

PATH Monitoring

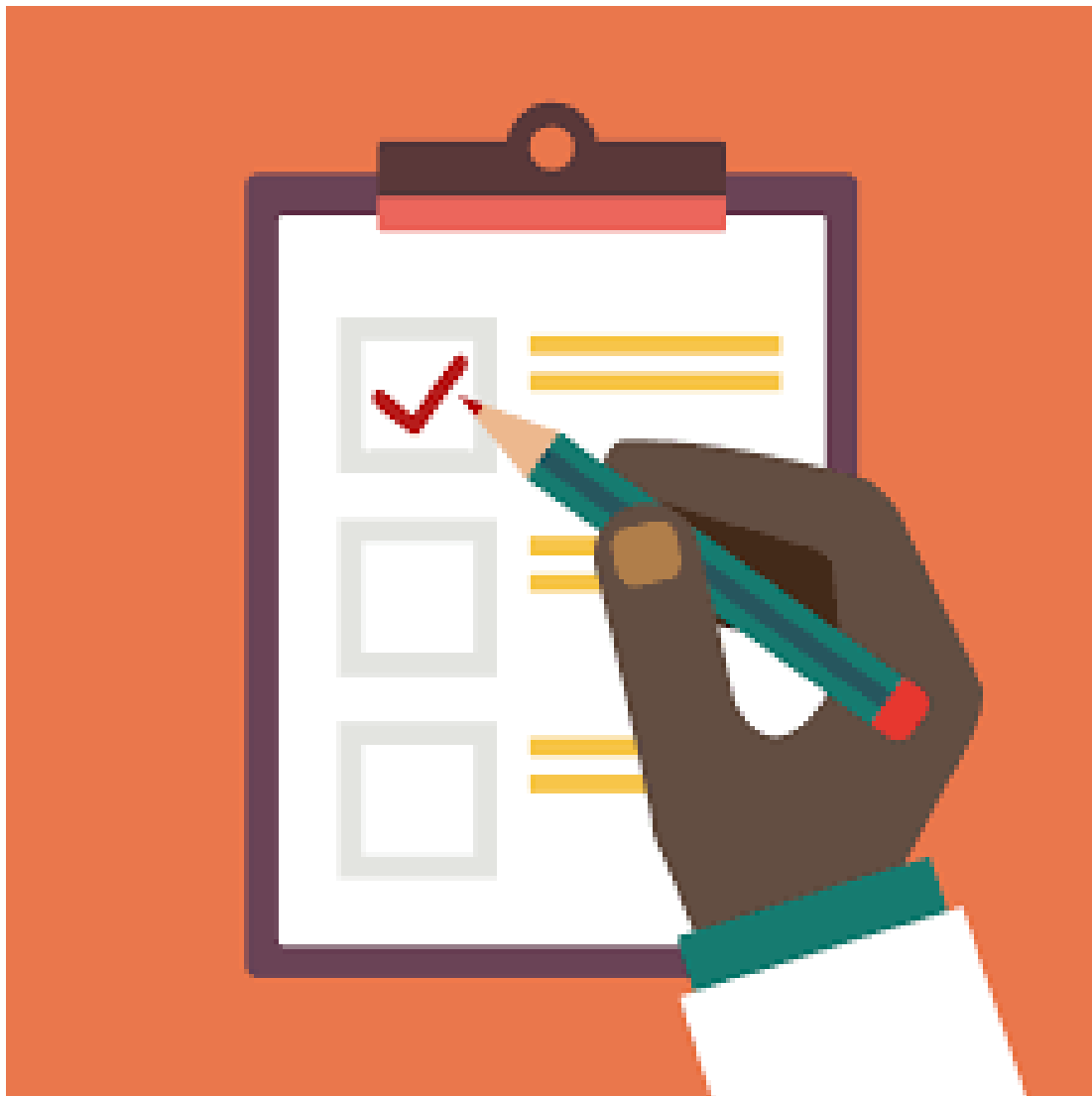
NOVEMBER 18, 2020

Brenda Earle, DMHAS

Lauren Pareti, Housing Innovations

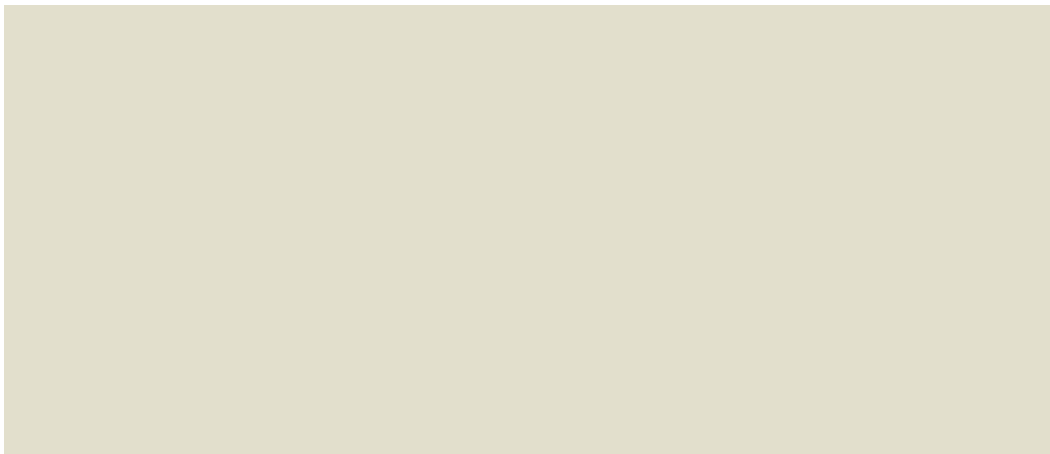
Shannon Quinn-Sheeran, Housing Innovations





Agenda

- Monitoring Goals
- Available Tools
- PIT Count
- Overview of Monitoring Guide – Focus on Changes
- Consumer Surveys
- Technical Assistance
- Questions



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.



Tools

Currently available:

NEW: Required Documentation

NEW: Consumer Survey

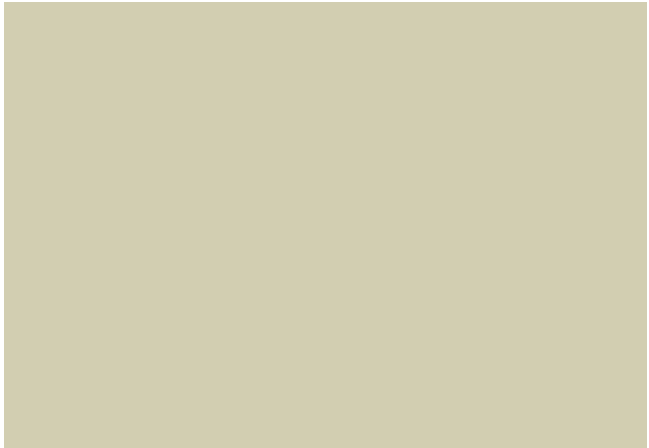
Outreach Plan Template

Outreach Plan Sample

Assessment & Service Plan

Housing Target Tracking Tool

Available at: www.ctbos.org/resources



Unsheltered Point-in-Time Count

- 60% reduction in unsheltered homelessness in CT (2007 – 2020)
- **PIT COUNT DATE: Tuesday, January 26, 2021**
- HUD has enabled flexibility for the unsheltered count.
- 2021 CT Unsheltered Count Plan TBD

2020 PATH Monitoring

- 3 Projects monitored by Housing Innovations – based on PATH monitoring guide
- 5 projects had modified monitoring by DMHAS - based on annual report/DDAP data, submission of outreach plan, and staff participation in webinars



Elements of Monitoring – Same as 2019/20

- 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



2021– 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



Overview - 2021 Monitoring Guide Updates

- Changes to Levels of Service Section
- New standards on:
 - Race Equity and Consumer Involvement
 - Outreach plan
 - Emergency preparedness and response



NEW - HMIS & DDAP PATH Participant List

- In advance of monitoring, submission of active participant list generated **via HMIS & DDAP** is required – includes anyone who was active in the past 12 months (current and discharged)
- List generated manually or through other means will no longer be accepted.
- "Active" = entered 'yes' to 'enrolled in PATH' AND PATH current living situation assessment completed within report date range.
- Advance review of [instructions](#) strongly recommended



Levels of Service

	Current Year: 9/1/20 – 8/31/21	Most Recently Completed Year: 9/1/19 – 8/31/20			
	Contracted Annual # of Participants (Based on IUP)	Contracted Annual # of Participants (Based on IUP)	Actual # of Participants Served (Based on Annual Report)	Actual # of Participants Served (Based on DDAP)	Difference between Actual and Contracted A) Annual Report B) DDAP
Unduplicated # of participants contacted:					A) B)
Unduplicated # of participants enrolled:					A) B)

2021 Monitoring Guide Sections

NEW: Emergency preparedness and response

Same as 2019/20:

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



New – Emergency Preparedness and Response



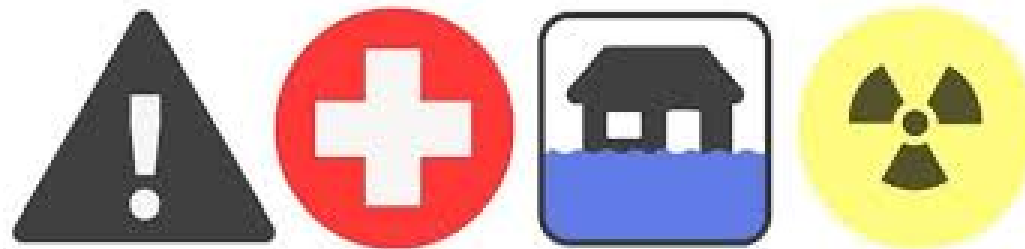
Emergency/Disaster Preparedness and Response Plan that includes:

- A risk assessment to identify the potential crises on which to focus
- An emergency safety plan to ensure: quickly gather all relevant, accurate information, assess the need for immediate intervention, and execute a plan to minimize the impact and loss
- A communication plan targeting multiple audiences (e.g., staff, clients, volunteers, board, funders, vendors, partners, media, public) to calm fears, stop rumors, reduce uncertainty, and protect confidentiality

New – Emergency Preparedness and Response (2)

Emergency/Disaster Preparedness and Response Plan that includes:

- A continuity plan to ensure that time-sensitive and critical services and processes can continue or be quickly resumed
- A timeline for regular plan updates and for post-crisis evaluation and plan revisions
- Protocols to orient staff to and reinforce the plan with staff regularly



ARE YOU PREPARED?

New – Infection Control Practices

Has the project incorporated into its COVID-19 strategy the following:

- Coordination with partners and clarity of roles and responsibilities
- Maintenance of operations to ensure that homeless people continue to receive critical outreach services across the CAN throughout the pandemic
- Long-term sustainability of their COVID-19 prevention strategies
- Decisions regarding whether participants should remain in their current sleeping location or be directed to alternative sites made in coordination with local health authorities



New – Infection Control Practices (2)

Has the project incorporated into its COVID-19 strategy the following:

- monitor what is happening locally and stay updated
- use and distribution of health messages and materials
- provide regular training and updated educational materials for staff and volunteers
- staffing plan to ensure the continuation of outreach services when employees are absent



New – Infection Control Practices (3)

Has the project incorporated into its COVID-19 strategy the following:

- training and support to staff on best practices for encouraging client compliance with risk reduction strategies
- adjusted job duties for staff at higher risk of serious complications
- provided resources to staff related to mental health and coping with stress
- changed client transportation protocols
- Social distancing



New – Infection Control Practices (4)

Has the project incorporated into its COVID-19 strategy the following:

- face coverings and PPE (guidance on when/how to use, availability, staff compliance)
- symptom screening & testing & protocols to respond
- hygiene and disinfecting (supplies, protocols, training)
- Isolation and quarantine
- Accelerated housing



New: Race Equity and Consumer Involvement (Best Practice)



Actions taken during past 12 months:

- recruiting, retaining and promoting people with lived experience of homelessness in staff and Board positions
- recruiting, retaining and promoting people who identify as BIPOC and LGBTQ, and people from nations of origin and linguistic groups that are significantly represented in the relevant CAN in staff and Board positions
- creating and maintaining an inclusive organizational culture that promotes equity
- improving opportunities for people with lived experience of homelessness to shape homeless services programs

New: Race Equity and Consumer Involvement (2) (Best Practice)

Actions taken during past 12 months:

- developing partnerships with local organizations that focus on work with marginalized populations
- analyzing who gets access to your agency's homeless services programs and program outcomes by race/ethnicity/sexual orientation/gender identity to determine if access and/or outcomes are disparate
- planning and or implementation of steps to address any disparate access and/or outcomes



Outreach and Engagement – **new item**



OUTREACH PLAN

- Case records, other written materials and discussions between agency staff and the monitoring team indicate that the project is providing outreach services in accordance with their outreach plan

Outreach Plan – Reminders



- PATH supervisor reviews monthly and updates the plan(s) as needed
- Submit to the CAN and DMHAS for approval every 6 months
- Updated plans due to DMHAS 3/1/21

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.

REMINDER: Written Policies & Administrative Requirements



You need **only** submit:

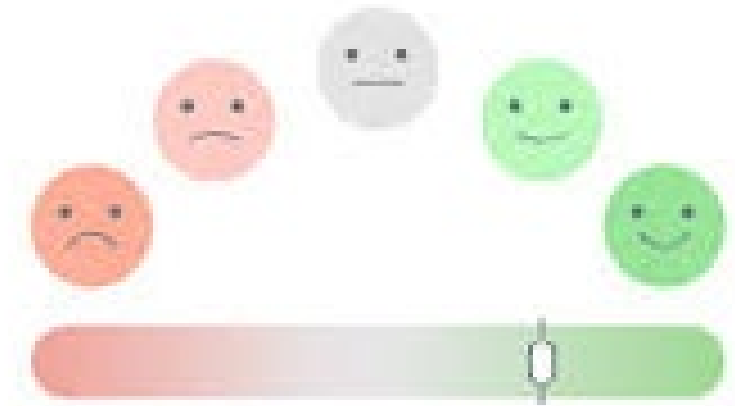
- Policies you have not previously submitted
- Policies you have changed
- Policies you want us to consider to address previous findings

If you don't submit new policies, related findings will be carried forward from your 2019/20 report.

NEW –Standardized Consumer Surveys

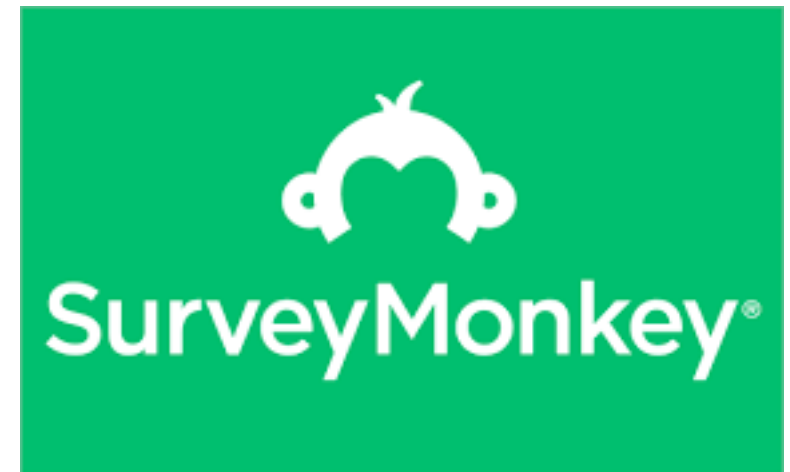
Statewide standard survey format now required:

- [English Survey](#)
- [Spanish Survey](#)
- Survey Monkey Links – to be distributed by email



New – Consumer Survey Process

- 1) Each PATH recipient and subcontractor collects consumer survey data from participants
- 2) Each agency enters data collected via paper surveys into Survey Monkey **by 3/12/21**
- 3) Housing Innovations analyzes data and sends each agency and DMHAS a report



Technical Assistance



- Case Conferencing
- Completion of Forms
- Assessment of Service Needs
- Service Plan
- Prioritization of Housing Focused Case Management Services
- Preparedness for Housing
- Warm hand-off to housing providers



Questions?

Contact Info

Brenda Earle

Brenda.Earle@ct.gov

Lauren Pareti

lpareti@housinginnovations.us

Shannon Quinn-Sheeran

shannon@housinginnovations.us

