

Practice Standards, Program Guides, and CES Operations Manual

August 28, 2019

Los Angeles Homeless Services Authority



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:

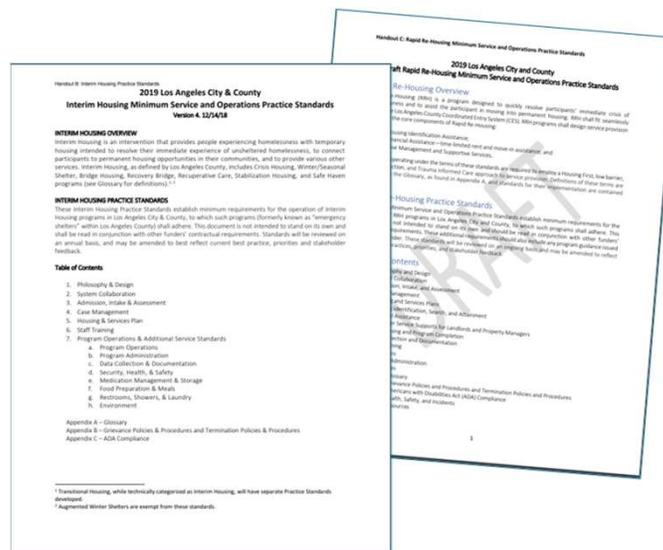
All programs regardless of funders and funding administrators

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

What	Method	Who
Introductory overview (<i>definitions, applicability, purpose</i>)	<ul style="list-style-type: none"> • In person presentations • Webinars • CES Connection newsletter 	Policy Council; Homeless Deputies; LAHSA Commission; SPA Coalitions; Providers; Community at large
Specialized content training (<i>in development</i>)	<ul style="list-style-type: none"> • In person • Webinars • Online portal 	Providers, by agency type and system function

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**