Practice Standards, Program Guides, and CES Operations Manual

Overview

Practice Standards - establish uniform baseline standards
Program Guides - offer detailed instruction for individual programs on implementation of practice standards
CES Operations Manual - serves as the 'how-to' document with best practices and detailed system processes
Practice Standards

**Deliverable:**
Minimum baseline requirements for homeless system components

**Applicability:**
All programs regardless of funders and funding administrators

**Purpose:**
Support alignment of program guidance and contractual requirements across all programs, regardless of funder, as well as alignment with national best practices

Approved Practice Standards: Interim Housing & RRH
Program Guides

**Deliverable:**
More detailed instruction for individual programs

**Applicability:**
Specific to each funder’s programs (currently LAHSA only)

**Purpose:**
Provides program contractors with additional program guidance that aligns with the baseline Practice Standards including best practices, helpful hints, etc.

CES Operations Manual

**Deliverable:**
Details procedures for CES policies, which describe system components and system flow such as access, assessment, and matching

**Applicability:**
CES participating agencies and referral partners (includes agencies funded by LAHSA, DMH, DHS, DPSS, DCFS, etc.)

**Purpose:**
To clarify and align how CES functions across populations and SPAs to:
- Ensure transparent access
- Support flow through
- Use limited resources strategically for those most in need
Target Implementation Dates

Practice Standards
- Interim Housing: Fall 2019
- RRH: Fall 2019
- PSH: TBD

Program Guides
- Interim Housing: ongoing, starting Fall 2019
- RRH: ongoing starting Fall 2019
- PSH and others: TBD

CES Operations Manual
- Phase 1: Fall 2019
- Phase 2: Spring 2020

Communication & Training Plan

<table>
<thead>
<tr>
<th>What</th>
<th>Method</th>
<th>Who</th>
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</thead>
<tbody>
<tr>
<td>Introductory overview (definitions, applicability, purpose)</td>
<td>In person presentations • Webinars • CES Connection newsletter</td>
<td>Policy Council; Homeless Deputies; LAHSA Commission; SPA Coalitions; Providers; Community at large</td>
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<tr>
<td>Specialized content training (in development)</td>
<td>In person • Webinars • Online portal</td>
<td>Providers, by agency type and system function</td>
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After Implementation

1. Technical Assistance
   • Technical assistance support will be provided for partners and other stakeholders

2. Feedback & User Testing
   • Online portal for submitting questions
   • FAQ site
   • Program Component Coordinators at LAHSA

Questions?

• For questions regarding Rapid Re-housing, please contact Charisse Mercado at cmercado@lahsa.org
• For questions regarding Interim Housing, please contact Andrew Hill at ahill@lahsa.org
• For questions regarding the CES Operations manual, please contact us at CES@lahsa.org