CoC Program Supportive Service Only (SSO) Projects

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What are SSO Projects?

SSO projects provide supportive services, as defined at 24 CFR 578.53, to sheltered and unsheltered homeless persons for whom the recipient or subrecipient is not also providing housing or housing assistance. When the recipient or subrecipient is also providing housing or housing assistance along with supportive services, this is considered a housing project. For more details on determining whether your project is an SSO or housing projects, see the CoC Program SSO/Housing Component Decision Tool

Eligible Types of SSO Projects

In general, there are three types of SSO projects which may be funded by the CoC program. Additional requirements for SSO projects may be established in the CoC Program NOFO under which the project was most recently awarded and in the project's grant agreement. Note that other types of SSO projects funded through the Youth Homelessness Demonstration Program (YHDP) are not covered in this document. Additionally, YHDP recipients can apply for special activities that may be used to expand the scope of SSO projects and these are also not covered in this document.

- **SSO – Coordinated Entry** projects support a CoC's Coordinated Entry System operations, such as implementing CE policies and procedures, conducting CE assessments, making referrals to housing and services, and some housing navigation activities.
- **SSO – Street Outreach** projects engage individuals and families primarily living in unsheltered locations and provide immediate support to ensure that their basic needs (e.g., providing meals, blankets, clothes, toiletries, access to emergency services) are met while actively connecting them to the CoC's coordinated entry system and other resources such as other service entry points, case management, healthcare, treatment or other mainstream programs. An example of a Street Outreach project is a City Police Department's outreach team that pairs law enforcement with service providers to connect unsheltered individuals to assistance or crisis care.
- **SSO – Standalone** projects provide supportive services necessary to help eligible individuals and families obtain housing and increase self-sufficiency. Common activities for SSO-Standalone projects include housing navigation activities, employment assistance/job training, education services, mental health services, outpatient health services, and substance abuse treatment services. Examples of standalone projects include a drop-in resource navigation center, a substance use disorder treatment clinic, a licensed apprenticeship program, or a mobile dental care service.

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Eligible Costs

If approved by HUD in the grant agreement, SSO Projects may use CoC Program grant funds under the following Budget Line Items (BLIs):

- Acquisition*
- Rehabilitation*
- Leasing*
- Supportive Services
- HMIS
- Project Administration
- VAWA Costs**
- Rural Costs***

*CoC Program funds may only be used for acquisition, rehabilitation, or leasing of a facility from which supportive services will be provided

**The Violence Against Women Act (VAWA) 2022 authorized CoC Program funds to be used for facilitating and coordinating activities to ensure compliance with the VAWA emergency transfer plan, and monitoring compliance with VAWA confidentiality protections. For more details, see Implementing VAWA 2022 Eligible Costs Under the CoC Program.

***Rural Costs are available to projects in rural areas as defined by HUD. Eligible Rural Costs include: 1) Payment of short-term lodging, including motels or shelters, directly or through vouchers, 2) Repairs to units in which homeless individuals and families will be housed, or are not fit for human habitation, and 3) Staff training, professional development, skill development, and staff retention activities.

Eligible Supportive Services Costs and Activities

Section 578.53(e) of the CoC Program interim rule specifies which eligible supportive services can be paid for with CoC Program Supportive Services funds. All supportive services provided must be necessary to help program participants obtain and maintain housing. In general, eligible costs include:

Annual Assessment of Service Needs	Legal Services
Moving Costs	Life Skills Training
Case Management	Mental Health Services
Childcare	Outpatient Health Services
Education Services	Outreach Services
Employment Assistance & Job Training	Substance Abuse Treatment Services
Food	Transportation
Housing Search & Counseling Services	Utility Deposits

Staff and overhead costs directly related to providing the services listed above are eligible costs. Additionally, when supportive services are provided as part of an SSO project not contained in a housing

structure, the costs of day-to-day operation of the supportive service facility, including maintenance, repair, building security, furniture, utilities, and equipment are eligible under the Supportive Services BLI.

Eligible Participants

To be eligible for assistance under the CoC Program, an individual or family must meet the definition of homeless as set forth in section 578.3 of the CoC Program interim rule. Additional eligibility criteria may be established in the CoC Program NOFO under which the project was most recently awarded and is applicable to the project's current grant agreement.

In general, SSO-Street Outreach and SSO-Standalone projects cannot provide supportive services to individuals and families residing in permanent housing, including those assisted with PSH or RRH assistance. However, participants enrolled in an SSO project may stay enrolled and continue to receive supportive services from the SSO project for up to 6 months after they are housed in permanent housing. SSO project recipients and subrecipients must also follow any CoC or their own organizational policies regarding timeframes for exiting program participants from SSO projects.

Documenting Participant Eligibility

SSO – Street Outreach and SSO – Standalone projects must document an individual or family's homeless status at intake and enrollment into SSO the project. When documenting eligibility, intake staff must follow HUD's stated preferred order for documentation as follows:

1. Third-party documentation,
2. Intake worker observation, and
3. Certification (generally written) from the individual or head of household seeking assistance

The only exception to the above order of priority is for those individuals and families being enrolled in an SSO – Street Outreach project or those who qualify as homeless under Category 4 where recipients can generally rely on an individual or head of household's self-certification. For more information about documenting homeless status, see the Criteria and Recordkeeping Requirements for Definition of Homeless and 24 CFR 578.103.

Requirements

SSO projects must follow all the requirements of the CoC Program interim rule, including the following:

- SSO projects must be integrated into the CoC's Coordinated Entry system.

- Supportive services provided must be necessary to assist program participants obtain and maintain housing.
- Projects must conduct an assessment, at least annually, of program participants supportive services needs and make adjustments as appropriate.
- SSO projects must use the CoC's Homeless Management Information System (HMIS) or a comparable database.
- If a program participant is enrolled in multiple CoC projects (e.g., a TH project and an SSO-Standalone project), the recipients of those projects must coordinate to ensure that they do not duplicate services and do not seek reimbursement from HUD for the same supportive services provided to the household.
- SSO projects must not charge program fees to participants.

Commonly Asked Questions

Q: Can my SSO project provide housing or housing assistance to program participants enrolled in the SSO project?

A: No, recipients and subrecipients of a SSO project cannot provide housing or housing assistance (e.g., rental assistance) to program participants as part of their SSO project.

Q: Can SSO projects provide supportive services to individuals and families residing in emergency shelters, or accessing services at a day shelter?

A: Yes, an SSO project may provide services to households living in emergency shelters or accessing services at a day shelter. This includes emergency shelters operated by the SSO grant recipient or subrecipient. However, supportive services provided through an SSO project should not duplicate or replace supportive services already being provided at the emergency shelter or day shelter.

Note: SSO-Street Outreach projects should focus on providing street outreach services to people who are living in unsheltered locations and ensure their basic needs are met while supporting them along a pathway towards housing stability. But if a street outreach worker routinely engages someone in an unsheltered location and that person is staying in an emergency shelter, the street outreach worker could continue to provide services to the individual while they are residing in the emergency shelter.

Q: Can SSO projects serve people residing in a Transitional Housing (TH) project?

A: It depends. SSO projects may not provide services to participants enrolled in a TH project operated by the SSO recipient or subrecipient regardless of the source of funding for the TH project. However, SSO

projects may provide services to participants enrolled in TH projects not operated by the recipient of the SSO project. In these instances, there cannot be duplication in billing for the program participant; therefore, the recipients of the two projects must coordinate to ensure that appropriate services are provided and that the same services are not being paid for out of both grants.

Q: Can I set up an SSO project to provide substance abuse treatment (or some other cross-cutting service) to all transitional housing projects across the CoC?

A: Yes, an SSO project can be designed to provide cross-cutting services across multiple projects, as long as it is structured in compliance with the CoC Program requirements. This includes ensuring that:

- Participants are eligible (see above for eligible participants)
- Services are necessary to obtain or maintain housing
- The SSO does not replace core services embedded in TH projects
- Costs incurred are eligible SSO costs (see above for eligible costs)
- The SSO project is integrated into, and receiving referrals through, coordinated entry

Q: Can the SSO project provide supportive services to program participants once they exit homelessness and are residing in permanent housing?

A: Yes, SSO projects may continue to provide services to a participant for up to 6 months after they are housed in permanent housing.

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