



# IMPLEMENTING THE HOUSING SUPPORT STANDARDS

**Georgia Department of Community Affairs**  
State Housing Trust Fund for the Homeless

# Housing Support Standards

- **What are the Housing Support Standards?**
- **What is required of my Agency?**

# Housing Support Standards

**The Housing Support Standards** are a set of requirements for all DCA grantees. These standards encompass seven main topic areas.

- A. Program Philosophy
- B. Training & Supervision
- C. Access to Services
- D. Screening & Intake
- E. Service Planning & Delivery
- F. Case Closing & Follow-Up
- G. Documentation

# **Housing Support Standards**

## **A. Program Philosophy**

# Housing Support Standards

## A. Program Philosophy

A.1 Program is guided by program philosophy that *values participant choice, promotes respect* between staff and participants, and *utilizes a strengths based approach* to promoting housing stability.

# Housing Support Standards

## A. Program Philosophy

- What does “strength based approach” mean?

*“...an orientation in practice that accentuates the client’s personal resources, abilities, social support network, and drive to face issues and overcome misfortune.”*

- Barker (1999)

# Housing Support Standards

## A. Program Philosophy

- So what does that *really* mean?

Working from a team model of service delivery including:

- the participant
- the service provider
- the community

# Housing Support Standards

## A. Program Philosophy

- Providing care from a strength based approach includes acknowledging:
  - Each person deserves to be heard, respected, and taken seriously
  - Each person is an active participants in the helping process
  - All people have strengths, often untapped or unrecognized
  - Strengths foster motivation for growth

# Housing Support Standards

## A. Program Philosophy

A.2 Services are provided in a safe and supportive environment, where crises are minimized through the implementation of comprehensive crisis prevention strategies.

- What are your program's current crisis prevention strategies?
- Are all of your staff adequately trained to handle a crisis, should it occur?

# Housing Support Standards

## A. Program Philosophy

A.3 Services provided are individualized and culturally competent.

# Housing Support Standards

## A. Program Philosophy

- How would you define *cultural competency*?

*“Cultural competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each.”*

- National Association of Social Workers, 2001

# **Housing Support Standards**

## **B. Training & Supervision**

# **Housing Support Standards**

## **B. Training and Supervision**

**B.1 Agency holds staff meetings at least once a month to discuss participants' progress and service needs.**

# **Housing Support Standards**

## **B. Training & Supervision**

**B.2 Any staff member that delivers HSS services funded by DCA attends mandatory DCA Housing Support training.**

# **Housing Support Standards**

## **C. Access to Services**

# Housing Support Standards

## C. Access to Services

C.1 Agency makes every effort to ensure participant has access to the following types of services by providing services themselves or through other community agencies with whom they have agreements:

Housing Services

Skills Training

Support Services

Health Services

Employment & Vocational Support

# Housing Support Services

## C. Access to Services

- What are some examples of Housing Services you provide?
- Skills Training?
- Support Services?
- Health?
- Employment & Vocational Support?

# Housing Support Services

## C. Access to Services

C.2 Agency maintains a current resource directory for all staff regarding where participants can access each of the four types of services.

### Information includes:

- Eligibility requirements
- Intake procedures
- Available Services

# Housing Support Services

## C. Access to Services

- Does your agency already have a resource directory?
- What information is important to know when providing a referral

# Housing Support Services

## C. Access to Services

- Where can you find information about resources in your area?
  - United Way 211
    - ([www.211.org](http://www.211.org))
  - Georgia Coalition to End Homelessness
    - ([www.gceh.org](http://www.gceh.org))
  - Local homeless social service coalitions
  - Local Family Connections Partnerships
    - ([www.gafcp.org](http://www.gafcp.org))
  - The Continuum of Care Representative in your area
  - Local government/Chamber of Commerce

# Housing Support Services

## C. Access to Services

C.3 Participants have access to some type of crisis support services 24/7.

# Housing Support Services

## C. Access to Services

- Does the state of Georgia have a government supported 24 hour behavioral crisis hotline?
- Georgia Crisis and Access Line  
1-800-715-4225
- Other Crisis Support Services your agency uses?

# Housing Support Services

## C. Access to Services

C.4 Agency only provides specialty services for which they are qualified and for which they have received special training.

# Housing Support Services

## C. Access to Services

- What does this mean?
  - Agencies recognize their area of specialization and professional competence.
    - A service provider offering employment assistance wouldn't try to treat a broken bone...
    - Services such as physical health, mental health, and substance abuse treatment must be provided by specialists

# Housing Support Services

## C. Access to Services

C.5 Agency does not duplicate services that are readily available through other mainstream agencies in the community.

# Housing Support Services

## C. Access to Services

C.6 Agency participates in any local or regional planning and discussions of service gaps pertaining to homelessness.

What are some of the meetings that your agency participates in?

# Housing Support Services

## D. Screening & Intake

# Housing Support Standards

## D. Screening & Intake

D.1 Participants receive the Barriers to Housing Stability assessment within their first week in the program.

# Housing Support Standards

## D. Screening & Intake

- What are the Barriers to Housing Stability Assessment?
  - Developed by Hennepin County, Minnesota
  - A simple tool to rapidly assess participants' needs
  - Focuses on issues of housing
- If a participant has provided authorization, this is done in Pathways
- If no authorization has been provided, a paper copy is completed and stored in the participants' file

# Housing Support Standards

## D. Screening & Intake

### Barriers to Housing Stability Assessment

**PATHWAYS COMPASS**

**MAIN** Client General Information

Search  
Client  
My Agency  
My Region  
I & R  
Reports  
Help  
Tutorial  
Switch User  
Log Out

Client: 253400-MOVER, AAA ID: \*\*\*\*\*4213 Age: 22 Mail: (None)

Photo  Upload client photo

	First Name	Middle Name	Last Name	Suffix
Current	AAA		MOVER	
Previous				

Comprehensive Client Report  Updated 09/15/2008

**CLIENT VISIT**

Services  
Programs  
Med Help  
Med Transportation  
**Assessment**  
Custom  
Goals  
Messages  
Case Notes

ID Type: Full SSN Identification: 645 78 4213 Date of Birth / Age: 11/11/1985 22

Gender: Male Marital Status: Married

Veteran: No Ethnicity: Non-Hispanic

Race: [check all that apply]

Asian  Black or African American  
 Amer-Indian or Alaskan  White  
 Pacific Islander  Other

Select "Assessments" when in the Participant Record

# Housing Support Standards

## D. Screening & Intake

### Barriers to Housing Stability Assessment

**PATHWAYS COMPASS**

**MAIN** Client Assessment

Search  
Client  
My Agency  
My Region  
I & R  
Reports  
Help  
Tutorial  
Switch User  
Log Out

Client 253400-MOVER, AAA ID \*\*\*\*\*4213 Age 22 Mail (None)

Completed: N/A

ASSESSMENT: Name - Create date - Update date  
Name - Create date - Update date  
**Barriers to Housing Stability Assessment (NEW)**  
Happiness Scale (NEW)

Next Cancel

**CLIENT**  
General  
Household  
Residence  
Emergency  
Finance  
Education  
Veteran  
Benefits

You will see a list of available Assessments. Select “Barriers to Housing Stability Assessment (NEW)” and click “Next”

# Housing Support Standards

## D. Screening & Intake

### Barriers to Housing Stability Assessment

**PATHWAYS COMPASS**

**MAIN** Client Assessment

Search  
Client  
My Agency  
My Region  
I & R  
Reports  
Help  
Tutorial  
Switch User  
Log Out

Client: 277423-MOVER, AAA ID: \*\*\*\*\*9876 Age 18 Mail 

Completed: N/A

ASSESSMENT: Barriers to Housing Stability Assessment (NEW)

Barriers to Housing Stability Assessment	
<b>TENANT BARRIERS</b>	
<b>Rental History</b>	
Have you ever had a lease for an apartment or home in your name?	Yes
Have you had utilities in your name?	Yes
How many times have you been evicted from housing?	2-3
Would a prior landlord(s) give you a bad reference?	Yes
<b>Credit History</b>	
Do you have unpaid rent or utility bills in your name?	Yes
Do you have a credit history?	Yes
Do you have poor credit?	Yes
<b>Criminal History</b>	
Have you ever been convicted of one or more misdemeanors?	Yes
Have you ever been convicted of a felony?	Yes
If yes, did the felony involve drugs, weapons, or a sex crime?	No

**CLIENT**

General  
Household  
Residence  
Emergency  
Finance  
Education  
Veteran  
Benefits

**CLIENT VISIT**

Services  
Programs  
Med Help  
Medical Survey  
Assessment  
Custom  
Goals  
Messages  
Case Notes

# Housing Support Standards

## D. Screening & Intake

### Barriers to Housing Stability Assessment

The screenshot shows a web browser window displaying a form titled "Barriers to Housing Stability Assessment". The form is divided into several sections with questions and corresponding dropdown menus. The questions are:

- Do you need permanent assistance to get or keep housing? (Yes)
- If you are living in a house or apartment, what percent of income do you spend on housing (rent/mortgage AND utilities)? (36-50%)
- If you are not living in your own house or apartment, how much money can you spend on housing each month? (Please Select)
- Other Income-Related
- Are you currently receiving Social Security or Disability? (Yes)
- Are you currently receiving TANF? (Yes)
- Are you currently receiving assistance from the public housing authority? (No)
- Are you currently receiving food stamps? (Yes)
- Do you have a steady, full time job? (No)
- Do you have a high school diploma or GED? (Yes)
- Job Barrier: Is English your second language? (Yes)
- Job Barrier: Do you have a working car or other reliable transportation to get to work? (No)
- Job Barrier: If you have small children, do you have affordable child care? (N/A)
- SUMMARY OF IMPACT OF INCOME BARRIERS ON HOUSING (Major Effect)

At the bottom right of the form, there are two buttons: "Save" and "Complete & Save". The "Complete & Save" button is circled in red. Below the form, there is a footer with the text "Client Assessment", "jeanette.pollock", "Pathways", "10/27/2008", and a "Submit Error Report" button. The bottom of the browser window shows the Windows taskbar with various open applications and the system clock showing 4:59 PM.

Complete Assessment and click "Complete & Save"

# Housing Support Standards

## D. Screening & Intake

### Barriers to Housing Stability Assessment

**PATHWAYS COMPASS**

**MAIN** Client Assessment

Search  
Client  
My Agency  
My Region  
I & R  
Reports  
Help  
Tutorial  
Switch User  
Log Out

Client 253400-MOVER, AAA ID \*\*\*\*\*4213 Age 22 Mail (None)

Completed: Barriers to Housing Stability Assessment-10/27/2008

**CLIENT** ASSESSMENT: Name - Create date - Update date

General  
Household  
Residence  
Emergency  
Finance  
Education  
Veteran  
Benefits

Next Cancel

Barriers to Housing Stability Assessment (NEW)  
Happiness Scale (NEW)  
Barriers to Housing Stability Assessment-10/27/2008-10/27/2008

**CLIENT VISIT**

Services  
Programs

Client Assessment bob Pathways

The completed assessment with the date of completion should show up under the Assessments list

# Housing Support Standards

## D. Screening & Intake

D.2 Any participant not meeting program eligibility criteria or receiving only short-term, critical need services is referred to other appropriate services.

- Every reasonable effort is made to:
  1. Obtain Pathways Authorization
  2. Enter the Universal Data Elements
  3. Make Appropriate Referrals

This helps your agency, your community and DCA track unmet need and more appropriately allocate resources

# Housing Support Standards

## D. Screening & Intake

### Service Transactions & Referrals for Participants Not Served

Service Information	
Service Date	10/28/2008

Need Information	
Need	LH-260.170-Dental Referrals
Outcome	Services not Provided <input type="checkbox"/> Disbursement <input checked="" type="checkbox"/> Referral <input type="checkbox"/> Reservation
Reason Denied	Didn't meet program criteria
Note	

Referral Information	
Referred To	Hosea Feed the Hungry and the Homeless
Referral Message	
Referral Status	(None)
Insurance Status	(None)
Send Email	<input type="checkbox"/>
Referral Form	<input type="checkbox"/>



# Housing Support Standards

## D. Screening & Intake

D.3 A participant file is initiated upon intake into the program.

Intake information on participants providing authorization is entered into Pathways in a timely manner.

Current housing status, employment status and mainstream benefits status should be updated in Pathways.

# Housing Support Standards

## D. Screening & Intake

- What is in a participant file at your agency?
  - Homeless Verification
  - Pathways Authorization
  - Certification of Disability
  - Contact Information
  - Case Notes

# Housing Support Standards

## D. Screening & Intake

### Documenting Current Status

The screenshot shows a web application interface with a sidebar menu on the left and a main content area. The sidebar has three sections: 'MAIN' with links like Search, Client, My Agency, My Region, I & R, Reports, Help, Tutorial, Switch User, and Log Out; 'CLIENT' with links for General, Household, Residence, Emergency, Finance, Education, Veteran, and Benefits; and 'CLIENT VISIT' with links for Services and Programs. The main content area is titled 'Client Information' and displays client details: 'Client 432707-Mover, John ID \*\*\*\*\*1370 Age 58'. Below this is a 'Client Goals' section with a 'New' link and the text 'No Records Exist'. The 'Client Current Status' section contains a table with columns for Indicator, Current Status, Description, Date Updated, Agency Updating, and a 'Show History' link. The table lists three indicators: Housing, Employment, and Income/Benefits, all with empty status and description fields.

**MAIN**

- Search
- Client
- My Agency
- My Region
- I & R
- Reports
- Help
- Tutorial
- Switch User
- Log Out

**Client Information**

Client 432707-Mover, John ID \*\*\*\*\*1370 Age 58

**Client Goals**

[New](#)  
No Records Exist

**Client Current Status**

	Indicator	Current Status	Description	Date Updated	Agency Updating	
<input type="checkbox"/>	Housing					<a href="#">Show History</a>
<input type="checkbox"/>	Employment					<a href="#">Show History</a>
<input type="checkbox"/>	Income/Benefits					<a href="#">Show History</a>

**CLIENT**

- General
- Household
- Residence
- Emergency
- Finance
- Education
- Veteran
- Benefits

**CLIENT VISIT**

- Services
- Programs

Select "Client Progress" under "Client Visit" Menu

# Housing Support Standards

## D. Screening & Intake

### Documenting Current Status

Update Current Status	
Indicator	Housing
Current Status	(Select Current Status)
Description	<p>(Select Current Status)</p> <p>Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway Emergency shelter Hotel or Motel Paid for by Voucher or Financial Assistance Hotel or motel paid for without emergency shelter voucher or agency assistance Prevention Funds/Financial Assistance to Maintain Current Housing Substance abuse treatment facility or detox center Hospital (non-psychiatric) Jail, prison or juvenile detention facility Foster care home or foster care group home Transitional housing for homeless persons (including homeless youth) Staying or living in a family member's room, apartment, or house Staying or living in a friend's room, apartment, or house Permanent Housing for formerly homeless persons Permanent Supportive Housing Room, apartment, or house that is rented -with a rental subsidy Room, apartment, or house that is rented - without a rental subsidy Apartment or Home that is owned Other Unknown</p>

Services  
Programs

W  
ORG  
W  
ORG  
W  
ORG

A List of all the Status Types for each Indicator is Available in the HSS Implementation Guide

# Housing Support Standards

## F. Case Closing & Follow-Up

### Documenting Current Status

#### Client Current Status

	Indicator	Current Status	Description	Date Updated	Agency Updating	
	Housing	Emergency shelter		10/27/2008	F6E	<a href="#">Show History</a>
	Employment	Unemployed		10/27/2008	F6E	<a href="#">Show History</a>
	Income/Benefits					<a href="#">Show History</a>

# Housing Support Standards

## E. Service Planning & Delivery

# Housing Support Standards

## E. Service Planning & Delivery

E.1 Each individual participates in the development and ongoing review of Housing Stability Goals.

Housing Stability Goals and progress toward goals should be tracked in Pathways if authorization is obtained.

# Housing Support Standards

## E. Service Planning & Delivery

### Setting Housing Stability Goals in Pathways

**MAIN**

- Search
- Client
- My Agency
- My Region
- I & R
- Reports
- Help
- Tutorial
- Switch User
- Log Out

#### Client Information

Client 432707-Mover, John ID \*\*\*\*\*1370 Age 58

#### Client Goals

[New](#) 

No Records Exist

#### Client Current Status

	Indicator	Current Status	Description	Date Updated	Agency Updating	
📄	Housing					<a href="#">Show History</a>
📄	Employment					<a href="#">Show History</a>
📄	Income/Benefits					<a href="#">Show History</a>

**CLIENT VISIT**

- Services
- Programs
- Med Help
- Assessment
- Custom
- Goals
- Messages
- Case Notes
- Client Progress

Client Information      jeanette.pollock      Pathways

v5.9.2.0

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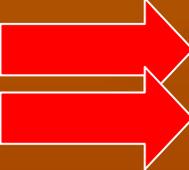
# Housing Support Standards

## E. Service Planning & Delivery

### Setting Housing Stability Goals in Pathways

**Client Goals**

New Goal	
Goal Domain	(Select Goal Domain) ▾
Goal Type	(Select Goal Type) ▾
Goal	<input type="text"/>
Date Set	10/27/2008 mm/dd/yyyy
Achievement Level	(NONE) ▾
Date of Progress Update	<input type="text"/> mm/dd/yyyy
Agency Only	<input type="checkbox"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	



# Housing Support Standards

## E. Service Planning & Delivery

### Setting Housing Stability Goals in Pathways

(Select Goal Domain) ▼

(Select Goal Domain)

- Housing
- Education
- Employment
- Medical Health
- Mental Health
- Substance Abuse
- Financial
- Mainstream Benefits
- Legal
- Transportation
- Basic Needs
- Independent Living
- Family
- Other

Housing ▼

(Select Goal Type) ▼

(Select Goal Type)

- Obtain Temporary/Emergency Shelter
- Obtain Transitional Housing
- Obtain Permanent Supportive Housing
- Locate Appropriate Permanent Housing
- Prevention Funds/Financial Assistance to Maintain Current Housing
- Housing Counseling to Maintain Current Housing
- Obtain Stable Housing through Reunification
- Obtain Temporary Rental Assistance
- Obtain Permanent Rental Assistance/Subsidy
- Obtain Financial Assistance for Down Payment/Housing Placement
- Obtain Utility Assistance
- Locate MORE APPROPRIATE Housing (cost, size, safety, condition, location)
- Other

A list of all Goal Domains and Goal Types is available in the HSS Implementation Guide

# Housing Support Standards

## E. Service Planning & Delivery

### Setting Housing Stability Goals in Pathways

#### Client Goals

[New](#)

	Date Set	Agency	Goal Domain	Goal Type	Goal	Achievement Level	Date of Last Update
 	10/28/2008	Pathways	Housing	Obtain Temporary/Emergency Shelter		No Progress Made	10/28/2008

# Housing Support Standards

## E. Service Planning & Delivery

E.2 Participants have contact with their housing support provider at least twice per month.

Contact occurs more frequently during the first 3 months of service.

# Housing Support Standards

## E. Service Planning & Delivery

E.3 Progress toward goals is regularly documented in Pathways.

Referrals to outside agencies are followed up on and documented in Pathways through the housing stability plan.

# Housing Support Standards

## E. Service Planning & Delivery

### Updating Goals in Pathways

New

	Date Set	Agency	Goal Domain	Goal Type	Goal	Achievement Level	Date of Last Update
 	10/28/2008	Pathways	Housing	Obtain Temporary/Emergency Shelter		No Progress Made	10/28/2008



Client Goals

New Goal	
Goal Domain	Housing
Goal Type	Obtain Temporary/Emergency Shelter
Goal	
Date Set	10/28/2008 mm/dd/yyyy
Achievement Level	No Progress Made
Date of Progress Update	(NONE) No Progress Made
Agency Only	Minimal Progress Made Expected Level of Progress Made Steps Completed/Pending Outcome Goal Completed
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	



# Housing Support Standards

## E. Service Planning & Delivery

E.4 When multiple agencies are simultaneously serving the same participant, there is evidence of interagency collaboration in the housing stability goals.

How do you track collaboration currently?

# Housing Support Standards

## E. Service Planning & Delivery

If multiple agencies serve the same participant, who is responsible for maintaining documentation in Pathways?

- All agencies serving the participant!
  - The agency which provides housing support may be the “primary agency” – other agencies which provide specialized services are responsible for maintaining documentation as it pertains to their domain (e.g. employment assistance).

# Housing Support Standards

## F. Case Closing & Follow-Up

# Housing Support Standards

## F. Case Closing & Follow-Up

F.1 Emergency shelters and supportive service providers will attempt to update the current housing, employment and mainstream benefit status of a participant 90 days after the BHSA.

If the participant is no longer receiving services with the agency at that time, *reasonable effort* is made to follow-up with the individual in order to update status.

# Housing Support Standards

## F. Case Closing & Follow-Up

### Updating Participant's Current Status

#### Client Current Status

	Indicator	Current Status	Description	Date Updated	Agency Updating	
	Housing	Emergency shelter		10/27/2008	F6E	<a href="#">Show History</a>
	Employment	Unemployed		10/27/2008	F6E	<a href="#">Show History</a>
	Income/Benefits					<a href="#">Show History</a>

# Housing Support Standards

## F. Case Closing & Follow-Up

F.2 Participants leaving transitional or permanent supportive housing should be contacted at 30, 90, and 180 days after they leave the program. At this time housing, employment and mainstream benefit status should be updated in Pathways.

If the participant should require additional support at the time of follow-up, the agency will facilitate access to appropriate services available at their agency or with another provider in the community.

The agency makes every effort to ensure that even after a case is closed, the participant remains in some type of stable housing.

# Housing Support Standards

## F. Case Closing & Follow-Up

- What are some effective follow-up techniques that your agency uses?

# Housing Support Standards

## F. Case Closing & Follow-Up

F.3 Criteria for termination from the program are clearly defined and communicated to participants.

If a participant is asked to leave the program, the organization makes every effort to link the person with more appropriate services in the community.

Current housing status should be updated in Pathways.

# Housing Support Standards

## F. Case Closing & Follow-Up

F.4 If a participant leaves a transitional or permanent supportive housing program without warning, the agency will make an effort to locate and follow-up with the participant.

Providers must make every effort to refer a participant who no longer wishes to receive services to another appropriate service provider.

Current housing status should be updated in Pathways.

# Housing Support Standards

## G. Documentation

# Housing Support Standards

## G. Documentation

G.1 Agency will comply with all documentation requirements including entry of all relevant participant information into Pathways in a timely manner.

# Housing Support Standards

## F. Case Closing & Follow-Up

- Timelines for maintaining data in Pathways:

<b>Initial Intake in Pathways</b>	<b>One Week after Intake</b>
<b>Barriers to Housing Stability Assessment</b>	<b>One Week after Intake</b>
<b>Set Housing Stability Goals</b>	<b>One Week after Intake</b>
<b>Update Goals</b>	<b>Twice a Month</b>
<b>Update Current Status</b>	<b>Intake</b> <b>As Necessary</b> <b>Discharge</b> <b>90 Days after Barriers Assessment</b> <b>(Emergency and Services)</b> <b>180 days after Assistance for Prevention</b> <b>30, 90 and 180 days after Discharge</b> <b>(Transitional and Permanent Supportive Housing)</b>
<b>Participant Discharge from Pathways</b>	<b>One Week after Discharge</b>

# Housing Support Standards

## G. Documentation

G.2 For those participants that refuse authorization for Pathways, equivalent documentation is kept in the case file.

In addition, if a participant refuses authorization, documentation of refusal must be in their case file.

# Housing Support Standards

## G. Documentation

G.3 Agencies will update current status fields in Pathways Compass at designated time periods (intake, discharge and 30, 90, and 180 days post discharge for transitional and permanent supportive housing; intake, discharge and 90 days post assessment for emergency shelter and supportive services; intake and 180 days post assistance for prevention), and when significant changes in status occur.

# Housing Support Standards

- HSS Standards for Prevention differ slightly
- Further Resources
  - Implementation Guide
  - DCA Website
  - Pathways Website
- First version of HSS
  - Provide feedback
  - Share your expertise/best practices
  - Other comments, questions, concerns...

# Questions? Comments?

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Or

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The background of the slide is a solid, warm orange-brown color. It is decorated with several large, stylized leaf silhouettes in a slightly darker shade of the background color. The leaves are scattered across the frame, with some showing prominent veins. The overall aesthetic is autumnal and elegant.

**Thank you!**