Detroit Homeless System Written Standards

Introduction:

This document is an outline of the programs that comprise Detroit's Homeless System. The purpose of this document is to establish policies and procedures for evaluating eligibility for program types, prioritization guidelines for persons entering into a homeless assistance program, duration of assistance, and to determine the minimum or maximum contribution of households receiving rental assistance. This document also includes overarching *Essential Elements* that apply to all programs within the system either current or in the future.

Definitions:

Chronically Homeless: To be considered chronically homeless, an individual or head of household must meet the definition of "homeless individual with a disability" from the McKinney-Vento Act, as amended by the HEARTH Act and have been living in a place not meant for human habitation, in an emergency shelter, or in a safe haven for the last 12 months continuously or on at least four occasions in the last three years where those occasions cumulatively total at least 12 months.[1] An in-depth definition is available in the Final Rule "Chronically Homeless."

Contact: A contact is defined as an interaction between a worker and a participant. Contacts may range from simple a verbal conversation between the street outreach worker and the participant about the participant's well-being or needs or may be a referral to service.

Continuum of Care (CoC): The group organized to carry out homelessness planning for a community under the HEARTH Act. Responsibilities of the CoC include the operation of the CoC; designating and operating an HMIS; and Continuum of Care planning.

Coordinated Assessment Model (CAM): CAM serves as Detroit's coordinated entry process that serves persons at risk for or experiencing homelessness in Detroit. The process includes standardized structures and protocols that streamline screening, assessment and referral processes for those experiencing homelessness.

Documented Offer of Permanent Housing: A documented offer of a permanent housing intervention is where the subsidy or rental assistance is immediately available at the time the offer is made, i.e. a person can immediately be issued a voucher or subsidy and begin the housing search process. The documented offer should include the following information:

- Type of permanent housing intervention
- Date of offer
- Participants' response to the offer (accept or decline)

Engagement: Engagement is defined as the date on which an interactive participant relationship results in a deliberate participant assessment or beginning of a case plan.

[1] U.S. Department of Housing and Urban Development. April 2016. CoC FAQ.

Enrollment: The point at which a client has formally consented to participate in services.

Homeless: The HEARTH definition of "homeless" consists of four categories. The categories are: (1) Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided; (2) individuals and families who will imminently lose their primary nighttime residence; (3) unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; and (4) individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.[2] A more in-depth definition is available within the HEARTH "Homeless" Final Rule.

Homeless Management Information System (HMIS): A database that allows agencies within the homeless system to collect basic demographic information, track services, update case plans, and track outcomes at the project and participant level.

Housing Case Management: Housing Case Management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's housing and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes. The case management services are comprehensive in nature to ensure a more effective service delivery but are tailored to the varying needs of the individual &/or family.

The process includes identifying the individual & /or family's strengths and goals determined in the Individualized Housing Assistance Plan (IHAP) developed before/ & or during housing navigation. The case manager &/or Housing Navigator works with the individual &/or family to achieve short- and long-term goals, helping them access the necessary services. Although locating and obtaining housing is usually the primary goal, this cooperative relationship addresses the following:

- Provide housing stabilization services that include arranging, coordinating, linking and monitoring the delivery of services that assist participants to obtain and sustain housing stability
- Monitoring program participant progress
- Assuring that the rights of participants are protected
- Development of individualized housing plans for each program participant
- Counseling, education, employment, and life skills goals

Housing First: Housing First is an approach to homeless assistance that prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions such as sobriety or a minimum income threshold. Projects using a housing first approach often have supportive services; however, participation in those services is based on the needs and desires of the program participant. The Detroit CoC should review system- and project-level eligibility criteria to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families.[3]

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[2] U.S. Department of Housing and Urban Development. December 2011. HEARTH "Homeless" Final Rule.

[3] U.S. Department of Housing and Urban Development, Office of Community Planning and Development. September 17, 2015. Notice of Funding Availability for the Continuum of Care (CoC) program. Pg. 10 – 11.

Navigation: Housing Navigators will serve as the main point of contact for homeless households determined to be eligible for Permanent Supportive Housing, per outcome score on the Full SPDAT assessment. The Coordinated Assessment Model (CAM) Navigator's primary responsibility is to provide case management services, at the level and intensity required to ensure the household is "housing ready." ***Housing Navigation*** should include the following activities:

- Provide the CAM Lead (Intake Team) with Navigation appointment time slots. The CAM External Intake team will schedule appointments for consumers assessed in shelter that score PSH on the Full SPDAT in designated appointment slots. (CHS Only)
- Assess consumers referred to Navigation for PSH eligibility (i.e., presence of HUD approved disability). A Housing Choice Voucher (HCV) pre-application, and CAM HMIS referral should be completed for consumers with no verified disability
- Develop a client-centered Individualized Housing Assistance Plan to address/remove PSH eligibility barriers. The IHAP should be completed in person, and at the initial Navigation meeting with consumer and monitored bi-weekly
- Provide community resources/referrals to address barriers identified in the IHAP, and provide direct assistance with helping the household access these resources and benefits (i.e., mainstream and entitlement benefits, linking/coordinating mental health services, follow-up with primary care physician, legal services, etc.)
- Provide in-person housing case management and supports coordination to assist households in obtaining all necessary basic eligibility documentation required for housing
- Explain PSH CoC Prioritization, as stated in Policy & Procedures
- Provide consumer with bi-weekly PSH Match status updates following the bi-weekly PSH Match meetings
- Ensure consumer's Verification of Homelessness documentation is within 30 days, prior to PSH Match
- Provide any necessary support to PSH provider/consumer, post PSH Match, to facilitate a successful housing placement
- Complete required documentation in HMIS

SPDAT and VI-SPDAT: The SPDAT is an evidence-informed approach to assessing an individual's or family's acuity. The tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person/family's life where support is most likely necessary in order to avoid housing instability. While the SPDAT is an assessment tool, the VI-SPDAT is a survey to help prioritize participants.[4]

Federal Regulations:

All projects must comply with the Fair Housing Act (including Equal Access and Family Separation), the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity regulations, and the Americans with Disabilities Act regulations.

Overall Essential Elements:

All programs within the Detroit Homeless System, current or future, will adhere to the following *Essential Elements*:

- All programs will participate in HMIS (participation is defined in the HMIS Policies and Procedures)

[4] OrgCode Consulting, Inc.

- All programs will participate in CAM and adhere to its policies and procedures (participation is defined in the CAM Policies and Procedures)
- All agencies operating programs will be, at a minimum, a non-voting member of the Continuum of Care (Continuum of Care Governance Charter)
- All programs will utilize a Housing First approach
- All programs will utilize all CoC-standardized forms and other types of documentation in order to facilitate agencies' ability to successfully comply with HUD requirements. The number of these forms and other types of documentation will remain as minimal as possible
- All programs will operate within a philosophy of providing Client/Participant Choice
- All programs abide by and adopt HUD/CoC Policies related to: ADA, Fair Housing, Equal Access & Family Separation, Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity
- All programs agree to abide by and consistently apply these Written Standards

Program Policies

The Detroit Continuum of Care will establish and approve policies on:

- Avoiding family separation (for family shelter) regardless of head of household age
- Program entry criteria
- Program discharge
- Accessibility accommodations (shelters should have some capacity to serve participants that need accessibility accommodations, including serving transgender persons in single sex shelters and individuals with a disability)

Engagement Programs/Services:

Engagement Programs/Services are those services provided to participants before they reach the front door of the homeless services system (the front door being the shelter system). This may include services to both those already homeless as well as to those at imminent risk of losing their housing.

OUTREACH:

Program Description	Essential Program Elements	Time Frame	Population	Measurement
Low barrier/Low demand street outreach or engagement that provides basic needs assistance and linkage to permanent housing.	• Develop trust to engage hard to reach homeless • Have dedicated staff to complete VI-SPDATs with all outreach participants, then to complete full SPDATs with anyone scoring on the VI-SPDAT for Permanent Housing • Provides contact, engagement and enrollment services as defined by these standards • Provide navigation services to link those served with housing • Provide access to basic needs including identification; health care services, etc. • Coordination with other outreach teams to avoid duplication of services and optimize coverage • Engage in efforts to determine participants' eligibility • Hours of Operation include business and non-business hours	None	Individuals and families experiencing homelessness who are not linked to other services. Service preference should be given to the unsheltered.	• % of participants enrolled in the program will meet the definition of unsheltered • VI-SPDAT are completed on % of enrolled participants • % of all enrolled participants develop a housing goal • % of those who develop a housing goal exit homelessness to permanent housing • % retaining housing at one month and two year intervals • The extent to which persons who exit homelessness to Permanent Housing destinations return to homelessness within 6 and 24 months • Increase in placements to permanent housing destinations, temporary destinations (except for a place not meant for human habitation), and some institutional destinations

PREVENTION:

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Services Only	Stabilization services to prevent shelter entrance and promote housing retention. Expanded coordination of legal services programs to cover more tenants facing eviction and more cooperation from the City & Court to allow for on-site counseling.	• Have dedicated staff to complete an individualized assessment that assesses household needs, financial needs (including job training and placement), and eligibility for mainstream resources • Creates a housing stabilization plan with project participants • Provides needed housing stabilization services • Provides linkages to mainstream resources based on eligibility and need • Coordinates with DHHS and organizations daily for diversion program • Services include: mediation, legal services and utility financial assistance, relocation assistance	Services for up to 18 months for legal and mediation Utility and Relocation assistance once every 12 months	Those at imminent risk of being homeless (exact documentation needed to determine eligibility is based on programs' funding sources)	• % of household that receive assistance will not become literally homeless within 6 months • % of household that receive assistance will not become literally homeless within 12 months • % of household that receive assistance will not become literally homeless within 2 years • Reduce the number of bailiff evictions by providing greater opportunities for legal representation in court, and expansion of eviction diversion program. Set a specific numeric goal once 36th District Court data is obtained, for baseline. • Expand the 36th District Court Eviction Diversion program to more than one management company. Better coordination and support for relocation before eviction.

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Financial Assistance and Services	Short to medium term financial assistance and stabilization services to prevent shelter entrance and promote housing retention. Expanded coordination of legal services programs to cover more tenants facing eviction and more cooperation from the City & Court to allow for on-site counseling.	• Have dedicated staff to complete an individualized assessment that assesses household needs, financial needs (including job training and placement), and eligibility for mainstream resources • Provides housing stabilization plan • Provides needed housing stabilization services including both financial and supportive services • Provides linkages to mainstream resources based on eligibility and need • Coordinates with DHHS and organizations daily for diversion program. • Services include: mediation, legal services, relocation assistance and utility financial assistance • Financial Assistance includes: 6 months of rental and/or utility arrears; 1-time security deposit and/or utility deposit; 12 months of rental assistance	Financial assistance up to 18 months based on need and one-time assistance for security and/or utility deposit if needed (need for these services determined by case mangers utilizing a risk matrix).	Those at imminent risk of being homeless as defined in the Risk Matrix. Financial Assistance is prioritized through the scoring framework of the Risk Matrix.	• % of household that receive assistance will not become literally homeless within 6 months. • % of household that receive assistance will not become literally homeless within 12 months. • % of household that receive assistance will not become literally homeless within 2 years. • Reduce the number of bailiff evictions by providing greater opportunities for legal representation in court, and expansion of eviction diversion program. Set a specific numeric goal once 36th District Court data is obtained, for baseline. • Expand the 36th District Court Eviction Diversion program to more than one management company. Better coordination and support for relocation before eviction.

DIVERSION:

Program Description	Essential Program Elements	Time Frame	Population	Measurement
A program that diverts homeless families from entering shelter by helping them to identify immediate alternate housing arrangements and connecting them with services and financial assistance, if necessary.	• Completes housing barrier needs assessment • Creates a housing stabilization plan with the participant • Provides conflict mediation • Provides housing location services • Provides housing stabilization services • Provides linkages to mainstream resources • Provides flexible financial assistance to maintain or obtain housing (car repairs, food cards, bus tickets, etc.).	Financial assistance in a 12 month period not to exceed $1000	Homeless or "at-risk" families presenting for shelter	• % of households that receive assistance will not enter into the homeless system • % of household that receive assistance will not become literally homeless within 6 months • % of household that receive assistance will not become literally homeless within 12 months • % of household that receive assistance will not become literally homeless within 2 years

Temporary Housing:

Time-limited temporary housing where individuals experiencing homelessness may stay and receive supportive services that are designed to enable individuals to move into permanent housing.

EMERGENCY SHELTER:

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Site-Based Emergency Shelter	Low barrier, site based, temporary shelter to deal with an individual's or family's immediate housing crisis. The project must meet the following guidelines: • the primary intent of the project is to serve homeless persons, • the project verifies homeless status as part of its eligibility determination, and • the actual project participants are predominantly homeless	• Low programmatic barriers to entry and shelter stay • Operates 24 hours a day / 7 days a week • Accessed through CAM during CAM Business Hours; accessed directly via the shelter provider during non-CAM business hours • Sobriety is not a condition for entry • Identification is not a condition for entry • Safe physical environment • Completes VI-SPDATs (as noted in the CAM Policies and Procedures) • Creates a housing stabilization plan with the participant • Provides housing case management • Provides at least one meal per day per participant • Provides linkages to mainstream resources and services, including TANF, SNAP, SSI/SSDI, Medicaid/ Medicare, Children's Protective Services (CPS) etc. (case managers expected to help participants apply for benefits and navigate systems as needed). • Cooperatively works with service providers within the system to provide needed services to consumers to quickly move them to permanent housing	Average length of stay under 90 days	All literally homeless who meet Categories 1, 2, or 4 of HUD's definition of homeless	• % of those served will receive a VI/SPDAT • Of those who stay in shelter more than 14 days, % will establish a housing goal • % will exit shelter to a permanent housing destination. This percentage should increase each year. • The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 6 to 24 months *Shelters targeting special populations, such as youth or those fleeing domestic violence, may have different outcomes, with exits to transitional housing as an acceptable and appropriate outcome

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Warming Centers	Low barrier, site based, temporary shelter to deal with an individual's or family's immediate housing crisis. Services are typically provided during cold weather months, with the primary purpose being to provide safe shelter to protect against the elements.	• Low programmatic barriers to entry and shelter stay • As funding allows, operates 7 days a week from evening to morning. Ideally, open during the day when there is inclement weather • Can be accessed through CAM during CAM Business Hours; can always be accessed directly via the Warming Center provider • Sobriety is not a condition for entry • Identification is not a condition for entry • Safe physical environment • Access to sleeping space, bathing opportunities, and food items • Case management is provided to the extent that funding and staffing capacity allows. • Referrals should be made to CAM and or Outreach for clients utilizing services for 14 consecutive days	Average length of stay under 90 days	All literally homeless who meet Categories 1, 2, or 4 of HUD's definition of homeless	• % of participants served will be entered into HMIS in accordance with the HMIS Policies & Procedures.

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Hotel/Motel Vouchers	Hotel or motel vouchers meant to address individuals' or families' immediate housing crises, should no appropriate emergency shelter be available.	• To be used on an emergency basis when no other emergency shelter or safe housing options are available • Low programmatic barriers for receiving vouchers • Sobriety is not a condition for receiving vouchers • Identification is not a condition for entry • Safe physical environment • Completes VI-SPDATs (as noted in the CAM Policies and Procedures) • Creates a housing stabilization plan with the participant • Provides housing case management • Provides linkages to mainstream resources and services, including TANF, SNAP, SSI/SSDI, Medicaid/ Medicare, Children's Protective Services (CPS) etc. (case managers expected to help participants apply for benefits and navigate systems as needed). • Cooperatively works with service providers within the system to provide needed services to consumers to quickly move them to permanent housing	Length of stay should not exceed 30 days, except for rare and extreme circumstances	All literally homeless who meet Categories 1, 2, or 4 of HUD's definition of homeless	• % of participants served will be entered into HMIS in accordance with the HMIS Policies & Procedures. • % of participants who exit to permanent housing.

TRANSITIONAL HOUSING:

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Bridge Housing	Short-term temporary housing to facilitate the movement to permanent housing for an individual or family who has accepted an offer of permanent housing (that has been documented) but has not moved in yet.	• Temporary Housing is provided • Participants are required to pay 30% of their adjusted gross income towards their rent. • Services are not required • Access to Permanent Housing Service Provider is allowed for each participant/ family in bridge housing	Average length of stay under 90 days	Literally Homeless that meet Category 1 or 4 of HUD's definition of homeless AND Has accepted an offer of Permanent Housing but is awaiting housing location or approval	• % of participants who move into permanent housing within 90 days

	Program Description	Essential Program Elements	Time Frame	Population	Measurement

Service-Intensive Transitional Housing	Time-limited (up to 24 months) housing program intended to facilitate the movement of homeless individuals and families to permanent housing. Homeless persons may live in transitional housing programs for up to 24 months and receive supportive services that enable them to live more independently.
	
	Settings for TH: Transition in Place, scattered site, or project-based
	
	Limited to serving:
	• Youth ages 13 to 24
	• Persons fleeing/attempting to flee domestic violence
	• Persons seeking substance abuse treatment
	
	The project must meet the following guidelines:
	• the primary intent of the project is to serve homeless persons,
	• the project verifies homeless status as part of its eligibility determination, and
	• the actual project participants are predominantly homeless
		• Household holds lease and/or occupancy agreement. Occupancy agreement must comply with HUD requirements.
		• Participants are required to pay 30% of their adjusted gross income towards their rent.
		• Barriers to entry should be low, but a project may require specific eligibility criteria to effectively serve priority populations (e.g., willingness/desire to participate in services).
		• If Project-based: 24-hour residential environment (safe/structured setting, provision of meals or cooking space, access to laundry, storage, etc.)
		• Participants supported to establish and implement housing stabilization plan to secure permanent housing upon program exit. Services that are tailored to the target population may include:
		  ○ Employment assessment and connection to employment services and/or education/GED services (as directed by the assessment)
		  ○ Financial counseling to help resolve rental arrears and/or debt, to establish budgeting skills, to establish savings plan, and /or other money management skills needed.
		  ○ Connections to mainstream benefits and services, including TANF, SNAP, SSI/SSDI, Medicaid/ Medicare, CPS, etc. (case managers expected to help participants apply for benefits and navigate systems as needed).
		  ○ Housing search assistance (either directly or through coordination with a partner).
		  ○ Assistance building (re-building) family and community support networks.
			Up to 2 years of housing subsidy and case management
			
			Up to 6 months of follow-up services provided after exit
				Literally Homeless that meet Category 1 or 4 of HUD's definition of homeless AND
				• Household is not able to be diverted
				• Household is not initially slated for PSH
				• Household does not meet the definition for being chronically homeless
				
				Household has a score of 40-67 on the full F-SPDAT
				
				Individual has a score of 29-50 on the full SPDAT
					• % households that exit to permanent housing
					• % of all participants that gain employment income
					• % of all participants that gain non-employment cash income
					• % of participants that obtain mainstream benefits
					• The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 6 to 24 months

Permanent Housing

Housing that is safe and stable where the household has a lease or sub-lease in their name, a subsidy is provided and voluntary services (as determined by assessment) to help in retaining the housing.

RAPID REHOUSING:

Program Description	Essential Program Elements	Time Frame	Population	Measurement

Short to medium term housing assistance program that rapidly moves homeless individuals and families, regardless of disability or background, into appropriate permanent housing with needed services to maintain stability.
 	
The project must meet the following guidelines:
• the primary intent of the project is to serve homeless persons,
• the project verifies homeless status as part of its eligibility determination, and
• the actual project participants are predominantly homeless at entry
	• Individuals and families placed in leased based permanent housing with an initial lease of 12 months. Household holds lease and may remain in unit permanently (i.e., following exit from the program).
	• The units in which rental assistance is provided must comply with HUD's rental reasonableness standards.
	• Participants receiving medium-term rental assistance are required to pay a portion of their income towards their rent according to the following scale:
	  • Months 4 to 9: participant pays 10% of income towards rent
	  • Months 10 to 15: participant pays 20% of income towards rent
	  • Months 16 to 18: participant pays 30% of income towards rent
	• Security Deposits: A security deposit may not exceed 1.5 times the rent
	• Utility Deposits, Payments, and/ or Arrearages: Maximum 6 months or $2,500, whichever comes first
	• An individual or family may receive any combination of the following: short to medium-term rental assistance, and/ or security deposit, and/ or utility deposit, or arrears.
	• Participants that have zero income at any point while receiving RRH assistance will not be denied assistance if they are otherwise eligible for assistance.
	• Participants with zero income will not be required to pay a portion of their income towards rent. If it appears that the participant will need a longer subsidy than can be provided by RRH, all attempts should be made to assist the participant in securing such a subsidy.
		Short-term rental assistance: up to 3 months rental assistance
		
		Medium-term rental assistance: 4-18 months of rental assistance. Participants receiving medium term rental assistance will be able to receive rental assistance in 3-month increments, up to a total of 18 months.
			Category 1 or 4 homeless with an income of less than 30% of AMI (for ESG funded projects)
			
			People coming from street or shelter (for CoC funded projects)
			
			Referred and prioritized through appropriate VI/SPDAT Score
				• Referral acceptance within X business days
				• % of households served will achieve permanent housing within 60 days of referral so long as funds are available. "Available" means allocated, under contract and being reimbursed on a timely basis.
				• % of those served are able to maintain housing without RRH assistance by 180 days
				• % of those served are not literally homeless after one year
				• % of those served are placed on the MSHDA Housing Choice Voucher (HCV) Homeless Preference wait list
				• Increase in the percent of adults who gain or increase employment or non-employment cash income over time

	• Provision of case management to conduct individualized assessment and develop stabilization plan (which includes support mapping). Case management is required to meet with participants at least once monthly. • Provision of financial assistance (security deposits, utility assistance, short- to medium- term rental assistance) and services (legal assistance, mediation, credit/financial counseling, and connection to mainstream benefits/services). • Provision of housing search assistance (either directly or through a partner). • Provision of employment assistance (either directly or through a partner). • Connection to benefits and other mainstream resources. • Serves as liaison to landlords for the program.			

PERMANENT SUPPORTIVE HOUSING:

Program Description	Essential Program Elements	Time Frame	Population	Measurement
Permanent Housing that is coupled with supportive services that are appropriate to the needs and preferences of residents. Individuals have leases, must abide by rights and responsibilities, and may remain with no program imposed time limits. Majority of projects serve households with a disabled head of household, but disability requirement will be based on subsidy source requirement. Settings for PSH: Project-Based, Tenant-Based Type of PSH: Leasing (Master Lease for those with high barrier, hard to lease populations) or Rental Assistance (Participant holds the lease directly with the landlord) The project must meet the following guidelines: • the primary intent of the project is to serve homeless persons, • the project verifies homeless status as part of its eligibility determination, and • the actual project participants are predominantly homeless at entry	• Household holds a lease. An initial lease of 1 year is required and may change to a month to month lease after the initial year. • If projects elect to charge rent, participants will pay no more than 30% of their monthly income toward rent • Subsidy can be deep or shallow subsidy and change over time based on the needs of the participant. • Assessment is conducted to determine service needs (this assessment is not used for eligibility but to develop the service plan). • Services are intensive, flexible, tenant-driven, voluntary, and offered in the participant's housing if they so choose. • Primary focus of services is tenancy supports that help people access and remain in housing. • Additional focus of services is to connect tenants to or directly provide tenant-driven supportive services, including mental health services, substance abuse services, physical health services, benefits assistance, employment assistance, etc. • Providers should only use funder eligibility to screen participants, reducing barriers to entry (i.e., housing should be provided without clinical prerequisites for sobriety or completion of treatment, and reduced barriers for credit history and minor criminal convictions). • Annual reassessment using common assessment tool to determine ongoing services needed by the households and/or to determine the household's readiness to "move-on" from PSH. • Coordinate with landlords/property managers to support tenancy and prevent evictions.	No time limits	Chronically homeless individuals and families and other highly vulnerable individuals and families (as determined by full SPDAT assessment and Score)	• % of slots will be filled via coordinated entry • % who exit PSH project avoid subsequent homelessness at 6, 12, and 24 months • % of all participants gain non-employment cash income • % of all participants gain employment income • % who retain permanent housing (either retaining PSH or moving to other permanent housing)

SAFE HAVEN:

Program Description	Essential Program Elements	Time Frame	Population	Measurement
A form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services. The project must meet the following guidelines: • Must be located in a facility, meaning a structure, or structures, or clearly identifiable portion of a structure or structures; • Must have private or semi-private accommodations; • Must limit overnight occupancy to no more than 25 persons; • Must prohibit the use of illegal drugs in the facility; • Must provide access to needed services in a low demand facility, but cannot require program participants to utilize them; and • May include a drop-in center as part of outreach activities.	• 24 hour site coverage by supportive staff • Linkage to treatment centers, both residential and outpatient. Treatment may include (but not necessarily be limited to) substance abuse, mental health, and/or physical rehabilitation treatment as per the needs and desires of the client. • Outreach and engagement services, as appropriate • Daily living services provided (e.g. meals, grocery shopping) • Low threshold admittance	No time limits	CoC funded Safe Havens are limited to serving individuals coming directly from the streets Literally homeless, hard to engage persons with serious mental illness or dual diagnosis (MI/SA) who are not currently engaged in housing or systems of care	• % of participants will exit to more independent permanent housing at program exit • % of all participants exit with employment income • % of all participants exit with non-employment cash income • % of participants exit with non-cash benefits

Detroit Homeless System Written Standards

Temporary Housing:

Time-limited temporary housing where individuals experiencing homelessness may stay and receive supportive services that are designed to enable individuals to move into permanent housing.

TRANSITIONAL HOUSING:

	Program Description	Essential Program Elements	Time Frame	Population	Measurement

Service-Intensive Transitional Housing	Time-limited (up to 24 months) housing program intended to facilitate the movement of homeless individuals and families to permanent housing.
	Homeless persons may live in transitional housing programs for up to 24 months and receive supportive services that enable them to live more independently.
	
	Settings for TH: Transition in Place, scattered site, or project-based
	
	The project must meet the following guidelines:
	the primary intent of the project is to
	• serve homeless persons,
	• the project verifies homeless status as part of its eligibility determination, and
	• the actual project participants are predominantly homeless
		• CoC-funded projects will receive referrals from Coordinated Entry only.
		• Household holds lease and/or occupancy agreement. Occupancy agreement must comply with HUD requirements.
		• Participants are required to pay 30% of their adjusted gross income towards their rent.
		• Barriers to entry must align with Housing First. A project may limit eligibility to the population outlined in the most recent funding application.
		• If Project-based: 24-hour residential environment (safe/structured setting, provision of meals or cooking space, access to laundry, storage, etc.)
		• Participants supported to establish and implement housing stabilization plan to secure permanent housing upon program exit. Services that are tailored to the target population may include:
		  ○ Employment assessment and connection to employment services and/or education/GED services (as directed by the assessment)
		  ○ Financial counseling to help resolve rental arrears and/or debt, to establish budgeting skills, to establish savings
			Up to 2 years of housing subsidy and case management
			
			Up to 6 months of follow-up services provided after exit
				Literally Homeless that meet Category 1 or 4 of HUD's definition of homeless.	• % households that exit to permanent housing
					• % of all participants that gain employment income
					• % of all participants that gain non-employment cash income
					• % of participants that obtain mainstream benefits
					• The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 6 to 24 months

		plan, and /or other money management skills needed. ○ Connections to mainstream benefits and services, including TANF, SNAP, SSI/SSDI, Medicaid/ Medicare, CPS, etc. (case managers expected to help participants apply for benefits and navigate systems as needed). ○ Housing search assistance (either directly or through coordination with a partner). ○ Assistance building (re-building) family and community support networks.			

	Program Description	Essential Program Elements	Time Frame	Population	Measurement
Bridge Housing	Short-term temporary housing to facilitate the movement to permanent housing for an individual or family who has accepted an offer of permanent housing (that has been documented) but has not moved in yet.	• Temporary Housing is provided • Participants are required to pay 30% of their adjusted gross income towards their rent. • Services are not required • Access to Permanent Housing Service Provider is allowed for each participant/ family in bridge housing	Average length of stay under 90 days	Literally Homeless that meet Category 1 or 4 of HUD's definition of homeless AND Has accepted an offer of Permanent Housing but is awaiting housing location or approval	• % of participants who move into permanent housing within 90 days