

AZHSD Homeless Assistance Program Grant Site Visit Report

Fiscal Year: FY2019

Agency Name: Agency for Homeless Relief Grant #: AZHSD 012345

Program Name: Homeless Assistance Program

Address: 123 Main Street, Phoenix, AZ 85007

Telephone Number: 602-345-6789 FAX Number: 602-345-9876

Contact Person (Name, Title): Ms. Jane Plaine, Homeless Relief Program Manager

Prepared by: Joseph Dough, Human Services Program Manager Date: April 22, 2019

AZHSD Staff Present

Joseph Dough, Human Services Program Manager	<input type="checkbox"/> Yes <input type="checkbox"/> No
Charles Browne, Human Services Program Coordinator	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Grantee Staff Present

Name	Title/Position	Years
Jane Plaine	Homeless Relief Program Manager	3
Tom Sawyer	Executive Director	6
Eve Money penny	Fiscal Analyst	11

Grant Award Information

Year:	Amount:	Position(s) Funded:	Matched From:
FY2019	\$1,250,000	Program manager, fiscal analyst, 2 case workers	State funds
FY2018	\$1,250,000	Program manager, fiscal analyst, 2 case workers	State funds

I. Program Evaluation

Staff & Facilities

1. What is the total number of full-time staff currently employed by the grant-funded program? Part-time?
Four full-time employees
 2. Are there any vacancies at this time? If so, what positions? Yes No
No vacancies
 3. How many program staff members have been employed by the organization less than a year?
None
 4. How do you see your staffing needs changing (increasing/decreasing) in the future?
Not at this time
 5. How long has the grant-funded program been operated from its current location?
Five
 6. Are the facilities clean, safe and well-maintained? Yes No
 7. Are the facilities appropriate for the services being offered for both staff and clients? Yes No
 8. If children are served, is play space with appropriate toys and equipment provided? Yes No
 9. Does the current facility adequately meet the needs of the grant-funded program? Yes No
If not, what needs to change?
-

II. Process Evaluation

Tracking Clients

File Includes:	
Client name, family information (if known)	
Checklist of services provided	
Whether clients have completed health screenings (results are confidential)	
Substance abuse treatment status	
Job training and employment history	

- Who has access to the paper file?**
Program-specific employees, fiscal analyst, executive director
- Who is responsible for maintaining paper files?**
Program manager
- Are paper logs used to track clients? If so, how are they maintained?**
Initial intake is done on paper, then a client profile is created in a database. Initial intake paperwork is scanned and kept with the electronic file in eCivis; paper copies are shredded.
- What software is used to track clients? Who knows how to use it?**
Microsoft Dynamics 365 CRM; program staff and fiscal analyst are trained.

Capabilities			
<input checked="" type="checkbox"/>	Service Tracking	<input checked="" type="checkbox"/>	Contact Directory
<input checked="" type="checkbox"/>	Generating Reports	<input checked="" type="checkbox"/>	Scheduling
<input type="checkbox"/>	Generate Correspondence		

Tracking Services

- How is the statistical data required by AZHSD collected and maintained?**
The statistical data aggregates from client information maintained in CRM.
- How are human services assistance applications tracked?**
Each client has a list of services available; case workers log which services are provided, which services are accepted and which services are declined.

Tracking Volunteers

- Describe your volunteers? How are they recruited? How long do they serve?**
Volunteers are recruited from the Arizona State University School of Social Work. The student volunteers serve one semester.
- What type of duties do volunteers perform for your program?**
Student volunteers assist with intake and scheduling follow-up appointments with social service providers and community collaborators (i.e., Habitat for Humanity).

Goals & Outcomes FY19

Approximate number of clients to be served during 2019 fiscal year: 800

Goal 1: Safety		% on yearly report	% on Application	reported at visit
<input type="checkbox"/>	Percentage of clients moved off the streets.	62%	70%	67%

Goal 2: Housing		% on yearly report	% on Application	reported at visit
<input type="checkbox"/>	Percentage of clients in transitional housing.	52%	50%	50%
<input type="checkbox"/>	Percentage of clients processed for housing vouchers.	47%	60%	51%
<input type="checkbox"/>	Percentage of clients in permanent housing after 120 days	31%	50%	31%

Goal 3: Employment		% on yearly report	% on Application	% reported at visit
<input type="checkbox"/>	Percentage of clients in pre-job training services.	42%	50%	46%
<input type="checkbox"/>	Percentage of clients that have completed job training within 90 days.	32%	50%	32%
<input type="checkbox"/>	Percentage of clients employed after 120 days.	29%	40%	28%
<input type="checkbox"/>	Percentage of clients receiving child care for work-related activity support	39%	35%	43%

Notes: Agency is on track to meet most goals by the end of the fiscal year; demand is higher than anticipated

Goal 4: Health		% on yearly report	% on Application	% reported at visit
<input type="checkbox"/>	Percentage of clients completing basic health screening.	64%	80%	68%
<input type="checkbox"/>	Percentage of clients receiving mental health screening.	61%	80%	59%
<input type="checkbox"/>	Percentage of clients receiving substance abuse treatment.	52%	75%	52%
<input type="checkbox"/>	Percentage of clients successfully enrolled in Medicaid after 120 days.	37%	50%	39%
<input type="checkbox"/>	Percentage of clients receiving Veterans Administration (VA) care	24%	35%	28%

Goal 5: Quality Measures		% on yearly report	% on Application	% reported at visit
<input type="checkbox"/>	Percentage of clients reporting overall satisfaction with services.	74%	80%	77
<input type="checkbox"/>	Percentage of community collaborators reporting positive satisfaction with services provided.	84%	90%	84
<input type="checkbox"/>	Percentage of program volunteers reporting positive satisfaction with services provided.	83%	90%	83

Notes: Agency has challenges ensuring clients are getting necessary health screens; most successful with substance abuse treatment measure as many clients' treatment are court-ordered.

Are these goals and outcomes still realistic and achievable? If not, how should they be adjusted?

Agency is on track to meet most goals by the end of the fiscal year; demand is higher than anticipated

Goal and Outcome Adjustment form needed?

Yes No

Program Evaluation

1. **How is the grant-funded program evaluated?**

Program manager collects and analyzes client services data, measured against outcome measures.

2. **If customer satisfaction surveys are utilized, how are comments compiled, summarized and analyzed?**

Student volunteers administer customer satisfaction surveys among clients and collaborators. Students also complete a customer satisfaction survey at the end of their service term. Data is provided to the program manager for analysis.

3. **Is feedback solicited from stakeholders regarding services the agency provides? If yes, list the stakeholders.** Yes No

AHCCCS, Veterans Administration, Arizona State University School of Social Work, Habitat for Humanity

4. **How is the feedback collected?**

Students administer surveys to clients. Stakeholders are sent an online survey link.

5. **Is there a process to correct deficiencies noted during the evaluation process? If so, what does that process involve?** Yes No

The program manager will determine whether the goals and objectives must be recalibrated based on unusual changes in activity.

III. Previous Findings & Observations

Late Reports FY17 & FY18

Report Period	# of Late Reports	Highest # of Days Late
FY17	One	3
FY18	None	0

1. **Who completes required AZHSD reports?**

Jane Plaine, program manager

2. **Do you find the reports easy to understand and complete?
If not, what might be helpful?**

Yes No

Reports are compiled from a set of standard data and align directly with the state outcome measures, so there are no changes necessary.

Homeless Assistance Program

1. **What limitations to the Homeless Assistance Program prevent your clients from taking advantage of the program?**

The root causes of homelessness—mental illness, substance abuse—are the greatest limitations and must be addressed holistically to ensure success and independence.