

**The Standards of Excellence are...** are a set of **performance goals** and **quality standards** for homeless outreach programs / engagement services, emergency / crisis /transitional housing, rapid re-housing, and permanent supportive housing. More importantly, they are a framework for applying **Housing First** principles and **coordinated** practices at the programmatic and system level. 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 help us **end homelessness**.

### **Standards are necessary to...**

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

**The Standards of Excellence for the Maricopa County Continuum of Care were developed** in partnership by Street Outreach Collaborative, Standing Strong for Families, HEART Group, and the Permanent Housing Workgroup, and then sent to the CoC Board for approval.

# Standards of Excellence

For Outreach Programs, Emergency Shelters, Permanent Supportive Housing, Rapid Rehousing, and Transitional Housing

