

Housing First Standards Assessment Emergency Shelter 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 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>	<u>Applicable Standards</u>
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

Housing First Standards Assessment Tool - Year 5

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 they 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 Tool - 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	Assesses whether access and evaluation are compliant with Housing First principles
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	Assesses whether specific project standards are compliant with Housing First principles
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 compliant with Housing First principles
Project Scoring Tool	Displays assessment scores and conclusions, and highlights non-compliant standards	Printable summary of the assessment

Provider & Monitoring Team Information	
Provider Information	
Provider's Legal Name	
Project 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 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 ES Access & Input

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
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
		<i>Optional Notes:</i>			
Access 2	Projects do not deny 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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Access & Input					
Topic Area	CFR or Standard	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 obtain documentation required by funding sources, as well as processes to admit participants regardless of the status of their eligibility documentation whenever applicable.	Please Select	Please Select	Please Select
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Assessment ES Access & Input					
<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Assessment ES Access & Input				
<i>Topic Area</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Comprehensive Access & Input	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
	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
Access	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
	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 ES Access & Input

<i>Topic Area</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Participant Input	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
	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 ES Project Specific

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Project 1	Focus of emergency shelter is on safe and responsive temporary housing	Participants and staff understand that the primary goals of the emergency shelter are to provide temporary accommodation that is safe, respectful, and responsive to individual needs and that participants are offered permanent	Please Select	Please Select	Please Select
		<i>Optional Notes:</i>			
Project 2	Housing comes first	If a temporary shelter placement is made, assessment and planning for permanent housing placement begins as quickly as possible. People who are unsheltered are not required to first enter an emergency shelter in order to access permanent housing placement assistance and enter permanent housing.	Please Select	Please Select	Please Select
		<i>Optional Notes:</i>			

Housing First Assessment ES Project Specific

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Comprehensive Project Specific		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
		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 ES Population Specific

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Assessment ES Population Specific

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Assessment ES Population Specific

<i>Topic Area</i>	<i>CFR or Standard</i>	<i>Definition/Evidence</i>	<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Youth & Young Adults 1	Services are offered	Services are focused on ensuring that youth transition to independence.	Please Select	Please Select	Please Select
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			
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
		<i>Optional Notes:</i>			

Housing First Assessment ES Population Specific

<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Comprehensive Population Specific	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
	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	
People in Recovery	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
	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 ES Population Specific

<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Domestic Violence Survivors	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
	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
Youth & Young Adults	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
	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

CoC Housing First ES Program Specific Monitoring Tool Scoring

<i>Project Name:</i>		<i>Grant Year: 1 July 2021 - 30 June 2022</i>		
<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Comprehensive Access and Input	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
	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
Access	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
	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

CoC Housing First ES Program Specific Monitoring Tool Scoring

<i>Project Name:</i>		<i>Grant Year: 1 July 2021 - 30 June 2022</i>		
<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Participant Input	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
	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
Comprehensive Project Specific	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
	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

CoC Housing First ES Program Specific Monitoring Tool Scoring

<i>Project Name:</i>		<i>Grant Year: 1 July 2021 - 30 June 2022</i>		
<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Comprehensive Population Specific	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
	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
People in Recovery	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
	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

CoC Housing First ES Program Specific Monitoring Tool Scoring

<i>Project Name:</i>		<i>Grant Year: 1 July 2021 - 30 June 2022</i>		
<i>Topic Area</i>		<i>Say It</i>	<i>Document It</i>	<i>Do It</i>
Domestic Violence Survivors	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
	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
Youth and Young Adults	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
	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

CoC Housing First ES Program Specific Monitoring Tool Scoring

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