

HOME FOR GOOD

An initiative of United Way of Greater Los Angeles
& L.A. Area Chamber of Commerce

STANDARDS of EXCELLENCE



The **Standards of Excellence** are a set of **performance goals** and **quality standards** for outreach programs, emergency shelters, and permanent supportive housing. They are meant to serve as a framework for applying **Housing First** principles and **coordinated** practices at the programmatic and system level.



Why do we need Standards? Concrete, consistent standards are critical to ensuring we **focus** our efforts and resources in the most effective ways possible. In a reality where all resources are extremely limited, we need to **think smarter** about our current strategies and investments in the community, and to push forward solutions that can help us **end homelessness**.

The Standards are meant to:



- ✓ Identify **opportunities** for capacity building and creating more effective programs.
- ✓ Make it easier for funders to more consistently **acknowledge and reward** those that are the most effective at ending homelessness.
- ✓ **Reduce the complexity** of performance reports and requests for proposals.
- ✓ Push our community to **set real goals** towards ending homelessness and improving outcomes overall.

How were the Standards created?



They were first proposed by the Los Angeles Business Leaders Task Force in 2011. There was a strong desire to create a systematic process in which the service providers and the practices that were the most effective could be more accurately and easily identified. To push that effort forward, Home For Good **collaborated with leaders and innovators** throughout the community, including CSH, Shelter Partnership, the Center for Urban Community Services (CUCS), Housing Innovations, and most importantly, direct service providers. Under Home For Good's guidance, these groups researched national promising practices, looked at local performance goals, and organized work groups to develop standards from the perspective of those who know the work the best.

What's next?



A certification process is being developed that will help service providers measure their achievement of the goals in the Standards; this process is slated to be launched in the Spring of 2014. In preparation for that, **capacity-building** technical assistance and training sessions have been offered, with a curriculum based on community feedback, and future opportunities for more sessions are being evaluated. Through the Standards of Excellence, Home For Good can work to ensure that everyone has access to the resources and tools necessary to truly end homelessness.



For more information, please contact Michael Nailat at mnailat@unitedwayla.org, or at (213) 808-6448.