

Lisboa, 9-10 December 2013

Fundação Calouste Gulbenkian



INTERNATIONAL CONFERENCE

HOUSING FIRST

Ending Homelessness

Fidelity to Housing First

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Organized by



Fidelity to Housing First

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California Fidelity Study Team

Canada At Home/Chez Soi Study Team

Fidelity Development Team

Housing First

- A program that provides **immediate access to permanent housing and support services** with a philosophy of participant choice. Clients are not required to participate in psychiatric treatment or attain a period of sobriety in order to obtain permanent housing.
- Scatter-site housing, choice, no housing readiness, harm reduction...

Fidelity

- Assess the extent to which components of the program model are being implemented
 - Structural features: what does the housing look like? What services are provided?
 - Philosophy, values: participant choice? Harm reduction?

Why Fidelity?

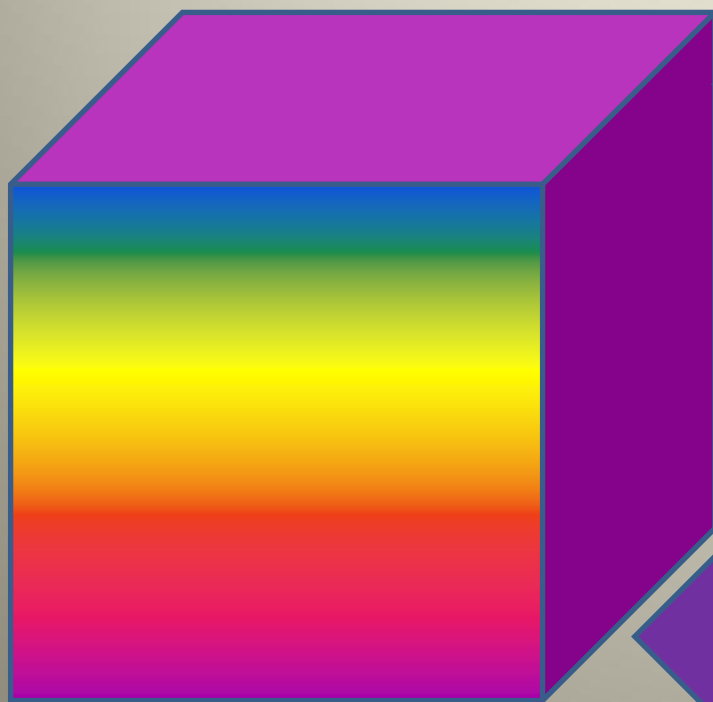
- Housing First is not Housing Only
- Housing First is not “Housing is the first thing after they...”
- Choice is not laissez-faire
- Assertive engagement is not coercion
- Peer Specialists are not junior case managers

Resistance: "Housing First Won't Work"

- **"People's mental illness will get worse if you don't make them take their medication."**
- **"You can't give people apartments and ask for nothing in return."**
- **"Our housing is different," "Our population is different"**
- **"We already do that, except..."**
- **"The vacancy rate in our area is too low"**
- **"You'll put us out of business."**

The case of Housing First... "It's all about Housing & Choice"

Pathways Housing First Fidelity Scale Results: Program Spectrum



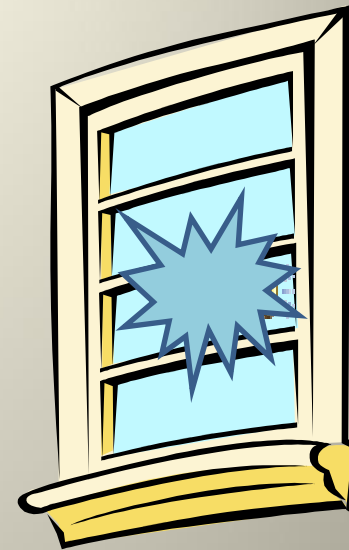
"Participants can choose the housing they want regardless of whether they are actively using."

"Participants can choose to be clean and sober and they'll get an apartment. Or they can choose to continue using and we'll still give them housing in a room & board"

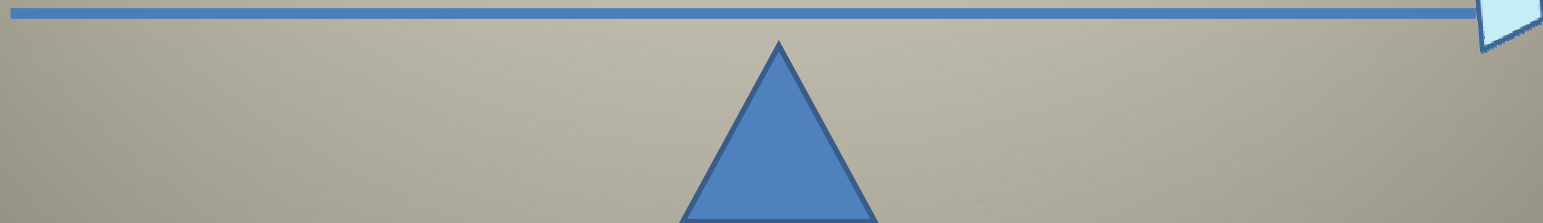
Fidelity

- Influences on Multiple Levels
 - Agency implementing the program
 - Local Housing
 - Local Policy
 - Social Context
 - Funding
- **Needs of the Participants**

Housing First Fidelity



Adaptation



- When does the program change the system?
- When does the system change the program?

Fidelity: Multi-purpose



Multiple Uses of Fidelity

Fidelity: determine the degree to which the key components of the Housing First model are being implemented

- Program Development

- How can we guide programs to begin implementing the model?

- Targeted Technical Assistance

- What specific areas does a program need assistance with?

- Research

- How are program components linked to outcomes?

Housing First Tools

- Pathways Housing First Fidelity Scale
 - Housing Choice & Structure
 - Separation of Housing & Services
 - Service Philosophy
 - Service Array
 - Program Structure
- Housing First Self-Assessment Survey
 - Housing & Service Philosophy
 - Service Array

Fidelity Domains: Housing Choice & Structure

What does the housing look like and how much choice does the participant have?

Sample Items

- Choice: Tenant has choice in location, furnishing, & other features of housing (neighborhoods with diversity)
- Affordable: Tenant's share of rent is no more than 30% of their income
- Permanent: The housing is considered permanent
- Access: Participants move in quickly (...choice)

Fidelity Domains:

Separation of Housing & Clinical Services

Are housing issues not tied to clinical issues?

Sample Items

- No housing readiness: Immediate access to housing; only requirement is meeting with the team
- No treatment contingencies: Can keep housing as long as participant follows a standard lease
- Off-site, Mobile Services: Services are not located with tenant housing but conduct home visits

Fidelity Domains: Service Philosophy

How are services delivered?

Sample Items

- Participants choose services
- Harm Reduction: passive --- active
- Services are recovery-oriented

Fidelity Domains: Service Array

What services are delivered?

Sample Items

- Housing Support
- Substance Abuse
- Psychiatry
- Education, Employment
- Nursing
- Team assists with diverse participant goals

Service Array - Partnerships with Existing Providers

- Establish formal & informal partnerships
- Assess participant needs and preferences, and match to provider
- Assist participant in connecting with the provider
- Conduct follow-up: on-going communication with community provider to coordinate care

Community Services

Available does not always mean Accessible

Team must compensate for weaknesses in existing systems

Fidelity Domains: Program Structure

How is the program organized?

Sample Items

- Participant to Staff Ratio 10:1 – 20:1
- Team Approach? ACT vs ICM – shared caseloads
- Team Meetings
- Formal opportunities for participant Input into the program

Pathways Housing First Fidelity

5 Domains:

- 1) Housing Choice & Structure
- 2) Separation of Housing & Treatment,
- 3) Service Philosophy
- 4) Service Array
- 5) Program Structure

Fidelity & Type of Implementation

- Existing programs that are changing to Housing First
 - Lower Philosophy
 - Higher Services
- New programs that are starting Housing First
 - High Philosophy
 - Lower Services

Generally, over time services improve but philosophy may start to shift (Program Relapse)

Fidelity Site Visit

What is a good sequence for the site visit?

- **Before visit: collect basic info**

- How many participants are in scatter-site housing
- How long did it take to get into housing
- What percentage of participants have been discharged

- **Team meeting observation**

- **individuals interviews with staff**

- Each discipline
- Team Leader
- Program Director, Administrators

- **Focus group with program participants**

- **Chart review (random selection)**

- ***Optional: home visits***

Fidelity Assessment: Sample Questions

Housing Process

- What happens after someone is enrolled in your program?
- What requirements do participants have to meet in order to gain access to apartments?
- What are some of the challenges to placing participants into housing?
- Can you tell us about some of the participants not currently living in scatter-site apartments?

Sample Questions: Services

- How does the program decide what goals to work on with participants?
- What techniques do you use with participants who start refusing services or refusing to see staff? Can you give us some examples?
- Can you give us examples of any harm reduction techniques?
- What is the role of the psychiatrist? (assessments, medication monitoring, home visits)
- How does the program help participants with educational or employment needs?
- How is it decided where you will meet with participants?
- **Ask about concrete examples**
- **How does the program respond to different scenarios**

Qualitative Data from Fidelity Visit: Housing Structure & Housing Choice

Low Fidelity

"The team first starts to decide where we think clients might do well [re: housing]... So we kind of made the decision for her to put her in an ILF [Independent Living Facility]."

High Fidelity

"... there are so many issues around where in the county somebody feels comfortable to be. What neighborhood, the size of the building. Some people do better when there is a gate out front..."

Qualitative Data from Fidelity Visit: Service Choice & Self-Determination

Low Fidelity

"...what we're really saying is, 'How do I see something from their perspective to get their buy-in and reframe it?' That's all it is is reframing it in a way that's digestible and palatable for them. And so, yeah it's manipulation, yes, but we believe that we're doing it with the best intentions."

High Fidelity

"I spend a lot of time helping people [staff] look at the perspective of the member [client], and then helping them move that way instead of what we think is the best thing for them..."

Qualitative Data from Fidelity Visit: Framing of Program Goal

Low Fidelity

"Our main goal is really to keep them from going to jail and from getting back in the hospital."

High Fidelity

"...people are people. We're here to help them in their quality of life and to be what they want to be."

Decision-making

- Low: Clinically-centered, make decisions for clients
- Medium: Client-centered, take into account client's different needs
- High: Client-driven, truly collaborative
 - “Do you have any goals, hopes, dreams? What would you do if you had a home?”

Choice

- Low: Little talk about participant choice and do not use a choice as a framework
- Medium: Acknowledge choice but primarily think of it as “negative choice”
 - Example: Clients have the choice to not participate in services or behavior change
 - “He was in a board and care, and he decided, ‘I’m done with that...now, he’s been on the street for a while, and he’s decided he’s done with that now. He wants to get back on track again, and we’re doing everything we can to do just that for him and get him back in [the group]...because we tell him it’s all voluntary. You are not stuck doing anything you don’t want to. You have a right...”
- High: Positive choice and creating opportunities
 - “We wanted to give them choices about the areas that they live in. But we developed [another] apartment program within – because clients said, ‘OK, we want more choice, I want more choice. “

Provider Recovery Orientation

- Low: No/Low dialogue regarding program perspective and client perspective (no reflection on current practice)
- Medium: Providers sometimes reflect on their practice and sometimes acknowledge client perspective, but move forward anyway
 - Example:
- High: Consistently acknowledge client perspective (reflect on current practice, default to client perspective)
 - Putting our own thinking aside

Programs

Canada At Home/Chez Soi

- Explicit Housing First Model
- Technical Assistance, Research

California Full Service Partnerships

- Serve individuals who have mental illness, are homeless or at risk for homelessness
- Provide permanent housing, recovery-oriented services; “do whatever it takes”
- Research

Fidelity Tools

Pathways
Housing
First
Fidelity
Sale

Site Visits

Canada: n=10

California FSP:
n=20

Housing
First Survey
Program
Self-
Assessment

Program Self- Administers

California
(FSP):
n=93

**Fidelity Scale Scores:
Canada (HF by design, TA) – California FSP (not
explicitly HF, no TA)**

Canadian programs scored higher on:

- Housing Choice & Structure (p<.01)
- Separation of Housing & Services (p<.01)
- Service Philosophy (p<.05)

but not on:

- Service Array
- Program Structure

Fidelity Self-Assessment Survey & Residential Outcomes

California FSPs:

- 93 programs
- 5577 participants
- Administrative Data
- One year pre-post FSP enrollment
- Residential Outcomes (days spent in living situation)
- GLM

Housing First Self-Assessment Survey: Fidelity to Housing Choice & Structure, Service Philosophy and Residential Outcomes

	0% Fidelity	50% Fidelity	100% Fidelity	p-value
Homeless	7.4 (4.2)	-46.2 (1.7)	-56.0 (2.3)	.008
Apartment / SRO	-46.7 (6.7)	33.3 (2.3)	47.6 (3.2)	.001
Congregate / Residential	76.8 (7.9)	41.1 (2.2)	34.7 (3.0)	.042

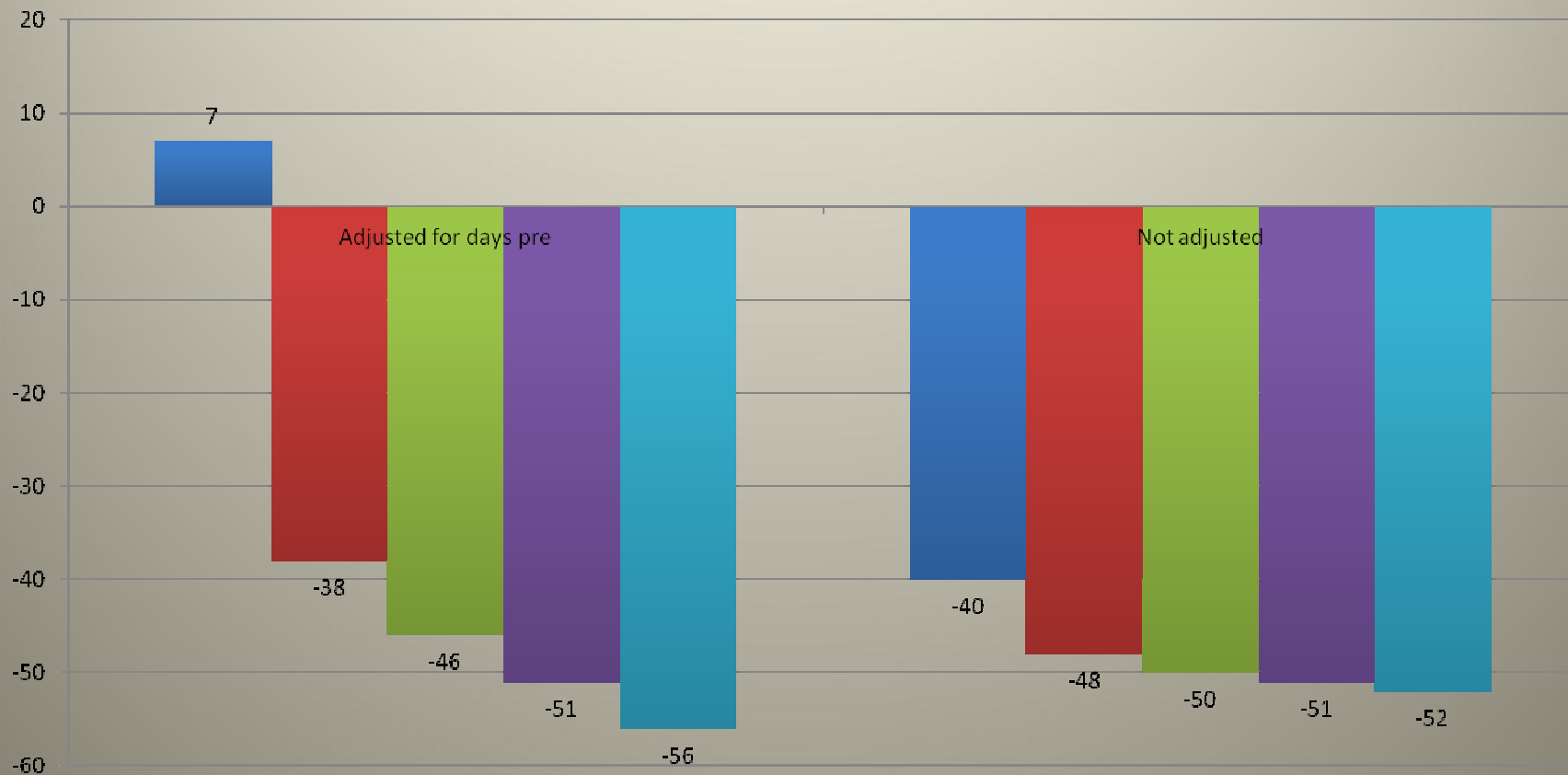
No differences in shelter days & days spent with parents/family

Housing First Self-Assessment Survey: Fidelity to Service Array & Program Structure and Residential Outcomes

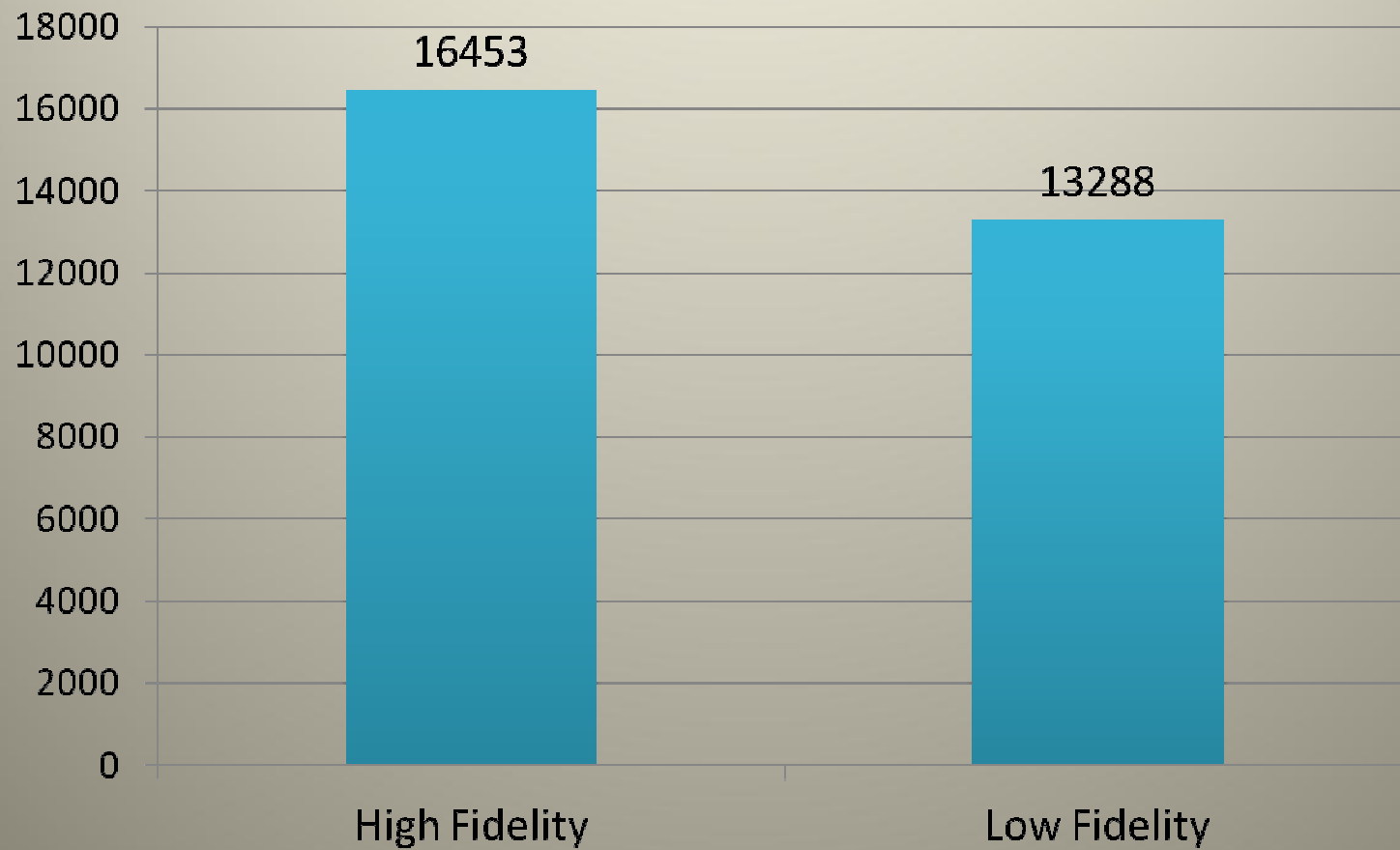
	0% Fidelity	50% Fidelity	100% Fidelity	p-value
Homeless	-5.0 (6.2)	-44.5 (1.6)	-54.2 (2.6)	.053
Apartment / SRO	-22.7 (8.2)	30.0 (2.3)	43.0 (3.7)	.029

No differences in shelter, congregate/residential, parents/family

California: Declines in Days Homeless are Greater among Higher Fidelity Programs, which Target Clients with Greater Histories of Homelessness



Greater Use of Outpatient Services Among Programs with Client Choice in Treatment



THANK YOU!

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