

Improving Quality and Equity in Housing First

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Introduction

History: Office of Equity and Inclusion at DESC

Data Analyst of Equity & Inclusion Role



Learning Objectives

1. Using data to communicate effectiveness of housing first model
2. Measuring and communicating quality of services
3. Prioritizing and serving diverse populations in permanent supportive housing



Objective 1: Using data to communicate effectiveness of housing first model

- Data: “facts and statistics collected together for reference or analysis”
- What data are you collecting?
- Why collect the data?

What data are we collecting at DESC for Housing:

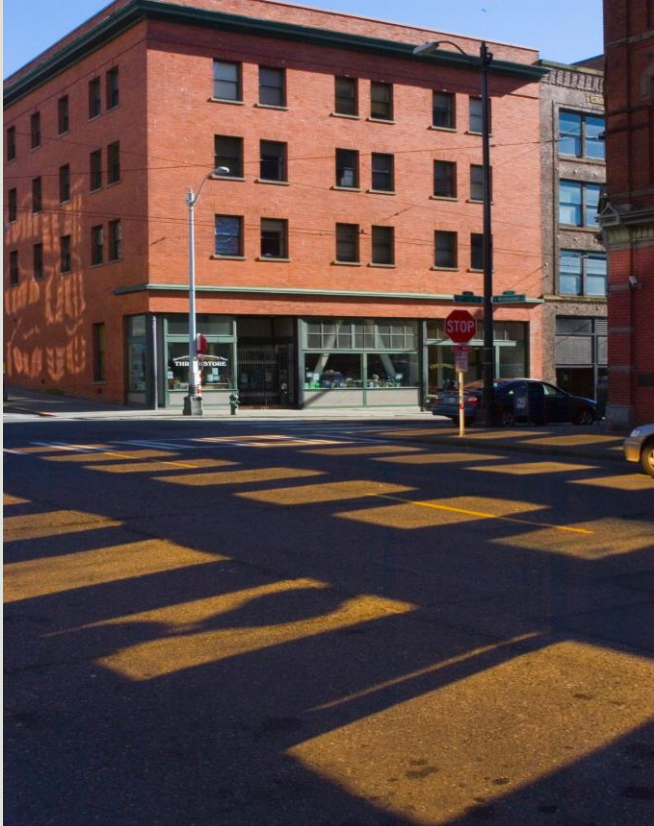
- Move in/Out
- Demographics
- Retention
- Connection to Services

Why are we collecting this data?

To operationalize the data to ensure we are treating clients at DESC equitably in regard to housing retention and connection to services.



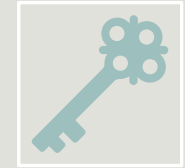
Retention Rates



Union Hotel:1994:
29% have lived there
for more than 10
years



Averages
across sites



9 PSH sites 10+
yrs. 27%



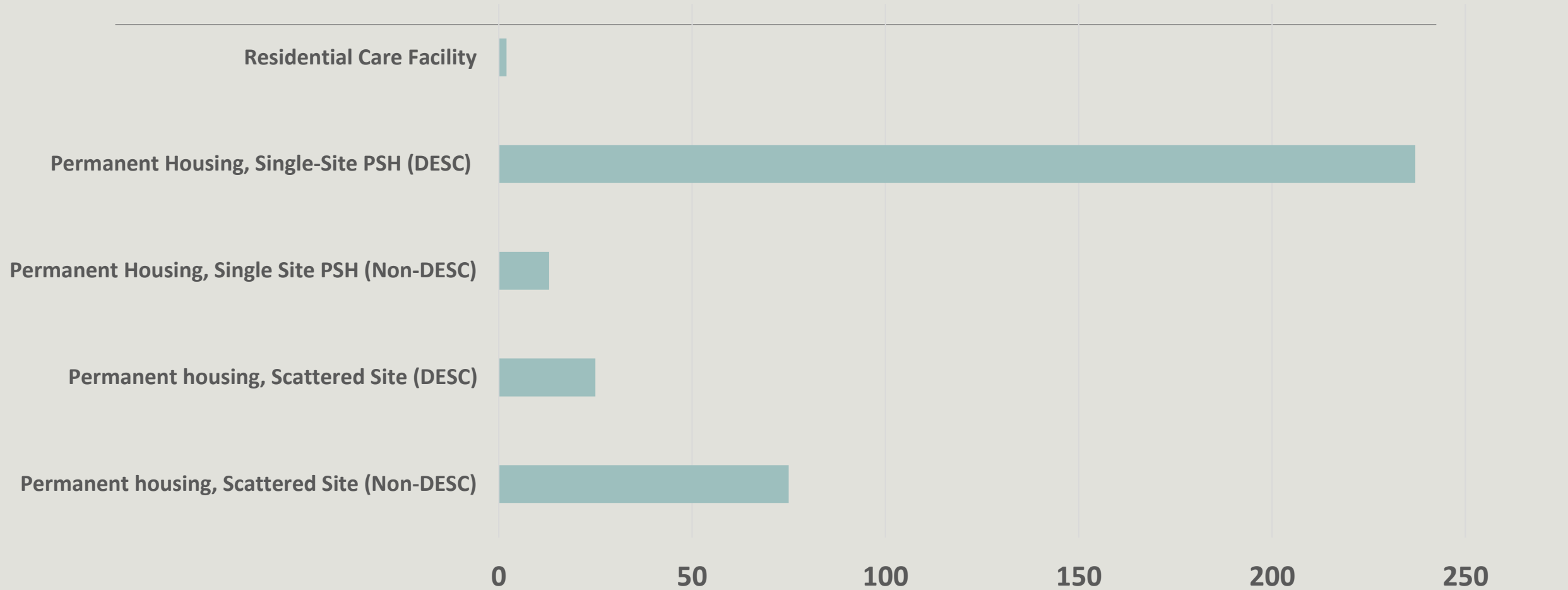
12 PSH sites 5+
yrs. 46%



14 PSH sites 2+
yrs. 64%

Housing Clients in 2023

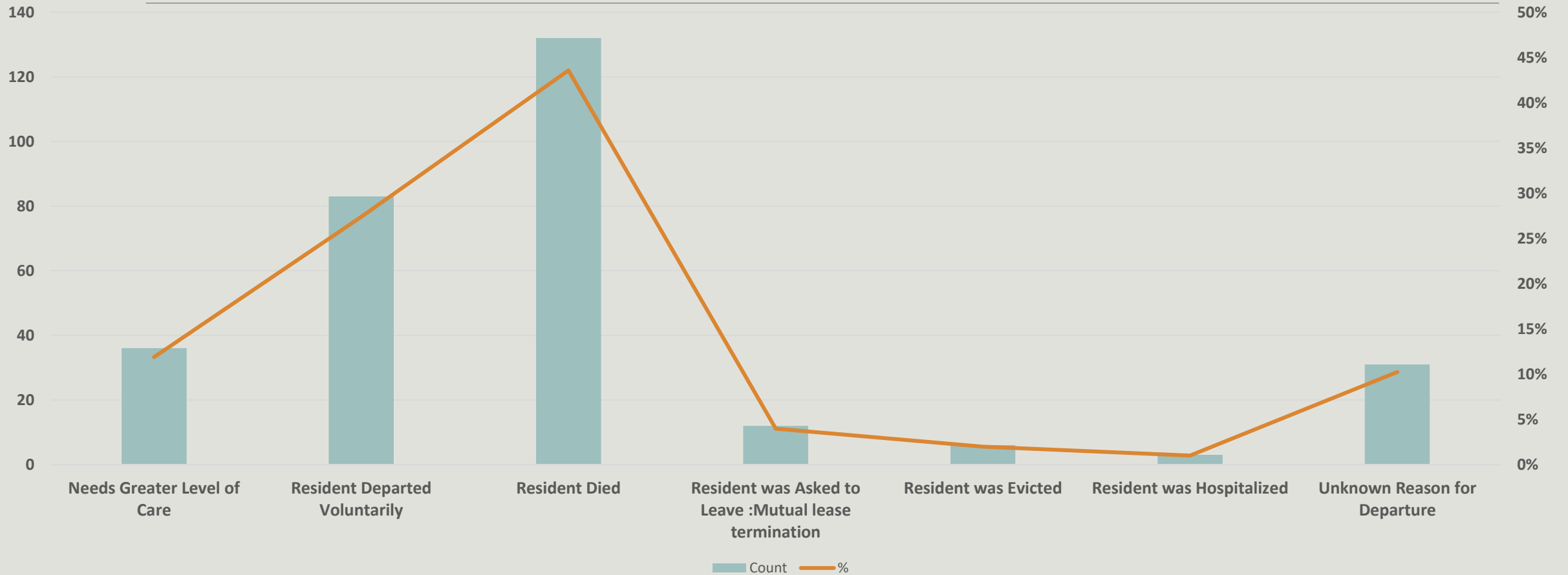
Housing Types for Clients Housed in 2023



Total: 352 clients housed

Departures

Departures from PSH



Total: 303 total departures

Applications Outside of Housing



Clinical/Wraparound services

- Service Encounters
- Documentation
- Crisis Events for acute individuals
- Use of public services: ER/ Jail



Shelter Services

- Use of Shelter
- Connection to services

Objective 2:

Measuring and communicating quality of services



HOW TO
MEASURE
QUALITY?



AS A HOUSING
PROVIDER QUALITY
CAN BE MEASURED IN
VARIOUS WAYS



- QUALITY OF
ACCOMMODATIONS:
LIVING CONDITIONS



-CONDITION OF
BUILDING (ACCESS TO
THINGS OFFERED:
LAUNDRY,
COURTYARDS, ETC.

What an average DESC PSH site looks like?

- Average of 84 units across 16 PSH Sites
- Largest: 190
- Smallest: 40
- **Supportive services:**
 - State-licensed mental health and substance use disorder treatment
 - Onsite health care services
 - Daily meals and weekly outings to food banks
 - Case management and payee services
 - Medication monitoring
 - Weekly community-building activities
- **Staffing:** Residential counselors, program manager/coordinator, community support specialist (Housing Case Managers)

Living Conditions

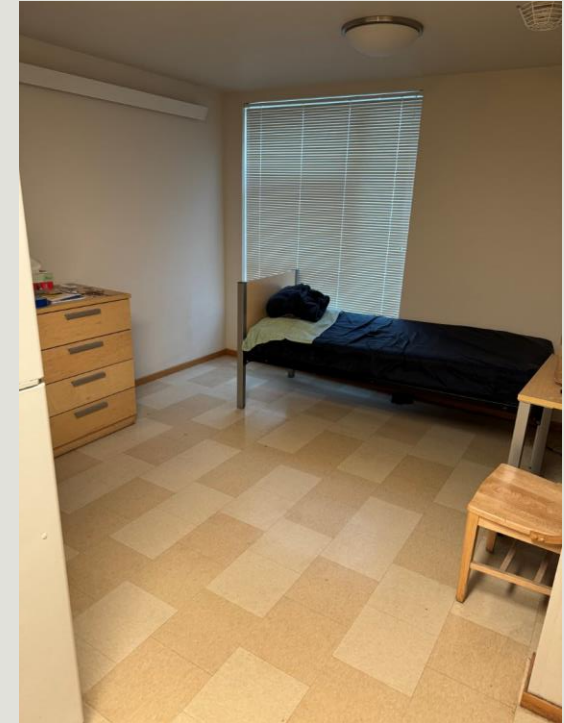
- Development of workgroup to address Conditions of Units
- Care conferencing across agency: Clinical & Housing Teams
 - Convening of an individuals Care Team which can consist of:
 - Case Manager
 - Occupational Therapist
 - Psychiatrist
 - Leadership (Clinical & Housing)



Living Conditions Measurement/Monitoring

GREEN Living Condition

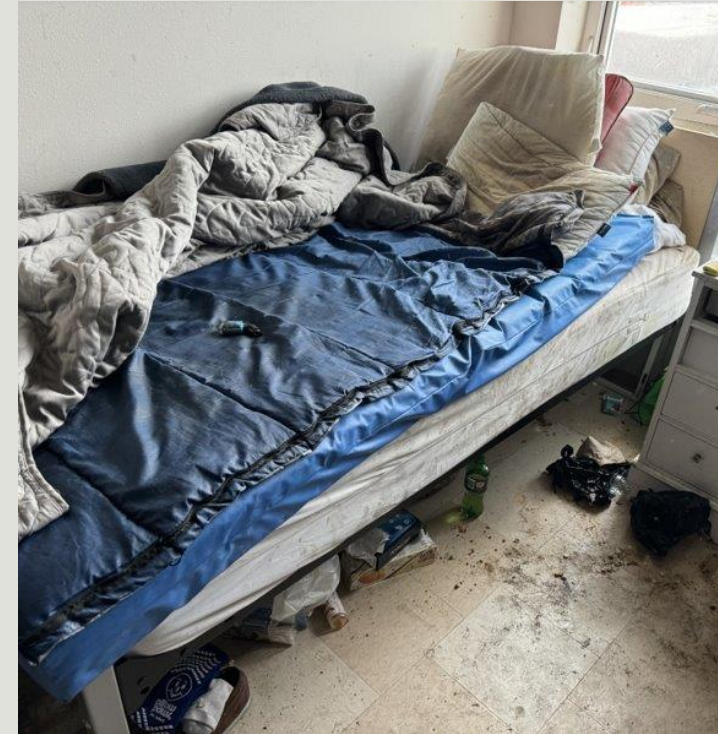
- Unit is consistently clean and tidy, requiring no involvement from DESC staff to be inspection ready.
- No issues with appliances, surfaces, bathroom, drywall and notable sanitation issues throughout the unit.



Living Conditions Measurement/Monitoring

YELLOW Living Condition

- Moderate lift to be inspection ready.
- Unit is not clean and tidy
- Tenant responds to interventions from staff such as reminders to clean, direct help in cleaning, and use of chore services.
- Moderate clutter, and/or disrepair including but not limited to the following:
 - Safety hazards
 - Hoarding
 - Fire Hazards



<https://hoarding.iocdf.org/wp-content/uploads/sites/7/2016/12/Clutter-Image-Rating-3-18-16.pdf>

Living Conditions Measurement/Monitoring

RED Living Condition

- Heavy lift to be inspection ready.
- Unit is regularly in an unsafe state, involving severe to extreme levels of biohazards, clutter, and/or disrepair including but not limited to the following:
 - Safety hazards
 - Severe Hoarding
 - Fire Hazards
 - Sanitation
 - Physical damage to unit





Clinical

- Connection to Services/Housing
- Client Voice
- Use of public services: ER/Jail



Wraparound services

Applications outside of housing

Objective 3: Prioritizing and serving diverse populations in permanent supportive housing

Are you collecting demographic information on the clients you serve?

If you want to address equity and inclusion the first step is collecting the necessary data to speak to the questions you are asking.

Objective 3: Prioritizing and Serving diverse populations in Permanent Supportive Housing

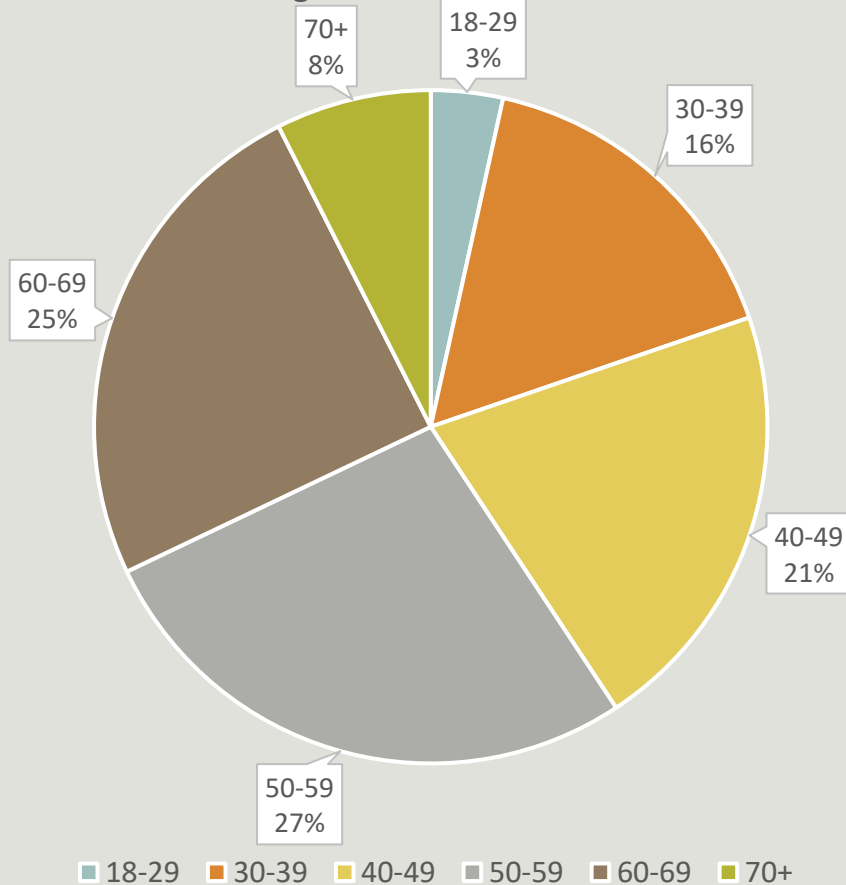
Identify demographics of your clients

Identify demographics of service area

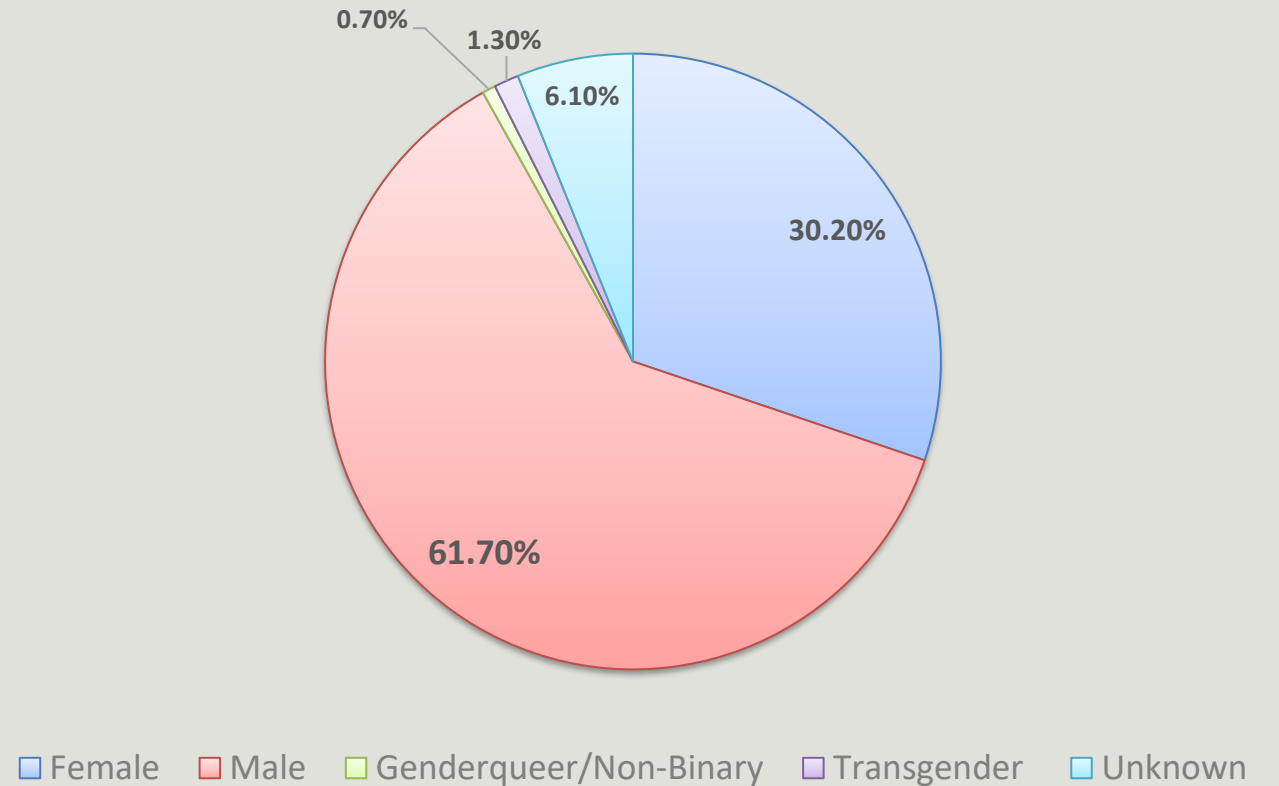


Identify demographics of your clients

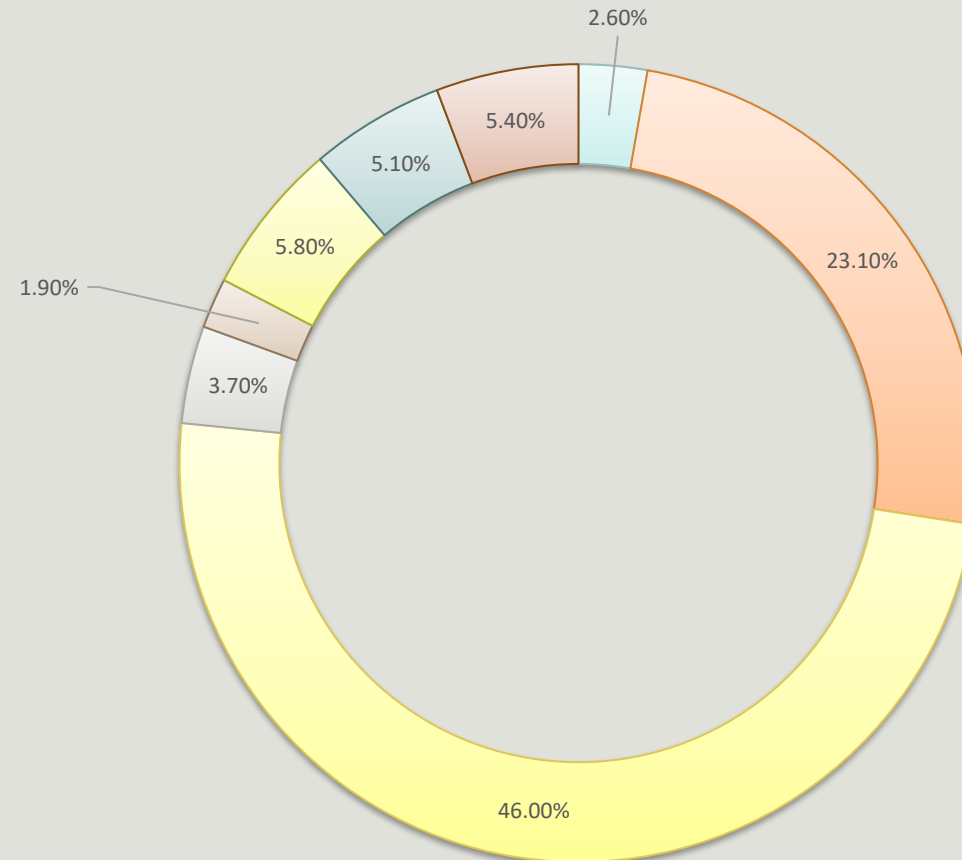
Age of PSH Residents



Gender Composition of All PSH Sites



Racial Composition of PSH Residents

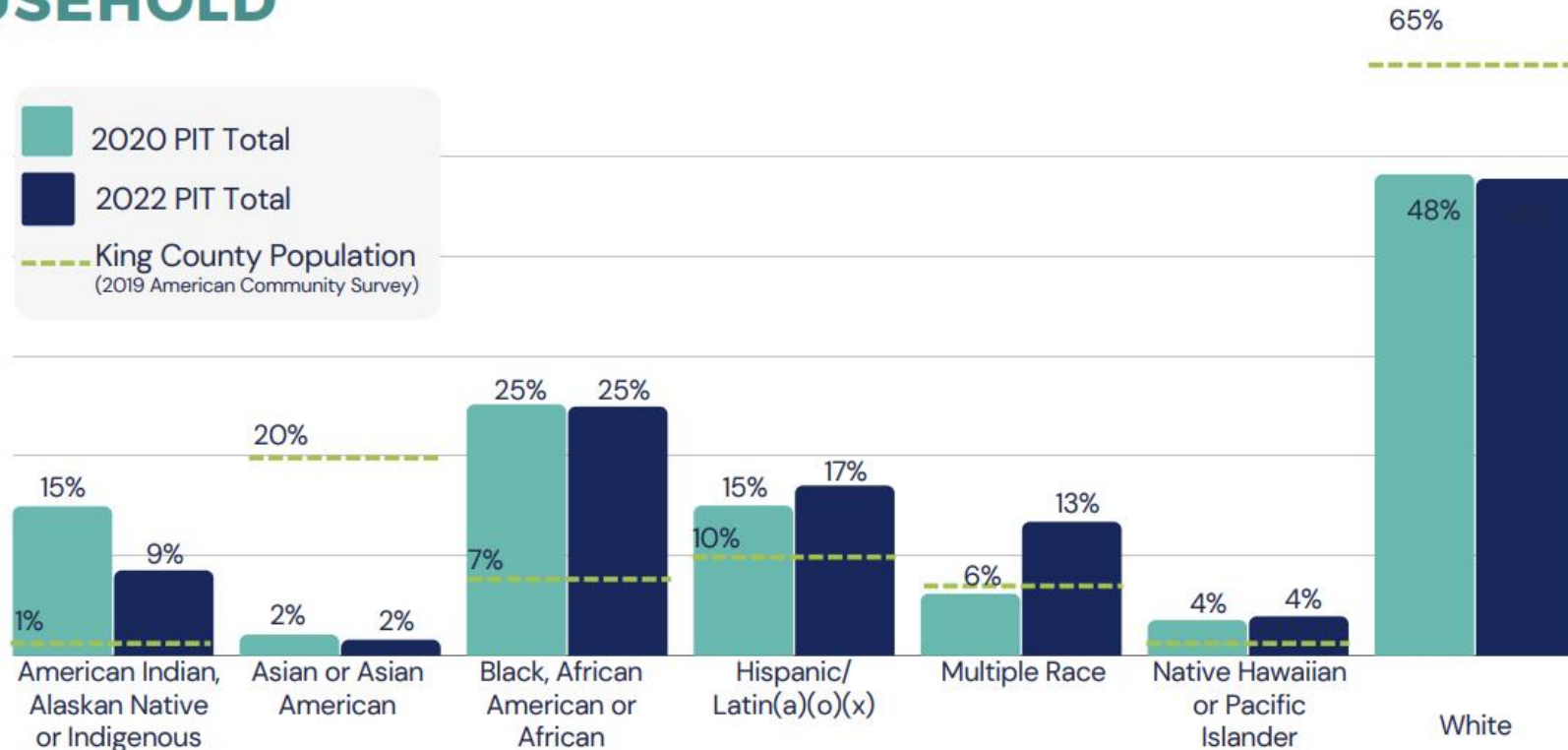


African African Am/African Descent Caucasian Asian Pacific Islander Native American 2+ Unknown

Identify demographics of your service area

Seattle, WA

RACE & ETHNICITY* OF HEAD OF HOUSEHOLD



*HUD requires submission of race and ethnicity as separate categories. Here, we have included households identifying as Hispanic/Latin(a)(o)(x) with the HUD-required race categories. Since these questions are asked separately, a respondent may identify as Hispanic/Latin(a)(o)(x) and in another category represented in this chart.



Clinical



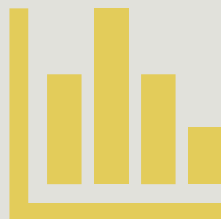
Wraparound services

- Include demographics in data
- Utilize it to determine if services are equitable and inclusive
- Define vulnerability and marginalization parameters
- Identify gaps in service needs
- Identify underrepresented populations

Applications outside of housing



Using data to communicate effectiveness of housing first model



Measuring and communicating quality of services



Prioritizing and serving diverse populations in permanent supportive housing

Learning Objectives