



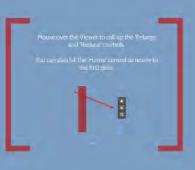
Understanding HOPWA Access to Care and Support Outcomes

HUD Office of HIV/AIDS Housing



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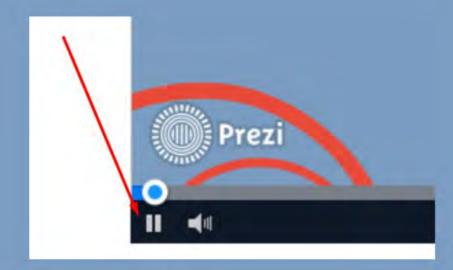
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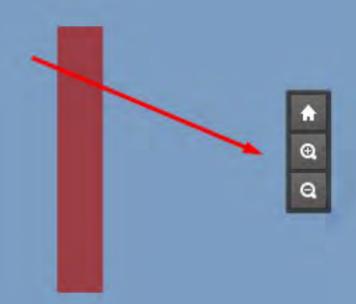
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Presentation Learning Objectives

The learning objectives of this presentation are to:

- Familiarize the learner with the the context and purpose of the HOPWA Access to Care and Support Outcomes
- Explain how to complete the Access to Care and Support Outcomes portion of the HOPWA annual report
- Help the learner understand how to collect and compile accurate Access to Care and Support Outcomes data
- Illustrate how Access to Care and Support Outcomes data can be used for program oversight and program evaluation



Presentation Learning Objectives

At the end of this presentation, the learner will:

- Know why HUD collects HOPWA Access to Care and Support Outcomes
- Understand how to complete accurately the Access to Care and Support Outcomes section of HOPWA annual performance report
- Know how to collect Access to Care and Support Outcome data at the Project Sponsor level and how to compile that in the annual report
- Know how to use Access to Care and Support
 Outcomes data for project oversight, evaluation,
 and quality improvement



What are HOPWA Access to Care and Support Outcomes?

These outcomes assess the extent to which individuals who receive HOPWA assistance are also connected to other care and support

The outcomes measure:

- if a household has a housing plan;
- if the HOPWA eligible client is in contact with case management;
- if the HOPWA eligible client is participating in **primary health**
- If the household has medical insurance, and;
- if the household has income

Tile 11

Why does HUD measure them?

HUD wants to understand the IMPACT that its housing subsidy and case management assistance has on households that receive it

HUD expects that all households assisted with HOPWA resources of any kind will be connected to care and support and have plans for housing stability.



These outcomes assess the extent to which individuals who receive HOPWA assistance are also connected to other care and support

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- If the household has medical insurance, and;
- if the household has income

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HUD expects that all households assisted with HOPWA resources of any kind will be connected to care and support and have plans for housing stability.

For whom are these outcomes measured?

Tile 13



For annual performance reporting, these

For annual performance reporting, these outcomes are assessed for HOPWA participants who:

- Receive HOPWA Housing Subsidy Assistance only;
- Receive BOTH HOPWA Housing Subsidy Assistance and HOPWA-Funded Case Management; or
- Receive HOPWA-Funded Case Management only



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Who is NOT included in measuring these outcomes?

Participants who receive NEITHER HOPWA Housing Subsidy Assistance NOR HOPWA Case Management.

For example, a household that only received Transportation or Nutrition services funded by HOPWA (but not any HOPWA Case Management or Housing Subsidy Assistance) would not need to have these outcomes reported.

For such households, Grantees and their Sponsors do *not* need to report Access to Care and Support outcomes.





What are HUD's Expectations for These Outcomes?

Tile 16

Achieve HUD's Target Outcomes

Nationally, HUD's goal is that EACH o these outcomes are achieved for at least 80% of the households served with HOPWA housing subsidy and/or case management assistance.

Tile 17

Use Outcomes for Project Evaluation

Grantee evaluation of Itself and of Project Sponsors:

- Why are access outcomes low?
- What are client-level barriers to success?
- What are program-level barriers?
- · What are system-level barriers?
- How can HOPWA providers change program delivery or systems to improve outcomes?



Achieve HUD's Target Outcomes

Nationally, HUD's goal is that EACH of these outcomes are achieved for at least 80% of the households served with HOPWA housing subsidy and/or case management assistance.



Use Outcomes for Project Evaluation

Grantee evaluation of Itself and of Project Sponsors:

- Why are access outcomes low?
- What are client-level barriers to success?
- What are program-level barriers?
- What are system-level barriers?
- How can HOPWA providers change program delivery or systems to improve outcomes?



Part I: **Reporting Access to Care** and Support Outcomes

Grantees report Access to Care and Support data in the CAPER or APR reports (prepared by Formula and Competitive Grantees, respectively).

Outcomes reported in Part 4, Section 3, Tables 1a and 1b of both APR and CAPER



What are the CAPER and APR Reports?

The CAPER is the Consolidated Annual Performance and Evaluation Report (HUD-40110-D), completed by all HOPWA Formula grantees.

The APR is the Annual Performance Report (HUD-40110-C), completed by all HOPWA Competitive grantees.

More info: https://www.hudexchange.info/programs/
hopwa/hopwa-performance-management-and-
monitoring/



Section 3. HOPWA Outcomes on Access to Care and Support

1a. Total Number of Households

Line [1]: For project sponsors/autrecipients that provided HOPWA housing subsidy assistance during the operating year identify in the appropriate row the number of households that received HOPWA housing subsidy assistance (TBRA, STRMU, Facility-Based, PHP and Master Leasing) and HOPWA funded case management services. Use Row c, to adjust for duplication among the service categories and Row d, to provide an unduplicated household total.

Line [2]: For project sponsors/subrecipients that did NOT provide HOPWA housing subsidy assistance identify in the appropriate row the number of households that received HOPWA funded case management services.

Note: These numbers will help you to determine which clients to report Access to Care and Support Outcomes for and will be used by HUD as a basis for analyzing the percentage of households who demonstrated or maintained connections to care and support as identified in Chart 1b. below.

otal N		of Households			
1.	 For Project Sponsors/Subrecipient: that provided HOPWA Housing Subsidy Assistance: Identify the total number of house received the following HOPWA-funded services: 				
	1	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing			
	b.	Case Management),		
	e.	Adjustment for duplication (subtraction)			
	d.	Total Households Served by Project Sponsors Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	l ou		
2.		ect Sponsors Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of hous the following <u>HOPWA-funded</u> service:	eholds tha		
	1	HOPWA Case Management			
	b,	Total Household: Served by Project Sponsors Subrecipients without Housing Subsidy Assistance			

1b. Status of Households Accessing Care and Support

Column [1]. Of the households identified as receiving services from project sponsors subrecipients that provided HOPWA housing subsidy assistance as identified in Chart 1a., Row 1d. above, report the number of households that demonstrated access or maintained connections to care and support within the program year.

Column [2]: Of the households identified as receiving services from project sponsors/autorecipients that did NOT provide HOPWA housing subsidy assistance as reported in Chart 1a., Row 2b., report the number of households that demonstrated improved access or maintained connections to care and support within the program year.

Note: For information on types and sources of income and medical insurance assistance refer to Charts below

Categories of Services Accessed	[1] For project sponsors/subrecipients that provided HOPWA housing subsidy assistance, identify the households who demonstrated the following:	[2] For project sponsors/subrecipients that did NOT provide HOPWA housing subsidy assistance, identify the households who demonstrated the following:	Outcome Indicator
Has a housing plan for maintaining or establishing stable on- going housing		- 100	Support for Stable Housing
 Had contact with case manager/benefits counselor consistent with the schedule specified in client's individual service plan (may include leveraged services such as Ryan White Medical Case Management) 			Access to Support
 Had contact with a primary health care provider consistent with the schedule specified in client's individual service plan. 			Access to Health Care
4. Accessed and maintained medical insurance/assistance			Access to Health Care
 Successfully accessed or maintained qualification for sources of income 			Sources of Income



But First.....

The Two Types of HOPWA Project Sponsor Organizations:

Type A: Sponsors that provide HOPWAfunded Housing Assistance (and may also provide HOPWA Case Management)

Type B: Sponsors that provide only HOPWA-funded Case Management (may provide housing assistance with other funding)

Sponsors report all of their outcome data under *only one* of these categories.



Examples of Project Sponsor Types:

Type A:

- Sponsor provides HOPWA rental assistance to ALL of its clients and ALL also receive HOPWA case management
- Sponsor provides HOPWA rental assistance and permanent housing assistance to SOME of its clients and SOME, but not all of these clients also receive HOPWA case management
- Sponsor provides HOPWA short-term rent, mortgage and utilities assistance and provides HOPWA case management to two completely separate groups of clients.
- Sponsor provides HOPWA rental assistance and permanent housing assistance and all of the clients get case management which is not funded by HOPWA but rather by Ryan White Care Act funds

For these organizations, since they provide at least some type of HOPWA housing assistance, all their household outcomes will be reported together.



Examples of Project Sponsor Types:

Type B:

- Sponsor provides HOPWA funded Supportive Services, including Case Management (and NO housing assistance of any kind)
- Sponsor provides HOPWA funded case management but housing assistance comes from another source (such as Continuum of Care or HOME)
- Sponsor provides some clients with HOPWA funded
 Case Management and others only with HOPWA services such as Nutrition or Transportation

For these organizations, since they only use HOPWA for Case Management and possibly other Supportive Services, they will be Type B organizations.



Determining Baseline Numbers for Type A Sponsors (Housing Assistance)

The first part of table 1a calculates the **baseline** outcomes number for Sponsors who provide HOPWA Housing Assistance (Type A).

1.	For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of households that received the following HOPWA-funded services:		
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	b.	Case Management	
	C.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	



(Housing Assistance)

The first part of table 1a calculates the *baseline* outcomes number for Sponsors who provide HOPWA Housing Assistance (Type A).

1.	For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of households that received the following HOPWA-funded services:		
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	b.	Case Management	
	c.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	



Line 1a: Determine # of Households Served with HOPWA Housing Assistance:

Identify the **total number of households** served with:

- HOPWA Tenant-based Rental Assistance
- HOPWA Facility-based Rental Assistance
- HOPWA Short-term Rent, Mortgage & Utility Assistance
- HOPWA Permanent Housing Placement Assistance

This is the **DUPLICATED** number of all households served with HOPWA Housing Assistance.



This number goes in Line 1.a. of Table 1.a.

Total Number of Households

- 1. For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of househouse received the following HOPWA-funded services:
 - a. Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing
 - b. Case Management
 - c. Adjustment for duplication (subtraction)
 - Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)
- For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households that
 received the following HOPWA-funded service:
 - a. HOPWA Case Management
 - b. Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance



Line 1b: Determine # of
Households Assisted with
HOPWA Case Management
by Sponsors that also provide
HOPWA Housing Assistance

For Project Sponsors that provided HOPWA Housing Assistance to any portion of their clients, determine how many households received *HOPWA-funded Case Management* from that Sponsor.

Note: there may or may NOT be any overlap between this group and the households that received HOPWA Housing Assistance.

This number goes in line 1.b. of Table 1.a.

otal N	lumber o	of Households		
1.	For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of households that received the following HOPWA-funded services:			
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing		
	Ь.	Case Management		
	c.	Adjustment for duplication (subtraction)		
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)		
2.	For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of household received the following HOPWA-funded service:			
	a.	HOPWA Case Management		
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance		



Line 1c: Determine number of duplicated households among lines 1a and 1b:

Identify the number of households that:

- Received multiple types of HOPWA housing assistance
- Received both HOPWA housing assistance AND HOPWA case management
- Received HOPWA case management from more than one Project Sponsor

Input this number on line 1c in table 1a.

Ī	1.		ect Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total pumber of households that the following HOPWA-funded services:
		a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing
П		ь.	Case Management
П		c.	Adjustment for duplication (subtraction)
		d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)
	 For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of received the following HOPWA-funded service: 		ect Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households that the following HOPWA-funded service:
		a.	HOPWA Case Management



Step 4: Calculate Baseline Number

Total lines 1a and 1b, then deduct the duplicated number from 1c.

This is the baseline outcomes number for use in Table 1b (Column 1) that follows.

- For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total surber of households that
 received the following HOPWA-funded services:
 - Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing.
 - b. Case Management
 - c. Adjustment for duplication (subtraction)
 - d. Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)
- For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households that received the following HOPWA-funded service:
 - HOPWA Case Management

The formula: (line 1a + line 1b) - line 1c = line 1d



Determining Baseline Numbers for Type B Sponsors (HOPWA Case Management Only)

The second part of table 1a calculates the baseline outcomes number for Sponsors who provide HOPWA Case Management only (no HOPWA Housing Assistance).

	b.	Case Management	
	c.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	
2.	For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households received the following HOPWA-funded service:		
	a.	HOPWA Case Management	
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance	

Line 2a: Determine # of Households Served with HOPWA Case Management

Enter the total number of households served with HOPWA Case Management by Project Sponsors who do not also provide HOPWA Housing Assistance in line 2a of Table 1a.

Remember, do **NOT** include households served with other HOPWA Supportive Services, just Case Management.

mimus Kow C.)

- For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number ouseholds the received the following HOPWA-funded service:
 - a. HOPWA Case Management
 - b. Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance





Step 2: Calculate Baseline Number

Transpose the number from line 2a into line 2b.

This is the baseline outcomes number for use in Table 1b (Column 2) that follows.

- For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households that
 received the following HOPWA-funded service:
 - a. HOPWA Case Management
 - b. Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance





Reporting Access to Care and Support Outcomes for All Baseline Households

The totals in lines 1d and 2b in Table 1a will be used as the baseline for reporting outcomes in Table 1b.

Total Number of Households

- For Project Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of hot sholds that received the following HOPWA-funded services:
 - a. Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Marter Leasing
 - Case Management
 - c. Adjustment for duplication (subtraction)
 - d. Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum (Rows a.
- For Project Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of households that received the following HOPWA-funded service:
 - a. HOPWA Case Management
 - . Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance



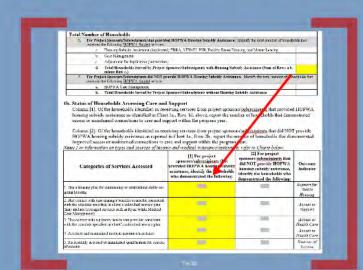
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The total from Table 1a, line 1d provides the baseline number for reporting outcomes in Table 1b, Column 1.

Tile 3





d Support Id Baseline

otal N		of Households	
1.		ect Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of househol the following HOPWA-funded services:	lds that
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	b.	Case Management	
	Ć.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	
2.		ect Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of Sus the following HOPWA-funded service:	eholds th
	a.	HOPWA Case Management	
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance	

1b. Status of Households Accessing Care and Support

Column [1]: Of the households identified as receiving services from project sponsors/subrecipiers that provided HOPWA housing subsidy assistance as identified in Chart 1a., Row 1d. above, report the number of how cholds that demonstrated access or maintained connections to care and support within the program year.

Column [2]: Of the households identified as receiving services from project sponsors/subject pients that did NOT provide HOPWA housing subsidy assistance as reported in Chart 1a., Row 2b., report the number of households that demonstrated improved access or maintained connections to care and support within the programmear.

Note: For information on types and sources of income and medical insurance/assistance, refer to Charts below.

Categories of Services Accessed	[1] For project sponsors/subrecipients that provided HOPWA housing subsidy assistance, identify the who demonstrated the following:	[2] For project sponsors/subrecipients that did NOT provide HOPWA housing subsidy assistance, identify the households who demonstrated the following:	Outcome Indicator
Has a housing plan for maintaining or establishing stable on- going housing	600		Support for Stable Housing
 Had contact with case manager/benefits counselor consistent with the schedule specified in client's individual service plan (may include leveraged services such as Ryan White Medical Case Management) 			Access to Support
Had contact with a primary health care provider consistent with the schedule specified in client's individual service plan			Access to Health Care
4. Accessed and maintained medical insurance/assistance			Access to Health Care
 Successfully accessed or maintained qualification for sources of income 		rent .	Sources of Income



Access to Care And Support Outcomes - Line 1d Baseline

For example, if 180 households were reported in Table 1a, line 1d, then in Table 1b, Column 1, one would report:

- Of those 180, how many had a housing plan?
- Of those 180, how many had contact with a case manager?
- Of those 180, how many had contact with a primary health care provider?
- Of those 180, how many accessed medical insurance?
- Of those 180, how many accessed or remained qualified for income?

Data check: The numbers in Column 1 can never exceed the number reported in Table 1a, line 1d.



Access to Care and Support Outcomes - Line 2b Baseline

The total from Table 1a, line 2b provides the baseline number for reporting outcomes in Table 1b, Column 2.

Tile 40

		ect Sponsors/Subrecipients that provide the following HOPWA-funded services	ed HOPWA Housing Subsidy Assistan	nce: Identify the total number of households that
	2	Housing Subsidy Assistance (duplicated	d) TBRA, STRMU, PHP, Facility-Based	Housing, and Master Leasing
	ъ.	Case Management		
	t.	Adjustment for deplication (subtraction)	
	d.	Total Households Served by Project 5 minus Row c.)	Sponsors/Subrecipients with Housing	Subsidy Assistance (Sum of Rows a.b.
		ect Sponsors/Subrecipients did NOT pe the following HOPWA-funded service:	reside HOPWA Housing Subsidy Assi	stance: Identify the total number of households that
	2	HOPWA Case Management		
	ь.	Total Households Served by Project 5	Sponsors/Subrecipients without Housi	ing Subsidy Assistance
Column [3 housing st access or a Column [3	1]: O ubsid main 2]: O	ly assistance as identified in Char tained connections to care and su If the households identified as rec	eiving services from project sport t la., Row 1d. above, report the pport within the program year, eiving services from project spor	nsors/subrecipients that provided GOPWA number of households that dem distrated nsors/subrecipients that did DOT provide
improved	acce	ing subsidy assistance as reported as or maintained connections to c tion on types and sources of incon	are and support within the progr	
-			10.0000000000	[2] For project

Categories of Services Accessed	[1] For project sponsors/subrecipients that provided HOPWA housing subsidy assistance, identify the households who demonstrated the following:	[2] For project sponsors/subrecipin its that did NOT provide OPWA housing subsidy sistence, identify the hour dolds who demonstrated the following:	Outcome Indicator
I. Has a housing plan for maintaining or establishing stable on- going housing	-	100	Support for Stable Housing
 Had contact with case manager benefits counselor consistent with the schedule specified in client's individual service plan (may include leveraged services such as Ryan White Medical Case Management) 	=	100	Access to Support
3. Had contact with a primary health care provider consistent with the schedule specified in client's individual service plan.	_		Access to Health Care
Accessed and maintained medical insurance assistance	100	1000	Access to Health Care
 Successfully accessed or maintained qualification for sources of income 	-	100	Sources of Income



Total N	Number (of Households	
1.		ect Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of househol the following HOPWA-funded services:	lds that
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	b.	Case Management	
	c.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	
2.		ect Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of house the following HOPWA-funded service:	eholds tha
	a.	HOPWA Case Management	
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance	

1b. Status of Households Accessing Care and Support

Column [1]: Of the households identified as receiving services from project sponsors/subrecipients that provided AOPWA housing subsidy assistance as identified in Chart 1a., Row 1d. above, report the number of households that demonstrated access or maintained connections to care and support within the program year.

Column [2]: Of the households identified as receiving services from project sponsors/subrecipients that did NOT provide HOPWA housing subsidy assistance as reported in Chart 1a., Row 2b., report the number of households the demonstrated improved access or maintained connections to care and support within the program year.

Note: For information on types and sources of income and medical insurance/assistance, refer to Charts below.

Categories of Services Accessed	[1] For project sponsors/subrecipients that provided HOPWA housing subsidy assistance, identify the households who demonstrated the following:	[2] For project sponsors/subrecipie at that did NOT provide LOPWA housing subside a sistance, identify the households who demonstrated the following:	Outcome Indicator
Has a housing plan for maintaining or establishing stable on- going housing			Support for Stable Housing
2. Had contact with case manager/benefits counselor consistent with the schedule specified in client's individual service plan (may include leveraged services such as Ryan White Medical Case Management)	000		Access to Support
Had contact with a primary health care provider consistent with the schedule specified in client's individual service plan	Name .		Access to Health Care
4. Accessed and maintained medical insurance/assistance			Access to Health Care
5 Successfully accessed or maintained qualification for sources of income			Sources of Income

Access to Care and Support Outcomes - Line 2b Baseline

For example, if *75 households* were reported in Table 1a, line 2b, then in Table 1b, Column 2, one would report:

Of those 75, how many had a housing plan? Of those 75, how many had contact with a case manager?

Of those 75, how many had contact with a primary health care provider?

Of those 75, how many accessed medical insurance? Of those 75, how many accessed or remained qualified for income?

Data check: The numbers in Column 2 can never exceed the number reported in Table 1a, line 2b.



Part II: Data Collection & Using Outcomes for Evaluation

Both Grantees and Project Sponsors will need to plan for how outcome data will be collected.

Outcomes data should be used to evaluate the impact of local HOPWA programs.

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Data Collection for Project Sponsors:

Every Project Sponsor who provides either HOPWA housing assistance or case management (or both) will need to track all of the Care and Support outcomes at the client-level.

Grantees often have difficulty reporting these outcomes when only some of their Sponsors track this data OR they don't track it comprehensively.



Data Collection for Project Sponsors:

Project Sponsors should create and retain clientlevel documentation related to the Access to Care and Support outcomes.

Ideally, this is done using some type of agencylevel or community-wide database that captures client-level information relative to outcomes.

Manual collection and compilation of outcome data through file review can be viable for small projects.



Data Collection for Grantees:

Provide Sponsors with a reporting form or format that enables them to consistently track and report Access to Care and Support outcome data.

Provide training and support regarding reporting formats and data collection methods.

Incorporate reporting and performance expectations into contracts AND use outcome data for the evaluation of Sponsor performance.



Common Problems Reporting Access to Care Outcomes:

Some or all Project Sponsors do not track and document these outcomes for all applicable clients (leaving client level gaps in data).

One or more Project Sponsors do not track these outcomes at all (leaving program level gaps in data).

Project Sponsors are unable to track and produce de-duplicated client-level data (generating numbers inconsistent with other reported data).

Project Sponsors (and Grantees) do not fully understand for whom they should track these outcomes (poor data quality).

The Grantee and/or the Project Sponsor don't understand how to classify their data (as 'Type A' or 'Type B' organizations)



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Validating Access to Care and Support Outcomes Data

Remember, Sponsors are only reporting these outcomes for individuals who received HOPWA Housing Assistance and/or HOPWA Case Management and NOT for the entire universe of persons or households.

Excluded: individuals who receive *other* HOPWA supportive services *ONLY*



Access to Care and Support Tables

Both the HOPWA CAPER and APR report documents contain tables designed to help Project Sponsors and Grantees provide accurate outcome information.

CAPER and APR users should read the related instructions **carefully**, as they contain references to other data in the reports to which outcome data *should* correspond.



Validation of Case Management Number

Both the CAPER and APR reports have 'Listing of Supportive Services' tables in them (APR - Part 5D, Chart 2, and CAPER - Part 3, Chart 2).

'Case Management' is reported on line 3 in both charts.

Reference the total number of persons served with HOPWA 'Case Management' reported on in the 'Listing of Supportive Services' with the same total reported in the Access to Care and Support outcomes table (Table 1a, either line 1b or 2a).

2. Listing of Supportive Services

Report on the households served and use of HOPWA funds for all supportive services. Do NOT report on supportive services leveraged with non-HOPWA funds.

Data check: Total unduplicated households and expenditures reported in Row 17 equal totals reported in Part 3, Chart 1, Row 13.

	Supportive Services	[1] Output: Number of Households	[2] Output: Amount of HOPWA Funds Expended
1.	Adult day care and personal assistance		
2.	Alcohol and drug abuse services		
3.	Case management		100
4.	Child care and other child services		
5.	Education		
6.	Employment assistance and training		
7.	Health/medical/intensive care services, if approved Note: Client records must conform with 24 CFR §574.310		
8.	Legal services	1.00	A.
9.	Life skills management (outside of case management)		
10.	Meals/nutritional services		
11.	Mental health services		- 8
12.	Outreach		- 8
13.	Transportation		
14.	Other Activity (if approved in grant agreement). Specify:		
15.	Sub-Total Household receiving Supportive Services (Sum of Rows 1-14)		
16.	Adjustment for uplication (subtract)		
17.	TOTAL Up aplicated Households receiving Supportion Services (Column [1] equals Row 15 minus low 16; Column [2] equals sum of Rows 1-14)		



ic		he following HOPWA-funded services:	
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	Ъ.	Case Management	
	c.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	
		ect Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of housels the following HOPWA-funded service:	iolds th
	a.	HOPWA Case Management	
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance	

Tile 5

To



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lds that

1.		ect Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of households that the following HOPWA-funded services:
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing
	Ъ.	Case Management
	c.	Adjustment for duplication (subtraction)
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)
2_		ect Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of hous. olds to the following HOPWA-funded service:
	a.	HOPWA Case Management
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance

Validation of Housing Assistance Number

Housing Assistance totals for 'Type A' organizations cross-reference to the 'Accomplishment' table, which details how many households have received each type of HOPWA Housing Assistance, as well as the total served with Housing Assistance.

APR - Part 3C, Chart 1

CAPER - Part 3, Chart 1

These numbers provide the reference for how many duplicated households should have Access to Care and Support outcomes reported on them.



Part 3, Chart 1: Accomplishment Data

	HOPWA Performance	Assist	auce	Ho
	Planned Goal	a.	b.	c.
	and Actual	Goal	Actual	Goal
	HOPWA Housing Subsidy Assistance	(1)	Outpu	t: Hou
1.	Tenant-Based Rental Assistance			
2a.	Permanent Housing Facilities: Received Operating Subsidies/Leased units (Households Served)			
2b.	Transitional/Short-term Facilities: Received Operating Subsidies/Leased units (Households Served) (Households Served)			•
За.	Permanent Housing Facilities: Capital Development Projects placed in service during the operating year (Households Served)			•
3b.	Transitional/Short-term Facilities: Capital Development Projects placed in service during the operating year (Households Served)			
4.	Short-Term Rent, Mortgage and Utility Assistance			
5.	Permanent Housing Placement Services			
6.	Adjustmentor-inglicutory (tableaux)			
7.	Total HOPWA Housing Subsidy Assistance			

Duplicated total from lines 1-5 in the Accomplishment Table should correspond with the total used in line 1a of Table 1a, for the Access to Care and Support Outcomes

Oran I	1.01.07.07.07.07.0	of Households	C 70 77
1.		ect Sponsors/Subrecipients that provided HOPWA Housing Subsidy Assistance: Identify the total number of how the following HOPWA-funded services:	ls that
	a.	Housing Subsidy Assistance (duplicated)-TBRA, STRMU, PHP, Facility-Based Housing, and Master Leasing	
	Ь.	Case Management	
	c.	Adjustment for duplication (subtraction)	
	d.	Total Households Served by Project Sponsors/Subrecipients with Housing Subsidy Assistance (Sum of Rows a.b. minus Row c.)	
2.		cct Sponsors/Subrecipients did NOT provide HOPWA Housing Subsidy Assistance: Identify the total number of house the following HOPWA-funded service:	holds th
	a.	HOPWA Case Management	
	b.	Total Households Served by Project Sponsors/Subrecipients without Housing Subsidy Assistance	



Using Outcome Data for Program **Evaluation**

Outcome Data can be used to evaluate:

- Sponsor Record-Keeping and Reporting Capacity
- Program-level outcomes
- Client-level outcomes
- Need for system and program level changes

of successful



Data Collection

- Are Sponsors able to document and track outcomes at the client and program levels?
- Are Sponsors able to report outcome data in a consistent and accurate manner?



Client Outcomes

- Are clients being connected to basic care and support?
- What programmatic or systemic barriers might be getting in the way of successful outcomes?

Program Design

- Should the Sponsor or the Grantee redesign program and system level strategies?
- Is training required to enhance the focus on care and support outcomes?

More information about the HOPWA Program can be found here:

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