

# ESG HOUSING SUPPORT STANDARDS

## Certification of Compliance

All DCA subgrantees must demonstrate basic standards of care across all projects. The DCA Housing Support Standards (HSS) are not meant to replace standards and guidelines required by licensing agencies. Rather, through the implementation of these basic standards, we hope to see a reduction across Georgia in the amount of time participants experience homelessness and an increase in each participant's housing stability as they are moved through the Continuum of Care to self-sustainability.

Housing Support Standards were created in response to:

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

Programs should be guided by the following principles:

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

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

Programs should ensure 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
- Programs provide only those services for which they are qualified to provide
- Programs do not duplicate services that are readily available through other mainstream agencies in the community
- Participation in Local/Regional Planning through CoC

Service Planning & Delivery

Housing Support services focus on increasing a client's housing stability and self-sufficiency. Services should also focus on building a set of supports that can help prevent the recurrence of a housing crisis. All services provided are to be consistent with the client's Individual Service Plan (ISP). If a consumer is not stably housed, assistance with identification of and transition into appropriate supported housing (taking into account client preference and any special needs) should be provided. All services are provided in a way which transfers greater responsibility to the client over time.

Services include:

- Common assessment
- Providing case management to each household at least once per month
- Housing stability plan development, with an emphasis on acting as a liaison to secure and maintain housing
- Connection to employment and mainstream resources and services
- Collaborating with other agencies on behalf of the client to access outside resources.
- Advocating on behalf of the client
- Accompanying client to all necessary appointments
- Ensuring client has necessary independent living skills to remain compliant in the program
- Establish and track client progress and goals
- Establish a stability plan and a plan to track housing success for each client upon exit
- Post-discharge follow-up contacts at 90 and 180 days

Many related activities and outcomes are tracked in the Client Track System.