

NCHP

Housing for Hero's

2019 Annual Performance Improvement Report

NCHP strives to continuously improve the services provided and business functions in order to improve the outcomes for the Veterans served. To meet this goal, NCHP has implemented a quality improvement (QI) program to objectively and systematically collect data, and use the data for performance improvement, and a function of the QI program is to review the past year to identify areas the agency is exceeding the goals, and any areas in need of improvement, and to identify any extenuating factors that may have impacted the outcomes.

In 2019, the measures used by HFH have been revised and this year will be used to collect data and establish baseline measures. The baseline measures will be used to establish goals and objectives for 2020. We view this an opportunity to revamp our QI program, and have clear measureable objectives for a multitude of indicators. For each measure the management team will review the data quarterly data, and if the measure is decreasing, the management team will review the reasons and identify if a performance plan is indicated.

The following areas will be reviewed:

- Collection of data on persons served:
- Category 1: Homelessness Prevention and Category 2: Rapid Re-Housing (effectiveness of the services)
- Veteran satisfaction (experience of services)
- Veteran rights violations (experience of service)
- Time from referral to first contact (access to service)
- External audits (business function)
- Incident report tracking

Collection of data on persons served:

In 2019, HFH served the 235 Veterans. NCHP: contract count was 208.

Total Veterans: 235

Male: 207 Female: 28

White: 193 Black/African American: 29

American Indian or Alaskan Native: 3

Native Hawaiian: 3 Multiple Race: 3

HFH has a wide array of outreach efforts to engage a wide array of Veterans, the efforts include, but not limited to, fliers, community events, VA contacts, through other social service and medical agencies. The outreach efforts are reviewed in the management team meeting to ensure the contract requirements are met or exceeded.

Category I and II:

The HFH Category 1, Homeless Prevention as required by the VA is 90% housed, for Category 2, Rapid Rehousing, rate is 80%.

In 2019, the HFH achieved Category 1 at 100% and Category 2 at 89.94%

In 2020, the objective will remain the same and the data will be reviewed quarterly in the management team meetings.

Veteran satisfactions:

The VA administers the Satisfaction Survey through an established web-based site platform. Results are provided to NCHP quarterly and the Satisfaction Survey covers a wide array of measures and HFH made the decision to focus on: overall satisfaction; the Veteran was involved in the housing plan; the housing plan is a good fit; and assistance with obtaining health care.

The baseline measure for overall satisfaction is as follows:

Rating	Percentage
Excellent	33%
Above Average	39%
Average	17%
Below Average	7%
Poor	4%

The goal for 2020 is to improve the overall satisfaction to an average score for 94%, the data will be collected from the veterans who completed the VA Satisfactions Survey, the management staff will review the quarterly results.

The baseline measure for Veteran in involvement in the housing plan is as follows:

Involved in plan	Percentage
Yes	86%
No	14%

The goal for 2020 is to improve the Veteran involvement score to 91%, the data will be collected from the veterans who complete the VA satisfaction Survey, the management team will review the data quarterly.

The baseline measure for the housing plan was a good fit is as follows:

Housing Plan a Good Fit	Percentage
Yes	96%
No	4%

The goals for 2020 is to maintain the current score, the data will be collected from the veterans who complete the VA Satisfactions Survey, and the data will be reviewed quarterly.

The baseline score for assistance with Veterans for healthcare is as follows:

Assistance with medical	Percentage
Yes	100%
No	0%

For 2020, an objective will not be developed. The management team will monitor this score for any slippage.

Veteran's rights:

In 2019, HFH had no Veteran's or outside agency personnel bring a rights violation forward. The objective for next year will be as follows:

In 2020, HFH will have zero (0) rights violations of veterans served in the program substantiated, this measure will be reviewed quarterly in management meetings. The data will be tracked by the program coordinator in each region and the data will be collected by report from Veterans or any other involved in person.

Time from referral to first contact:

This is a new measure for HFH, and it was a challenge to establish a system to accurately collect the data. The data is not for a full year, and due to this we will use 2020 to establish the baseline.

In this year the average time from referral to first contact was 1 working day.

In 2020, HFH will maintain the average of referral to first contact of 1 working day, the data will be collected and maintained by the QI Specialist, and will be discussed quarterly in the management team meeting.

External audits:

The audit conducted by the VA measures our compliance to SSVF guidelines. The results are used to identify areas of success and areas for improvement. The goal each is to successfully meet the requirements of the audit, and to have no corrective action required.

The audit in 2019 focused on the following:

From August 5 to 7, 2019, OBO conducted a review of NCHP that included: (1) Testing costs, on a sample basis, for allowability, allocability, and reasonableness; and (2) Performing an assessment of selected case management files to assess compliance with eligibility and TFA requirements. Our objective was not to audit NCHP'S entire accounting system or internal control procedures but to focus on the following program areas:

Eligibility

- Recertification
- Case Management
- Benefit Assistance
- Temporary Financial Assistance
- General Ledger Expenditures
- Payroll
- Uniform Monitoring Program (UMP) Corrective Actions
- Policies and Procedures
- Subcontractor Management
- Fiscal Administration
- Federal Financial Reporting

HFH met or exceeded all requirements in the audit. And the goal for 2020 is for HFH to meet or exceed all minimum performance standards in VA audits, the data will be collected from the annual VA audits, the management team will review the results when received. Any area failing to meet the minimum performance standard a corrective action will be developed and implemented.

Incident report tracking:

HFH tracks all incident reports, and in 2019 there were no incidents. In 2020, HFH will continue to track incident reports, and the management team will discuss quarterly.