

Findings from a Fidelity Assessment of Pathways to Housing DC

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Pathways to Housing DC

- Washington, DC
- Established in 2004
- Serving: Adults with severe and persistent mental illness, substance use disorders, recent experiences of homelessness
- Housing vouchers
- Assertive Community Treatment (ACT) model of support
- ~ 50 service providers
- ~ 350 service users
- Promising housing stability outcomes

Methods

Fidelity
Assessment
Survey

N = 7

April – May, 2016

Qualitative
Interviews

N = 7

December 2016 –
February 2017



Results: Fidelity Assessment Survey

Scores Across Domains			
Domain	Maximum Score	Site Score	Fidelity (%)
Housing Process and Structure	28	28	100
Housing and Services	28	28	100
Service Philosophy	41	34	83
Service Array	42	41	98
Team Structure/Human Resources	30	25	83
Total Scoring	169	156	92

Results: Fidelity Assessment Survey

Fidelity Domain	Average Rating	Items of Low Fidelity
Housing Choice and Structure	4.0	
Separation of Housing and Services	4.0	
Service Philosophy	3.5	Q19. Client treatment plan
Service Array	3.9	
Program Structure	3.4	Q37. Client input



Results: Qualitative Interviews

“I think most treatment plans, people do them at like 8:00pm at their dinner table and the client is not there. I think it’s because they are seen as an admin task and not a clinical task. That’s an agency culture issue that I would like to see addressed.”

“I think for the lower functioning clients it becomes – you end up back at not giving them choice, in order to keep them housed.”



Results: Qualitative Interviews

Systemic Facilitators

- Services in community
- Government policy
- Landlord support
- Strong monetary funding
- Stable rent vouchers

Systemic Barriers

- Client characteristics
- Funder requirements
- Housing inspection delays
- Landlord requirements
- Limited funding
- Housing context
- Representative payee relationship with clients



Results: Qualitative Interviews

Organizational Facilitators

- Commitment to HF values
- Housing process and structure
- Team structure and human resources
- Consumer involvement
- Partnerships

Organizational Barriers

- Commitment to HF values
- Housing process and structure
- Team structure and human resources
- Operational processes
- Limited service array



Results: Qualitative Interviews

Individual Facilitators

- Staff fit

Individual Barriers

- Client characteristics
- Maintaining professional boundaries

Conclusions

- Adaptations to the fidelity scale
- Barriers and facilitators concentrated at the organizational level
- Strengths:
 - commitment to HF values, organizational culture, separation of housing and services, peer support
- Challenges:
 - consumer choice, transactional relationships, recovery, accountability to funders
- Utility of fidelity assessment findings