Western PA CoC Written Standards Training 2025

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What are the Written Standards?

- 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

- Required by HUD

Structure of Written Standards

- Standards for all project types
  - Includes recordkeeping and case management standards
- Standards by project type – specific standards that must be followed if you are operating PSH, RRH, etc.
- Appendices
- Optional Forms and Templates – separate document. Not required, but available as a resource

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

SSO-CE

- SSO-CE projects, which include CE Assessment Centers and CE staff, shall be governed by:

  1. the established expectations and standards outlined in the MOU between the CoC Governing Board and the SSO-CE grantee/ CE Lead Agency;

  2. the CoC's Coordinated Entry Policies and Procedures; and

  3. other applicable CE governing documents as they are adopted

- Please see CE Policies and Procedures:

  https://pennsylvaniacoc.org/resources/western-pa-coc-coordinated-entry-20

SSO Goals

- CoC-funded SSO projects (*not including SSO-CE projects for CE)* provide services to persons experiencing homelessness who are not tied to specific housing units.

- Help people relocate from unsheltered locations to somewhere safe as quickly as possible

SSO Access

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

- SSO projects are required to provide the access, diversion, assessment, prioritization, and referral phases of CE, as described in the CE Policies and Procedures.

- If funded to provide Prevention services, including assessment, triage, and/or HPS Prevention services, must provide the Prevention phase of CE

SSO Access

- If funded to provide longer-term case management, must provide the Rapid Exit phase of CE.

- If funded to provide the Prevention and Rapid Exit phases of CE, must use a progressive engagement approach that incorporates Housing Problem Solving (HPS) Prevention techniques to serve households with case management, supportive services, and financial assistance, including one-time payments and short-term housing assistance, to identify the lightest-touch method to successfully re-establish each households into safe, stable permanent housing.

SSO Eligibility

- Literally Homeless (Cat. 1)

- Imminent Risk of Homelessness (Cat. 2)

- Fleeing/Attempting to Flee DV (Cat. 4)

SSO Prioritization

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

Documentation (SSO Specific)

- should work with participants to obtain their necessary documentation (Social Security cards, birth certificates, chronic status verification, etc.) These efforts would be documented in the case files along with any additional case notes.
- *See Documentation for All Project Types for additional requirements*

SSO Duration and Amounts

- There should be repeated attempts to engage and assist households, while respecting participant 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

- engage participants from day one to assess housing barriers, develop housing plans, and link households to the right types of assistance

- 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.

SSO Performance Measures

- Households served in SSO Projects should move into permanent housing **within an average of 30 days or less.**

Next Steps

- All CoC- and ESG- funded programs sign off by April 30, 2025 that their program(s) have reviewed the WS, understand them, will implement them, and will ensure that all new hires review the standards and recorded CoC trainings within 60 days of hire: https://survey.alchemer.com/s3/8216721/Western-PA-CoC-Written-Standards-Acknowledgment-Form-2025

- If there are standards that programs are not implementing, make a plan to implement those standards by June 30, 2025.

- Feedback on the standards is welcome year-round: https://survey.alchemer.com/s3/7127925/Western-PA-CoC-Written-Standards-Annual-Feedback