

Application, Assessment, Achievement: The “Triple A” Approach to Certification

To promote the adoption and achievement of the Standards of Excellence, the certification process will recognize those that are achieving a level of excellence in their work to end homelessness.

APPLICATION

Certification periods will be opened up in January and July of each year, during which time materials will be sent out to potential participants, including instructions, participation criteria, evaluation areas, and a general scoring overview. An orientation session will also be provided to share the results of any previous certifications and discuss the benefits of participation.

Potential participants will then be given an opportunity to submit an initial comprehensive application, including consent agreements to share data and participate in a potential site visit. All materials will be due in mid- to late February and August. Submitted applications will be reviewed for accuracy and completeness by a committee comprised of representatives from Home For Good as well as a balanced group of consultants, service providers, and funders as determined by the Standards of Excellence Steering Committee.

Potential participants will also be screened for participation in their local HMIS/data collection system (Adsystem, Servicepoint, HOMES, etc.) and involvement in their local Coordinated Entry System (CES); applicants that do not collect data through HMIS and have no connection to CES may be asked to postpone their participation to a future assessment, and to connect with Home For Good and their local HMIS administrator in preparation for that.

ASSESSMENT

Once the final group of participants is set, during the month following the application period, participants will be asked to submit:

- An **HMIS-generated performance report**, which will measure each program’s performance during the previous year using the criteria described in the “Performance Goals and Indicators” section of the Standards;
- An **online survey**, which will ask respondents to demonstrate their alignment with the “Operating Standards” or are adopting the “Suggested Practices” through yes/no questions accompanied by a narrative; and
- Any additional supporting documents, including satisfaction surveys and pertinent back-up documentation

Once all documents are submitted, the review committee will evaluate the results over the following month. If the committee identifies any needs for clarification, additional information or follow-up site visits, these will be scheduled during this time.

Upon the completion of the reviews and any site visits, the committee will then score the submissions according to the previously established scoring criteria. Initial results will be sent out to participants, who will get up to 2 weeks to respond with questions or data accuracy concerns, but will not be able to submit any additional information at that time. Participants can also opt out of certification and elect to be re-evaluated in the next certification period.

ACHIEVEMENT

Standards of Excellence: Levels of Achievement

Based on comparisons of program achievements to Standards goals.



Once the final scores are established, participants will be certified according to the criteria outlined in this chart. The score range for each level of achievement will also have been determined prior to the assessment and will be based on the goals of the current set of Standards as well as lessons learned from prior certifications.

The participants that achieve certification will be certified for one full year. They will be recognized and encouraged to help lead peer-learning opportunities. Those that are not certified will be encouraged to work with the review committee to identify any capacity building opportunities that may facilitate future certification.

All participants will be given the opportunity to provide feedback on the Standards of Excellence and the certification process. This feedback, along with any other lessons learned, will be reviewed by the committee and used to shape future certifications.