

February 2023

**LEARNING LAB: DEVELOPMENT AND IMPLEMENTATION
OF EFFECTIVE AND EQUITABLE POLICIES AND
PROCEDURES**

Welcome!

Introductions

- Facilitation Team
- Your Name
- Your County or Tribal Community
- CDSS Program



Today's Presenters

**Change
Well
Project**

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Today's Session Overview

- ✓ Welcome & Learning Lab Survey
- ✓ Learning Lab Goals
- ✓ Policies and Procedures
 - ✓ Overview
 - ✓ Components of P &P
 - ✓ Development Process
 - ✓ Equity
- ✓ Questions and Reflections
- ✓ Policies and Procedures Checklist



Learning Lab Goals



www.changewellproject.com

- Orientation to Comprehensive Program Policies and Procedures
- Tools for assessing current state of your program's Policies and Procedures
- Using Policies and Procedures to improve transparency from client intake to contract monitoring

POLICIES AND PROCEDURES

Policies and Procedures Framework

Policy = What do you want to achieve and why?

- Create clear expectations for clients and staff.
- Reflect the way organizations operate and is an expression of the overall philosophy.
Client Centered. Housing First. Harm Reduction and Trauma informed care
- Create an equitable system for clients by decreasing variation among staff
- Setting programs and participants up for success

Procedure = What, How, Where, When. A step-by-step instruction for how to complete a task.

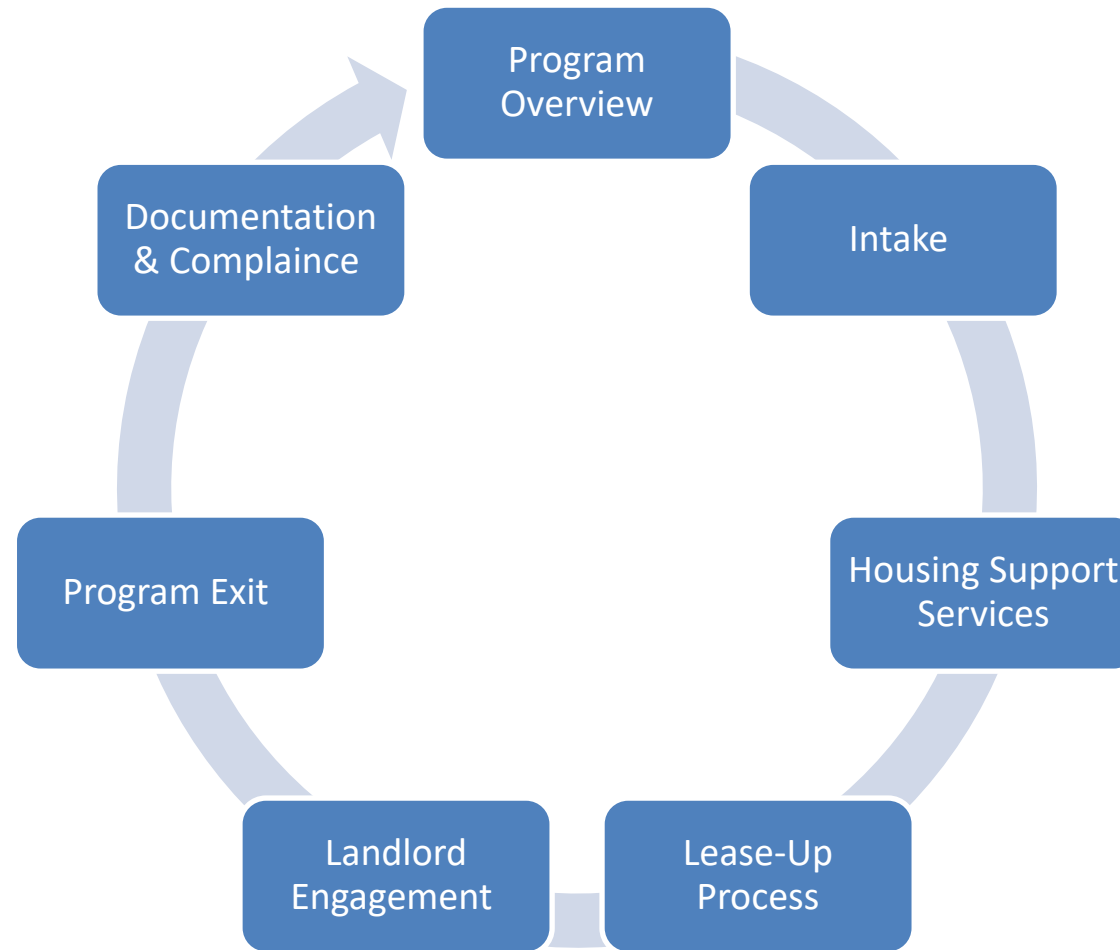
- Process = A high level view or map of a task (road map of achieving goal or complete task)
- Step by step instructions to complete a task
- The final step in policy, process and procedure to implementation

Policies and Procedures Framework - Things to Consider



- Write in an engaging and active voice
- Use easy to read formatting
- Determine if the policy is client centered
- Direct service management staff provide valuable input for program procedures
- Policies should be equitable for underrepresented members of the community.

Policies and Procedures Components



Program Overview

The Program Overview section should provide a high-level overview of the context and goals of the housing or service program.

This is a roadmap for staff and clients



- Program Basics
- Eligibility
- Prioritization
- Key components
- Program Process

Intake



Ensure program participants know the process and all steps involved

- Process is transparent for all parties
- Screening In, not Out
- Process offers accommodation for accessibility
- Minimal steps or barriers

Housing Support Services

The services provided to program participants to help them access and maintain housing stability.

- Define Services Provided
- Procedural Details
- Training and Orientation
- Housing First



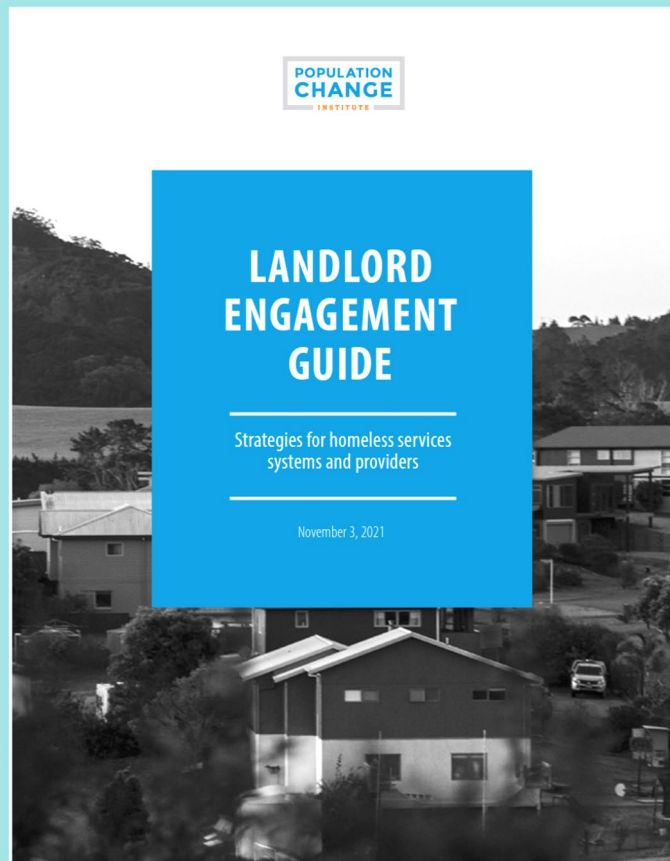
Lease-Up Process



Lease-Up Process is clear and supports program participant to move-in as quickly as possible

- **Housing First Principles**
- **Minimal Barriers to Lease Up**
- **Housing Choice**
- **Shared Housing Option**
- **Move-In Assistance Process**

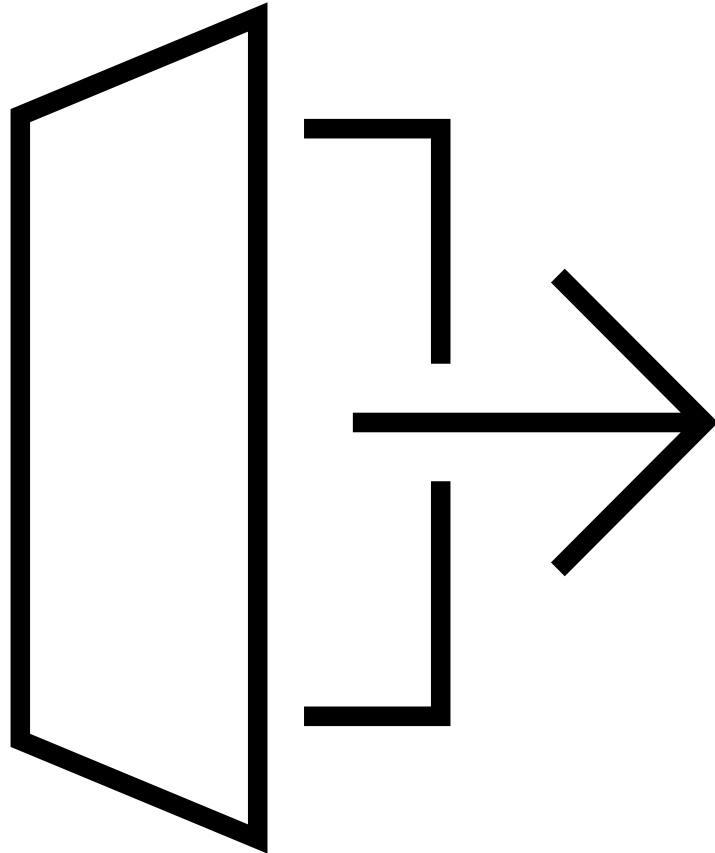
Landlord Engagement



Housing program will utilize any funding sources available to assist with costs such as holding fees, signing bonuses, security deposits, and first month's rent.

- Expand Opportunities for additional housing units.
- Create good will to encourage housing partnerships.
- Damage Mitigation
- Vacancy Loss Payments
- Set reasonable parameters regarding how many times and amount.

Program Exit



Program Exits should mostly be positive and support self-sufficiency or moving to more appropriate living situation

- Program exit includes both positive exits and program termination
- Mitigation process before program termination
- Grievance Policy

Documentation & Compliance

The Data Collection Requirements section should outline what and where data will be collected for participant households in the program.

- Client privacy
- Clearly outline what data is needed for the program
- HMIS Data collection methods
- Client file organization
- Contract monitoring should align with policies and compliance. Set specific timelines and guidelines.



P & P Checklist and Draft Document

A	B	C	D
	Policies and Procedures (P &P) Sections	P & P Already Developed?	Annual Update Completed?
Program Overview			
	Program Overview	No	No
	Program Design	Yes	No
	Key Roles	No	No
	County/Tribal Agency	Yes	Yes
	Contracted Service Provider(s)		
Intake			

Questions?



Resources & Links

Resource	Link
Policies and Procedures Checklist	https://www.changewellproject.com/files/ugd/cfb8fc_8d165e18c03d444c9064061132c5577d.xlsx?dn=Policies%20and%20Procedures%20Checklist%20.xlsx
Landlord Engagement Toolkit	cfb8fc_e65039a7dd434cd9a3d5291bb02fc183.pdf (changewellproject.com)
Request for TA with Change Well	REQUEST TECHNICAL ASSISTANCE Change Well Project
Change Well Project Resources	Resources Change Well Project

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