

Section 8

Checklists and Evaluation Tools

FORMS IN THIS SECTION

- Exit Interview Questionnaire
- Facility Checklists:
 - Bedroom
 - Kitchen
- Standards of Care: Self-Assessment Worksheet

RELEVANT STANDARDS OF CARE

- Program Evaluation
- Residents' Records

Introduction to Section 8

SECTION DESCRIPTION

Consumers and providers of AIDS housing services are increasingly interested in evaluating the quality and efficacy of existing programs. Methods for evaluating a program vary considerably in terms of the nature, duration, and extensiveness of the evaluation. Some strategies include hiring a professional, impartial program evaluator. Other strategies can be conducted easily by untrained staff, such as in the case of the *exit interview questionnaire* tool found in this section.

A program may engage in several forms of evaluation at the same time to measure different outcomes --- and outcomes can be long-term or short term. Programs may contact AIDS Housing Corporation for more assistance in developing evaluation tools for your program.

MORE INFORMATION ABOUT SELECTED FORMS:

Exit Interview Questionnaire

The exit interview questionnaire provides a mechanism for obtaining structured feedback from program participants about the program. Because it is conducted at a time when the resident is due to leave, the exiting resident can feel secure in knowing that the responses will not affect the tenancy. Consider interviewing everyone who

leaves a residence, and not only those who leave on good terms.

Checklists and Self-Assessments

Checklists and self-assessment tools help programs measure their performance against the recommendations in the Standards of Care. They can also be used for inventory control at the beginning and the end of a tenancy.

Standards of Care Self-Assessment Worksheet

This worksheet is designed to assist programs during a self-evaluation process. It serves to help programs evaluate their performance on each Standard of Care and allows programs to rate themselves accordingly.

Understanding Key Elements of the STANDARDS OF CARE:

The Standards of Care are recommended best practices that have been established in every area of the provision of housing and supportive services. Standards that are particularly relevant to the topics in this section are identified and explained below.

STANDARD:

Program Evaluation

- Evaluations help program staff learn about the effectiveness of service delivery, the efficiency of management practices, client satisfaction, and other areas pertinent to the operation of supportive housing.

- ☑ The provider or agency has a mission statement, specific program goals, and quantifiable objectives. Goals and objectives are revisited regularly.
- ☑ In planning and conducting program evaluation, the providers involve internal stakeholders, have a clear and tested evaluation plan, and incorporate findings into program planning.

STANDARD:

Residents' Records

- ☑ The Standards encourage programs to create a final entry in the resident's record, when they leave the program which: summarizes the resident's status at program exit; establishes a record of services delivered to the resident upon departure (for example, information and referral); and records outstanding issues at program exit; and the resident's destination upon departure.

Exit Interview Questionnaire

Staff person will conduct this survey with exiting participant and record answers.

Note to staff: Begin this interview by explaining that the purpose of the survey is to help the program evaluate its strengths and weaknesses. It is also important to begin the interview by emphasizing the confidentiality of the survey (i.e. that respondent's name will not be recorded here so he/she should feel free to "speak freely.").

How long did you reside in the Program?

____Years ____Months ____Days

What were the reasons that you entered this program?

- I was living in the hospital and had no home to return.
- I was living in a shelter or transitional housing program.
- I was living on the street or in a place not intended for shelter.
- I was living in an overcrowded situation with a friend or relative.
- I had my own apartment but felt unsafe living alone.
- I was evicted by a landlord.
- I was forced to leave by the person holding the lease in my home.
- I experienced discrimination in my home related to my HIV status.
- Other (explain):

What are the reasons that you are leaving this program?

- I found a more independent place to live.
- I found a place to live with more services and supports.
- I am entering a residential drug treatment program.
- I am returning to live with friends or relatives.
- Other (explain):

Please describe the living situation to which you are going:

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Tell us about the kind of services and care you received through the program:

The practical help of the staff in assisting me with my daily routines was:	Excellent	Good	Poor
The help I received with getting connected to services outside my home was:	Excellent	Good	Poor
The assistance I received in monitoring my health was:	Excellent	Good	Poor
The attention I received when I was not feeling well was:	Excellent	Good	Poor
The staff seemed to understand my needs.	Strongly Agree	Agree	Disagree
I felt that the staff cared about my well being.	Strongly Agree	Agree	Disagree
I felt that the residential community respected me.	Strongly Agree	Agree	Disagree

Tell us your feelings about the physical housing unit in which you lived in the program

My apartment felt like "home".	Strongly Agree	Agree	Disagree
The physical design of my apartment was "right" for my needs.	Strongly Agree	Agree	Disagree
The furniture and other material things in my apartment met my needs.	Strongly Agree	Agree	Disagree
My apartment felt like a safe place for to live.	Strongly Agree	Agree	Disagree

Tell us how you would finish the following sentences

1. The two things that were most helpful to me about living in this program were:

- The one-on-one relationship I had with staff
- The other residents
- The group activities
- The physical apartment
- The connections I made to outside resources
- The neighborhood
- The overnight staffing in case of emergencies
- Special services (such as Relapse Prevention and Nutrition Counseling)
- Other (explain):

next page →

2. The two things that were the least helpful to me about living in this program were:

- The one-on-one relationship I had with staff
 - The other residents
 - The group activities
 - The physical apartment
 - The connections I made to outside resources
 - The neighborhood
 - The overnight staffing in case of emergencies
 - Special services (such as Relapse Prevention and Nutrition Counseling)
 - Other (explain):
-

If you were the boss of this program and you could change how the program operates, what would you change about it?

If you had a friend who was in a similar situation as you were in when you entered this program, would you refer him/her to the program? What makes you answer that way?

Is there anything else about the program, positive or not, that you want to share?

Facility Checklist: Bedroom

Date of Inspection:

Bedroom Number or Location:

Item	Present	Absent	Not Applicable	Comment
Bed				
Night Table				
Bureau				
Chair				
Closet or Self-Standing Armoire				
Mini-Refrigerator				
Sufficient Storage				
Natural Lighting and Ventilation				
Window View from Bed				
Easy to Operate Window Hardware				
Room for Medical Equipment				
Personal Control over Heating, Lighting, and Noise				
Cable TV Hookup				
Wall Mounted Swing Arm Low Lighting Near Bed				
Main Entry System Tied to Telephone				

Additional Comments:

Facility Checklist: Kitchen

Date of Inspection:

Item	Present	Absent	Not Applicable	Comment
Individual Locked Storage Cabinets for Each Resident to Store Dry Goods				
Fans to Augment Ventilation				
Electric Appliances as Opposed to Gas				
Audible Timers or Automatic Shut Off Features to Appliances				
Large Freezer				
Large Pantry for Bulk Buying				

Additional Comments

Standards of Care: Self-Assessment Worksheet

Standards of Care: Supportive Housing for Persons with HIV/AIDS	Policy Draft Not Yet Written	Policy Draft Written	Policy Draft Reviewed	Final Draft Approved	Standard is of No Relevance	Comments & Corrective Actions
QUALITY OF LIFE						
Facility						
Property Management						
Occupational Safety						
TB Control						
Religious Freedom						
Physical Safety						
Family Life						
Community Living						
PROGRAM MANAGEMENT						
Staff Hiring, Orientation, & Training						
Staff Supervision and Effective Management						
Residents' Records						
Tenant Selection						
Confidentiality						
Protecting Residents' Rights						
Consumer Participation in Decision Making						
Grievance Procedures						
Due Process and Termination of Assistance						
Resident Evictions						
Advance Directives						
Advanced-Stage Health Care & Death Protocols						
Program Evaluation						
FORMS OF CARE						
Needs Assessment						
Individual Service Plans & Case Management						
Resident Health Care						
Mental Health Care						
Medication Protocols & Adherence Support						
Nutritional Care						
Drug and Alcohol Use & Relapse Prevention						
DOCUMENTATION OF POLICIES						
Resident Handbook						
Staff Handbook						