Rapid Rehousing and Homelessness Prevention Standards

April 21, 2016
Presenters

CARF:
Pete Hathaway, Managing Director
Danielle Fauland, Senior Resource Specialist

COA: Zoe Hutchinson, Director of Business Development
Organizations who have a grant for the Supportive Services for Veteran Families Program must be accredited in order to be eligible for multi-year grant extensions.
Standards Development

• The Rapid Re-housing and Homelessness Prevention (RRHP) program standards were developed by an International Standards Advisory Committee (ISAC)
Standards Development

This ISAC was comprised of representatives from:

- VA SSVF program
- VA homeless programs
- Abt Associates
- United States Interagency Council on Homelessness
- Salvation Army in Central Ohio
- Volunteers of America, Greater New Orleans
- National Alliance to End Homelessness
- Institute for Veterans and Military Families at Syracuse University
- Technical Assistance Collaborative, Inc.
- CARF International
• The new Rapid Rehousing and Homelessness Prevention (RRHP) program is in the *2016 Employment and Community Services Standards Manual* which goes into effect July 1, 2016

• Any organization submitting an application should apply for accreditation under RRHP
Survey Application

If you plan to have a CARF survey your application will need to be submitted 4–5 months prior to your desired timeframe for a survey.

Contact CARF for assistance in submitting an application.
Survey Outcome Timeline

There is a 6–8 week period between the end of your survey and receipt of your survey report and accreditation outcome.
Have questions? Need Help?

Call your Resource Specialist
Contact the ECS Team
Toll Free (888) 281-6531

• Danielle Fauland, ext. 7171, dfauland@carf.org
  Senior Resource Specialist for CT, DE, GA, MA, NJ, NY, NC, PA, RI, SC

• John Hannon, ext. 7198, jhannon@carf.org
  Resource Specialist for AL, AR, CA, DC, FL, KS, KY, LA, MD, MN, MS, MO, NE, NM, ND, OK, SD, TN, TX, WV, WY, & PR

• Julia Vining, ext. 7170, jvining@carf.org
  Resource Specialist for AK, AZ, CO, HI, ID, MT, OR, NV, UT, VA, WA, WI

• Sandy Edge, ext. 7066, sedge@carf.org
  Resource Specialist for IA, IL, IN, ME, MI, OH, NH, & VT

• Pete Hathaway, phathaway@carf.org
  Managing Director
Publications can be purchased from the CARF online store:

www.carf.org/catalog

Select Employment and Community Services from the product categories in the left column
In addition to the program standards for RRHP in Section 3.Z., standards in Sections 1. and 2. also apply to a survey of the SSVF program.

Section 1. of the manual is the ASPIRE to Excellence® standards and all of these standards will apply with the exception of 1.B. Governance, which is optional.
ASSESS THE ENVIRONMENT
- Leadership
- Governance

SET STRATEGY
- Strategic Planning

PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT
- Input from Person Served and Other Stakeholders

IMPLEMENT THE PLAN
- Legal Requirements
- Financial Planning and Management
- Risk Management
- Health and Safety
- Human Resources
- Technology
- Rights of Persons Served
- Accessibility

REVIEW RESULTS
- Performance Measurement and Management

EFFECT CHANGE
- Performance Improvement
Section 2. Quality Individualized Services and Supports

A. Program/Service Structure
B. Individual-Centered Service, Planning, Design and Delivery
F. Community Services Principle Standards
Most standards in the manual will have Intent Statements and Examples.

Take the time to read the Intent Statements and Examples when considering conformance to the standards.
Subcontracted Services

- If any or all of the SSVF services are provided by a subcontractor, those services must be included on the application, and will be sampled during the survey.
1. Consistent with its scope of services, the program conducts or participates in systematic, ongoing outreach activities that maximize opportunities for contact with persons and households that are at high risk of:
   a. Remaining literally homeless.
   b. Becoming literally homeless.
2. The program:
   a. Is knowledgeable about community resources that are relevant to the lives of persons served, including:
      (1) Housing-related resources.
      (2) Non-housing-related resources.
   b. Links to community resources as desired by the persons served.
RRHP Program Standards

3. To maximize housing options for the persons served, the program implements a plan for landlord:
   a. Recruitment.
   b. Retention.
4. The housing options identified by the program are screened for habitability, including:
   a. Safety.
   b. Sanitation.
   c. Security.
5. The screening process for accepting persons to receive services:
   a. Promotes acceptance of potential persons served regardless of housing and income barriers.
   b. For homelessness prevention programs considers:
      (1) Imminent loss of housing.
      (2) Other suitable housing options.
      (3) Other resources, including:
          (a) Financial resources.
          (b) Nonfinancial resources.

Continues on the next
RRHP Program Standards

(4) Available national or local data regarding risk factors for literal homelessness.

c. Results in recommendation(s) for an alternative program if the identified needs and desires of the person served cannot be met by the scope of the program.
6. The intensity of service provision is based on the identified housing barriers and desires of the person served.
7. The housing plan for each person served:
   a. Is individualized to the person’s desired housing outcome.
   b. Utilizes a strengths-based approach.
   c. Addresses housing barriers.
   d. Identifies the housing-specific goal.
   e. Considers the needs of the family/support system related to the housing-specific goal.
   f. Identifies the financial assistance required.

Continues on the next slide
g. Identifies the financial resources available from:
   (1) The program.
   (2) The person served.
   (3) Other sources.

h. Is tracked in a systematic manner until the housing-specific goal is achieved.

i. Is revised, as necessary.
8. Based on the identified housing needs and desires of the persons served, services coordination includes:

a. Collaboration with the persons served and/or their families, as appropriate.

b. Outreach/engagement to encourage participation of the persons served.

c. Coordination of or assistance with crisis intervention and stabilization services, as appropriate.
d. Optimizing resources and opportunities through:
   (1) Community linkages.
   (2) Enhancing social support networks identified by the person served.

e. Assistance securing safe housing that is consistent with the individual housing plans of the persons served.

f. Recommendations for the persons served to facilitate housing retention upon exit from the program.
9. When the person served is participating in multiple programs, there is coordination and collaboration to:
   a. Facilitate continuity of services.
   b. Reduce duplication of services.
10. Based on the identified housing needs and desires of the person served, the program provides education on:

a. Tenant rights.
b. Tenant responsibilities.
c. Landlord rights.
d. Landlord responsibilities.
e. Fair housing laws.
f. The person’s rental/lease agreement.
g. Self-advocacy.
h. Financial management.
11. The program provides documented personnel training:
   a. At:
      (1) Orientation.
      (2) Regular intervals.
   b. That addresses:
      (1) Tenant rights.
      (2) Tenant responsibilities.
      (3) Landlord rights.
      (4) Landlord responsibilities.
RRHP Program Standards

(5) Fair housing laws.
(6) Housing first approach.
(7) Terminology used in rental/lease agreements.
(8) Financial management.

c. Other topics as appropriate to the needs of the persons served.
12. An analysis of average length of time from entry to the rapid re-housing program to housing:
   a. Is conducted at least annually.
   b. Documents:
      (1) Performance in relationship to an established performance target.
      (2) Trends.
      (3) Actions for improvement.
      (4) Results of performance improvement activities.
      (5) Necessary education and training of personnel.
Preparing for a Survey

• Use your Resource Specialist for technical assistance as well as samples and examples

• Attend a CARF training (101/202):
  – Raleigh, NC April 6-8
  – San Diego, CA May 25-27
  – Indianapolis, IN June 13-15
  – Las Vegas, NV August 22-24
  – New Orleans, LA October 4-6

Visit [www.carf.org/events](http://www.carf.org/events) to register
Thank You

Additional questions about the accreditation process and standards?
Contact us
888-281-6531
An Introduction to COA and the Accreditation Process

Zoë Hutchinson, Director of Business Development
What is Accreditation?

- A review of an organization’s policies, practices and services against nationally recognized best practice standards
- COA conducts research and convenes standards advisory panels composed of providers from the field
- The COA process is designed to assist organizations in successful implementation of the standards
- Onsite review conducted by volunteers from the field verifies the standards have been implemented
- COA Accreditation awarded to the organization
COA Accreditation Business Lines

- COA currently provides standards for:
  - Private Organizations
  - Public Agencies
  - Canadian Organizations
  - Military Family Readiness Programs
  - Hague Agencies
  - Child and Youth Development Programs
Who is COA & Why Should We Get Accredited?
Who is COA?

International
Private
Nonprofit
Accreditor

Accredits
community-based
behavioral healthcare
& social service
organizations

Established in
1977

1800+
private & public
organizations accredited
or in process
Characteristics of COA Accreditation

- Open, Facilitative, & Collaborative
- Four-Year Accreditation
- Reviews All Programs & Services
- In-depth Review of Operations & Service Delivery
- Process Takes 12 – 18 Months
- Standards/Accreditation Materials Free
- Open Book Test
- COA Accreditation Coordinator
Benefits of Accreditation

- Thorough vetting of procedures and policies
- Development and morale building opportunity for your staff
- Research-based standards address all aspects of management and operational functioning. Adoption of known best practices can lead to better service.
- Implementation of a framework for ongoing review of performance
- May qualify for enhanced financial reimbursements and/or reduced state oversight
Consumers:
• Guarantees involvement in the decision-making process for all aspects of service
• Services provided by qualified and appropriately trained staff

Staff:
• Promotes a culture of excellence
• Ensures effective service environments

Funders/Donors:
• Guarantees sound financial practices
• Confirms the efficient operation of an organization

Board:
• Emphasizes budget and other fiduciary responsibilities
• Focuses on risk management
Programs and Services We Accredit

Child and Family Services
Child and Family Development Support • Case Management • Foster Care • Adoption • Family Preservation • Group Homes • Residential Treatment • Youth Independent Living • Respite Services • Child Protective Services • Early Childhood Care and Support Services • Family Preservation and Stabilization Services • Guardian Services for Minors • Chore / Homemaker Services • Pregnancy Support • Social Development and Enrichment Services for Children and Youth • Shelter Services for Runaway Children and Youth • Volunteer Mentoring • Therapeutic Outdoor Services

Behavioral Health Services
Case Management • Counseling, Support, and Education Services • Crisis Response and Information Services • Day Treatment Services • Integrated Care; Health Homes • Psychiatric Rehabilitation Services • Opioid Treatment • Services for Mental Health and/or Substance Use Disorders
### Programs and Services We Accredit

#### Aging Services
- Case Management
- Adult Day Services
- Chore / Homemaker Services
- Home Health-Aide Services
- Respite Services
- Volunteer Friendship
- Supported Community Living
- Adult Protective Services
- Mental Health
- Substance Abuse
- Personal Care Aides

#### Homeless Services
- Outreach Services
- Shelter Services
- Case Management
- Intensive Case Management
- Supported Community Living
- Employment Services

#### Services for People with Developmental Disabilities
- DD Services
- Case Management
- Group Living
- Adult Day Services
- Vocational Rehabilitation and Employment Services Supported
- Community Living
- Adult Protective Services
- Others
The Accreditation Process
Steps in the Process

Step 1: Accreditation Agreement

Step 2: Intake

Step 3: Self-Study

Step 4: Site Visit

Step 5: PCR Report

Step 6: Accreditation Decision

Step 7: Maintaining Accreditation
Steps in the Process

- **On-line Application**
- **Verification of eligibility**
- **Accreditation agreement and fee**
- **Description of rights and responsibilities**
This Learning Plan provides hyperlinks to recommended self-paced trainings and tools to assist you and your organization in learning the fundamentals of the accreditation process, COA standards, and how to use the MyCOA Portal. These resources are highly recommended and organizations that take advantage of them are likely to experience a more positive and productive accreditation process.

This document lists the recommended order and timeframe within which you and your accreditation team should review each resource. In the case of self-paced trainings, the estimated length of time it will take to view the course is listed. The column “Who is Assigned” provides space for you to list which staff member(s) are responsible for reviewing the recommended resource. The column “Date Taken”, can be used to document when a resource has been utilized. If you have any questions, please open a case in your portal using the process outlined in the “MyCOA: Contact COA and Opening Cases” document listed below.

Note regarding self-paced trainings: After clicking on the link to a self-paced training, you will come to a page that says “Link” in the middle and says “View” in the lower left hand corner. Click on the “View” link to access the training.

<table>
<thead>
<tr>
<th>Timing</th>
<th>Training/Resource</th>
<th>Type</th>
<th>Who is Assigned</th>
<th>Date Taken</th>
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<tr>
<td>Application and Agreement Phase</td>
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<tr>
<td>Prior to completing application and agreement</td>
<td>An Introduction to COA Accreditation</td>
<td>Self-Paced (estimated length: 20 min.)</td>
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<td>Intake Phase (After signing agreement)</td>
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<td>MyCOA: Dashboard</td>
<td>Document</td>
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<td></td>
<td>Contact COA and Cases Overview</td>
<td>Self-Paced (estimated length: 4 minutes)</td>
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Steps in the Process

- **Step 1: Accreditation Agreement**
- **Step 2: Intake**
- **Step 3: Self-Study**
- **Step 4: Site Visit**
- **Step 5: PCR Report**
- **Step 6: Accreditation Decision**
- **Step 7: Maintaining Accreditation**

- Match programs to COA's service standards
- Establish important dates and milestones
Your COA Accreditation Coordinator

- A single point of contact throughout the process
- Answers questions
- Provides feedback and guidance
- Connects you with resources
- Helps you meet timetable and milestones
- Assists you in preparing the Self-Study
Steps in the Process

- **Step 1: Accreditation Agreement**
- **Step 2: Intake**
- **Step 3: Self-Study**
- **Step 4: Site Visit**
- **Step 5: PCR Report**
- **Step 6: Accreditation Decision**
- **Step 7: Maintaining Accreditation**

- Evaluate practices against standards
- Six to Twelve Months
- On-line Submission of Evidence Eight Weeks Before Site Visit
Steps in the Process

- **Step 1:** Accreditation Agreement
- **Step 2:** Intake
- **Step 3:** Self-Study
- **Step 4:** Site Visit
- **Step 5:** PCR Report
- **Step 6:** Accreditation Decision
- **Step 7:** Maintaining Accreditation

**Activities**

- Interview Staff, Board, Stakeholders
- Review Documents and Records
- Visit Programs, Observe Staff/Client Interactions

**Minimum of 2-3 peer reviewers for 2-3 days**
COA Volunteer Eligibility

- Affiliated with a COA accredited organization
- Graduate degree in a human service discipline or have service management experience
- At least 7 years of continuing management experience
- Must have expertise in at least 5 COA service areas
Steps in the Process

- **Step 1: Accreditation Agreement**
- **Step 2: Intake**
- **Step 3: Self-Study**
- **Step 4: Site Visit**
- **Step 5: PCR Report**
- **Step 6: Accreditation Decision**
- **Step 7: Maintaining Accreditation**

- **Step 5: PCR Report**
  - Summarizes important Site Visit findings
  - Provides specific recommendations for additional work as necessary
Steps in the Process

- Step 1: Accreditation Agreement
- Step 2: Intake
- Step 3: Self-Study
- Step 4: Site Visit
- Step 5: PCR Report
- Step 6: Accreditation Decision
- Step 7: Maintaining Accreditation

- Reviews Site Visit report and orgs response
- Makes accreditation decision
Steps in the Process

- Step 1: Accreditation Agreement
- Step 2: Intake
- Step 3: Self-Study
- Step 4: Site Visit
- Step 5: PCR Report
- Step 6: Accreditation Decision
- Step 7: Maintaining Accreditation

- Maintain and sustain implementation
- Annual Maintenance of Accreditation Report
Coming Soon...
Primary Care Standards
Current Stage: Self-Study

Evidence Completed: 1%
2 out of 176

Current Step:
» Step 1. Confirm Timeline & Service Assignments

My Accreditation Timeline (6)

- Application
  Due: 11/2/2015
  Complete: 11/2/2015

- Agreement
  Due: 11/18/2015
  Complete: 11/18/2015

- Intake Call
  Due: 12/10/2015
  Due in 22 days

Business Information

Organization No: 110909
Cycle: Accreditation: Self-Study - Full - Private - 12/7/2015
Status: New Applicant/In-process
Expiration:

CEO/Executive Director:
Johnny Mnemonic

My Training & Events (16)

- MIL-CCB Community Capacity Building Initiatives Standards Overview
- After School Human Resources Standards
  1/1/2013
COA Standards
COA Standards

- Rigorous, Relevant, Realistic
- Developed by the Field
- Goal Statements
- Describe **What** not **How**
  - This is the Essence of "Contextual Accreditation"
To review COA Standards open the “standards” drop-down menu.
Categories of COA Standards

STANDARDS FOR PRIVATE ORGANIZATIONS

- Administration and Management Standards
  - Ethical Practice (ETH)
  - Financial Management (FIN)
  - Governance (GOV)
  - Human Resources Management (HR)
  - Network Administration (NET)
  - Performance and Quality Improvement (PQI)
  - Risk Prevention and Management (RPM)

- Service Delivery Administration Standards
  - Administrative and Service Environment (ASE)
  - Behavior Support and Management (BSM)
  - Client Rights (CR)
  - Training and Supervision (TS)

All Organizations are Rated on These

Unique to Your Organization

SERVICE STANDARDS

- Adoption Services (AS)
- Adult Day Services (AD)
- Adult Guardianship (AG)
- Adult Protective Services (APS)
- Case Management (CM)
- Child and Family Development and Support Services (CFD)
Service Standards Common Elements

- Access / Outreach
- Assessment
- Service Planning
- Service Philosophy
- Service Elements
- Case Closing
- Aftercare and Follow-up
- Personnel
Speak to Client Relations

- Zoë Hutchinson for new organizations; Joseph Seoane for reaccrediting organizations
- Request a Cost Estimate
- Fee Information on the Website
  - Application Fee
  - Accreditation Fee
  - Site Visit Fee
  - Maintenance of Accreditation Fee
Member of A COA Sponsor?

- Alliance for Strong Families and Communities
- Association of Children's Residential Centers
- Association of Jewish Family and Children's Agencies
- Catholic Charities USA
- Child Welfare League of America
- Children's Home Society of America
- Foster Family-based Treatment Association
- Lutheran Services in America
- National Council For Adoption
- National Foundation for Credit Counseling
- National Network for Youth
- National Organization of State Associations for Children
- Volunteers of America

25% Discount for Sponsor Members
Supporting Organizations

- ANCOR
- Child Welfare League of Canada (CWLC)
- Council on Social Work Education (CSWE)
- Eagle Program of United Methodist Assn
- Employee Assistance Society of North America (EASNA)
- Mental Health Corporations of America (MHCA)
- National Association for Children's Behavioral Health (NACBH)
- National Assn of Social Workers (NASW)
- National Alliance for the Mentally Ill (NAMI)
- National Assn of State Alcohol and Drug Abuse Directors (NASADAD)
- National Assn of Therapeutic Wilderness Therapy Programs (NATWTP)
- National Council for Behavioral Health (NCBH)
- Nonprofit Technology Network (NTEN)
- The National Crittenton Foundation

Partners

- Black Administrators in Child Welfare
- NAPSEC / NCASES
- Prevent Child Abuse America / HFA
- U.S. State Department (Hague Accreditation)
- National After School Association
- National Guardianship Association
- National Voluntary Organizations Active in Disaster (NVOAD)
- U.S. Department of Substance Mental Health and Substance Abuse Administration (SAMHSA)
- National Home Care & Hospice Association
- United States Department of Defense
For information about COA Training and other resources open the "Training & Resources" Drop-Down Menu.
Watch a COA Self-Paced Training

- An Introduction to COA Accreditation
- Creating an Accreditation Work Plan, Part 1: Getting Started
- Creating an Accreditation Work Plan, Part 2: Managing the Work
- The Format and Structure of COA’s Accreditation Standards
- Assessing Your Practices Against COA’s Standards
- Evidence and Implementation
- Submitting Self-Study Evidence
- Preparing for the Site Visit
- Overview of the Site Visit
- How to Conduct a Mock Site Visit
- How to Respond to Your PCR
- Maintaining and Promoting

Specific to Military Family Readiness Programs:
- Introduction to the Military Family Readiness Program Standards
- Quality Improvement for Military Family Readiness Programs
Attend an Upcoming Webinar

- **Tools Overview**
  April 13 from 3:00PM – 4:30PM EST

- **Case Record Reviews**
  April 20 from 3:00PM – 4:30PM EST

- **Intro to Logic Models**
  April 27 from 3:00PM – 4:30PM EST

- **Introduction to COA and the Accreditation Process**
  May 3 from 3:00PM – 4:30PM EST

- **How to Conduct a Mock Site Visit**
  May 4 from 3:00PM – 4:30PM EST

- **Strategic Planning**
  May 11 from 3:00PM – 4:30PM EST

- **Preparing for the Site Visit**
  May 18 from 3:00PM – 4:30PM EST

- **Maintaining Accreditation & Prep for Reaccreditation**
  May 25 from 3:00PM – 4:30PM EST

- **Introduction to COA and the Accreditation Process**
  June 28 from 3:00PM – 4:30PM EST
## Attend an Upcoming Face-to-Face Training

### 2-days Intensive Accreditation Training (IAT) $450 per registrant

**New York, NY**

- June 6&7, 2016 from 9 AM – 4:30 PM EST at the COA offices in NYC
- July 15&16 as part of COA’s Conference
- Oct 24&25 from 9 AM – 4:30 PM EST at the COA offices in NYC
- Dec 5&6 from 9 AM – 4:30 PM EST at the COA offices in NYC

### 1-day Performance & Quality Improvement Training (PQI) $325 per registrant

**New York, NY**

- June 8, 2016 from 9 AM – 4:30 PM EST at the COA offices in NYC
- July 15, 2016 as part of COA’s Conference
- Oct 26 from 9 AM – 4:30 PM EST at the COA offices in NYC
- Dec 7 from 9 AM – 4:30 PM EST at the COA offices in NYC

*Please note: IAT & PQI will be offered during pre-conference training at the 2016 July COA Conference. Visit COAnet.org/2016Conference to learn more & register*
2016 COA Conference
THE POWER OF COLLABORATION
July 17 – 19, 2016
Waldorf-Astoria, NYC
QUESTIONS

Contact:
Zoë Hutchinson: zhutchinson@coanet.org
Danielle Cook: dcook@coanet.org (Training)

THANK YOU!