



CANADIAN  
HOUSING FIRST  
NETWORK  
COMMUNITY OF INTEREST

# USING FIDELITY ASSESSMENT TO IMPROVE THE OUTCOMES OF HOUSING FIRST PROGRAMS: A MINI-WORKSHOP

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RÉSEAU CANADIEN  
DU LOGEMENT  
D'ABORD  
COMMUNAUTÉ D'INTÉRÊT

# DICTIONARY DEFINITION OF FIDELITY

- 1. The degree to which something matches something else;**
- 2. Being faithful, loyal to something;**
- 3. Accuracy in details**



# PROGRAM FIDELITY

**Fidelity:** adherence to a set of commonly agreed program standards that relate to program structures, processes, and values



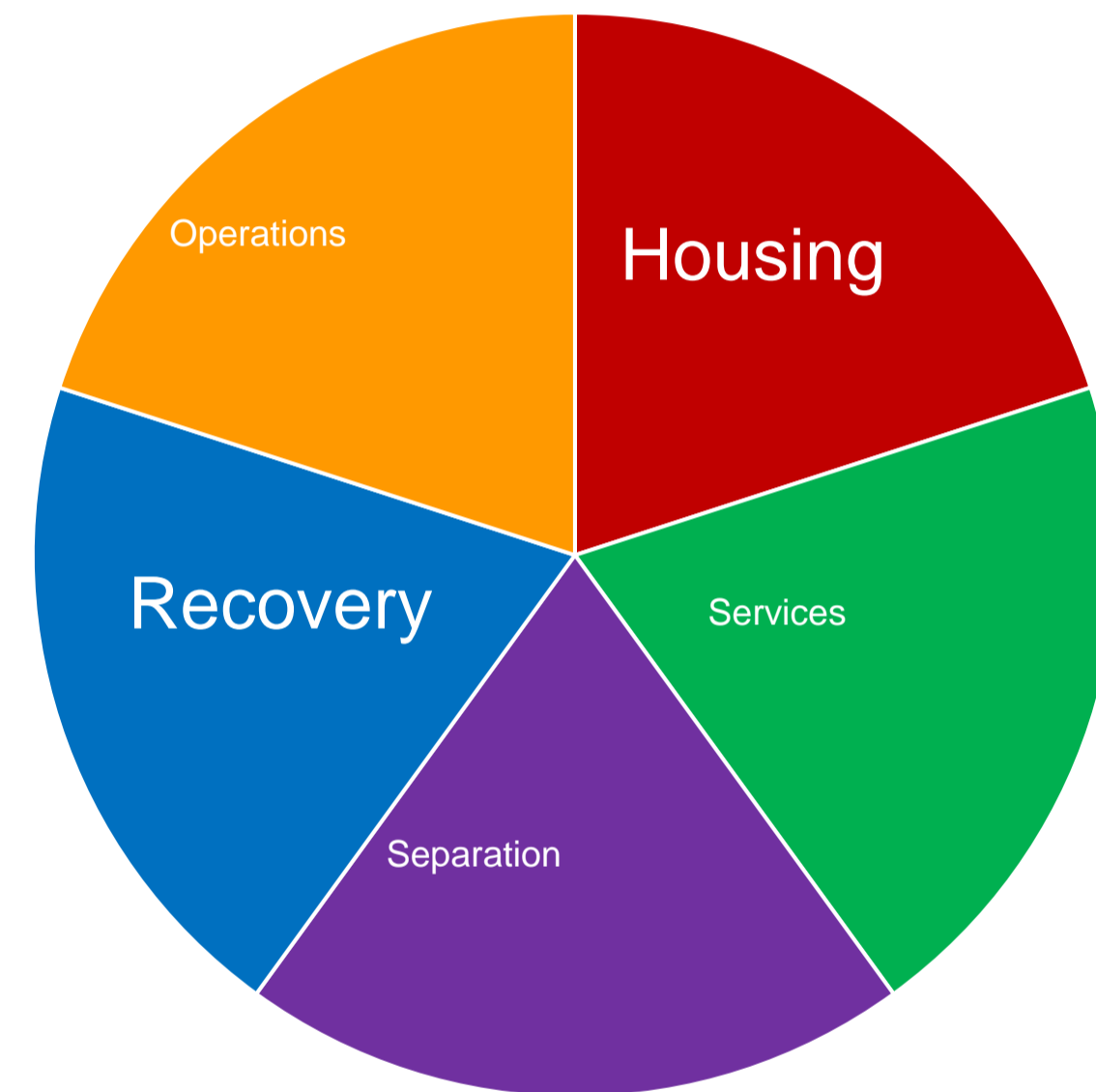
# Fidelity Domains & Elements

## 5. Program Operations:

team structure, staff communication & organization, contact with participants

## 3. Recovery-Oriented Approach:

choice, harm reduction, self-determination, recovery



**1. Housing That Matches Needs:** choice, integrated, affordable, permanent

**2. Services That Match Needs:** psychiatric, nursing, substance use, employment/education, social integration, etc.

**3. Separation of Housing & Services:** no housing readiness, standard rights & rules of tenancy



# Why is Housing First Fidelity Important?

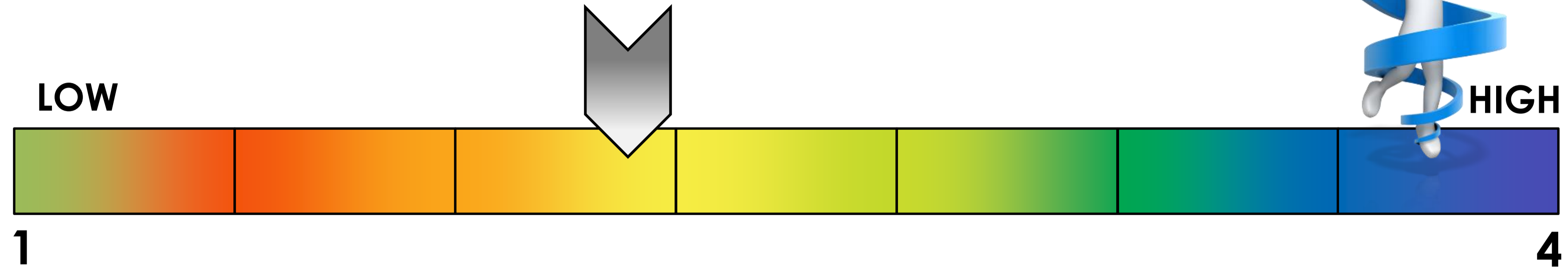


Higher levels of fidelity is related to better outreach and engagement of clients and greater use of outpatient services (Gilmer et al., 2015) and better housing retentions and greater improvement in substance use problems (Davidson et al., 2014)

Higher fidelity in the in the At Home / Chez Soi programs (5 ACT, 7 ICM) was related to more service time with participants, greater housing stability, and larger improvement in quality of life and community functioning (Goering et al., 2015)



# Pathways Housing First Fidelity Scale



Domains  
**5**

Criteria Items  
**41**

Fidelity RANGE  
**1-4**

## Domains:

1. Housing to Match Participant Needs
2. Services to Match Participant Needs
3. Separation of Housing and Services/Supports
4. Recovery Oriented Approach
5. Program Operations/Structure

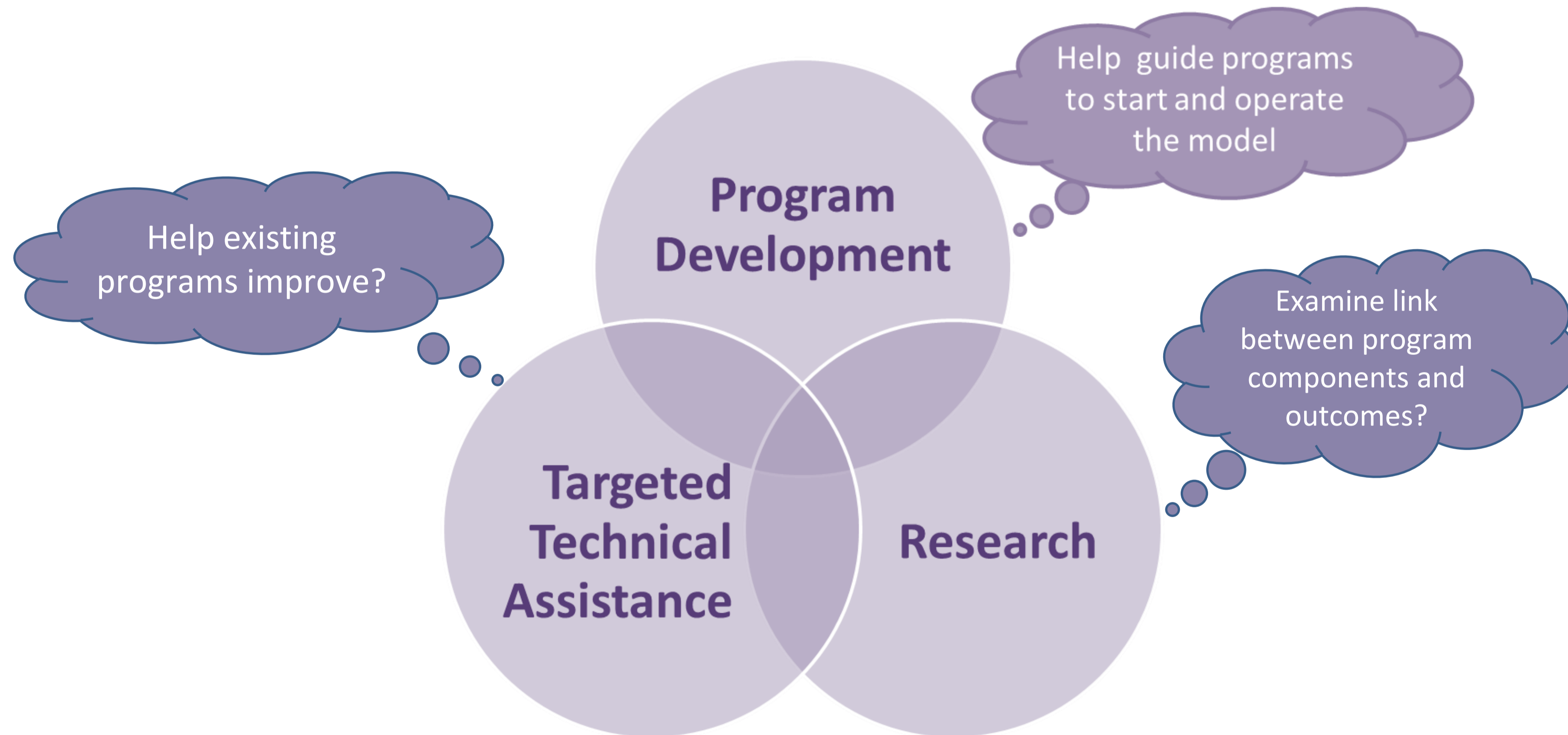
# Pathways Housing First Fidelity Measure

Pathways Housing First Fidelity Scale: CAEH TTA July 2021

## Housing First Fidelity Scale

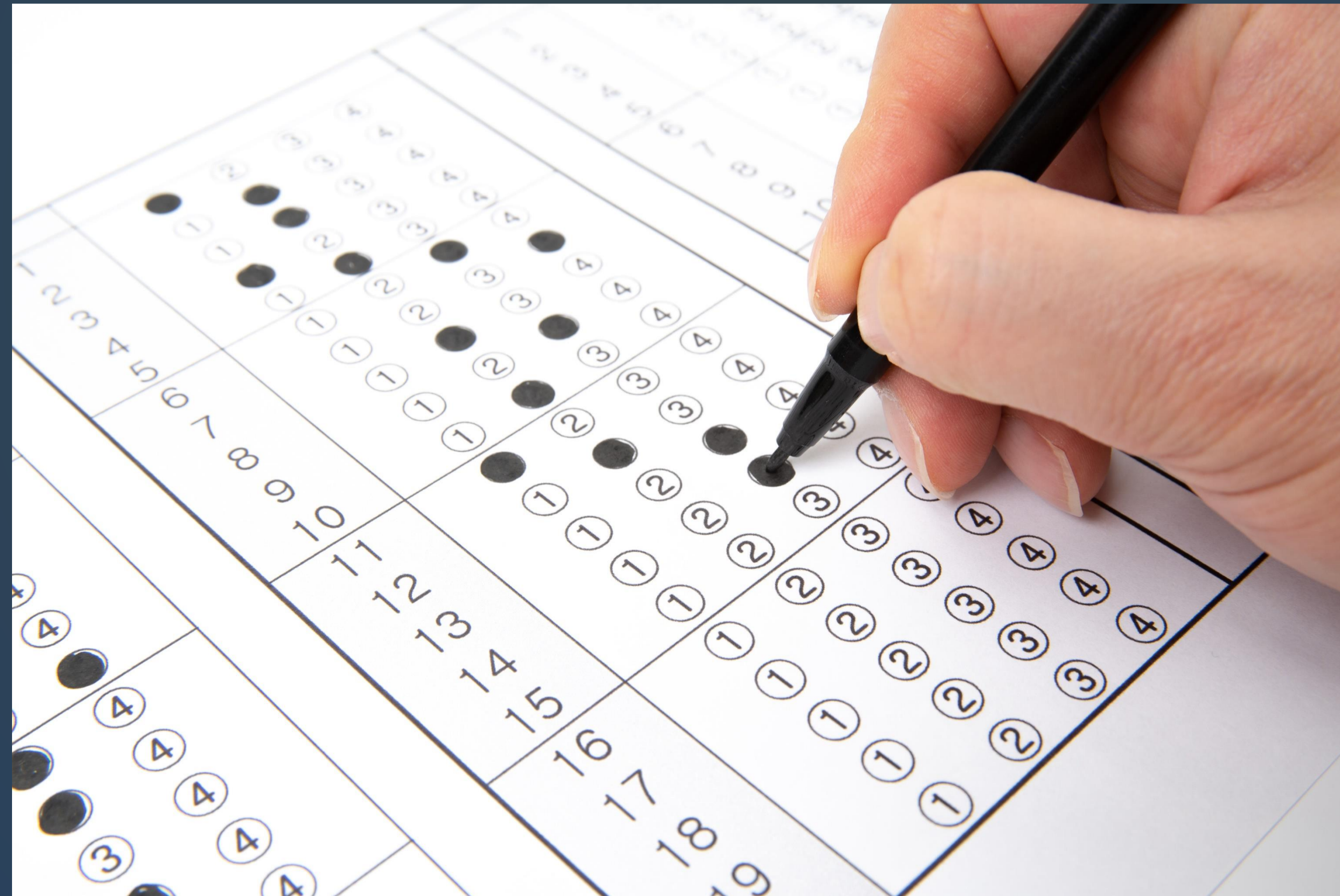
<i>Domain 1: Housing to Match Participant Needs</i>					
	CRITERION	1	2	3	4
1	<b>Immediate Access to Housing Without Readiness Preconditions:</b> Extent to which program Participants are not required to demonstrate housing readiness to gain access to housing units.	Participants have access to housing only if they have enough income, and/or have successfully completed a period in transitional housing or outpatient/inpatient/residential treatment.	Participants have access to housing only if they meet many readiness requirements such as sobriety, income, abstinence from drugs, medication compliance, symptom stability, or no history of violent behavior or involvement in the criminal justice system.	Participants have access to housing with minimal readiness requirements, such as willingness to comply with program rules or a treatment plan that addresses sobriety, income, abstinence, and/or medication compliance.	Participants have access to housing with no requirements to demonstrate readiness.
2	<b>Priority Enrollment for Individuals with Obstacles to Housing Stability:</b> Extent to which program prioritizes enrollment for individuals who experience multiple obstacles to housing stability.	Program has many rigid Participant exclusion criteria such as substance use, symptomatology, criminal justice involvement, and behavioral difficulties, and there are no exceptions made.	Program has many Participant exclusion criteria such as substance use, symptomatology, criminal justice involvement, and behavioral difficulties, but exceptions are possible.	Program selects Participants with multiple disabling <u>conditions</u> , but has some minimal exclusion criteria.	Program selects Participants who fulfill criteria of multiple disabling conditions including 1) homelessness, 2) severe mental illness and 3) substance use.
3	<b>Housing Availability (Intake to move-in).</b> Extent to which program helps Participants move quickly into permanent housing units of their choosing.	Less than 55% of program Participants move into a unit of their choosing within 6 weeks of entering the program.	55-69% of program Participants move into a unit of their choosing within 6 weeks of entering the program.	70-84% of program Participants move into a unit of their choosing within 6 weeks of entering the program.	85% of program Participants move into a unit of their choosing within 6 weeks of entering the program.
4	<b>Housing Choice:</b> Program Participants choose the location and other features of their housing.	Participants have no choice in the location, decorating, furnishing, or other features of their housing and are assigned a unit.	Participants have little choice in location, decorating, and furnishing, and other features of their housing.	Participants have some choice in location, decorating, furnishing, and other features of their housing.	Participants have a wide range of choices in location, decorating, furnishing, and other features of their housing, given local area housing affordability.
5a	<b>Integrated Housing:</b> Extent to which program Participants live in scatter-site private market housing according to their desires, which is otherwise available to people without psychiatric or other disabilities.	Participants do not live in private market housing, or housing that allows community integration as per their desire and access is determined by disability and 100% of the units in a building are leased by supportive housing programs.	Participants live in private market housing or housing allowing community integration as per their desire, where access may or may not be determined by disability, and more than 40% of the units in a building are leased	Participants live in private market housing or permanent housing allowing community integration where access is not determined by disability and 21- 40% of the units in a building are leased by supportive housing programs.	Participants live in private market housing or permanent housing allowing community integration where access is not determined by disability and less than 20% of the units in a building are leased by supportive housing programs.

# FUNCTIONS OF PROGRAM FIDELITY



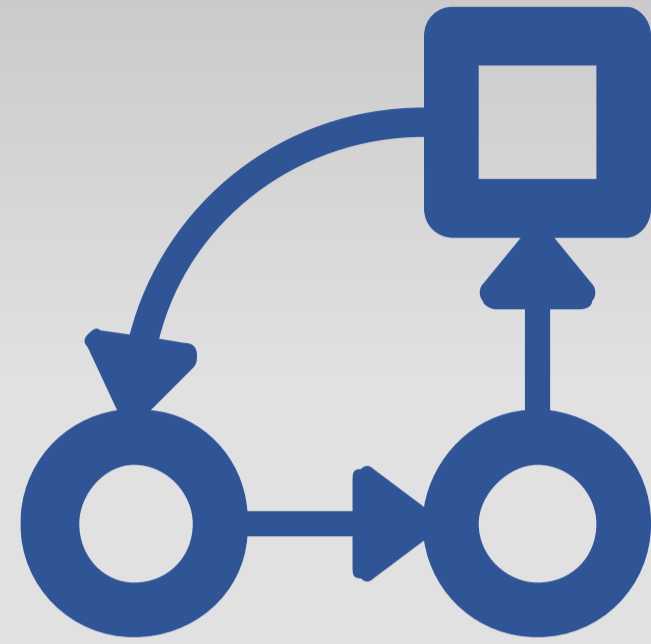


# METHODS TO ASSESS FIDELITY OF HOUSING FIRST PROGRAMS





# External Review



## Pre-Visit Info Gathering

- Participant Program History
- Program Staffing
- Program Documentation
- Key Partners
- **Self-Assessment**



## Onsite Visit

- Agenda setting
- Observe team meeting
- Staff interviews
- Participant focus group
- Key partner interviews
- File/chart review
- Shadow home visits
- Review team huddle
- Initial feedback



## Post-Visit

- Review team scoring
- Fidelity report draft
  - Strengths
  - Growth areas
  - Recommendations
- Draft Review
  - Adjustments
- Final report
- Discussion of TA opportunities



# REFLECTIONS OF FIDELITY ASSESSMENT BY AN EXTERNAL TEAM

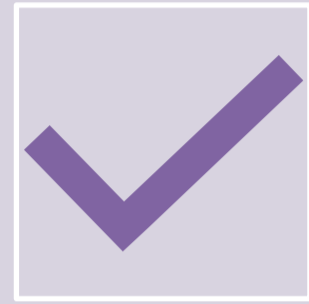
## Strengths:

1. External consultation- helpful for program design and alignment
2. Direct consultation from subject matter experts for purpose of quality improvement
3. Excellent tool to demonstrate program progression to funders
4. Builds capacity and understanding within teams

## Limitations:

1. Does require resources to facilitate
2. Influences programs to present in positive manner
3. Relies on cross-sectional data (other than chart reviews)
4. Short period of assessment (1-2 days)

# SELF-ASSESSMENT OF FIDELITY OF HOUSING FIRST PROGRAMS



**Completion of measure independently by program staff**



**Group conciliation session to produce consensus fidelity ratings**



**Brainstorm strategies for improving low fidelity items**



# REFLECTIONS OF FIDELITY SELF-ASSESSMENT

## Strengths:

1. Accessible, simple approach that can be facilitated internally
2. Useful for program development & quality improvement
3. Based on in-depth experience of program
4. Educational value for new staff
5. Relatively short amount of time required
6. Low cost

## Demands & Limitations:

1. Biased in positive direction
2. Requires understanding of HF fidelity standards by staff
3. Requires staff member with effective facilitation abilities
4. Likely will not have credibility outside of program

# COLLABORATIVE ASSESSMENT OF HOUSING FIRST PROGRAMS

Evidence Exchange Network (EENet)

Ontario Housing First Regional Network Community of Interest

(OHFRN-Col)

## Manual for Pilot of Collaborative Fidelity Assessment of Housing First Programs

December 20, 2018



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The OHFRN-COI is intended to assist communities across Ontario to develop, evaluate, and improve Housing First (HF) programs based on the Pathways model tested, adapted, and shown to be effective in the At Home/Chez Soi Demonstration Project. This Col is supported by EENet, part of the Provincial System Support Program (PSSP) at the Centre for Addiction and Mental Health. For more information, visit <http://eenet.ca/housing-first-community-of-interest/>.

# REFLECTIONS OF COLLABORATIVE FIDELITY ASSESSMENT

## Strengths:

1. Opportunity to learn from peers and from observing another program
2. Capacity building for staff, enhancing learning about HF principles
3. Exposes programs to adaptations and innovations
4. Low cost to implementation

## Demands & Limitations:

1. Limited to programs that are close geographically
2. Additional work for busy service providers
3. Relies on staff members with varying levels of ability to conduct interviews and make assessments
4. Does not usually include client perspective
5. Corresponds best for mature programs



# PILOTING A COLLABORATIVE VIRTUAL FIDELITY ASSESSMENT OF HOUSING FIRST PROGRAMS

## SHIP & GALWAY

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ANDREA FITZGERALD (GALWAY HF PROGRAM)







# OBJECTIVES OF CANADIAN-IRISH COLLABORATIVE VIRTUAL FIDELITY ASSESSMENT

1. To assist both HF programs to improve their services
2. To help with the development of a collaborative virtual fidelity assessment



## VIRTUAL FIDELITY ASSESSMENT METHODS AND ASSOCIATED DOMAINS

Method	Domain
Document Review	All Domains
Case Conference Meeting	All Domains
Client Interviews	Recovery-Oriented Approach
Program Manager Interviews	Housing & Program Operations
Case Manager Interviews	Services, Separation of Housing and Services, & Operations
Chart Review	Services & Recovery-Oriented Approach



## ASSESSMENT OF GALWAY HF PROGRAM: METHODS

1. Review of documents
2. Case conference meeting
3. Client interviews (N=2)
4. Key workers & service providers interviews (N=6)
5. Program manager interviews (N=2)
6. Chart reviews (N=5)



# ASSESSMENT OF SHIP HF PROGRAM: METHODS

1. Review of documents
2. Client interviews (N=4)
3. Service providers interviews (N=5)
4. Program manager interviews (N=5)
5. Chart reviews (N=4)



# REFLECTIONS OF COLLABORATIVE VIRTUAL FIDELITY ASSESSMENT

## Strengths:

1. Opportunity to learn from peers and from observing another program
2. Capacity building for staff, enhancing learning about HF principles
3. Exposes programs to adaptations and innovations
4. Flexible scheduling over several weeks is possible
5. Low cost to implementation

## Demands & Limitations:

1. Can be challenging to set up client interviews
2. Limited modality for observing a case review meeting
3. Relies on staff members to conduct interviews and make assessments
4. Additional work for busy service providers
5. Corresponds best for mature programs



# Fidelity Checklist Exercise



# Thank You

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