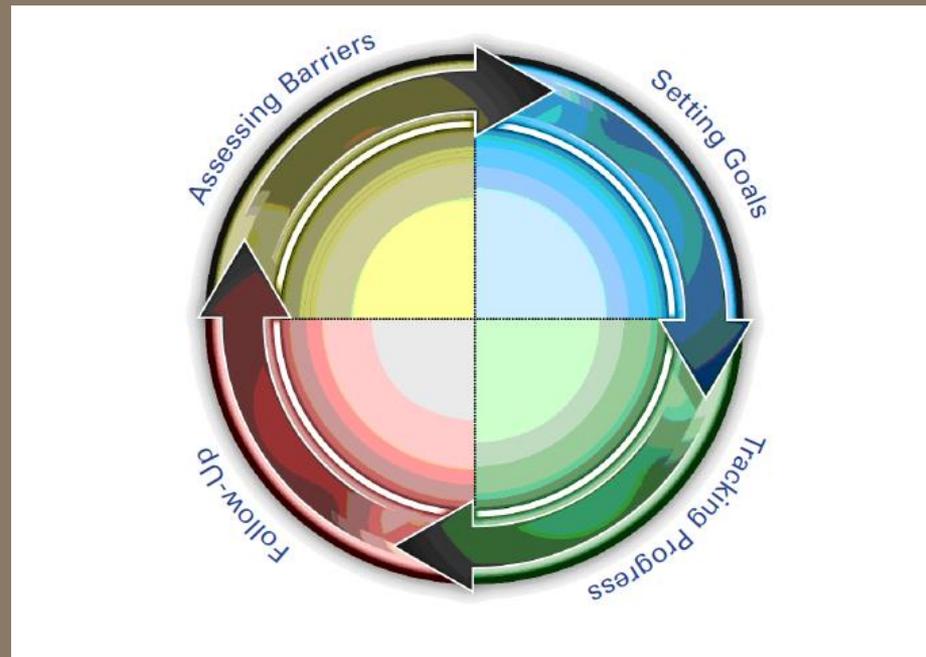


Implementing the Housing Support Standards



Background



Housing Support Standards were created in response to:

- Lack of consistency in provision of support across homeless services providers/projects
- Lack of specialized training for homeless services providers/projects
- Focus on providing long term assistance to END not MAINTAIN homelessness

The Housing Support Standards



A set of requirements for all DCA grantees.

These standards encompass seven main topic areas:

- Project Philosophy
- Training and Supervision
- Access to Services
- Screening and Intake
- Service Planning and Delivery
- Case Closing and Follow Up
- Documentation

Project Philosophy



Projects should be guided by the following principles:

- Services based on Client Strengths
- Emphasis on Consumer Choice
- Individualized Services
- Providing a Safe and Supportive Environment
- Focusing on Prevention of Crises

Training and Supervision

Staff should be trained in the following core competencies:

- Consumer Engagement and Relationship
- Assessment of Needs
- Housing Plan Development
- Community Resources
- Mainstream Benefits
- Housing Stability
- Special Needs of Various Populations

Access to Services

- Project ensures that individuals have access to essential services (either in-house or through *formal* arrangements with other providers)
 - *Including housing services, skills training, support services, health services, employment and vocational services*
- Resource Directory is updated and available to staff
- Consumers have access to crisis support 24/7
 - Can include Georgia Crisis and Access Line
- Project provides only those services for which they are qualified to provide
- Participation in Local/Regional Planning through CoC

Screening and Intake

HOUSEHOLD INTAKE AND DOCUMENTATION

Household Intake & Project Enrollment into HMIS	Within One Week After Intake
Barriers to Housing Stability Assessment	Within One Week After Intake
Set Housing Stability Goals	Within One Week After Intake
Update Household Goals	Twice a Month
Update Household Current Status	<ul style="list-style-type: none">• Intake• As Necessary• Discharge• 90 After BHSA (ES and Services)• 90 and 180 Days After Discharge (TH, RRH & PREV)
Household Discharge	Within One Week After Discharge

Client Intake

- ❑ ESG common intake forms should be completed for all households served
- ❑ Data captured on client intake forms should be captured on COMPASS ROSE after client signs the Pathways Authorization Form for their household.
 - ❑ The Pathways Family Consent can be used for households with children under 18 years of age
 - ❑ Households with minor children and more than one adult will use multiple forms (one form for each adult)

Client Intake



MAIN

- Search
- My Agency
- My Region
- My Groups
- I & R
- Reports
- Help
- Scan Station
- Tutorial
- Switch User
- Log Out

Process General Information

If the client is not anonymous, you must enter all **required** fields.

PROCESS

- Options
- General Info
- Contact Info
- Residence Info
- Special Needs
- Income Info
- Project Info
- Complete

Current Client Information

Name_Type Full Name Reported	First Name	Previously Used
	Middle Name	Previously Used
	Last Name	Previously Used
	Suffix	Previously Used
Social Security Number	(None)	
Identification Other		
Date of Birth	Full DOB Reported	(use format: mm/dd/yyyy)(None)
Relationship	(None)	
Marital Status	(None)	
Ethnicity	(Select)	
Race	[check all that apply]	
	<input type="checkbox"/> Asian	<input type="checkbox"/> Black or African American
	<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> White
	<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	<input type="checkbox"/> Client Doesn't Know
	<input type="checkbox"/> Client Refused	<input type="checkbox"/> Data Not Collected
Gender	(Select)	
Last Referral Source	(Select)	+
Veteran	(Select)	

Barriers to Housing Stability Assessment



- The **Barriers to Housing Stability Assessment** is a simple tool to rapidly assess participants needs and focuses on issues of housing.

Barriers to Housing Stability Assessment

The screenshot displays the COMPASS ROSE software interface for a Client Assessment. The interface is organized into three main sections: MAIN, CLIENT, and CLIENT VISIT, each with a vertical menu of options. The MAIN section includes options like Search, Client, My Agency, My Region, My Groups, I & R, Reports, Help, Scan Station, Tutorial, Switch User, and Log Out. The CLIENT section includes General, ClientStatus, Household, Residence, Emergency, Finance, Education, Veteran, Special Needs, Benefits, and Employment. The CLIENT VISIT section includes Services, Projects, Assessment, Custom, Messages, Case Notes, and Progress. The main content area shows the title 'Client Assessment' and a client profile with fields for ID, Age (37), and Mail (None). A 'Completed: N/A' status is shown, along with an 'ASSESSMENT:' dropdown menu. At the bottom, the user 'April Lockett' is logged in, and the version 'V6.1.5.2' is displayed. The footer contains the text 'Pathways Headquarters' and '©Copyright 2015 Pathways Community Network. All rights reserved.' An orange arrow points to the 'Assessment' option in the CLIENT VISIT menu.

COMPASS ROSE

MAIN

- Search
- Client
- My Agency
- My Region
- My Groups
- I & R
- Reports
- Help
- Scan Station
- Tutorial
- Switch User
- Log Out

Client Assessment

Client [Redacted] ID Age 37 Mail (None)

Completed: N/A

ASSESSMENT: Name - Create date - Update date

CLIENT

- General
- ClientStatus
- Household
- Residence
- Emergency
- Finance
- Education
- Veteran
- Special Needs
- Benefits
- Employment

Next Cancel

CLIENT VISIT

- Services
- Projects
- Assessment
- Custom
- Messages
- Case Notes
- Progress

April Lockett
V6.1.5.2

Pathways Headquarters
©Copyright 2015 Pathways Community Network. All rights reserved.

Barriers to Housing Stability Assessment

Client Name: _____ Date of Assessment: ___/___/___
Agency: _____ Staff Completing Assessment: _____

TENANT BARRIERS

Rental History

Have you ever had a lease for an apartment or home in your name?

Yes No Not assessed

Have you had utilities in your name?

Yes No Not assessed

How many times have you been evicted from housing?

0 1 2-3 4-9 10 or more

Would a prior landlord(s) give you a bad reference?

Yes No Not assessed

Credit History

Do you have unpaid rent or utility bills in your name?

Yes No Unknown

Do you have a credit history?

Yes No Unknown

Do you have poor credit?

Yes No Unknown

Criminal History

Have you ever been convicted of one or more misdemeanors?

Yes No Unknown

Have you ever been convicted of a felony?

Yes No Unknown

If yes, did the felony involve drugs, weapons, or a sex crime?

Yes No Unknown

Are you currently on probation?

Yes No

If yes, what is the date your probation expires? ___/___/___

SUMMARY OF IMPACT OF TENANT BARRIERS ON HOUSING

No Effect Minimal Effect Moderate Effect Major Effect Unsure

Client Status

- Based upon client intake and the Barriers to Housing Stability Assessment, records for your client's current status should be recorded on the system.

Client Status (PROGRESS Page)



- MAIN**
- Search
- Client
- My Agency
- My Region
- My Groups
- I & R
- Reports
- Help
- Scan Station
- Tutorial
- Switch User
- Log Out

Client Information

Client ID | Age 37

Client Goals

[New](#)
No Records Exist

- CLIENT**
- General
- ClientStatus
- Household
- Residence
- Emergency
- Finance
- Education
- Veteran
- Special Needs
- Benefits
- Employment

Client Current Status

	Indicator	Current Status	Description	Status Date	Date Of Last Update	Agency Updating
<input type="checkbox"/>	Housing					No History
<input type="checkbox"/>	Employment					No History
<input type="checkbox"/>	Income/Benefits					No History

- CLIENT VISIT**
- Services
- Projects
- Assessment
- Custom
- Messages
- Case Notes
- Progress

April Lockett
V6.1.5.2

Pathways Headquarters

©Copyright 2015 Pathways Community Network. All rights reserved.

Service Planning and Delivery

- Based upon identified housing stability barriers from the BHS Assessment, Client Goals should be established and recorded.

After initial goals are created, these goals should be updated at least twice a month.

Service Planning and Delivery (PROGRESS Page)



- MAIN**
- Search
- Client
- My Agency
- My Region
- My Groups
- I & R
- Reports
- Help
- Scan Station
- Tutorial
- Switch User
- Log Out

Client Information

Client ID | Age 37

Client Goals

[New](#)
No Records Exist

- CLIENT**
- General
- ClientStatus
- Household
- Residence
- Emergency
- Finance
- Education
- Veteran
- Special Needs
- Benefits
- Employment

Client Current Status

	Indicator	Current Status	Description	Status Date	Date Of Last Update	Agency Updating
<input type="checkbox"/>	Housing					No History
<input type="checkbox"/>	Employment					No History
<input type="checkbox"/>	Income/Benefits					No History

- CLIENT VISIT**
- Services
- Projects
- Assessment
- Custom
- Messages
- Case Notes
- Progress

April Lockett
V6.1.5.2

Pathways Headquarters

©Copyright 2015 Pathways Community Network. All rights reserved.

Case Closing and Follow Up

- ❑ Participants exiting (discharge) Emergency Shelters, Transitional Housing, Rapid Re-Housing, Prevention or Permanent Supportive Housing projects should be contacted after they leave the project.
(see *Exhibit D for guidance*)
 - ❑ Housing, employment and mainstream benefit status (*Client Status*) AND client Follow Ups and Outcomes should be updated in COMPASS ROSE.
- ❑ If additional support is required at follow up, the agency will facilitate access to appropriate services available at their agency or with another provider in the community.
- ❑ The agency should make every effort to ensure that even after a case is closed, the participant remains in some type of stable housing.

Documentation

- Agency will comply with all documentation requirements including entry of all relevant participant information into COMPASS ROSE in a timely manner. (See *Timelines Documentation Table on slide 7 for guidance*)
- For those participants that refuse Pathways authorization, equivalent documentation should be kept in the case file.
- In addition, if a participant refuses Pathways authorization, documentation of refusal must be in their case file (*Pathways Opt-Out Form*).

Open Discussion and Questions

April Lockett, PCNI

- HMIS Data Quality and Training for DCA ESG and CoC (SHP & S+C) grantees
 - april.lockett@pcni.org

Whittney Mitchell, DCA

- Project design and implementation
 - Whittney.mitchell@dca.ga.gov 404.679.5293



Thank you for your participation!!



Georgia[®] Department of



Community Affairs