

Fidelity Monitoring Pilot Presentation

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Office of Supportive Housing
Brett Seay, GHVP Fidelity Monitor, MPA, 2021



Office of Supportive Housing

Overview of Supportive Housing Fidelity Monitoring

- The mission of the Office of Supportive Housing (OSH) is to, “House, support, and sustain eligible individuals in need who have severe and persistent mental illness, to prevent homelessness and promote independence and long-term recovery, in collaboration with our network of partners, efficiently and effectively.”

SAMHSA Permanent Supportive Housing Foundations

Permanent Supportive Housing Foundations | Housing First Approach

Choice of Housing

Separation of Housing and Services

Decent, Safe, and Affordable

Integration

Rights of Tenancy

Access to Housing

Flexible and Voluntary Services

SH Fidelity Context and Background

- One of the strategies for SH 2.0 was the implementation of SH Fidelity
- Established a Work Group; led by Dr. Timberlake and Virginia Sizemore
- The Quality Improvement team vetted the fidelity tool and assisted with development of the final template
- A small work group conducted a sample pilot with one provider to test the final template
- A group of seven providers were approached about participating in the SH Fidelity pilot and a series of conference calls were held
- The providers included: Highland Rivers, Community Friendship, Advantage, American Work, New Horizons, Pineland, and Legacy

SH Fidelity Context and Background

- Dr. Timberlake and Virginia Sizemore presented a plan for implementation that included the hiring of fidelity staff
- Approval and Hire of the GHV Fidelity Specialist took place in November 2020
- GHV Fidelity Specialist spent weeks studying and reviewing the tool and shadowing the ACT and Supported Employment Fidelity Process
- The full pilot lasted six months from January 2021 to June 2021

Office of Supportive Housing

- **Score Summary Average for Pilot Program**
- **General Organization Index Passing Score = 45 | 36.85**
 - **Fidelity Passing Score = 21 | 20.68**

Overall Fidelity Strengths from Pilot

- Discussion with direct voucher clients shows overwhelming evidence of general satisfaction with overall Permanent Supportive Housing (PSH) efforts of providers and DBHDD.
- Decent/Safe/Affordable foundations of PSH are consistently portrayed in the fact that the overall average of rent to income ratio is 34.87% amongst the 14 clients randomly selected for individual documentation review (2 of which were zero-income clients.)

Overall Fidelity Strengths from Pilot

- Flexible/Voluntary Services foundations of PSH are consistent in the reflection of overall high results in most ASO reviews regarding service provision mix and client choice in service provision.
- Providers who documented housing integration rates averaged at 4.39% integration. SAMHSA Highest Fidelity standard is below 25%!

Overall Fidelity Opportunities from Pilot

- Lack/clarity of documentation- As an Example, across all Pilot participants, there was a lack of documentation regarding the client's unit choice in their housing choice location as well as the lack of client signatures on specific service/housing choice documents and said documents not being completed correctly.
- Cadence of Individual Treatment Plans, supervision meetings, and process/outcome monitoring.
- Alignment within DBHDD application of the GHVP and Fidelity Standard.

Fidelity Documentation Recommendations

- Choice of Housing on Per Individuals Served Scoresheet-
“Housing Choice Log” or some other documentation showing
Choice of Housing beyond a Case Management note. Highest
Fidelity is documented when both Choice of Housing and
Choice of Unit are afforded to consumers with as much detailed
documentation as possible.

Choice of Housing Example from Legacy Behavioral Health Services

Fidelity Documentation Recommendations

- Housing Integration on the Per Individuals Served Scoresheet- An Excel Spreadsheet where the maximum number of units at an apartment complex are listed along with the name, street address for the apartment office, and the number of GHVP clients currently residing there. Highest Fidelity is documented as when any housing choice area is occupied at a 25% or less integration rate. This is calculated by dividing the amount of GHVP clients that are currently residing at the specific location by the maximum number of units.

Housing Integration Example from Highland Rivers Health

Housing Integration Spreadsheet

	A	B	C	D	E	F
1	Housing Provider	Address	Style	Total Units	Total GHVP	Percentage
2	Mossy Ridge Real Estate	99 Dodd Boulevard Rome, GA 30161	Duplex	34	1	2.94%
3	Mineral Springs LP	297 Mineral Springs Road Blue Ridge, GA 30513	Apartments	67	1	1.49%
4	Paul McMurray LLC	159 Macy Way Dalton, GA 30720	House	1	1	100.00%
5	Noel Hermes DBA Cedar Hill	810 Beirut Place Dalton, GA 30720	Apartments	10	4	40.00%
6	Select Leasing and Managemen	5105 Old Dalton Highway Cohutta, GA 30710	Apartments	8	1	12.50%
7	A.I. Calhoun Properties	154 Riverview Drive Calhoun, GA 30710	Apartments	54	1	1.85%
8	Ivy Mill LLC	51 Ridge Row Drive Cartersville, GA 30120	Apartments	24	1	4.17%
9	Hannah Cartersville, LLC	390 Old Mill Road Cartersville, GA 30120	Apartment	56	3	5.36%
10	TRP One, LLC	10535 Highway 53 West Talking Rock, GA 30175	House	1	1	100.00%
11	Larry Quarles	434 Old Howell Bridge Road Ball Ground, GA 30107	House	1	1	100.00%
12	Howard Realty	1000 East 2nd Avenue Rome, GA 30165	Apartment	4	1	25.00%
13	CTG Rentals	429 Florence Avenue Dalton, GA 30720	Trailer	1	1	100.00%
14	Frances Joyce Shipp Cain	340 McLain Street Canton, GA 30114	House	1	1	100.00%
15	Frank Holtzclaw	221 Greenbriar Drive Cedartown, GA 30125	Quaduplex	4	1	25.00%
16	Ford Residential	119 East Main Street Rome, GA 30161	Duplex	2	1	50.00%
17	Alexander Ridge, LLC	102 Alexander Ridge Canton, GA 30114	Apartment	272	2	0.74%
18	Laurels at Greenwood	1215 Hickory Flat Highway Canton, GA 30114	Apartment	165	0	0.00%
19	River Ridge	100 River Ridge Drive Canton, GA 30114	Apartment	356	0	0.00%
20	Shirley Russle	1329 Crandall Ellijay Road Chatsworth, GA 30705	Trailer	1	1	100.00%
21				1062	23	2.17%

Fidelity Documentation Recommendations

- Rights of Tenancy section of Per Individuals Served Scoresheet- Detailed policy listing exactly what rights that GHVP recipients have as tenants regarding their housing. Highest Fidelity is documented when, “Tenants have full legal rights of tenancy according to local landlord/tenant laws.”

Rights of Tenancy Example from New Horizons Behavioral Health

Excerpt from GHVP Brochure

How Does the Program Work?

Individuals are referred by their behavioral health provider and are reviewed to see they meet the criteria for the program. Once accepted the provider and the individual will work together in determining what services are needed to make community living successful. Providers assist individuals in locating housing and then in obtaining items needed to set up housekeeping. Bridge Funding is available to pay deposits, buy furniture, and to help break down any barriers to housing the individual may have. The Georgia Housing Voucher Program provides rental assistance to property owners. However, the lease agreement is between the individual and property owner and the individual has all rights of tenancy protected under Georgia Law.

Fidelity Documentation Recommendations

- Access to Housing section of the Per Individuals Served Scoresheet- Client facing material that illustrates how the provider is pursuing clients that have the highest need of permanent supportive housing. Highest Fidelity is documented when, “Program proactively seeks tenants who have obstacles to housing stability.”
- Access to Housing section of the Per Individuals Served Scoresheet- Explicit documentation of what privacy regarding housing is. Highest Fidelity documented when as, “Service staff may not enter the unit unless tenants invite them.”

Access to Housing Example from New Horizons Behavioral Health

Permanent Supported Housing

Permanent Supportive Housing (PSH) is a model that combines low-barrier affordable housing, behavioral health care, and support services to help individuals and families lead more stable lives. PSH typically targets people who are homeless or otherwise unstably housed, experience multiple barriers to housing, and are unable to maintain housing stability without supportive services.

Access to Housing Example from Pineland BHDD

k. Identify yourself and ask individual's permission prior to entering home. If access is denied, do not force yourself inside. When the individual's safety is a concern, the assistance of law enforcement may be needed.

Fidelity Documentation Recommendations

- Assessment portion of the General Organization Index-Assessments that are completed with a specific tempo detailed in policy. Highest Fidelity is documented when, “More than 80% of consumers receive standardized, high-quality assessments, the information is comprehensive across all assessment domains, and updated at least annually”

Assessment Example from American Work

Internal Service Recommendation/Order for Services

AMERICANWORK, INC.

Internal Service Recommendation / Order for Services

Consumer Name: _____ Medical Record #: _____ Date: 1/7/21

Order For Following Services: (Check the box to the left of the Service Group Name for Services Ordered)

	Service Group Name		Service Group Name
	Addictive Diseases Support Services		Individual Counseling
	AD Peer Support Program		Intensive AD Residential Services
	AD Peer Support Services - Individual		Intensive Case Management
	Behavioral Health Assessment		Intensive MH Residential Services
	Case Management		MH Peer Support Program
	Community Transition Planning		MH Peer Support Services – Individual
	Crisis Intervention		Peer Support Whole Health & Wellness
	Family Outpatient Services: Family Counseling		Psychosocial Rehabilitation - Individual
	Family Outpatient Services: Family Training		Psychosocial Rehabilitation - Program
	Group Outpatient Services: Group Counseling		Semi-Independent AD Residential Services
	Group Outpatient Services: Group Training		Semi-Independent MH Residential Services
	Housing Voucher (Georgia Housing Voucher Program)		Service Plan Development
	Independent AD Residential Services		Supported Employment
	Independent MH Residential Services		

 1/7/21
 Licensed Clinician's Signature Date

Julie Salitros LPC
 Licensed Clinician's Printed Name & Title / Credentials

Fidelity Documentation Recommendations

- Outcome Monitoring portion of the General Organizational Index- Explicit policy outlining what metrics are being monitored by Supervisors regarding EBP implementation for individual clients and who the metrics are being shared with. Policy should also address the cadence of Outcome Monitoring as well. Highest Fidelity is documented when, “Standardized outcome monitoring occurs quarterly. Results are shared with EBP members.”

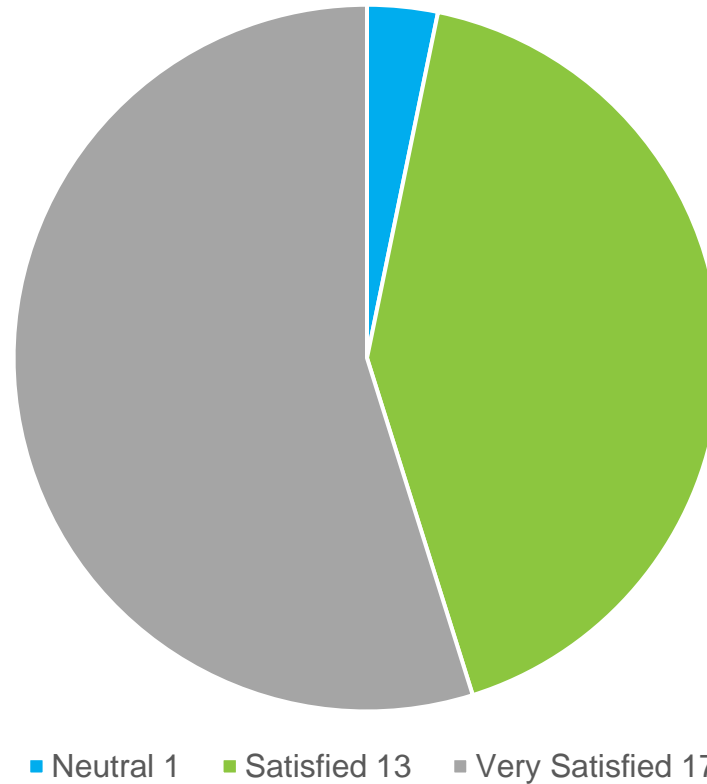
Outcome Monitoring Example from American Work

GHV Outcome Monitoring

Georgia Housing Voucher – Pam Jones						
	Overall Improvement Activity	Lead Person	Timeliness	Evidence	Resources/Material needed	Outcome Analysis
1	<p>GHV staff will ensure that if a Housing Choice Survey (HCS) is completed on an individual that meets the ADA Criteria along with being homeless and is capable of living independently; a Housing referral will be completed in its entirety.</p> <p>Housing referrals will then be sent to DCA/DBHDD for approval.</p> <p>Surveys are to be completed by the outpatient provider within 15 days of receipt from referral source (ICM, CM, PATH, Jail, CSU, etc.).</p>	Tamara Grayson	July 1, 2019 – June 30, 2020	Check with Counseling Supervisor and ICM supervisor for tracking of people who meet the ADA criteria.	On File Quarterly	<p>Q1: MET</p> <p>Q2: MET</p> <p>Q3: MET</p> <p>Q4: MET</p>

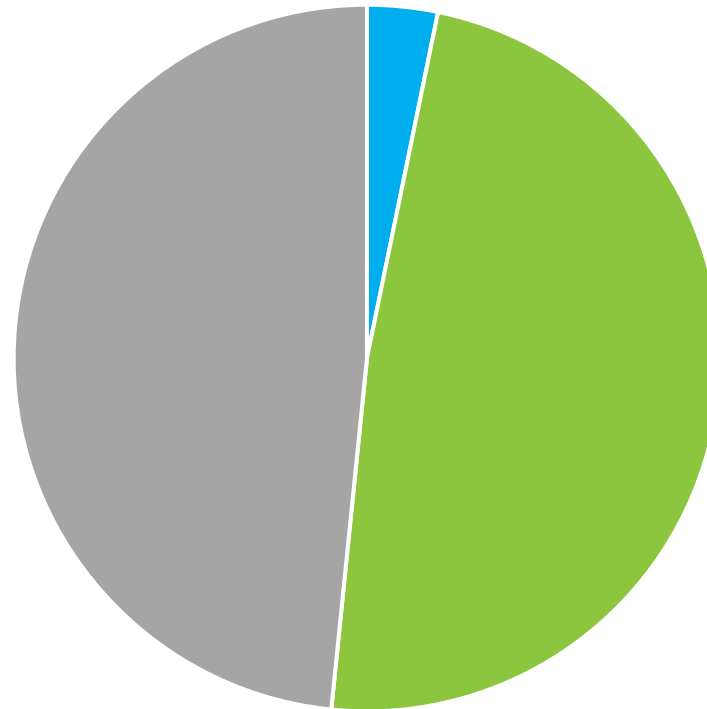
Pilot Post Fidelity Monitoring Survey Results

What was your overall impression of the fidelity monitoring experience?



Pilot Post Fidelity Monitoring Survey Results

How effective do you feel this fidelity monitoring experience was?



■ Neutral 1 ■ Effective 15 ■ Very Effective 15

Pilot Post Fidelity Monitoring Survey Results

Reviews from providers

- I think refresher trainings being offered, whether in person or on-line, would be great.
- It would be great to see state-wide comparison on statistics collected by DBHDD.
- Face to face when circumstances and safety allows.
- Best Practices from other Regions or EBP that is used as it relates to housing and the GHVP as a whole

Contact Information for the Office of Supportive Housing

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A close-up photograph of several hands of different skin tones being held together in a supportive grip. The hands are positioned in the foreground, with the background showing a blurred hospital bed and a person lying in it.

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