

Heartland Alliance Supportive Housing Common Metrics Tool FY18

Participant ID/Date: _____

Circle one: **INTAKE**

LEASE RENEWAL

Number of meeting between participant and Case Manager to date: _____

* All items in the explanations below need to be true for accurate scoring. If items in box are not 100% true, mark one score lower.

HEALTH Metrics	1 in crisis	2 vulnerable	3 stabilizing	4 safe	5 thriving
Access to Health Insurance (i.e. Medicaid)	No medical coverage with immediate need.	No medical coverage and great difficulty accessing medical care when needed.	Technically has some coverage but does not use it.	Can get medical care when needed, but may strain budget.	Covered by affordable, adequate health insurance coverage and accessible network of providers.
Access to Dental & Vision Coverage	No dental or vision coverage with immediate need.	No dental or vision coverage and great difficulty in accessing care when needed.	Technically has some coverage but does not use it.	Can get dental and vision care, but may strain budget.	Covered by affordable and adequate dental and vision care.
Overall Health	Does not have a primary doctor, dentist or eye doctor and has immediate need in one or more of these areas.	Does not have primary doctor, dentist or eye doctor and has difficult accessing care.	May have a primary doctor and/or dentist and/or eye doctor but does not visit them with any consistency- even when in need.	Has visited a doctor and/or dentist or eye doctor at least once in the past year. May still strain budget, but assistance with health is accessible.	Has a primary doctor and dentist (and eye doctor if needed) and sees them as needed without challenge (more than once per year). Visits, medicine, testing and services are affordable and accessible.
Food Security	No food or means to prepare it. Relies to a significant degree on other sources for free or low-cost food.	Relies on food stamps	Can meet basic food needs, but requires occasional assistance.	Can meet basic food needs without assistance.	Can choose to purchase any food household desires.
Nutrition & Exercise	No physical activity and eating a very unbalanced diet and in poor physical health. Difficulty accessing assistance.	No physical activity and eating a very unbalanced diet that impacts overall health negatively. Reliant on assistance.	Some physical activity is present and eating a balanced diet when possible. Requires occasional assistance.	Can meet basic recommended exercise and dietary recommendations without assistance.	Participates in both weekly exercise as well as eating a balanced diet including fresh fruits and vegetables.
Mental Health	Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems.	Recurrent mental health symptoms that may affect behavior, but not a danger to self/others; persistent problems with functioning due to mental health symptoms.	Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems.	Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning.	Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than everyday problems or concerns.
Substance Use	Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary.	Meets criteria for dependence; preoccupation with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities.	Use within last 6 months; evidence of persistent or recurrent social, occupational, emotional or physical problems related to use (such as disruptive behavior or housing problems); problems have persisted for at least one month.	Client has used during last 6 months, but no evidence of persistent or recurrent social, occupational, emotional or physical problems related to use; no evidence of recurrent dangerous use.	No drug use/alcohol use in last 6 months for people with history of dangerous use. Minimal to moderate drinking or recreational use of drugs for people with no history of dangerous use, and that does not impact life negatively.

HOUSING Metrics		1 in crisis	2 vulnerable	3 stabilizing	4 safe	5 thriving
Adherence to Rules	Many rule violations (e.g. smoking indoors, etc.). Violations are severe and dangerous. Violations have been discussed but resident has made no changes.	Some rule violations, although less severe in nature. Some effort to adhere to rules but requires a lot of reminders and assistance.	Occasional rule violations, yet very responsive to rectify them. Frequent reminders and assistance still needed.	Able to adhere to rules put forth by the Supportive Housing site with reminders and assistance from staff or others.		Able to adhere to all rules put forth by the Supportive Housing site independently.
Current Housing	Homeless or threatened with eviction.	In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable (over 30% income).	In stable housing that is safe but only marginally adequate or may strain budget.	Household is in safe, adequate subsidized housing.		Household is safe, adequate, unsubsidized housing. Additionally, participant is interested or a good candidate for market rate housing.
Housing History (refers to ALL time prior to current housing)	Previously homeless or evicted.	Previously lived in transitional, temporary or substandard housing; and/or past rent/mortgage was unaffordable (over 30% income).	Previously in stable housing that was safe but only marginally adequate.	Previously lived in safe, adequate subsidized housing.		Previously lived in safe, adequate unsubsidized housing.

SELF-SUFFICIENCY Metrics		1 in crisis	2 vulnerable	3 stabilizing	4 safe	5 thriving
Life skills (ADL, etc.)	Unable to meet basic needs such as hygiene, food, activities of daily living.	Can meet a few but not all needs of daily living without assistance.	Can meet most but not all daily living needs without assistance.	Able to meet all basic needs of daily living without assistance.		Able to provide beyond basic needs of daily living for self and family.
Adult Education	Literacy problems and/or no high school diploma/GED are serious barriers to employment.	Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment.	Has high school diploma/GED.	Is actively engaged in additional education/training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society.		Has completed education/training needed to become employable. No literacy problems.
Income From Assistance	No income.	Inadequate income and/or spontaneous or inappropriate spending.	Can meet basic needs with subsidy; appropriate spending.	Can meet basic needs and manage debt without assistance.		Income is sufficient, well managed; has discretionary income and is able to save.
Income From Employment	No job.	Temporary, part-time or seasonal; inadequate pay, no benefits.	Employed full time; inadequate pay; few or no benefits.	Employed full time with adequate pay and benefits.		Maintains permanent employment with adequate income and benefits.
Legal	Current legal situation or outstanding warrants.	Fully compliant with probation/parole terms.	Has successfully completed parole/probation within past 12 months, no new charges.	No active criminal justice involvement in more than 12 months.		No felony criminal history.
Mobility	No access to transportation, public or private; may have car that is inoperable.	Transportation is available, but unreliable; may have car but no insurance/license, may have Venita card without adequate funds.	Transportation is available and reliable, but limited and/or inconvenient; drivers are licensed and minimally insured.	Transportation is generally accessible to meet basic travel needs.		Transportation is readily available and affordable.
Work Training	No work or vocational training.	Participated in training but not seeking employment or incomplete training.	Has completed a work training program of some kind, with some potential job prospects.	Has completed a work training program which has led to interviews and some inconsistent work opportunities.		Has completed a work training program which has led to secure employment.

HOUSING & SELF-SUFFICIENCY METRICS 2

WELL-BEING Metrics	1 in crisis	2 vulnerable	3 stabilizing	4 safe	5 thriving
Children's Education	One or more school aged children not enrolled in school. Or partially enrolled, but missing vaccines or other requirements to attend.	One or more school aged children enrolled in school but not attending classes. Facing barriers to education.	Enrolled in school, but one or more children only occasionally attending classes.	Enrolled in school and attending classes regularly.	All school-aged children enrolled and attending on a regular basis and doing average or above average in classes.
Childcare	Needs childcare, but none is available/accessible and/or child is not eligible.	Childcare is unreliable or unaffordable, inadequate supervision is a problem for childcare that is available.	Affordable subsidized childcare is available, but limited.	Reliable, affordable childcare is available, no need for subsidies.	Able to select affordable and quality childcare of choice.
Community Involvement	Not applicable due to crisis situation; in "survival mode".	Socially isolate and/or no social skills and/or lacks motivation to become involved.	Lacks knowledge of ways to become involved yet may demonstrate interest.	Some community involvement (advisory group, support group), but has barriers such as transportation, childcare issues.	Actively involved in community.
Family & Social Relations	Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect.	Family/friends may be supportive, but lack of ability or resources to help; family members do not relate well with one another; potential for abuse or neglect.	Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support.	Strong support from family or friends. Household members support each other's efforts.	Has healthy/expanding support network; household is stable and communication is consistently open.
Free from Harm	Evidence of immediate risk of harm inflicted by self (due to mental health) or others (due to unsafe social or familial environment and relationships)	Possibility of harm to self, based on unstable mental condition, residing in dangerous neighborhood, potential involvement in unsafe social or familial relationships	Immediate harm unlikely due to healthy mental state or awareness and avoidance of potential harm resulting from environment or relationships	Healthy mental state, generally healthy relationships, relatively safe environment	Healthy mental state, strong/positive support system and relationships, and awareness and avoidance of potentially harmful social situations
Parenting	There are safety concerns regarding parenting skills.	Parenting skills are minimal.	Parenting skills are apparent but not adequate.	Parenting skills are adequate.	Parenting skills are well-developed.

- ❖ This tool is modified from the Arizona Self-Sufficiency Matrix that aligns to outcomes reporting for Supportive Housing programs. It is intended for internal use only.
- ❖ Poverty as dependence: lack of critical mass of assets needed to meet one's needs on a sustainable basis. Poverty reduction goal for poverty as dependence is self-sufficiency (Loewen, 2009).

