

Program Requirements – Targeted Prevention

Targeted Prevention Programs funded through this RFA must serve persons who have a history of homelessness (to include currently staying with friends/family, or “couch surfing”) and who are at risk of homelessness as defined by current WA Department of Commerce SDG Guidelines. The following populations are priorities: youth (ages 12-24), disproportionately impacted households identified from the most recent Council For The Homeless Equity report and households with disabilities.

Minimum performance measures used for Targeted Prevention programs funded through this RFA:

| System Goals | Anticipated Annual Outcomes |
|---|--|
| Increase exits to permanent housing | At least 85% <i>or</i> Annual increase of 5% |
| Decrease the median number of days between referral and program entry | Less than 10 days <i>or</i> Annual decrease of 5 days. |

| Targeted Prevention Program Goals | Anticipated Annual Outputs |
|--------------------------------------|----------------------------|
| Maximum caseload per full time staff | 30 |

| Targeted Prevention Program Goals | Anticipated Annual Outcomes |
|--|--|
| Households maintain or increase income | At least 50% <i>or</i> Annual increase of 5% |

Targeted Prevention programs funded under this RFA must:

1. Promote Dignity and Respect

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Have expectations of program participants clearly communicated and easily accessible for review.
- d. Serve individuals in a trauma informed manner, providing choice, transparency, a clear explanation of role, flexibility, and accommodation, whenever possible.
- e. Ensure that services provided are client-directed, respectful of individuals’ right to self-determination, and voluntary.
- f. Practice cultural competency and provide appropriate accommodations for program participants across demographic differences. Take active steps to help their organizations and programs

increase cultural awareness and improve delivery of services to historically underserved communities in Clark County.

2. Adopt a Housing First Approach and Create Low-Barrier Access to Housing

- a. Have minimal expectations or requirements of people seeking assistance. Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities. Supportive services do not include housing stability planning or case management. The services and the housing are available permanently.
- b. Households shall not be screened out of the program for the following criteria: having too little or no income; having poor credit or financial history; having poor or lack of rental history; having involvement with the criminal justice system; having active or history of alcohol and/or substance use; having a history of victimization; the type or extent of disability-related services or supports that are needed; lacking ID or proof of U.S. Residency Status; or other behaviors that are perceived as indicating a lack of "housing readiness," including resistance to receiving services.
- c. Formally collaborate with Coordinated Entry (HSC) to help program participants promptly access housing assistance.
- d. Actively participate in the local Continuum of Care and HCRS, to include: Coordinated Assessment Workgroup, HMIS Data Users Workgroup, and any others as appropriate.
- e. Routinely use HMIS data to detect trends, identify frequent users, and monitor success in achieving goals and performance measures.
- f. Contractor will be staffed by employees who are suitably trained to provide person-centered, culturally competent customer service and to use: HMIS, Motivational interviewing techniques, Diversion, Progressive Engagement, Assertive Engagement, Progressive engagement, Trauma informed approach.

3. Facilitate Housing Identification

- a. Provide diversion services to households at risk of homelessness.
- b. Help program participants work with landlords to retain housing and address landlord concerns.
- c. Educate landlords regarding the WA Department of Commerce Landlord Mitigation program and other incentives available.
- d. Help households develop a housing stability plan to address issues that are causing housing instability and risk of imminent eviction. Follow a progressive engagement model.
- e. Help households negotiate manageable and appropriate lease agreements with landlords.
- f. Monitor participants' housing stability and be available to resolve crises.
- g. Provide or assist the household with connections to other community resources and supports that help them improve their safety and well-being to achieve their long-term goals.
- h. Case management must be community-based and not restricted to agency offices.

- i. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.

4. Provide Rent and Move-In Assistance

- a. Provide financial assistance to cover limited arrears, time-limited rent and/or utility assistance (typically two months or less) necessary to allow households to retain housing, as per SDG Guidelines.
- b. Temporary absences. If a household must be temporarily away from his or her unit but is expected to return households rent may be paid for up to 60 days and charge the grant for eligible costs.

5. Provide Housing Stability Support Services

- a. Make appropriate time-limited services and supports available to households to allow them to stabilize quickly in permanent housing.
- b. Provide or assist the household with connections to resources that help them improve their safety and well-being to achieve their long-term goals.
- c. Services must be community-based and not restricted to agency offices.
- d. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.