

# memo

To: Chicago Continuum of Care (CoC)  
From: All Chicago  
Date: 11/6/2019  
Re: Draft Community Standards for Community Feedback

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In December 2019, the CoC's Performance, Data and Research Line of Work will bring a package of standards and policies to the CoC Board of Directors for review and approval. Over the past year, the System Performance, Data and Research workgroups have developed the following documents for community review and feedback. For each document there is a) a brief description and why it is important and b) CoC groups which have contributed to the development.

Community members are encouraged to read all documents and provide feedback. Readers will note that these documents are interconnected and often refer to each other as well as other existing CoC policies and procedures.

## Document Descriptions

1. [Community Standards:](#)
  - a. These are written standards for the CoC, which are basic aspects of operating a homeless project in the homelessness services delivery system. It will also assist new partners in understanding expectations when joining the CoC. Based on HUD requirements, the community has drafted written standards. Historically, the Chicago CoC's written standards have been embedded in a variety of sources. This is an effort to consolidate the information in one place. Other sources are still referred to for in-depth policies and procedures such as the Housing Management Information System (HMIS) and Coordinated Entry.
  - b. Developed by the System Performance and Evaluation Committee (SPEC) with input from Youth providers and CoC Project Managers.
2. [Program Model Chart Update:](#)
  - a. The Program Models Chart is a foundational document that outlines the interventions that the community has identified to end homelessness. The recommended update is for three models: Safe Havens, Permanent Supportive Housing (PSH) and Rapid Re-housing (RRH). The recommendation for Permanent Housing with Short-term Supports is to transition these projects to other program models. Updating the Program Model Chart is an iterative process, therefore not all models are included in this update. Other models will be updated in 2020 such as Shelter, Interim Housing, Outreach and youth

models. The Program Models Chart was last updated in 2014. The original chart is [here](#).

- b. Developed by the Program Models Chart workgroup of SPEC. PSH, RRH and Safe Haven providers provided feedback on the update except for percentages.
- 3. [Rapid Re-housing \(RRH\) Written Standards](#):
  - a. Based on HUD’s requirement, the community is aligning the RRH model across all three funding sources (CoC, ESG, SSVF). These standards are more detailed than the community standards and specific to the RRH program model including guidance on length of assistance, administering rental assistance and housing location. Unlike Permanent Supportive Housing, which utilizes CSH’s Dimensions of Quality, there is not a local, detailed set of standards for RRH. These standards will assist providers in administering RRH.
  - b. Developed by the RRH workgroup with assistance from the Coordinated Entry project leads.
- 4. [Emergency Transfer Policy](#):
  - a. This policy is in accordance with the Violence Against Women Act (VAWA) and allows program participants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from their existing unit to another.
  - b. Developed by the Coordinated Entry line of work and input from Domestic Violence, PSH, RRH providers; SPEC and the Lived Experience Commission (LEC).

Feedback Session Schedule

Below is a schedule of feedback sessions that are open to all community members. Some feedback sessions will be part of an existing meeting. The Community Standards feedback portion will be at the beginning of those meetings. In addition, [an online feedback form](#) has been created, which will be open through November 22, 2019.

Group	Meeting Date
RRH Work Group	November 22, 2 - 4 pm at All Chicago
PSH Work Group	November 20, 2 - 3:30 pm at All Chicago
Family Providers	November 21, 2:30 - 4 pm at All Chicago
Youth Providers	November 15, 1 - 2:30 pm at All Chicago
SPC	November 5
LEC	November 11
YAB	November 13
Safe Haven Work Group	November 25, 11:30 am - 1:00pm at All Chicago
Shelter Providers (DFSS)	November 20