



Program Evaluation Tool for Funders

In order to create a coordinated system that will make a difference in reducing homelessness, we need to work together. As funders, we can work together by funding and supporting organizations and programs that follow “Housing First” policies and practices, and that comply with our regional community standards. Agencies that follow these standards are adhering to best practices in ending homelessness. By supporting agencies that follow them and helping agencies make changes to achieve them if they aren’t already, your funding is more effective and ensures that our region is doing its utmost to end homelessness.

In May 2017, the Regional Task Force on the Homeless adopted Community Standards as guidelines for service providers in the San Diego homelessness system. The Standards must be followed by programs that receive U.S. Department of Housing and Urban Development (HUD) funding through the regional Continuum of Care (CoC) Program Competition, the Emergency Solutions Grant (ESG), and the State of California ESG program. Programs that receive funding through other sources are also encouraged to follow these standards. Funders Together to End Homelessness San Diego created this evaluation tool for funders to use to evaluate an organization or program’s compliance with the Community Standards.

For more information about this evaluation tool, contact Amy Denhart, Director, FTEHSD amy@sdgrantmakers.org

Resources:

RTFH Community Standards http://www.rtfhsd.org/wp-content/uploads/2017/07/Governance_Docs_Community-Standards_Final_May-2017.pdf

Housing First Definition <https://www.usich.gov/solutions/housing/housing-first>

Funders Together to End Homelessness San Diego <http://www.funderstogethersd.org/>

Program Evaluation Tool for Funders <http://www.funderstogethersd.org/grantseekers.html>

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Name of Organization: _____

Organization Contact Person: _____

Agency or Organization-Level Standards

Standard	Meets standard	Working toward standard (How?)	Does not meet standard (Why not?)
Housing First Standards:			
The agency verbally explains program eligibility criteria, which align with the Housing First philosophy, to participants, and provides the criteria in writing when requested.			
Low-barrier acceptance: The project accepts applicants regardless of their sobriety, use of substances, criminal history, mental illness, completion of treatment, or participation in services.			
The agency’s Housing First policies are in writing.			
The project agrees to allow participants to remain in the project if they require an absence of less than 90 days due to treatment.			
Low-barrier housing programs:			
The organization’s housing programs adhere to low-barrier criteria, meaning that the program will <u>not</u> terminate housing assistance to the participant for <ul style="list-style-type: none"> - Failure to participate in supportive services - Failure to make progress on a service plan - Loss of income or failure to improve income - Fleeing domestic violence - Any other activity not covered in a lease agreement typically found in the mainstream housing market. 			

Standard	Meets standard	Working toward standard (How?)	Does not meet standard (Why not?)
Participant empowerment:			
Participants are provided with opportunity for self-determination and choice in selecting specific housing and services within the housing intervention per their assessment.			
Participants retain their place in the prioritization list until permanent housing placement is accomplished.			
Participants are given regular opportunities in decision-making for programs and services, such as participation on an operating board, a tenant board, or a consumer input panel.			
Participant feedback on programs and services is solicited at least annually.			
Appeals and Grievance Procedures:			
All agencies must advise program participants of behaviors or conditions that are grounds for termination and have posted and advertised appeals or grievance policy and process.			
The conditions that are grounds for termination are aligned with Housing First principals including low-barrier programming.			
Have a consistent method for filing an appeal or grievance and a timeline for the agency to respond to an appeal or grievance.			
Provide contact information for the person designated to receive a grievance or complaint.			

Standard	Meets standard	Working toward standard (How?)	Does not meet standard (Why not?)
Termination of housing assistance:			
Provider-initiated termination of housing assistance is rare and used only as a last resort to ensure safety or compliance with regulations, laws, or the signed lease agreement.			
All agencies must advise program participants upon entry of behaviors or conditions that are grounds for termination.			
HMIS record keeping & submittal:			
Participant housing and service information is retained in a centralized Homeless Management Information Systems (HMIS)			
100% of client referrals come from the Coordinated Entry System (CES)			

NOTES:

Program-Level Standards

Name of Program: _____

Standard	Meets standard	Working toward standard (How?)	Does not meet standard (Why not?)
Program does the following:			
Considers client’s needs first			
Finds housing as quickly as possible			
Uses a Common Assessment Tool (i.e. VI-SPDAT) for screening/matching clients			
Fully participates in the Coordinated Entry System (CES) with 100% of client referrals from CES.			
Gives access to education for children			
Minimizes eligibility criteria (low-barrier)			
Enters info in HMIS in real time			
Maintains a client benefits checklist			
Ensures language translation			

NOTES: