

## FY24/25 HOUSING + SERVICES + ACCOUNTABILITY QUESTIONNAIRE (LOCAL PLANNING AND PERFORMANCE READINESS TOOL)

This questionnaire is a local planning and performance-readiness tool developed by The Way Home. It does not replace or supersede HUD eligibility requirements, component definitions, or project design standards under the FY24–25 CoC NOFO (FR-6800-N-25).

Responses are used to support system alignment, service quality, and accountability planning. They are not a condition of HUD eligibility, renewal approval, or funding determination under the FY24–25 NOFO.

Any references to FY25 or future expectations are informational and forward-looking only and do not create requirements beyond those established by HUD.

All questions must be answered **Yes** or **No**.

### 1. HOUSING + SERVICE ALIGNMENT

Do you currently operate, or will you operate, a service model that aligns with the expectations of your HUD-approved component type (PH, SSO-CE, HMIS, etc.), including regular, documented service engagement and individualized case planning?

☐ Yes ☐ No

### 2. INCOME & BENEFITS STRATEGY

Do you have written policies and procedures describing how your project supports participants in increasing income (earned or non-earned) and accessing benefits in alignment with HUD requirements?

☐ Yes ☐ No

### 3. STAFFING STRUCTURE & ADEQUACY

Do you have, or will you implement, an adequate staffing model with appropriate caseloads and supervision to support effective service delivery and participant engagement?

☐ Yes ☐ No

### 4. PARTICIPANT ENGAGEMENT & ACCOUNTABILITY

Do you have documented procedures for consistent outreach, engagement, follow-up, and participant accountability, including responses to missed appointments, disengagement, or service refusals?

☐ Yes ☐ No

### 5. SERVICE COORDINATION & DOCUMENTATION

Do you have, or will you implement, clear processes for coordinating services with external systems (healthcare, behavioral health, workforce, benefits, justice, etc.) and for documenting those linkages in HMIS or a HUD-approved comparable database?

☐ Yes ☐ No

## 6. DATA QUALITY & SYSTEM PARTICIPATION

Do you participate fully in HMIS or a HUD-approved comparable database and ensure timely, complete, and accurate data entry for all required data elements?

☐ Yes ☐ No

## 7. SYSTEM-LEVEL PARTNERSHIPS

Do you have, or will you establish, partnerships with healthcare, behavioral health, workforce, benefits, and/or other service systems to support stabilization, income growth, and long-term housing outcomes?

☐ Yes ☐ No

## 8. PATHWAYS TO PERMANENT HOUSING

Do you have clearly defined pathways to permanent housing for all participants exiting your project, consistent with your HUD-approved component type?

(Examples: housing retention for PH projects, housing navigation for SSO-CE projects, etc.)

☐ Yes ☐ No

## 9. INTERNAL QUALITY ASSURANCE

Do you have, or will you maintain, internal quality assurance processes such as file reviews, case conferencing, supervisory monitoring, and regular performance review?

☐ Yes ☐ No

## 10. FUTURE HUD PERFORMANCE READINESS

Do you have, or will you develop, a plan to respond to **potential future HUD guidance** related to measurable outcomes, income-focused services, documentation standards, and project accountability, should HUD issue updated requirements in future NOFOs or Special NOFOs?

☐ Yes ☐ No

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## AGENCY CERTIFICATION

Agency Name: \_\_\_\_\_

Project Name: \_\_\_\_\_

I certify that the information provided reflects current practices or planned implementation consistent with HUD requirements and local system planning.

Authorized Signature: \_\_\_\_\_

Printed Name & Title: \_\_\_\_\_

Date: \_\_\_\_\_

**STRATEGIC PLANNING CONDUCTED BY THE WAY HOME RELATED TO POSSIBLE FUTURE HUD POLICY CHANGES, INCLUDING PERMANENT HOUSING CAPS OR THE AUTHORIZATION OF TRANSITIONAL HOUSING, IS INFORMATIONAL ONLY AND DOES NOT MODIFY THE ELIGIBILITY, SUBMISSION, OR COMPLIANCE REQUIREMENTS OF THE FY24–25 COC NOFO.**