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| Integrated Health and Homelessness Services  94845 |
| Outcome objective: Victorians are safe and secure  Output group: Housing Assistance  Output: Housing Support and Homelessness Assistance |

**OFFICIAL**

**1. Service objective**

Services to stabilise people’s immediate health and housing needs and assisting them to transition to stable medium to long-term accommodation.

**2. Description of the service**

The COVID-19 Isolation and Recovery Facility (CIRF) and the Better Health and Housing Program (BHHP) are staffed homelessness accommodation programs providing 24/7 access with case management and accommodation, including up-keep and facility maintenance. These programs may also include trauma informed support to assist with client stabilisation and effortless transition into greater independence, and to provide temporary accommodation and support.   
The Supportive Housing Program at Audrey Rainsford (Lincoln Square, Carlton) includes housing for H2H and VHR clients, support to renters and concierge services. The reporting requirement for this program is via the Specialist homelessness services collection.

**3. Client group**

The target cohort for these programs are:   
• For the CIRF – People experiencing homelessness who test positive for COVID-19, are unwell and awaiting testing results or people that require an additional recovery period from the virus  
• For the BHHP – People with experience of chronic homelessness and poor health (not COVID-19).  
• For Audrey Rainsford (Lincoln Square) – H2H and VHR clients aged over 50 years.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.

**4b. Program requirements and other policy guidelines**

* [Human Services Standards policy](https://providers.dffh.vic.gov.au/human-services-standards-policy)

<https://providers.dffh.vic.gov.au/human-services-standards-policy>

* [Homelessness Services Guidelines and Conditions of Funding May 2014](https://dhhs.vic.gov.au/sites/default/files/documents/201705/Homelessness-Services-Guidelines-and-Conditions-of-Funding-May-2014.pdf)

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* [COVID-19 amendment to Homelessness Service Guidelines and Conditions of Funding (November 2021)](https://www.dhhs.vic.gov.au/sites/default/files/documents/202112/COVID-19%20Amendment%20-%20Homelessness%20Guidelines%20-%2026%20Nov%202021.pdf)

<https://www.dhhs.vic.gov.au/sites/default/files/documents/202112/COVID-19%20Amendment%20-%20Homelessness%20Guidelines%20-%2026%20Nov%202021.pdf>

* [COVID Isolation and Recovery Facility: Sumner House, Service Specifications (August 2022)](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)
* [Better Health and Housing Program (BHHP) Interim Service Specifications (July 2022)](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)

**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of CIRF beds available for use**

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| **Aim/objective** | The aim of this performance measure is to ensure CIRF bed capacity (including staff and facility resources) is retained at an agreed allocation. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Non-cumulative |
| **Counting rule** | Count the number of beds which the department has funded to provide CIRF beds on the final day of the reporting period. The number of CIRF beds is a point in time report: it should report the number of beds available on the final day of the reporting month only |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) |
| **Definition of terms** | Agreed occupancy refers to the capacity for the service to accept occupants, as specified in in the service model. A bed must be counted in the report if the bed is either in use or vacant but available for use and it is funded to provide services under the CIRF. A bed is considered to be funded if funding is provided to service providers through the CIRF activity. The final day of the reporting period is the last day of the month, regardless of which day of the week this occurs. |

**Key performance measure 2: Number of new clients supported with BHHP**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of clients supported with the staffed accommodation in the BHHP. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Support starts on the day the client first receives accommodation from your agency. Clients are counted once in a support period (noting that a support period may span across several months).  One support period is counted for each individual who is supported in the BHHP. Targets provided to service providers for the program funding period are to translate to monthly targets. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | A support period is defined as the provision of an individual client support in an accommodation at refuge shelters and crisis shelters.  Note this does not include provision of one-off assistance or financial assistance for rent or other housing costs.  A support period starts on the day the client first receives support and accommodation from your agency. A support period ends when: • the relationship with the client and agency ends • the client has received the maximum support your agency can offer • a client has not received any service from your agency for a whole calendar month and there is no ongoing relationship. In Victoria, a service comprises episodes of support which are defined in line with the SHSC data collection definition of a support period.  Detailed information is contained in the Specialist Homelessness Services collection manual <https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection>. |

**Performance measure 3: Percentage of clients with an agreed case plan**

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| **Aim/objective** | The aim of this performance measure is to monitor the percentage of agreed case plans to ensure a case plan is developed for each client in the CIRF or BHHP. |
| **Target** | 90 per cent |
| **Type of count** | Non-cumulative |
| **Counting rule** | At the end of the reporting period, calculate the percentage of clients who have a case plan. The percentage is calculated as the number of clients who are assisted to identify goals and to develop a case plan, divided by the total number of clients. The number of clients who are assisted to identify goals and to develop a case plan is required to be reported as a data collection item, in addition to the percentage calculated above. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | A client is a person who receives a direct service from your agency. A case plan is a personal plan or a support agreement that usually has a statement of the client’s problems or needs, some goals for the client and strategies to achieve those goals. Every client is expected to have a case plan. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Specialist Homelessness Services Collection | SHIP | SHSC provided to DHHS and the Australian Institute of Health and Welfare | Monthly |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service delivery tracking data set | Monthly |
| COVID-19 Tracking | Manual Data Collection | Organisations delivering COVID-19 Isolation and Recovery facilities are required to collect addition | Monthly |
| COVID-19 Data Collection SVHM | Manual Data Collection | Clinical response data set | Monthly |

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