

## HUD Master Models (2007) Continuum of Care

- Shelter + Care Program
- Section 8 Moderate Rehabilitation SRO
- Supportive Housing Program

### **Continuum of Care**

To provide permanent and transitional housing in connection with supportive services to homeless people with disabilities (i.e. serious mental problems, substance abuse, AIDS or related diseases) and without disabilities, and their families.

### **Need Statements**

#### **Housing Stability**

There is a lack of permanent supportive housing for homeless individuals with disabilities and their families.

#### **Skills and Income**

Homeless individuals lack the skills and income and other resources needed to obtain and maintain self-sufficiency.

#### **Transitional Housing**

Transitional housing programs are needed to help homeless individuals and families move to self-sufficiency.

#### **HMIS System**

Communities need a functioning HMIS system to facilitate development and planning of programs and housing for homeless persons.

### **Activities and Outputs**

Alcohol or drug abuse services-all	Participants
Alcohol or drug abuse services-chronic	Participants
Case Management-all	Participants
Case Management-chronic	Participants
Child care-all	Participants
Education-all	Participants
Education-chronic	Participants
Employment assistance-all	Participants
Employment assistance-chronic	Participants
Health care services-other-all	Participants
Health care services-other-chronic	Participants
HMIS training sessions	Sessions
Housing placement-all	Participants
Housing placement-chronic	Participants
Legal-all	Participants
Legal-chronic	Participants
Life skills-non case management-all	Participants
Life skills-non case management-chronic	Participants
Mental health services-all	Participants
Mental health services-chronic	Participants
Outreach-all	Participants
Outreach-chronic	Participants
Participating agencies entering data in HMIS	Agencies
Software licenses purchased for HMIS	Licenses Purchased
Transportation-all	Participants

Transportation-chronic	Participants
Other	Other

### **Outcomes and Indicators**

Beds covered by an HMIS data collection and reporting system	Beds
Beds covered by an HMIS data collection and reporting system	Percentage of Beds Covered
Homeless participants moved from street to emergency shelter – SSOs only	Participants
Homeless participants moved from street to transitional housing – SSOs only	Participants
Homeless participants moved to permanent housing – all	Participants
Homeless participants moved to permanent housing – chronic	Participants
Homeless participants obtained employment -chronic	Participants
Homeless participants obtained employment-all	Participants
Homeless persons residing in permanent supportive housing over six months-all	Participants
Homeless persons residing in permanent supportive housing over six months-chronic	Participants
New housing units occupied within the time frame approved by the field office - all	Units
New housing units occupied within the time frame approved by the field office - chronic	Units
Project participating in the Annual Homeless Assessment Report (AHAR) 3 (Data collection period: 10/1/06-9/30/07). <sup>1</sup>	Participating
Other	Other

<sup>1</sup> HMIS - Only project. Only select if you are participating in the AHAR.

### **Measurement Tools**

<b>A. Tools to Track Outputs and Outcomes</b>
Bank accounts
Construction log
Database
Enforcement log
Financial aid log
Intake log
Interviews
Mgt. Info. System-automated
Mgt. Info. System-manual
Outcome scale(s)
Phone log
Plans
Pre-post tests
Post tests
Program specific form(s)
Questionnaire
Recruitment log
Survey
Technical assistance log
Time sheets
Other
<b>B. Where Data are Maintained</b>
Agency database
Centralized database
Individual case records
Local precinct
Public database
School
Specialized database

Tax Assessor database
Training center
Other
<b>C. Source of Data</b>
Audit report
Business licenses
Certificate of Occupancy
Code violation reports
Counseling reports
Employment records
Engineering reports
Environmental reports
Escrow accounts
Financial reports
GED certification/diploma
Health records
HMIS
Inspection results
Lease agreements
Legal documents
Loan monitoring reports
Mortgage documents
Payment vouchers
Permits issued
Placements
Progress reports
Referrals
Sale documents
Site reports
Statistics
Tax assessments
Testing results
Waiting lists
Work plan reports
Other
<b>D. Frequency of Data Collection</b>
Daily
Weekly
Monthly
Quarterly
Biannually
Annually
Upon incident
Other
<b>E. Process of Collection and Reporting</b>
Computer spreadsheets
Flat file database
Manual tallies
Relational database
Statistical database
Other

**Evaluation Process – These are standard requirements that HUD will expect every program manager receiving a grant to do as part of their project management.**

- An evaluation process will be part of the on-going management of the program.
- Comparisons will be made between projected and actual numbers for both outputs and outcomes.
- Deviations from projected outputs and outcomes will be documented and explained.
- Analysis of data to determine the relationship of outputs to outcomes; what outputs produce which outcomes.

### **HUD Will Use The Following Questions To Evaluate Your Program**

1. What is the percentage of homeless persons staying in permanent housing over six months?  
The national standard is 71%.
2. What is the percentage of homeless persons moving from transitional to permanent housing?  
The national standard is 61.5%.
3. What is the percentage of homeless persons employed upon exit of HUD homeless assistance projects?  
The national standard is 18%.
4. What is the percentage of new housing units occupied within the time frame approved by the field office?
5. Many different social services help homeless persons remain in permanent housing. Please identify two or three social services that you consider most significant in enabling homeless persons to remain in permanent housing for longer than six months. (You will not be evaluated on your answer to this question. It is a research question to help HUD better understand program management and functioning.)
6. What is the value of any funds and in-kind contributions leveraged by your program to provide assistance to homeless persons?

### **Carter-Richmond Methodology**

The above Management Questions developed for your program are based on the Carter-Richmond Methodology<sup>1</sup>. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.

<sup>1</sup> © The Accountable Agency – How to Evaluate the Effectiveness of Public and Private Programs,” Reginald Carter, ISBN Number 9780978724924.