Committee on Best Practices for Standardization of Care

MAY 1, 2025
ITEM FIVE

EXECUTIVE COMMITTEE FOR REGIONAL HOMELESS ALIGNMENT

OBJECTIVES FOR THE COMMITTEE

By June 27, 2025 - Report back to ECRHA on:

- Progress to establish **practice standards and performance indicators** that will ensure that funded strategies contribute to Measure A's regional goals, including equity goals.
- The standards recommended by the Committee should be added to service contracts that are funded through Measure A, to ensure regional alignment on practice standards and **data collection and reporting to monitor progress.**

By July 25, 2025 - Report back to ECRHA on:

- Possible **enhancements to the regional plan** that deepen data collection and operational coordination, and further elevate opportunities for alignment between jurisdictional partners.
- A recommended **standing process** to identify and recommend areas for jurisdictions to better align policy and program design, collaborate to remove roadblocks and scale effective programs, identify opportunities for system and cost efficiencies, and drive investment toward greatest impact.

TIMELINE FOR THE COMMITTEE

April 10, 2025	Initial meeting
May 1, 2025	Align on standards of care and data gathering approach for **interim housing**
May 15, 2025	Align on standards of care and data gathering approach for **permanent supportive housing**
May 29, 2025	Align on standards of care and data gathering approach for **time-limited subsidies**
June 12, 2025	Align on standards of care and data gathering approach for **outreach and encampment resolution**
June 26, 2025	Align on standards of care and data gathering approach for **prevention**
Committee leadership reports to ECRHA by June 27, 2025 on progress to establish quality standards	
July 10, 2025	Align on recommended **enhancements to the regional plan** and a **recommended standing process** to drive investments to greatest impact
Committee leadership reports to ECHRA by July 25, 2025 on possible enhancements to the regional plan and a standing process to support regional coordination	
August 14, 2024	Transition to monthly meetings; second Thursday of every month from 12:00pm - 1:30pm

DEFINING REGIONAL "STANDARDS OF CARE"

Standards of care support system accountability by specifying and measuring how funded strategies and programs contribute to regional goals.

	Funded strategies and programs	Standards of care	Regional goals
Definitions	*LA County, LA City, and other jurisdictions' homelessness spending, including but not limited to Measure A-funded programs*	*Specific, measurable performance targets for each strategy and program; informed by evidence-based best practices*	*ECHRA-endorsed and Board of Supervisors-approved five-year numeric metrics for regional progress*

DEFINING REGIONAL "STANDARDS OF CARE"

Seven proposed elements of an effective standard of care:

1. **Shared, measurable performance targets**
   Targets should contribute to meaningful progress toward approved regional goals; targets should reflect best practices and the quality of care we believe should be delivered in all programs; targets should also acknowledge the need for flexible approaches to support client's needs and success

2. **Regionally consistent approach to service delivery**

3. **Regionally consistent approach to gathering data to track progress**

4. **Regionally consistent approach to performance management**
   Consistent contractual requirements to create consistent expectations for providers

5. **Regular public reporting to support accountability**
   Public reporting should be paired with cross-jurisdictional collaboration and operational problem solving to improve performance

6. **Support for providers and our workforce**
   Regional collaboration to support achieving the standard of care

7. **Regional commitment to learning and refining**
   Regional collaboration to review what is working and align resources to impact

DEFINING REGIONAL "STANDARDS OF CARE"

Measurable performance targets should help our region assess quality of care and quality of outcomes for people experiencing homelessness.

1. **Shared, measurable performance targets**

   Targets should contribute to meaningful progress toward approved regional goals; targets should reflect best practices and the quality of care we believe all programs should deliver

- **Our investments are fully leveraged to provide care**
- **Our system provides quality assistance in preparing for permanent housing outcomes**
- **Our system provides needed health services, behavioral health services, and services to address financial and social needs**
- **People served experience strong permanent housing outcomes**