

Dane CoC Written Standards Checklist- General

Agency: The Salvation Army Program(s): _____

Standards	Yes	No	Comments/Plan for Improvement
CASE MANAGEMENT SERVICES			
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		
PERSONNEL			
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			

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.	X		
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		
HOUSING FIRST			
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) (PSH & RRH ONLY) 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 X		

<p>4. 1) (IF APPLICABLE) Use of alcohol or drugs in and of itself (without other lease violations) is not considered a reason for eviction.</p> <p>2) (PREVENTION, TH, PSH, RRH ONLY) 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>	<p>X</p> <p>X</p>		
<p>5. (PSH & RRH ONLY) 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>	<p>X</p>		
<p>6. (IF APPLICABLE) 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>	<p>X</p>		
<p>7. (PSH ONLY) 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>	<p>N/A</p>		
<p>TERMINATION AND GRIEVANCE PROCEDURES</p>			
<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"> • 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. • Discussion of housing options will be participant-centered. • Transfers may be made from PSH to PSH program if the participant has chronic homeless documentation in place prior to program entry. • 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. • Transfers will be granted based on consensus of those present at the Housing Placement Meeting. 	<p>X</p>		
<p>2) All agencies providing services with CoC and ESG funds shall be required to</p>			

<p>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.</p>	X		
<p>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.</p>	X		
<p>4) If an agency has a website, they must publicly post their termination and grievance procedures.</p>	X		
<p>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.</p>	X		
<p>RECORD KEEPING REQUIREMENTS</p>			
<p>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.</p>	X		
<p>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.</p>	X		
<p>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.</p>	X		
<p>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</p>	X		

required by law. Participants must give informed consent to release any client identifying data to be utilized for research, teaching and public interpretation.	X		
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- Diversion

Agency: The Salvation Army Program(s): Family/Womens Shelter Diversion

Standards	Yes	No	Comments/Plan for Improvement
1. Immediate Connection to Case Management: When a household is deemed eligible for diversion services, a case manager connects with the household to start housing planning, both for immediate and long-term housing.	X		
2. Resourceful Staff Members: Staff should be familiar with the intake and assessment processes, have experience with landlord mediation and conflict resolution, and be knowledgeable about rental subsidies and financial literacy programs.	X		
3. Screening Tool and Process: All households requesting shelter should be screened for diversion eligibility using an assessment tool.	X		
4. System Entry Points: Assessment for eligibility should take place at the initial access point to the homeless assistance system.	X		
5. Cooperation from Other Providers: Instead of automatically admitting people into shelter, providers should assess or refer them to be assessed for diversion. This ensures that all households have a chance at being diverted.	X		
6. Cooperation from Service Providers: Mainstream service providers may help stabilize households once they have been diverted or have found a new unit. In addition, they can refer households who may be eligible for diversion services.	X		
7. Flexible Funding: Funds should ensure households get into or maintain housing, allow them to stay longer in a doubled up situation, unify them with households members or get them into new housing.	X		
8. Participant safety must be considered first. Participants decide what is safe and appropriate for themselves.	X		
9. If a participant requests funds to get to another community, service providers must confirm they have housing in that community.	X		
10. All participants who enter into a diversion program must be entered into HMIS.	X		

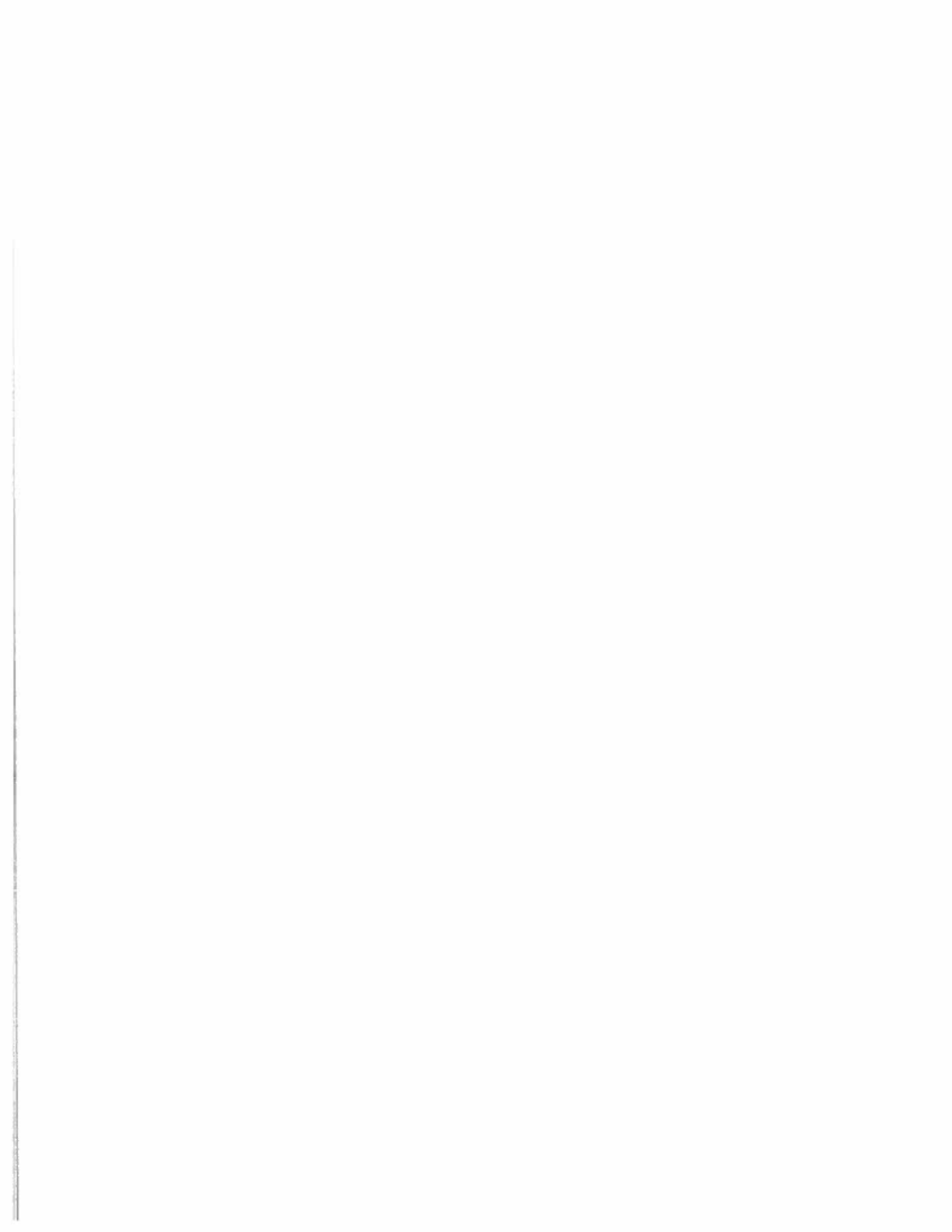
Suggested Updates: #10 All who enter case management are guaranteed to be entered into HMIS. Some families/women who do phone screens do not give all of their ^(identifying) information in order to be entered into HMIS.

Dane CoC Written Standards Checklist- Rapid Rehousing Program

Agency: The Salvation Army Program(s): DAWNS (Family: Women), RISE

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:



Dane CoC Written Standards Checklist- Emergency Shelter

Agency: The Salvation Army Program(s): Women's shelter / Emergency Family Shelter

Standards	Yes	No	Comments/Plan for Improvement
<p>1. 1) Shelter programs must create policies and procedures that provide a safe environment for shelter guests and staff; policies and procedures may vary depending on the shelter population being served.</p> <p>2) These policies and procedures must be explained to applicants prior to moving into the shelter.</p> <p>3) In addition, they must be posted in the shelter and on the agency's website.</p>	X		
<p>2. Supportive services are available to assist persons in obtaining housing either on-site or through a day-time resource center. All shelter residents are notified of the availability of support services and how to access the services.</p>	X		
<p>3. Shelter is available every day of the year. In the instances where it is necessary to temporarily close a shelter for rehabilitation or major maintenance work, as much notice as possible should be provided to guests, and efforts should be made to find a short-term replacement facility.</p>	X		
<p>4. 1) Each shelter will have a policy of respect for each individual's self-identified gender. Guests who request shelter services will be admitted to the shelter operated for the gender to which an individual identifies themselves.</p> <p>2) Transgender and transsexual guests will be offered the same services and resources as all other guests as long as resident safety can be maintained. While shelter staff will take reasonable steps to accommodate specific needs, it may not be possible to segregate the individual from the rest of the shelter population. Staff will not share or in any way advertise the fact that certain guests may have identified themselves as transgendered/transsexual.</p>	X		
<p>5. 1) All individuals or groups of individuals regardless of age, gender identification, sexual orientation, and marital status identifying as a family at a family shelter must be served as a family. Families at family shelters must not be separated when entering shelter.</p> <p>2) There can be no inquiry, documentation requirement or "proof" related to family status, gender identification and/ or sexual orientation. The prohibition on inquiries or documentation does not prohibit inquiries related to an individual's sex for the limited purpose of determining placement in temporary, emergency shelters that are limited to one sex because they have shared bedrooms or bathrooms, or for determining the</p>	X		

number of bedrooms to which a household may be entitled. 3) The age and/or gender of a child under 18 must not be used as a basis for denying any family's admission to a program that uses ESG or THP funding or services if those programs serve families with children under age 18.	X		
6. There is no charge to a shelter guest for emergency shelter.	X		
7. Documentation (including Photo ID, birth certificate, etc.) is not a barrier to shelter. Identification may be requested when safety is a factor.	X		
8. 1) Guests may be asked to leave for a period of time in the event of serious infraction and only in the most severe cases such as for behavior that is deemed seriously threatening or harmful to other guests and staff. Banning a shelter guest is allowed only when all other options have been explored and a ban is necessary to protect the health and safety of staff and guests. 2) All shelter guests will be notified of the agency's grievance policy. When it is not possible to serve a guest because of the guest's behavior, efforts will be made by shelter staff to assist the guest in finding alternatives. See Dane County Ordinance 30.04 for details on the procedure for discontinuing shelter services to a guest.	X		

Suggested Updates:

for Section 5.1, I think it needs to be more clear that a family still has to have a child under the age of 18 to qualify for Emergency Family Shelter. To me, it reads as though a couple without minor children, two adults without a minor child, a parent with an adult child and no minor children, etc can qualify and stay in shelter which they do not - we do not have the capacity to do so

Dane CoC Written Standards Checklist- Transitional Housing

Agency: The Salvation Army Program(s): Holly House

Standards	Yes	No	Comments/Plan for Improvement
1. Maximum length of stay cannot exceed 24 months.	X		
2. Assistance in transitioning to permanent housing must be provided. A VI-SPDAT must be completed within 30 days of program entry, and the household name referred to the appropriate housing priority list, if not done already. A participant has the right to refuse completing the VI-SPDAT assessment.	X		
3. Intensive support services must be provided through the duration of stay in transitional housing.	X		
4. Program participants in transitional housing must enter into a lease agreement for a term of at least one month. The lease must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months.	X		

Suggested Updates:

