Acknowledgment of The Way Home System Practice Standards Guide

This form acknowledges receipt of The Way Home System Practice Standards Guide. By signing this document, you and your agency agree to adhere to the standards as described in this guide. The System Practice Standards Guide was developed to ensure consistency in the delivery of services across the CoC components of Coordinated Access, Outreach, Diversion, Navigation, and Case Management for RRH and PSH Projects.

We recognize that adherence to these standards is essential to maintain the quality and effectiveness of our services. The standards outlined in this guide serve as a baseline for care coordination and processes within The Way Home CoC. By acknowledging this document, your agency demonstrates a commitment to implementing these standards in all applicable areas of operation.

Below is a list of subjects covered under TWH System Practice Standards Guide:

- **Guiding Principles**- The guiding principles for this Practice Standards Guide represent the values established by The Way Home CoC as a standard for shaping and directing the work environment for employees administering applicable projects in the CoC.

- **Applicability**- These standards apply to publicly funded entities within The Way Home CoC who are under contact to provide Coordinated Access assessments, Outreach, Diversion, Navigation, and/or Case Management services associated with RRH and/or PSH.

- **Roles and Responsibilities**- The roles and responsibilities are for agencies providing services through The Way Home. Under this area you will find the expectations and minimum responsibilities.

- **Coordinated Access System (CA) & Homeless Management Information System (HMIS)**
  - **Coordinated Access Assessors**
    - What is CA Assessment
    - Function of CA Assessors
    - Key Responsibilities
  - **Outreach**
    - Purpose of outreach standards
    - Outcome of Outreach Practice Standards
    - Process for standardizing Outreach Practice
    - Types of outreaches
    - Function of system outreach
    - Risk and Personal Safety
    - Service Delivery Strategy

- **Diversion**
  - **Referral and Enrollment**
  - **Eligibility and Documentation**
• **Navigation**
  - Roles and Expectations
  - Eligibility
  - Enrollment
  - Vouchers/Coupons/RFTAs
  - Declining Housing Options
  - Unit Size Subsidy Standards
  - Housing Stability Assistance
  - Navigation Exits

• **RRH and PSH Case Management Standards** - This section will cover standards all CoC partner agencies should follow for the purpose of providing case management to those seeking housing assistance.
  - Housing First Program Philosophy
  - Referral Source
  - Eligibility Documentation
  - The Way Home CoC System Participation
  - Housing Search and Placement Services
  - Home Visits
  - Data Capture & HMIS
  - Client Transfers
  - Client Behavioral Health Wellbeing
  - Case Termination and Exit Records in HMIS
  - Case Loads
  - Case Notes
  - Emergency Transfers for Victims of Domestic Violence

• **Definitions/Glossary** - This area breaks down some of the acronyms used within The Way Home as well as the definitions of some frequently used terms/words.

By signing this form, you and your agency acknowledge that you have received a copy of The Way Home System Practice Standards Guide. You have read and understand the established system norms provided in the Guide, and your Agency/Project agrees to adhere to the standards presented.

AGENCY NAME: ________________________________   DATE: ______________

NAME: ________________________________    TITLE: ________________________________

SIGNATURE: ________________________________