

*The Ontario Housing First Regional Network
Community of Interest (OHFRN-Col) presents a
webinar on...*

Fidelity Assessment in Housing First

Monday October 2, 2017 1pm – 2:30pm (EDT)

Fidelity assessment in housing first webinar

HOUSEKEEPING

- The audio is being stream via your computers. For optimal sound, please use external speakers or earphones. If you are still having trouble hearing our presenters, you can dial into 1-800-509-6600 Participant PIN: 95437934#
- This webinar will be recorded and posted on the [Col's webpage](#) following the presentation.
- Please also let us know via the chat box if someone is watching the webinar with you!
- Some collected data from the webinar might be used for reporting.
- We would appreciate having your feedback on today's knowledge exchange webinar. You will receive a link to an online survey towards the end of the webinar. Thanks in advance for the 5 minutes of your time to complete our online feedback survey.

Fidelity assessment in housing first webinar

Today's webinar

This webinar will explore fidelity in implementing Housing First programs and how your program can do its own fidelity assessment.

You will learn about:

- ✓ How to conduct fidelity assessments;
- ✓ How to use fidelity assessments to improve a Housing First program; and
- ✓ Experiences from the ground, specifically, how organizations have integrated fidelity assessment into program development and quality assurance.

Fidelity assessment in housing first webinar

Before we begin, we would like to know a little about YOU!

WHICH SECTORS are participating in today's webinar. Please answer the poll:

What sector do you work in?

- ☐ Hospital
- ☐ Community mental health and addictions
- ☐ Housing and homelessness
- ☐ Developmental disabilities
- ☐ Family services
- ☐ Primary care
- ☐ Justice
- ☐ Corrections
- ☐ Education
- ☐ Culturally based and/or ethno/faith/language/population specific services
- ☐ Government/Ministry
- ☐ Persons with lived experience
- ☐ Public health
- ☐ Funder
- ☐ Peer support services
- ☐ Employment
- ☐ Other (please specify which sector in the chat box)

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Before we begin, we would like to know a little about YOU!

WHO is participating in today's webinar. Please answer the poll:

What is your main role in relation to the addictions and/or mental health sectors?

- ☐ Agency Leadership
- ☐ Direct Service Provider
- ☐ Knowledge Broker/Implementation Staff
- ☐ Person with Lived Experience and/or Family Member
- ☐ Policy Maker/Decision Maker
- ☐ System Planner
- ☐ Researcher/Research staff
- ☐ Other (please specify in chat-box)
- ☐ Not in the addictions and/or mental health sectors

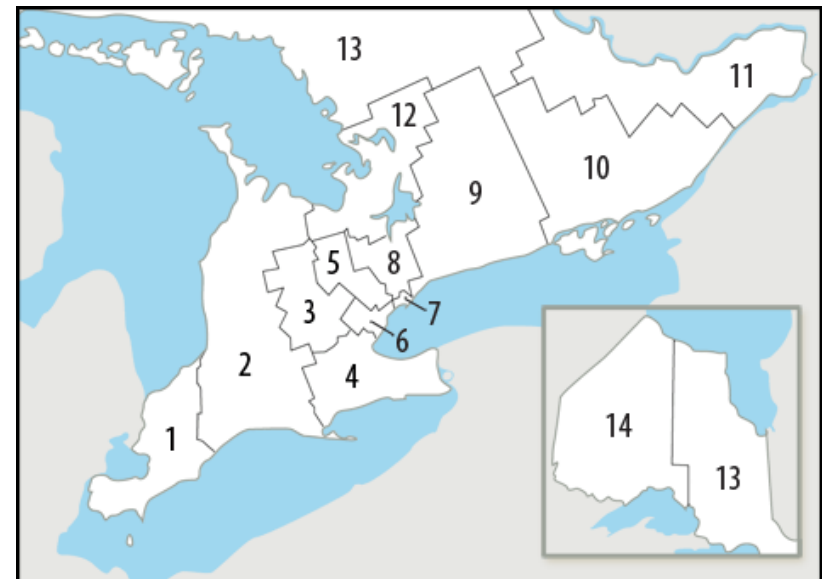
Fidelity assessment in housing first webinar

Now we would like to know a little more about YOU!

WHERE everyone is participating from. Please answer the poll:

Which Local Health Integration Network (LHIN) area are you participating from?

- ☐ 1. Erie St. Clair
- ☐ 2. South West
- ☐ 3. Waterloo Wellington
- ☐ 4. Hamilton Niagara Haldimand Brant
- ☐ 5. Central West
- ☐ 6. Mississauga Halton
- ☐ 7. Toronto Central
- ☐ 8. Central
- ☐ 9. Central East
- ☐ 10. South East
- ☐ 11. Champlain
- ☐ 12. North Simcoe Muskoka
- ☐ 13. North East
- ☐ 14. North West
- ☐ I am participating from outside of Ontario
- ☐ Not sure



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Now we would like to know a little more about YOU!

Has your program had an external fidelity assessment? (For example from Pathways of the Canadian Alliance to End Homelessness)

Has your program conducted an internal self-assessment of fidelity?

Fidelity assessment in housing first webinar

Ontario Housing First Regional Network CoI (OHFRN-COI)

Purpose: To assist communities across Ontario to develop, evaluate, and improve Housing First (HF) programs based on the Pathways model tested, adapted, and shown to be effective in the [At Home / Chez Soi Demonstration Project](#).



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OHFRN-COI's Goals



1. **Build** local capacity for HF programs;
2. **Expand** HF programs across the province;
3. **Promote** high quality implementation of the HF model that includes both fidelity to and adaptation of the model;
4. **Obtain** financial support for HF programs and research; and,
5. **Inform** provincial and local housing and support policies for homeless people with mental illness and addictions.

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Membership

Members of the OHFRN-COI will consist of Ontario HF policy-makers planners, managers, service-providers, researchers, and persons with lived experience, including representatives from the housing, health, and justice sectors. Key partners may include the Canadian Alliance to End Homelessness, the Homeless Hub, Service Canada and the Homelessness Partnering Strategy, and local HF programs.

The OHFRN-COI encourages community entities to participant in our Col!

For more information, visit <http://eenet.ca/housing-first-community-of-interest/>

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OHFRN-COI Activities to date

- ✓ Hosted a [Rent Assistance webinar](#) on May 4th, 2017.
- ✓ Established a roster of [Ontario HF training and technical assistance](#) and [research/evaluation consultant experts](#) to help communities evaluate or study their Housing First programs.
- ✓ Sent a [letter](#) to Minister Peter Milczyn, Ministry of Housing / Ministry Responsible for the Poverty Reduction Strategy, (and previously to Chris Ballard) that provides feedback on the Portable Housing Benefit Framework.
- ✓ Presence on the Community Workspace on Homelessness
- ✓ Starting to develop an inventory of HF programs in Ontario. **If you are implementing an HF program, let us know here:**
https://www.surveymonkey.com/r/OHFRNCOI_HFinventory

Today's presenters:



Sam Tsemberis is a clinical and community psychology practitioner, and the founder and executive director of Pathways to Housing, a Housing First program for individuals with serious mental illnesses, long histories of homelessness, and often co-occurring substance abuse.



Alex Cheng is the Director of Client Services for Blue Door Shelters. He is part of the leadership team that manages *Housing to Health*, an HPS funded Housing First Collaborative in York Region. He also oversees the service delivery to at-risk and homeless men, families, and youth for Blue Door Shelters.



Jean-François Martinbault is the Coordinator of the Intensive Case Management Program at the Sandy Hill Community Health Centre. Jean-François' expertise is in program development and implementation, working with marginalized men and women with complex needs, limit-setting and ethical decision making. He will join any committee that is catered with pizza or Greek on Wheels and loves walking meetings regardless of the temperature."

Housing First Fidelity: Overview

Sam Tsemberis, PhD

Pathways Housing First Institute
Columbia University Medical Center

Why Fidelity?

Service provider definitions vary across providers
Government definitions vary across cities states
and countries



“It’s all about the housing”

“People do not have to accept

“You can’t ask people to change
behavior”

“How many apartments do

How do you respond?

Fidelity

- The degree to which something matches something else
- Being faithful, loyal to something
- Accuracy in details

Pathways Housing First

5 Principles of Housing First Programs

1. Consumer Choice
2. Separation of Housing and Services
3. Services Array to Match Needs of Consumers
4. Recovery Focused Practice
5. Program Operations

Pathways Housing First

Some Programs Applications of 5 Principles

1. Immediate access to housing of choice
2. No pretreatment requirements, but home visit a must;
3. Pay rent (30% of income) and meet terms and conditions of a standard lease
4. Housing is affordable, decent, safe, harm reduction, and tenant is not required to participant in treatment as a condition of tenancy

Is it Housing First?

- Analogy: Is it a car?
- A passenger vehicle designed for operation on ordinary roads and typically having four wheels and a gasoline or diesel internal combustion engine. See also hybrid.

Is this a car?



accessibility

Is this a car?



ideology

Is this a car?



Safe & decent

Is this a car?



Harm reduction
Trauma Informed

photo by nwc4 © 2015

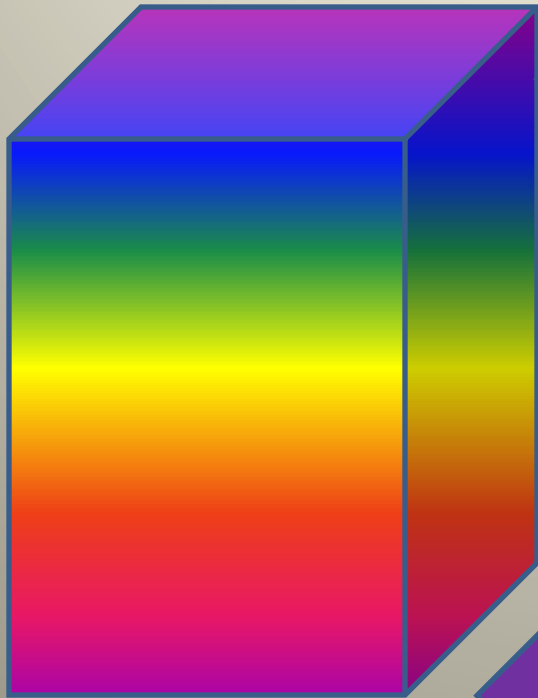
Is this a car?



Harm reduction
Trauma Informed

e.g., Principle and application of consumer 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 get their IDs and paperwork done that they need to get an apartment or they can choose to continue using and missing appointments but we’ll still work them until they’re ready”

Why Fidelity?

- **Understand current practice & make improvements**
 - How are services being delivered?
 - How are staff roles understood and enacted?
- **Goal is to maximize outcomes**
- **Learn about effective ways to apply values & principles**

Fidelity & Outcomes

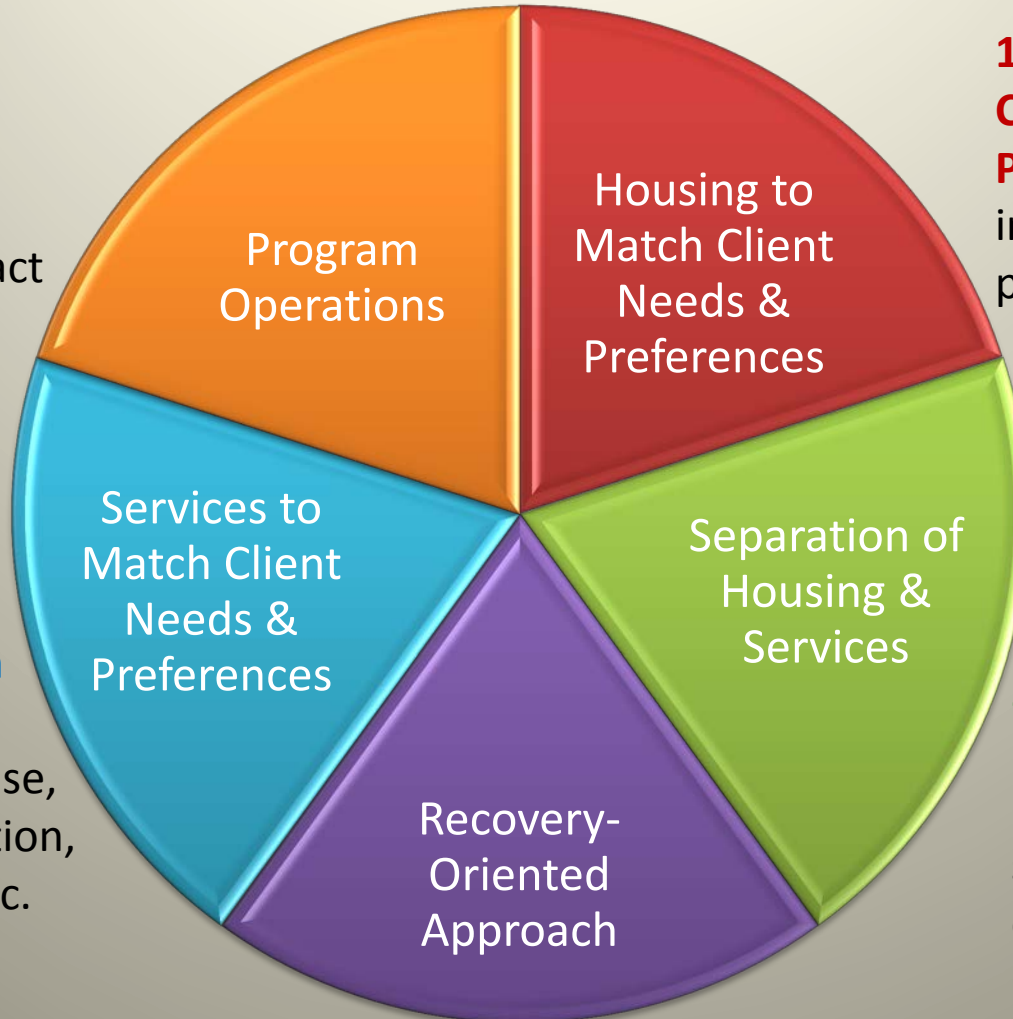
Higher program fidelity is associated with:

- Increased housing stability
- Increased quality of life
- Decreased drug/alcohol use
- Reduced use of acute care or emergency services

Housing First Fidelity: 5 Domains

5. Program

Operations: team structure, staff communication & organization, contact with participants



1. Housing to Match Client Needs & Preferences

Preferences: choice, integrated, affordable, permanent

2. Separation of Housing & Services

no housing readiness, standard rights & rules of tenancy

3. Recovery-Oriented Approach

Approach: choice, harm reduction, self-determination, recovery

4. Services to Match Needs

Needs: psychiatric, nursing, substance use, employment/education, social integration, etc.

How the Housing First Fidelity Assessment Scale Was Developed

Pathways program

Early implementers were surveyed

Items from SAMHSA PSH Tool Kit

Items from the new DACTS

**** See Stefancic, A., et al in *American Journal of Psychiatric Rehabilitation* Special Issue on Pathways' Housing First – Dec, 2013.**



2 Ways of Conducting Fidelity Assessments

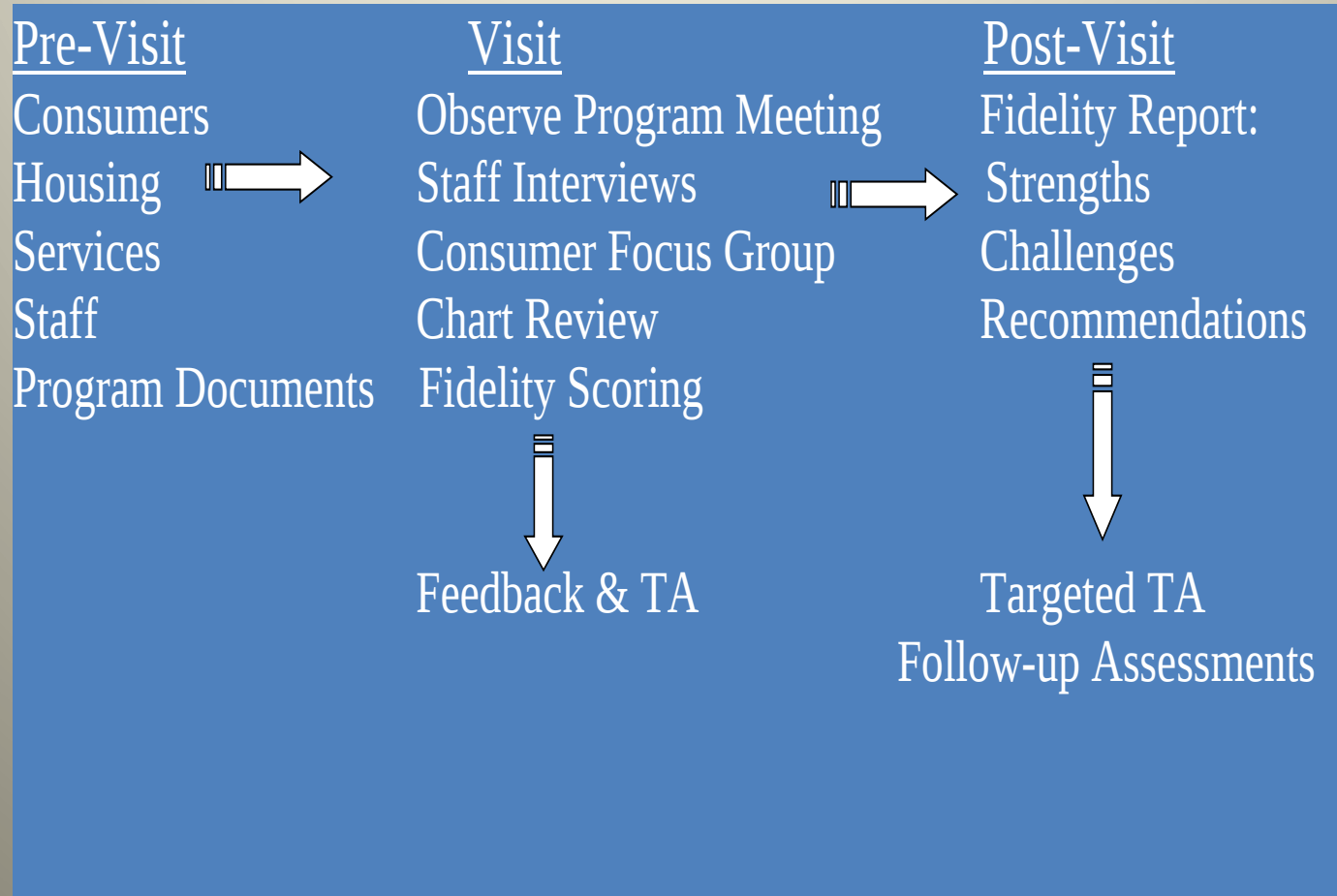
External review by HF Experts

- Team of experts visits your program
- Conducts interviews reviews practices
- Provides feedback in an interactive process

Internal review or Self-Assessment

- Each team members rates HF practice
- Dialogue with entire team to develop a team consensus

Pathways Housing First: Conducting Program Fidelity Assessment

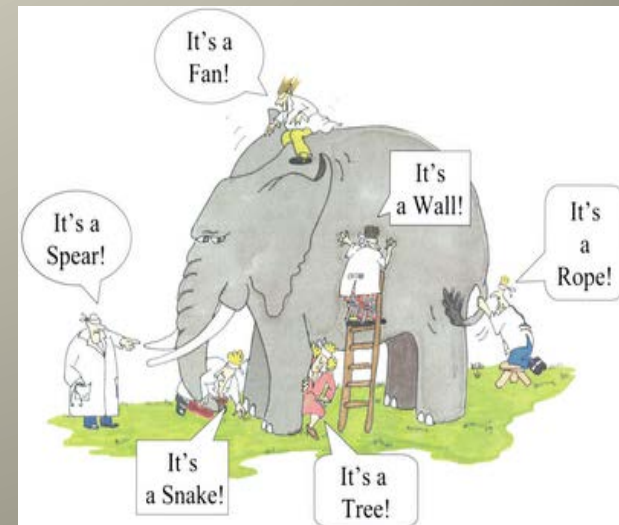


Fidelity Site Visit

- **1) Before visit: collect basic info**
 - What types of housing do participants live in; how long did it take to get into housing; staffing pattern; % participants relocated; % discharged.

DAY OF VISIT

- **2) Team meeting observation** Multiple sources of
- **3) Individual interviews with staff data**
 - All frontline providers; Each discipline
 - Team Leader
 - Program Director, Administrators
- **4) Focus group with program participants**
- **5) Chart review (random selection)**
- *Optional: home visits*
- **6) Fidelity Team Exit Summary/Debrief**



Self-Assessment of Program Fidelity

- Use of self-assessment measure
 - Developed by Stefanic et al (2013) & Gilmer et al. (2013)
 - Further validated by Goering et al. (2016)
- 1. Completion of measure by program staff
- 2. Group conciliation session to produce consensus ratings

HOUSING FIRST FIDELITY SELF-ASSESSMENT

[illegible]

Multi-Level Influences on Program Fidelity

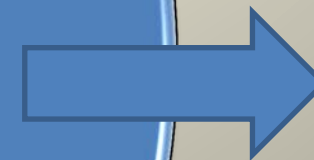
Environment / System

- Local housing & availability
 - Local culture
- Local & National Qualifications for Housing Subsidies
- Local Policies Regarding Funding For Services
- Clients' Access to Social Welfare and other benefits
- Availability of Community-Based Support Services

Organization

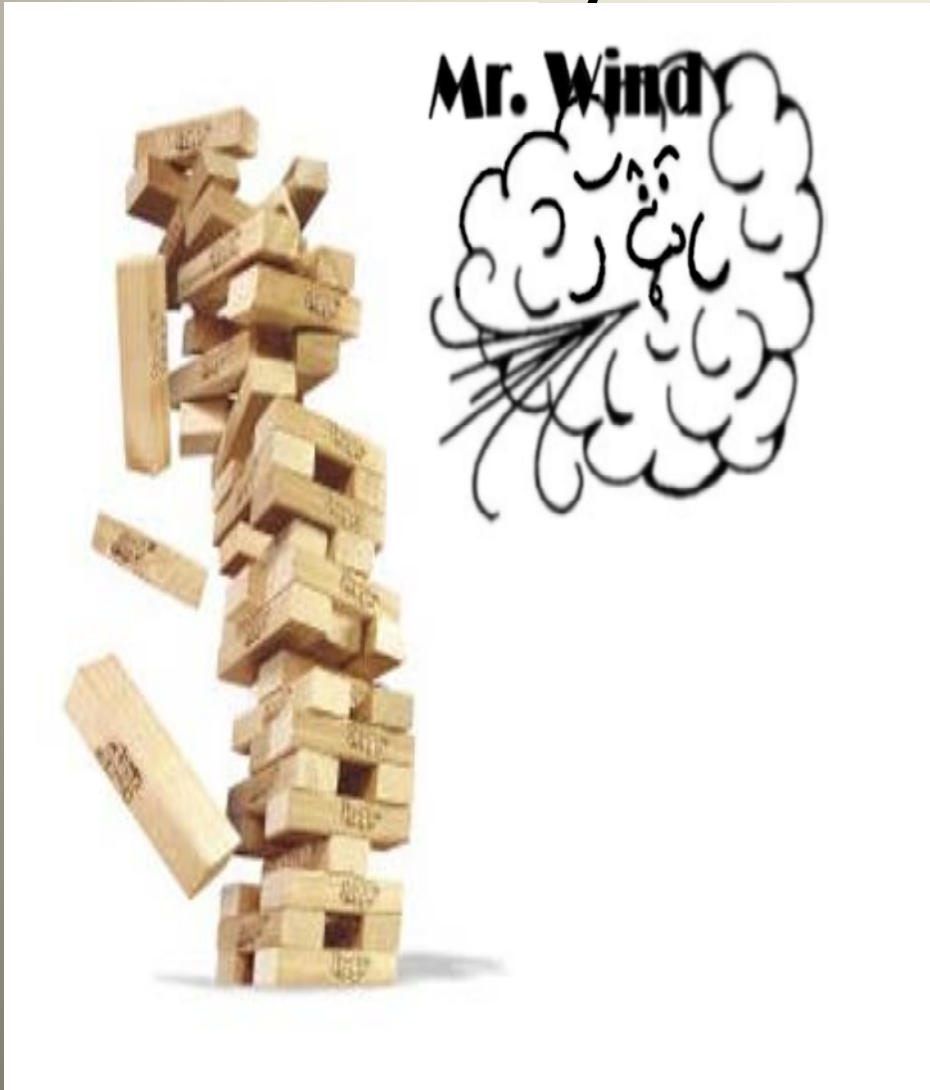
Resources
Training

Client Needs



**Program
Fidelity**

The Influence of the Environment: System Context



Housing First programs have to be especially strong when they are embedded in systems that do not share the same values, services, etc.

The programs have to make up for things not easily accessible or effective for this population in the larger system.

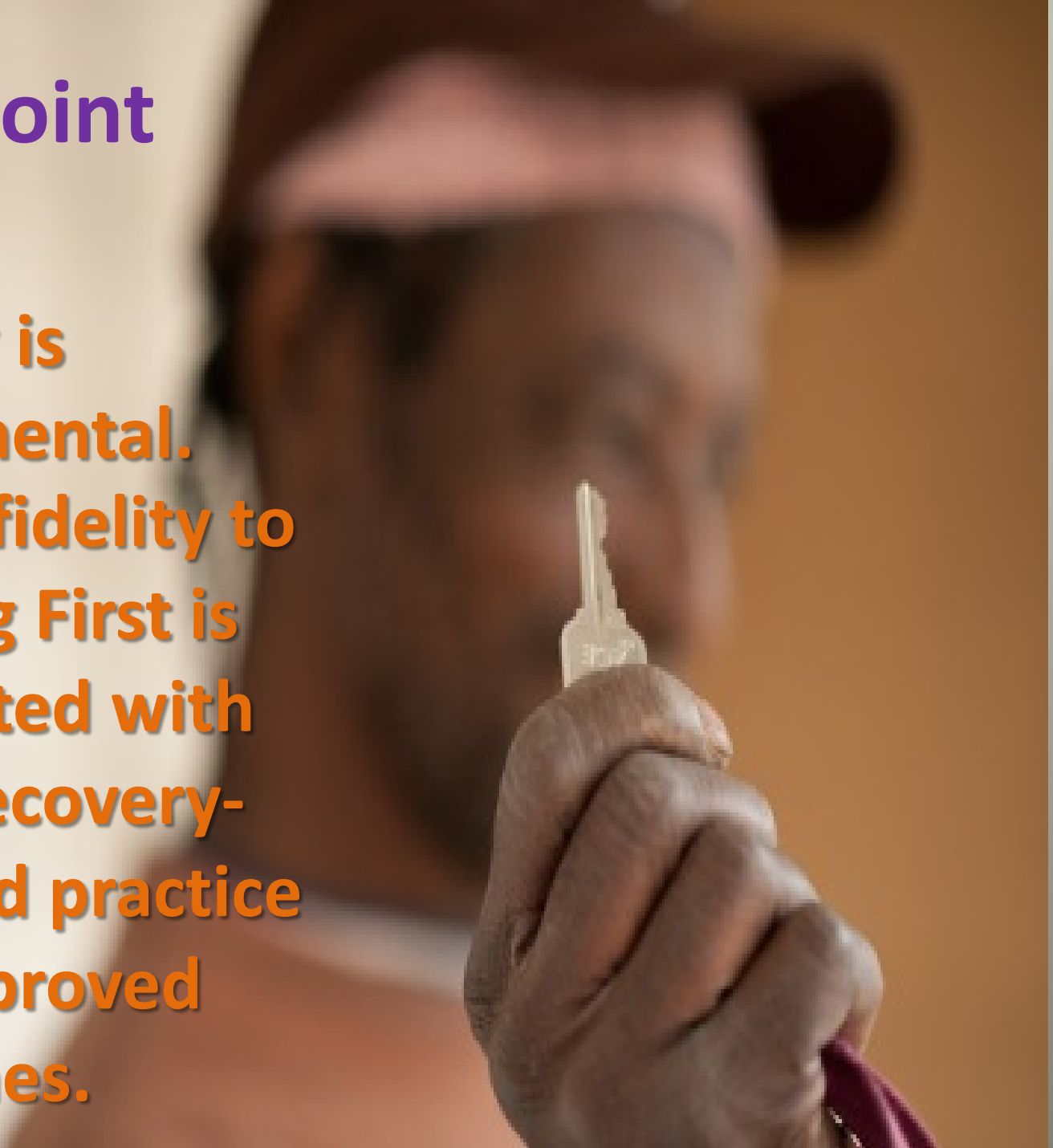
Many services need to be provided directly by the program.

Fidelity Scale: Multi-purpose



Key Point

Fidelity is fundamental. Higher fidelity to Housing First is associated with more recovery-oriented practice and improved outcomes.



Receiver's Lived Experience

- *What is it like to have a fidelity assessment and report?*
- *Was it useful?*

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HOUSING
— TO —
HEALTH

HPS Funded Housing First Program in York Region, supported by the United Way of Toronto & York Region

Alex Cheng, Director of Client Services for Blue Door Shelters



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Mandate:

To help house people who have experienced chronic and/or episodic homelessness and, at the same time, provide a range of supports to improve participants' quality of life and increase potential for long-term successful tenancies.

Our program is based on an Intensive Case Management Model. The frontline team is currently composed of Housing Stability Coordinators (case managers), and Peer Support Workers.



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Program Time Line

Nov 2015

- Successful RFP
- Program Receives Funding

March 2016

- Training through MHCC
- Start Housing People

Nov 2016 – Feb 2017

- Draft Fidelity report released in November 2016
- Final Fidelity visit report released Feb 2017

September 2016

- Fidelity Visit

Dec 2015-Mar 2016

- Development of Program
- Hiring of Frontline Team

Jan 2017 – now

- Development of evaluation framework
- Sept 2017 – ongoing data gathering and evaluation



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A Closer look at the Fidelity Visit:

- Anxiety ahead of the visit
 - Gathering and sharing of program related data (self-assessment, pre-visit data)
 - Coordination of visit
- Took place over 1 day
 - Interviews with leadership team, frontline team, and program participants
 - Debrief with leadership team



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The Housing First Fidelity Report:

- Scoring of Fidelity Domains (Scored out of 4):
 - Housing Choice & Structure
 - Separation of Housing & Services
 - Service Philosophy
 - Service Array
 - Program Structure
- Detailed feedback and suggestions



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Ontario's Community
Health Centres
Les centres de santé
communautaire en Ontario

Sandy Hill
Community
Health Centre



Centre de santé
communautaire
Côte-de-Sable

Sandy Hill Community Health Centre

Jean-François Martinbault

Coordinator of the Intensive Case Management Program

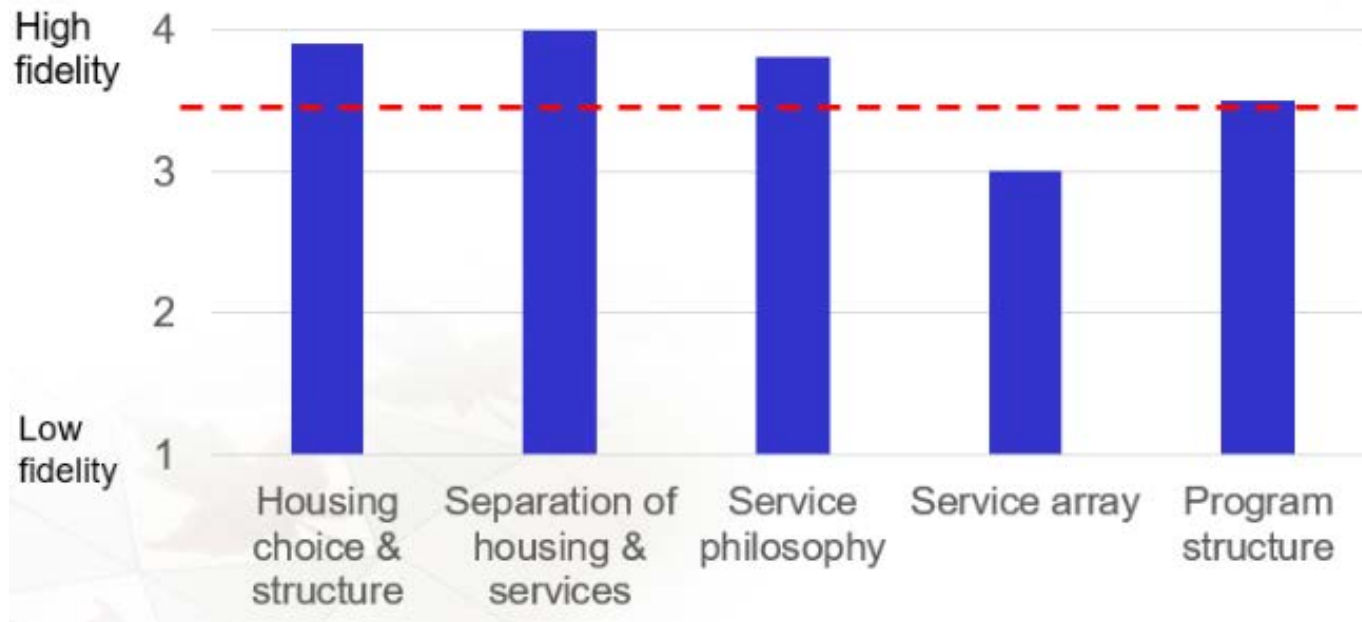
Program Description

- Started in January 2011
- 10 Case Managers.
- 120 Clients.
- 117 Clients housed (10 evictions, 73 clients have only had 1 address, 18 have had 10 and 6 have had 3 addresses or more).
- Case management Standard: 2 direct contacts equaling 2 hours a week including travel time.

Pathways Fidelity Assessment

- Fidelity Assessment Conducted in 2012.
- Extensive review of how the Housing First values and practices are applied through all aspects of case management.
- What we learnt:
 - We are on the right track! As a new program, team members felt validated.
 - The process was positive, team members enjoyed it.
 - The high fidelity gave us credibility. Housing First is still misunderstood. We have standards to refer to when dealing with unhappy community members.

Fidelity Assessment by External Team (2012)

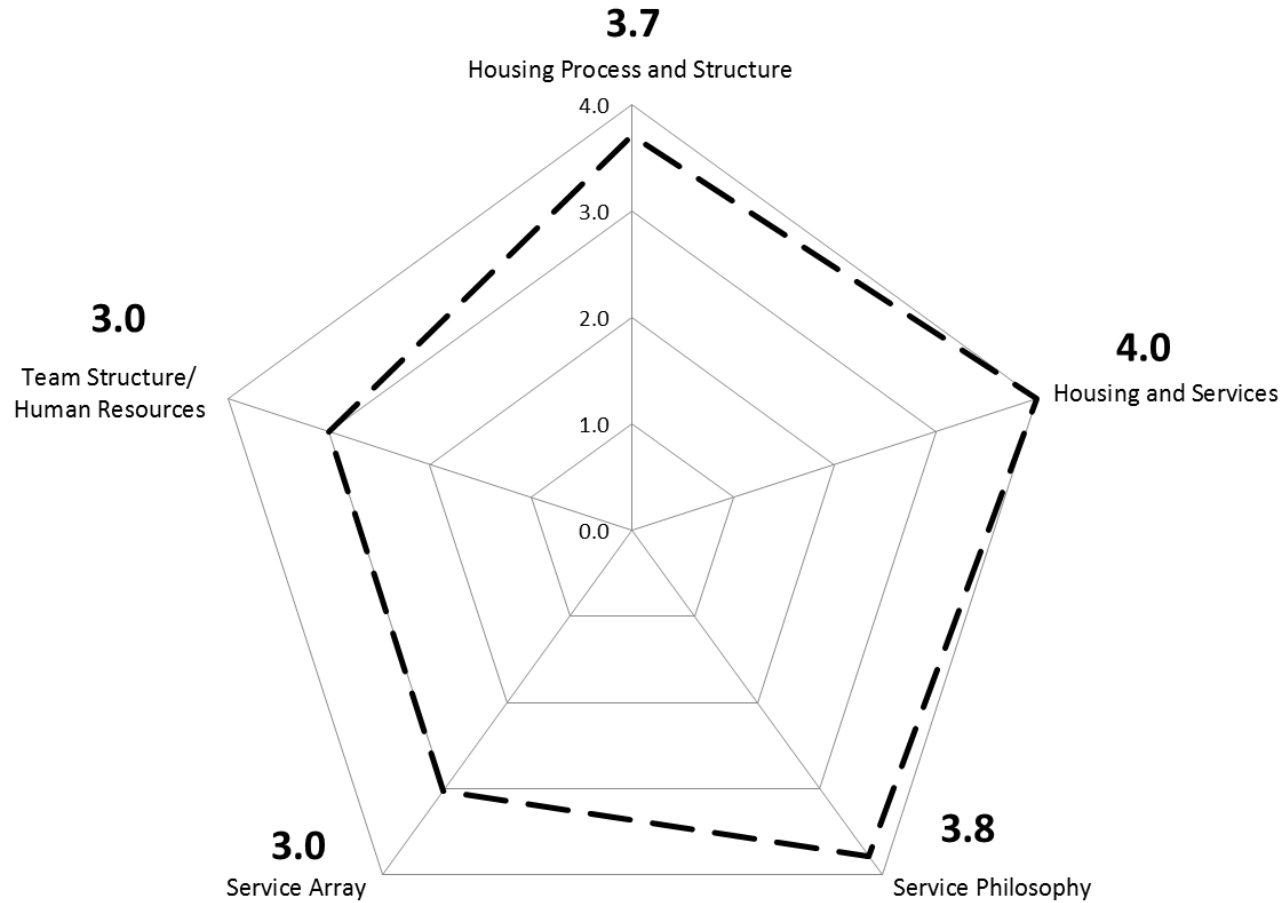


Ottawa U Fidelity Assessment

- Qualitative and quantitative evaluation.
- Analysis on systemic, organizational and individual issues.
- What we learnt:
 - The assessment changed our practice. We have peer involvement and we purchased telephones!
 - Helped us see things from different perspectives.
 - A good tune-up. Easy to become stale when you are “in the trenches”. Team enjoyed the process.

Extent of Fidelity to Housing First Model

— Average Domain Rating on 4 Point Scale



Overall learnings from the process

- Participating in this process is good for team dynamics. Creates a work culture that promotes feedback and self-reflection.
- The process is a great tune-up on your practice.
- The team enjoyed the external validation. Case managers work alone, they appreciated having someone look into their work.

International Housing First Fidelity Project

Countries:

- Spain
- Portugal
- France
- Ireland
- Belgium
- Luxembourg
- Netherlands
- Scotland
- Italy
- USA
- Canada



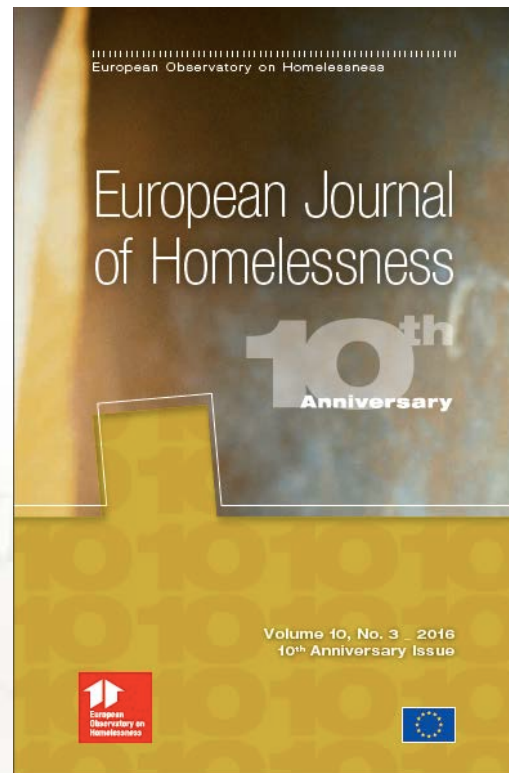
International Study of Fidelity in Housing First Programs



- Use of common methodology to examine program fidelity in HF programs in European countries, Canada, & U.S.A.
- Two stage self-assessment of program fidelity
 - i. Completion of self-assessment tool by program staff
 - ii. Conciliation to consensus by program staff scores
- Key informant focus groups and / or interviews to identify facilitators and barriers to program fidelity at the systemic, organizational, and individual levels



Special Issue of EJH on International Housing First Program Fidelity Project



uOttawa

Centre for Research on Educational
and Community Services



Centre de recherche sur les services
éducatifs et communautaires

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Q/A Session

**Please let us know your questions by
typing in the chat box.**



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Thanks to all participants for joining today's webinar.

The OHFRN-Col would also like to give a special THANKS to Sam, Alex, and Jean-François for today's presentation!



Please take a few minutes to answer our survey on today's webinar and give us suggestions on future webinar topics:

https://www.surveymonkey.com/r/ohfrncoi_fidelityassessmentwebinar

The recording of today's webinar will also be posted the Col's [webpage](#) shortly.

STAY TUNED FOR MORE WEBINARS FROM OUR COI!