

Western PA CoC Written Standards Training 2021

Supportive Services Only (SSO) and Supportive
Services Only – Coordinated Entry (SSO-CE)

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What are the Written Standards?

- Required by HUD
- Provide guidance for CoC and ESG programs related to service delivery
- Ensure that all programs are operating in a consistent, coordinated way that is compliant with HUD and CoC standards



Structure of Written Standards

- Standards for all project types
 - Includes recordkeeping and case management standards
 - *If you did not attend the training on Standards for all Project Types or watched the recording yet, please check it out!*
- Standards by project type – specific standards that must be followed if you are operating PSH, RRH, etc.
- Appendices
- Templates – separate document. Not required, but available as a resource



Standards for Supportive Services Only (SSO)



Goals

- CoC-funded SSO projects provide services to persons experiencing homelessness that are not tied to specific housing units
- Help people move from homelessness into somewhere safe as quickly as possible



Access

Staff are able to enroll households across the community, outside office walls, engaging with participants early and often



Eligibility

- Literally Homeless (Cat. 1)
- Imminent Risk of Homelessness (Cat. 2)
- Fleeing/Attempting to Flee DV (Cat. 4)



Prioritization

Those who are unsheltered should have an expedited enrollment to the greatest extent possible over anyone who is sheltered



Documentation (SSO Specific)

- SO programs should work with participants to obtain their necessary documentation
- See Documentation for All Project Types for additional requirements



Duration and Amounts

- There should be repeated attempts to engage and assist households, while respecting client choice
- No one is terminated from this project type unless:
 - They are placed in housing of their choice,
 - They indicate that they no longer need our services and request that their case be closed, or
 - They pose a serious threat of harm to the outreach staff or other participants



SSO-Specific Case Management

- Housing-focused
- Link participants to mainstream benefits and resources, including behavioral health and intellectual disability services
- Participants should be linked to additional services by way of a warm hand off to the greatest extent possible



Performance Measures

Households move into PH within an average of 30 days or less



Standards for
Supportive Services
Only - Coordinated
Entry (SSO-CE)



Access

- Individuals and households may access CE services in-person at an assessment center, or via phone as available
- Phone access should be available 24/7
- Assessment centers should strive to ensure accessibility for all participants



Eligibility

- Literally Homeless (Cat. 1)
- Imminent Risk of Homelessness (Cat. 2)
- Homeless under other federal statutes (Cat. 3)*
- Fleeing/Attempting to Flee DV (Cat. 4)

*Category 3 individuals are ineligible for most homeless assistance resources in the Western PA CoC at this time; however, these individuals may still be assessed through CES and referred to other eligible resources.



Documentation (SSO-CE Specific)

- Assessors utilize HMIS to gather and document pertinent information, including pre-screening interview questions, demographic information/ HUD Universal Data Elements, and assessment information
- See Documentation for All Project Types for additional requirements



Duration and Amounts

CE assessors should refer to CE Policies and Procedures for information on BNL management, ongoing client eligibility, and closures from the BNL



SSO-CE Specific Standards

- All provider agencies, including assessment centers, must have Nondiscrimination and Fair Housing Policies
- CoC Fair and Equal Access Policy



SSO-CE Specific Standards

Domestic Violence, Dating Violence, Sexual Assault and Stalking Management Policy

- Persons fleeing DV should receive safe, confidential access to the CE Process including immediate access to the emergency services necessary for safety
- Persons fleeing DV will remain anonymous in HMIS
- Assessors will attend annual DV training
- Programs will have well documented and laid out consent forms for each phase of the assessment process



Performance Measures

CE System Goals:

- Reduce the average length of time homeless
- Reduce the number of persons experiencing first time homelessness
- Increase the percentage of placements from CE into permanent housing



Performance Measures

Call Centers and Access Sites:

- Percent of participants satisfied with CE as measured by Customer Satisfaction questions asked as part of the annual survey: (in progress)
- Percent of complete PA HMIS CE Data (all questions answered unless participant refuses) Goal: 100%



Next Steps

- All CoC and ESG funded programs sign off by July 1st that their program(s) understand the standards, and will implement them: <http://s.alchemer.com/s3/WS-Form>
 - If there are standards that programs are not implementing, make a plan to implement those standards by Sept. 1, 2021.
- Feedback on the standards is welcome year-round: <http://s.alchemer.com/s3/West-Written-Standards-Feedback>



Questions?

- Email westerncoc@pennsylvaniacoc.org

