

Eviction Prevention: Monitoring

The "Return to NYC Program Page" takes you back to the NYC page on the TBF-Workplace site.

The "Return Westchester Program Page" takes you back to the Westchester page on the TBF-Workplace site.

The Reports links are specific to each program; the reports will be limited to clients of either NYC or Westchester.

Monitoring the housing stability of The Bridge Fund's clients is done at six month (optional), one year, and two year intervals. In ACCESS, notes were added to the client's record describing the current situation at each interval. With the revamped database, the client will be asked to answer a brief survey each time. Bridge Fund staff will add notes and rate the client's housing stability on a scale from "A" to "E", with A being most stable and "E" for evicted. These instructions will show you how to use the client form, the staff evaluation, and a guide to analysis of monitoring results.

The Client Survey: Send the PDF file or web link to the client for each monitoring. Or ask the questions by phone and fill in the form yourself. The PDF file is found at: <https://thebridgefund.org/wp-content/uploads/2021/05/MonitorSurvey-Web-Form.pdf> To send the link, you need to replace xxx with the ClientID:

<https://c2abz574.caspio.com/dp/7c60900046149637970f4c2ab6cb?ClientID=xxx>



THE BRIDGE FUND OF NEW YORK INC.

ClientID *

I am still in the same apartment or home.
 Yes No

If not in the same apartment or home, why not?
 I chose to move to a cheaper home or apartment.
 I chose to move to a better apartment or home.
 I needed to move because the old apartment or home was unsafe.
 I was forced out of the old apartment or home because I owed rent or mortgage.
 Other Reason. (Explain below)

Do you still reside in New York City?
 Yes No

Regarding my rent and housing situation, I am:
 current with payments
 a little behind with payments but can manage to catch up on my own
 significantly behind with payments and will need outside help
 significantly behind with payments, have not been able to secure outside help and am worried that I will have to move or be forced out of my apartment

The total household income has:
 remained the same increased decreased unsure

I feel that my housing and financial situation is:
 stable and will be for the foreseeable future
 stable for now but this could change at any time
 unstable
 unsure

Please share any additional information you feel is important for us to know:

Today's Date

SUBMIT

Print this page



THE BRIDGE FUND OF NEW YORK INC.

Monitoring Survey Results

ClientID

Submission Date AFTER

Submission Date BEFORE

SEARCH

Monitoring Results:

Use the report [Monitoring Survey Results](#)

Enter a ClientID to see a specific client, or enter a date or range of dates to see clients who submitted surveys between the AFTER date and the BEFORE data. Or enter “W” to see all Westchester records in the database that have survey results. Or “B” for Bronx, “K” for Brooklyn, etc.

In the examples below, all data is test data, not data from actual clients.

In the above form, the ClientID entered was “XX203” (not a real client). The results show a lot of information and options for further action. The left columns show each of the client’s responses to the survey.

Monitoring Survey Results

 Download Data

ClientID ▲	Submission Date	I am still in the same apartment or home.	If not in the same apartment or home, why not?	Do you still reside in New York City?	Regarding my rent and housing situation, I am:	The total household income has:	I feel that my housing and financial situation is:	Please share any additional information you feel is important for us to know:
XX203	5/1/2018	1			significantly behind with payments, have not been able to secure outside help and am worried that I will have to move or be forced out of my apartment	decreased	ustable	Roommate left without paying last month's rent.
Xx203	5/15/2019	0		0	current with payments	decreased	stable and will be for the foreseeable future	Recent cancer diagnosis, unable to work.Moved in with daughter in Yonkers.

Scroll to the right, at the end, are two choices: [View Details](#) to see this client’s complete survey form for each Submission Date (column 2).

Grade for 6 months	Grade for 1 Year Monitoring	Grade for 2 Year Monitoring	Six Month Score	One Year Score	Two Year Score
D	A	O	2	5	0

Scrolling right, we see the Grades given by Bridge Fund Staff after each Monitoring: Six Months (D), One Year (A), and Two Years (O). The client was significantly behind in rent at six months after Bridge Fund assistance? Looking at the client’s Six Month comments, we note that the client’s roommate moved out without paying rent. And so on until at two years, the client died. The “O” can also mean that The Bridge Fund is unable to contact the client

after several tries. What is the “Score”? It is the numeric value of the letter grade, so Grade A = Score 5, Grade B = Score 4, etc. This is done so that we can compare the change in ratings across intervals.

Continue scrolling right to see why this may be helpful:

Six Month Score	One Year Score	Two Year Score	One Year - Six months	Two Years - One Year	Two Years - Six Months
2	5	0	3	-5	-2

So this client had a Grade of D at 6 months and a Grade of A at one year, so the score improved from D (2) to A (5), a difference of 3 points. Because the client died before the Year 2 monitoring, his score was 0, and no meaningful comparison can be made about relative stability between years 1 and 2.

These grades and score values will be repeated for all three survey dates for this client. If the client has had only complete one

survey, the One Year and Two Year grades and scores (and comparisons) will be blank.

Bottom of the Chart Calculations: Below the columns of data are some useful summary calculations. NOTE: Remember these are TEST Clients, not real data. This discussion is to illustrate how to think about these results.

TOTAL CLIENTS	4
AVG SCORE AT 6 MONTHS	
AVG SCORE AT 1 YEAR	
AVG SCORE AT 2 YEARS	
AVG 2 YEAR CHANGE	

	3
	4.25
	3.25
	0.25

Total Clients = ALL clients in the database with monitoring results, not just the clients returned by the search form. This is because the values we are showing are the percentages various grades among ALL clients.

The Average Score at 6 Months is the sum of all the scores at 6 months divided by the number of clients in this report (not the total number of clients in database). Similarly, the Average Score at 1 Year and at 2 Years are the averages of those columns in the report. What do these averages tell us? Remember that the Scores are the grades of housing stability and financial well-being clients received by Bridge Fund staff at three different times.

So, on average, clients in this selected group (as determined by the Search Form), were graded as C (3) at 6 months, a little over B (4) at 1 Year, and a little over C (3) at 2 Years. These test clients have at times been stable or close to it, but are struggling with finances; they haven’t slipped into significant distress or been evicted. How much change in stability occurred during these two years? The “Avg 2 Year Change” indicates not much positive change (0.25 points), but neither is the result negative. Many external factors affect these outcomes, not just Bridge Fund assistance and counseling.

Scroll to the end of the row to see how to add staff monitoring notes and grades.

NEW Staff Report	Update Monitoring	Pivot Table
Add NEW Monitoring Results Form	Update Monitoring Notes	%Grades Per Period

NEW Staff Report: The **first time** a client submits a survey, and you are ready to write the Staff report, click on **Add NEW Monitoring Results Form**.

This form has space for all three Monitoring Staff Reports. So when the One Year and Two Year monitoring is ready to be entered, use **Update Monitoring Notes** to come back to the same form. **If you click on ADD NEW instead, you will not be able to submit the form, because one has already been created.**

Here is a part of the form for test client XX203:

ClientID
XX203

Six Month Monitoring

Notes at 6 months

Roommate and client has disagreement and roommate left without paying his share of rent.

Date of 6 month monitoring
05/05/2018

Grade for 6 months
 A B C D E O

One Year Monitoring

Notes at 1 Year

Client diagnosed with cancer, moved in with daughter and pays small share of rent.No lobnger in NYC.

Date of 1 Year Monitoring
05/01/2019

Grade for 1 Year Monitoring
 A B C D E O

Two Year Monitoring

Notes at 2 Years

Daughter reports client died 4/15/2020 due to Covid/Cancer.

Date of 2 Year Monitoring
05/20/2020

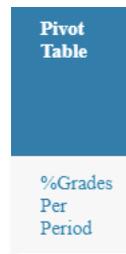
Grade for 2 Year Monitoring
 A B C D E O

UPDATE

The Two Year Monitoring completes the record. Be sure to click on UPDATE after each monitoring report.

Pressing UPDATE takes you back to the SEARCH form.

But WAIT...There's More!!!



If you click on Grades Per Period, you can see a summary of the grades given clients over a selected period of time.

You can use a PivotTable to summarize, analyze, and present summary data to easily see comparisons, patterns, and trends. While each of our client's circumstances are different, it is helpful to see if there is any patterns we see in our clients' housing stability over two years of monitoring. What conclusions can we draw from any such pattern of results?

The Pivot Report begins with a Search Form to limit (or not) our results.

Note that you can return to the Monitoring Survey report from here.

Enter a ClientID to limit results to just one client record, and/or select just one period to chart:

So far, we have looked at just one test Client, XX203. The grades were D, A, and O. There are four clients in this test database. In the Pivot Table below, we summarize how many A's were given at 6 months, at 1 Year, at 2 Years. How many B's and how many C's, etc. Actually, instead of just a count of A's, B's, and so on, the table shows the percentage of clients at Six Months who received a grade of "A".

First, let's look at the table of grades given to these test clients. You will never actually have to use this table. It is created from staff monitoring reports.

The Actual Grades:

ClientID	Date	Rating	Period
WZ101	01/05/2018	A	1-Six Months
WZ101	01/05/2019	B	2-One Year
WZ101	01/05/2020	C	3-Two Year
XX101	03/05/2019	C	1-Six Months
XX101	03/05/2019	C	2-One Year
XX101	03/05/2020	A	3-Two Year
XX202	04/01/2018	D	1-Six Months
XX202	04/01/2019	A	2-One Year
XX202	04/01/2020	A	3-Two Year
XX203	05/03/2018	D	1-Six Months
XX203	05/12/2019	A	2-One Year
XX203	05/20/2020	O	3-Two Year

Each of the four clients has 3 entries, one for each monitoring. So, client WZ101 received grades of A, B, and C. Client XX203, as we know, received grades of D, A, and O.

Look at the data this way. At Six Months, the grades were A, C, D, and D. The Six Month Column below.
 25% of 4 clients got an A (client WZ101)
 25% received a C (client XX101)
 50% received a grade of D. (clients XX202 and XX203)

Clients getting an A at any time are calculated in the A row:

25% at Six Months: (Client WZ101)
 50% at One Year (Clients XX202 and XX203)
 50% at Two Years (Clients XX101 and XX202)

 Search Again  Download Data

Rating	Period			Grand Total
	1-Six Months	2-One Year	3-Two Year	
A	25.00%	50.00%	50.00%	41.67%
B		25.00%		8.33%
C	25.00%	25.00%	25.00%	25.00%
D	50.00%			16.67%
O			25.00%	8.33%

Overall, we see that over 41% of clients were rated as stable during the next two years after Bridge Fund assistance with another 8% managing without additional assistance. No one was evicted. These are not real data, of course, but this illustrates how a Pivot Table can be used in analysis of monitoring results.