

Permanent Supportive Housing Fidelity Monitoring

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Georgia Department of Behavioral Health & Developmental Disabilities

Office of Supportive Housing

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DBHDD Office of Supportive Housing



GAVP
PATH
SOAR

What is Permanent Supportive Housing Fidelity Monitoring in Georgia?

- Just like the Supportive Employment and Assertive Community Treatment programs have a Fidelity Monitoring program in the State of Georgia, so does the Georgia Housing Voucher Program (GHVP) and the Housing Support Program (HSP)
- Fidelity Monitoring is a measure of quantitative and qualitative data sets that show how well the performance of a provider who is administering the GHVP/HSP is doing compared to standards rendered by Substance Abuse and Mental Health Services Administration (SAMHSA) and Department of Behavioral Health and Developmental Disabilities (DBHDD). The standards which serve as the model for comparison are firmly based in the Housing First philosophy.
- The Fidelity Monitoring program for GHVP/HSP is the way in which quality improvements are being monitored for the state as a whole and as a way to share best practices from multiple providers.

Why is Fidelity Monitoring being done for GHVP/HSP?

- Fidelity Monitoring falls into the Office of Supportive Housing (OSH) overview to, “House, support, and sustain eligible individuals...efficiently and effectively.”
- The GHVP, before Fidelity Monitoring, was being administered in many unique ways by each provider. The goal of Fidelity Monitoring is to help standardize and improve the administration of the GHVP/HSP regarding SAMHSA and DBHDD standards and adherence to the Housing First philosophy.
- The collection of best practices ensures that Fidelity Monitoring ratings are as high as possible across the state.

How is Fidelity Monitoring administered for GHVP?

- General Organization Index (GOI) – a measure of process monitoring, e.g. internal operating procedures, that is measured on a scale of up to 60 points. High Fidelity rating is set as a minimum of 45 points on the GOI scale.
- Individuals Served Scoresheet (ISS) - a measure of outcomes monitoring, e.g. housing/service provision records from randomly picked housing voucher recipients, that are measured on a scale of up to 28 points.
- All of the data is gathered through internal documentation collection from the provider, interview sessions with multiple levels of the providers organization, and randomly selected housing/service provision records from the electronic medical record of the provider.

How is Fidelity Monitoring administered for HSP?

- Analysis of outcome documentation, e.g. case management notes, in comparison to the standards that were established for the Housing Support Program.
- Depending on the caseload size of the provider, there are 20-30 randomized housing voucher participants picked for documentation gathering.
- Six sections; contact cadence, records of supports delivered, lease renewal validity, zero income client referral, and quality of care surrounding ongoing issues are measured in two categories. Those categories are the choices of Yes the documentation shows evidence in this section, or No the documentation does not show evidence in this section.
- In a 20 participant randomized sample, the score for highest fidelity is 120 Yes with the rating of high fidelity being a minimum of 90 Yes.
- In a 30 participant randomized sample, the score for highest fidelity is 180 Yes with the rating of high fidelity being a minimum of 135 Yes.

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