



Housing Stabilization and Community Living Services

DEFINITION

Housing Stabilization and Community Living Services provide temporary or permanent services such as assistance securing safe and stable housing in the community, service-enhanced housing and support services to encourage maximum independence for persons who do not need 24-hour care.

Housing services can be delivered according to a scattered-site housing model, which provides services to individuals and families in individual apartments in multiple locations, or a single-site model, where housing units/apartments are located within the same building or a group of buildings. COA's Housing Stabilization and Community Living Services standards includes the following program models:

Homelessness Prevention programs provide housing identification/relocation and stabilization services (e.g., case management, employment services, counseling, health services, etc.), as well as short- and medium-term rental assistance for individuals and families at imminent risk of becoming homeless.

Rapid Re-housing programs help individuals and families exit homelessness and immediately return to permanent housing through move-in and rental assistance. Core program components include: housing identification services, time-limited financial assistance, and case management and supportive services based on individual and family needs.

Permanent Supportive Housing programs provide long-term affordable housing with ongoing services for individuals and families with high levels of need, including individuals and families experiencing chronic homelessness and those who have a substance use disorder, serious mental illness, developmental disability, and/or chronic physical illness or disability.

Single-room Occupancy (SRO) programs provide single-room dwelling units for one individual, and may contain either private or shared food preparation and/or sanitary facilities. SROs serve individuals at risk of or experiencing homelessness, and provide connections to supportive services.

Research Note: *Housing First is an evidence-based approach to ending homelessness among individuals with substance use and/or mental health issues. Housing First is focused on quickly moving individuals and families experiencing homelessness into permanent, safe, and affordable housing without preconditions, and then helping them connect with the supportive*

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Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



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services they need and want in order to maintain housing stability. This approach recognizes that everyone is housing ready and that immediate access to permanent housing is the primary goal.

Permanent supportive housing, combined with a Housing First approach, has been found effective at ending homelessness among single individuals experiencing chronic homelessness. Safe and stable housing is the primary goal of this program model. Research findings on outcomes across other domains, such as reductions in service use and cost, mental health status, and substance use, show mixed results.

Rapid re-housing - a housing strategy for helping individuals and families exit homelessness and return to permanent housing as quickly possible - is a model that typically uses a Housing First approach. While this program model is relatively new, research examining outcomes for families generally shows that the rapid re-housing model is effective at quickly moving households out of homelessness shelters into permanent housing locations.

Research Note: The large-scale Family Options Study, which tracked families for three years after randomly assigning four different interventions, found that rapid re-housing clients experienced high rates of residential instability after program exit, including homelessness. The timing of the study coincided with the early phase of implementation of the rapid re-housing program model.

Research Note: An evaluation of the Supported Services for Veteran Families (SSVF) program, which has provided prevention and rapid re-housing services to veterans since 2012, showed that approximately 15% of veteran families experienced an episode of homelessness during the two-year follow-up period, although only contacts with veteran-specific homelessness services were included.

Research Note: Agencies providing homelessness services should be familiar with the issue of human trafficking. The Trafficking Victims Protection Act of 2000 (TVPA) defines "severe forms of human trafficking" as:

The recruitment, harboring, transportation, provision, or obtaining of a person for:

- sex trafficking in which a commercial sex act is induced by force, fraud,

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or coercion, or in which the person induced to perform such act has not attained 18 years of age; or

- *labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.*

Research Note: *A study issued by the U.S. Department of Health and Human Services found that many shelter programs serving homeless youth failed to properly recognize prostitution or "survival sex" among minors as sex trafficking, and therefore failed to identify these youth as victims of human trafficking.*

Research Note: *Victims of human trafficking are in need of a comprehensive array of services, including shelter services. Increasingly, first responders, including law enforcement and social service providers, are being trained to seek support services for human trafficking victims rather than prosecuting them for criminal activities they may have engaged in while being trafficked, such as prostitution, theft, undocumented status, and wage/hour violations. Recognizing that these individuals are victims rather than criminals is a paradigm shift still under way in our society. This paradigm shift is critical as trafficking victims are eligible for services and protections under federal and some state laws that may not be provided to them otherwise.*

Coercion includes threats of physical or psychological harm to children and/or their families. Any child (under the age of 18) engaged in commercial sex (including prostitution, pornography, stripping) is a victim of trafficking.

Note: *An agency that provides Mental Health Services, Employment or Vocational Services, or Child Care Services, as part of its Housing Stabilization and Community Living Services will complete the appropriate service section in addition to the Housing Stabilization and Supported Community Living services standards.*

Note: *Please see [PA-SCL Reference List](#) and [Human Trafficking Reference List - Public](#) for a list of resources that informed the development of these standards.*

Note: *Though the term "human trafficking" is used throughout this section, there are additional terms that may be utilized, including sex trafficking, commercial sexual exploitation of children (CSEC), domestic minor sex trafficking, and minor prostitution. The term "victim" is commonly used when referring to individuals who have been trafficked to emphasize that they have been coerced and exploited, though the term "survivor" may also be used.*

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Note: *The Housing Stabilization and Community Living Services (PA-HSCL) standards (previously named Supported Community Living) were revised in July 2017 to reflect current best practice. For more information, please see the [HSCL Standards Updates Summary - Private, Public, Canadian](#).*

Table of Evidence

Self-Study Evidence

- Provide an overview of the different programs being accredited under this section. The overview should describe:
 - a. the program's approach to delivering services;
 - b. eligibility criteria;
 - c. any unique or special services provided to specific populations; and
 - d. major funding streams.
- If elements of the service (e.g., assessments) are provided by contract with outside programs or through participation in a formal, coordinated service delivery system, provide a list that identifies the providers and the service components for which they are responsible. Do not include services provided by referral.
- Provide any other information you would like the peer review team to know about these programs.
- A demographic profile of persons and families served by the programs being reviewed under this service section with percentages representing the following:
 - a. racial and ethnic characteristics;
 - b. gender/gender identity;
 - c. age;
 - d. major religious groups; and
 - e. major language groups.
- As applicable, a list of groups or classes including, for each group or class:
 - a. the type of activity/group;
 - b. whether the activity/group is short-term or ongoing;
 - c. how often the activity/group is offered;
 - d. the average number of participants per session of the activity/group, in the last month; and
 - e. the total number of participants in the activity/group, in the last month
- A list of any programs that were opened, merged with other programs or services, or closed
- A list or description of program outcomes and outputs being

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measured

On-Site Evidence

No On-Site Evidence

On-Site Activities

No On-Site Activities

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Housing Stabilization and Community Living Services

PA-HSCL 1: Service Philosophy

The program is guided by a service philosophy that:

- a. sets forth a logical approach for how services, supports, activities, and interventions will empower and meet the needs of service recipients;
- b. values consumer choice and promotes community integration;
- c. ensures that services are strengths-based, person- or family-centered, culturally and linguistically competent, and trauma-informed; and
- d. guides the development and implementation of program activities and individualized services based on the best available evidence of service effectiveness.

Interpretation: *A functional service philosophy, logic model, or similar framework, guides program development and implementation by linking the agency's mission or purpose with strategies, practices, or tools needed to integrate these into daily work. A well-defined and visible practice model will help staff and stakeholders think systematically about how the program can make a measureable difference by drawing clear connections between the program values, service population needs, available resources, program activities and interventions, program outputs, and desired outcomes.*

Interpretation: *Agency self-assessments can evaluate the extent to which agencies' policies and practices are trauma-informed, as well as identify strengths and barriers in regards to trauma-informed service delivery and provision. For example, agencies can evaluate staff training and professional development opportunities and review supervision ratios to assess whether personnel are trained and supported on trauma-informed care practices. Agencies can also conduct an internal review of their assessment and service planning processes to ensure that services are being delivered in a trauma-informed manner.*

Research Note: *A trauma-informed approach is one that involves recognizing the signs and symptoms of trauma, and responding by emphasizing/considering the following during service delivery:*

- safety;
- trustworthiness and transparency;
- peer support;
- collaboration and mutuality;
- empowerment, voice, and choice; and
- cultural, historical, and gender issues.

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Rating Indicators



Housing Stabilization and Community Living Services

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.
- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.

- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.
- Please see [Rating Guidance](#) for additional rating examples.

Table of Evidence

Self-Study Evidence

- Service Philosophy
- Policies for prohibited interventions

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



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On-Site Evidence

No On-Site Evidence

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel

PA-HSCL 1.01

The program is guided by a philosophy that provides a logical basis for services and supports to be delivered in a trauma-informed and culturally and linguistically competent manner, based on program goals and the best available evidence of service effectiveness.

(FP) PA-HSCL 1.02

Organization policy prohibits:

- a. corporal punishment;
- b. the use of aversive stimuli;
- c. interventions that involve withholding nutrition or hydration, or that inflict physical or psychological pain;
- d. the use of demeaning, shaming or degrading language or activities;
- e. unnecessarily punitive restrictions including cancellation of visits as a disciplinary action;
- f. forced physical exercise to eliminate behaviors;
- g. punitive work assignments;
- h. punishment by peers;
- i. group punishment or discipline for individual behavior; and
- j. unwarranted use of invasive procedures and activities as a disciplinary action.

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PA-HSCL 2: Access to Services

The agency facilitates access to housing and support services through active collaboration with community partners and resources.

Interpretation: *Agencies may collaborate through their community's coordinated entry processes, if available. Coordinated entry provides equal, nondiscriminatory access to appropriate services, regardless of where service recipients present for assistance, and connect service recipients to all available community programs and services, as appropriate.*

Coordinated entry processes provide access to providers delivering a wide range of services, including both homeless-specific programs and services for the general population. Examples include shelters for domestic violence survivors, runaway and homeless youth programs, street outreach services, homelessness prevention programs, emergency shelters, transitional housing, permanent supportive housing, rapid re-housing, programs for veterans, LGBTQ-affirming services and supports, providers of mainstream benefits and services, health and mental health clinics, employment services, and child development programs.

Interpretation: *Programs that provide homelessness prevention and rapid re-housing services should conduct ongoing outreach activities with local homelessness assistance providers, emergency shelters, street outreach teams, VA Medical Centers, and other mainstream providers to maximize opportunities for engaging potential service recipients.*

Interpretation: *Landlord participation is an essential component to rapid re-housing. Agencies utilizing this model should address potential barriers to landlord recruitment and retention by promoting landlord supports-the incentives offered to landlords for renting to service recipients- which include: response to landlord concerns about lease adherence or complaints from other tenants; tenant-landlord mediation; home-based case management; and time-limited financial assistance for move-in costs and rent payments.*

Research Note: *An evaluation of 25 HUD-funded community Continuums of Care (CoC) for homeless people showed that more homeless people used more programs and services as a result of using the CoC approach. Homeless continuums of care include prevention, outreach, assessment, shelter, transitional housing, permanent supportive housing and supportive services at all levels.*

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Rating Indicators



Housing Stabilization and Community Living Services

1) Full Implementation, Outstanding Performance

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2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

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4) Unsatisfactory Implementation or Performance

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- Please see [Rating Guidance](#) for additional rating examples.

Table of Evidence

Self-Study Evidence

- Description of community collaboration efforts

On-Site Evidence

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



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No On-Site Evidence

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel

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PA-HSCL 3: Screening and Intake

The agency's screening and intake practices ensure that individuals receive prompt and responsive access to appropriate services.

Interpretation: *Agencies should use standardized screening instruments to ensure that service recipients are connected to the most appropriate services available within the community. The instruments should be evidence-based, person- and/or family-centered and strengths-based, trauma-informed, facilitate referrals to the full range of services needed (i.e., homelessness programs, affordable housing, mainstream benefits and services, health and mental health services, employment services, child- and youth-specific services, etc.), and appropriate for administration by non-clinical staff.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

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- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.Â Â

- The agencyâ€™s observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.Â Â
Please see [Rating Guidance](#) for additional rating examples.Â

Table of Evidence

Self-Study Evidence

- Screening and intake procedures
- Screening tools

On-Site Evidence

No On-Site Evidence

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

PA-HSCL 3.01

Individuals participate in an intake screening within 24 hours of admission and receive information about:

- a. how well their request matches the agency's services;
- b. what services will be available and when; and
- c. their rights and responsibilities.

Interpretation: *For homelessness prevention and rapid re-housing programs, screening is often a collaborative process that occurs within the broader homelessness crisis response system (which may also be known as a Coordinated Entry Process or a Centralized or Coordinated Assessment System). Homelessness prevention and rapid re-housing programs should provide procedural or documentary evidence that demonstrates their role in the screening process.*

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NA *Another agency is responsible for screening, as defined in a contract.*

PA-HSCL 3.02

Children and youth receive an age-appropriate intake screening that includes:

- a. gathering personal and identifying information;
- b. health status, including emergency health needs;
- c. educational status, including enrollment in early childhood education or school; and
- d. basic demographic information.

NA *The organization does not admit families with children.*

NA *Another organization is responsible for screening, as defined in a contract.*

(FP) PA-HSCL 3.03

Prompt, responsive intake practices:

- a. are culturally responsive;
- b. are trauma-informed;
- c. are non-stigmatizing and non-judgmental;
- d. ensure equitable treatment;
- e. give priority to urgent needs and emergency situations;
- f. support timely initiation of services;
- g. refers individuals to services at other providers, if appropriate; and
- h. provide for placement on a waiting list, if applicable.

Interpretation: *Culturally responsive intake practices can include attention to geographic location, language of choice, and the person's religious, racial, ethnic, cultural background, age, sexual orientation, gender identity, gender expression, and developmental level.*

Interpretation: *To ensure that transgender and gender non-conforming service recipients are treated with respect and feel safe, service recipient choice regarding their first names and pronouns should be respected and intake forms and procedures should allow individuals to self-identify their gender and receive access to shelter, bathrooms, and shower facilities in accordance with applicable federal and state laws.*

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Interpretation: *Trauma-informed intake practices explore whether a service recipient has been exposed to traumatic events and exhibits trauma-related symptoms and/or mental health disorders. A positive screen indicates that an assessment or further evaluation is warranted. During the screening process, service recipients should feel emotionally and physically safe.*

Interpretation: *In regards to element (e), homelessness prevention assistance should target very low-income to extremely low-income individuals who will imminently become homeless without assistance. Individuals and families who are at imminent risk of homelessness do not have sufficient resources or support networks to prevent them from becoming homeless. Homelessness prevention and rapid re-housing programs should develop screening and intake processes that promote acceptance regardless of income or housing barriers, and implement prioritization criteria when requests for assistance exceed program capacity. Intake should also reflect a Housing First philosophy to ensure that persons are accepted into the program without preconditions.*

PA-HSCL 3.04

Individuals who cannot be served, or cannot be served promptly, are referred or connected to appropriate resources.

NA *The agency accepts all clients.*

PA-HSCL 3.05

During intake, the agency gathers information to identify critical service needs and/or determine when a more intensive service is necessary, including:

- a. personal and identifying information;
- b. health status, including emergency health needs;
- c. the potential for violence or victimization; and
- d. safety concerns, including imminent danger, suicide risk, or risk of future harm.

Interpretation:? *Regarding elements (d), organizations may respond to identified suicide risk by connecting service recipients to more intensive services; facilitating the development of a safety and/or crisis plan; or contacting emergency responders, 24-hour mobile crisis teams, emergency crisis intervention services, crisis stabilization, or 24-hour crisis hotlines, as*

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appropriate.

Research Note: *Some groups of service recipients may be at higher risk for suicide due to past trauma, compounding risk factors, and/or societal stigma, including individuals with public systems involvement (foster care, juvenile justice, criminal justice), military service members, American Indian and Alaska Natives, and individuals who identify as lesbian, gay, bisexual, and transgender (LGBT). Service recipients with alcohol use and/or mental health disorders are also at elevated risk for suicide.*

Studies have also shown that individuals experiencing a financial crisis, including foreclosure and eviction, are more likely to experience high levels of stress, poor physical health, depression, anxiety, and be at risk for suicide.

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PA-HSCL 4: Assessment

Individuals participate in an individualized, strengths-based, culturally responsive assessment.

Interpretation: *The Assessment Matrix - Private, Public, Canadian, Network determines which level of assessment is required for COA's Service Sections. The assessment elements of the Matrix can be tailored according to the needs of specific individuals or service design.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.Â Â

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions;Â exceptions do not impact service quality or agencyÂ performance.Â

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.Â

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.Â Â
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agencyÂ performance. Â

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.Â Â

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.Â Â Â
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.Â
- Service quality or agencyÂ functioning may be compromised.Â Â Â
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.Â Â

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- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration. *Please see [Rating Guidance](#) for additional rating examples.*

Table of Evidence

Self-Study Evidence

- Assessment procedures
- Assessment tools

On-Site Evidence

No On-Site Evidence

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

PA-HSCL 4.01

The information gathered for assessments is directed at concerns identified in initial screenings, and limited to material that is pertinent to service requests and objectives.

Interpretation: *For programs providing homelessness prevention and rapid re-housing services, information gathered through assessment should focus on the individual's immediate housing crisis and target the person's goals, strengths and barriers as they relate directly to obtaining or maintaining housing. Service objectives should be directly related to resolving the housing crisis as quickly as possible.*

PA-HSCL 4.02

A comprehensive assessment is conducted in a timely manner and, based on the population served, may include:

- a. employment history;
- b. mainstream benefits history;
- c. housing history for the past five years;

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- d. housing barriers;
- e. housing goals and preferences;
- f. veteran status;
- g. level of education and education goals;
- h. income and resources;
- i. substance use history;
- j. mental health history, diagnoses, and medications;
- k. developmental disability status and history;
- l. family functioning, parental stress, and parenting skills;
- m. a social network inventory, including relationships with family, friends, and/or significant others;
- n. history of childhood victimization and trauma; and
- o. history of adult victimization, including domestic violence and sexual abuse.

Interpretation: *Regarding element (n), assessments may explore a range of adverse childhood experiences (ACEs), such as emotional, physical, and sexual abuse; violence in the home; household substance use; mental illness in the household; parental divorce or separation; household member with criminal justice involvement; and emotional and physical neglect.*

Interpretation: *Personnel that conduct assessments should be aware of the indicators of a potential trafficking victim, including, but not limited to:*

- a. *evidence of mental, physical, or sexual abuse;*
- b. *physical exhaustion;*
- c. *working long hours;*
- d. *living with employer or many people in confined area;*
- e. *unclear family relationships;*
- f. *heightened sense of fear or distrust of authority;*
- g. *presence of older male boyfriend or pimp;*
- h. *loyalty or positive feelings towards an abuser;*
- i. *inability or fear of making eye contact;*
- j. *chronic running away or homelessness;*
- k. *possession of excess amounts of cash or hotel keys; and*
- l. *inability to provide a local address or information about parents.*

Several tools are available to help identify a potential victim of trafficking and determine next steps toward an appropriate course of treatment. Examples of these tools include, but are not limited to, the Rapid Screening Tool for Child Trafficking and the Comprehensive Screening and Safety Tool for Child Trafficking.

Research Note: *Studies show a high rate of major depressive disorders*

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and post-traumatic stress disorder among mothers experiencing homelessness, which can negatively affect parenting and the child's mental and behavioral health status, and school performance.

PA-HSCL 4.03

Children and youth receive a comprehensive, age-appropriate assessment in a timely manner to evaluate their cognitive, language, motor, behavioral, and social-emotional development.

Related: PA-HSCL 7.03

Interpretation: *To help decrease family rejection and increase family support for youth who identify as LGBTQ, the assessment should include a network inventory of family relationships, experiences with family rejection, capacity for increasing family acceptance and support, and specific culturally appropriate education and guidance.*

Research Note: *A meta-analysis of research studies showed that school-aged children experiencing homelessness are significantly more likely to have mental health issues than low-income children living in stable housing. Overall, up to 26% of preschoolers and up to 40% of school-aged children experiencing homelessness may have mental health issues that require a clinical evaluation.*

NA *The agency does not admit families with children.*

PA-HSCL 4.04

Assessments are completed within timeframes established by the agency and are updated periodically.

Interpretation: *Generally, assessments are completed within two weeks of intake. The frequency of updates to assessments vary depending on the age and needs of the service recipient. For example, young children need more frequent updates due to the rapid pace of their development.*

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PA-HSCL 5: Service Planning and Monitoring

Each individual participates in the development and ongoing review of a service plan that is the basis for delivery of appropriate services and support.

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.
- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.

- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.
- Please see [Rating Guidance](#) for additional rating examples.

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

Table of Evidence

Self-Study Evidence

- Service planning and monitoring procedures

On-Site Evidence

- Documentation of case review

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

PA-HSCL 5.01

An individualized, person- or family-centered service plan is developed in a timely manner with the full participation of the individual, and an expedited service-planning process is available when crisis or urgent need has been identified.

Interpretation: *Service planning is conducted such that individuals and families retain as much personal responsibility and self-determination as possible and/or desired. Individuals with limited ability in making independent choices can receive help with making decisions for themselves and assuming more responsibility for making decisions.*

When the service recipient is a minor or an adult under the care of a guardian, the agency should follow applicable state laws and regulations requiring involvement or consent of the service recipient's legal guardian. In situations where a legal guardian is involved in service planning and monitoring, the service recipient should still have the opportunity to participate in the process.

PA-HSCL 5.02

The service plan is based on the assessment, and includes:

- a. agreed upon goals, desired outcomes, and timeframes for achieving them;
- b. services and supports to be provided, and by whom; and

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

- c. the signature of the service recipient and legal guardian.

Interpretation: *Homelessness prevention and rapid re-housing programs are short-term crisis response programs that provide immediate access to permanent housing followed by other supportive services based on households' individualized needs, choices, and preferences. Service plans, in the context of these programs, should be person-centered, focus on the achievement of housing-specific goals in the shortest amount of time possible and practical, and address barriers to housing retention.*

PA-HSCL 5.03

During the service planning process the agency explains:

- a. available options;
- b. how the agency can support the achievement of desired outcomes; and
- c. the benefits, alternatives, and risks or consequences of planned services.

PA-HSCL 5.04

The service plan addresses, as appropriate and with the individual's consent:

- a. unmet service and support needs;
- b. possibilities for maintaining and strengthening family relationships; and
- c. the need for the support of the service recipient's informal social network.

Interpretation: *Family members and significant others, as appropriate, and with the consent of the service recipient, are advised of ongoing progress and are invited to participate in case conferences.*

PA-HSCL 5.05

The worker and service recipient and legal guardian regularly review progress toward achievement of agreed upon service goals and document revisions to service goals and plans.

Interpretation: *In regards to documentation, any revisions to the service plan or service goals should be signed by a member of the treatment team and the service recipient, and a legal guardian when the service recipient is*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

a minor, or otherwise documented in a manner that is consistent with the agency's service planning and monitoring procedures.

PA-HSCL 5.06

The worker and a supervisor, or a clinical, service, or peer team, review each case quarterly to assess:

- a. service plan implementation;
- b. progress toward achieving service goals and desired outcomes; and
- c. the continuing appropriateness of agreed upon service goals.

Interpretation: *Experienced workers may conduct reviews of their own cases. In such cases, the worker's supervisor reviews a sample of the worker's evaluations as per the requirements of the standard.*

Timeframes for the review should be adjusted depending upon: issues and needs of persons receiving service; frequency and intensity of services provided; and program goals (e.g., cases in a short-term crisis response program would be reviewed and updated much more frequently).

Interpretation: *When assessing the continuing appropriateness of service goals, it is important to consider the service recipient's current level of housing crisis, continuing need for services, and desired level of program participation. A short-term crisis response program does not directly address longer-term goals such as treatment or rehabilitation.*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

PA-HSCL 6: Service Components

The agency provides services that meet immediate needs encourage the development of personal support systems and independence in community-based, safe, minimally intrusive, and accessible housing.

Interpretation: *Programs that provide some or all supportive services listed in HSCL 6 through collaborative arrangements with other service providers need to show evidence of coordination with and monitoring of services received from collaborating agencies.*

Research Note: *Research suggests that programs without prerequisites for service are effective at achieving positive housing outcomes for individuals experiencing chronic homelessness. For example, programs utilizing a Housing First approach have yielded high housing retention rates, lower recidivism rates, and reduced utilization of crisis and emergency medical services among program participants.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

regularly, or practices are implemented in a cursory or haphazard manner.

- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.

- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.
- Please see [Rating Guidance](#) for additional rating examples.

Table of Evidence

Self-Study Evidence

- Description of services
- Procedures for recruiting and retaining landlords

On-Site Evidence

- Documentation of case review
- Procedures outlining how to make appropriate referrals
- Written agreements with collaborating organizations
- Documentation in case records for referrals made in response to identified service needs
- Evidence of coordination with and monitoring of services received from collaborating organizations
- Criteria for making group assignments

On-Site Activities

- Interview:
 - a. Program personnel
 - b. Program director
 - c. Individuals or families served
- Review case records
- Observe facilities and settings

PA-HSCL 6.01

Housing Stabilization and Community Living Services are provided in community settings that are readily accessible to public transportation,

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

shopping, and community-based services and resources.

PA-HSCL 6.02

The agency considers the unique characteristics of service recipients when grouping people together.

Interpretation: *Characteristics that may be considered can include the number of individuals grouped together, age, special needs, gender, gender identity, and gender expression. All service recipients should be treated according to their self-identified gender, meaning that transgender and gender non-conforming service recipients should be given access to sleeping quarters, bathroom facilities, and services based on their stated gender, not their assigned sex at birth, in accordance with applicable federal and state laws.*

NA *The agency only provides homelessness prevention and rapid re-housing services and does not offer housing services directly to service recipients.*

PA-HSCL 6.03

Housing services include:

- a. information about community housing options;
- b. assistance obtaining a safe, stable living environment, including housing search support;
- c. assistance applying for rental subsidy or other financial aid programs;
- d. education on tenant rights and responsibilities;
- e. a process to alert service staff when an individuals' rent is overdue and to help prevent rent arrears from mounting; and
- f. advocacy for safe, affordable, appropriate housing;
- g. tenancy supports; and
- h. the coordination of landlord supports, if applicable.

Interpretation: *Housing is the primary focus of homelessness prevention and rapid re-housing services. Homeless and at-risk households face a number of barriers to obtaining and maintaining housing, two of the most significant being tenant screening barriers and housing retention barriers. Individuals struggle to obtain housing when they have poor credit histories, past evictions, unpaid debts, or criminal involvement (tenant screening barriers), and previous housing issues such as the inability to pay rent or*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

fulfill lease requirement (housing retention barriers) make it difficult to maintain housing.

Homelessness prevention and rapid re-housing programs offer tenancy supports to individuals to not only help them resolve past housing barriers and current housing crises, but also avoid accumulating new barriers (e.g. evictions or lease violations). Tenancy supports assist individuals in understanding the requirements of their lease; budgeting; basic landlord-tenant rights and responsibilities; and conflict avoidance or resolution.

NA *The service population is limited to children and youth for whom living independently is not an alternative.*

Note: *Element (h) does not apply to agencies that own, lease, or manage any apartments, or other community living arrangements.*

Note: *Programs providing homelessness prevention and rapid re-housing services should refer to the interpretation at PA-HSCL 5.02 for information about housing-specific service goals.*

PA-HSCL 6.04

The agency provides case management and services that are individually tailored to the needs and preferences of individual service recipients.

Interpretation: *One of the most important aspects of care for victims of human trafficking and other forms of trauma is to be able to develop a consistent, trusting relationship with one staff person who serves as the central coordinator for the full myriad of needed services.*

Interpretation: *In rapid re-housing programs, service recipients choose when, where, and how often case management meetings occur. Services should be delivered either in the service recipient's home or in a location of their choosing whenever possible.*

PA-HSCL 6.05

Skills training is offered to service recipients, as needed, and includes:

- a. activities of daily living;
- b. household management;
- c. budgeting and money management;
- d. credit and debt counseling;

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

- e. personal safety;
- f. navigating access to community resources;
- g. information about mainstream benefits and employment; and
- h. interpersonal communication such as conflict avoidance or resolution.

Interpretation: *Skills training promotes independence, development of personal support systems, and/or housing stability.*

NA *The service population is limited to children and youth for whom living independently is not an alternative.*

(FP) PA-HSCL 6.06

Health services include:

- a. routine medical and dental care;
- b. clinical services, including substance use and mental health services;
- c. medication management and/or monitoring;
- d. developmentally appropriate information, including pregnancy prevention, family planning, safe and healthy relationships, and prevention of HIV/AIDS and sexually transmitted diseases; and
- e. harm reduction.

Interpretation: *Programs that do not provide health services directly should arrange or coordinate services when the service recipient indicates a need and willingness to utilize health services, either through informal or formal agreements with local healthcare providers.*

Interpretation: *When an agency does not provide linkages to family planning services because doing so is counter to its mission or beliefs, the agency should disclose this fact to service recipients and provide individuals with a list of other community providers that offer pregnancy support and education services.*

Interpretation: *Individuals recovering from an illness or injury should be connected with medical respite care services, if available. Such programs provide a safe environment for individuals experiencing homelessness whose medical conditions do not warrant continued hospitalization, but where staying on the street or in a shelter would make recovery more difficult or impossible.*

Interpretation: *Medical and dental assessments for children and youth*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

should be conducted in accordance with well-child guidelines. See also, CA-RPM 3, Medication Control and Administration.

Interpretation: *Transgender service recipients may need assistance accessing specialized medical services and should be referred to appropriate providers in the community, as needed.*

Interpretation: *Harm reduction is a public health strategy that aims to prevent behaviors that can have negative outcomes and/or reduce the negative outcomes associated with that behavior. The interventions and goals used will vary depending on the behavior that is targeted and the population, for example preventing pregnancy among youth or reducing harm from continued substance use among adults.*

Research Note: *Trafficking victims commonly suffer from multiple physical and psychological health issues as a result of inhumane living conditions, isolation, poor sanitation and hygiene, malnutrition, physical and emotional abuse from their traffickers, dangerous working situations, alcohol and other drug use, and overall lack of health care.*

Research Note: *Homeless youth experience multiple barriers to accessing physical and mental health care, including distrust in adults and institutional settings, limited knowledge of available services, and lack of health insurance, transportation, and culturally competent care that is safe and friendly for youth who identify as LGBTQ.*

PA-HSCL 6.07

Supportive services include, as needed:

- a. educational services, including G.E.D. preparation;
- b. crisis intervention;
- c. transportation;
- d. legal assistance;
- e. case advocacy;
- f. parent education and family support;
- g. child care;
- h. mainstream benefits/income support enrollments;
- i. help with basic literacy;
- j. help with basic computer literacy; and
- k. social, cultural, recreational, and religious/spiritual activities.

Interpretation: *Housing needs and client choice guide the delivery of*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

homelessness prevention and rapid re-housing services. Service recipients should determine the supports that they need to resolve their current housing crisis and prevent future episodes of housing instability.

PA-HSCL 6.08

Employment and vocational supports include helping service recipients:

- a. develop work habits, skills, and self-awareness essential to employability;
- b. write resumes, complete job applications, and prepare for interviews;
- c. find and access local employment resources and placement options, including on-the-job training;
- d. secure childcare while attending interviews; and
- e. travel to interviews and places of employment.

NA *The agency only provides homelessness prevention and rapid re-housing services and does not offer employment and vocational support to service recipients.*

PA-HSCL 6.09

The agency provides time-limited financial assistance to subsidize housing costs which may include:

- a. relocation or moving costs;
- b. security deposits;
- c. rent payments;
- d. utility deposits and/or payments; or
- e. other forms of temporary aid that address barriers to housing, such as child care or transportation assistance.

Interpretation: *Homelessness prevention and rapid re-housing programs should aim to provide the lowest level of financial assistance for the shortest period of time possible while still assuring strong housing stability outcomes. Programs can employ this approach by limiting the amount and duration of assistance to only what is necessary for the individual or family to obtain or maintain housing.*

NA *The agency does not provide financial assistance.*

PA-HSCL 6.10

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

The agency establishes strategies for recruiting and retaining landlords in order to maximize housing options for service recipients with tenant screening barriers.

NA *The agency owns, leases, or manages apartments or other community living arrangements.*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

PA-HSCL 7: Services for Pregnant and Parenting Families

The organization provides services, either directly or by referral, which support child development and family functioning in a child-friendly and safe environment.

Interpretation: *Programs that provide some or all supportive services listed in PA-HSCL 7 through collaborative arrangements with other service providers need to show evidence of coordination with and monitoring of services received from collaborating organizations.*

Interpretation: *Family life and parenting practices are often disrupted during periods of housing instability and homelessness, which can negatively affect the well-being of parents and their children. To support stability, family functioning, and minimize stress, families should be allowed to follow their schedules, routines, and rituals to the greatest extent possible during their stay.*

NA *The organization does not serve pregnant service recipients or families with children.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.Â Â

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions;Â exceptions do not impact service quality or agencyÂ performance.Â

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.Â

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.Â Â
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agencyÂ performance. Â

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.Â Â

- The agency has not implemented the basic framework of the standard

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

but instead has in place only part of this framework.Â Â Â

- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.Â
- Service quality or agencyÂ functioning may be compromised.Â Â Â
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.Â Â

- The agencyâ€™s observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.Â Â
Please see [Rating Guidance](#) for additional rating examples.Â

Table of Evidence

Self-Study Evidence

- A description of services
- A description of services and support for expectant and parenting service recipients
- Educational curricula for expectant and parenting service recipients

On-Site Evidence

- Information describing age appropriate recreational and educational activities
- Procedures for coordinating educational services
- Procedures and data for evaluating referral resources
- Procedures outlining how to make appropriate referrals
- Written agreements with collaborating agencies
- Documentation in case records for referrals made in response to identified service needs
- Evidence of coordination with and monitoring of services received from collaborating agencies

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

- Observe facilities and settings

PA-HSCL 7.01

The organization maintains families as a unit and keeps sibling groups together.

Interpretation: *If maintaining a family as a unit is contraindicated, other appropriate placement alternatives may be considered.*

NA *The organization does not serve families with children.*

PA-HSCL 7.02

The agency evaluates the educational status and needs of children and youth, and:

- a. informs youth and parents of their educational rights;
- b. connects children ages 0-5 with early childhood learning programs;
- c. coordinates educational services with relevant school districts;
- d. assists high school students with Free Application for Federal Student Aid and college applications; and
- e. assists children and youth to stay current with the curricula.

Interpretation: *Regarding element (e), children and youth should have access to a quiet space for reading, studying, and help with school assignments.*

NA *The agency does not serve families with children.*

PA-HSCL 7.03

The organization meets the developmental needs of children and youth by:

- a. facilitating connections to early intervention and trauma-specific services, as necessary;
- b. informing parents of age-appropriate developmental milestones; and
- c. sharing age- and developmentally-appropriate parenting skills and techniques with parents.

Related: PA-HSCL 4.03

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

NA *The agency does not serve families with children.*

PA-HSCL 7.04

The agency provides, or arranges for, age-appropriate recreational and educational activities in a physical environment that is childproofed and encourages play and physical activity.

Interpretation: *Indoor and outdoor play spaces provide a safe environment with age, developmentally, and culturally appropriate toys and equipment. Examples include: sensory materials, books in the languages spoken by residents, art materials, sorting/stacking toys, and gross-motor equipment. All toys and equipment must be installed and used according to the manufacturer's instructions.*

NA *The agency does not serve families with children.*

NA *The agency only provides homelessness prevention and rapid re-housing services.*

PA-HSCL 7.05

Pregnant service recipients are provided or linked with specialized services that include, as appropriate:

- a. pregnancy counseling;
- b. prenatal health care;
- c. genetic risk identification and counseling services;
- d. fetal alcohol syndrome screening;
- e. labor and delivery services;
- f. postpartum care;
- g. mental health care;
- h. pediatric health care, including well-baby visits and immunizations;
- i. peer counseling services; and
- j. children's health insurance programs.

Interpretation: *Regarding element (g), expectant mothers should be screened for depression, informed about postpartum depression, and connected to available support and treatment services.*

Interpretation: *Young residents may need more intensive services that are developmentally appropriate for adolescence and early adulthood.*

NA *The agency does not serve pregnant service recipients.*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

PA-HSCL 7.06

Pregnant and parenting service recipients are helped to develop skills and knowledge related to:

- a. basic caregiving routines;
- b. child growth and development;
- c. meeting children's social, emotional, and physical health needs;
- d. environmental safety and injury prevention;
- e. parent-child interactions and bonding;
- f. age-appropriate behavioral expectations and appropriate discipline;
- g. family planning; and
- h. establishing a functioning support network of family members or caring adults.

Interpretation: *Agencies should tailor how topics are addressed based on service recipients' needs. For example, when serving expectant parents or parents of young children, education on environmental safety and injury prevention should address topics such as safe practices for sleeping and bathing.*

Interpretation: *When an agency does not provide linkages to family planning services because doing so is counter to its mission or beliefs, the agency should disclose this fact to service recipients and provide individuals with a list of other community providers that offer pregnancy support and education services.*

NA *The agency does not serve pregnant or parenting service recipients.*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

PA-HSCL 8: The Rights of Service Recipients

The agency respects individuals' rights, dignity, culture, religion/spirituality, values, and goals.

NA *The agency does not own, lease, or manage any apartments or other community living arrangements.*

NA *The agency only provides homelessness prevention and rapid re-housing services.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.
- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

there is no evidence of implementation at all.Â Â

- The agencyâ€™s observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.Â Â
Please see [Rating Guidance](#) for additional rating examples.Â Â

Table of Evidence

Self-Study Evidence

- Acceptance procedures
- Procedures for evicting and discharging persons served

On-Site Evidence

- Programming and house rules
- Documentation/procedures regarding service recipients' rights

On-Site Activities

- Interview:
 - a. Program director
 - b. Program personnel
 - c. Individuals or families served
- Review lease/placement agreements
- Observe facility

PA-HSCL 8.01

The environment promotes a non-threatening, welcoming, and inclusive approach, fosters trust, and fosters engagement for all service recipients.

Interpretation: *Programs need to provide an affirming, safe and welcoming environment for all individuals. Youth who identify as lesbian, gay, bisexual, and transgender (LGBT) are greatly overrepresented among youth experiencing homelessness. Programs can help to signal that they provide an environment that is safe and welcoming, for example, by posting "visual cues" in the reception or common area such as, a nondiscrimination policy or LGBTQ symbols (i.e., posters, stickers, and flags).*

(FP) PA-HSCL 8.02

Acceptance procedures include:

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

- a. fair and objective selection criteria;
- b. written notification regarding reasons for non-acceptance; and
- c. the opportunity to appeal adverse decisions.

(FP) PA-HSCL 8.03

Programming and house rules are developed with the participation of service recipients, and house rules are consistently enforced.

PA-HSCL 8.04

Individuals are encouraged to organize and to participate in self-government activities.

(FP) PA-HSCL 8.05

Individuals are notified in writing about circumstances that permit maintenance personnel to enter a room or apartment without the occupant's permission, and receive at least 24-hour notice when access is required in non-emergency situations.

(FP) PA-HSCL 8.07

Individuals receive a copy at intake of the agency's policy regarding eviction and discharge, including:

- a. specific behaviors, conditions, and/or circumstances that may result in eviction and discharge;
- b. eviction procedures;
- c. timely due process provisions; and
- d. conditions for re-admittance.

Interpretation: *The policy is clear and simple, avoiding overly rigid and bureaucratic language and rules.*

Interpretation: *Eviction should be rare and avoided whenever possible.*

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

PA-HSCL 9: Case Closing

Case closing is a planned, orderly process.

NA *The agency provides permanent supportive housing.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.
- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.

- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.
- Please see [Rating Guidance](#) for additional rating examples.

Purpose

Individuals and families that use Housing Stabilization and Community Living Services obtain and maintain stable housing in the community and strengthen personal support systems in order to live as independently as possible.



Housing Stabilization and Community Living Services

Table of Evidence

Self-Study Evidence

- Case closing procedures
- Procedures that address continuation of services for persons whose third party benefits have ended

On-Site Evidence

- Review contract with public authority, as applicable

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

PA-HSCL 9.01

Planning for case closing:

- a. is a clearly defined process that includes assignment of staff responsibility;
- b. begins at intake;
- c. involves the individual, and a legal guardian, as appropriate.

PA-HSCL 9.02

Upon case closing, the agency, notifies any collaborating service providers, as appropriate.

Interpretation: *Case managers in rapid re-housing programs should:*

- a. *ensure that all needed referrals have been made;*
- b. *share information on available community assistance;*
- c. *provide a "warm handoff" and follow-up for referrals made;*
- d. *explain how to access assistance from the program again, if needed.*

PA-HSCL 9.03

When a person's third-party benefits or payments end, the agency

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determines its responsibility to provide services until appropriate arrangements are made, and, if termination or withdrawal of service is probable due to non-payment, the agency works with the person or family to identify other service options.

Interpretation: *The agency must determine on a case-by-case basis its responsibility to continue providing services to persons whose third-party benefits have ended and who are in critical situations.*

NA *The agency does not receive third-party benefits or payments for service.*

PA-HSCL 9.04

If an individual is asked to leave the program the agency makes every effort to link the person with appropriate services.

PA-HSCL 9.05

The agency that has an interagency agreement that does not include aftercare planning or follow-up:

- a. conducts a formal termination-of-service evaluation and assessment of unmet needs;
- b. informs the collaborating agency of the findings, in writing, as appropriate to the agreement and with the permission of the person or his/her legal guardian.

Interpretation: *For homelessness prevention and rapid re-housing programs, the assessment of unmet needs referenced in element (a) is directly related to housing, as the primary goal is to resolve individuals' housing crises.*

NA *The agency does not have a relevant agreement.*

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PA-HSCL 10: Aftercare and Follow-Up

When the need for aftercare has been identified the agency and the individual develop an aftercare plan.

Interpretation: *While the decision to develop an aftercare plan is based on wishes of the individual, unless aftercare is mandated, the agency is expected to be proactive with respect to aftercare planning.*

NA *The agency provides permanent supported housing.*

NA *The agency only provides homelessness prevention and rapid re-housing services.*

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.Â Â

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions;Â exceptions do not impact service quality or agencyÂ performance.Â

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.Â

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.Â Â
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agencyÂ performance. Â

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.Â Â

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.Â Â Â
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.Â
- Service quality or agencyÂ functioning may be compromised.Â Â Â
- Capacity is at a basic level.

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4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.Â Â

- The agencyâ€™s observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.Â Â
Please see [Rating Guidance](#) for additional rating examples.Â

Table of Evidence

Self-Study Evidence

- Aftercare/follow-up procedures

On-Site Evidence

No On-Site Evidence

On-Site Activities

- Interview:
 - a. Program director
 - b. Relevant personnel
 - c. Individuals or families served
- Review case records

PA-HSCL 10.01

An aftercare plan is developed sufficiently in advance of case closing to ensure an orderly transition.

PA-HSCL 10.02

Aftercare plans identify services needed and desired by the individual and specify steps for obtaining identified services.

PA-HSCL 10.03

The agency takes the initiative to explore suitable resources and make contact with service providers when appropriate and with the permission of the person, family, and legal guardian.

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PA-HSCL 10.04

The agency follows up on the aftercare plan, as appropriate, when possible, and with the permission of the individual.

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Housing Stabilization and Community Living Services

PA-HSCL 11: Personnel

Skilled personnel provide services that help individuals live in the community and, when appropriate, make a successful transition to self-sufficiency and independent living.

Rating Indicators

1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the agency's practices fully meet the standard and reflect a high level of capacity.

- All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality or agency performance.

2) Substantial Implementation, Good Performance

A rating of (2) indicates that an agency's infrastructure and practices are basically sound but there is room for improvement.

- The majority of the standards requirements have been met and the basic framework required by the standard has been implemented.
- Minor inconsistencies and not yet fully developed practices are noted; however, these do not significantly impact service quality or agency performance.

3) Partial Implementation, Concerning Performance

A rating of (3) indicates that the agency's observed infrastructure and/or practices require significant improvement.

- The agency has not implemented the basic framework of the standard but instead has in place only part of this framework.
- Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner.
- Service quality or agency functioning may be compromised.
- Capacity is at a basic level.

4) Unsatisfactory Implementation or Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all.

- The agency's observed service delivery infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.
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Table of Evidence

Self-Study Evidence

- Program staffing chart that includes lines of supervision
- List of program personnel that includes:
 - a. name;
 - b. title;
 - c. degree held and/or other credentials;
 - d. FTE or volunteer;
 - e. length of service at the agency;
 - f. time in current position
- Table of contents of training curricula
- Procedures and criteria used for assigning and evaluating workloads

On-Site Evidence

- Training curricula
- Documentation of training
- Job descriptions
- Procedures for responding to a crisis or traumatic event

On-Site Activities

- Interview:
 - a. Supervisors
 - b. Personnel
- Review personnel files

PA-HSCL 11.01

Personnel are qualified by training, skill, and experience, and are able to recognize individuals and families with special needs.

Interpretation: *Personnel that provide homelessness prevention and rapid-rehousing services are qualified by training on the core principles of the program model, which include: Housing First, rapid re-housing, harm reduction, crisis response, case work, and case coordination.*

PA-HSCL 11.02

Direct service personnel demonstrate experience or receive training and education on the following topics::

- a. understanding homelessness;

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- b. stigma and labeling;
- c. conflict resolution;
- d. trauma-informed care;
- e. harm reduction;
- f. engagement with service recipients, including establishing trust and professional boundaries;
- g. recognizing and responding to signs of suicide risk;
- h. crisis intervention; and
- i. first aid and CPR.

Related: PA-PDS 2.09

Interpretation: *Regarding element (a), training curricula should address, at a minimum, the causes and effects of homelessness, overrepresented and vulnerable populations, impact of homelessness on child development, barriers to exiting homelessness, and service needs. Each topic covered needs to consider the unique characteristics of different subpopulations.*

(FP) PA-HSCL 11.03

Personnel receive training and supervision on the special service needs of service recipients, including, as appropriate:

- a. individuals coping with substance abuse and/or mental health issues, including dual diagnosis;
- b. individuals coping with trauma, including how to recognize trauma and appropriate interventions for addressing the acute needs of trauma victims;
- c. individuals with HIV/AIDS;
- d. Individuals who identify as lesbian, gay, bisexual, transgender or gender non-conforming;
- e. individuals and families who have been victims of violence, abuse, or neglect;
- f. individuals who may be the victims of human trafficking or sexual exploitation, including how to identify potential victims;
- g. individuals and families experiencing or at risk of homelessness;
- h. pregnant and parenting mothers and/or fathers with young children;
- i. persons with current or past criminal justice system involvement; and
- j. persons with current or past child welfare system involvement.

PA-HSCL 11.04

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Personnel providing case management services possess:

- a. a bachelor's degree in social work or a comparable human service field, or at least five years' direct experience in human services; and
- b. skills in case management and case coordination, and ability to work with people in groups.

PA-HSCL 11.05

Case managers receive training on the following topics:

- a. basic counseling skills;
- b. conducting housing searches;
- c. landlord engagement;
- d. establishing a consumer-case manager relationship;
- e. issues related to individuals and families involved with multiple systems;
- f. case advocacy;
- g. conducting home visits, including identifying and responding to potential lease issues, as appropriate;
- h. helping individuals live in the community or transition to independent living; and
- i. the agency's plans for managing medical or psychiatric emergencies.

PA-HSCL 11.06

Case managers demonstrate competency in:

- a. housing resources and community programs and how to access services;
- b. mainstream benefits programs, including eligibility requirements;
- c. basic landlord-tenant rights and responsibilities, as appropriate; and
- d. tenancy skills and/or supports.

Interpretation: *Competency can be demonstrated through education, training, or experience.*

PA-HSCL 11.07

Supervisors of direct service personnel are qualified by:

- a. an advanced degree in social work or a comparable human service field and at least two years direct experience in service delivery; or

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- b. a bachelor's degree in social work or a comparable human service field and four years direct experience in service delivery.

NA *The agency only provides homelessness prevention and rapid re-housing services.*

PA-HSCL 11.08

Supervisors demonstrate a commitment to providing structure and support to direct service personnel to:

- a. address and reduce stress, anxiety, secondary traumatic stress, and vicarious trauma;
- b. process and debrief following a crisis or traumatic event;
- c. create an atmosphere of problem-solving and learning;
- d. build and maintain morale;
- e. provide constructive ways to approach difficult situations with service recipients; and
- f. facilitate regular feedback, growth opportunities, and a structure for ongoing communication and collaboration.

Interpretation: *Supervision is an important determinant of service recipient outcomes, agency culture, and staff retention.*

Interpretation: *In order to promote workforce well-being, agencies should implement policies that address and help prevent stress-related problems. Strategies to reduce the adverse effects of secondary traumatic stress and vicarious trauma include: helping staff identify and manage the difficulties associated with their respective positions; promoting self-care and well-being through policies and communications with personnel; offering positive coping skills and stress management training; and providing adequate supervision and staff coverage.*

Interpretation: *Before a crisis or traumatic event occurs, the agency's leadership should establish a coordinated plan detailing its agency-wide response strategy (see also PA-ASE 7), in accordance with all applicable confidentiality laws and regulations. For example, response plans in the event of a suicide can include: procedures for managing information about the death, coordination of internal or external resources, supports for those affected by the death, commemoration of the deceased, and follow-up with anyone at elevated risk for suicide.*

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Interpretation: The suicide attempt or death of a service recipient can be a traumatic experience for staff and appropriate supports and avenues for grief are often not provided. Staff may feel responsible for the individual's death, professionally inadequate, and ashamed. Individuals exposed to suicide can also be at elevated risk for suicide. To help staff process the loss of a service recipient to suicide, voluntary non-judgmental support services should be provided to help the affected staff and other personnel grieve and prepare for future contact with individuals at risk for suicide.

Research Note: *Secondary traumatic stress (STS)--distress that results from being exposed to the traumatic stories of others, and vicarious trauma (VT)--internal changes in the perception of self due to chronic exposure to traumatic material, have a significant impact on direct care workers and supervisors. STS has been linked to increased absenteeism among employees, high staff turnover, and decreased compliance with organizational requirements. The impact of VT can impede organizational function and negatively influence an individual's sense of trust, safety, control, and esteem.*

PA-HSCL 11.09

When clinical services are provided on-site, experienced personnel with an advanced degree in social work, psychology, counseling, psychiatry, psychiatric nursing, or other human services, provide:

- a. case supervision or case consultation;
- b. overall guidance to the program; and
- c. training of direct-service and supervisory personnel.

NA *Program personnel do not provide clinical services.*

PA-HSCL 11.10

Caseloads are adjusted according to the individuals' needs, service goals, timelines, or the service model used, but generally do not exceed:

- a. 15-18 cases for each direct service provider responsible for counseling services;
- b. an appropriate mix of the above.

Interpretation: *For homelessness prevention and rapid re-housing programs, caseloads depend on the characteristics of the program's target population, the housing crises that are precipitating a request for services, and the duration of assistance.*

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PA-HSCL 11.11

Caseloads are regularly reviewed, and are based on an assessment of the following:

- a. the qualifications, competencies, and experience of the worker, including the level of supervision needed;
- b. the work and time required to accomplish assigned tasks and job responsibilities; and
- c. service volume, accounting for assessed level of needs of new and current clients and referrals.

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