



SERVICE STANDARDS POLICY GUIDANCE

Background

The Grand Rapids Area Coalition to End Homelessness, also known as the Grand Rapids/Wyoming/Kent County Continuum of Care entity and here forward referenced as the CoC, is committed to ending homelessness across Kent County.

The Housing and Urban Development HEARTH Act requires all Continuums of Care to develop and maintain standards of service for the housing services administered within the CoC. These standards ensure that any consumer, regardless of the agency to which they are referred, can expect a basic level of service.

Applicability

Programs proposing to provide rapid re-housing or permanent supportive housing within the CoC are expected to align policies and procedures with the standards outlined in the respective Service Standard documents. These standards were selected due to the evidence supporting them as best practices and as such, would most likely yield the best results for the most people, in the most cost effective manner. Many components of the standards will be required by funding sources, all programs are encouraged to meet the basic standards outlined within the corresponding documents.