

Western PA CoC Written Standards Training 2021 – Street Outreach

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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 Street Outreach (SO)



Goals

- Provide essential services necessary to reach out to people experiencing unsheltered homelessness
- Connect people with ES, housing, or critical services
- Reach people who might not otherwise seek assistance or come to the attention of the homelessness service system



Access

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



Eligibility

- Literally Homeless (Cat. 1) or Fleeing/Attempting to Flee DV (Cat. 4)
AND
- Individuals and families must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in ES



Prioritization

Anyone who is unsheltered is prioritized for SO



Documentation (SO 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 assist, 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



SO-Specific Standards

- Housing focused; emphasize safety and reduce harm; systematic, coordinated, and comprehensive
- ESG-funded outreach staff/teams must participate in and/or lead the unsheltered PIT count in their community



SO-Specific Case Management

- Establish trust, focusing on building positive relationships
- Initial assessment of needs, prioritizing safety and urgent health needs
- Link unsheltered individuals to a place to get warm, address/provide basic survival items and provide assistance with accessing benefits, services, and housing



SO-Specific Case Management

- To the greatest extent possible, outreach staff completes the CE Assessment “out in the field”
- Participants should be linked to additional services by way of a warm hand off to the greatest extent possible



Performance Measures

Households exit to the housing of their choice: at least 73% of households



Next Steps

- All CoC and ESG funded programs sign off by Sept. 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

