

**Supportive Housing Quality Assurance Provider Meeting
Questions & Answers**

May 30, 2008

1. Will the sample forms for assessment/reassessment, etc. be on the Corporation for Supportive Housing (CSH) website?
Yes. The documents will be posted on the new CSH website (see below for web address) and will also be posted on DMHAS's website. www.ct.gov/dmhas/housing
2. Can you send the CSH website link to providers?
Yes. It is: www.csh.org/ctqa
3. When you say "housing is not contingent on services", what do you mean?
*A person cannot lose his/her housing if they refuse or are not receiving services. It is stated in many agencies' policies, but when talking with the tenant focus group and front line staff, it appears that the tenants and front line staff think that a person **can** lose their housing if the tenant refuses services or is no longer receiving services.*

And as with any other form of permanent housing—and different from treatment programs—tenants retain their apartments as long as they follow the requirements of their lease, specifically paying their rent on time and not disrupting their neighbors.
4. Who will be monitored in the second round?
Agencies that were not monitored in this first round will be monitored in the second. All agencies will be monitored again in the future rounds.
5. Will there be a training on documentation offered?
Yes. The scheduled dates are: July 8th and August 18th. One additional training will also be scheduled for the fall.
6. Will the DMHAS/CSH trainings be offered again?
Yes, in September the curriculum series starts again. The catalog of trainings and dates will be on the DMHAS and CSH websites. Notification about these trainings also appears regularly in the Reaching Home Campaign Update, which is distributed by the Partnership for Strong Communities.
7. Where can agencies respond to the preliminary monitor scores?
When completing the Evaluation of the monitoring process, state your concerns and questions, in depth.
8. Since this is a "preliminary score", does that mean that scores can and/or will be changed?
If there was a calculation mistake, yes, but otherwise, no, scores will remain as they are.
9. Is only one staff member allowed to complete the Evaluation?
No, as many staff members as possible (and particularly those staff who were involved in the Quality Assurance process in any way) should complete the Evaluation.

10. For the agencies that have been monitored, but did not yet receive their score, when can they expect their score?
They should receive their score within the next month.
11. Prior to follow-up visits, what should the agencies concentrate on accomplishing?
CSH is available to all agencies to work on specific issues that arose during their site visit. Staff from CSH can assist with the Action Plans, implementation, etc. Please contact CSH to schedule time to discuss specific questions.
12. Can agencies receive the raw data from which the scores were derived?
This request will be discussed with all agencies and will be answered at a later date.
13. DMHAS has many standardized forms, do agencies have to use the new forms created?
No, these forms can be used as a guide and agencies can modify the forms as they need. But these forms will contain all of information that your agency will need to collect/document.
14. Are there outcomes of supportive housing that can be given to legislators?
CSH has announced an RFP for a statewide evaluation of supportive housing. It is understood that outcomes need to be a part of the overall evaluation of agencies and the work done regarding supportive housing. Steve and Lauren are working on the DPAS system for outcomes. CSH has been collecting service delivery activity from providers for the past 2 years, and would like to have the results of the most recent survey on the CSH website by end-June 2008.

Comments

1. Electronic files are becoming more common, this may change the process as information will be on computer, not paper files. CSH will work with the Monitoring Agency (CUCS) to anticipate this so as to continue to work effectively with the provider agencies during the monitoring process.
2. The overall (total agency) score was a surprise, and there was a request to see more detail for each of the monitors to better understand what was driving the overall score.
3. It will be helpful to have a training to inform and support the case managers about documentation.