

GPD Low Demand Initiative (GPD-LD) Process Measure

Program / Agency Name: _____

Program City and State: _____

Respondent Name(s) and Title(s): _____

Date Tool Completed: ____/____/____

Instructions: We would like you to oversee completion of this tool and respond based on your GPD program's Low Demand beds. We ask that you consult with program staff to arrive at one consensus score for each item that most accurately describes how your program's Low Demand beds are **currently operating**. Please email syoung1@usf.edu or psmits@usf.edu for questions regarding the measure.

Please complete the measure by typing a rating (1 to 5) in the right-most column for each item. Items are represented in rows, with ratings for each item ranging from 1 to 5. Save the file and email it to syoung1@usf.edu and psmits@usf.edu.

Additionally, please type notes following each of your ratings to clarify responses, when applicable. To help us improve the tool, we would also like feedback concerning its format, item wording, ambiguity, redundancy, etc. Please type those comments in the right-most column as well. Last, please also note in your comments what types of information could be used to validate your responses (list of program rules, HOMES data, etc.), if available. We appreciate your feedback and will use it to improve this tool.

Item	Ratings of CURRENT Program Operations					Rating and Comments
	1	2	3	4	5	
SERVICE ITEMS						
24 HOUR STAFFING This combines on-site staffing and on call services	There is no program staff based on-site and no on call services after business hours	Program staff are based on-site during business hours but are never on call OR staff are not on-site but are on call 24/7	Program staff are based on-site during business hours and are on call 24/7	Program staff are based on-site during business hours and on weekends and are on call 24/7	Program staff are based on-site 24/7	

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CLINICAL SERVICES Program has responsibility for assisting Veterans in obtaining clinical services such as case management, psychiatric, counseling, medical, and other treatment services (including crisis and hospitalization services)	Program does not assist Veterans in obtaining clinical services	Program assists Veterans in obtaining case management services only	Program assists Veterans in obtaining case management and counseling services	Program assists Veterans in obtaining all counseling and psychiatric services	Program assists Veterans in obtaining psychological, psychiatric, medical and other services	
LEGAL SERVICES Program has responsibility for assisting Veterans in obtaining legal services such as child support and credit reconciliation	Program is never responsible for any legal services	Program is not typically responsible for any legal services, although Veterans are sometimes referred to at least one legal resource	Program assists Veterans in obtaining legal services when needed, although there is not a list of legal staff who are willing to work with Veterans	Program assist Veterans in obtaining all legal services, and the program maintains a list of legal staff who are willing to work with Veterans	Program assists Veterans in obtaining all legal services, with legal staff occasionally presenting to program staff and/or Veterans about their available services	
FREQUENCY OF CONTACT High number of service contacts as needed	No regular contact on a monthly basis. May contact sporadically but no minimum or regular schedule of contact	Average of regularly contacting Veteran once or less a month	Average of regularly contacting Veteran 2 times a month	Average of regularly contacting Veteran once a week	Average of regularly contacting Veteran 2 or more times a week	
SUBSTANCE ABUSE SERVICES Program provides full range of substance abuse services <u>on-site</u> : <ol style="list-style-type: none"> 1. Substance abuse specialist as staff 2. Substance abuse group 3. AA or peer run groups 4. Substance abuse education 	Program provides no substance abuse services on-site, refers externally	Program provides one substance abuse service on-site	Program provides two substance abuse services on-site	Program provides three substance abuse services on-site	Program provides all four substance abuse services on-site	
VOCATIONAL SERVICES Program offers or refers Veterans to a range of vocational services (vocational specialist, pre-employment, supported employment, vocational assessment, job placement services). This includes educational services and access to computers	Program neither provides nor assists Veterans in obtaining vocational/educational services	Program does not provide vocational/educational services, only links Veterans to external sources	Program offers one vocational/educational service and links Veterans to external sources for all other services	Program offers multiple vocational/educational services and links Veterans to external sources for all other services	Program provides a full range of vocational/educational services or has vocational specialists as employees	
DAILY LIVING SKILLS TRAINING AND COUNSELING Program provides services to develop skills necessary to maintain housing including: <ol style="list-style-type: none"> 1. Budgeting and/or financial management 2. Gathering household items 3. Cooking 4. Medication management 5. Transportation literacy 	Program provides no housing-related services and does not regularly refer for such services	Program provides no housing-related services but does regularly refer for such services	Provides assistance in one area of daily living skills	Provides assistance in two or three areas of daily living skills	Provides assistance in four or more areas of daily living skills	

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ADVOCACY FOR ENTITLEMENTS Program assists in obtaining eligible benefits including: <ol style="list-style-type: none"> 1. Veterans 2. Disability 3. Social security 4. Food stamps 5. Other area (please specify) 	Program does not assist Veterans in obtaining benefits	Program informally helps Veterans obtain benefits in one or more areas	Program is active in helping Veterans obtain benefits in one of the identified areas	Program is active in helping Veterans obtain benefits in two of the identified areas	Program is active in helping Veterans obtain benefits in three or more of the identified areas	
TRANSPORTING TO APPOINTMENTS Program provides or arranges transportation to a variety of appointments or errands as needed	No transportation assistance is provided	Information on transportation provided (e.g., bus maps and schedules)	Bus tokens or passes provided, no direct services	Occasionally provides or arranges transportation to variety of appointments or other errands, but this may require advance notice	Routinely provides or arranges transportation to variety of appointments or other errands as regular service, with minimal advance notice needed	
STRUCTURE Environment offers regular programmed activities or structured daily routine	Little or no structured daily activity or routine	Some structured weekly activity and routine, although there is no regularly maintained schedule of such events	Some structured daily activity and routine, and there is a regularly maintained list schedule of these activities	Regular programmed activities are offered, and a daily schedule of such activities is available	Regular programmed activities are offered, a daily schedule of such activities is available and regularly maintained, and this is shared with Veterans	
HARM REDUCTION Philosophy of services – substance abuse treatment services are offered within a harm reduction model	Abstinence is the only goal of substance abuse services and the only goal presented to Veterans	Substance abuse services may contain many goals, but these must include abstinence	Abstinence is the predominant goal of substance abuse services, but steps to abstinence are presented and rewarded. Abstinence is encouraged	Abstinence is a common though not predominant goal of substance abuse services, and steps to abstinence are presented and rewarded	Veterans receiving substance abuse services set the goals in their lives, and services are aimed at achieving those goals which may include but do not necessarily require abstinence	
CO-OCCURRING CAPABLE Philosophy and techniques of services integrate mental health (MH) and substance use (SA) issues	Services are offered for one area only – i.e., SA or MH	Services are offered for primarily for one area only (i.e., SA or MH) but referrals are offered in the other area (e.g., referring to AA groups, dual diagnosis groups, or to a psychiatrist)	Services are offered for primarily for one area only (i.e., SA or MH) but one or two services are offered in the other area or in the area of dual diagnosis (e.g., special training or dual diagnosis groups or the services of a psychiatrist)	Services are offered for those who are dually diagnosed, staff are specially trained and able to manage medications and address substance abuse issues, special dual diagnosis groups are available, but Veterans with psychotic disorders are excluded	Services are offered for those who are dually diagnosed, staff are specially trained and able to manage medications and address substance abuse issues, special dual diagnosis groups are available, and Veterans with psychotic disorders and other severe mental illnesses are not excluded	

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MOTIVATIONAL INTERVIEWING (MI) Extent to which program staff are fully trained and use MI in all services including: <ol style="list-style-type: none"> At least one training event Regular booster trainings Clinical supervision on use of MI At least one MI expert on staff Use of a fidelity instrument to monitor MI sessions 	Program staff are not at all familiar with motivational interviewing	Program includes at least one of the events/occurrences listed by at least one staff	Program includes at least two of the events/occurrences listed	Program includes at least three of the events/occurrences listed	Program includes at least four or five of the events/occurrences listed	
ASSISTANCE IN OBTAINING HOUSING Program engages in activities to assist Veteran in obtaining stable housing and moving into the housing, including: <ol style="list-style-type: none"> Driving with Veteran to find suitable housing Moving assistance Recruiting landlords Completing housing authority paperwork for HUD-VASH 	Program does not offer assistance in obtaining permanent housing	Program offers one service toward obtaining and moving into permanent housing	Program offers two services toward obtaining and moving into permanent housing	Program offers three services toward obtaining and moving into permanent housing	Program offers all four services toward obtaining and moving into permanent housing	
ACCESS ITEMS						
EXPLICIT ADMISSION CRITERIA Program has clearly identified mission to serve a particular population and uses measurable and operationally-defined criteria to screen out inappropriate referrals	Program has no set criteria and takes all types of Veterans	Program has a generally defined mission but the admission process is dominated by organizational convenience, pressures from referral sources, the need to fill beds, or other organizational pressures	The program makes an effort to seek and select a defined set of Veterans but accepts most referrals and/or does not have careful screening	Program typically actively seeks and screens referrals carefully but occasionally bows to organizational convenience, pressures from referral sources, the need to fill beds, or other organizational pressures	The program actively recruits a defined population and all cases comply with explicit admission criteria	
ADMISSION: MEDICAL STATUS Veterans are admitted regardless of medical status, including HIV and disability status	Veterans with medical problems are never provided housing (0% of the time)	Veterans with medical problems are rarely provided housing regardless of medical status (1%-33% of the time)	Veterans with medical problems are sometimes provided housing regardless of medical status (34%-65% of the time)	Veterans with medical problems are often provided housing regardless of medical status, but must be ambulatory (66%-99% of the time)	Veterans with medical problems can always be provided housing regardless of medical status (100% of the time)	
ADMISSION: SUBSTANCE ABUSE TREATMENT Veterans can enter housing without participating in or completing substance abuse treatment	Veterans with substance abuse issues are never provided housing unless they have participated in or completed some type of substance abuse treatment (0% of the time)	Veterans with substance abuse issues are rarely provided housing unless they have participated in or completed some type of substance abuse treatment (1%-33% of the time)	Veterans with substance abuse issues are sometimes provided housing only if they have participated in or completed some type of substance abuse treatment (34%-65% of the time)	Veterans with substance abuse issues are often provided housing without having participated in or completed some type of substance abuse treatment (66%-99% of the time)	Veterans with substance abuse issues can always be provided housing regardless of whether they participated in or completed some type of substance abuse treatment (100% of the time)	

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ADMISSION: MENTAL HEALTH Housing for Veterans with mental health issues: 1. Is not based on whether the Veteran is compliant with taking their psychiatric medication 2. Is not based on whether the Veteran is compliant with mental health treatment 3. Is even offered to Veterans diagnosed with serious mental illnesses	Veterans with mental health issues are only provided housing if they are compliant with both mental health treatment and medications. Even then, Veterans that have been diagnosed with psychoses, thought disorders, or schizophrenia are not eligible	Veterans with mental health issues are only provided housing if they are compliant with both mental health treatment and medications. Even then, Veterans that have been diagnosed with psychoses, thought disorders, or schizophrenia may not be eligible, though occasional exceptions are made	Housing for Veterans is often contingent on two of the three restrictions listed in the description	Housing for Veterans is often contingent on only one of the three restrictions listed in the description	Housing for Veterans is not contingent on compliance with mental health treatment or medications, and Veterans with serious mental illness can participate	
ADMISSION: CASE MANAGEMENT Veterans with case management needs can be provided housing regardless of whether they enroll in case management	Veterans with case management needs are never provided housing unless they are enrolled in case management (0% of the time)	Veterans with case management needs are rarely provided housing unless they are enrolled in case management (1%-33% of the time)	Veterans with case management needs are sometimes provided housing without having to enroll in case management (34%-65% of the time)	Veterans with case management needs are often provided housing without having to enroll in case management (66%-99% of the time)	Veterans with case management needs can always be provided housing regardless of whether they enroll in case management (100% of the time)	
ADMISSION: CRIMINAL BACKGROUND CHECKS Criminal history never affects admission, regardless of nature of charges	Veterans with any criminal history are never eligible for services (0% of the time)	Veteran with criminal history are rarely eligible for services. Veterans with felony convictions are not typically eligible (1%-33% of the time)	Veteran with criminal history are sometimes eligible for services. Veterans convicted of a violent offense are not typically eligible (34%-65% of the time)	Veteran with criminal history are often eligible for services. Veteran are only not typically eligible if convicted of a sexual offense or producing methamphetamines within public housing (66%-99% of the time)	Criminal history never affects Veteran eligibility for services, no matter the charges (100% of the time)	
ADMISSIONS: ALCOHOL Veterans have no requirement to be clean and sober from alcohol to enter the program	Veterans are required to have not used alcohol for 60 days or more regardless of substance use disorder status	Veterans are required to have not used alcohol for 30 – 59 days	Veterans are required to have not used alcohol for 1 day to a month or more	Veterans are required to have not used alcohol upon entry to program, but there is no specified duration of abstinence	There are no restrictions on entry because of sobriety from alcohol	
ADMISSIONS: DRUGS Veterans have no requirement to be clean and sober from illegal drugs or drugs not prescribed for the Veteran to enter the program	Veterans are required to have been clean from illegal drugs or drugs not prescribed for the Veteran for 60 days or more	Veterans are required to have been clean from illegal drugs or drugs not prescribed for the Veteran for 30 – 59 days	Veterans are required to have been clean from illegal drugs or drugs not prescribed for the Veteran for 1 day to a month or more	Veterans are required to be sober from illegal drugs or drugs not prescribed for the Veteran, but there is no specified duration of abstinence	There are no restrictions on entry because of lack of being clean and sober from illegal drugs or drugs not prescribed for the Veteran	
TENURE: INCOME/EMPLOYMENT STATUS Income and employment never affect tenure in housing	Income or employment status always affects tenure in housing (100% of the time)	Income or employment status often affects tenure in housing (66%-99% of the time)	Income or employment status sometimes affects tenure in housing (34%-65% of the time)	Income or employment status rarely affects tenure in housing (1%-33% of the time)	Income or employment status never affects tenure in housing (0% of the time)	
TENURE: SUBSTANCE ABUSE TREATMENT Participation in substance abuse treatment never affects tenure in housing	Veterans with substance abuse issues are never allowed to remain in housing unless they enroll in substance abuse treatment (0% of the time)	Veterans with substance abuse issues are rarely allowed to remain in housing even if they do not enroll in substance abuse treatment (1%-33% of the time)	Veterans with substance abuse issues are sometimes allowed to remain in housing even if they do not enroll in substance abuse treatment (34%-65% of the time)	Veterans with substance abuse issues are often allowed to remain in housing even if they do not enroll in substance abuse treatment (66%-99% of the time)	Veterans with substance abuse issues are always allowed to remain in housing whether or not they enroll in substance abuse treatment (100% of the time)	

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TENURE: MENTAL HEALTH TREATMENT Housing for Veterans with mental health issues: 1. Is not based on whether the Veteran is compliant with taking their psychiatric medication 2. Is not based on whether the Veteran is compliant with mental health treatment 3. Will include Veterans with diagnoses of serious mental illnesses	Veterans with mental health issues are only provided housing if they are compliant with both mental health treatment and medications. Even then, Veterans that have been diagnosed with psychoses, thought disorders, or schizophrenia are not be eligible	Veterans with mental health issues are only provided housing if they are compliant with both mental health treatment and medications. Even then, Veterans that have been diagnosed with psychoses, thought disorders, or schizophrenia may not be eligible, though occasional exceptions are made	Housing for Veterans is contingent on two of the three restrictions listed in the description	Housing for Veterans is contingent on only one of the three restrictions listed in the description	Housing for Veterans is not contingent on compliance with mental health treatment or medications, and Veterans with serious mental illness can participate	
TENURE: CASE MANAGEMENT Participation in case management never affects tenure in housing	Veterans with case management needs are never allowed to remain in housing unless they accept case management (0% of the time)	Veterans with case management needs are rarely allowed to remain in housing unless they accept case management (1%-33% of the time)	Veterans with case management needs are sometimes allowed to remain in housing whether or not they accept case management (34%-65% of the time)	Veterans with case management needs are often allowed to remain in housing whether or not they accept case management (66%-99% of the time)	Veterans with case management needs are always allowed to remain in housing whether or not they accept case management (100% of the time)	
TENURE: CRIMINAL ACTIVITY Arrests or convictions during program involvement do not affect tenure in housing	Veterans are never allowed to remain in housing if they have any criminal activity (0% of the time)	Veterans with arrests or convictions are rarely allowed to remain in housing. For example, Veterans with felony arrests or convictions are never allowed to remain in housing (1%-33% of the time)	Veterans with arrests or convictions are sometimes allowed to remain in housing. For example, Veterans arrested or convicted of a violent offense are not allowed to remain in housing (34%-65% of the time)	Veterans with arrests or convictions are often allowed to remain in housing. For example, Veterans are not allowed to remain in housing only if they are arrested or convicted of a sexual offense or producing methamphetamines within public housing (66%-99% of the time)	Veterans are always allowed to remain in housing no matter the charges (100% of the time)	
TENURE IN HOUSING : TRANSITIONAL There are clear time limits regarding length of stay	Veterans have indefinite lengths of stay in program housing	Most Veterans move out of the program within 18 months	Most Veterans move out of the program within 12 months	Most Veterans move out of the program within 9 months	Most Veterans move out of the program within 6 months	
TENURE IN HOUSING: ALCOHOL INTOXICATION Clean and sober from alcohol	Veterans will be evicted from program housing if they are caught being under the influence of alcohol once	Veterans will be evicted from program housing if they are caught being under the influence of alcohol two times	Veterans will be evicted from program housing if they are caught being under the influence of alcohol three times	Veterans will be evicted from program housing if they are caught being under the influence of alcohol four or more times	Veterans will never be evicted from the program due to their being under the influence of alcohol	
TENURE IN HOUSING: DRUG INTOXICATION Clean and sober from drugs	Veterans will be evicted from program housing if they are caught being under the influence of drugs once	Veterans will be evicted from program housing if they are caught being under the influence of drugs two times	Veterans will be evicted from program housing if they are caught being under the influence of drugs three times	Veterans will be evicted from program housing if they are caught being under the influence of drugs four or more times	Veterans will never be evicted from the program if they are caught under the influence of drugs	

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TENURE IN HOUSING: ALCOHOL POSSESSION Alcohol allowed on premises	Veterans will be evicted from program housing if they are ever found to be in possession of alcohol within program housing	Veterans will be evicted from program housing if they are caught on multiple occasions possessing alcohol within program housing	Veterans will be evicted from program housing if they are ever caught possessing and sharing alcohol within program housing	Veterans will be evicted from program housing if they are caught multiple times possessing and sharing alcohol within program housing	Veterans will never be evicted from program housing for possessing or sharing alcohol within program housing	
TENURE IN HOUSING: DRUG POSSESSION Illegal drugs or drugs not prescribed for the Veteran	Veterans will be evicted from program housing if they are ever caught in possession of illegal drugs or drugs not prescribed for the Veteran within program housing	Veterans will be evicted from program housing if they are caught multiple times possessing illegal drugs or drugs not prescribed for the Veteran within program housing	Veterans will be evicted from program housing if they are ever caught possessing and sharing illegal drugs or drugs not prescribed for the Veteran within program housing	Veterans will be evicted from program housing if they are caught multiple times possessing and sharing illegal drugs or drugs not prescribed for the Veteran within program housing	Veterans will never be evicted from program housing for possessing or sharing illegal drugs or drugs not prescribed for the Veteran within program housing	
TENURE IN HOUSING: VIOLENCE Tolerance for violent behavior, including both threats and incidents of violence	Veterans will be evicted from program housing if they have a single incident of actual or threatened violent behavior against anyone within or outside the program	Veterans will be evicted from program housing if they have a violent behavior that injures anyone within or outside the program	Veterans will be evicted from program housing for any violent behavior that leads to a minimal injury or threatens another program participant	Veterans will only be evicted from program housing if they demonstrate a violent behavior that leads to serious injury of another program participant	Veterans will never be evicted from program housing for any case of violent behavior	
ENFORCEMENT OF RULES This applies to any rules described in "tenure in housing," excluding rules on violence	Veterans are closely monitored, (e.g. drug testing and breathalyzers). One infraction of any of the rules and Veterans are asked to leave the program	If Veterans are "caught" breaking any of the rules, they are allowed a second chance and immediately placed on a probation	If Veterans are "caught" breaking any of the rules, they are typically offered additional chances even if already on probation	Rules infractions are used as opportunities for intervention and counseling, but continued infractions are grounds for eviction	There are few rules, no monitoring, and Veterans cannot be evicted from housing based on program rules except for violent behavior	
RELATIONSHIPS AND AUTONOMY ITEMS						
CONTROL OVER LIVING ENVIRONMENT Decisions regarding living environment are made primarily by Veterans, including: 1. Visitation 2. Access to room 3. Curfew 4. Use of disposable income 5. Use of food stamps	Veteran has control over none of these decisions	Veteran has control over one only of these decisions	Veteran has control over two or three only of these decisions	Veteran has control over four of these decisions	Veteran has control over all five of these decisions	
PRIVACY: ACCOMODATIONS Housing environment provides maximum privacy	All rooms are shared with others including bedroom, bathrooms, and common living areas	Each Veteran has his/her own bedroom but must share bathroom, kitchen, and other common living areas	Each Veteran has his/her own bedroom and bathroom, but must share kitchen and other common living areas	Each Veteran has his/her own bedroom, bathroom, and kitchen but must share other common living areas	Each Veteran has his/her own bedroom, bathroom, and kitchen as well as other personal space	
PRIVACY: STAFF ACCESS TO UNIT The extent to which tenants control staff entry into the unit	Program staff has free access to housing units, including the right to make unannounced visits	Program staff may enter the unit uninvited only to initiate a security check	Program staff may enter the unit uninvited only in a crisis	Program staff may enter the unit uninvited only under specific circumstances agreed on in advance	Program staff may not enter the unit unless invited by tenant	

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SERVICE CHOICE Supports and services are chosen, refused, or modified by the Veteran	Services and goals are prescribed by provider or staff to ensure safety and meet Veteran needs	Staff establish primary goals, and Veterans have some choice about secondary goals	Although Veterans may have varying degrees of choice, the service provider's choice usually prevails	Significant Veteran control of services exists in design and provision, with considerable staff input	All services are Veteran driven. Veterans have the right to choose, refuse, and modify services and supports	
SERVICE OPTIONS: FLEXIBILITY The extent to which the program is able to meet changing needs and preferences of Veterans: 1. Variety of options are available 2. Changes based on continuing assessment 3. Flexibility of type, location, intensity and frequency	Service needs are not assessed on an ongoing basis, and service mix cannot be adapted to meet the changing needs and preferences of Veteran	One of the three elements of flexibility are present	Two of the three elements of flexibility are present	All three elements are present but may not be strong	All three elements are present and strong	
INDIVIDUALIZED HOUSING PLAN Program has responsibility for helping Veterans develop an individualized housing plan that focuses on their housing stabilization	Program does not help develop any type of individualized service plan (develops plan with 0% of Veterans)	Program develops individualized service plans but includes a housing component with some but less than half of the Veterans (develops plan with 1% - 49% Veterans)	Program develops individualized service plans and includes a housing component with at least half of the Veterans (develop plan with 50% to 74% of Veterans)	Program develops individualized service plans and includes a housing component with almost all Veterans (develops plan with 75% to 99% of Veterans)	Program always develops individualized service plans and includes a housing component with Veterans (develops plan with 100% of Veterans)	
ORGANIZATION ITEMS						
ADMINISTRATIVE SUPPORT AND DIRECTION Level of support for clinicians and those working directly with Veterans (e.g., availability, ease of hiring to meet need)	There is no administrative support for clinicians and those working directly with Veterans	There is very little administrative support for clinicians and those working directly with Veterans	There is some administrative support for clinicians and those working directly with Veterans	There is a lot of administrative support for clinicians and those working directly with Veterans	There is overwhelming administrative support for clinicians and those working directly with Veterans	
SAFE ENVIRONMENT Staff feel their work and what they are asked to do is in a safe environment	Staff/case managers feel their work and what they are asked to do is almost never in a safe environment	Staff/case managers feel their work and what they are asked to do is in a safe environment some of the time	Staff/case managers feel their work and what they are asked to do is in a safe environment about half the time	Staff/case managers feel their work and what they are asked to do is in a safe environment most of the time	Staff/case managers feel their work and what they are asked to do is in a safe environment all of the time	

Please insert any additional comments regarding the tool or its items in the space below. You can also type comments following your responses to the items in the right-most column. Thanks for your input. **Once complete, please email it to svyoung1@usf.edu and psmits@usf.edu.**

