

# Autumn West: Quality Assurance

# Overview

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# Autumn West

## Background Information

- SE Wisconsin's largest Safe Haven
- Connected to the Homeless Outreach Nursing Center (HONC)
  - HONC provides healthcare/health assessments for Autumn West residents
- Originally a program under the Red Cross; switched over to Community Advocates in January 2009
  - Program is still rather disorganized, with some residual staffing issues

# Autumn West Background Information (cont.)

- Autumn West Resident Rules:
  - Assigned a case worker who assists in obtaining benefits as well as seeking employment/self-improvement training
  - Provided individual room with shared bathroom (shared between 2 people of same sex)
  - 10pm curfew, though exceptions made for 2<sup>nd</sup>/3<sup>rd</sup> shift employment (with employer confirmation)
  - No drugs or alcohol allowed on premises – violation of this rule is grounds for eviction from program

# Purpose of FP at Autumn West

- Create a Quality Assurance (QA) Program
  - Currently no QA program in place
    - Rely on periodic audits and end-of-the-year “rushing” to complete all required grant paperwork
  - QA program would
    - Provide data for grant requirements on continual basis
    - Assess programs for improvement and further grant seeking
  - Data to be measured
    - HUD required paperwork
    - Peer Support Group program
    - Wellness Checks

# Purpose of FP: Required HUD Paperwork

- Dept. Housing & Urban Development (HUD)
- Provides funding, but requires paperwork
  - Admissions
  - Rules
  - Intake
  - Individual service plan (updates at least monthly)
  - Client signatures as they relate to grievances
  - Service Point (service tracking system used throughout WI)
  - Program agreement
  - Homeless referral
  - Initial plan
  - Progress notes

# Purpose of FP: Other Programs

- Peer Support Group program
  - 2 outside individuals provide meetings to promote physical activity and social development
- Wellness Checks
  - Conducted by Autumn West staff (primarily the floor managers)
  - Consist of viewing the client in the common area or by checking the individual's room

# Creation of the QA Program

- Observed and worked with Autumn West staff; determined
  - Kinds of quality indicators that should be tracked
  - How they can be measured
- Next Slides
  - Continuous Quality Improvement Plan
  - Specific Quality Forms
    - Required HUD Paperwork
    - Peer Support Group program
    - Wellness Checks
    - HUD Objectives





# 2009 Continuous Quality Improvement Plan Cont.

3. The clients at Autumn West/THP are safe, and displaying good personal and room hygiene so as to promote health and independence now and in future housing arrangements.	Daily Wellness Checks	100% Compliance with daily Wellness Checks for all rooms	1. Autumn West floor managers will use the <i>Autumn West "Wellness Checks" Compliance</i> sheet to track resident well being by initialing/checking off the appropriate boxes on the sheet when they check each client (either via a room-check or when client appears in common area. (each day being defined as the hours 0000 to 2359—midnight to midnight) 2. At the end of the month, the % compliance for daily Wellness Checks will be calculated.	Monthly
4. Upon discharge, each Autumn West client will achieve the HUD Objectives for Safe Havens: 1. Residential Stability 2. Increased Skills or Income 3. Greater Self-Determination	Compliance % with each individual HUD objective	90% Compliance with meeting HUD Objectives	1. Case worker will work with the client to find permanent housing, or transitional housing if deemed appropriate. 2. Case worker will assist client in applying for benefits and/or submitting appeals for rejected applications. 3. Case worker and/or manager will assist client in job search/direct client to job search services and or skill-building services. Will write appropriate letters of recommendation for client to submit to potential employers; will provide bus vouchers for client to job search/commute. 4. Prior to client discharge, case manager will enroll client in continued case management and/or a protective payee service.	Quarterly

## Autumn West Paperwork Compliance

% Compliance \_\_\_\_\_

[illegible]

## Paperwork Compliance Example

## Autumn West Paperwork Compliance

Month July Year 2009

% Compliance 90.7%

[illegible]

# Peer Support Group Quality Assurance

Peer Support Sign-in Sheets will improve the quality of the peer support service by:

- using the attendance #s as basis for determining if each support session is well-enough advertised to the clients at Autumn West
- using attendance #s to determine if the services are of high enough quality to sustain or improve the attendance rate
- allowing staff to track those clients who frequent the support sessions, so as to offer them further support and/or get feedback on the meetings

Meeting Topic: \_\_\_\_\_

Group Leader Name: \_\_\_\_\_

Date: \_\_\_\_\_

Resident Sign-In:

	Last Name	First Name
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

# AW Residents in Attendance: \_\_\_\_\_

Total # AW Residents: \_\_\_\_\_

% AW Residents in Attendance: \_\_\_\_\_

# THP Residents in Attendance: \_\_\_\_\_

Total # THP Residents: \_\_\_\_\_

% THP Residents in Attendance: \_\_\_\_\_

# Example of Peer Support Group Sign-in Sheet



## Autumn West Peer Support Meeting

Meeting Topic: Working Through Alcohol Addition

Group Leader Name: Casey Brown

Date: 8/03/09

Resident Sign-In:

	Last Name	First Name
1	<i>Smith</i>	<i>Debbie</i>
2	<i>Presley</i>	<i>Elvis</i>
3	<i>Brown</i>	<i>Joe</i>
4	<i>Kennedy</i>	<i>Henry</i>
5	<i>Penny</i>	<i>Sue</i>
6	<i>Joe</i>	<i>Jane</i>
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

# AW Residents in Attendance: 5

Total # AW Residents: 19

% AW Residents in Attendance: 26.3 %

# THP Residents in Attendance: 1

Total # THP Residents: 7

% THP Residents in Attendance: 14.3%

# Wellness Checks Quality

- Wellness Checks already in place
- Quality should be improved
- Purpose of Wellness Checks
  - Ensure that residents are safe and essentially healthy
  - Allow staff to assess whether each resident is demonstrating good personal and environmental hygiene/care skills
    - Important once they move to permanent housing

# Wellness Checks Quality

## Autumn West “Wellness Checks” Compliance

Month: \_\_\_\_\_ Year: \_\_\_\_\_

% Compliance: \_\_\_\_\_

Room #

[illegible]



# Wellness Checks Example

## Autumn West “Wellness Checks” Compliance

Month: July Year: 2009

% Compliance: 99.4%

Room #

[illegible]

# HUD Objectives

## Three Major HUD Objectives for Safe Havens

1. Residential Stability → participants that complete the program will move into permanent or transitional housing
2. Increase Skills or Income → participants who enter the program without income or with income less than \$150 per month will establish income through SSI, SSD, IDAP or employment
3. Greater Self-Determination → participants completing the program will have continued case management or protective payee services

### Compliance with HUD Objectives at Client Discharge

Year: \_\_\_\_\_

C = Compliant  
N = Noncompliant

Quarter: [ 1<sup>st</sup> ] [ 2<sup>nd</sup> ] [ 3<sup>rd</sup> ] [ 4<sup>th</sup> ]

## 1. Residential Stability:

- Compliant—moves to permanent or transitional housing
- Noncompliant—moves back to streets/shelters/other location

## 2. Increase Skills or Income:

- Compliant—income established via benefits (SSI, SSD, IDAP)
- Compliant—income established via employment
- Noncompliant—unable to obtain benefits or employment

### 3. Greater Self-Determination

- Compliant—maintains continued case management and/or receives protective payee services
- Compliant—enrolled in health care program/insurance coverage
- Noncompliant—leaves without continued support services

[illegible]

% Compliance for Residential Stability: \_\_\_\_\_

% Compliance for Increase Skills or Income: \_\_\_\_\_

% Compliance for Greater Self-Determination: \_\_\_\_\_

Total % Compliance with HUD Objectives: \_\_\_\_\_

## Compliance with HUD Objectives at Client Discharge

Year: 2009

C = Compliant

N = Noncompliant

Quarter: [ 1<sup>st</sup> ] [ 2<sup>nd</sup> ] [ 3<sup>rd</sup> ] [ 4<sup>th</sup> ]

[illegible]

% Compliance for Residential Stability: 85.7%

% Compliance for Increase Skills or Income: 71.4%

% Compliance for Greater Self-Determination: 78.6%

Total % Compliance with HUD Objectives: 78.6%

# HUD Objectives Example Sheet



## Quality Assurance Program: Likely Outcome

- By using these forms in the proposed time frames, Autumn West will be able to easily and efficiently track their quality throughout the year.

# Safe Haven Comparison: Jeremy House, Waukesha, WI

- General Information
  - Guests must have a diagnosed mental illness
  - 7 beds; can hold up to 8 guests, per policy
    - Record was 11
    - Can hold up to 17 guests during heat emergencies, per policy
  - Do not provide nursing services
    - Guests are responsible for own medications, etc.
    - Each guest has a locker for medications
  - Crisis worker from Mental Health comes at 8am each day

# Jeremy House

- General Information (cont.)
  - Receive referrals from
    - Shelters
    - Mental health complex
    - Prison
    - Waiting list
  - Waiting list requirements
    - Must be Waukesha (city) resident
    - Must be homeless
    - Must be diagnosed with mental illness
    - No registered sex offenders

# Jeremy House

- Basic Rules

- ~90% of female residents have history of sexual abuse
  - No sexual relationships are tolerated
  - No locks allowed on doors
  - Rooms must be single-gender
- No entering others' rooms for any reason
- No visitors allowed for >20 min.
  - Not even guests' children
- No TV during daytime hours
  - Expected to be job hunting



# Jeremy House

- Basic Rules (cont.)
  - Guests must sign in and out if leaving house
  - Only 4 bus passes/month (from grant)
    - Guests must share and check pass in and out
  - Assigned chore must be completed by 10pm
  - 10pm curfew
    - Only exception: work, with written documentation from employer
  - No overnights elsewhere
    - Repercussion: immediate eviction
    - No exceptions

# Safe House Comparison: Autumn West vs. Jeremy House

- Overall Rules
  - Jeremy House is far more strict/demanding on its guests
    - Easier to have more requirements on 7 people (at Jeremy House) than 27 people (at Autumn West)

# Safe House Comparison: Autumn West vs. Jeremy House

- Quality Assurance
  - Like Autumn West, Jeremy House does not have a formal QA program in place
    - JH operations manager completes required HUD and other grant paperwork at end of year
      - Easier to compile info of 7 beds vs. 27
  - Even without formal QA program, JH has been rated #1 or #2 most successful Safe Havens in the nation