

## Atlanta Continuum of Care Written Standards of Care

#	Section 1 - Health and Safety Standard	Required	Standard of Excellence	Phase	Applicable Program Types	Method of Monitoring
1.1	Facilities/units comply with all applicable building, zoning, fire, health, and safety codes and laws.	X		One	All	Permits available upon request
1.2	Staff members have access to a phone for 911 calls.	X		One	All	Visual inspection
1.3	Facilities/units are in a fit and habitable condition.	X		One	All	Visual inspection
1.4	Facility has an Emergency and Disaster Safety Plan.	X		One	All	Plan available upon request
1.5	Facility has clear First Aid Procedures including availability of First Aid Kit and trained staff.	X		Two	All	Plan available upon request
1.6	Facilities comply with all applicable OSHA and Health Department standards.	X		Two	Facility based	
1.7	Facilities have a safety and security plan which is appropriate to their location and the population served.		X	Two	Facility based	Plan available upon request
1.8	Program follows TB screening/prevention guidelines adopted by the CoC and the Health Department.		X	One	Congregate living facilities	
1.9	All designated program vehicles are maintained and used for appropriate program purpose and follow applicable DOT standards.	X		Two	All	
1.10	Program has clear procedures for appropriate storage of medication for clients in a locked cabinet with refrigeration available when necessary.	X		Two	Congregate living facilities	
1.11	The agency has a posted policy regarding firearms and other weapons, as it relates to employees, clients and volunteers.	X		One	All	Policy is posted
1.12	Agency has a written policy and procedure regarding admission of sex offenders including diversion/referral processes when necessary.		X	Two	Shelters and Housing Facilities	
1.13	The program has a written mandated reporting policy.		X	One	All	Policy available upon request
1.14	Facilities providing services to children follow appropriate policies related to child safety.		X	Two	All	Visual Inspection

#	Standard	Required	Standard of Excellence	Target Date	Applicable Program Types	Method of Monitoring
<b>Section 2 – Client Rights and Responsibilities</b>						
2.1	The program has a written document outlining clients' rights, which is posted, read or otherwise made known to clients upon admission.	X		Two	ALL	Document available for review.
2.2	The program has a written document that outlines the client and property search policy, which is posted, read or otherwise made known to clients upon admission.	X		Two	All	Document available for review.
2.3	The agency makes available legal rights brochures to clients on topics such as fair housing.		X	Two	Facility Based	Visual Inspection
2.4	Clients participate in the development of a housing and services plan and selection of housing.		X	Two	All	Evidence available in case plans
2.5	Agency has developed and implemented written procedures to ensure the security and confidentiality of all personally identifiable information obtained on any individual or family who applies for and/or received CoC assistance.	X		One	All	Policies available upon request
2.6	The facility provides lockers, storage trunks or makes other accommodations that allow residents to store their belongings.		X	Two	Shelters and Housing Facilities	
2.7	Program has clear procedures for how client's funds or possessions are stored, handled and retrieved which is posted, read or otherwise made known to clients upon admission.		X	Two	Shelters and Housing Facilities	Policies available upon request
2.8	The agency prohibits requiring, mandating or improperly influencing religious participation as a prerequisite to receiving services in any program receiving government funding.		X	One	All	
2.9	The program has a written policy regarding client possession of controlled substances and clients are verbally informed of the policy.	X		One	Shelters and Housing Facilities	Policies available upon request

#	Section 3 – Assessment, Eligibility and Prioritization for Services Standard	Required	Standard of Excellence	Target Date	Applicable Program Types	Method of Monitoring
3.1	Agency will participate and comply with the Coordinated Intake and Assessment policies and procedures as defined by the Continuum of Care	X		Two	All	Policies and procedures
3.2	Programs have expedited admission processes, to the greatest extent possible, including assistance with obtaining necessary documentation.		X	One	All	ALOS from referral to enrollment
3.3	Programs that receive HUD funding will require that all program participants meet the HUD eligibility criteria that all records meet HUD Eligibility Determination and Documentation Requirements.	X		One	All	Client File Inspection
3.4	Agencies will accept only referrals through the coordinated assessment process and will enroll individuals based on their position on the centralized coordinated assessment waiting list, which prioritizes homeless individuals and families experiencing chronic homelessness consistent with Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing, or any subsequent updated versions.		X	Two	All other than short-term emergency/crisis shelter	Program Enrollment Records
3.5	Client files are complete, accurate and entered into HMIS in a timely manner.	X		One	All	Case File Inspection and HMIS
3.6	Agency has a written client admissions policy with clearly delineated admission and eligibility criteria and procedures based on the <b>CoC guidelines</b> to the extent possible.	X		Two	All	
3.7	<i>If an agency is unable to accept a person referred through coordinated assessment, the reasons are clearly documented for Coordinated Assessment staff.</i>		X	Two		
4.4	Program does not deny admission based solely on a client's sobriety or criminal history unless program has specific restrictions due to funder restrictions or clear safety reasons.		X	Three	All	Policies and procedures

#	Section 4 – Provision of Housing and Services Standard	Required	Standard of Excellence	Target Date	Applicable Program Types	Method of Monitoring
4.1	Programs serving families serve all types of families regardless of composition, age, gender or sexual orientation of family members.		X	Two	All	Policies and procedures
4.2	Program does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, disability or other handicap, age, military status, marital or familial status.	X		One	All	Policies and procedures
4.3	Program/facility is in compliance with fair housing laws, rental housing laws and regulations and applicable provisions of the Americans with Disabilities Act.	X		One	All	Policies and procedures
4.4	Hours of operation and service availability are established and maintained and are made known to clients.	X		One	All	Policies and procedures
4.5	Hours of operation and service availability accommodate the needs of the clients to the fullest extent possible.		X	Two	All	Policies and procedures
4.5	Program works to place clients in appropriate stable permanent housing as quickly as possible.		X	Two	All Interim Housing	Policies and procedures
4.6	Program supports clients in maintaining stable permanent housing.		X	One	PSH	Policies and procedures
4.7	Case plans and/or housing support plans are based on individual client assessment and needs.	X		One	All	Policies and procedures
4.8	Case plans are maintained and updated in a timely fashion.	X		One	All	Policies and procedures
4.9	Program has clear procedures and documentation of how tenant rent is calculated.	X		One	PSH and TH	Policies and procedures; Client documentation
4.10	Program follows CoC guidelines around determination of length and amount of RRH and Prevention assistance.		X	Two	RRH and Prevention	Policies and procedures; Client Documentation
4.11	Participation in supportive services is voluntary unless required based on program type (i.e. substance abuse treatment in substance abuse recovery housing)		X	Two	All	Policies and procedures

4.12	Program provides connections to appropriate supportive services as determined by the client goals and needs.	X		Two	All	Policies and procedures
4.13	Program works with clients to increase income through cash and/or benefits, as well as assistance in obtaining non-cash benefits.		X	Two	Any program providing CM	Policies and procedures
4.14	Program implements best practice program models where appropriate.		X	Three		

#	Standard	Required	Standard of Excellence	Target Date	Applicable Program Types	Method of Monitoring
<b>Section 5 - Connection to Education</b>						
5.1	Intake process for housing programs that serve families will include questions about the educational status of all children in the household.	X		One	Housing Programs	Policies and Procedures
5.2	Each housing program identifies a lead staff person to ensure children are enrolled in school and connected to the appropriate educational services within the community.	X		One	Housing Programs	Policies and Procedures
5.3	Parents/Legal Guardians/Unaccompanied Youth will be offered the ability to sign a release of information allowing the housing provider to speak with the school education provider to coordinate services.	X		Two	Housing Programs	Policies and procedures
5.4	Housing programs establish policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness.	X		Two	Housing Programs	Policies and procedures
5.5	Housing program provides families with information about educational rights and protections for their school aged children and youth upon intake, which is posted, read or otherwise made known to clients upon admission.	X		One	Housing Programs	Policies and procedures

#	Section 6 - Termination and Grievance Standard	Required	Standard of Excellence	Target Date	Applicable Program Types	Method of Monitoring
6.1	The program has a written document outlining grievance procedures, which is posted, read or otherwise made known to clients upon admission. Grievance procedures, at a minimum, consist of written notice with reasons for termination; opportunity to present written or oral objections before an agency representative other than the individual who made or approved the decision; and prompt written notice of the final decision.	X		Two	All	Policies and Procedures
6.2	Program follows administrative and legal due process when terminating housing or evicting clients becomes necessary.	X		One	Agencies acting as Landlord	Policies and Procedures
6.3	Shelter clients who have been discharged for rule infractions are permitted to appeal discharge decisions prior to being asked to leave the shelter unless they pose an immediate threat to the safety of other shelter residents, themselves, staff and volunteers and/or the shelter property.		X	Two	Shelters	Policies and Procedures
6.4	<i>Loss of housing due to termination from program is used as a last resort and programs offer multiple steps for remediation before termination.</i>		X	Two	TH and PH Housing	Policies and Procedures

<b>Section 7 – Agency Policies and Procedures</b>						
<b>#</b>	<b>Standard</b>	<b>Required</b>	<b>Standard of Excellence</b>	<b>Target Date</b>	<b>Applicable Program Types</b>	<b>Method of Monitoring</b>
7.1	The Agency has a lead contact identified for Program Administration.	X		One	All	Submitted to CoC
7.2	The Agency has an operations policies and procedures manual.	X		Two	All	Available for review
7.3	Any agency operating as a nonprofit has a 501(c)3/EIN.	X		Two	All	IRS
7.4	The Agency maintains an Advisory Board and/or Board of Directors.	X		One	All	Board Composition
7.5	The Advisory Board has a makeup representative of the community served.		X	Two	All	Board Composition Details
7.6	The Agency has a Drug Free Workplace Policy.		X	Three	All	Posted and available
7.7	The Agency has a non-discrimination policy as well as a uniform policy that prohibits sexual harassment, which is applicable to staff, trustees, volunteers and clients.	X		Two	All	Available upon request
7.8	The Agency regularly participates in Continuum of Care and Community Meetings.		X	One	All	Meeting Records – Define consistently
7.9	All staff and applicable volunteers are screened and receive training before providing services.		X	Two	All	Documentation available – define screening
7.10	Agency uses a financial management system that is accurate, clear and current.	X		Two	All	
7.11	Agency has had an audit completed in the last 2 years		X	Two	All	Results available