

Community Shelter Board

Policy and Procedure for Partner Agency Technical Assistance and Quality Improvement Meetings

Purpose:

To set forth guidelines that the Community Shelter Board will use with regard to providing technical assistance and quality improvement interventions with partner agencies in Franklin County.

Quality Improvement Intervention

CSB will address programs of ongoing concern through a Quality Improvement Intervention (QII) process. The QII process is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues. CSB and provider agency enter into quarterly QII if a program experiences long-standing and/or serious program issues and/or systemic agency concerns. If the agency and/or CSB find that the QII process is not working, either may refer the concerns/issues to the RLFC Board for handling. The provider will be given an opportunity to present its case to the RLFC Board before it makes its recommendation to the RLFC.

Through its evaluative work, CSB will establish performance ratings every year of each HUD and CSB funded programs. Based on these ratings, CSB will recommend the RLFC Board programs that should not continue to receive funding through the annual HUD application process due to underperformance. All programs rated as “Low” performers through CSB’s annual Program Evaluation will be discussed at the RLFC Board. CSB will recommend the RLFC Board any funding reallocations that should occur based on program performance and need.

The RLFC will be the final decision maker regarding any programs that should be removed from HUD funding and any proposed funding reallocations.

Existing Programs (programs in operation for 1 year or longer):

- Quarterly one-on-one meeting for those programs that need to improve performance, as evidenced by the System Indicator Performance Report
- CSB will address programs of ongoing concern through a Quality Improvement Intervention (QII) process. The QII process is based on quarterly one-on-one dialogues between CSB and the provider agency and considers agency plans and progress on addressing program issues. (CSB and provider agency enter into quarterly QII if a program experiences long-standing and/or serious program issues and/or systemic agency concerns.)
- Additional meetings are available at the request of the program

New Program Start-Up:

- All new programs will receive monthly one-on-one meeting for the first initial 6 months of program operation. (More frequent meetings may be requested.)
- After the first 6 months of operation, all new programs will receive an one-on-one meeting every other month for the next 6 months.

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System-wide Training and Technical Assistance:

CSB will arrange and make available free system-wide training with CEUs to provider agency staff that address best practices and core competencies used in working with individuals experiencing a housing crisis.

The Program Manager of Programs and Planning will request on a quarterly basis system-wide training suggestions from the Adult System Operations Workgroup and Family System Operations Workgroup attendees.

Trainings Topics may include but are not limited to:

- Bridges Out of Poverty
- Second Harvest Food Bank: Poverty Simulation (Interactive experiences at helping the community understand poverty)
- Operation Street Smarts
- Stages of Change and Motivational Enhancement Techniques (based on principles of Motivational Interviewing)
- Benefits Planning, Ohio Benefit Bank, Entitlement Programs, and Employment
- Consumer Satisfaction, Data and Outcomes Management, and the Continuous Quality Improvement Process
- CIT (Columbus Police Department) and Safety
- Assertive Outreach, Engagement, CSB funded Collaborative Outreach Strategy, and the Franklin County PATH Program
- Healthcare for the Homeless (Columbus Neighborhood Health Centers, Southeast Inc, and Mount Carmel Mobile Medical Outreach)
- Special Populations/Topics: Behavioral Health, Transition Age Youth, Re-Entry, Older Adults. GLBTQ, "Creating Trauma Informed Spaces", etc.)
- Progressive Engagement, Permanent Supportive Housing/USHS, and Rapid Re-Housing

All requests should be sent via e-mail to Erin Maus (emaus@csb.org) or Amy Price (aprice@csb.org).