## Housing First Standards Assessment Coordinated Entry Tool - Year 5

**Overview:** This tool aims to assess and document how closely a housing and service provider adheres to the recommended best practice standards of the Housing First model, in the context of the broader work to implement a Housing First orientation at the system-level. This tool specifically evaluates project-level fidelity to Housing First, which directly impacts a system's fidelity to Housing First. In addition to the universal best practice standards identified in this tool, Continuums should also consider their local community context and local written standards pertaining to Housing First when assessing projects. A Continuum of Care can use this tool to prompt discussion and to prompt discussion and to make recommendations for improvement to projects that identify themselves as meeting the Housing First Model.

**Provider Info Tab:** The Provider Information tab should be completed prior to beginning the assessment. Specifically, the Project Name, Project Type, Target Sub-Population served, and Date of Assessment fields need to be completed in order to populate the assessment standards and report summary with questions that are specific to the project type and population. Please complete this section prior to printing any standards for assessment.

**Standards**: The standards have been arranged into the following categories: Access, Evaluation, Services, Housing, Leases, and Project-Specific. The "Tab" chart at the bottom of this page describes each of the categories in more detail. Some of the categories are not applicable for all project types, and those standards do not need to be completed, (see "Project Type/Applicable standards" chart for the list of which standards need to be completed for each project type.)

<u>Project Type</u>	Applicable Standards
Coordinates Entry	Access & Evaluation; Project-specific
Street Outreach	Access & Evaluation; Project-specific
Emergency Shelter	Access & Evaluation; Project-specific
Transitional Housing	Access & Evaluation; Service & Housing; Leases; Project-specific
Rapid Rehousing	Access & Evaluation; Service & Housing; Leases; Project-specific
Permanent Housing	Access & Evaluation; Service & Housing; Leases; Project-specific

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**Safeguarding**: Please keep in mind safeguarding concerns when assessing projects. In particular, we advise Continuums of Care to work with projects with victims of domestic violence to make sure that adequate safety and confidentiality policies and practices are in place before beginning assessments.

**Scoring**: For each standard, there are three scoring criteria: "Say It", "Document It", and "Do It" (as explained further below). To show that a project is in full compliance with each standard, the assessor should mark "Always/Every time, 100%" for each scoring criteria. Use the drop down in the three columns to the right to select "Always/Every time, 100%", "Usually, 80% to less than 100%", "Frequently, 60% to less than 80%", "Sometimes, 40% to less than 60%", "Occasionally, 20% to less than 40%", "Rarely, less than 20%", or "Not at All/Never, 0%" (NOTE: this tool also includes a "N/A" option).

~"*Say It*" means that project and agency staff can describe verbally what the do concerning each standard. The assessor (monitor) should be able to identify that the organizational culture supports the standard by how staff talks about what is done.

~"Document It" means that there is written documentation that supports the project's compliance with each standard. Written documentation could include Policies and Procedures, Personnel Handbooks, Profession Development Plans, Project Rules, etc.

~"Do It" means that the assessor (monitor) was able to find evidence that supports the project's compliance with each standard. Evidence could include information contained in client or other administrative files, client acknowledgement that something is being done, staff can point to documentation that supports implementation of the standard, etc.

**Assessor (Monitor) Notes**: A cell below each individual standard allows the assessor to add optional notes about the information collected for that particular standard. The notes can include where information was found, what questions were asked, who answered the questions, what additional information is needed to be able to mark that standard as "Always/Every time, 100%", "Usually, 80% to less than 100%", "Frequently, 60% to less than 80%", "Sometimes, 40% to less than 60%", "Occasionally, 20% to less than 40%", "Rarely, less than 20%", or "Not at All/Never, 0%" (NOTE: this tool also includes a "N/A" option).

Housing First Standards Assessment Coordinated Entry 1001 - Year 5					
Tab	Description	Purpose			
Instructions	Tool overview and aim	Offer instructions to users on the assessment tool			
Provider Info	Input provider, project and general assessment information	Determines project-specific standards for considerations			
Standards-Access & Evaluation	Input compliance with standards concerning participant access to the project and input, project evaluation and performance management	LASSASSAS Whather access and evaluation are			
Standards-Leases	N/A	N/A			
Standards-Services & Housing	N/A	N/A			
Standards-Project- Specific	Prompts assessment standards based on project type and targeted sub-populations served by the project, where applicable	Accaccae whathar charific hrolaet standards ara			
Standards-Population- Specific	Prompts assessment standards based on specific populations served by the project to include: People in Recovery, Domestic Violence Survivors, and Youth & Young Adults.	Assesses whether specific project standards are			
Project Scoring Tool	Displays assessment scores and conclusions, and highlights non-compliant standards	Printable summary of the assessment			
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## Housing First Standards Assessment Coordinated Entry Tool - Year 5

Provider & M	Provider & Monitoring Team Information						
Pr	Provider Information						
Provider's Legal Name	Provider's Legal Name						
Р	roject Information						
Project Name(s)							
Project Name(s)							
Project Name(s)							
Project Name(s)							
Project Name(s)							
Project Name(s)							
Project Name(s)							
Project Name(s)							

Provider & Monitoring Team Information				
External N	Monitoring Team Information			
Name of Monitoring Team Principal Investigator	Dr. Justin S Gardner			
Principal Investigator Email Address	justin.gardner@innov8reanalysis.com			
Principal Investigator Phone Number	702-630-3255			
Name of Monitoring Technical Specialist	Maurice Page			
Technical Specialist Email Address	pagem@pagestrategicsolutions.com			
Technical Specialist Phone Number	702-340-4813			
Name of Monitoring Team Member 1				
Team Member 1 Email Address				
Team Member 1 Phone Number				
Name of Monitoring Team Member 2				
Team Member 2 Email Address				
Team Member 2 Phone Number				
Date of Assessment(s)				

		Housing First Assessment CE Access & Input			
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It
Access 1	Projects are low-barrier	Admission to projects is not contingent on pre-requisites such as abstinence of substances, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, "housing readiness," history or occurrence of victimization, survivor of sexual assault or an affiliated person of such a survivor or other unnecessary conditions unless required by law or funding source.	Please Select	Please Select	Please Select
		Optional Notes:		•	
Access 2	Projects do not dent assistance for unnecessary reasons	Procedures and oversight demonstrate that staff do everything possible to avoid denying assistance or rejecting an individual or family for the reasons listed in Access Standard #1.	Please Select	Please Select	Please Select
		Optional Notes:			
Access 3	Access regardless of sexual orientation, gender identity, or marital status	Equal access is provided in accordance with the 2012 and 2016 Equal Access Rules, meaning that any project funded by HUD must ensure equal access for persons regardless of one's sexual orientation or marital status, and in accordance with one's gender identity. Adult only households, regardless of marital status, should have equal access to projects (if these project types are not available within a CoC, the CoC should conduct an assessment to determine if these project types are needed and work with providers to accommodate the need). Please see Equal Access Rules here: https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/	Please Select	Please Select	Please Select
		Optional Notes:			

Topic Area	CFR or Standard	Housing First Assessment CE Access & Input Definition/Evidence	Say It	Document It	Do It
Access 4	Admission process is expedited with speed and efficiency	Projects have expedited admission processes, to the greatest extent possible, including helping participants	Please Select	Please Select	Please Select
		Optional Notes:	-		
Access 5	Intake processes are person- centered and flexible	Intake and assessment procedures are focused on the individual's or family's strengths, needs, and preferences. Projects do not require specific appointment times, but have flexible intake schedules that ensure access to all households. Assessments are focused on identifying household strengths, resources, as well as identifying barriers to housing that can inform the basis of a housing plan as soon as a person is enrolled in the project.	Please Select	Please Select	Please Select
		Optional Notes:		-	-
Access 6	The provider/project accepts and makes referrals directly through Coordinated Entry	Projects actively participate in the CoC-designated Coordinated Entry processes as part of streamlined community-wide system access and triage. If these processes are not yet implemented, projects follow communities' existing referral processes. Referrals from Coordinated Entry are rarely rejected, and only if there is a history of violence, the participant does not want to be in the project, there are legally valid grounds (such as restrictions regarding sex offenders) or some other exceptional circumstance that is well documented.	Please Select	Please Select	Please Select
		Optional Notes:			

_	Housing First Assessment CE Access & Input						
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It		
Access 7	Exits to homelessness are avoided	Projects that can no longer serve particular households utilize the coordinated entry process, or the communities' existing referral processes if coordinated entry processes are not yet implemented, to ensure that those individuals and families have access to other housing and services as desired, and do not become disconnected from services and housing. Households encounter these exits under certain circumstances, such as if they demonstrate violent or harassing behaviors, which are described within agencies' regulation-adherent policies.	Please Select	Please Select	Please Select		
		Optional Notes:	•	•			
Participant Input 1	Participant education is ongoing	Project participants receive ongoing education on Housing First principles as well as other service models employed in the project. In the beginning of and throughout tenancy, participants are informed about their full rights and responsibilities as lease holders, including the potential causes for eviction.	Please Select	Please Select	Please Select		
		Optional Notes:	-	-			
Participant Input 2	Projects create regular, formal opportunities for participants to offer input	Input is welcomed regarding the project's policies, processes, procedures, and practices. Opportunities include involvement in: quality assurance and evaluation processes, a participant leadership/advisory board, processes to formally communicate with landlords, the design of and participation in surveys and focus groups, planning social gatherings, integrating peer specialists and peer-facilitated support groups to compliment professional services.	Please Select	Please Select	Please Select		
		Optional Notes:	4	•	•		

Housing First Assessment CE Access & Input						
Topic Area	Definition/Evidence	Say It	Document It	Do It		
	Not at All/Never, 0%	0	0	0		
	Rarely, less than 20%	0	0	0		
	Occasionally, 20% to less than 40%	0	0	0		
	Sometimes, 40% to less than 60%	0	0	0		
	Frequently, 60% to less than 80%	0	0	0		
<b>Comprehensive Access &amp; Input</b>	Usually, 80% to less than 100%	0	0	0		
	Always/Every time, 100%	0	0	0		
	N/A	0	0	0		
	Total Count	0	0	0		
	Total Available Points	0	0	0		
	Total Score	0	0	0		
	Not at All/Never, 0%	0	0	0		
	Rarely, less than 20%	0	0	0		
	Occasionally, 20% to less than 40%	0	0	0		
	Sometimes, 40% to less than 60%	0	0	0		
	Frequently, 60% to less than 80%	0	0	0		
Access	Usually, 80% to less than 100%	0	0	0		
	Always/Every time, 100%	0	0	0		
	N/A	0	0	0		
	Total Count	0	0	0		
	Total Available Points	0	0	0		
	Total Score	0	0	0		
		0		0		

	Housing First Access & Input							
Topic Area	Definition/Evidence	Say It	Document It	Do It				
	Not at All/Never, 0%	0	0	0				
	Rarely, less than 20%	0	0	0				
	Occasionally, 20% to less than 40%	0	0	0				
	Sometimes, 40% to less than 60%	0	0	0				
	Frequently, 60% to less than 80%	0	0	0				
Participant Input	Usually, 80% to less than 100%	0	0	0				
	Always/Every time, 100%	0	0	0				
	N/A	0	0	0				
	Total Count	0	0	0				
	Total Available Points	0	0	0				
	Total Score	0	0	0				

	Housing First Assessment CE Project Specific							
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It			
Project 1	screen people out for perceived	Coordinated Entry does not screen people out for assistance due to perceived barriers related to housing or services, including, but not limited to, too little or no income, active or a history of substance use and/or domestic violence history	Please Select	Please Select	Please Select			
		Optional Not	tes:					
Project 2	Process to assess project-level policies and alert CoC	Written policies and procedures exist to determine which projects have project-level policies that screen out "high barrier" households, and the steps that the coordinated entry provider will take to alert the CoC of these projects, thereby enabling the CoC to take steps to assist these projects in adopting Housing First principles.	Please Select	Please Select	Please Select			
		Optional Not	tes:					

Housing First Assessment CE Project Specific							
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It		
Project 3	Property Management duties	Rapid Re-Housing is made available to serve as a bridge to other permanent housing options so that persons with high service needs or vulnerabilities can be housed more quickly. (See HUD's Rapid Re-Housing Brief here: https://www.hudexchange.info/resources/documents/ Rapid-Re-Housing-Brief.pdf)	Please Select	Please Select	Please Select		
		Optional Not	tes:				

Housing First Project Specific								
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It			
		Not at All/Never, 0%	0	0	0			
		Rarely, less than 20%	0	0	0			
		Occasionally, 20% to less than 40%	0	0	0			
		Sometimes, 40% to less than 60%	0	0	0			
		Frequently, 60% to less than 80%	0	0	0			
Compre	hensive Project Specific	Usually, 80% to less than 100%	0	0	0			
		Always/Every time, 100%	0	0	0			
		N/A	0	0	0			
		Total Count	0	0	0			
		Total Available Points	0	0	0			
		Total Score	0	0	0			

	Housing First Assessment CE Population Specific								
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It				
People in Recovery 1	Recovery housing is offered as one choice among other housing opportunities	Connection to recovery housing reflects individual choice for this path toward recovery. Abstinence-only spaces are incorporated into a Housing First model wherever possible, thus providing this type of recovery option to those who choose it. Recovery supports are offered, particularly connections to community-based treatment options.	Please Select	Please Select	Please Select				
		Optional Notes	:						
People in Recovery 2	Services include relapse support	Housing and services include relapse support that does not automatically evict or discharge a participant from the project for temporary relapse. Relapse support might include referrals to outpatient treatment or direct provision of outpatient services or the ability to hold a unit for a certain period of time (30-90 days) while the participant undergoes residential treatment.	Please Select	Please Select	Please Select				
		Optional Notes:							
People in Recovery 3	Services support sustained recovery	Recovery housing projects provide services that align with participants' choice and prioritization of recovery, including but not limited to abstinence from substances (if that is a personal goal), long-term permanent housing stability, and stable income through employment or benefits. Support is offered through connections to community-based treatment options.	Please Select	Please Select	Please Select				
		Optional Notes	:						

	Housing First Assessment CE Population Specific						
Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It		
Domestic Violence Survivors 1	Participant safety is a priority at all points of engagement and in all planning processes	Led by the survivor, a safety plan is developed that includes an assessment of danger, particular points of vulnerability, and best approaches to increasing safety.	Please Select	Please Select	Please Select		
		Optional Notes					
Domestic Violence Survivors 2	Survivor-driven advocacy is available	The unique needs and strengths of each individual survivor and their children are taken into account with regard to the types of services that are available and offered. Project uses flexible and survivor-focused approaches to overcome barriers survivors may face in accessing services through traditional models.	Please Select	Please Select	Please Select		
		Optional Notes:					
Domestic Violence Survivors 3	Housing stability is a priority	Providers support survivors and their children to retain or obtain safe, stable housing. Survivors choose the type of housing and location of housing. Housing is located in an area that is considered safe from the abusive relationship.	Please Select	Please Select	Please Select		
		Optional Notes	S:				

Topic Area	CFR or Standard	Definition/Evidence	Say It	Document It	Do It
Youth & Young Adults 1	Services are offered	Services are focused on ensuring that youth transition to independence.	Please Select	Please Select	Please Select
Adults 1		Optional Notes.	:		
Youth & Young Adults 2	Projects include positive youth development principles	Youth projects should include positive youth development orientation. Positive youth development builds on strengths and resiliency. By focusing on strengths and assets, rather than what might be "wrong," youth are empowered and are equipped to make positive decisions.	Please Select	Please Select	Please Select
		Optional Notes.	:		
Youth & Young Adults 3	Staff use harm reduction practices and approaches	Youth models employ a harm reduction and recovery orientation, including those developed for youth and young adults with substance use and addictions. Projects may make abstinence-based models available for youth and young adults; however, the choice should lie with the participant, not with the project.	Please Select	Please Select	Please Select
		Optional Notes.		Į	<u>I</u>
Youth & Young Adults 4	Project design accounts for the age of youth and young adults to be served	Developmentally-appropriate project design ensures that project entry and on-going participation is not predicated on behaviors or experiences that youth and young adults may not currently have or if they were older would not result in consequences. For example, projects should accept and allow continued participation for youth who do not have income or immediate prospects of income because their age has not allowed them the opportunity to gain employment.	Please Select	Please Select	Please Select
		Optional Notes.			<u>I</u>

Housing First Assessment CE Population Specific					
Topic Area		Say It	Document It	Do It	
	Not at All/Never, 0%	0	0		
	Rarely, less than 20%	0	0		
	Occasionally, 20% to less than 40%	0	0		
	Sometimes, 40% to less than 60%	0	0		
	Frequently, 60% to less than 80%	0	0		
<b>Comprehensive Population Specific</b>	Usually, 80% to less than 100%	0	0		
	Always/Every time, 100%	0	0		
	N/A	0	0		
	Total Count	0	0		
	Total Available Points	0	0		
	Total Score	0	0		
	· · · · · · · · · · · · · · · · · · ·				
	Not at All/Never, 0%	0	0		
	Rarely, less than 20%	0	0		
	Occasionally, 20% to less than 40%	0	0		
	Sometimes, 40% to less than 60%	0	0		
	Frequently, 60% to less than 80%	0	0		
People in Recovery	Usually, 80% to less than 100%	0	0		
	Always/Every time, 100%	0	0		
	N/A	0	0		
	Total Count	0	0		
	Total Available Points	0	0		
	Total Score	0	0		

Topic Area		Say It	Document It	Do It
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Domestic Violence Survivors	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	
		-		
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Youth & Young Adults	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	

Project Name:		Grant Year:	1 July 2021 - 3	80 June 202
Topic Area		Say It	Document It	Do It
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Comprehensive Access and Input	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Access	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	

Project Name:		Grant Year:	1 July 2021 - 3	30 June 202
Topic Area		Say It	Document It	Do It
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Participant Input	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Comprehensive Project Specific	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	

Project Name:		Grant Year:	1 July 2021 - 3	30 June 2022
Topic Area		Say It	Document It	Do It
	Not at All/Never, 0%	0	0	(
	Rarely, less than 20%	0	0	(
	Occasionally, 20% to less than 40%	0	0	(
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Comprehensive Population Specific	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
People in Recovery	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	

Project Name:		Grant Year:	1 July 2021 - 3	30 June 20
Topic Area		Say It	Document It	Do It
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Domestic Violence Survivors	Usually, 80% to less than 100%	0	0	
	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	
	Not at All/Never, 0%	0	0	
	Rarely, less than 20%	0	0	
	Occasionally, 20% to less than 40%	0	0	
	Sometimes, 40% to less than 60%	0	0	
	Frequently, 60% to less than 80%	0	0	
Youth and Young Adults	Usually, 80% to less than 100%	0	0	
_	Always/Every time, 100%	0	0	
	N/A	0	0	
	Total Count	0	0	
	Total Available Points	0	0	
	Total Score	0	0	

CoC Housing First CE Program Specific Monitoring Tool Scoring					
Project Name:		Grant Year:	1 July 2021	30 June 2022	
Topic Area		Say It	Document It	Do It	
	Total Overall Section Points Available	0	0	0	
Comprehensive CoC Housing First CE Program Specific Monitoring	Total Overall Comprehensive Section Score	0	0	0	
Tool Score	Total Overall Points Available	0			
	Total Overall Comprehensive Score		0		