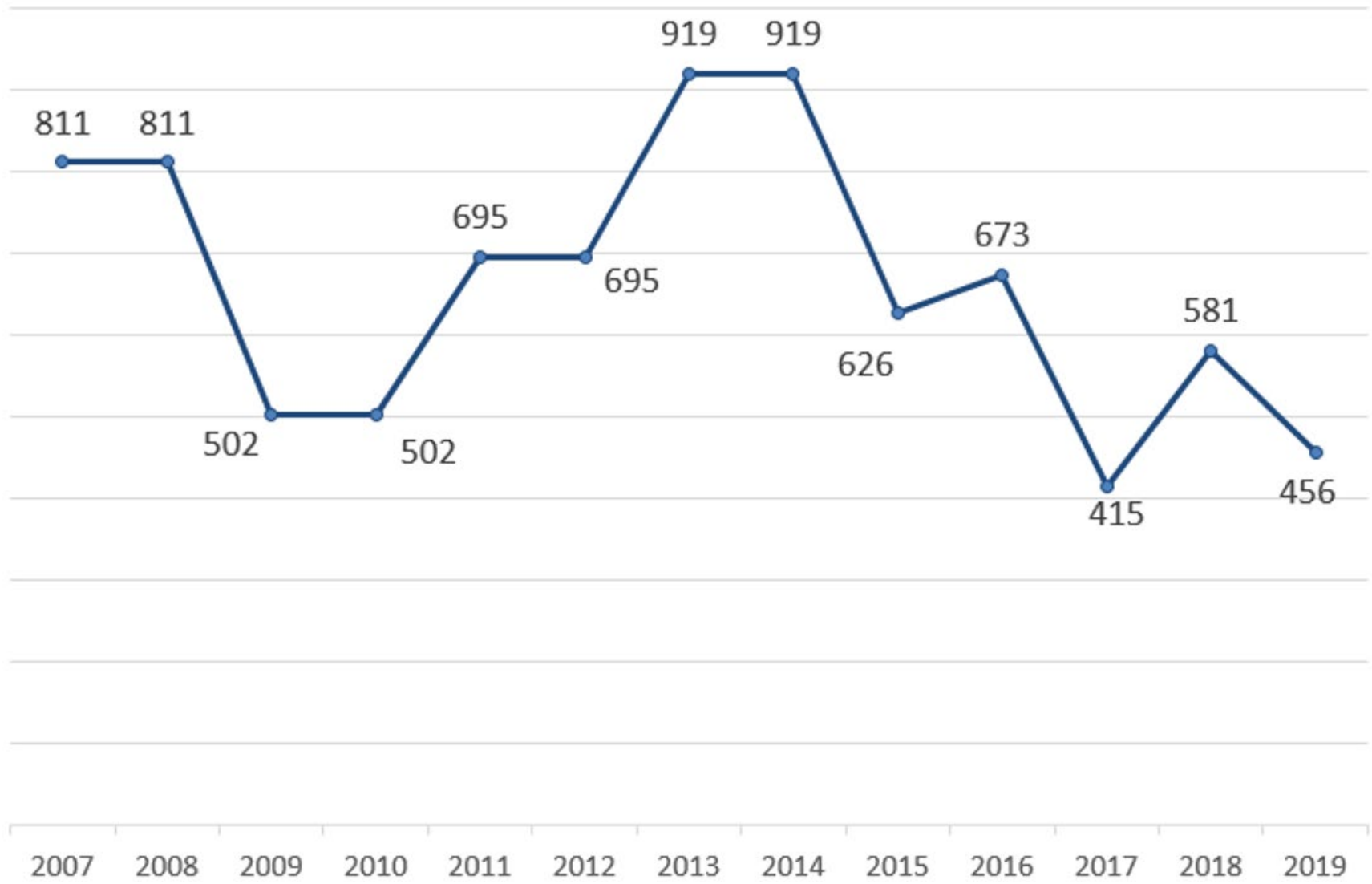


Monitoring Goals

Support coordinated and collaborative outreach effort in each CAN that:



- Rapidly connects unsheltered homeless persons to safe housing and supports, reducing length of homelessness;
- Identifies people living in unsheltered locations, reducing associated risks;
- Minimizes duplication of services; and
- Uses all available resources strategically to end unsheltered homelessness for as many people possible prioritizing most vulnerable and those who have been homeless the longest.



Connecticut Unsheltered Homeless Count Since 2007

*Unsheltered Counts occurred every other year until 2015

Common Monitoring Findings



Staff are:

- Compassionate
- Client-centered
- Flexible
- Creative in finding ways to build trust with and help clients get housed
- Navigating complicated and difficult situations with limited resources

Common Findings (2)



- Providers report that monitoring has helped to clarify the federal and state requirements.
- PATH projects are more consistently focused on street outreach - less focus on in-reach, office-based services, and seasonal outreach.
- Safety protocols have improved.
- Intended Use Plans and contracts do not consistently define the core expectations.
- In some cases, staffing levels may be insufficient to meet requirements included in monitoring guide.



Common Findings (3)

- Documentation varies widely – some staff document little & don't see the value.
- Most projects are not using a consistent system to record client locations and ensure that clients can be located when the primary worker is unavailable.
- Most projects don't have a coordinated CAN-wide outreach plan.
- Providers consistently requested tools to help them meet the requirements.

Why is documentation important?



- To ensure no one falls through the cracks and everyone has someone checking in with them.
- To ensure every unsheltered person is prioritized and connected to housing as quickly as possible.
- To conserve scarce resources and avoid service duplication.
- To establish an agreement about what you are working on together and what you are going to do by when.
- To keep track of what you agreed to do and make sure it's done promptly.
- So other people can find your clients, know something about them and what you were working on together in case you cannot continue to provide services.



Tools

Currently available:

Outreach Plan (new)

Assessment & Service Plan (new)

Housing Target Tracking Tool

Coming soon:

Consumer Survey

IUP Template

Available at: www.ctbos.org/resources

Implementation Timeline

- **11/14- 2/28** - Work with your CANS to develop outreach plans and obtain CAN approval
- **3/1** - Outreach plans due to DMHAS
- **11/14- 2/28** - Work with your staff to implement the assessment and service plan template
- **By 3/1**– Begin using the assessment and service plan template



Elements of Monitoring – Same as 2019

- Pre-visit documentation submission and review
- Entrance/Exit Conferences
- Chart Review
- Outreach observation (on-site only)
- Staff Interview
- Consumer Interview (on-site only)
- Report & Follow-up Plan



Expanded in 2020– Remote Monitoring

- Focus on previous findings and new requirements only

Options:

- Upload unredacted documents into client HMIS records.
- Give HI Time limited remote access to your electronic record system; or
- Redact selected documents and submit to HI via Dropbox or email; or



2020 Monitoring Guide Updates

- Aligns outcome data to annual report
- Clarifies requirements
- Incorporates new tools

Available at:

www.ctbos.org/resources



2020 Monitoring Guide Sections



Same as 2019:

- Visual Observation (On-Site Only)
- Written Policies
- Administrative Requirements
- Eligibility Determinations
- Outreach & Engagement Services
- Housing Focused Case Management Services
- Coordination with Community Partners

No Changes

Report Key	
FINDINGS HIGHLIGHTED IN PINK:	Signify significant findings. Submission of a corrective action plan is required. DMHAS will send a template and instructions for the corrective action plan with the final report.
FINDINGS HIGHLIGHTED IN YELLOW:	Signify area of non-compliance with PATH requirements. Findings should be corrected. Submission of a corrective action plan is not required.
AREAS HIGHLIGHTED IN GREEN:	Signify best practice recommendations. Action is not required.

Written Policies & Administrative Requirements – NO NEW ITEMS



You need **only** submit:

- Policies you have not previously submitted
- Policies you have changed
- Policies you want us to consider to address previous findings

If you don't submit new policies, related findings will be carried forward from your 2019 report.

Outreach and Engagement – new items



OUTREACH PLAN

- Added use of required template
- Added sign-off on plan by DMHAS
- Template available at www.ctbos.org

Outreach Plan – Steps for completing



1. Determine if you will have one plan for entire CAN or regional plans.
2. Discuss the plan(s) at your CAN.
3. Complete the plan template.
4. Have a CAN representative sign the plan(s).
5. Submit to DMHAS for approval.
6. PATH supervisor reviews monthly and updates the plan(s) as needed.
7. Submit to the CAN and DMHAS for approval every 6 months.
8. Initial plans due to DMHAS 3/1/20.

Outreach & Engagement – Other Changes

- Clarifies that documentation of contacts with clients who are not PATH enrolled may happen outside of HMIS.
- Requires all contacts with PATH enrolled clients be recorded in HMIS.



Housing Focused Case Management Services



Assessment & Service Planning

If case management resources are insufficient to enable assessment & service planning with all enrolled participants:

- Propose a case management targeting strategy via the outreach plan. Outreach plan must be approved by DMHAS & the CAN.
- Assessment/Service Plan Template available at www.ctbos.org
- Begin using template by 3/1/20



Targeting Strategy - Examples



- Target clients determined by CAN to be the most vulnerable and/or homeless the longest.
- Target unsheltered clients prioritized by the CAN to receive a housing intervention.
- Target clients willing to participate in case management services while continuing regular attempts to engage others.
- **Enroll all eligible clients not just those targeted for service planning.**

Housing Focused Case Management

- Assessment/Service Planning and use of template is required for all enrolled or targeted clients, as approved in Outreach Plan.
- All other case management requirements apply to all enrolled participants.



Discharge When:

- No outreach contact in the past 90 days (attempts documented);
- Placed in permanent or transitional housing more than 90 days ago;
- Institutionalized for a period anticipated to be longer than 90 days;
- Deceased;
- Transferred to a different project to receive case management and housing placement services; or
- Participant requested to be discharged.



Coordination with Community Partners

No new items.





Questions?

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