

# THE MISSING PIECE



## A Case Study Analysis of the Washington State Domestic Violence Housing First Project

*Eliminating housing as a reason that survivors stay in an abusive relationship...*

September 3, 2011

Prepared By:

Strategic Prevention Solutions, Ltd  
1752 NW Market Street #402, Seattle, WA 98107  
[www.strategicpreventionsolutions.com](http://www.strategicpreventionsolutions.com)

Prepared For:

Washington State Coalition Against Domestic Violence  
[www.wscadv.org](http://www.wscadv.org)

Funded By:

Bill & Melinda Gates Foundation

## Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>Data Collection .....</b>	<b>4</b>
<i>Staff Interviews.....</i>	<i>4</i>
<i>Quarterly Online Check-In .....</i>	<i>4</i>
<i>Cohort Meeting Notes .....</i>	<i>5</i>
<b>Outcomes.....</b>	<b>5</b>
<b>Key Successes.....</b>	<b>6</b>
<b>Hallmarks of the Domestic Violence Housing First Approach .....</b>	<b>6</b>
<i>Flexible Framework.....</i>	<i>6</i>
<i>Flexible Funding—Efficient and Effective .....</i>	<i>7</i>
<b>The Big Challenge: Lack of Affordable Housing .....</b>	<b>9</b>
<i>Limited affordable housing units available .....</i>	<i>9</i>
<b>Key Findings .....</b>	<b>10</b>
Homelessness Prevention .....	10
Dignity Through Stability .....	14
There’s a difference between having a “housing advocate” and “providing housing” .....	15
Housing stability is dependent on continued DV advocacy over time .....	16
Systems-level Successes .....	19
<b>Case Studies .....</b>	<b>21</b>
<b>Eastside Domestic Violence Program.....</b>	<b>22</b>
<i>This Is What Comprehensive Services Looks Like .....</i>	<i>22</i>
<i>Housing Providers Also Benefit .....</i>	<i>23</i>
<b>Womencare .....</b>	<b>25</b>
<i>It’s possible to have strong partnerships with housing providers while maintaining survivor safety.....</i>	<i>26</i>
<b>YWCA of Kitsap County .....</b>	<b>27</b>
<i>Becoming Survivor Driven.....</i>	<i>27</i>
<b>Family Resource Center of Lincoln County .....</b>	<b>29</b>
<i>It’s The Small Things That Count ... or It’s Not Just Paying the Rent.....</i>	<i>30</i>
<b>Appendix.....</b>	<b>31</b>

## Introduction

In 2009, the Washington State Coalition Against Domestic Violence was funded by the Bill & Melinda Gates Foundation to implement a new approach to providing services to survivors of domestic violence and their children. This approach emphasizes housing stability as a priority among other advocacy services. Four community-based domestic violence service providers were funded for a two-year period to design a model of service provision that would work for their respective communities and clientele, including: Eastside Domestic Violence Program (Bellevue), Womenscare (Bellingham), YWCA of Kitsap County (Bremerton), and the Family Resource Center of Lincoln County (Davenport). A hallmark of the project was the extent to which agencies were given control over how they utilized their funding.

Strategic Prevention Solutions ([www.strategicpreventionsolutions.com](http://www.strategicpreventionsolutions.com)) was contracted by the Washington State Coalition Against Domestic Violence ([www.wscadv.org](http://www.wscadv.org)) to measure the changes that resulted from the implementation of the Housing First approach. This report is a complement to the 2010 annual report of main findings from the first year of evaluation activities, and takes a case study approach to provide a more in depth review of the experiences of the four funded agencies. The tailored nature of the project has resulted in important lessons learned about using a “housing first” approach to providing domestic violence advocacy services. Throughout this report, we refer to this approach as the “Domestic Violence (DV) Housing First” approach.

*“It’s not just housing, it’s a sense of identity”*

## Data Collection

A variety of data collection methods have been used to capture the creative ways in which agencies have used this project funding to create change at the system, organizational, and family level. The majority of project data is qualitative, and is complemented by quantitative data that is provided on a quarterly basis by agencies. The emphasis of this report is to use all of the project data to tell the story of the journey each agency has taken to implement the DV Housing First approach.

### *Data collection methods included:*

#### Staff Interviews

Two series of site visits were conducted for this project evaluation. The first round of site visits was conducted in fall 2010. Staff from Strategic Prevention Solutions, Ltd and WSCADV traveled to each of the four participating agencies to interview key DV Housing First staff and administrators. Interviews were conducted separately at most of the agencies to allow for more candid conversations. The second series of site visits were completed in summer 2011. Again, staff from Strategic Prevention Solutions, Ltd and WSCADV traveled to each of the four participating agencies and conducted focus groups with staff, in addition to survivors who had experienced the DV housing first approach.

Focus groups and interviews were recorded, professionally transcribed, and coded for common themes across agencies. Please see the appendix for a list of interview questions.

#### Quarterly Online Check-In

Online “check-in” surveys were administered to participating agencies in April 2010, September 2010, January 2011, April 2011, and July 2011. The check-in was designed as having two parts. The first part, considered a “staff” check-in, was completed by all staff and advocates involved with the DV housing first project. They provided qualitative information about their progress toward project outcomes, and information about the way in which project funding had been spent. Many of the questions were open-ended and comments and quotes from the check-in are included in the thematic findings described in the following sections.

The second part of the check-in, considered the “intake,” was completed only by the housing advocate, and/or whoever had direct contact and experience providing services to survivors using the DV housing first program. The intake survey collected quantitative information about each of the clients served by the DV housing first project including demographics, housing situation upon program entry, services prioritized by the client, services obtained by the client, length of time to obtaining housing, and length of housing retention (at 6 months and 12 months). Please see the appendix for copies of check-in instruments.

This project was designed to allow for the most innovative use of resources to assist families in obtaining permanent housing. Therefore, the our project emphasis during the first few months was to determine the most appropriate intake process, rather than focus on “eligibility” requirements or a pre-determined set of intake requirements. Each of the four funded agencies kept different intake information, and although our intention was to use Infonet for tracking

survivor demographics, etc., across agencies, it soon became clear that we needed to establish our own intake tracking system to ensure accuracy of findings. This emergent approach has allowed this project to uncover a groundbreaking way of providing services to domestic violence survivors and their families, and collect the most relevant intake information. However, the intake numbers were more accurately tracked after the first two quarters of the project. Therefore, it is important to note that the charts and percentages in this report are accurate, although the raw number of families served may fluctuate depending on various calculations, such as the time period covered and their housing status at intake.

### **Cohort Meeting Notes**

The project evaluator attended every cohort meeting held by the Bill & Melinda Gates Foundation. Notes were taken to help complete the “story” of each agency’s journey using the DV housing first approach.

## **Outcomes**

This project started with the intention of tracking two main outcomes:

- 1) Access to permanent housing and
- 2) Maintaining housing after six months.

As the project has moved forward, additional, more specific, outcomes have been identified by the cohort, including:

### **System Level**

1. Referrals to the program from the community
2. Systems
  - a. Partnering at state and local level
  - b. System barriers that have been addressed

### **Organizational Level**

1. Tracking the ways a flexible funding structure was utilized to support survivors through advocacy services and financial assistance (see following examples)
  - a. X number of households received help with transportation
  - b. X number of households received help with balancing checking accounts
2. How well staff is trained agency-wide in housing
  - a. Staff know how to enter into this conversation
  - b. Housing stability needs are asked of every survivor – even if they are not coming to the agency specifically for housing
3. Agency approach to services
  - a. Strengths-based
  - b. Survivor centered

### **Family Level**

1. Number of families who have been served
2. Types of services
3. Survivor’s self advocacy

## Key Successes

The cohort has identified the following key successes of the Domestic Violence Housing First project to date:

- ✓ Building buy-in and trust among landlords
- ✓ Referrals from other community partners / agencies
- ✓ Families stay united
- ✓ Cross training / communication among staff
- ✓ Seeing survivors succeed prevents staff burnout

## Hallmarks of the Domestic Violence Housing First Approach

### Flexible Framework

This project changes the way that participating domestic violence agencies “do business.” The overarching framework for this Domestic Violence Housing First project has been to allow each of the four funded agencies to determine how best to use the funds to meet the needs of survivors. Agencies reported that after starting to work within a program that has a flexible structure and does not have constraints on the use of funding, providers often realize the extent to which they can really provide “survivor-centered” advocacy. The only expectation was that financial assistance would contribute to access and stability in permanent housing.

### *Becoming Survivor-Driven*

Each of the four funded agencies started out by structuring the project slightly differently. For example, although all four agencies identified a dedicated “housing advocate,” the program participant intake process for each agency was very different. While one agency started out with very formal requirements for program entry and intake forms, another struggled to determine what information to ask for at an intake interview. One agency had been telling survivors what they “needed to do” for years, before realizing through this project that this approach was not an effective use of resources. As a project, we had to decide what the purpose and use of an “intake” really was, and then decide what information should be included. It became apparent how often the intake process was guided by funder data requirements, rather than survivor needs, or even services delivery. With no funder constraints, the intake process began to reflect the needs and wants of the survivor, while including basic demographic information that would help the agency identify who they were reaching.

**“[Funders] have enough trust in us to know that we’re a good place. We have enough trust in our clients that they know what they need. You put that together and how can that go wrong?”**  
- Staff

By asking survivors what they want and having the flexible resources to meet those needs, the agencies in this Domestic Violence Housing First cohort have found that obtaining safe,

permanent housing is a real option for survivors. The process of listening to the survivor and hearing what could help her obtain or retain permanent housing is paramount, and has become a hallmark of this project. The dedicated DV Housing First advocate is essential to this process and is trained and able to “listen” for resource possibilities that reflect safety needs.

### *The Importance of a DV Housing Advocate*

The DV “Housing Advocate” also serves as a vital bridge between the survivor and housing providers. S/he spends time with landlords and other housing providers to dispel myths about domestic violence survivors and build confidence in their ability to safely house survivors. DV Housing First staff and survivors have mentioned the increased credibility for survivors that is noticeable when there is a third party/advocate involved who understands the climate of housing in the community and knows the main housing stakeholders.

Another benefit of having a dedicated staff position for housing, is increased access for survivors to affordable housing and improvements to housing services for DV survivors. A lack of affordable housing was seen as a major challenge in all four communities in this project. However, the DV Housing Advocate in all four communities was able to spend time building relationships and negotiating on behalf of survivors, which resulted in increased availability of affordable housing units and a better understanding of how to provide safe and affordable housing to domestic violence survivors. At two of the agencies, having a shared mission with the

**“To be able to partner with organizations like ours gives them (DV agency) those units that they need to be able to place people immediately, right when they need it”**

**- Housing Provider**

housing providers to focus on the client and her/his unique needs helped bolster their collaborative efforts. Domestic violence agencies and housing providers worked together to determine how best to protect the safety of domestic violence survivors, while ensuring realistic lease options for landlords. The relationship building between housing advocates and landlords also improved the sustainability of housing for survivors. Advocates were able to listen to what may help a survivor stay in permanent housing and provide support through the unexpected or unfortunate events that can quickly lead to an eviction. Flexible funding is a key aspect of this, as discussed below.

### **Flexible Funding—Efficient and Effective**

WSCADV and Gates Foundation staff knew that flexible funding would be a hallmark of the project from the beginning, but they did not know the extent to which flexibility would be key to an efficient way of providing survivor-centered services. Agencies expressed shock that the Foundation awarded them with a lump sum of money to use as they saw fit for permanent housing for domestic violence survivors. DV program staff has consistently referred to the validation and morale boost from feeling that their funder “trusted” them to know how to provide services to domestic violence survivors. This, is the way that services should ideally be provided if they are to be

**Flexible funding allows advocates to ask a survivor “what do you want?” and opens the door to listen for opportunities for services, rather than telling a survivor what she can get, and hoping it fits her needs.**

efficient and effective.

Simply put, flexible funding is a more efficient way of providing DV housing services to survivors, because survivors and DV agencies know what survivors need most, not funders. Flexibility allows advocates to get to the heart of the issue for survivors, which usually includes safety concerns and the sabotaging efforts of an abuser. Many staff have commented that flexible funding helps focus services and makes service provision more efficient and cost effective.

Advocates used the flexible structure to think outside the box and provide financial assistance for miscellaneous expenses that were vital to survivor autonomy. Instead of survivors choosing between paying the rent or covering a necessary, but non-budgeted expense, DV Housing First paid the expense, allowing survivors to pay their own rent. One survivor commented that money to help celebrate her daughter's birthday supported her own dignity as a mother. Other survivors talked about how important the flexible funding used for children's activities was to the stability of their children, "When my children are taken care of, I can focus better at work."

The following are a (very) small selection of where DV Housing First monies have been spent (not including staffing):

- ✓ Financial assistance for school
- ✓ Employment training and supplies
- ✓ GED certificate
- ✓ Driver's license fees
- ✓ Driving classes
- ✓ School books for child
- ✓ Eviction prevention (covering rent for one month or short time)
- ✓ Move in help/moving costs
- ✓ Legal costs
- ✓ Child care program membership fee
- ✓ Fresh produce
- ✓ Furniture and household items (move in)
- ✓ Personal hygiene items
- ✓ Over the counter medicine
- ✓ Bedding
- ✓ Theatre Camp registration (for children)
- ✓ Chemical Dependency housing costs
- ✓ Certification of nursing assistant license
- ✓ Dance apparel (for child)
- ✓ Martial arts test fee (for child)
- ✓ Auto repairs
- ✓ Auto towing
- ✓ Birthday party supplies
- ✓ Public transportation
- ✓ Children's activities
- ✓ Energy bill

**"They helped me get new scrubs for my job. And helped with my daughter's birthday... You don't have to stress out about your rent or these things, because they're being taken care of."**  
- Survivor



## The Big Challenge: Lack of Affordable Housing

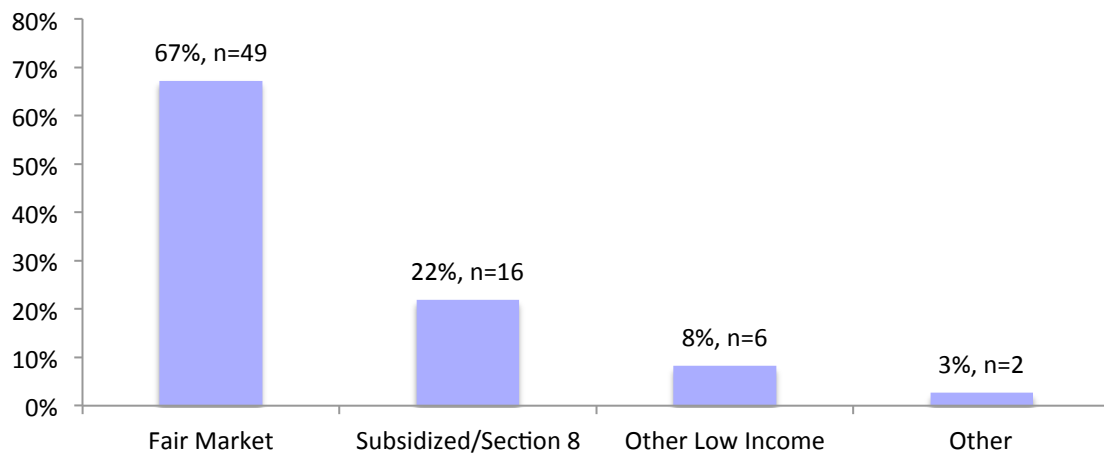
### Limited affordable housing units available

The biggest challenge for a survivor to obtain permanent housing is the sheer lack of affordable housing in communities. One housing provider lamented, “We can’t build fast enough to meet the need [in our community]. We’re developing 100 new units right now, and 75 percent of those units are dedicated to people coming from homelessness.”

Even with this challenge and due to intensive advocacy efforts, the majority of Housing First clients have obtained or retained fair market housing, as opposed to Section 8 or public, low income housing options. During the July 2011, quarterly check-in, housing advocates were asked to report on the type of housing clients had obtained. As noted in the chart below, over 67% of clients who had housing and were still receiving DV Housing First services, were living in fair market housing.

### Type of Housing Retained and Obtained by DV Housing First Clients

(Note: Only clients who were included in the July 2011 check-in are included in this chart)



## Key Findings

*DV Housing First is a “bridge to get [survivors] through to the other side” and “prevents long-term homelessness”*

### A new model for services:

By doing this:

- ✓ Provide housing services as a distinct type of advocacy, while offering other advocacy
- ✓ Emergency shelter is an option—but not necessarily the first response to a safe housing need
- ✓ Build partnerships and understanding between domestic violence advocates and housing providers

We are starting to achieve this:

- ✓ Survivors avoid homelessness
- ✓ Families stay together
- ✓ Survivors work on what they want, so their outcomes are improved
- ✓ Survivors can improve their lives/access resources while still being in a relationship with an abuser
- ✓ Staff morale improves
- ✓ Staff has observed that survivors stay financially and emotionally stable, which contributes to their long-term health and family well-being
- ✓ Community works together

## Homelessness Prevention

Fifty-six percent of survivors who have been helped by the DV Housing First project came into the program already with permanent housing. By the end of the project, 98.9% of these clients had retained or obtained new permanent housing.

Part way through the evaluation of this first cohort, it became apparent that the majority of clients receiving services were receiving help in diverse ways. DV Housing First funds were used to help one woman pay for her nursing license so that she could obtain employment. Another survivor needed to get her car fixed so that she could drive the commute to a new job that would pay for her rent. As part of the evaluation and quarterly check-in surveys, we started asking advocates to classify survivors as “light,” “medium,” or “high” touch in relationship to the intensity of services needed. Interestingly, the

**“A lot of our clients are very resourceful and self-sufficient, and they really only need a short-term light touch subsidy, and ... giving them that light touch subsidy and the resources that they need to become self-sufficient in a very short time, I think is preventing future homelessness.”**

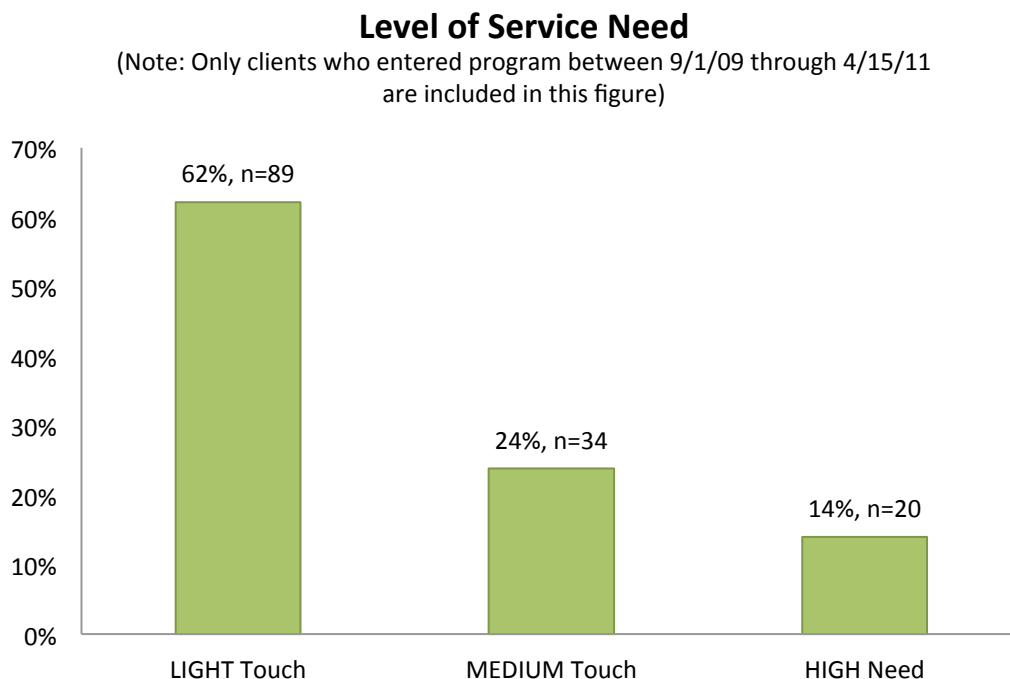
**– Housing Provider**

majority of survivors throughout the duration of this project have been classified by DV housing advocates as “light touch.”

The “light touch” category is defined as having simple, discrete needs that can be met quickly. For example: paying one-month rent, childcare, installing locks, paying for utilities, or paying for a professional license fee. The client may not need to be seen or helped after their discrete need is met.

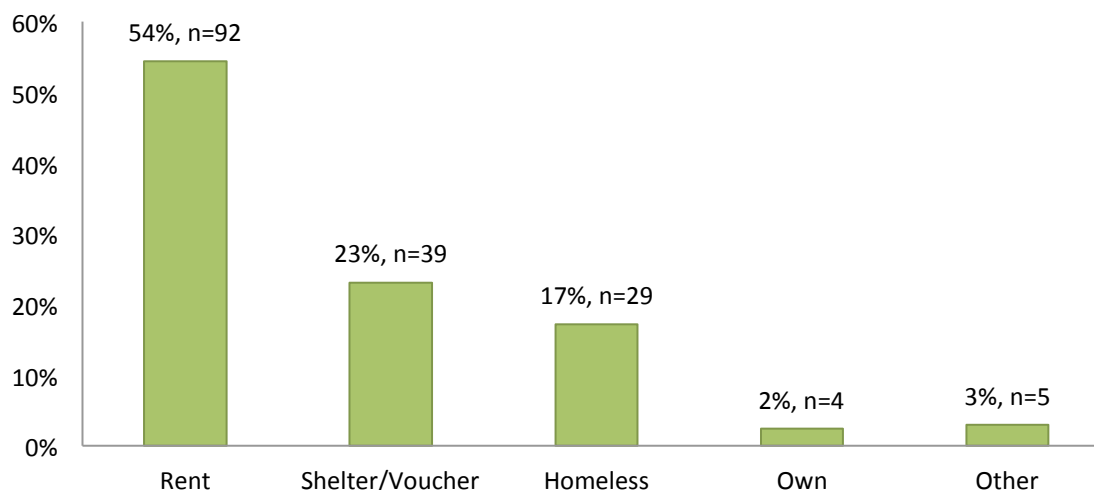
The “medium touch” category is defined as having discrete needs met as with light touch, plus the client is connected with some of the services of the DV agency, such as support groups, legal advocacy, or continuing advocacy. Housing is identified and obtained relatively quickly.

The “high need” category is defined as needing all of the services of light and medium touch clients, plus long term and intensive engagement with an advocate is needed to obtain housing, improve financial situation, and preserve safety.



## Client living situation when first came into contact with DV Housing First program

(Note: Only clients who entered program between 9/1/09 through 4/15/11 are included in this figure)



One phrase that has been mentioned in focus groups, is the notion that this project's true focus is on "reinforcing permanence." Some of the factors that staff and survivors have mentioned as being the most important are:

- ✓ Having a dedicated DV housing advocate
- ✓ Stable income for survivor<sup>1</sup>
- ✓ Safety for survivor from the abuser's continuing efforts to control survivor and sabotage her efforts for stability<sup>2</sup>
- ✓ Continued availability of advocacy and other services from DV agency (i.e., there is not always a clear "exit" from the program as in emergency or transitional housing).

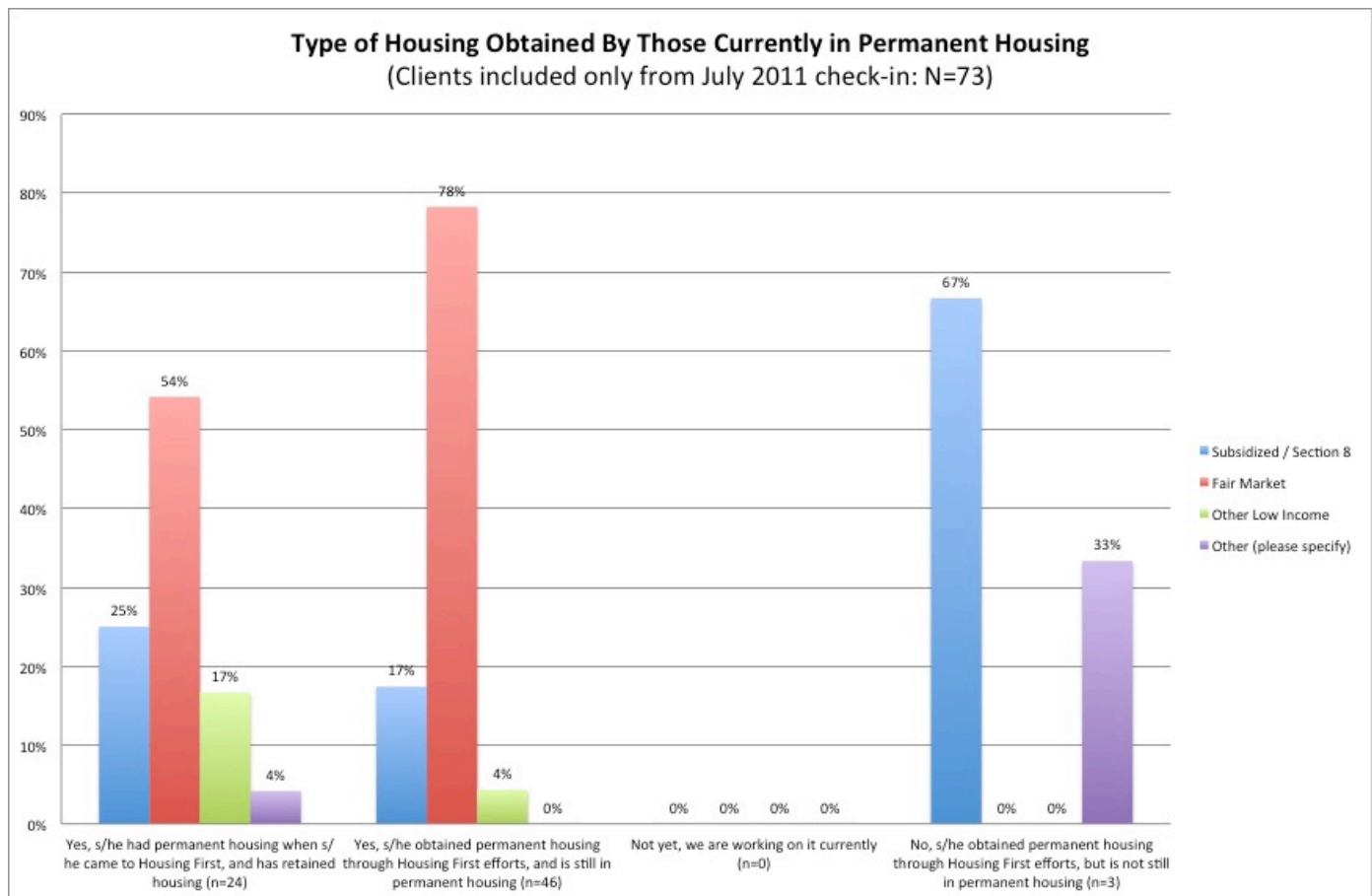
**"Our goal is to provide long-term stability for people through housing, and I think if we can catch people before they fall into homelessness and real dire straits, then we have a much better chance of helping them achieve long-term stability. So, just taking them from situations of violence into situations of safety that can be their permanent respite is a wonderful opportunity for them to flourish from there. I think [this program] promotes our overall mission of permanence. "**

**– Housing Provider**

In July 2011, DV housing advocates reported the number of clients who were currently in housing (as of the July 2011 check-in) and the type of housing they had obtained. The chart

<sup>1,2</sup> These factors are not under the sole control of the survivor, and the Housing First program is viewed as being an integral part to helping a survivor maintain a stable income and safety.

below shows that of the 73 clients who were reported on during the July 2011 check-in, 70 remained in permanent housing (95.8%). Clients were further divided into two categories: those who had permanent housing upon entering the DV Housing First program and RETAINED their housing, and those who OBTAINED their housing through the Housing First program. Of the 70 clients who were currently housed in July 2011, 24 (34.3%) had RETAINED their housing through DV Housing First, and 46 (65.7%) had OBTAINED their housing through DV Housing First. Of those clients who had OBTAINED housing through DV Housing First, the vast majority (78%, n=36) obtained fair market housing, followed by 17% of clients who obtained subsidized/Section 8 housing. These numbers from our July 2011 check-in show that this project is helping survivors retain and obtain fair market housing, even in a down housing economy, when affordable housing can be hard to find.



## ***Dignity Through Stability***

One of the least explored aspects of housing domestic violence survivors is the importance of dignity in the long-term healing after abuse. For many survivors, the sense of dignity that is returned to them by survivor-driven services after abuse is just as central as secure housing. For example, some Housing First agencies use funding to cover the cost of enrolling survivors' children in extracurricular activities. This gives mothers peace of mind and reduces their stress knowing that their children are happy. This relief helps women focus on taking care of the things that they need to do to stay safe and stabilize their family. One advocate commented that "when the moms talk about [their children being in extracurricular activities] – you just see, like, a different – whole different demeanor. Like, they're happy and excited and just saying how, since their children are happy and excited and had something that was theirs – obviously made them feel better." Children also benefit from the dignity that is gained by having a more stable housing and financial situation. What may seem simple or dispensable to those unfamiliar with trauma-informed services, may be a key aspect of a child's healing journey and sense of identity (see textbox).

**"When the foster parents came to pick [my children] up on Saturday, my daughter was like, 'No, they can come and knock on our door. This is our house. If they're coming to pick us up, they can come in and see our house. And they can look around and see that our house is safe, mom...and they can see my cats.'"**

**- Survivor**

One advocate described the effect of being able to pay for activities for children, to help them "have personal growth; have something to look forward to, be happy about; something that may build their confidence and be something that they can continue in the future; to be happier, healthier adults."

Other times, it can be as simple as helping people pay for insurance for their vehicles, so "they don't have to worry about getting in an accident and not being able to afford their insurance" or being able to help people with car repairs, "so that they can stay mobile and be able to drive to school, to daycare, to this, to this, when they have a million and one things to do every day" to stay safe and stable.

**"[When women come to shelter], you see a disruption in their ability to parent, a disruption if they don't have a job. Some things that were strengths before they came then all of a sudden get turned into a crisis situation. And if we can help maintain those strengths continuing to be strengths and just get them a place to live and sense of security, then they're starting already higher than someone else who was in shelter."**

**– DV Housing First Advocate**

Some agencies are using the funding to buy supplies for the home that are not usually donated to a domestic violence shelter (such as vacuums, cleaning supplies, etc.). One advocate explained, "it was nice to be able to say to a woman, "You don't have to live in a dirty house. We'll help you; we'll go get you a vacuum. You can have a clean, comfortable home for yourself."

**"You feel like a hunted animal...That's the feeling that you have when you're dealing with this (domestic violence). I've gotten to the point where I am functioning on this whole other level. You have a new normal. It's never the same. It will never, ever be the same again. But you have a new normal that enables you to combine what you've learned and what you now need to do with building a new life."**

**- Survivor**

### ***There's a difference between having a "housing advocate" and "providing housing"***

One of things this project has uncovered is the importance of having the presence of a staff person dedicated just to help survivors obtain or remain in housing. Agencies see a clear difference between having a "housing advocate" and "providing housing." The staff person becomes an expert in navigating the housing resources in the community and is a face for community partners, survivors, and agency staff to know. The DV housing advocate often helps

**"In a 30-day shelter, you don't always have time to follow people through their whole progress into wherever they're going. And so it's not like people didn't try to help people into housing in the past, but there just wasn't the time or the staff hours to do that. And so there wasn't a lot of follow up once you left the shelter. "**

**- Staff**

with cross-training and improving communication among advocates and shelter staff. One advocate described that "having somebody else manage the money (DV Housing First advocate) who has all the time to do that and who has kind of some vision and some oversight I think is really useful."

In one agency, housing has always been separate from community advocacy. They have always had their "community program" and their "housing programs." Now, the DV Housing First advocate is located in both programs, and her time is very flexible. They have changed the assumptions in their agency about housing – housing is a priority

for everyone, whether or not the survivors approach the agency for housing. The DV Housing First advocate supports the other advocates with housing issues and builds their capacity to navigate the housing systems in the community. This is done with the intention of ensuring that a survivor works with the same advocate and does not get bounced around the agency between advocates who specialize in certain services, such as legal advocacy.

Staff has commented about the importance of the specific person who is hired to fill the DV Housing First advocate position. In particular, "who you have as your advocate and their ability to think outside the box is absolutely critical to the work being done."

Limits should be set, however, if the DV agency is considering taking on the role of a housing provider. Interview respondents commented that it is hard to maintain a “firewall” between being a landlord and being an advocate for a survivor. They emphasized the importance of holding true to the principle of survivor-centered advocacy. When the advocate is also the landlord, it becomes a balancing act that is most often detrimental to the survivor.

### ***Housing stability is dependent on continued DV advocacy over time***

It is important to point out that monetary rental assistance is just a small part of the larger journey to housing stability. More than a few of the survivors we spoke with shared that they had expected to have evictions on their record that would prevent them from obtaining housing. After working with a DV Housing First advocate, they learned that there were no evictions on their record. DV Housing advocates were also able to help provide validation for landlords that a survivor could be a good tenant, and explain that evictions are often a result of being in an abusive relationship, not a reflection of the tenant.

**“The model of making everything work for the client, developing the whole spectrum of supports around the client, that doesn’t work as well when the landlord is the service provider and has the position of power. It’s really hard to break that – to create a relationship of trust when the service provider is the person in power.”**

**- Housing provider**

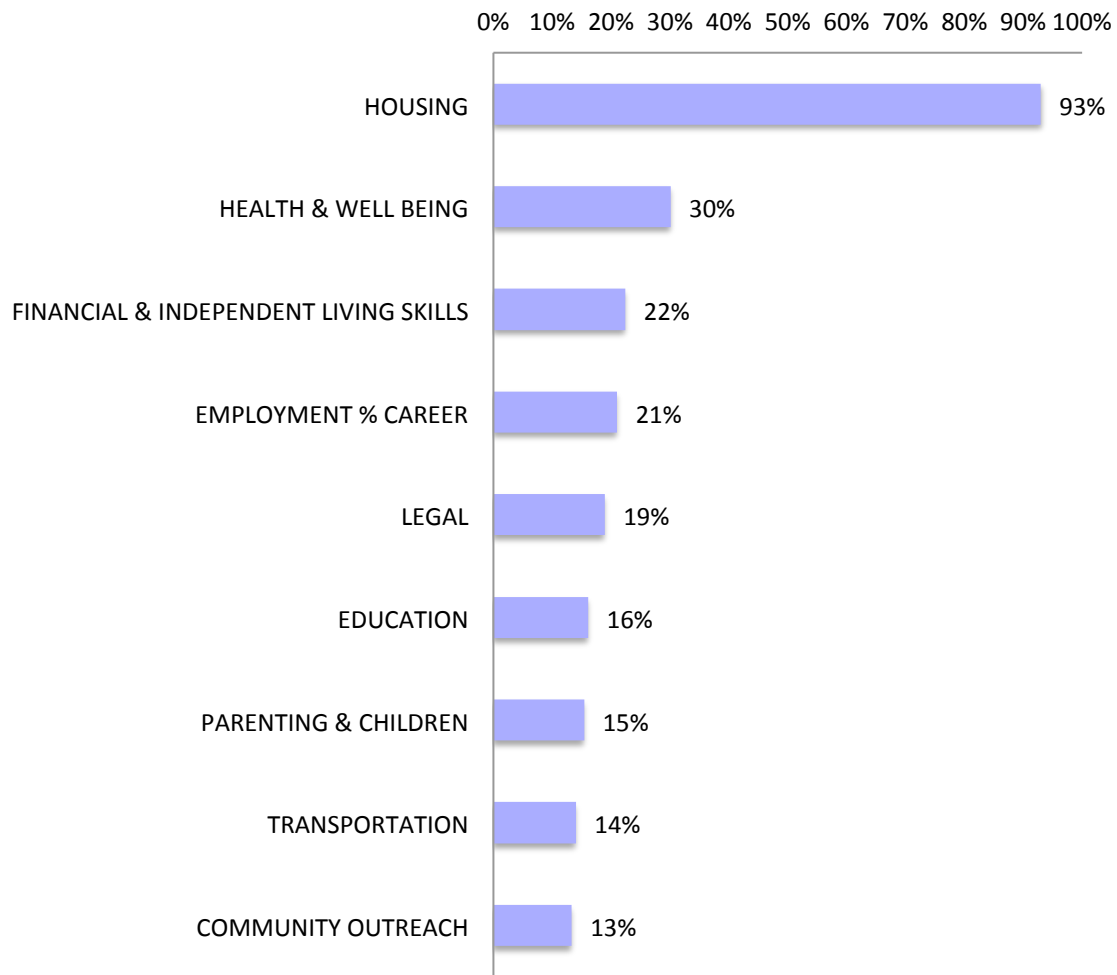
The scope of services provided by the four Housing First cohort agencies was broad because the services survivors were requesting were broad. To remain in or obtain permanent housing, it is necessary for survivors to navigate the financial landscape that is continuously throwing obstacles into their path that have the potential to prevent them from paying their rent or mortgage. In addition to poverty and economic injustice, survivors experience repeated trauma from the abuser’s tactics of sabotage aimed to defeat the survivor’s efforts to get ahead. The Housing Advocate and a flexible funding structure allows survivors to not be “taken down” by these obstacles. The chart below shows the range of services that were requested by survivors upon intake into the Housing First program.

Aside from housing (93%), the top services requested were health and well-being (30%), financial and independent living skills (22%) and employment and career (21%).



### Areas that survivors identified AT INTAKE as priorities

(n=143) (Note: Only clients who entered program between 9/1/09 through 4/15/11 are included in this figure)



DV Housing First agencies have emphasized that even the clients who are categorized as “light touch,” need help every once in a while to stay on track with making their housing payment. The combination of a specialized housing advocate who can utilize resources in a flexible manner and who understands DV dynamics, allows for clients to rely on the program for assistance over time as a buffer to the pitfalls that can so quickly result in losing one’s housing.

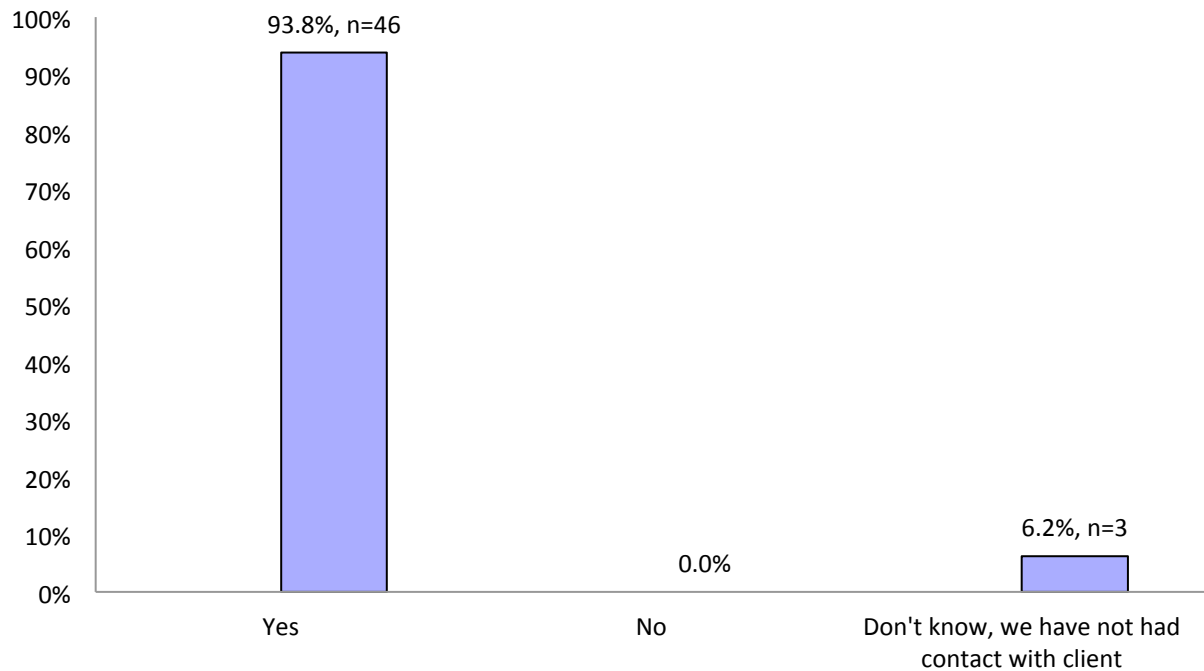
The rates of housing retention speak for themselves. The charts below show that almost all survivors (93.8%) who were helped by the DV Housing First program remained in their housing six months after obtaining housing (or starting to work with the DV Housing First program if they entered the program with housing)<sup>3</sup>. The majority of these survivors (80.4%) remained in

<sup>3</sup> As noted previously, the intake process, and therefore the number of families being counted was emergent and more closely followed after the first two quarters of the project funding. The percentage of

housing after twelve months. The periodic advocacy and/or financial assistance provided by the DV Housing First advocate has been essential to these housing retention rates.

**Clients who remained in permanent housing 6 months after her/his intake into DV Housing First services**

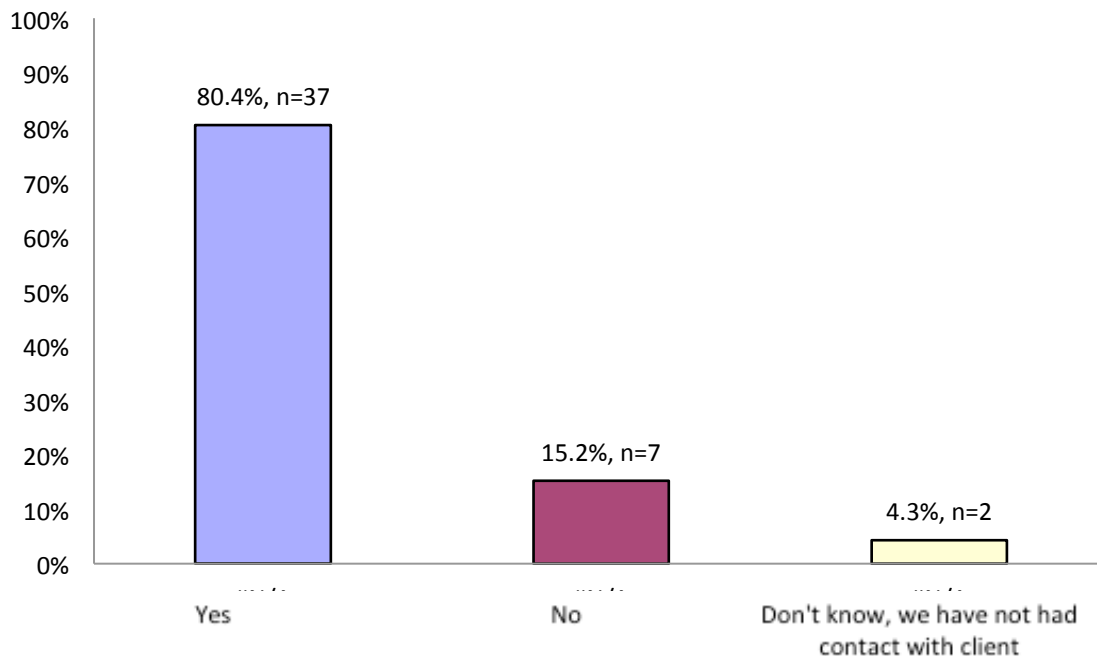
(Note: Only clients who entered program between 9/1/09 through 4/15/11 are included in this figure)



families in each respective chart is accurate, although the numbers may fluctuate, depending on the analysis and the time period that is covered.

### Clients who remained in permanent housing 12 months after her/his intake into DV Housing First services

(Note: Only clients who entered program between 9/1/09 through 4/15/11 are included in this figure)



## Systems-level Successes

Systems-level successes identified by WSCADV staff include:

- ✓ The Washington State Department of Commerce now has a statewide HMIS database that includes entries with non-personally identifiable information which may include survivor numbers without compromising privacy and confidentiality.
- ✓ **Better understanding of “informed, written consent” by housing/homeless organizations and funders** within the scope of trauma-informed services. **It’s about respect for privacy, not just protecting someone’s identity or safety.** The state law relating to “informed, written consent” to share personally identifying information in a data base, often accessible by other agencies, was preserved, but was amended to give the option for verbal consent over the phone to share contact information with another organization for entry into services. Written consent may be given at the first face-to-face appointment.
- ✓ **Awareness of the need for domestic violence training among housing/homeless organizations at all levels across the state.**

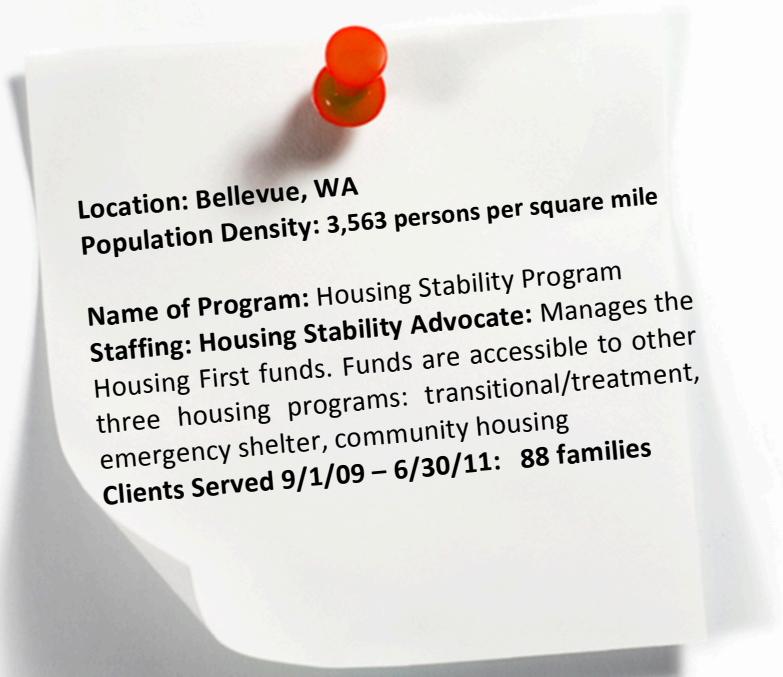
- ✓ **Inclusion of domestic violence agency feedback and survivor needs in the development of coordinated entry systems at the state and county level.**
- ✓ **Educating funders and service providers about the advantages of a flexible structure for tailored services and financial assistance to cost-effective, efficient services that include homelessness prevention for DV survivors.**
- ✓ **Informing the field and policy makers about the how Housing First approaches can be adapted for DV survivors, including, Seattle City Council, Ending Family Homelessness Conference (Oakland, CA), Ending Homelessness Conference (Washington D.C.), Washington State Coalition for the Homeless Conference (Spokane), and the SW Regional Hope & Justice Conference**

## Case Studies



## Eastside Domestic Violence Program

*"[This project] is the final piece in the full continuum of comprehensive services and programs that we offer...we can help anyone who walks through the door"*



**Location:** Bellevue, WA  
**Population Density:** 3,563 persons per square mile  
**Name of Program:** Housing Stability Program  
**Staffing:** **Housing Stability Advocate:** Manages the Housing First funds. Funds are accessible to other three housing programs: transitional/treatment, emergency shelter, community housing  
**Clients Served 9/1/09 – 6/30/11:** 88 families

### This Is What Comprehensive Services Looks Like

Eastside Domestic Violence Program (EDVP) has set itself apart from other domestic violence service providers since the day it opened in 1982. They have always strived to operate from a survivor-driven approach, and have one of the most comprehensive housing advocacy programs in place. For example, EDVP has four distinct housing programs that operate concurrently with one another, when needed. They have an emergency shelter, community housing, transitional/chemical dependency housing, and the Housing First project. Interestingly, prior to the Housing First project, staff felt that something was missing from their scope of housing services. Survivors were still being turned away because they weren't chemically dependent, or did not need or want emergency housing. The flexibility of Housing First funds has allowed them to connect their housing programs more completely and help almost every survivor who comes to their door. All of the housing program directors participated in the staff focus group and expressed how vital the Housing First funding was to providing comprehensive services. The transitional/chemical dependency housing

**"Having the ability to do direct placement in permanent housing really is the ideal approach for many, many survivors, and this [program] gives them that opportunity"**  
– Housing Provider

director explained that survivors “do chemical dependency treatment onsite as well as DV support and education, so when they’re ready to move out, they’re really ready to go forward and become self-sufficient...because of the Gates [Foundation] money many of these women have been able to put down payments on apartments and become financially stable in a way that they wouldn’t have been otherwise.” The emergency shelter director described seeing “residents who just need a little extra help to be able to get out and get housing.” She connected the Housing First support to survivors “not [continuing to] go through the shelter or transitional housing system because of that help.”

**“One of our Executive Director’s goals is to help anybody that comes to us and to have that final piece in place really gives us the full complete continuum.”**

**– Staff**

At EDVP, short-term financial support has been identified as “the missing piece” in their ability to provide comprehensive services to domestic violence survivors. One of the community advocates explained that they “sometimes have folks that don’t necessarily want or have the space for long-term support right now but still need the support with our housing.” Another staff person shared that she thinks “the Housing Stability Program is just the final piece in the full continuum of comprehensive services and programs that we offer, and it really makes EDVP stand up above the crowd showing we have that full continuous services, that any person that walks through the door we can help.”

One of the distinguishing features of the housing support that EDVP provides is the availability of a chemical dependency transitional housing program. According to the Director of this program, the Housing First funding has helped “give the extra housing support to help women make clean and sober choices” that keep them safe and stable. The Transitional Housing Advocate added that:

**“Just because you’ve gotten clean and sober, and now you know about the dynamics of domestic violence and how to keep yourself and children safe, that’s wonderful, but it’s not enough to keep a woman safe.”**

**– Transitional Housing Advocate**

### **Housing Providers Also Benefit**

In the eyes of a housing provider, the role of the housing advocate is seen as essential to assuring the follow-through of the survivor. In the eyes of a survivor, the housing advocate helps ensure that s/he is treated fairly and is not discriminated against because she is a survivor of domestic violence.

Housing providers who have contact with EDVP and their clients have noticed a change in the comprehensiveness of their services. One of EDVP’s longstanding housing partners expressed how vital EDVP’s comprehensive services are to keeping women and children safe in their community. She explained, “[EDVP is] most groundbreaking in that they take clients where they are. They don’t expect clients to have to meet every expectation of an ideal survivor. They really look at wherever that person is, and they develop the whole spectrum of support to meet that person’s unique needs.”

EDVP looks at what the unique needs are of the survivors of domestic violence and when it is appropriate for a person to go immediately from their existing situations – often situations of violence – straight into the permanent housing and be given all of the supports that they need.

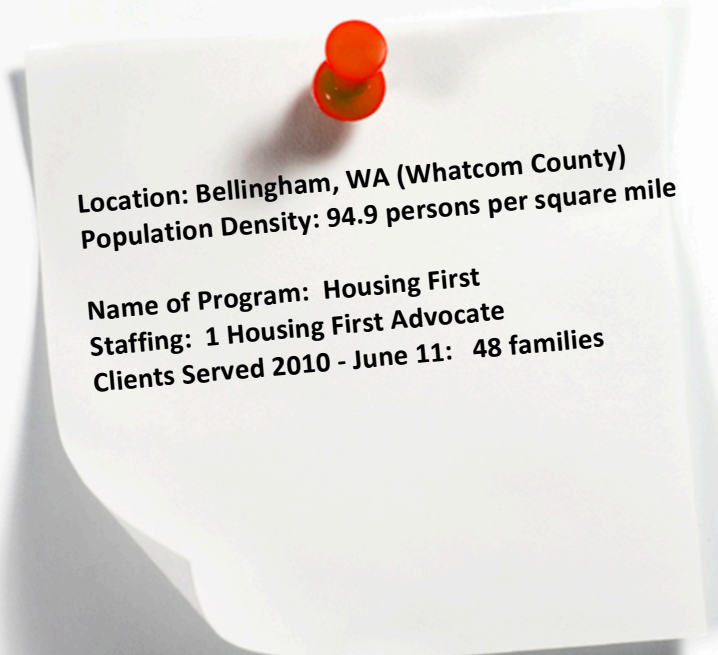
**“One of the key things that EDVP has done is to try to remove barriers to people getting access to permanent housing, and to not require them to go through all of the different preliminary steps in order to get housed.**

**– Housing Provider/Partner**



## Womencare

*"It's not a side door. It's another point of access to the homeless service center system."*



Location: Bellingham, WA (Whatcom County)  
Population Density: 94.9 persons per square mile  
Name of Program: Housing First  
Staffing: 1 Housing First Advocate  
Clients Served 2010 - June 11: 48 families

The writing of Whatcom County's ten-year plan to end homelessness resulted in a strong conviction by service providers to utilize their scarce resources wisely and design a coordinated single-point-of-entry intake system for the county. Womencare operates within this network of housing service providers, which is organized by Whatcom County Homeless Services. The purpose of the network of partner agencies is to provide supportive services to people, most of whom are homeless, and help them to obtain permanent housing. Each partner agency serves a specialized population, and in 2009, Womencare entered this partnership to fill the service niche of women and children who had experienced domestic violence. The partnership between the county Homeless Service Center and Womencare is so solid, that the director of each agency co-wrote the proposal to fund the Housing First program, and both attended the Housing First cohort meetings in Seattle, Washington.

The majority of clients served by Womencare's Housing First project are approached by the housing advocate while in the agency's domestic violence emergency shelter. Although some of their clients come from other community locations, it is an important clarification that not all clients do. When interviewed, the partners were clear in explaining that

**"Womencare Shelter does intakes for the homeless service center program, so it's really not a side door. It's another point of access to the homeless service center system."**

**- Housing Provider**

Womencare does intakes for the County Homeless Service Center, but Womencare is seen as another point of access to the services system, not a side door.

### **It's possible to have strong partnerships with housing providers while maintaining survivor safety**

A distinguishing feature of Whatcom County is the extent to which survivors' identities are protected within the housing services system. For example, the realty company to which rent payments are made by clients who have experienced domestic violence is a fictitious name, so that it is not traceable to those outside of the system. Partners recognize the loss of data for tracking purposes, but the safety of the survivor is seen as paramount. One of the benefits of the coordinated network of providers is that the HMIS form includes a separate check box for clients who are victims of domestic violence. Any one of the points of entry into the housing system in Whatcom county will flag a domestic violence survivor and connect him or her with Womencare's housing advocate.

The survivors who participated in Womencare's Housing First program were particularly vocal about the strong connection between having a housing advocate and their ability to overcome significant barriers to obtaining permanent housing. For example, one survivor was able to overcome felony convictions due to abuse, not having children, not having a co-signer and chemical dependency and rented an apartment. Another survivor was involved with Child Protective Services, and was told that her children would not be returned to her custody until she had a two bedroom home, which was prohibitive based on her income level and the lack of affordable housing in the area. The housing first advocate was able to work with housing providers and help this survivor get into a four-bedroom apartment. Her children were soon able to come home full-time.

**"We had a procedure for landlord checks that included the name and address of the unit on the check. For domestic violence clients, it wasn't appropriate to put the name and the address on the checks, so we just put the address, so when the landlord gets the check they know the unit that the check's for, but in case somehow, someone else saw it, it wouldn't have the name of the victim and the address."**

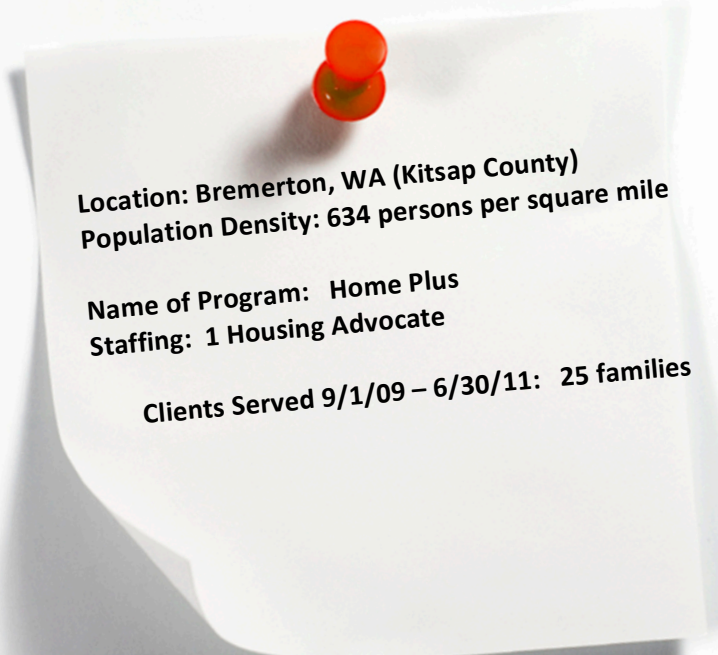
**- Housing Provider**

**"February is cold living in a car, yeah, it's rough. And I didn't do anything wrong to get there which is the saddest part...but I came from that to doing a dual degree in school all because of Womencare and how they network with all these other places, groups in our town. It's pretty amazing."**

**- Survivor**

## YWCA of Kitsap County

*"We started off this project by actually doing some orientating of ourselves"*



**Location: Bremerton, WA (Kitsap County)**  
**Population Density: 634 persons per square mile**  
**Name of Program: Home Plus**  
**Staffing: 1 Housing Advocate**  
**Clients Served 9/1/09 – 6/30/11: 25 families**

### Becoming Survivor Driven

When the YWCA started the Housing First project, it was managed in a way that was very rigid and did not allow for much open-ended thinking about what a survivor could or would want to maintain her stability. Gradually, staff realized that the flexible funding was a benefit and allowed them to better meet the survivor where she was at, rather than prescribing the available resources. Since starting this project, the YWCA has become one of the more progressive agencies in the state and is now operating from a survivor-driven perspective.

**"To actually incorporate the concept of survivor-driven in our everyday world was a challenge for us. We are, as advocates, quite used to helping people develop action plans and saying, "Okay, this is what you should do to make that happen. But when that was reversed and [survivors] were telling us, "This is what we wanna do to make it happen," we had to learn what that meant.**

**- Staff**

As with other Housing First cohort agencies, one on one conversations between the housing advocate and the survivor led to the discovery of resources that were needed for a survivor to become self-sufficient and gain housing stability. Staff gave a particularly enlightening example

of this shift in their thinking about available resources. On paper, one of the resources that was provided for with Housing First funding was the cost of a driver's license. Staff noted that getting a driver's license is not traditionally connected directly to housing. However, it was for this particular survivor, who needed to drive from one end of the county to the other just to keep a job that would help her continue to pay her bills and remain in stable housing. Staff soon realized that they could also offer other helpful resources – like paying for driving lessons. Staff described this as “one small step forward for her getting some independence and moving forward to be able to know ‘I don't need to rely on anyone, I can do this myself.’ It's been fantastic having that flexibility with the funding to be able to do those things that we never would have been able to do before.”

Staff added that the fact that the survivor can turn to a DV agency for smaller cost items, helps reduce her reliance on the abuser for resources that he may use to control her: “It ends up facilitating [a survivor's] ability to not rely or feel pressured to possibly return to their abuser for things. You know, for the ability to get around. Taking the children to daycare, going to classes, searching for a job. All of those things, just going to the doctor, even. I think that just alleviates one more piece of pressure on that person to try to do everything all alone, you know?”

**“More than anything you just want to make sure that you and your children have a place to live. You know? So I mean I would lay awake at night and crunch numbers.”**

**- Survivor**

One survivor also described the importance of Housing First help with maintaining her credibility within various systems of response who did not understand the connection between stable and safe housing and a survivor's ability to cooperate with the prosecution of the abuser. She noted, “when I was dependent on his child support, he could

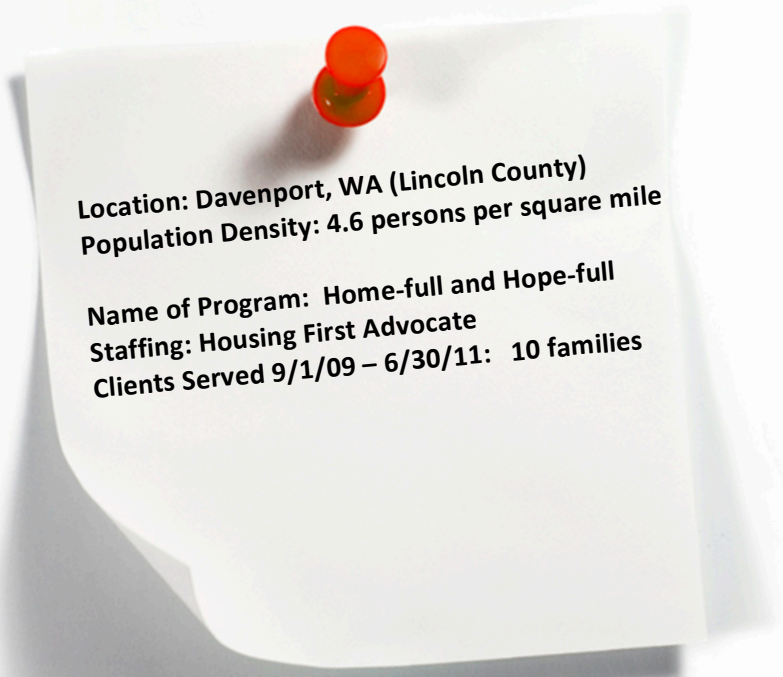
use the fact that I was dependent on that money for my housing to put me in places where I wasn't safe. Like he might say, ‘Well come to meet me to get the child support.’ And I would have to pay my rent, so I would go meet him to get the child support, and that would give him another opportunity to abuse me. It would also give me another opportunity to lose credibility with the police and other people. Because they would say, ‘Well, why would you put yourself in that position?’” The Housing First approach truly prevents a survivor from having to rely on the financial support of an abusive partner for retaining their housing.

**“Just being able to have that support of being able to go and say, ‘Look, I know my credit's horrible. I know that I make \$600 a month and that I have two mangy cats which are the only things my kids have had.’ Keeping those cats, as ridiculous as it sounds, was hugely [important] to me. [DV Housing First] helped us find a place where my kids could keep their cats and helped me work with the landlord on my credit issues. I often am rolling quarters for gas or for laundry. So just knowing that there's someone you can call and say, you know, ‘I'm short this month. Can you help me with this?’ You just can't say what that does for a person, and I mean I just feel like a 750 pound rock has been lifted off my shoulders.”**

**- Survivor**

## Family Resource Center of Lincoln County

*"Now, we're able to really find out for the first time what, really, the barriers have been"*



Location: Davenport, WA (Lincoln County)  
Population Density: 4.6 persons per square mile  
Name of Program: Home-full and Hope-full  
Staffing: Housing First Advocate  
Clients Served 9/1/09 – 6/30/11: 10 families

As the most rural agency in the cohort of this project, the Family Resource Center has always served as the central agency for providing family and social services for Lincoln County. Staff often comment about the ease with which they communicate and share resources, from one desk to another or down the hall. The Housing First project fit well into their agency's approach of survivor-centered advocacy. However, staff quickly uncovered many assumptions that were challenged when implementing a program with such flexible funding.

**"We were just piecemealing before... taking some of the gravel without looking at what the real big rocks were that were in the way because we didn't even think of asking those type of questions"**

**- Housing Advocate**

The housing advocate had the flexibility to sit down and get to know each client and determine with her the appropriate resources to help her achieve or maintain housing stability. This "open" way of exploring options has spread to the domestic violence advocate, who has also started to think in more open-ended ways. Their prior approach to questioning was "do you want to know

about..." which staff soon realized was a limited way of providing services. Now all advocates have started thinking of barriers that have to do with price tags, and try to eliminate them.

## It's The Small Things That Count ... or It's Not Just Paying the Rent

In Davenport, it was noticeable that all of the clients we interviewed for the case study commented about their psychological well-being and sense of stability that was tied to small financial benefits provided by the Home-full and Hope-full program. Within just five or six months of working with the Family Resource Center, survivors experienced a level of change or growth that was on a deep, psychological level, and related to a feeling of dignity or self-worth. While Housing First funds were sometimes used to help cover rent, a major way they have assisted survivors is by covering the “small stuff” so that survivors could focus on paying for their housing and getting back on a budget. For example, one client was finishing a nursing program, and needed to buy scrubs and pay for her certification prior to starting a new job that would cover her rent. A small amount of Housing First funds was used to help her get the supplies she needed to start her job and maintain her housing stability.

The flexible nature of the funding for the Housing First program is directly responsible for providers being able to help a survivor improve her or his psychological well-being in a real sense, rather than a curricular sense. Many domestic violence agencies have recognized the importance of helping a survivor improve her self-esteem or sense of self-worth, but are usually restricted to offering a class or support group, as opposed to offering a financial solution. In Davenport, survivors can very quickly gain their self-esteem back after being in an abusive situation if they're just given basic living necessities or given the chance to feel dignified again.

**“That's all [survivors] need is another class on top of everything else that's being required of them...and being a small county, it's difficult to find enough folks together to have a class”**

**- Housing Advocate**

## Appendix

# Housing First Intake Form

## Intake Information

### Intake Information

PLEASE ENTER INFORMATION FOR ALL CLIENTS YOU HAVE SERVED IN THE PAST 3 MONTHS IN THE HOUSING FIRST PROGRAM, WHETHER OR NOT YOU ARE STILL WORKING WITH THEM OR HAVE ENTERED INTAKE INFORMATION FOR THEM IN THE PAST. If you have already entered intake information for a client, you will be automatically skipped to a shorter form. Thank you for your patience!!

\*

#### Your agency:

- ☐ Womencare  
☐ YWCA  
☐ EDVP  
☐ Davenport

\*

#### Client Number:

\*

#### Are you entering information for this client for the first time?

- ☐ Yes  
☐ No

## Demographics

\*

#### Date of program entry:

Intake date      MM      DD      YYYY  
 /  /

## Living Situation



## Housing First Intake Form

**\* What was her/his living situation when s/he first came into contact with the Housing First program?**

- ☐ Rent
- ☐ Own
- ☐ Shelter/Voucher
- ☐ Homeless
- ☐ Other (please specify)

**\* Did s/he have permanent housing when you started working with her or him (intake)?**

- ☐ Yes
- ☐ No

## Income and Demographics

**\* What is her/his approximate monthly household income? (Do not include food stamps, but include other sources of income)**

**\* Please list her/his current sources of income:**

**\* Please complete the following additional information:**

	Age	Race	High school diploma?	Currently in school?	Marital Status	Prior shelter for DV?	Disability?
Client/Survivor	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional information

# Housing First Intake Form

## The abuser is:

- ☐ Current spouse
- ☐ Former spouse
- ☐ Current co-habitant
- ☐ Former co-habitant
- ☐ Child
- ☐ Dating Partner
- ☐ Parent
- ☐ Unknown

Other (please specify)

\*

## Does this client have additional household members?

- ☐ Yes
- ☐ No
- ☐ Unknown

## Household Member Demographics

\* Please complete the following for each person with whom the client either currently lives or who intend to live with the client once housing is secured.

	Age	Race	Child of the client?
Person 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Person 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Person 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Person 4	<input type="text"/>	<input type="text"/>	<input type="text"/>
Person 5	<input type="text"/>	<input type="text"/>	<input type="text"/>
Person 6	<input type="text"/>	<input type="text"/>	<input type="text"/>

Other (please specify)

## Comments

# Housing First Intake Form

## Services at Intake

### \* Select the areas that the participant identified AT INTAKE as priorities.

- |  |  |
|--|--|
| <input type="checkbox"/> <b>HOUSING</b> (Type, Cost, Utilities, Phone, Safety, Basic Maintenance)  | <input type="checkbox"/> <b>EMPLOYMENT &amp; CAREER</b> (Job, Apprenticeship, Employment History, Ability to Work)                           |
| <input type="checkbox"/> <b>TRANSPORTATION</b> (Bus Pass, Vehicle, Maintenance, Insurance, Driver's License, Bicycle)  | <input type="checkbox"/> <b>COMMUNITY OUTREACH</b> (Groups, Friends, Organizations, Faith Community)   |
| <input type="checkbox"/> <b>LEGAL</b> (Court Fines, Child Custody, Divorce, RO, Probation/Parole, Treatment)   | <input type="checkbox"/> <b>PARENTING &amp; CHILDREN</b> (Skills, Emotional Needs, Physical Needs, Child Care, School, Counseling)           |
| <input type="checkbox"/> <b>FINANCIAL &amp; INDEPENDENT LIVING SKILLS</b> (Income, Food Stamps, Credit History, Rental History, Bank Accounts, Debts, Budgeting) | <input type="checkbox"/> <b>HEALTH &amp; WELL BEING</b> (Emotional, Counseling, Medical, Dental, Nutrition, Addictions, Fitness, Having Fun) |
| <input type="checkbox"/> <b>EDUCATION</b> (GED, High School Diploma, Job Training, Classes, Conferences)   |  |

## Currently in permanent housing

### \* Is s/he currently in permanent housing?

- ☐ Yes, s/he had permanent housing when s/he came to Housing First, and has retained housing
- ☐ Yes, s/he obtained permanent housing through Housing First efforts, and is still in permanent housing
- ☐ Not yet, we are working on it currently
- ☐ No, s/he obtained permanent housing through Housing First efforts, but is not still in permanent housing

## Kind of Housing

### \* What kind of housing was s/he able to obtain?

- ☐ Subsidized / Section 8
- ☐ Fair Market
- ☐ Other Low Income
- ☐ Other (please specify)

## Housing at 6 month

## Housing First Intake Form

**\* Was this client still in permanent housing 6 months after their intake into Housing First services?**

- ☐ Yes
- ☐ No
- ☐ Don't know, we have not had contact with client
- ☐ Not applicable, client started Housing First services within past 6 months (less than 6 months ago)

Comments

## Housing at 12 month

**\* Was this client still in permanent housing 12 months after their intake into Housing First services?**

- ☐ Yes
- ☐ No
- ☐ Don't know, we have not had contact with client

## How long in housing

**\* How long was the client in permanent housing?**

## Not in permanent housing

## Housing First Intake Form

**\* If this client is not in permanent housing, which of the following describes her or his housing situation?**

- ☐ Emergency shelter
- ☐ Transitional housing
- ☐ In Treatment
- ☐ In Other Institution
- ☐ Living temporarily with family/friends
- ☐ Unknown
- ☐ Other (please specify)

### How long working with client 2

**\* As of TODAY, about how many weeks has the Housing Advocate worked with this survivor/client?**

**\* As of TODAY, about how many weeks has this survivor/client had contact with your agency?**

### How long working with client

**\* About how many weeks did it take for this client to secure permanent housing?**

### Level of Services

## Housing First Intake Form

**\* How would you describe this client/survivor in terms of need for Housing First services?**

- ☐ **Light touch** - Simple, discrete needs that are met quickly. Client is not seen/helped after this need is met. For example: one month rent, child care, install locks, pay for utilities, pay for diploma)
- ☐ **Medium touch** - Discrete needs met as above, PLUS client is connected with some of the services of your agency, such as support groups, counseling, HOUSING is sought after and obtained relatively quickly, etc.
- ☐ **High need** - All of the above, PLUS long term planning with advocate is needed to obtain housing, improve financial situation, safety, etc.

Comments

**\* Has your agency stopped providing Housing First program services to this client? (EXITED the Housing First program)?**

- ☐ Yes
- ☐ No

## Exit Only

**\* Date of program exit or last Housing First program services received:**

Date      MM      DD      YYYY  
 /  /

# Housing First Intake Form

**\* Which of the following was the client/survivor able to accomplish by the time s/he EXITED the Housing First program at your agency?**

	Yes	No	N/A
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial & Independent Living Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment & Career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting & Children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health & Well-Being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coping skills / self-sufficiency increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessed counseling for herself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending support groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made a safety plan for herself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made a safety plan for her children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**\* Were the majority of this survivor/client's needs met?**

☐ Yes

☐ No

Comments

## Other comments

**Do you have any other comments?**

**Last Page**

# Housing First Intake Form

Do you have more participants to enter?

If **YES**, select **"ENTER NEXT INTAKE"** below and you will be taken to the first page of the intake form to enter information for the next client.

If you are finished entering intake information for all clients, click "DONE entering intakes" in the upper right corner or close this browser window.



# DV Housing First Project Quarterly Check-In July 2011

## Introduction

### Welcome to our third quarterly check-in of 2011!

- Please provide information about the last 3 months of the project (April - June 2011).

Please complete this check-in by COB Friday, July 22.

If you have any questions contact Ankita at [ankita@wscadv.org](mailto:ankita@wscadv.org) or 206-389-2515 x207.

\*

#### 1. Agency:

- ☐ Womencare
- ☐ YWCA
- ☐ EDVP
- ☐ Davenport

\*

#### 2. Your Information

Name:

Email Address:

Phone Number:

## Finding Housing

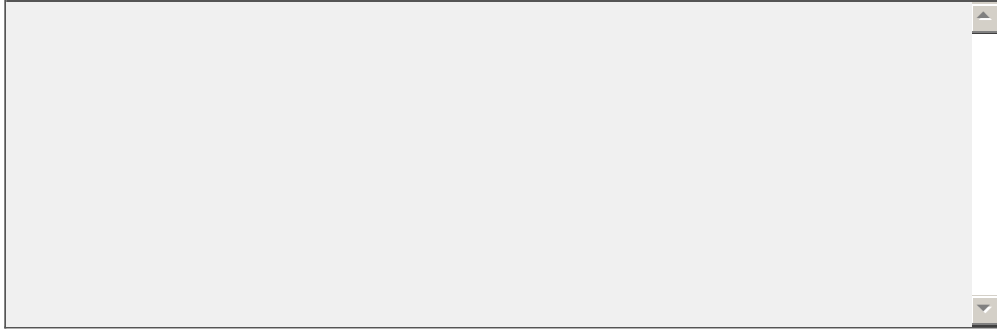
### Successes and Challenges:

#### Finding Housing

- \* 1. Please describe at least one success you experienced during the last 3 months *when finding housing with/for program participants.*

## DV Housing First Project Quarterly Check-In July 2011

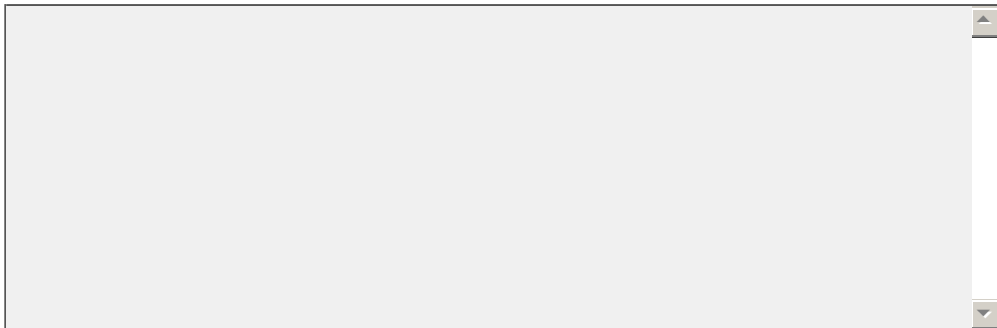
- \* **2. Please describe at least one challenge you experienced during the last 3 months when finding housing with/for program participants.**



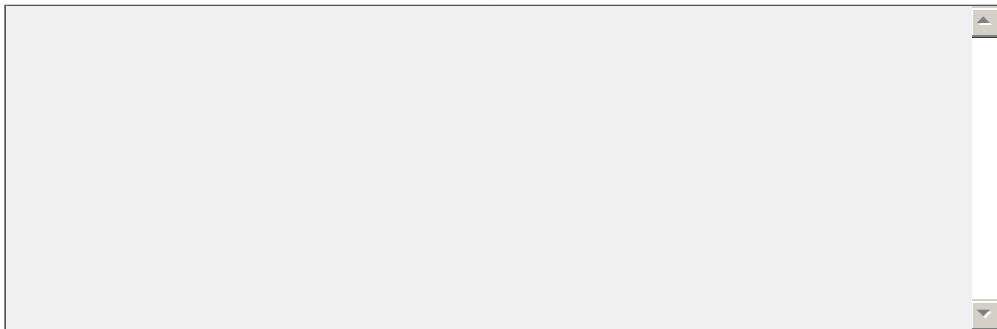
### Retaining Housing

#### **Successes and Challenges: Retaining Housing**

- \* **1. Please describe at least one success you experienced during the last 3 months when working with program participants to retain housing.**



- \* **2. Please describe at least one challenge you experienced during the last 3 months when working with program participants to retain housing.**



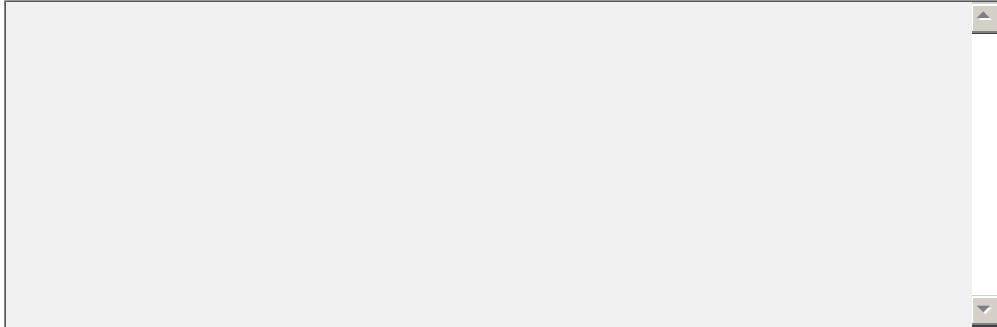
### Working with Public Housing Agencies

## Successes and Challenges:

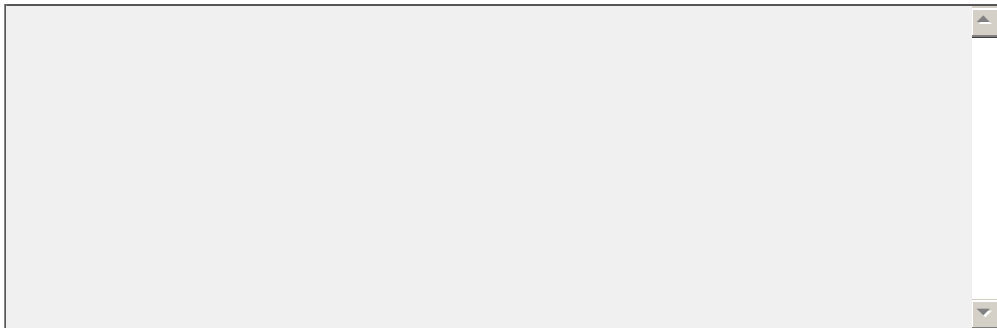
### Public Housing

Note: For this project, public housing refers to government funded housing, such as HUD

- \* **1. Please describe at least one success you experienced during the last 3 months when working with public housing agencies.**



- \* **2. Please describe at least one challenge you experienced during the last 3 months when working with public housing agencies.**



### Working with Private Landlords

## Successes and Challenges:

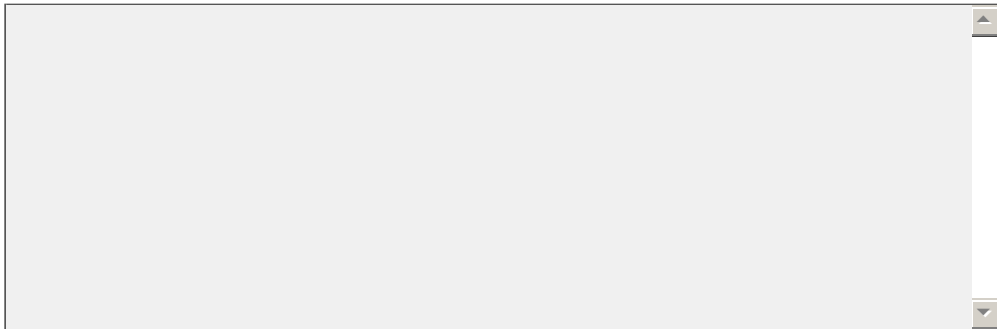
### Private Landlords

## DV Housing First Project Quarterly Check-In July 2011

- \* 1. Please describe at least one success you experienced during the last 3 months *when working with private landlords or housing groups.*



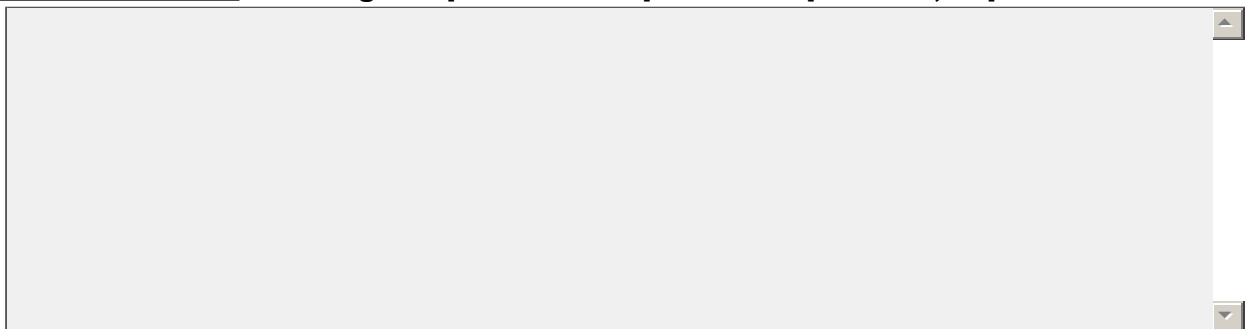
- \* 2. Please describe at least one challenge you experienced during the last 3 months *when working with private landlords or housing groups.*



### How is Housing First for Survivors Unique?

#### How Is This Project Unique?

- \* 1. In the past 3 months, what are some ways that you have provided services that are *unique* from the way that survivors of domestic violence access services within the general homeless population? In other words, how is this project unique for domestic violence survivors? Please give specific examples and if possible, a quote from a survivor.



# DV Housing First Project Quarterly Check-In July 2011

## 2. Do you have any other comments?

## Wraparound Services

### Wraparound Services

We would like to know what other services your clients are accessing through other parts of your program or at other agencies. This is to get a sense of where systems could change to make this easier.

- 1. Please help us track the partnerships you are building with agencies in your community. This is general information that is not tied to any particular participant. It's especially important for us to know about partnerships with housing/homeless providers.**

Name of organization (separate with commas)

Service type (housing, legal, thrift shop, etc.)

How long has your agency partnered with each of these organizations?

## 2. Do you have any other comments?

## Keeping Track: Program Participants

### Keeping Track: Participants

Note: This page is an OVERVIEW of the services you have provided. You will enter more detailed client intake information in a later section. Thanks!

# DV Housing First Project Quarterly Check-In July 2011

\*

## 1. Please list the number of people who:

Completed the intake or screening process between October 2009 - June 30, 2011:  
(entire project period)

Entered the program between October 2009 - June 30, 2011: (entire project period)

\*

## 2. Please list the number of people who:

Completed the intake or screening process between April 1, 2011 and June 30, 2011: (third quarter of this funding year)

Entered the program between April 1, 2011 and June 30, 2011: (third quarter of this funding year)

## 3. Please select the reason(s) that survivors have been prevented from participating in the program.

	Income	History of DV	Housing Status	Safety Concerns	Criminal History
Survivors who were screened out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Survivors who were screened in/completed the intake process, but who did NOT enter the program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

\*

## 4. What tools are you using to insure safety? What other tools are needed?

\*

## 5. In your own words, please explain the following:

**What would help you be able to screen people into the project?**

**What would this project look like if it could accommodate survivors with a variety of different issues?**

## Communications

## DV Housing First Project Quarterly Check-In July 2011

- \* **1. Please let us know how you intend to use the Quarterly Check-In Newsletter for messaging and communications. We want this to be a tool for you to show your audience about the importance of the Domestic Violence Housing First Project.**

### Thank You

Thanks for completing the check-in! Your lead advocate has been emailed a link to enter intake information for clients.

Evaluation Site Visit  
Discussion Questions for Survivors  
Draft 5-20-11

- ✓ First, please describe your experience of finding housing and working with \_\_\_\_\_ (housing advocate). (Probe: What are specific things that you and the advocate have worked on?)
- ✓ How well have your needs been met since working with \_\_\_\_\_ (housing advocate). Please give examples. (Probe about children's needs)
- ✓ How have you changed as a result of participating in the Housing First project? Please give specific examples.
- ✓ What are some of the challenges you have faced while trying to secure housing?
- ✓ What are some things that have surprised you while working with \_\_\_\_\_ (housing advocate)?
- ✓ Any words of advice for other women (or men) who are in a situation similar to yours?

If we have time, but this one may be too projective:

- ✓ If you had not started working with \_\_\_\_\_ (housing advocate), where would you be now? Where would you be living?



Evaluation Site Visit  
Discussion Questions for Staff  
Draft 5-20-11

- ✓ First, please describe your role on this project
  
- ✓ How well do you think this project served the needs of survivors and their children?  
Please give examples.
  
- ✓ What are some of the innovative/successful ways in which you have been able to use these project funds/administer this project?
  
- ✓ How has your agency changed as a result of participating in the Housing First project?  
Please give specific examples.
  
- ✓ What are some ways that this project has been challenging?
  
- ✓ What are some ways that this project has surprised you?
  
- ✓ What are one or two things you would change to improve the project?