

## Dane CoC Written Standards Checklist- General

**Agency:** Lutheran Social Services of WI and Upper MI    **Program(s):** LSS Housing First

Standards	Yes	No	Comments/Plan for Improvement
<b>CASE MANAGEMENT SERVICES</b>			
1. The frequency of case management services will vary based on program participant need. Initial contacts with the participant will typically be at least weekly and continued contacts will be at least monthly. In-person contact is preferred whenever possible.	X		
2. Case management services include, but are not limited to: developing an individualized housing/service plan, assistance with obtaining and maintaining housing, counseling, employment referrals, education, referral and coordination of services, accessing mainstream benefits, and coordinating with schools.	X		
3. Case management service plans will incorporate the participants' expectations and choices for short and long-term goals.	X		
4. Together, the program and program participants will develop a schedule for reassessing the individualized service plan. The reassessments will occur at least annually, and as often as required by the funder.	X		
<b>PERSONNEL</b>			
1. The agency selects, for its service staff, only those employees and/or volunteers with appropriate knowledge, or experience, for working with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability.	X		
2. The program provides training to all paid and volunteer staff on both the policies and procedures employed by the program and on specific skill areas as determined by the program.	X		
3. All paid and volunteer service staff participates in ongoing and/or external training and development to further enhance their knowledge and ability to work with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability. Examples of training topics include, but are not limited to, harm reduction, trauma informed care, housing first and racial justice.	X		
4. For programs that use HMIS, all HMIS users must abide by the standard	X		

operating procedures found in the HMIS Policies and Procedures manual. Additionally, users must adhere to the privacy and confidentiality terms set forth in the User Agreement.			
5. Agency staff with responsibilities for supervision of the casework, counseling, and/or case management components have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability.	X		
6. Staff with supervisory responsibilities for overall program operations shall have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.	X		
7. All staff has a written job description that, at a minimum, addresses the major tasks to be performed and the qualifications required for the position.	X		
8. The program operates under affirmative action and civil rights compliance plans or letters of assurance.	X		
9. Case supervisors review current cases and individual service plans on a regular and consistent basis to ensure quality, coordinated services.	X		
<b>HOUSING FIRST</b>			
1. Program admission/tenant screening and selection practices promote the acceptance of applicants regardless of their sobriety or use of substances, completion of treatment, and participation in services.	X		
2. 1) Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that indicate a lack of "housing readiness."  2) Although applicants may be rejected due to convictions for violent criminal activity, agencies will make all effort possible to remove barriers to program enrollment. A rejection is only appropriate when an applicant presents a direct threat to the health and safety of program staff and residents and that threat cannot be ameliorated.	X		
3. 1) Supportive services emphasize engagement and problem-solving over therapeutic goals. Services plans are highly tenant-driven without predetermined goals.  2) <b>(PSH &amp; RRH ONLY)</b> Participation in services or program compliance is not a condition of permanent supportive housing tenancy. (Rapid re-housing programs may require case management as condition of receiving rental assistance as required by state or federal funding.)	X		

<p>4. 1) <b>(IF APPLICABLE)</b> Use of alcohol or drugs in and of itself (without other lease violations) is not considered a reason for eviction.</p> <p>2) <b>(PREVENTION, TH, PSH, RRH ONLY)</b> Services are informed by a harm reduction philosophy that recognizes that drug and alcohol use and addiction are a part of tenants' lives, where tenants are engaged in non-judgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices.</p>	X		
<p>5. <b>(PSH &amp; RRH ONLY)</b> If a participant's tenancy is in jeopardy, every effort is made to offer a transfer to a tenant from one housing situation to another. Whenever possible, eviction back into homelessness is avoided. If unavoidable, every effort is made to connect the participant with outreach or other housing support services.</p>	X		
<p>6. <b>(IF APPLICABLE)</b> Tenant selection plan for permanent housing includes a prioritization of eligible tenants based on criteria other than "first come/first serve" such as duration/chronicity of homelessness, vulnerability, or high utilization of crisis services.</p>	X		
<p>7. <b>(PSH ONLY)</b> Tenants in permanent housing are given reasonable flexibility in paying their tenant share of rent (after subsidy) on time and are offered special payment arrangements (e.g. a payment plan) for rent arrears and/or assistance with financial management including representative payee arrangements.</p>			
<b>TERMINATION AND GRIEVANCE PROCEDURES</b>			
<p>1. Programs should terminate assistance only in the most severe cases, utilizing the housing first philosophy. (See Housing First section.)</p> <ul style="list-style-type: none"> <li>• Prior to initiating program termination, PSH program staff will complete a Transfer Request Form (Appendix L) and submit to the Coordinated Entry Manager for discussion at the next meeting. At the placement meeting, PSH program staff will discuss the situation and housing options, including keeping the participant in their current program and possibly transferring the participant to another program.</li> <li>• Discussion of housing options will be participant-centered.</li> <li>• Transfers may be made from PSH to PSH program if the participant has chronic homeless documentation in place prior to program entry.</li> <li>• Transfers may be made from RRH to PSH if the participant needs more intensive support services. There must be documentation of chronic homeless status prior to RRH program entry. Transfers from RRH to PSH should not be made only for affordability reasons.</li> <li>• Transfers will be granted based on consensus of those present at the Housing Placement Meeting.</li> </ul>	X		
<p>2) All agencies providing services with CoC and ESG funds shall be required to</p>	X		

have a termination and grievance policy. Policies must allow an applicant to formally dispute an agency decision on eligibility to receive assistance. The policy must include the method an applicant would be made aware of the agency's grievance procedure and the formal process for review and resolution of the grievance.			
3) All agencies must have policies that allow a program participant to formally dispute an agency decision to <i>terminate assistance</i> . The policy must include the method that a written notice would be provided containing clear statement of reason(s) for termination, which shall include a detailed statement of facts, the source of the information upon which it was based, and the participant's right to advance review of the agency's file and all evidence upon which the decision was based; a review of the decision in which the program participant is given the opportunity to present evidence (written or orally) before a person other than the person who made or approved the termination decision; and a prompt written notice of the final decision to the program participant. The agency has the burden to prove the basis for their decision by a preponderance of the evidence. The decision shall not be based solely on hearsay.	X		
4) If an agency has a website, they must publicly post their termination and grievance procedures.	X		
5) If a program participant is terminated from a program in which the agency owns the unit, the program will retain the participant's property for a minimum of 30 days before discarding.	X		
<b>RECORD KEEPING REQUIREMENTS</b>			
1. Each participant file should contain, at a minimum, information required by funders, participation agreements and/or signed lease agreements, service plans, case notes, information on services provided both directly and through referral and any follow-up and evaluation data that are compiled.	X		
2. When required by funders, client information must be entered into HMIS in accordance with the data quality, timeliness and additional requirements found in the HMIS Policies and Procedures manual. At a minimum, programs must record the date the client enters and exits the program, and update the client's information as changes occur.	X		
3. Financial recordkeeping requirements include documentation of: all costs charged to the grant, funds being spent on allowable costs, the receipt and use of program income, compliance with expenditure limits and deadlines and match contributions.	X		
4. The program will maintain each participant file in a secure place and shall not disclose information from the file without the written permission of the participant as appropriate except to project staff and other agencies as	X		

required by law. Participants must give informed consent to release any client identifying data to be utilized for research, teaching and public interpretation.			
5. Files must be saved for a minimum of six years after program discharge. It should be noted that different funders may have different record keeping requirements.	X		

Suggested Updates:

---



---



---



---



---



## Dane CoC Written Standards Checklist- Rapid Rehousing Program

**Agency:** Lutheran Social Services of WI and Upper MI      **Program(s):** LSS Housing First

Standards	Yes	No	Comments/Plan for Improvement
1. The maximum length of program participation is 24 months.	X		
2. Supportive services designed to meet the needs of the project participants must be made available to the project participant throughout the duration of stay in the RRH project.	X		
3. Project participants in RRH must enter into a written lease agreement that is terminable for cause. The lease must be automatically renewable upon expiration for a minimum term of one month, except on prior notice by either party. Programs may have additional requirements determined by program funding requirements. For example, programs may require a written lease agreement for an initial term of one year.	X		
4. RRH programs may provide move-in costs.	X		
5. Financial assistance and case management should be based on a household's individual needs using progressive engagement. Assistance should be offered using a light touch; start with a small amount of assistance and increase it if needed.	X		
6. RRH programs will connect households with community resources and mainstream benefits to allow for individual resources to be used for housing costs.	X		

Suggested Updates:

---



---



---



---



---

