
RENSSELAER COUNTY HOMELESS SERVICES COLLABORATIVE: CONTINUUM OF CARE WRITTEN STANDARDS

Preamble

The Continuum of Care (CoC) is responsible for establishing and consistently following written standards for administering assistance. Written standards provide a reference for coordinating and implementing a system to meet the needs of the population and subpopulations experiencing homelessness within the geographic area of the Rensselaer County Homeless Services Collaborative (RCHSC). Both the Emergency Solutions Grant (ESG) and the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH) Continuum of Care Project Interim Rules and Regulations state that CoCs, “in consultation with recipients of ESG project funds within the geographic area, are intended to coordinate service delivery...and assist CoCs and their recipients in evaluating the eligibility of individuals and families consistently and administering assistance fairly and methodically” § 578.7(a)(9).¹

All projects that receive ESG or CoC funding are required to abide by these Written Standards. The CoC strongly encourages projects that do not receive either of these sources of funds to accept and utilize these written standards. The goals of the RCHSC written standards are to:

- Establish community-wide expectations and standards
- Clarify local priorities, which will ensure a transparent system
- Document the system for prioritizing assistance per project type
- Outline a strategy for use of limited resources

The RCHSC Written Standards have been established to ensure that persons experiencing homelessness who enter projects throughout the CoC will be given unvarying information and support to access and maintain permanent housing and enable the CoC to end homelessness. The written standards are aligned with RCHSC's Coordinated Entry System, which provides a system for households seeking assistance to access and be prioritized into available homeless services in the community.

For each project type, the standards outline:

1. Purpose of the project type
2. Eligibility criteria
3. Minimum and maximum standards of assistance
4. Strategic planning objectives
5. Performance standards

¹ 24 CFR § 576.400(e)(1) If the recipient is a metropolitan city, urban county, or territory, the recipient must have written standards for providing Emergency Solutions Grant (ESG) assistance and must consistently apply those standards for all program participants. The recipient must describe these standards in its consolidated plan; (2) if the recipient is a state: the recipient must establish and consistently apply, or require that its subrecipients establish and consistently apply, written standards for providing ESG assistance.

As a baseline, the RCHSC has adopted current minimum standards set by HUD for all CoC-funded projects and has worked collaboratively with ESG recipients and subrecipients. The City of Troy has adopted the CoC's Written Standards for ESG noted in the most recent Consolidated Plan.

Requirements set by HUD for CoC and ESG projects include:

- Projects must have written policies and procedures and consistently apply them to all participants.
- Projects that serve households with children must comply with the following:
 - A staff person must be designated as the educational liaison that will ensure children are enrolled in school, connected to appropriate services in the community, including early childhood projects such as Head Start, Part C of the Individuals with Disabilities Education Act, and the McKinney Vento education services
 - The age and gender of a child under age 18 must not be used as a basis for denying any family's admission to a project that provides shelter for families with children
- Projects receiving ESG and CoC funding must participate in HMIS (Homeless Management Information System); however all homeless projects are strongly encouraged to participate in HMIS and meet the minimum HMIS data quality standards. Projects must keep documentation of use of HMIS.
- Projects must coordinate and collaborate with other service providers within the geographic area (such as housing, social services, employment, education and youth projects, etc).
- Projects are required to participate in the Coordinated Entry System and use the prioritization criteria established in this document.
- Projects must keep documentation of homelessness on file.
- Projects must keep documentation of amount, source and use of resources for each match contribution.
- Projects must keep documentation for all eligible costs charged to the grant.
- Eligibility requirements as defined by CoC and ESG funding and this document are the standard for receiving assistance. Additional project requirements for eligibility are not the standard and cannot be grounds for rejection, except for state-mandated restrictions or projects approved to serve a specific subpopulation with services that are tailored to meet the needs of that subpopulation. Prospective project participants can only be rejected because the eligibility criteria as defined by CoC and ESG funding and these written standards is not met.
- Projects must have a formal procedure for terminating assistance to a participant that abides by all applicable project funding guidelines, and local, state and federal regulations.
- Projects must ensure equal access in housing to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status. Equal access must be granted to individuals in accordance with the individual's gender identity, and in a manner that affords equal access to the individual's family.
- **Mobility Options for Persons at Risk of Violence:** Principles outlined in the "Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care Program" are to be followed by both ESG and CoC programs. This rule amends the CoC program regulations to allow individuals and families to choose housing outside of a CoC's geographic area, subject to certain conditions, and to retain the tenant-based rental assistance under the CoC program. In addition to allowing individuals and families to choose housing outside of the CoC's geographic area, this interim rule exempts recipients and subrecipients from compliance with all nonstatutory regulations when a program participant moves to flee domestic violence, dating violence, sexual

assault, or stalking. This relaxation of conditions is consistent with the Violence Against Women Reauthorization Act of 2013, directing greater protections for victims of domestic violence, dating violence, sexual assault, or stalking.

The *Written Standards* are implemented in coordination with *the Coordinated Entry Policies and Procedures*, the *Rensselaer County Ten Year Plan to End Homelessness* and *The Addendum to the Rensselaer County Ten Year Plan to End Homelessness*. Specifically, the following written standards for administering assistance within the Rensselaer CoC geographic area serve as a reference to:

- Assist with the coordination of service delivery across the geographic area and are the foundation of the Coordinated Entry system
- Assist in assessing individuals and families consistently to determine project eligibility
- Set prioritization standards for administering assistance that are in line with the CoC's vision and guiding principles, and which are complementary to the strategies outlined in *Opening Doors*
- Assist in administering projects fairly and methodically to meet funding regulations
- Establish common core performance measures for all CoC and ESG component types
- Provide the basis for monitoring CoC and ESG funded projects
- Establish how standards will be reviewed regularly and evaluated for effectiveness

Housing First

Housing First is a proven approach, applicable across all elements of systems for ending homelessness, in which people experiencing homelessness are connected to permanent housing swiftly and with few to no treatment preconditions, behavioral contingencies, or other barriers. All CoC-funded projects in the community have committed to serving project participants under the Housing First model. Projects ensure that no potential clients are screened out or terminated based on any criteria outlined below.

- Access to projects is not contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary condition.
- Programs or projects do everything possible not to reject an individual or family on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that are interpreted as indicating a lack of "housing readiness."
- People with disabilities are offered clear opportunities to request reasonable accommodations within applications and screening processes and during tenancy, and building and apartment units which includes special physical features that accommodate disabilities.
- Programs or projects that cannot serve someone work through the Coordinated Entry Process to ensure that those individuals or families have access to housing and services elsewhere.
- Housing and service goals and plans are highly tenant – driven.
- Supportive services emphasize engagement and problem- solving over therapeutic goals.
- Participation in services or compliance with service plans are not conditions of tenancy, but are reviewed with tenants and regularly offered as a resource to tenants.
- Services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use and addiction are part of some tenants' lives. Tenants are engaged in non-judgmental

communication regarding drug and alcohol use are offered education regarding how to avoid risky behaviors and engage in safer practices.

- Substance use in and of itself, without other lease violations, is not considered a reason for eviction.
- Tenants in supportive housing are given reasonable flexibility in paying their share of rent on time and offered special payment arrangements for rent arrears and/or assistance with financial management, including representative payee arrangements.
- Every effort is made to provide a tenant the opportunity to transfer from one housing situation, program, or project to another if a tenancy is in jeopardy. Whenever possible, eviction back into homelessness is avoided.

Ongoing Review & Evaluation

As a document that represents the CoC, its available housing and services, populations, as well as local goals and values, these standards serve as a resource for providing assistance across the continuum in order to end homelessness.

The standards are to be reviewed annually in order to ensure the system of providing assistance is transparent, local priorities are clear to all recipients, and CoC limited resources are being used strategically. To guarantee the written standards are implemented comprehensively, project performance, HMIS data, Coordinated Entry tracking, as well as project participant and stakeholder input, will all be considered when evaluating the written standards for effectiveness. As noted in the RCHSC Governance Charter, ongoing review and evaluation will be completed at least annually.

Prioritization Standards

These written standards establish the community-wide expectation of how local resources will be targeted among potential eligible applicants. This process is especially important when the demand for services is higher than the level available in the community. The prioritization process is separate from meeting eligibility requirements, and is specific to efficiently and effectively meeting the needs of those in our community who need homeless services the most.

Prospective project participants must always meet eligibility criteria. After eligibility is established, individuals and household types can be prioritized for a type of assistance. As documented in the *Coordinated Entry Policies & Procedures*, the community prioritizes assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. All CoC program-funded PSH accept referrals only through a single prioritized list that is created through the CoC's Coordinated Entry process, which is also informed by the CoC's street outreach. Populations and households prioritized for assistance include:

- Those prioritized in CoC funded PSH beds **Dedicated** to Persons Experiencing CH or PSH **Prioritized** for Occupancy by CH Persons are, in order of prioritization:
 - First Priority- Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs
 - Second Priority- Chronically Homeless Individuals and Families with the Longest History of Homelessness

- Third Priority- Chronically Homeless Individuals and Families with the most severe service needs
- Fourth Priority- All other Chronically Homeless Individuals and Families
- Fifth Priority- Non-chronically homeless households following the order in the next section, as long as the recipient of CoC Program-funded PSH documents how it was determined that there were no chronically homeless households identified for assistance within the CoC's geographic area at the point at which a vacancy became available.
- Those prioritized in PSH beds that are NOT Dedicated or Prioritized for Persons Experiencing Chronic Homeless, in order of prioritization:
 - First Priority - Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness (fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months) **and** Severe Service Need.
 - Second Priority - Homeless Individuals and Families with a Disability with Severe Service Needs. No minimum length of time required.
 - Third Priority - Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs. No minimum length of time required.
 - Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing who prior to residing in the TH had lived in a place not meant for human habitation, in an emergency shelter, or safe haven. This priority also includes individuals and families residing in TH who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking prior to residing in that TH project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the TH.
 - Fifth Priority- All others that meet a lower priority of order, as long as the recipient of CoC Program-funded PSH documents how the determination was made that there were no eligible individuals or families within the CoC's geographic area that met a higher priority.
- All persons who are not eligible or prioritized for permanent supportive housing are prioritized for other types of assistance, including street outreach, emergency shelter, homelessness prevention, and rapid re-housing.

Accessing Assistance

The Rensselaer County Homeless Services Collaborative' *Coordinated Entry Policies and Procedures* manual describes in detail the methods for *accessing assistance*. The *Policies and Procedures* outline the standardized access, assessment, and referral process for housing and other services across agencies in a community. This process is not intended to determine acceptance into a project; it is meant to prioritize community services based on need. The Coordinated Entry process assesses the person's housing needs, preferences, and vulnerability. During assessment, the person's needs and level of vulnerability may be documented for purposes of determining prioritization. Prioritization helps the CoC manage its inventory of community housing resources and services, ensuring that those persons with the greatest need and vulnerability receive

the supports they need to resolve their housing crisis. Following prioritization, persons are referred to available CoC housing resources and services in accordance with the CoC's prioritization guidelines.

The Coordinated Entry Process is intended to ensure that households are referred to projects for which they are eligible, and each project has the ability and responsibility to ensure that household needs are best served by their project. The goal of Coordinated Entry is to link all CoC or ESG funded emergency shelter providers, essential services providers, homelessness prevention, and rapid rehousing assistance providers; other homeless assistance providers; and mainstream service and housing providers in order to best assess households to effectively and efficiently refer households to services.

HUD Required Fundamentals

- Full coverage - The Coordinated Entry Process must cover the CoC's entire geographic area with access points that are accessible and well advertised to the people living there.
- Outreach - Any street outreach efforts must be linked to the Coordinated Entry Process.
- Emergency Services – The Coordinated Entry Process must allow people experiencing a housing crisis to access emergency services with as few barriers as possible.
- Standardized Access and Assessment – The Coordinated Entry Process must use the same assessment process at all access points.
- Marketing and Non-Discriminatory Access –CoCs and recipients of HUD CoC and ESG Program funds are required to affirmatively market their housing and supportive services projects to eligible persons who are least likely to apply in the absence of special outreach.
- Safety Planning – The CoC's access must ensure the safety of persons who are fleeing, or attempting to flee, domestic violence (as well as dating violence, sexual assault, trafficking, or stalking).
- Privacy – The Coordinated Entry Process must ensure adequate privacy protections are extended to and enforced for all participants from the first point of access, through assessment and prioritization, and after participants have been offered permanent housing and even exited CoC projects.

The *Coordinated Entry Policies and Procedures* can be found on the Rensselaer County Homeless Services Collaborative website caresny.org/continuum-of-care/rensselaer-county-homeless-services-collaborative/rensselaer-county-coordinated-entry/.

Specific Requirements & Objectives by Funding Source

Requirements Specific to City of Troy ESG-funded Projects

Projects funded by the City of Troy, NY with ESG funds are expected to adhere to the following standards to be considered in good project standing:

- Be familiar with and adhere to all project requirements of ESG as stated in Title 24 of the Code of Federal Regulations, Part 576
- Work with City of Troy staff in developing and implementing the Rensselaer County Continuum of Care Plan
- Collaborate with other homeless providers in the operation of the project
- Participate in trainings and coordination meetings
- Cooperate with related research and evaluation activities

- Prioritize referrals from homeless service providers with the Continuum of Care System as it relates to the Coordinated Entry System
- Meet high standards of professionalism in implementing the project
- Conform to all fiscal accountability standards required by the City of Troy and by the federal governments (24CFR, Part 84)

Projects receiving funding by the City of Troy ESG and STEHP programs should meet the following objectives and outcomes in order to maintain

- Suitable living environment
- Affordable housing and affordability of services
- Creating economic opportunities
- Availability and accessibility of services and housing
- Sustainability of the above stated objectives

Strategic Planning Objectives Specific to CoC Funded Projects

- Increase the number of beds dedicated and prioritized to serve chronically homeless individuals
- Increase housing stability
- Increase project participant income
- Increase the number of participants obtaining mainstream benefits
- Increase the number of individuals and families served by Rapid Rehousing

Written Standards by Project Type

The project types directly providing homeless housing and services included within the written standards and their location within the document are listed below.

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HOMELESSNESS PREVENTION

Homelessness Prevention services are available to persons who are at risk of becoming homeless. Homelessness prevention assistance can be used to prevent an eligible individual or family from becoming homeless or to help them regain stability in their current housing or other permanent housing. Eligible activities include housing relocation and stabilization services as well as short and medium-term rental assistance.

Homelessness prevention funds are available through the ESG program by the City of Troy and the NYS Solutions to End Homelessness Program. For further information regarding the administration of Homelessness Prevention through the City of Troy, refer to the most recent *Annual Action Plan* which can be found on the City of Troy's website, troyny.gov.

Eligibility Criteria (ESG)

- Participants must meet the HUD definition of homeless, or at risk of becoming homeless.
- Household income must be less than 30% Area Median Income (AMI) - 29% or below
- Participant must be a City of Troy resident (City of Troy ESG only)
- Participant lacks identifiable financial resources and/or support networks.

Minimum Standard of Assistance (ESG)

- Participants must be offered at least one type of service allowable under the regulations for homeless prevention projects
- Participants will receive the minimum type, amount, and duration of housing stabilization and/or relocation services needed in order to regain housing stability
- Follow up will occur at minimum monthly while participants are receiving assistance
- Follow up will occur 90 days post discharge
- Allowable assistance can be adjusted

Maximum Standard of Assistance (ESG)

- Up to three (3) months of rental arrear payments
- Up to three (3) months of utility arrears payments, or the minimum amount required to restore or set up service
- Up to three (3) months rental stipend for short-term rental assistance; up to 24 months of assistance for medium-term rental assistance
- The rental subsidy amount or occupancy charge will account for participants paying no more than 30% of their adjusted income or 10% of their gross income towards rent
- No cap on the maximum amount of assistance, maximum number of months the project participant receive assistance; or the maximum number of times the project participant may receive assistance, other than those set by HUD

System Performance Standard: Expected Outcomes

- Reduce the Number of Homeless Households Seeking Emergency Shelter
 - At least a 20% increase in diversions for homeless households within the City of Troy
 - At least 80% of households served will maintain permanent housing for 90 days after discharge

STREET OUTREACH

Street Outreach projects serve unsheltered homeless individuals and families, connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care. Essential services of street outreach include: engagement, case management, emergency health and mental health services, transportation, and services for special populations.

Street Outreach funds are available through both the CoC program, and the ESG program by the City of Troy and the NYS Solutions to End Homelessness Program. For further information regarding the administration of Street Outreach through the City of Troy, refer to the most recent *Annual Action Plan* which can be found on the City of Troy's website, troyny.gov.

Eligibility Criteria (ESG & CoC)

- Participants must meet the HUD definition of homeless, and be living on the streets or with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings

Minimum Standard of Assistance (ESG & CoC)

- Participants must be offered at least one type of service allowable under the regulations for SSO: Street Outreach projects

System Performance Standards: Expected Outcomes

- Expand Homeless Outreach Services
 - At least 10% more households will be provided services than the previous year
 - At least 50% of those discharged from the project have a positive permanent housing outcome

EMERGENCY SHELTERS

Essential services of emergency shelter includes: case management, childcare, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment services, transportation, and services for special populations.

Emergency shelter funds are available through the ESG program by the City of Troy and the NYS Solutions to End Homelessness Program. For further information regarding the administration of Emergency Shelter through the City of Troy, refer to the most recent *Annual Action Plan* which can be found on the City of Troy's website, troyny.gov.

Eligibility Criteria (ESG)

- Participants must meet the HUD definition of homeless
- Participants must be City of Troy residents (City of Troy ESG only, excluding DV shelter)

Minimum Standard of Assistance (ESG)

- Participants must be offered at least one type of service allowable under the regulations for emergency shelters, including shelter, food, and personal care items
- Participants must be offered assistance in transitioning to permanent housing

System Performance Standards: Expected Outcomes

- Reduce Rates of Homelessness
 - At least 30% of households will exit to permanent housing destinations.
 - Average length of stay for all households is less than 20 days

RAPID RE-HOUSING

Rapid Re-Housing (RRH) services are available to help those who are literally homeless be quickly and permanently housed. Eligible activities include: housing relocation and stabilization services and short or medium term rental assistance as needed to help a homeless individual or family move as quickly as possible to permanent housing and achieve stability in that housing.

Rapid Rehousing funds are available through both the CoC program, and the ESG program by the City of Troy and the NYS Solutions to End Homelessness Program. For further information regarding the administration of Rapid Re-Housing through the City of Troy, refer to the most recent *Annual Action Plan* which can be found on the City of Troy’s website, troyny.gov.

Eligibility Criteria (ESG & CoC)

- Participants must meet the HUD definition of homeless
- Participant must be a City of Troy resident (City of Troy ESG only)
- Participant lacks identifiable financial resources and/or support networks

Minimum Standard of Assistance (ESG & CoC)

- Participants must be offered at least one type of service allowable under the regulations for rapid re-housing projects
- Supportive services designed to meet the needs of the project participants must be made available to the project participants throughout the duration of RRH assistance
- Participants will receive the minimum type, amount, and duration of housing stabilization and/or relocation services needed in order to regain housing stability
- Case management services will be provided at least monthly while participants are receiving assistance
- Follow up will occur six months post discharge
- Allowable assistance can be adjusted

Maximum Standard of Assistance (ESG & CoC)

- Up to three (3) months of rental arrear payments
- Up to three (3) months of utility arrears payments, or the minimum amount required to restore or set up service
- Up to three(3) months rental stipend for short-term rental assistance; up to 24 months of assistance for medium-term rental assistance
- The rental subsidy amount will account for participants paying no more than 30% of their adjusted income or 10% of their gross income towards rent
- No cap on the maximum amount of assistance, maximum number of months the project participant receive assistance; or the maximum number of times the project participant may receive assistance, other than those set by HUD

System Performance Standards: Expected Outcomes

- Reduce the Number and Length of Homelessness for Homeless Households
 - At least 80% of households served will be placed in permanent housing within 60 days
 - At least 80% of households served will maintain permanent housing for six months after discharge
- Increase Employment and Income Growth
 - 54% or more of adult participants will increase income from sources other than employment
 - 20% or more of adult participants will increase income from employment

TRANSITIONAL HOUSING

The Transitional Housing (TH) project component is designed to provide homeless individuals and families with interim stability and support to successfully move to and maintain permanent housing. Transitional housing funds are available through the CoC program.

Eligibility Criteria (CoC)

- Participants must meet the HUD definition of homeless

Minimum Standards of Assistance (CoC)

- Participants must be offered at least one type of service allowable under the regulations for transitional housing projects
- Assistance in transitioning to permanent housing must be offered
- Support services must be offered throughout the duration of stay in transitional housing
- Project participants in transitional housing must enter into a lease agreement for a term of at least one month. The lease must be automatically renewable upon expiration, except on prior notice by either party

Maximum Standards of Assistance (CoC)

- Length of stay cannot exceed 24 months
- The rental subsidy amount or occupancy charge will account for participants paying no more than 30% of their adjusted income or 10% of their gross income towards rent

Performance Standards: Strategic Planning Objectives

- 80% or more of all participants will exit to permanent housing destinations
- 54% or more of adult participants will increase income from sources other than employment
- 20% or more of adult participants will increase income from employment

PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing (PSH) for persons with disabilities is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability.

Permanent Supportive Housing funds are available through the CoC program.

Eligibility Criteria (CoC)

- Participants must meet the HUD definition of homeless
- PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability

Minimum Standards of Assistance (CoC)

- Participants must be offered at least one type of service allowable under the regulations for supportive housing projects
- Supportive services designed to meet the needs of the project participants must be made available to the project participants throughout the duration of stay in PSH
- Project participants in PSH must enter into a lease (or sublease) agreement for an initial term of at least one year that is renewable and is terminable only for cause. Leases (or subleases) must be renewable for a minimum term of one month

Maximum Standards of Assistance (CoC)

- There can be no predetermined or maximum length of stay for a PSH project
- The rental subsidy amount or occupancy charge will account for participants paying no more than 30% of their adjusted income or 10% of their gross income towards rent

Performance Standards: Strategic Planning Objectives

- 80% or more of all participants will remain stable in PSH or exit to other permanent housing destinations
- 54% or more of adult participants will increase income from sources other than employment
- 20% or more of adult participants will increase income from employment

SUPPORTIVE SERVICES PROJECTS

The supportive services only (SSO) project component allows for the provision of services to homeless individuals and families not residing in housing operated by the recipient of SSO funding. SSO projects provide services to persons experiencing homelessness that are not tied to specific housing units. Supportive services can include conducting outreach to sheltered and unsheltered homeless persons and families, linking clients with housing or other necessary services, and providing ongoing support. Support Services Only funds are available through the CoC program.

Eligibility Criteria (CoC)

- Participants must meet the HUD definition of homeless

Minimum Standards of Assistance (CoC)

- Participants must be offered at least one type of service allowable under the regulations for supportive services only projects
- Supportive services designed to meet the needs of the project participants must be made available to the project participants throughout the duration of stay in the SSO project

Performance Standards: Strategic Planning Objectives

- 80% or more of all participants will remain in stable housing or exit to other permanent housing destinations

HOMELESS MANAGEMENT INFORMATION SYSTEM

Under the HEARTH Act, HMIS participation is a statutory requirement for all CoC and ESG funded projects. Victims service providers cannot participate in HMIS; these providers must use a comparable database that produces unduplicated and aggregate reports in its place. The RCHSC is responsible for designating the HMIS lead who is responsible for the operation and administration of the HMIS.

Minimum Standards

- Produce an unduplicated count of persons experiencing homelessness for the CoC
- Describe the extent and nature of homelessness within the CoC
- Identify patterns of service use
- Measure project effectiveness

Performance Standards: Expected Outcomes

- Increase and Maintain Data Quality within HMIS
 - No more than 5% error rate for all required fields.