

DCA Emergency Shelter Grant Program Support Standards – Prevention Programs

Objective: Provide access to services that help participants achieve housing stability

A. Program Philosophy

A.1 Program is guided by a program philosophy that values participant choice, promotes respect between staff and participants, and utilizes a strengths based approach to promoting housing stability.

A.2 Services are provided in a safe and supportive environment, where crises are minimized through the implementation of comprehensive crisis prevention strategies.

A.3 Services provided are individualized and culturally competent.

B. Training and Supervision

B.1 Agency holds staff meetings at least twice a month to discuss program issues and participants' progress and service needs. In the case of specialty services, qualified personnel (as evidenced by applicable degree and experience in service delivery) are present at staff meetings to provide supervision.

B.2 Any staff member that delivers HSS services funded by DCA attends mandatory DCA Housing Support training.

C. Access to Services

C.1 Agency makes every effort to ensure participants have access to the following types of services by providing services themselves or through other community agencies with which they have agreements:

Housing Services (e.g. assistance obtaining housing and remaining housed, education on tenant rights and responsibilities, support addressing potential threats to housing stability)

Skills Training (e.g. activities of daily living, household management, budgeting and money management, credit and debt counseling, personal safety, use of community resources, use of public transportation, interpersonal communication)

Support Services (e.g. educational services, crisis intervention, transportation, legal assistance, case advocacy, parent education and family support, child care, accessing mainstream resources and benefits)

Health Services (e.g. routine medical and dental care, substance abuse and mental health services, medication management and/or monitoring, general health education, harm reduction)

Employment and Vocational Support (e.g. work habits, skills and self-awareness essential to employability; writing resumes, completing job applications, and preparing for interviews; finding and accessing local employment resources and placement options including on-the-job training)

C.2 Agency maintains a current resource directory for all staff. At a minimum, the directory contains information regarding where participants can access each of the types of services listed above, eligibility requirements of other providers, intake procedures, and available services of each resource.

C.3 Agency only provides specialty services for which they are qualified and for which they have received specific training.

C.4 Agency does not duplicate services that are readily available through other mainstream agencies in the community.

C.5 Agency participates in any local or regional planning and discussions of service gaps pertaining to homelessness.

D. Screening and Intake

D.1 Participants receive the Barriers to Housing Stability assessment in order to identify areas of need at the time of assistance.

D.2 Any participant not meeting program eligibility criteria or receiving only short-term, critical need services is referred to other appropriate services. Every reasonable effort is made to enter these participants into Pathways.

D.3 A participant file is initiated upon intake into the program. Intake information on participants providing authorization is entered into Pathways in a timely manner. Current housing status, employment status and mainstream benefits status should be updated in Pathways.

E. Documentation

E.1 Agency will comply with all documentation requirements including entry of all relevant participant information into Pathways Compass in a timely manner.

E.2 For those participants that refuse authorization for Pathways, equivalent documentation is kept in the case file. In addition, if a participant refuses authorization, a signed Opt Out form must be in their case file.

E.3 Agencies will update current housing status in Pathways Compass at 180 days post assistance.

Updated Information about the Housing Support Standards is posted at:
<http://www.dca.state.ga.us/housing/specialneeds/programs/HousingSupportStandards.asp>