

Services in Supportive Housing (SSH) Program Specific Guidance

August 2011

TO: Services and Supportive Housing (SSH) Grantees – Center for Mental Health Services

FROM: SAMHSA GPOs

RE: TRAC Infrastructure, Prevention & MH Promotion Indicators – Outreach 1 & 2

In reviewing the results provided over the past year we noticed some grantees were having trouble determining what to provide as an appropriate response for O1 and O2 in the IPP module of TRAC. This document serves to provide guidance in support of your efforts to capture outreach activities for the SSH program. We offer examples from past submissions to demonstrate acceptable and unacceptable results. For additional information you are encouraged to review training materials on the TRAC website at <https://www.cmhs-gpra.samhsa.gov/index.htm> under General Info & Training>IPP Training. Should you have questions your GPO remains at your service!

O1 The number of individuals contacted through program outreach efforts:

*Count the number of people you actually reached to engage in the SSH program. Grantees are expected to enter **discrete** data for each quarter. Ex. Person A was contacted in Quarter 1, disengaged and was contacted in Quarter 3. Person A would be counted in Quarter 1 and again in Quarter 3.*

Acceptable Result Description:

- On November 19, 2010. There were 35 community members at the Veteran's Town Hall Meeting. They were informed about the services we provide to help chronically homeless with shelter and permanent housing. The key points to this discussion were how to be referred into the program, services provided during their stay and referrals and information to obtain permanent housing. **For this example, the result equals 35.**
- This quarter, 35 individuals were contacted through program outreach efforts. 5 were ultimately admitted for case management services and 2 are scheduled to be admitted next quarter. **For this example the result equals 35.**
- During this quarter and as a result of our grant, we made contact with 166 homeless individuals at the Economic Opportunity Council's Homeless Station, The Mulberry Outreach Soup Kitchen, the Salvation Army, and the Veteran's Affairs "Stand Down" Event. **For this example, the result equals 166.**

Unacceptable Result Description:

- SHOP information provided to case managers for individuals residing in permanent supportive housing at HEP and those residing in Shelter plus Care housing through Boley Mental Health Centers. **This result description is unacceptable because outreach to case workers is not considered an individual contact.**
- During this quarter, Recovery Support Specialists linked and transported consumers to secure entitlements. **This result description is unacceptable because transporting consumers is a service, not outreach.**

O2 The total number of contacts made through program outreach efforts:

Count the number of times you spoke with an existing or new person who is homeless. Include some description of the setting in which the contact was made (e.g. shelter, encampment, community program, emergency room, etc.).

Acceptable Result Description:

- The Recovery in Housing project supported 765 contacts with homeless and chronically homeless individuals. We spoke with 25 chronically homeless individuals on at least 6 occasions, and spoke with 118 homeless individuals with either a serious mental illness, substance abuse/dependence, or both on at least 3 occasions to help facilitate placement into permanent supportive housing, and our Recovery in Housing program. We also spoke with 87 individuals who met the vulnerability index used as part of the Hilton Prioritization Project 3 times each. **For this example, the result equals 765.**
- As a result of our grant and during this quarter, we made 1536 contacts (spoke with 256 homeless persons an average of 6 times each) to encourage participation by potential service recipients. **For this example, the result equals 1536.**
- As a result of our grant and during this quarter, we made 520 contacts (communicated with 65 previously chronically homeless and currently severely mentally ill participants who are living in permanent housing 8 times each) to encourage participation in services provided by our program **For this example, the result equals 520.**

Unacceptable Result Description:

- November 19, 2010. The Veteran's Town Hall meeting had in attendance 35 individuals with 6 individuals asked numerous questions about services provided and general questions regarding Veteran's benefits and services. **The result equals 6. This result description is unacceptable because it refers to individual contacts which fit under O1 (outreach to individuals.) Note: Under 01, the result would equal 35.**

- As a result of our grant and during this quarter we made contacts with individuals to encourage participation in the program either through face to face contact, phone, letters, etc. **This result description is unacceptable because it is a very general statement. The grantee needs to provide more information.**