Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

 The Collaborative Applicant is responsible for:

 1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.

 2. Ensuring all questions are answered completely.

 3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.

4. Ensuring all imported responses in the application are fully reviewed and updated as needed.

 5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.

 6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.

 - Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.
 - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions click here.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: CA-508 - Watsonville/Santa Cruz City & County CoC

1A-2. Collaborative Applicant Name: County of Santa Cruz

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Community Technology Alliance

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organization(s) and/or person(s) that participate in CoC meetings. Using the drop-down boxes, indicate if the organization(s) and/or person(s): (1) participate in CoC meetings; and (2) vote, including selection of CoC Board members. Responses should be for the period from 5/1/16 to 4/30/17.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	No	No
Local Jail(s)	No	No
Hospital(s)	Yes	Yes
EMT/Crisis Response Team(s)	No	No
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	No
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes
LGBT Service Organizations	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Other:(limit 50 characters)		

Veteran service providers	Yes	Yes
Legal services	Yes	Yes
Faith community	Yes	Yes

Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness.
(limit 1000 characters)

The CoC is broadly representative and includes persons, including homeless, representing a range of opinions and knowledge. Meetings are noticed online, and are open for public comment. CoC committees, e.g., for Coordinated Entry (CE), Veterans, Youth Homelessness Demonstration (YHDP),Youth Advisory Board (YAB), specifically invite interested non-members. CoC members regularly seek feedback from non-CoC groups, such as the Human Care Alliance, Smart Solutions, Health Improvement Partnership (HIP), Project 180/2020, elected bodies, and Homelessness Governance Study Group (HGSG). The CoC works closely with Smart Solutions to engage the public and faith groups through forums, social media, and volunteer activities.

Examples: At the HIP's suggestion, the CoC included hospitals and health providers in CE. At Smart Solutions suggestion, the CoC joined Community Solution's Built for Zero. At the HGSG's suggestion, the CoC is strengthening business outreach.

1B-2. Describe the CoC's open invitation process for soliciting new members, including any special outreach.
(limit 1000 characters)

The CoC invites new members when it issues notices of full CoC meetings. As the meetings are every two months, new member invitations occur 6 times per year. These notices are sent out via list serve to a long list of organizations and persons in the county known to be interested in homelessness issues. This list is regularly updated, or upon the request of interested persons or groups.

Special outreach through e-mail correspondence, phone calls, or in-person meetings takes place every year to fill gaps or vacancies in the CoC membership. Examples: In 2016 CoC staff recruited and formed the YAB, which has since grown to 20 homeless youth and young adults, some of whom attend each meeting of the full CoC. In August, CoC staff reached out to a formerly homeless adult to fill a key vacancy.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must include the date(s) the CoC made publicly knowing they were open to

proposals.
(limit 1000 characters)

On July 17, the CoC issued a local CoC funding notice and invitation to participate in an applicant orientation. The notice was sent to the CoC's list serve of all known interested organizations. The invitation, process timeline, and application materials were also posted on the CoC's publicly available website. The applicant orientation took place July 26. The notice and application policy manual specifically stated the process was open to new applicants and 3 new applicants were offered and received a special phone briefing.

All proposals received were reviewed and rated with a 100-point rating tool using objective criteria that included HMIS-based performance benchmarks. On September 6, the CoC Homeless Action Partnership (HAP) Governance Board met to review the applications and scores, hear applicant presentations, and to make project selection and ranking decisions. After the appeal period, final decisions were sent to applicants on September 13.

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Using the chart below, identify the Federal, State, Local, Private and Other organizations that serve homeless individuals, families, unaccompanied youth, persons who are fleeing domestic violence, or those at risk of homelessness that are included in the CoCs coordination; planning and operation of projects.
Only select "Not Applicable" if the funding source(s) do not exist in the CoC's geographic area.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Not Applicable
Head Start Program	Yes
Housing and service programs funded through Department of Justice (DOJ) resources	Yes
Housing and service programs funded through Health and Human Services (HHS) resources	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and service programs funded through state government resources	Yes
Housing and service programs funded through local government resources	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. Describe how the CoC actively consults with Emergency Solutions Grant (ESG) recipient's in the planning and allocation of ESG funds. Include in the response: (1) the interactions that occur between the CoC and the ESG Recipients in the planning and allocation of funds; (2) the CoCs participation in the local Consolidated Plan jurisdiction(s) process by providing Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions; and (3) how the CoC ensures local homelessness information is clearly communicated and addressed in Consolidated Plan updates.
(limit 1000 characters)

The CoC works closely with the State ESG Program (only ESG recipient in the CoC) through workshops, webinars, conference calls, and phone/email interactions, providing input on policy and funding issues. The CoC evaluates

project performance, and submits HMIS, PIT, HIC, and performance data to the State Program. Per State procedures, competitive ESG projects are ranked by the CoC and submitted to the State, while the CoC directly selects non-competitive RRH projects. The CoC Board makes decisions based on need, priorities, performance, and design. This input also inform the State Consolidated Planning process.

The Santa Cruz and Watsonville Consolidated Plan jurisdictions have seats on CoC Governance Board. CoC staff coordinatsd with them to provide HIC and PIT data, analysis, and priorities for all homeless parts of the Consolidated Plan and annual submissions. Also, the CoC reviews and provides extensive input for the homeless sections of annual Con Plan submissions.

1C-3. CoCs must demonstrate the local efforts to address the unique needs of persons, and their families, fleeing domestic violence that includes access to housing and services that prioritizes safety and confidentiality of program participants.
(limit 1000 characters)

The community has two DV providers, Monarch Services and Walnut Women's Center, each funded through local, DOJ, and HHS sources. Monarch is a CoC member, representing the DV view. Santa Cruz agencies work directly with both providers, linking DV survivors to housing and service options, and to raise awareness about the special security and confidentiality challenges of survivors. The CE Steering Committee has developed separate confidential assessment and waitlist procedures to procedures to protect DV survivors.

All homeless agencies are trained to ask about DV in a sensitive, trauma informed way and offer access to a safe DV shelter. Per the CoC standards and HMIS Ps & Ps, the housing choice is up to the household. Anonymity and security are protected, and HMIS data entry is prohibited. The DV providers inform victims of the housing/service options available, including risk information, to inform the household's choice.

1C-3a. CoCs must describe the following: (1) how regular training is provided to CoC providers and operators of coordinated entry processes that addresses best practices in serving survivors of domestic violence; (2) how the CoC uses statistics and other available data about domestic violence, including aggregate data from comparable databases, as appropriate, to assess the scope of community needs related to domestic violence and homelessness; and (3) the CoC safety and planning protocols and how they are included in the coordinated assessment.
(limit 1,000 characters)

Walnut Women's Center provides CoC/CE providers with in-service trainings covering DV services, safety planning, rights, children's needs, and supporting survivors. 2017 events included Project Homeless Connect, a school-based workshop, and healthy relationship fair. Monarch Services invites CoC providers to regular workshops covering DV, safety, and human trafficking. Encompass Community Services invites CoC providers to a yearly training on trauma-informed care.

There are no comparable databases, but the 2017 PIT found that 6% of respondents were currently experiencing DV and 39% had experienced DV in the past. The 2016 Community Assessment Report found that 6.6% of respondents had a friend or family experience DV in the past year. Law enforcement reported 937 DV calls in 2015. The CoC uses DV statistics for public education, program planning, and strategic planning. The CoC standards and CE policies have special safety planning and privacy procedures for DV.

1C-4. Using the chart provided, for each of the Public Housing Agency's (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA's that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.
Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Housing Authority of the County of Santa Cruz CA072	53.14%	Yes-HCV

If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy.
(limit 1000 characters)

N/A - There is only one PHA within the CoC area and it already has a homeless admission preference.

1C-5. Describe the actions the CoC has taken to: (1) address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effecctively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Idenity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy.
(limit 1000 characters)

All CoC providers regularly serve LGBT individuals and families. Providers link persons to a variety of LGBT services, including the Diversity Center's youth, veteran, latino(a), senior, transgender, and parents/allies programs; the local GLBT Alliance; Parents and Friends of Lesbians and Gays monthly support group; and Mar Monte Transgender Healthcare Program.

Each provider includes LGBT in its written anti-discrimination policy. The CoC works closely with the County, City, and Housing Authority to implement fair housing including for LGBT. We plan to adopt a CoC-wide anti-discrimination policy at the October 18, 2017 CoC meeting.

The Diversity Center is a CoC member, has helped recruit LGBT youth to the YAB, and participates in the current YHDP planning process. We have not provided training on implementing the HUD policy, but will work with the Diversity Center to implement a training schedule for the YHDP.

1C-6. Criminalization: Select the specific strategies implemented by the CoC to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders	X
Implemented communitywide plans:	X
No strategies have been implemented	
Other:(limit 50 characters)	
Created homeless court for infractions	X
Established Police - social service networking	X

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning-State and Local: Select from the list provided, the systems of care the CoC coordinates with and assists in state and local discharge planning efforts to ensure those who are discharged from that system of care are not released directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	X
Health Care:	X
Mental Health Care:	X
Correctional Facilities:	X
None:	

1D-1a. If the applicant did not check all the boxes in 1D-1, provide: (1) an explanation of the reason(s) the CoC does not have a discharge policy in place for the system of care; and (2) provide the actions the CoC is taking or plans to take to coordinate with or assist the State and local discharge planning efforts to ensure persons are not discharged to the street, emergency shelters, or other homeless assistance programs.
(limit 1000 characters)

N/A

1D-2. Discharge Planning: Select the system(s) of care within the CoC's geographic area the CoC actively coordinates with to ensure persons who have resided in any of the institutions listed below longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	X
Health Care:	X

Mental Health Care:	X
Correctional Facilities:	X
None:	

1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Using the drop-down menu, select the appropriate response(s) that demonstrate the process the CoC used to rank and select project applications in the FY 2017 CoC Program Competition which included (1) the use of objective criteria; (2) at least one factor related to achieving positive housing outcomes; and (3) included a specific method for evaluating projects submitted by victim service providers.

Attachment Required: Public posting of documentation that supports the process the CoC used to rank and select project application.

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	No

1E-2. Severity of Needs and Vulnerabilities
CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)
(limit 1000 characters)

PSH projects serving 100% CH with the longest homeless histories and most severe needs were specifically encouraged in the local CoC funding notice, and were given the highest points for the Project Type scoring category. Projects that serve 100% CH were given highest points for Addressing the CH Population. Projects that address the following vulnerabilities were given the highest points for Housing First: long duration of homelessness, current substance use, mental illness, criminal history, and lack of employment or income.

These scores and vulnerability of the population were key factors in selecting all projects, including these new projects: (1) the New Beginnings PSH bonus and the Page Smith TH and RRH project both will triage and serve the most vulnerable persons based upon duration of homelessness and mental health,

substance abuse, and/or health vulnerabilities; and (2) the First Step RRH Expansion will expand the project's ability to serve families in substance recovery.

1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

Attachment Required: Documentation demonstrating the objective ranking and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available. Attachments must clearly show the date the documents were publicly posted.

Public Posting	
CoC or other Website	X
Email	X
Mail	
Advertising in Local Newspaper(s)	
Advertising on Radio or Television	
Social Media (Twitter, Facebook, etc.)	

1E-4. Reallocation: Applicants must demonstrate the ability to reallocate lower performing projects to create new, higher performing projects. CoC's may choose from one of the following two options below to answer this question. You do not need to provide an answer for both.

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.
Attachment Required - Option 1: Documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between FY 2013 and FY 2017 CoC Program Competitions.
No Attachment Required - HUD will calculate the cumulative amount based on the CoCs

reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 2

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps.   09/08/2017

Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps.   09/08/2017

Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead?   Yes

Attachment Required: If "Yes" is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA.   pp. 3-4, GC; pp. 3-5 MOU

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was "Yes", attach a copy of the HMIS Policies and Procedures Manual.   Yes

2A-3. What is the name of the HMIS software vendor?   Bowman Systems (Mediware)

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area.   Single CoC

2A-5. Per the 2017 HIC use the following chart to indicate the number of beds in the 2017 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	281	18	232	88.21%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	201	0	167	83.08%
Rapid Re-Housing (RRH) beds	185	0	138	74.59%
Permanent Supportive Housing (PSH) beds	638	0	223	34.95%
Other Permanent Housing (OPH) beds	0	0	0	

2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.
(limit 1000 characters)

PSH: The main reason for the low rate is lack of participation by HUD VASH, which is a relatively large program in Santa Cruz County. Although the VA does not require VASH participation in HMIS, local HAP and HMIS staff will meet with and continue encouraging the local HUD VASH program staff to participate in HMIS. VASH vouchers comprise over half of all PSH beds, so bringing VASH into HMIS will increase PSH bed coverage to well over 97%.

RRH: The lower participation is due to only one program - FIT Welfare-to-Work Short-Term Rental Subsidies. Although the program has 43 beds, it has not yet been required to participate in HMIS. The CoC will continue asking the funder, the County Human Services Department, to require the program to participate in HMIS. Participation of this program will bring bed coverage to 100%.

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR?   12

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy)   05/04/2017

2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/22/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 05/04/2017

2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Describe any change in the CoC's sheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specifically, how those changes impacted the CoCs sheltered PIT count results.
(limit 1000 characters)

N/A - There were no changes to sheltered count methodology or data quality methodology. The decline in the sheltered count of 155 persons had to do with: (1) the decrease in provider coverage (see below); and (2) relatively mild weather on the night of the 2017 PIT count, which resulted in fewer persons in seasonal winter shelter.

2C-2. Did your CoC change its provider coverage in the 2017 sheltered count? Yes

2C-2a. If "Yes" was selected in 2C-2, enter the change in provider coverage in the 2017 sheltered PIT count, including the number of beds added or removed due to the change.

Beds Added:	13
Beds Removed:	128
Total:	-115

2C-3. Did your CoC add or remove emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC's 2017 sheltered PIT count? No

2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT No
count implementation, including
methodology and data quality changes from
2016 to 2017?
CoCs that did not conduct an unsheltered
count in 2016 or did not report unsheltered
PIT count data to HUD in 2016 should
compare their efforts in 2017 to their efforts in
2015.

2C-4a. Describe any change in the CoC's unsheltered PIT count
implementation, including methodology and data quality changes from
2016 to 2017. Specify how those changes impacted the CoC's unsheltered
PIT count results. See Detailed Instructions for more information.
(limit 1000 characters)

The unsheltered PIT count benefits from an established and mature
methodology. However, there were a few methodology and data quality
improvements in 2017. First, focus groups were held in different regions with
individuals experiencing homelessness, local police officers and rangers, and a
variety of outreach workers and services providers. These were designed to
inform the count strategy and gather "hot spot" information – locations in the
county known as common destinations for the population experiencing
homelessness. Indicators were then placed on census tract maps, letting count
teams know that these areas had been designated as "hot spots." Additional
improvements included an earlier start time, increased youth participation, and
veteran outreach. These changes helped to improve the completeness of the
count through better outreach to and identification of unsheltered persons.

2C-5. Did the CoC implement specific Yes
measures to identify youth in their PIT count?

2C-5a. If "Yes" was selected in 2C-5, describe the specific measures the
CoC; (1) took to identify homeless youth in the PIT count; (2) during the
planning process, how stakeholders that serve homeless youth were
engaged; (3) how homeless youth were engaged/involved; and (4) how the
CoC worked with stakeholders to select locations where homeless youth
are most likely to be identified.
(limit 1000 characters)

As in previous years, the CoC carried out a supplemental youth count since
youth tend not to comingle with adult homeless persons. Encompass's
Transition Age Youth program and other youth programs took part in the count
and recruited more than 20 currently homeless youth. These youth were paid
$15 hr. to participate in the focus groups to identify youth "hot spots," to be
trained to count homeless youth, and to serve as peer enumerators on the day
of the count. The homeless youth were counted later in the day (4 pm to 9 pm)
than the general homeless population (5 am to 12 pm) because it was
determined that youth are more present and easier to contact later in the day.

The youth worked in teams of 2-4 people coordinated by youth street outreach workers. The results of the youth count were compared to the adult count to de-duplicate unaccompanied homeless youth from other homeless youth in families.

2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

As mentioned above, prior to the count focus groups were held in different regions to inform the count strategy and to help identify homeless "hot spots." The focus groups included CH individuals, heads of family households, and Veterans, as well as outreach workers and service providers specializing in these populations. The Homeless Count Committee reviewed and approved the strategy.

As with the supplementary youth count, a variety of providers participated in the count and recruited 23 interested homeless adults who also were paid $15 hr. participate in the focus groups to identify "hot spots," to be trained to count homeless persons, and to serve as peer enumerators on the day of the count. Special outreach was made to ensure some enumerators were Veterans. Each count team counted 1-4 census tracts and included both a community volunteer and a homeless individual enumerator acting as a guide.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Reduction in the Number of First-Time Homeless. Describe: (1) the numerical change the CoC experienced; (2) the process the CoC used to identify risk factors of becoming homeless for the first time; (3) the strategies in place to address individuals and families at risk of becoming homeless; and (4) the organization or position that is responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time.
(limit 1000 characters)

There was a 9.71% reduction (371 to 335 persons) in 1st time homeless in ES, SH, and TH, while there was a slight increase of 1.68% (417 to 421) with PH included. The former measure shows success in initial prevention, while the latter reflects increased Housing First emphasis (292 went directly from homelessness into PH).

With the biennial PIT, the CoC conducts a random survey. Of 459 persons surveyed in 2017, only 33% were 1st time homeless, trending down from 52% in 2011. The key risk factors per survey question are: lost job (25%), substance abuse (17%), eviction (14%), relationship issue (10%), and health problems (9%).

Strategies: the CoC has added prevention programs (TANF housing subsidies/SSVF prevention), job services (CalFresh Employment Training and Workforce Santa Cruz linkages), health services (homeless-targeted health clinic and dental clinic), and implemented 2 Project Homeless Connect events per year. Responsible: Senior Analyst, County Human Services.

3A-2. Performance Measure: Length-of-Time Homeless.
CoC 's must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC's strategy to reduce the length-of-time individuals and families remain homeless.
(limit 1000 characters)

There was a small 6.67% increase (98 to 105 nights) in average LOT homeless

in ES and SH, while there was a decrease of 5.55% (57 to 54 nights) in median LOT homeless. The trend is similar when also counting TH. The main barrier is lack of affordable housing in our extremely high-cost market.

In response, the CoC has set average LOT homeless performance targets by program type, made length of homeless history a highest priority for CoC-funded PSH, and has asked all PSH to ID and prioritize this group. RRH subsidies have been increased, volunteer housing navigators recruited, and a CoC Landlord Outreach Committee is recruiting landlords.

The CoC Coordinated Entry (CE) uses the VI-SPDAT and a by-name registry to ID and prioritize persons with the longest LOT homeless, building upon Project 180/2020 surges, which have housed more than 600 persons. Responsible: CoC Lead, County Planning Dept.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention
  Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC's strategy for retention of, or placement in permanent housing.
(limit 1000 characters)

There were increases in rates of (1) persons exiting to PH from all programs - 5% (35% to 40%); and (2) persons remaining in PH - 4% (88% to 92%). Successful outreach exits were 24%, with only 1 year of data. These trends show the effectiveness of the CoC's Housing First strategies.

Strategies in the "All In" plan: Increase PH beds through voucher preferences, master leasing, and development; increasing Housing First; expanding supportive services in PH; developing affordable housing through more funding and policy changes; expanding RRH and prevention from multiple sources; and improving landlord support.

12-mo. Implementation: (1) prioritized PSH and RRH for new project funding in 2016 and 2017; (2) almost completed policy of reallocating all TH to PH; (3) gave high review scores for success in PH placement, retention, and Housing First; (4) secured $513,646 in ESG funds for RRH; and (5) implemented Landlord Outreach Committee. Responsible: CoC Lead, County Planning Dept.

3A-4. Performance Measure: Returns to Homelessness.
  Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC's efforts to reduce the rate of individuals and families' returns to homelessness.
(limit 1000 characters)

The rate of return to homelessness over 2 years was low – 15% (305 of 330 persons). Of the 15%, the highest risk was in the first 6 months when 6%

returned to homelessness; only 9% returned over the next 18 months. The CoC's Housing First strategies are showing success.

Strategies in place: reviewing HMIS data on returns; implementing monthly data quality checks of exits to PH; reallocating TH programs to RRH or PSH; requiring Housing First in all PH; working with all PH residents on income and benefits; troubleshooting with landlords; discussing PH exits in a Housing Work Group to create exit strategy; and holding case conferences with clients to prevent housing loss.

12-mo. Strategies: In addition to the above, better linking prevention resources to homeless PH; improving connections to crisis counseling, treatment, benefits access, and job assistance; and increasing social opportunities to build community among residents. Responsible: Senior Analyst, Housing Authority.

3A-5. Performance Measures: Job and Income Growth
Describe: (1) the strategies that have been implemented to increase access to employment and mainstream benefits; (2) how the CoC program-funded projects have been assisted to implement the strategies; (3) how the CoC is working with mainstream employment organizations to help individuals and families increase their cash income; and (4) the organization or position that is responsible for overseeing the CoC's strategy to increase job and income growth from employment, non-employment including mainstream benefits.
(limit 1000 characters)

The CoC sets performance targets for increasing employment (25% employed); monitors CoC-funded program employment performance annually; supports homeless employment programs such Homeless Garden Project; encourages programs to refer clients to Workforce Career Centers and Goodwill programs in north and south county; supports Community Connections which helps SMI consumers with employment; and fosters links to Cabrillo College for career education.

The CoC also sets performance targets for overall income (75% maintained or increased income); monitors benefits performance annually; has set CoC standards requiring programs assist all homeless clients to apply for appropriate mainstream income and non-income benefits such as CalWORKS, SSI, SNAP, and WIC; uses volunteer mentors to help clients apply for benefits, employment, and housing; links Vets to VA benefits; and uses an HMIS benefits eligibility module. Responsible: Senior Analyst, County Human Services.

3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests). No

3A.6a. If the response to 3A-6 was "Yes", what was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoCs unsheltered PIT count?
(limit 1000 characters)

   N/A

3A-7. Enter the date the CoC submitted the   06/05/2017
System Performance Measures data in HDX,
which included the data quality section for FY
2016.
(mm/dd/yyyy)

3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. Compare the total number of PSH beds, CoC program and non CoC-program funded, that were identified as dedicated for yes by chronically homeless persons in the 2017 HIC, as compared to those identified in the 2016 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	444	622	178

3B-1.1. In the box below: (1) "total number of Dedicated PLUS Beds" provide the total number of beds in the Project Allocation(s) that are designated ad Dedicated PLUS beds; and (2) in the box below "total number of beds dedicated to the chronically homeless:, provide the total number of beds in the Project Application(s) that are designated for the chronically homeless. This does not include those that were identified in (1) above as Dedicated PLUS Beds.

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	127
Total	127

3B-1.2. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing.

Yes

3B-2.1. Using the following chart, check each box to indicate the factor(s) the CoC currently uses to prioritize households with children based on need during the FY 2017 Fiscal Year.

History of or Vulnerability to Victimization	X
Number of previous homeless episodes	X

Unsheltered homelessness	X
Criminal History	X
Bad credit or rental history (including not having been a leaseholder)	X
Head of Household with Mental/Physical Disability	X

3B-2.2. Describe: (1) the CoCs current strategy and timeframe for rapidly rehousing every household of families with children within 30 days of becoming homeless; and (2) the organization or position responsible for overseeing the CoC's strategy to rapidly rehouse families with children within 30 days of becoming homeless.
(limit 1000 characters)

The "All In" strategic plan sets an ambitious goal of ending family homelessness by 2020 by: 1) using coordinated entry to better prioritize families for RRH or PSH; 2) expanding RRH for families; 3) shortening homelessness to less than 30 days by equipping ES providers with more housing tools. The CoC tracks family LOS using HMIS reports, and has a CoC performance measure that programs will decrease LOS each year. The CoC prioritizes new RRH for families for both ESG and CoC funds. In 2017, the CoC applied for $472,008 in RRH funds from the State ESG program. County Human Services continued implementing a $1.1 million CalWORKS Housing Support grant for RRH for homeless families.

The strategy is effective in that homeless families have declined by 22% (165 to 129) since 2013, but the extreme lack of available affordable housing is a large barrier. Responsible person: County Homeless Services Coordinator.

3B-2.3. Compare the number of RRH units available to serve families from the 2016 and 2017 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	61	63	2

3B-2.4. Describe the actions the CoC is taking to ensure emergency shelters, transitional housing, and permanent supportive housing (PSH and RRH) providers within the CoC adhere to anti-discrimination policies by not denying admission to, or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status or disability when entering a shelter or Housing.
(limit 1000 characters)

CoC policy currently prohibits the age-based separation of male children from the family upon entry into family emergency shelter or housing. Prior to this policy, one family shelter provider did separate teen-aged boys from the family, but has changed this practice based upon the CoC policy and CoC staff advice

under the HEARTH Act.

CoC staff have prepared a CoC non-discrimination policy that addresses all of the sub-categories listed in the question (not just male children). We anticipate the CoC will adopt this policy at the 10/18/17 general CoC meeting. Finally, most CoC providers maintain anti-discrimination policies, require staff training in non-discrimination, and are trained in and practice Trauma Informed Care.

3B-2.5. From the list below, select each of the following the CoC has strategies to address the unique needs of unaccompanied homeless youth.

Human trafficking and other forms of exploitation?	Yes
LGBT youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes

3B-2.6. From the list below, select each of the following the CoC has a strategy for prioritization of unaccompanied youth based on need.

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	X
Number of Previous Homeless Episodes	X
Unsheltered Homelessness	X
Criminal History	X
Bad Credit or Rental History	X

3B-2.7. Describe: (1) the strategies used by the CoC, including securing additional funding to increase the availability of housing and services for youth experiencing homelessness, especially those experiencing unsheltered homelessness; (2) provide evidence the strategies that have been implemented are effective at ending youth homelessness; (3) the measure(s) the CoC is using to calculate the effectiveness of the strategies; and (4) why the CoC believes the measure(s) used is an appropriate way to determine the effectiveness of the CoC's efforts. (limit 1500 characters)

The CoC applied for and received a $2.2 million HUD YHDP grant, one of only 10 awarded. The award will be used to increase and better align evidence-based housing and services programs for homeless youth, most of whom are unsheltered. The CoC also secured YHDP planning grants of $15,000 from County Human Services and $15,000 from the Community Foundation of Santa Cruz County. Encompass has applied for a $376,442 3-year RHY Basic Center grant. It will serve 250 youth ages 15-21 through comprehensive evidence-

based service strategies.

Current programs serving homeless youth include Encompass's highly effective THP Plus (transitional housing ages 18-24), TVP (transitional housing choice vouchers ages 18-20), and ILP (independent living skills program ages 15-21) and Resource Center (ages 15-24). These programs track many performance measures through an online tracking system. For example, THP Plus program uses the following annual measures: 80% of participants will be gainfully employed or in school; 80% of graduates will be in stable housing; and 80% will have an adult permanent connection. (Last year, the program achieved 100% in all 3.)

Each of these measures divides the total number of youth reported who achieved the measure by the total number of youth for which the measure is applicable. The measures are effective because they focus on housing stability and independent living skills, and are based on evidence-based strategies.

**3B-2.8. Describe: (1) How the CoC collaborates with youth education providers, including McKinney-Vento local educational authorities and school districts; (2) the formal partnerships the CoC has with these entities; and (3) the policies and procedures, if any, that have been adopted to inform individuals and families who become homeless of their eligibility for educational services.
(limit 1000 characters)**

The CoC works closely with the County Office of Education Students in Transition (CoE SIT) program to support its efforts to identify children who are homeless, guarantee their educational rights (such as to stay in their school of origin), and provide educational and support services (such as tutoring, home work help, and free or reduced cost meals). The CoE SIT has a seat on the CoC, and family and youth providers regularly attend CoE meetings. All CoC and ESG programs serving homeless families or youth coordinate closely with school liaisons, Head Start programs, and the CoE to ensure all homeless children are succeeding in school and have access to needed resources.

CoC written policy: 1) supports the goals of the CoE SIT; 2) requires CoC and ESG funded providers work with the CoE SIT to educate and provide information to children and their families about McKinney-Vento Education rights; and 3) requires that providers coordinate with school liaisons when a child enrolls.

3B-2.9. Does the CoC have any written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select "Yes" or "No".

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	Yes	No
Head Start	Yes	No
Early Head Start	Yes	No
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	Yes

Healthy Start	Yes	No
Public Pre-K	Yes	No
Birth to 3	No	Yes
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
First 5 Starlight Infant/Toddler Program	Yes	No

3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD).
(limit 1000 characters)

The CoC partners with Veteran providers, County Veteran Services, and the VA Palo Alto Health Center in an End Veteran Homelessness Collaborative. This effort includes gaps analysis, coordinated assessment, a by-name list, outreach surges, and housing work groups. The CoC participates in the Mayor's Challenge and Zero 2016.

The CoC and other Veteran providers meet regularly to ID homeless Veterans and refer them to appropriate VA programs. The VAMC Palo Alto has outreach workers in Santa Cruz. 3 SSVF projects and County Veterans Services provide outreach.

All homeless Veterans identified are assessed for VA benefit eligibility and prioritized for appropriate housing interventions. The County provides access to Veterans benefits, a shuttle to the VA Palo Alto Medical Center, and mobile medical outreach team. The Health Care for Homeless Veterans Clinic provides healthcare, case management and linkages to VASH and GPD.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC?   Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness?   Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach?   No

4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Select from the drop-down (1) each type of healthcare organization the CoC assists program participants with enrolling in health insurance, and (2) if the CoC provides assistance with the effective utilization of Medicaid and other benefits.

Type of Health Care	Yes/No	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		
Wings (community volunteers)		Yes

4A-1a. Mainstream Benefits

CoC program funded projects must be able to demonstrate they supplement CoC Program funds from other public and private resources, including: (1) how the CoC works with mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits; (2) how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for homeless program participants (e.g. Food Stamps, SSI, TANF, substance abuse programs); and (3) identify the organization or position that is responsible for overseeing the CoCs strategy for mainstream benefits. (limit 1000 characters)

The County Health Services and Human Services agencies are CoC members, and the CoC works closely with them to ID and fund activities for expanding homeless access to mainstream benefits and to inform program staff regarding available benefits. For example, Health Services' HPHP program uses Heathcare for Homeless, SAMSHA, and SSA funds to help CoC program participants apply for EBT, GA, SSI, SSDI, Medi-Cal, ACA insurance, and more. Human Services pays to outstation a benefits worker at FIT to assist families to receive TANF, Medicaid, SNAP, and other benefits. The Wings program provides volunteer advocates to help CoC participants apply for and successfully navigate mainstream benefits systems.

County Human Services website provides current information on all mainstream

benefits, and the CoC HMIS provides a benefits eligibility module that keeps program staff up-to-date and facilitates benefits applications. Responsible: County Homeless Services Coordinator.

4A-2. Low Barrier: Based on the CoCs FY 2017 new and renewal project applications, what percentage of Permanent Housing (PSH) and Rapid Rehousing (RRH), Transitional Housing (TH), Safe-Haven, and SSO (Supportive Services Only-non-coordinated entry) projects in the CoC are low-barrier?

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	14.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	14.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

4A-3. Housing First: What percentage of CoC Program Funded PSH, RRH, SSO (non-coordinated entry), safe-haven and Transitional Housing; FY 2017 projects have adopted the Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	14.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	14.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	100.00%

4A-4. Street Outreach: Describe (1) the CoC's outreach and if it covers 100 percent of the CoC's geographic area; (2) how often street outreach is conducted; and (3) how the CoC has tailored its street outreach to those that are least likely to request assistance.
(limit 1000 characters)

Street outreach covers the entire CoC geography (Santa Cruz County) and includes: 1) HPHP mobile outreach teams visit 23 locations per month countywide, offering services and referrals; 2) Encompass Downtown Outreach Worker engages 30 homeless individuals per month in the downtown Santa Cruz area and connects them to a range of resources; 3) PACT program in downtown Santa Cruz has reached153 justice-system-involved and addicted homeless persons in 2 years; 4) County MOST team provides forensic ACT outreach and wraparound services to severely mentally ill homeless persons; and 5) youth and Veterans agencies' outreach to members of their service populations. All outreach programs provide bilingual services (Spanish-English), referrals, and transportation as needed. The Community Action Board maintains a bilingual toll-free shelter hotline. 2-1-1 I&R is available 24/7/365 by phone or Internet in more than 170 languages.

4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as

detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach. Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

A high percentage of CoC program participants are members of groups that are least likely to apply for assistance, such as persons with disabilities or non-English speaking persons. CoC policy requires applicants and recipients of CoC funds to meet federal and state fair housing requirements as a condition of being selected and ranked. The City of Santa Cruz and the Santa Cruz County Housing Authority are both CoC members and maintain affirmative marketing policies and procedures that apply directly to almost all CoC-funded programs in the county. Persons with fair housing complaints are referred to California Rural Legal Services or Watsonville Law Center (CoC member). Affirmative marketing steps include fair housing rights posters and information; equal opportunity statement in housing ads; vacancy outreach to disability and immigrant organizations; translated materials and bilingual services, mobility accommodations and assistive technologies.

4A-6. Compare the number of RRH beds available to serve populations from the 2016 and 2017 HIC.

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	167	185	18

4A-7. Are new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction?   No

4A-8. Is the CoC requesting to designate one or more SSO or TH projects to serve homeless households with children and youth defined as homeless under other Federal statues who are unstably housed (paragraph 3 of the definition of homeless found at 24 CFR 578.3).   No

4B. Attachments

Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:
https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Evidence of Commu...	09/25/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	Evidence Public P...	09/25/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CoC Rating & Rank...	09/25/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	Evidence of Publi...	09/25/2017
05. CoCs Process for Reallocating	Yes	CoC Reallocation ...	09/25/2017
06. CoC's Governance Charter	Yes	Santa Cruz County...	09/22/2017
07. HMIS Policy and Procedures Manual	Yes	HMIS Policies and...	09/25/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	Housing Authority...	09/25/2017
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No	CoC - HMIS MOU	09/25/2017
11. CoC Written Standards for Order of Priority	No	Order of Priority...	09/25/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	CoC Competition R...	09/25/2017
14. Other	No		
15. Other	No		

Attachment Details

Document Description: Evidence of Communication with Rejected
Applications

Attachment Details

Document Description: Evidence Public Posting CoC Consolidated
Application

Attachment Details

Document Description: CoC Rating & Ranking Policies and Procedures
(RFP document)

Attachment Details

Document Description: Evidence of Public Posting of Review and Rank
Procedures

Attachment Details

Document Description: CoC Reallocation Process Policy

Attachment Details

Document Description: Santa Cruz County CoC Governance Charter

Attachment Details

Document Description: HMIS Policies and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: Housing Authority Admin Plan Limited
Preference Medically Vulnerable Homeless

Attachment Details

Document Description: CoC - HMIS MOU

Attachment Details

Document Description: Order of Priority Standards

Attachment Details

Document Description:

Attachment Details

Document Description: CoC Competition Report (System Performance)

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

Page	Last Updated
1A. Identification	09/02/2017
1B. Engagement	09/25/2017
1C. Coordination	09/25/2017
1D. Discharge Planning	09/19/2017
1E. Project Review	09/25/2017
2A. HMIS Implementation	09/25/2017
2B. PIT Count	09/21/2017
2C. Sheltered Data - Methods	09/25/2017
3A. System Performance	09/25/2017
3B. Performance and Strategic Planning	09/25/2017
4A. Mainstream Benefits and Additional Policies	09/25/2017
4B. Attachments	09/25/2017

Submission Summary   No Input Required

To All 2017 CoC Project Applicants:

The 2017 Continuum of Care NOFA requires that we notify applicants in writing outside of e-snaps whether their applications will be accepted and ranked, rejected, or reduced on the CoC Project Priority Listing within 15 days of the CoC competition deadline. It also requires that reasons be given for any rejection or reduction.

This confirms that written Project Priority Listing we sent September 8 via e-mail in attached HAP Governance Board meeting minutes are final. The minutes, attached again for your convenience, provide written notice to all applicants of their projects that were accepted for submission to HUD, their rank and tier order and approved amounts, and explanations what any specific projects were rejected or reduced.

Thank you very much for your efforts to end homelessness in Santa Cruz County.

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
415.458.2460 land
415.717.9336 mobile tonygardnerconsulting@yahoo.com

----- Forwarded Message -----
From: tony gardner <tonygardnerconsulting@yahoo.com>
To: Santa Cruz Homeless Action Partnership <santacruzhap@ctagroup.org>
Cc: Julie Conway <julie.conway@santacruzcounty.us>; Nora Krantzler <nora.krantzler@santacruzcounty.us>; Nora Boothby <nora.boothby@gmail.com>; Rayne Marr <rayne.marr@santacruzcounty.us>; Jim Straubinger <jim.straubinger@santacruzcounty.us>; C. Berg <cberg@cityofsantacruz.com>; Linda Lemaster <homes4everyone@post.com>; Linda Lemaster <linda4homes4all@sbcglobal.net>; Kelly Conway <kelly.conway@va.gov>; Don Lane <dlane@cruzio.com>; Matt Huffaker <matt.huffaker@cityofwatsonville.org>; Jenny Haruyama <jharuyama@scottsvalley.org>; "corib@cbridges.org" <corib@cbridges.org>
Sent: Friday, September 8, 2017 2:38 PM
Subject: Notice of Santa Cruz County CoC Project Ranking/Tiering Results and ESG Project Recommendations

Hi All,

As you know, when the Homeless Action Partnership (HAP) Governance Board met on September 6, 2017 to make FY2017 Continuum of Care (CoC) project selection, ranking and tiering decisions, as well as State-required Emergency Solutions Grant (ESG) project recommendations. For results of these decisions, please see the

attached HAP Board meeting minutes, which includes priority listings and explanation for key decisions.

Thank you all for your participation in this important annual process. If you have any questions, please do not hesitate to contact Julie Conway for me.

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
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Attachments

- Minutes 9-6-17 HAP Board.pdf (139.87KB)

MEETING MINUTES
Santa Cruz County Homeless Action Partnership Board Meeting

United Way of Santa Cruz County
4450 Capitola Road, Suite 106, Conference Room
Capitola, California

Wednesday, September 6, 2017, 10:00 a.m. – 1:00 p.m.

HAP Board Members Present: Jim Straubinger, Carol Berg, Julie Conway, Linda Lemaster, Kelly Conway, Don Lane, Watsonville Representative

HAP Board Members Absent: Jenny Haruyama, Rayne Marr, Cori Burt

HAP Staff Present: Julie Conway Tony Gardner

1. Overview of the HAP Board Role & Process

The HAP Board heard and discussed a presentation by HAP staff regarding the HAP Board role and function in rating, ranking, and tiering project proposals, reallocating funds, and selecting a bonus project, for HUD CoC funds; CoC strategic considerations and options; and the conflict of interest requirements pertaining to HAP Board Members.

Each HAP Board Member present signed and submitted a Certification relating to conflict of interest. Carol Berg and Jim Straubinger disclosed potential conflicts relating to the Housing Authority New Beginnings permanent supportive housing bonus project proposal, and thus recused themselves from any discussion, consideration, and voting in connection with the New Beginnings project, or any other project requesting bonus funds.

2. New Project Presentations/Q&A

The HAP Board then received brief presentations from and engaged in questions and answers (Q&A) with all of the following applicants/projects requesting new project funding in 2017:

1. FIT – First Step RRH Expansion Reallocation Request
2. HSC – Page Smith TH and RRH Reallocation Request
3. HSC – PSH Bonus Request (Carol Berg and Jim Straubinger left the room)
4. Housing Auth. – New Beginnings PSH Bonus Request (Carol Berg and Jim Straubinger left the room)

The presentations/Q&A included information on the project proposals, *All In* priorities and HUD priorities, anticipated CoC NOFA requirements, and challenge relating to reallocation of funds from renewal projects to new projects.

3. Project Ranking/Tiering Decisions & Bonus Project Selection

The HAP Board then engaged in a discussion and decision process including consideration of the following:

a. HAP Board Members' review of the applications using previously publicly announced objective scoring criteria that included HMIS-generated performance measures.
b. The above-referenced new proposal presentations/Q&A with applicants.
c. HAP Board discussion of application ranking scenarios in the context of *All In* strategic plan and HUD priorities, performance metrics, tiering considerations, etc.

Based on the above and after careful consideration, the HAP Board made the following CoC application rank order and amount, bonus project, reallocation, and tiering decisions:

Project Rank Order/Tiering/Amounts:

Rank	Tier	Applicant/Project/ New or Renewal	Type	Approved Amount	Running Tier Total
1	Tier 1	Housing Authority Shelter Plus Care REN	PSH	$475,734.00	
2	Tier 1	County Health HPHP MATCH 2 REN	PSH	$36,815.00	
3	Tier 1	Homeless Services Center PSH Bonus REN	PSH	$298,257.00	
4	Tier 1	County Health HPHP MATCH 1 REN	PSH	$429,460.00	
5	Tier 1	Encompass Housing for Health 3 project REN	PSH	$90,429.00	
6	Tier 1	Encompass Housing for Health 2 REN	PSH	$44,108.00	
7	Tier 1	County Planning Coordinated Entry REN	SSO	$75,000.00	
8	Tier 1	County Health HPHP MATCH 3 REN	PSH	$76,076.00	
9	Tier 1	Encompass Freedom Cottages REN	PSH	$15,645.00	
10	Tier 1	Community Technology Alliance HMIS REN	HMIS	$91,699.00	
11	Tier 1	Homeless Services Center Page Smith TH and RRH NEW reallocation	TH& RRH	$145,307.00	
12	Tier 1	Families in Transition First Step REN	RRH	$177,067.00	
13	Tier 1	Families in Transition First Step Expansion NEW reallocation	RRH	$184,609.00	
14a	Tier 1	Housing Authority Brommer Street REN	TH	$7,564.00	$2,147,770.00
14a	Tier 2	Housing Authority Brommer Street REN	TH·	$49,503.00	
15	Tier 2	Housing Authority New Beginnings PSH Bonus	PSH	$137,092.00	
16	Tier 2	Homeless Services Center Rebele RRH REN	RRH	$87,589.00	$274,184.00
			Total	$2,421,954	$2,421,954

Reallocation

After very careful consideration, the HAP Board reallocated funds from two renewal projects to new projects as follows:

First, it reallocated $145,307 from Homeless Service Center's (HSC) Page Smith transitional Housing (TH) renewal to HSC's Page Smith TH and RRH new project. To encourage reallocation in line with HUD policy, the HAP has given priority for reallocated funds to applicants that voluntarily request to reallocate their own *non-chronic* homeless (CH) dedicated PSH or transitional housing (TH) on the one hand to new CH-dedicated PSH, DedicatedPlus PSH, RRH, or joint TH-RRH on the other. Thus, HSC's request to reallocate $145,307 from its Page Smith TH project to the new joint TH-RRH project was accepted.

Second, it reallocated $184,609 from Families in Transition's (FIT) Clean and Sober TH renewal to FIT's First RRH expansion new project. As with the HSC reallocation above, this reallocation was requested by FIT.

Bonus Project

This year, Santa Cruz County agencies were eligible to competitively apply for $137,092 as a bonus for a new CH-dedicated PSH project, new DedicatedPlus PSH project, new joint TH and RRH project, or a new RRH project. Two proposals for bonus funds were submitted: (1) the Housing Authority/Health Services Agency (HSA) $137,092 New Beginnings CH-targeted PSH project, and (2) HSC's $116,600 CH-dedicated Bonus PSH project.

After hearing presentations from both applicants and carefully considering the merits of both projects, the HAP Board selected the Housing Authority/HSA project. A key factor in the decision was that the Housing Authority/HSA project proposed to use virtually all of the funds for rental assistance to be linked to Whole Person Care (WPC) and Homeless Outreach Team (HOT) services, while the HSC project proposed to use virtually all of their request for needed supportive services to be linked to other housing resources in the community. While the HAP Board recognized HSC's pressing need for housing-focused services staff, in the end it decided that funding for rental assistance was of higher priority for ending homelessness.[1]

Tiering

Once again, this year HUD required all CoCs to rank all projects in two tiers. Tier 1 is 94% of the Annual Renewal Demand (ARD) of $2,284,862. 94% of that amount is $2,147,770. Tier 2 is the remaining 6% of ARD ($137,092) plus the bonus amount ($137,092), equaling $274,184. The purpose of tiering is to allow CoCs to clearly indicate to HUD which projects are of highest priority for limited 2017 CoC funds. HUD will select Tier 1 projects before it selects Tier 2 projects. Tier 1 projects are almost certain to be funded (as long as they meet eligibility and threshold requirements), while Tier 2 projects are subject to national competition and are less likely to be funded. Projects can straddle the Tier 1 and Tier 2 line; HUD will fund the Tier 1 amount even if

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[1] The HAP Board notes that it would strongly support HSA - HSC collaboration in the delivery of case management and housing navigator services under Whole Person Care.

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it does not fund the Tier 2 amount, as long as the project is still viable at the lower amount.

After very careful consideration, the HAP Board placed three projects into Tier 2:

First, it placed the Housing Authority's $57,067 Brommer Street TH project across the Tier 1 and Tier 2 line with $7,564 in Tier 1 and $49,503 in Tier 2. By placing the project partly in Tier 1 and at the top if Tier 2, this decision balanced the HAP Board's desire to sustain this important and rare site-based housing resource, while prioritizing existing permanent housing projects in line with HUD priorities and the priorities of the *All In* strategic plan. This decision in no way reflects badly on the Brommer Street TH project or its partners. The project plays a highly effective and critical role for families who are resident in the program and moving forward toward permanent housing. Rather, it was simply a difficult choice among limited alternatives.[2]

Second, it placed the Housing Authority's new PSH bonus project in the middle of Tier 2. While the HAP Board fully recognized the quality of this application and importance of PSH linked to the Whole Person Care program and Homeless Outreach Team, it made this decision to give relatively more funding risk to a project not yet housing anyone. Putting yet another renewal project in Tier 2 would have posed too much risk to existing housing and tenants. At the same time, by placing the project in the middle rather than the bottom of Tier 2, the Board hopes to increase the likelihood that this excellent and highly needed project will be funded.

Finally, it placed HSC's Rebele RRH renewal at the bottom of Tier 2. This was a very difficult decision among limited alternative that in no way reflects badly on HSC or the project. Like other projects put forward, the Rebele RRH project plays a very important role in helping families to escape homelessness and secure permanent housing. In making this hard decision, the Board was mindful that to put a PSH or site-based TH project in the last slot (rather than a RRH project) would put currently housed residents at direct risk of a return to homelessness.

CoC Planning Grant
The HAP Board approved submission of a CoC planning grant application for the maximum allowable amount - $68,546. HUD does not requiring ranking of the project this year.

4. State ESG Program Recommendations

Each year, Santa Cruz County agencies participate in the State of California Emergency Solutions Grants (ESG) funding program for emergency shelter (ES), RRH, and street outreach (SO) projects. As part of its annual ESG Notice of Funding Available (NOFA), the State requires local CoCs to recommend projects for two sub-categories: (1) competitive Balance of State (BoS) funds, and (2) the non-competitive local RRH set-aside. This year, CoCs were able to recommend up to two projects (limited to $200,000

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[2] The HAP Board notes that sustaining TH renewals is becoming increasingly difficult given HUD and local priorities for permanent housing, and therefore urges the Housing Authority to consider during the coming year how the project can be shifted to a permanent housing model, or how non-CoC funding sources might be secured to sustain the existing TH program.

each) for the competitive BoS funds and up to two projects (limited to $272,008 altogether) for the non-competitive local RRH set-aside. The HAP encouraged Santa Cruz County ESG projects through an open, public, and objective request for applications (RFA) process that meets the State requirements for such a process.

Two proposals for competitive BoS funds were received and two proposals were received for the non-competitive local RRH set aside. After careful consideration of each proposal, the HAP Board decided to recommend all four ESG proposals. In doing so, it decided to split the total of the non-competitive RRH funds equally, and recommend maximum amounts for the competitive BoS applications, as follows:

Competitive BoS
1. $200,000 – HSC RRH project 1
2. $200,000 – HSC Rebele Family Shelter ES project

Non-Competitive Local RRH Set Aside
1. $136,004 – FIT RRH project
2. $136,004 – HSC RRH project 2

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Respectfully submitted by HAP Staff: *Julie Conway and Tony Gardner*

Submission Date: *September 7, 2017*

Place Holder for Evidence of Public Posting of 2017 CoC Application and Priorities

(to be replaced after submitted version posted on line)

SANTA CRUZ COUNTY HOMELESS ACTION PARTNERSHIP

HAP
homeless
action
partnership

Policies and Procedures Manual

2017 Local Continuum of Care
Project Evaluation & Application Process
Requirements
Rating Criteria
Timeline
Instructions

Prepared by Homeless Action Partnership Staff

Updated July 2017

Table of Contents

OVERVIEW OF THE HUD COC NOFA AND CoC INTERIM RULE REQUIREMENTS

Introduction

The purpose of the Continuum of Care (CoC) program is to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effective utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among more than 400 CoCs, the community stakeholder groups that guide local responses to homelessness. The 2017 CoC NOFA was released on July 14, 2017, opening the competition making available **approximately $2.0 billion** to serve homeless people nationally. The information in the NOFA sets forth the competition rules and processes for 2017. This document includes the highlights of the NOFA; additional information will be shared as it is made available by HUD.

Before the application is submitted to HUD, our CoC, the Homeless Action Partnership (HAP), is required to hold a local competition to determine which projects will be included in the consolidated application, along with their relative priority. The results of the local competition dictate for which projects the CoC will seek funding. Additional information about project application requirements and standards will be available at the upcoming Applicant Technical Assistance Session. For further information about the CoC Notice of Funding Available (NOFA), the CoC Interim Rule, and HUD's CoC online application system (called e-snaps) go to: https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition/.

Funding Available and Tiered Funding Approach

$2,490,500 is the estimated maximum possible total for Santa Cruz County projects. This includes:

- **$2,284,862** is our Annual Renewal Demand (ARD, the amount needed for one-year *renewal* of all expiring CoC grants or reallocation to permanent supportive housing (PSH) where 100% of beds are dedicated to chronically homeless (CH), PSH where the project meets the definition of DedicatedPLUS (details below), rapid rehousing (RRH), joint transitional housing (TH) and RRH projects (details below), coordinated entry, or homeless management information system (HMIS) projects
- **$137,092** is our total possible amount for *bonus* projects. Eligible types of bonus projects: PSH where 100% of beds are dedicated to CH, PSH where the project meets the definition of DedicatedPLUS, RRH, and joint TH and RRH projects
- **$68,546** for one CoC planning project (not competitively ranked this year).

New this year, HUD will allow project applicants to apply for a new expansion project under the reallocation process or PH bonus in order to expand existing eligible renewal projects that will increase the number of housing units in the project or allow the project to serve more people. (Details below.)

In 2017, funds are NOT available for:
- Emergency shelter
- Homelessness prevention projects
- New TH only
- New supportive service only projects (except coordinated entry).

Tiering: HUD requires CoCs to rank all projects in two tiers, which are financial thresholds. Tier 1 is 94% of the CoC's HUD-approved ARD**.** Tier 2 is the remaining 6% of ARD *plus* approved bonus projects, as follows:

- **$2,147,770** is our expected Tier 1 amount (94% of ARD)
- **$274,184** is our expected Tier 2 amount (6% of ARD—$137,092—plus expected bonus amount—also $137,092).

The purpose of this tiering is to allow CoCs to clearly indicate to HUD which projects are of highest priority for limited 2017 CoC funding. HUD will select CoC planning projects and Tier 1 projects before it selects Tier 2 projects. CoC planning grants and Tier 1 projects are almost certain to be funded as long as they meet HUD eligibility and threshold requirements. Tier 2 projects, on the other hand, are subject to a national competition, and are less likely to be funded, since there is insufficient funding nationally for all Tier 2 project. See below for further information about the Tier 2 competition.

How HUD Will Select Projects

HUD will select project in the following order:
1. All CoC planning projects
2. All Unified Funding Agency (UFA) cost projects
3. Projects fully in in Tier 1 will be selected based on CoC score from highest to lowest CoC score
4. Projects fully in Tier 2 will be selected in order of score until there is no more funding available based on the following Tier 2 scoring factors totaling 100 points:
   a. CoC Score: Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application
   b. CoC Project Ranking. Up to 40 of 100 points for the CoC's ranking of the project application(s). To more evenly distribute funding across CoCs and take into account the CoCs ranking of projects, point values will be assigned directly related to the CoCs ranking of projects
   c. Commitment to Housing First. Up to 10 of 100 points for:
      i. How a permanent housing project commits to applying the Housing First model
      ii. How a TH project, Joint TH and PH-RRH component project, safe haven project, or SSO project that is not for coordinated entry demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing, and does not have service participation requirements or preconditions to entry (such as sobriety or a minimum income threshold)
      iii. An HMIS project or SSO project for a coordinated entry will automatically receive 10 points.
5. For projects that straddle the two tiers, the Tier 1 portion will be funded in accordance with the above Tier 1 process and the Tier 2 portion will be funded in accordance with the Tier 2 process.

HUD may award project funds for just the Tier 1 portion, provided the project is still feasible with the reduced funding (e.g., is able to continue serving homeless program participants effectively).

Overview of Changes This Year

HUD has:
- Created some new project types this year. See below for more details:
  - DedicatedPLUS PSH
  - Joint TH and RRH
- Expanded project eligibility for RRH projects
- Created a new way to expand existing renewal projects
- Taken steps to streamline and improve the e-snaps project application.

HUD's Homeless Policy & Program Priorities

CoCs and Project Applications will be evaluated based on the extent to which they further HUD's policy priorities. The information provided in the policy priorities are not as extensive as previous years; however, upon close read you will find that the goal of ending homelessness remains the target. Policy priorities continue to focus on:

1. **Ending homelessness for all persons**
   - Identify, engage, and effectively serve all persons experiencing homelessness
   - Measure performance based on local data that take into account the challenges faced by all subpopulations (e.g., veterans, youth, families, or CH)
   - Have a comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families
   - Use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs
   - Use the reallocation process to create new projects that improve their overall performance and better respond to their needs.

2. **Creating a systemic response to homelessness**
   - Use system performance measures such as the average length of homeless episodes, rates of return to homelessness, and rates of exit to permanent housing destinations to determine how effectively they are serving homeless people
   - Use Coordinated Entry process to promote participant choice, coordinate homeless assistance and mainstream housing and services to ensure people experiencing homelessness receive assistance quickly, and make homelessness assistance open, inclusive, and transparent.

3. **Strategically allocating and using resources**
   - Use cost, performance, and outcome data to improve how resources are utilized to end homelessness
   - Review project quality, performance, and cost effectiveness

- Maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness
- Review all projects eligible for renewal in FY 2017 to determine their effectiveness in serving people experiencing homelessness as well as their cost effectiveness.

4. **Use a Housing First approach**
   - Prioritize rapid placement and stabilization in permanent housing
   - Do not impose service participation requirements or preconditions
   - Help individuals and families move quickly into permanent housing
   - Measure and help projects reduce the length of time people experience homelessness Engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.

Who can be Served

Persons served by CoC funded projects must be **"homeless**" under the HUD's final rule on the definition of homelessness under the HEARTH Act. However, different project types have different requirements for homeless categories and eligibility. The definition includes four broad categories of homelessness:

1. **People who are living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution** where they temporarily resided if they were in shelter or a place not meant for human habitation before entering the institution. The only significant change from existing practice is that people will be considered homeless if they are exiting an institution where they resided for up to 90 days (it was previously 30 days), and were homeless immediately prior to entering that institution.

2. **People who are losing their primary nighttime residence, which may include a motel or hotel or a doubled up situation, within 14 days** and lack resources or support networks to remain in housing. HUD had previously allowed people who were being displaced within 7 days to be considered homeless. The regulation also describes specific documentation requirements for this category.

3. **Families with children or unaccompanied youth who are unstably housed and likely to continue in that state**. This is a new category of homelessness, and it applies to families with children or unaccompanied youth (up to age 24) who have not had a lease or ownership interest in a housing unit in the last 60 or more days, have had two or more moves in the last 60 days, and who are likely to continue to be unstably housed because of disability or multiple barriers to employment.

4. **People who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking**, **or other dangerous or life-threatening situations** related to violence; have no other residence; and lack the resources or support networks to obtain other permanent housing.

For information HUD requirements for documenting "homeless" status, please see HUD's homeless status guidance available at: https://www.hudexchange.info.

Definition of "Chronically Homeless"

In addition to meeting the definition of homeless, some projects <u>must</u> serve persons who meet the

more specific definition of "**chronically homeless**." These projects include new permanent supportive housing (PSH) projects, renewal PSH projects that were originally funded under chronic homelessness initiatives, and any other PSH project that has committed in recent years to targeting and/or prioritizing chronically homeless.

A homeless individual, or a family with an adult head of household (of if no adult, a minor head of household) with a disability who:
- Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; AND
- Has been homeless in such place for at least 12 months OR on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights.

Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but are included in the 12-month total.

Some Types of People who are not Considered Homeless

People in the following situations are NOT homeless:
- In housing, even though they are paying an excessive amount for their housing, the housing is substandard and in need of repair, or the housing is crowded;
- Living with relatives or friends;
- Living in a Board and Care, Adult Congregate Living Facility, or similar place;
- Being discharged from an institution (after a stay of 90 consecutive days or more); or
- Utilizing Housing Choice Vouchers, except Katrina evacuees that received Katrina
- Disaster Housing Assistance Program (KDHAP) Housing Choice Vouchers.

Eligible Project Applicants

Eligible project applicants for the CoC Program Competition are **nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies**. For-profit entities are not eligible to apply for grants or to be subrecipients of grant funds.

Eligible CoC Program Components

HUD CoC funding, formerly composed of the Supportive Housing Program (SHP), the Shelter Plus Care (S+C) program, and the Section 8 SRO Program, has been merged a single CoC program with the following four project components eligible under the 2017 CoC NOFA:

Permanent housing (PH) is defined as community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible. The CoC Program may fund two types of permanent housing: (1) **permanent supportive housing** (PSH), which is permanent housing with indefinite leasing or rental assistance paired with services to help homeless people with disabilities achieve housing stability; and (b) **rapid re-housing** (RRH), a model that emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless people as rapidly as possible into permanent housing. Note: In 2017 new *reallocation* projects for PH are limited to the following:

- New PSH serving exclusively chronically homeless individuals and families or DedicatedPLUS
- New RRH serving individuals, families, and unaccompanied youth, as defined in the CoC NOFA.

Transitional housing (TH) is a project component that may be used to cover the costs of up to 24 months of housing with accompanying support services, providing a period of stability to enable homeless people to transition successfully to and maintain permanent housing within 24 months of program entry. Program participants must have a lease or occupancy agreement in place when residing in transitional housing. Note: In 2017 has created a **new Joint TH and RRH component project type**.

Supportive services only (SSO) is a program component limited to recipients and subrecipients providing services to individuals and families not residing in housing operated by the recipient. SSO recipients and subrecipients may use the funds to conduct outreach to sheltered and unsheltered homeless persons, link clients with housing or other necessary services, and provide ongoing support. SSO projects may be offered in a structure or structures at one central site, or in multiple buildings at scattered sites where services are delivered. Projects may also be operated independent of a building (e.g., street outreach) and in a variety of community-based settings, including in homeless programs operated by other agencies. Note: In 2016, the only new SSO projects allowed are Coordinated Entry Projects created through reallocation.

Homeless Management Information System Funds under this component may be used only by HMIS leads for leasing a structure in which the HMIS operates, for operating the structure in which the HMIS is housed, and/or for covering other costs related to establishing, operating, and customizing a CoC's HMIS. Note: In 2016, reallocation funding can be used for a new dedicated HMIS project.

Eligible Cost Types

CoC Program funding can only be used to support eligible costs listed in the CoC Interim Rule. Not all costs are eligible in each program component or project type. The eligible costs are summarized below. For further information, please see the CoC Interim Rule and CoC Program Introductory Guide at: https://www.hudexchange.info.

Acquisition of real property is an eligible cost category under the PH, TH, and SSO program components. Grant funds may be used for up to 100 percent of the cost of purchasing property for the purpose of providing permanent Housing, transitional housing, and supportive services only activities.

Rehabilitation of structures is an eligible cost category under the PH, TH, and SSO program components. Eligible rehabilitation costs include installing cost-saving energy measures and bringing a structure up to health and safety standards. Rehabilitation on leased properties is ineligible.

New construction of structures is eligible under the PH and TH program components. New construction may include building entirely new facilities, constructing an addition to an existing structure that increases the floor area by 100 percent or more, and the cost of land for construction. Grant funds may be used for up to 100 percent of costs (as long as the match requirement is met through other means (.

Leasing is an eligible cost category under the PH, TH, SSO, and HMIS program components. Funds may be used to lease individual units or all or part of structures. Rents must be reasonable and, in the case of

individual units, the rent paid may not exceed HUD-determined fair market rents. Leasing funds may not be used for units or structures owned by the recipient, subrecipient, or their parent organization. When leasing funds are used to pay rent on units, the lease must be between the recipient or the subrecipient and the landowner, with a sublease or occupancy agreement with the program participant. The recipient may charge the program participant an occupancy charge consistent with the interim CoC rule.

Rental assistance is an eligible cost category under the PH and TH program components and may be tenant-based (TBRA), sponsor-based (SBRA), or project-based (PBRA), depending upon the component type. Rental assistance may be short-term for up to 3 months; medium-term for 4 to 24 months; or long-term for more than 24 months. The length of assistance depends upon the component type under which the cost is funded. Recipients must serve as many program participants as shown in their funding application to HUD, but, if the amount reserved for the term of the grant exceeds the amount needed to pay actual costs, the excess funds may be used to cover property damage, rent increases, or the rental needs of a greater number of program participants. When rental assistance funds are used to pay rent on units, the lease must be between the program participant and the landowner.

Supportive services are eligible costs under the PH, TH, and SSO program components, including Coordinated Entry. All eligible services types are listed in the box, and any cost not listed is ineligible. As in the past, services must be offered to residents of PSH and TH for the full period of their residence. RRH programs must require program participants to meet with a case manager at least monthly. Services may be provided to formerly homeless individuals for up to six months after their exit from homelessness, including the six months following exit from a transitional housing project. Eligible costs include the cost of providing services, the salary and benefits of staff providing services, and materials and supplies used in providing services.

Eligible Types of Services
. Annual assessment of service needs
· Assistance with moving costs
· Case management
· Child care operations or vouchers
· Education services
· Employment assistance and job training
· Food (meals or groceries)
· Housing search and counseling
· Legal services
· Life skills training
· Outpatient mental health services
· Outpatient health services
· Outreach services
· Outpatient substance abuse treatment
· Transportation
· Utility deposits

Operating costs are eligible under the PH, TH, and HMIS program components. Funds may be used to pay the day-to-day operating costs in a single structure or individual housing units, including maintenance (such as scheduled replacement of major systems), repair, building security (when CoC Program funds pay for more than 50 percent of the facility by unit or area), electricity, gas, water, furniture, equipment, property insurance, and taxes. These costs may not be combined with rental assistance costs within the same structure.

HMIS Costs related to contributing client data to or maintaining data in the CoC's HMIS or a comparable database for victim services providers or legal services providers are eligible costs under the PH, TH, SSO, and HMIS program components. Eligible HMIS costs include hardware, equipment and software costs; training and overhead; and HMIS-related staffing costs.

Project Administration   These costs include expenses related to the overall administration of the grant, such as management, coordination, monitoring, and evaluation activities and environmental review.

> **New in Recent Years: Indirect Costs**
>
> **Indirect Costs** (also known as "facilities and administrative costs" defined at 2 CFR 200.56) are eligible under the CoC Program for all project types, and if the applicant does not have an approved federally negotiated indirect cost rate, the applicant may use a *de minimus* rate of 10 percent of modified total direct costs. If a renewal project decides to request indirect costs, it must carve the amount out of other program costs.

CoC Renewal Funding

Projects that have existing CoC grants that are expiring can apply for a continuation (renewal) grant under the following parameters.

- Which Grants Can be Renewed: To apply for renewal funding, the existing grant must be expiring in the calendar year 2018 (January 1 – December 31, 2018). A grant agreement for the project being renewed must be in place no later than December 31, 2017
- Applicants That Can Renew: The applicant must be the same entity that signed the expiring grant agreement with HUD
- Activities That Can Be Renewed: A project can only request renewal of term activities:
    - Leasing
    - Rental assistance
    - Operations
    - Supportive services
    - HMIS
    - Indirect costs
    - Administration
- Amount That Can be Renewed (GIW): A project's request cannot exceed the Annual Renewal Amount for the project approved by HUD in the Grant Inventory Worksheet (GIW)
- First-Time S+C Renewals: S+C projects renewing for the first time, can request more units than the original grant if the units are documented with leases and approved in advance by HUD through the CoC Registration and GIW process
- FMR issues: Eligible renewal projects requesting rental assistance are permitted to request a per-unit amount less than the Fair Market Rent (FMR), based on the actual rent costs per unit (but not more than). This will help to reduce the number of projects receiving rental assistance that have large balances of unspent funds remaining at the end of the operating year. Renewal project applicants must ensure that the amount requested will be sufficient to cover all eligible costs, as HUD cannot provide funds beyond what is awarded through the competition. HUD will adjust leasing, operating, and rental assistance budget line items based on changes to the Fair Market Rents (FMR). All adjustments will be made prior to award announcement
- Renewal term: **1 year for all renewal projects**.

New Renewal Policies this Year to Keep in Mind:
- Renewal project applicants (for grants that have renewed at least once) may submit their renewal project applications with no changes on select screens. This change should speed application processes for applicants and review by HUD staff
- A renewal project that is PSH 100% dedicated to chronically homeless people may either become a DedicatedPLUS project or may continue to dedicate 100 percent of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically

homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements

- A renewal project that is RRH is not required to continue to serve only those participants who were in a RRH category when the project was initially funded. Therefore, if a renewing RRH project was originally funded to serve only families with children, that project, through the FY 2017 project application, may indicate it will also serve individuals if it so chooses.

A Note About Renewal Threshold Requirement: HUD assumes renewal projects meet project eligibility and quality threshold requirements because of previously approved grant applications, unless information to the contrary is received (e.g., monitoring findings, results from investigations by the Office of Inspector General, the recipient routinely does not draw down funds from LOCCS at least once per quarter, or consistently late APRs.). Eligibility threshold is determined on a pass/fail basis, and if standards are not met, the project will be rejected from the competition.

When considering renewal projects for award, HUD will review information in eLOCCS; APRs; and information provided from the local HUD/CPD Field Office, including monitoring reports and A-133 audit reports as applicable, and performance standards on prior grants; and will assess projects using the following criteria on a pass/fail basis:

- Whether the project applicant's performance met the plans and goals established in the initial application as amended
- Whether the project applicant demonstrated all timeliness standards for grants being renewed, including that standards for the expenditure of grant funds have been met
- The project applicant's performance in assisting program participants to achieve and maintain independent living and record of success, except HMIS-dedicated projects are not required to meet this standard
- Whether there is evidence that a project applicant has been unwilling to accept technical assistance, has a history of inadequate financial accounting practices, has indications of project mismanagement, has a drastic reduction in the population served, has made program changes without prior HUD approval, or has lost a project site.

HUD reserves the right to reduce or reject a funding request from the project applicant for the following reasons:

- Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon
- Audit finding(s) for which a response is overdue or unsatisfactory
- History of inadequate financial management accounting practices
- Evidence of untimely expenditures on prior award
- History of other major capacity issues that have significantly affected the operation of the project and its performance
- History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly
- History of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.

New and Modified Housing Project Types

This year HUD has created two new project types and modified the RRH project type.

DedicatedPLUS

This is a new type of PSH project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:
- Experiencing chronic homelessness
- Residing in a TH project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the TH project
- Residing in a place not meant for human habitation, emergency shelter, or safe haven, but the individuals or families experiencing chronic homelessness had been admitted and enrolled in a PH project within the last year and were unable to maintain a housing placement
- Residing in TH funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness prior to entering the project
- Residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last 3 years, but has not done so on 4 separate occasions OR
- Receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to t he VA system.

Joint TH and RRH

This is a new project type that can be created to better serve homeless individuals and families. The Joint TH and PH-RRH component project includes two existing program components–TH and RRH–in a single project to serve individuals and families experiencing homelessness.
- If funded, HUD will limit eligible costs as follows, in addition to other limitations found in the Interim Rule to: capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing; short or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project; supportive services; HMIS; and project administrative costs
- When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants
- A program participant may choose to receive only the TH unit or the assistance provided through the RRH component, but the recipient or subrecipient must make both types of assistance available.

Modified RRH

This project type has significant changes to the persons who can be served. RRH projects may serve individuals and families, including unaccompanied youth, who meet the following criteria:
- Residing in a place not meant for human habitation
- Residing in an emergency shelter;
- Persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations
- Residing in a TH project that was eliminated in the 2017 CoC Program Competition (**new this year**)

- Residing in TH funded by a Joint TH and PH-RRH component project (**new this year)** OR
- Receiving services from a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA system (**new this year)**.

Also, The NOFA no longer requires renewing RRH projects to serve only those participants who were in a RRH category when the project was initially funded. Thus, if a renewing RRH project was originally funded to serve only families with children, it may now also choose to serve individuals.

Creating New Projects

In 2017 new projects of any allowable type can be created in only two ways:
- PH bonus funding
- Reallocation of funds from renewal projects.

The following chart summarizes the eligible project types under each:

Eligible PH Bonus Projects	Eligible Reallocation Projects
1. DedicatedPLUS projects **(new this year)** 2. New PSH projects that will serve 100 percent chronically homeless families and individuals 3. New RRH projects that will serve individuals and families, including unaccompanied youth **(modified this year)** 4. Joint TH and RRH projects **(new this year)**	1. DedicatedPLUS projects **(new this year)** 2. New PSH projects that will serve 100 percent chronically homeless families and individuals 3. New RRH projects that will serve individuals and families, including unaccompanied youth **(modified this year)** 4. Joint TH and RRH projects **(new this year)** 5. New Supportive Services Only (SSO) project specifically for a Coordinated Entry system 6. New dedicated Homeless Management Information System (HMIS) project. *There is no guarantee that reallocated funding will be available, but it may be if one or more renewal projects decides not to apply or is not selected by the HAP Board for renewal, or the HAP Board reduces funding for one or more renewals.*

New Project Threshold Requirements

For new projects, the review process considers applicant and subrecipient eligibility and capacity, project eligibility, and project quality as part of the threshold review. Project Eligibility Threshold: HUD will review eligibility threshold requirements on a pass/fail standard, and if standards are not met, the project will be rejected from the competition.

Applicants and subrecipients must:
- Be eligible under the CoC Program
- Demonstrate financial and management capacity and experience to carry out the project and to administer Federal funds
- Submit required certifications
- Propose an eligible population for the project type, as designated by the CoC Program

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- Show that the project is cost-effective, with costs not deviating substantially from the norm in that locale for similar project activities
- Agree to participate in HMIS (except for victim service providers who must use a comparable database).

Project Quality Threshold: HUD will review all new project applications to determine if they meet project quality threshold requirements with clear and convincing evidence. The housing and services proposed must be appropriate to the needs of the program participants and the community.
- For new PSH or RRH projects, applications must receive at least 3 out of 4 possible points to be funded. Quality threshold factors include:
  1. Whether the type of housing, number, and configuration of units will fit the needs of the program participants
  2. Whether the type of the supportive services offered (regardless of funding source) will ensure that participants obtain or retain permanent housing
  3. Whether the plan to connect clients to benefits meets program participant needs
  4. Whether participants are assisted in obtaining and remaining permanent housing in a manner that fits their needs.
- For new Joint TH and RRH projects, applications must receive at least 3 out of 5 possible points to be funded. Quality threshold factors include:
  1. Whether the type of housing, number, and configuration of units will fit the needs of the program participants
  2. Whether the type of the supportive services offered (regardless of funding source) will ensure that participants obtain or retain permanent housing
  3. Whether the plan to connect clients to benefits meets program participant needs AND
  4. Whether participants are assisted in obtaining and remaining permanent housing in a manner that fits their needs.
  5. Whether the project adheres to a Housing First model.
- For new SSO projects for centralized or coordinated assessment systems, applications must receive at least 2 out of 4 possible points to be funded. Quality threshold factors include:
  1. Whether the system is easily accessible to all in the CoC's geography who are seeking information about homelessness assistance
  2. Whether the advertising strategy is designed to reach persons with the highest barriers
  3. Whether there is a standardized assessment process; and
  4. Whether the project ensures participants are directed to housing/services that fit their needs.

Other threshold requirements:
- Project applicants and potential subrecipients must have satisfactory capacity, drawdowns, and performance for existing grant(s), as evidenced by timely reimbursement of subrecipients, regular drawdowns, and timely resolution of any monitoring findings
- For expansion projects, project applicants must clearly articulate the part of the project that is being expanded. Additionally, the project applicants must clearly demonstrate that they are not replacing other funding sources
- Project applicants must demonstrate they will be able to meet all timeliness standards.
- HUD reserves the right to deny the funding request for a new project, if the request is made by an existing recipient that HUD finds to have significant issues related to capacity, performance, or unresolved audit/monitoring finding related to one or more existing grants. Additionally, HUD reserves the right to withdraw funds if no APR is submitted on the prior grant.

More About the Permanent Housing Bonus

- $137,092 is the maximum bonus amount this year
- Bonus projects must be ranked and tiered with other projects this year; there is no separate competition
- PSH bonus projects:
    - May use grant funds for:
        - Acquisition
        - Rehabilitation
        - New Construction
        - Leasing
        - Operations
        - Rental Assistance (must be at full FMR)
        - Supportive Services
        - HMIS
        - Indirect Costs
        - Administration
    - Must be fully dedicated to (100%) to chronically homeless individuals and families or a the populations allowed by the DedicatedPLUS project type
    - Should use a Housing First approach. Housing First is a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements, and rapid placement and stabilization in permanent housing are primary goals
    - May be single site or scattered site
    - Services must be offered based on residents needs
    - A tenant lease is required, must be for at least one year, must be renewable, and terminable only for cause.
- RRH bonus projects:
    - May use grant funds for:
        - Short term (up to 3 months) and/or medium-term (3-24 months) tenant-based rental assistance (must be at full FMR)
        - Supportive services
        - HMIS
        - Indirect Costs
        - Administration
    - May serve homeless individuals and families, including unaccompanied youth, that meet the above expanded categories
    - Lease is required; must be renewable, for a term of at least one year (regardless of the length of assistance provided), and terminable only for cause.
    - Project must:
        - Limit rental assistance to no more than 24 months per household
        - Limit services to no more than 6 months after rental assistance stops
        - Re-evaluate at least once per year whether the project participant continues to lack the resources and support networks necessary to retain housing without CoC assistance

- Offer supportive services (may include any eligible CoC Program supportive service). Project participants should have access to a wide array of supportive services designed to help them retain stable, long-term housing
- Require project participants to meet with a case manager at least monthly.
  - Project may (in line with written RRH program standards adopted by the HAP):
    - Set a maximum amount or percentage of rental assistance that a project participant may receive
    - Set a maximum number of months (up to 24 months) that a project participant may receive rental assistance
    - Set a maximum number of times that a participant may receive rental assistance
    - Require project participants to share in the costs of rent.
- Joint TH and RRH bonus projects (see above).

More About New Projects Funding Through Reallocation

HUD expects the CoC to critically review all renewal projects and to reallocate funds when doing so will help reduce homelessness.

New PSH, RRH, and Joint TH and RRH Projects Created Through Reallocation

The program requirements are the same as for PSH, RRH, and Joint TH and RRH bonus projects above. However, the potential funding is limited not by the bonus amount, but by the amount of funds that the HAP Board decides to reallocate, if any.

New HMIS Project

- Grant funds may be used for:
  - HMIS
  - Indirect Costs
  - Administration
- The CoC's HMIS Lead Agency is the only agency that can apply for this funding.

New Coordinated Entry Project

- Coordinated entry is defined to mean a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool
- Grant funds may be used for:
  - Supportive services
  - Indirect Costs
  - Administration.

New Projects Created Through Expansion of Existing Projects

New this year, HUD will allow applicants to apply for a new expansion project under the reallocation

process or PH bonus in order to expand existing eligible renewal projects that will increase the number of units in the project or allow the recipient to serve additional persons. Project applicants that intend to submit a new reallocation or PH bonus project for the purposes of expansion must:

- Provide the eligible renewal grant number that the project applicant requests to expand on the new project application
- Indicate how the new project application will expand units, beds, services, persons served, or in the case of HMIS projects, how the current HMIS grant activities will be expanded for the CoC's geographic area AND
- Ensure the funding request for the new expansion project is within the funding parameters allowed under the reallocation process or PH bonus (i.e. not a request for TH).

If both the new expansion project and the renewal it expands are selected for funding, one grant agreement incorporating both project applications will be executed. If the renewal project application is not conditionally selected for funding, the expansion project application will not be selected.

Additional New Project Design and Implementation Issues

Funding Levels and Adjustments
- New project applications must request the full FMR amount per unit
- HUD will adjust leasing, operating, and rental assistance budget line items based on changes to the Fair Market Rents (FMR). All adjustments will be made prior to award announcement
- If the recipient has a subrecipient, it is required to share at least 50% of project administrative funds with its subrecipient(s).

Timeliness
- Proof of site control, match, environmental review, and the documentation of financial feasibility must be completed within 12 months of the announcement of the award, or 24 months in the case of funds for acquisition, rehabilitation, or new construction. The 12-month deadline may be extended by HUD for up to 12 additional months upon a showing of compelling reasons for delay due to factors beyond the control of the recipient or subrecipient
- For recipients of funds for rehabilitation or new construction:
  1. Construction activities must begin within 9 months of the later of signing of the grant agreement or of signing an addendum to the grant agreement authorizing use of grant funds for the project.
  2. Construction activities must be completed within 24 months of signing the grant agreement.
  3. Activities that cannot begin until after construction activities are completed must begin within 3 months of the date that construction activities are completed
- In order to expend funds within statutorily required deadlines, applicants funded for new sponsor-based and project-based rental assistance must execute the grant agreement and begin providing rental assistance within 2 years. However, HUD strongly encourages all rental assistance to begin within 12 months of award. Applicants unable to begin within 12 months should consult with the local HUD CPD Field Office.

New Project Grant Terms
It usually makes sense to for new and renewal projects apply for **1 year** renewable yearly to maximize funding. However, the following the following terms were allowable under the 2017 CoC NOFA:

New Projects can request 1, 2, 3, 4, 5, or 15 year grant terms, with the following exceptions:

1. Any new projects that request tenant-based rental assistance may request a **1-year, 2-year, 3-year, 4-year, or 5-year** grant term.

2. Any new project application that includes **leasing** could only request **up to a 3-year** grant term.

3. Any new projects requesting **project-based rental assistance or sponsor-based rental assistance**, or operating costs could request up to a 15-year grant term, but request up to **5 years** of funds.

4. Any of the following new projects could request **1-year, 2-year, 3-year, 4-year, or 5-year** grant terms, **operating costs, supportive services only, HMIS, and project administration**.

5. Any new project applications that requested **new construction, acquisition, or rehabilitation** had to request a minimum of a **3-year grant term and could request up to a 5-year grant** terms.

6. If an applicant requested funds for **new construction, acquisition, or rehabilitation <u>in addition to</u> requesting funds for operating, supportive services, or HMIS**, the term had to be **3 years plus the time necessary to acquire the property, complete construction, and begin operating** the project.

Match Requirements

All eligible funding costs, except leasing, must be matched with no less than **a 25 percent cash or in-kind contribution**. **No match is required for leasing**. The match requirements apply to project administration funds, CoC planning costs, and UFA costs, along with the traditional expenses—operations, rental assistance, supportive services, and HMIS.

Cash match: A recipient or subrecipient may use funds from any source, including any other federal sources (excluding CoC program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. (The recipient must ensure that the rules governing match funds allow them to be match for the CoC Program.) The cash must be used for activities that are eligible under the CoC Interim Rule.
- NOTE: **In 2017, program income CAN be used as match**. Projects must provide an estimate of how much program income will be used as match
- Funds from HUD-VASH (VA Supportive Housing program) and other Federal programs are eligible sources of match and are considered government sources. Project applicants are encouraged to include funds from these sources, whenever possible.

In-kind Match: the recipient or subrecipient may use the value of property, equipment, goods, or services contributed to the project, provided that, if the recipient or subrecipient had to pay for such items with grant funds, the costs would have been eligible. If third-party services are to be used as a match, the recipient or subrecipient and the third-party service provider that will deliver the services must enter into a memorandum of understanding (MOU)—before the grant is executed—documenting that the third party will provide such services and value towards the project.
- Services provided by individuals must be valued at rates consistent with those ordinarily paid for similar work in the recipient's or subrecipient's organization
- The MOU must establish the unconditional commitment, except for selection to receive a grant,

by the third party to provide services, the specific service to be provided, the profession of the persons providing the service, and the hourly cost of the service to be provided.

Leverage

Leverage is not being used by HUD as a scoring element in this year's competition. Thus, leverage commitments are not being required or scored by the HAP this year.

*Electronic Application (*e-snaps*)*

The following e-snaps information is a just a brief summary. Project applicants should rely on HUD's very detailed e-snaps materials as authoritative on e-snaps matters.

CoCs and applicants are <u>required</u> to apply for CoC funds electronically through HUD's *e-snaps* system. Santa Cruz County projects must participate in the Santa Cruz CoC application through *e-snaps*. The e-snaps online grant application and management system, training materials, Frequently Asked Questions, and additional resources are available at: https://www.hudexchange.info.

Questions may be submitted to HUD through the *e-snaps* Virtual Helpdesk also at: https://www.hudexchange.info.

E-snaps can be directly accessed at: https://esnaps.hud.gov/grantium/frontOffice.jsf

In essence, applicants will:

1. <u>Create a User Profile</u> (new users only): First, create a user name and password
2. <u>Project Applicant Profile</u>: Second, fill out and submit a Project Applicant Profile form AND
3. <u>Project Application</u>: Finally, register for, fill out and submit a Project Application form for each project and provide applicable attachments.

The CoC lead staff will have access in *e-snaps* to each Project Application in order to review the applications. Any changes needed will be returned to applicants for correction. CoC lead staff will not be able to directly edit Project Applications.

In 2016, the HAP Board must approve (or reject), rank, and place into Tier 1 or Tier 2 all projects correctly submitted in e-snaps. This includes PH bonus projects. If not correctly submitted, projects cannot be approved or ranked in e-snaps and thus cannot be funded.

Applicants using e-snaps must have a valid **DUNS** number and up-to-date federal **System for Award Management (SAM)** registration, formerly the Central Contractor Registry (CCR).

Again, only basic information is about e-snaps (subject to change and correction) is provided above. Therefore, it is critical that you access and review e-snaps materials at: https://www.hudexchange.info.

The Santa Cruz County Homeless Action Partnership's CoC Consultant will be available to answer questions about e-snaps at 415.458.2460. ***Before contacting the consultant, please attempt to answer your own question by reading the applicable e-snaps information or training materials.***

HUD has made a number of improvements and changes to e-snaps as follows:

1. Forms Built Into Application: Most of the required attachments for the Project Applicant Profile no longer have to be attached to the Project Application Profile. Rather HUD has hard-coded these forms into the beginning of the project applications in e-snaps. **Project applicants will not have access to the actual project application until these up-front forms are reviewed for accuracy and certified**.
2. New Lobbying Form: Federal agencies now require the submission of a signed Certification Regarding Lobbying different and separate from SF-LLL form. This form has also been hard-coded in e-snaps.
3. Updated Code of Conduct: If your organization's Code of Conduct is no longer listed on HUD's website, you must attach an updated Code of Conduct to your Project Applicant Profile. HUD strongly recommends that you attach your organization's Code of Conduct that meets all the criteria above to your Project Applicant Profile. Codes of Conduct must:
    a. Be written on company letterhead that provides the name and title of the responsible official, mailing address, business telephone number and email address
    b. Prohibit real and apparent conflicts of interest that may arise among officers, employees or agents, or any member of his or her immediate family, his or her partner or an organization that employs any of the indicated parties
    c. If applicable, the standards must also cover organizational conflicts of interest
    d. Prohibit the solicitation and acceptance of gifts or gratuities in excess of minimum value
    e. Provide for administrative and disciplinary actions for violations of such standards.
4. Prepopulated Renewal Applications: Project applicants that have renewed at least once will have the opportunity to bring forward application details from the most recent competition year and identify select screens to submit without changes.

Use of Energy Star

The HAP fully supports HUD's policy to promotes energy-efficient housing. All McKinney-Vento CoC-funded projects are encouraged to purchase and use Energy Star labeled products. Applicants constructing, rehabilitating, or maintaining housing or community facilities are encouraged to promote energy efficiency in design and operations. They are urged especially to purchase and use products that display the Energy Star label. Applicants providing housing assistance or counseling services are encouraged to promote Energy Star materials and practices, as well as buildings constructed to Energy Star standards, to both homebuyers and renters. Applicants are encouraged to undertake program activities that include developing Energy Star promotional and information materials, providing outreach to low- and moderate-income renters and buyers on the benefits and savings when using Energy Star products and appliances, utilizing Energy Star-designated products in the construction or rehabilitation of housing units, and replacing worn products or facilities such as light bulbs, water heaters, furnaces, etc., with Energy Star products to reduce operating costs. Communities and developers are encouraged to promote the designation of community buildings and homes as Energy Star compliant. For further information about Energy Star, please go to http://www.energystar.gov/.

LOCAL SANTA CRUZ 2017 CoC PROJECT EVALUATION PROCESS

Role of the Santa Cruz Homeless Action Partnership (HAP)

Applicants for new and/or renewal CoC funding in 2017 must participate in the local consolidated application being coordinated by the Santa Cruz HAP. The process includes applying for funds, providing information as needed for the consolidated application, and participating in planning meetings. The key local deadlines and requirements are listed in the attached CoC Process Timeline. Please note that the dates and requirements are subject to revision and change. The best way to keep track of such changes is to attend all the meetings; however, we will make our best effort to keep everyone informed! Technical assistance is available from the CoC Consultant at 415.458.2460.

Types of Projects Encouraged

All eligible projects are encouraged to apply for CoC funds in the local competition. Based upon HUD priorities and Santa Cruz CoC priorities the following proposal types are being encouraged:

Renewal Proposals:
*   Renewal of existing CoC projects (those expiring in 2018) that are high performing and are an effective use of funds for reducing homelessness

Reallocation Proposals:
*   Voluntary reallocation of TH projects to new PSH exclusively targeted to CH with emphasis on the longest histories of homelessness and most severe needs,[1] new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
*   Other proposals requesting reallocation of funds for new PSH exclusively targeted to CH with emphasis on the longest histories of homelessness and most severe needs, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
*   Proposals requesting reallocation of funds for expansion of coordinated entry and HMIS projects to the extent justified by unmet operational costs for those programs.

Permanent Housing Bonus Proposals
*   New PSH serving exclusively CH individuals and families with emphasis on the longest histories of homelessness and most severe needs
*   New PSH DedicatedPLUS projects
*   New Joint TH and RRH projects
*   New RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA.

The following types of projects are not eligible for CoCs like ours under HUD's rules:

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[1] See CPD Notice 14-012 on prioritizing persons with experiencing chronic homelessness for more details at: https://www.hudexchange.info/resources/documents/Notice-CPD-14-012-Prioritizing-Persons-Experiencing-Chronic-Homelessness-in-PSH-and-Recordkeeping-Requirements.pdf. The CoC has adopted this policy.

- Emergency shelter
- Homelessness prevention
- New transitional housing
- New supportive services only.

Notice Regarding Potential Reallocation of Funds

Please be aware that the HAP will review all renewal grants and may reallocate funds if it finds that one or more renewal project is under performing, obsolete, or ineffective, or that reallocation would reduce homelessness. See above for the types of projects that are eligible to receive reallocated funds.

Encouragement of Voluntary Reallocation of Transitional Housing to Permanent Supportive Housing or Rapid Rehousing

In order to encourage projects to voluntarily align themselves with HUD priorities and local priorities under *All In: Toward a Home for Every Santa Cruz County Resident*, existing transitional housing projects that voluntarily wish to convert their project to new PSH exclusively targeted to CH with emphasis on the longest histories of homelessness and most severe needs, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA, will be given priority by the HAP Governance Board in accessing the funds reallocated from their existing project.

Any such project must complete a new project application as part of the local competition and will be scored on the basis of that application.

Encouragement of New Applicants and Technical Assistance for Applicants

The HAP is open to and encourages applications from entities that have not previously been awarded CoC funds. Any prospective or new applicants are requested to contact the HAP CoC Consultant at 415.458.2460 for a special phone briefing and orientation to the CoC application goals, requirements and process. In addition, prospective and new applicants will be invited to participate in all of the process steps below, including the Applicant Technical Assistance Session and on-call technical assistance being made available to all applicants.

Basic Local Evaluation Process Steps, Local Deadlines, Decision Minutes, Notice to Applicants, and Website Posting of Priority Listings

- CoC staff issue an internal (Santa Cruz County) notice of funding with an application timeline specifying key requirements, criteria, dates, and deadlines.
- CoC Consultant holds a Technical Assistance Session to brief all prospective, new, and existing applicants about the requirements and process and to make sure every applicant has the necessary information and evaluation and application-related materials to apply.
- CoC Consultant furnishes on-going technical assistance to all applicants via phone and e-mail regarding technical requirements and *e-snaps*.

- The CoC requires that local Project Proposals using HAP-created evaluation forms with required attachments (such as renewal APRs) be submitted for review and ranking by the HAP Board.
- The HAP Board meets to approve or reject, score, rank, and place in Tier 1 or Tier 2 renewal and new project applications (including bonus projects), and to hear applicant presentations.
- The CoC provides notice to applicants regarding project approval or rejection, rank order, tier placement, and any reduction (at least 15 days before the HUD deadline). Minutes of the decisions will be made available to all CoC Members, and will posted online with the Project Priority listings.
- The CoC requires that all Project Applications be submitted in *e-snaps* with all HUD-required forms (CoC staff will review the Project Applications and may amend them back in e-snaps for correction and re-submission).
- The Collaborative Applicant submits the final 2017 CoC application in e-snaps to HUD, including the CoC Application, Project Applications, and Project Priority Listings.

Please see the attached 2017 CoC Process Timeline for further details about the process steps.

HAP Board Rating and Ranking and Publicly Announced Objective Criteria

HUD requires that the community review, approve (or reject), rank, and place into Tiers 1 and 2 (if applicable) all projects submitted (including bonus projects). As in previous years, this process will be carried out by the HAP Board with members selected for (1) lack of conflict of interest, (2) knowledge of the community and homelessness issues, and (3) representative of varied geographic, subpopulation, and sector interests.

HAP Board members will engage in a fair, objective decision process that may include the following:

1. Signing the HAP Board's No Conflict of Interest Policy.
2. Reviewing, rating, and evaluating local projects using previously publicly announced objective criteria (please see the accompanying Review Criteria sheet for further details).
3. The local applications and Evaluation Criteria will include project HMIS data used to measure performance in line with national HEARTH Act performance objectives.
4. Proposal question and answer with applicants (if needed).
5. Discussion of the local applications in the context of local strategic plan and HUD priorities and needs, performance metrics, etc.
6. Vote on the approval (or rejection), rank order, and tier placement (if applicable) of each new and renewal project (including bonus projects). The majority voting process is detailed in the HAP CoC Charter.
7. As mentioned above, all applicants will receive notice regarding project approval (or rejection), rank order, Tier placement, and any reduction (at least 15 days before the HUD deadline). Minutes of the rating and ranking decisions, and bonus selection, will be made available to all CoC Members, and will posted online, along with the Project Priority listings.

Deadlines and Proposal Requirements

Please see the attached Process Timeline and Local Proposal Instructions/Checklist.

On-Call Technical Assistance: New and Existing Applicants

If you need on-call technical assistance please don't hesitate to contact the HAP CoC Consultant at **415.458.2460**. Again, all applicants may receive technical assistance, and new applicants are requested to set up a phone briefing/orientation with the CoC Consultant.

Resource Information

- **2017 CoC NOFA:**

  https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition//

- **CoC Program Interim Rule (24 CFR part 578):**
  https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version.

- **Training Resources**: www.hudexchange.info/homelessnessassistance/.
  - o Application Instructional Guides
  - o Application Detailed Instructions
  - o FAQs
- **Broadcast Information**: www.hud.gov/offices/adm/grants/fundsavail.cfm.
- **HUD Exchange e-snaps AAQ**: https://www.hudexchange.info/get-assistance/.
- **To join the HUD listserv**: www.hudexchange.info/mailinglist.

Attachments:

1. Local CoC Process Timeline
2. Local Objective Project Rating and Scoring Criteria
3. Local Proposal Instructions and Checklist

ATTACHMENTS

Local CoC Process Timeline

Each year, the Homeless Action Partnership (HAP) administers the Continuum of Care (CoC) Program Competition for HUD funds. This calendar serves as a guide for CoC applicants who are considering applying for new or renewal funds from HUD. Please note that the dates are tentative and may change according to the requirements of the 2017 CoC application process. Please contact Julie Conway at 831.454.5162 or Julie.Conway@santacruzcounty.us, or the HAP CoC Consultant at 415.458.2460 with any questions.

Step	Date
PIT homeless population count	January 23
PIT housing inventory count	January 23
Deadline for HAP to submit CoC Registration in e-snaps	May 1
Deadline for HAP to submit initial GIW to HUD Field Office	May 4
Deadline for HAP to submit PIT count of homeless population in HDX	May 5
Deadline for HAP to submit housing inventory charts (HIC) in HDX	May 5
Deadline for HAP to submit CoC Review in e-snaps	June 2
Deadline for HAP to submit system performance measure (SysPM) in HDX	June 5
Deadline for HUD posting of final GIW HUD Exchange website	June 9
HUD releases 2017 CoC NOFA	**July 14**
HAP releases initial notice of local CoC evaluation/application process	July 14
HUD releases 2016 CoC e-snaps applications	**July 18**
Technical assistance available from Tony Gardner	Ongoing
Applicant TA Session to review HUD and local requirements & Santa Cruz local application	**July 26, 10:30-12:00**, Location: United Way, 4450 Capitola Rd., Capitola
Deadline for applicants to submit local evaluation materials (via e-mail) and HUD applications (via e-snaps) (at least 30 days before HUD deadline)	**August 23, 5 pm** submit local applications to julie.conway@santacruzcounty.us and tonygardnerconsulting@yahoo.com. Submit HUD e-snaps application at https://www.hudexchange.info
HAP meeting (includes work on CoC Application questions)	**September 6, 10:30-12:00**, Location: United Way, 4450 Capitola Rd., Capitola
CoC Board meeting to evaluate, approve or reject, and rank/tier CoC projects	**September 6, 10:30-12:00**, Location: United Way, 4450 Capitola Rd., Capitola
Written approvals/denials/reductions with explanation sent to applicants (at least 15 days before HUD deadline)	September 7
Applicant appeals period	September 7 - September 11 submit written appeals to applications to julie.conway@santacruzcounty.us and tonygardnerconsulting@yahoo.com.
Deadline for HAP to send appeals decisions	September 12 (appellants to receive written e-mailed decision with explanation)
Project Priorities List finalized	September 13
HAP submits BOS letter re CoC application approval	September 13
BOS approval of CoC application	September 26
Deadline for HAP to post CoC Application on website and to notify community members it is a available	September 26 (2 days before HUD deadline)
HUD deadline for submission of consolidated CoC Application in e-snaps	**September 28 4:59 PST**

Local Objective Project Rating and Scoring Criteria – 100 Points Possible

The following objective rating and scoring criteria are aligned with the priorities of *All In: Toward a Home for Every Santa Cruz County Resident*. They were developed by the HAP for use by the HAP Board in rating and ranking new and renewal proposals CoC funds. Each Local Project Proposal will be scored using the following publicly announced objective criteria. The HAP Board will use the scores to help determine whether each proposal is approved (or rejected), its rank order, and whether it is placed in Tier 1 or Tier 2 (if applicable), or is selected for the PSH bonus (if applicable). Each scoring criterion relates to a particular question in the Local Project Proposal Form (new and renewal).

1. **Housing/Project Type (5 points possible)**
   5 points, including –
       5 points for:
           (a) Renewal projects of the following types:
               a. PSH serving 100% chronically homeless persons with emphasis on the longest histories of homelessness and most severe needs
               b. PSH serving 100% chronically homeless persons that choose to transition to the new DedicatedPLUS project type
               c. RRH for homeless individuals or families, including unaccompanied youth, including projects that expand their project eligibility as allowed by the FY 2017 CoC NOFA
               d. Coordinated entry projects.
           (b) New projects of the following types proposing to use funds reallocated from renewals or PH bonus funds:
               a. PSH serving 100% chronically homeless persons with emphasis on the longest histories of homelessness and most severe needs
               b. PSH of the new DedicatedPLUS project type
               c. Joint TH and RRH projects
               d. RRH for homeless individuals or families, including unaccompanied youth, including projects that expand their project eligibility as allowed by the FY 2017 CoC NOFA.
       2.5 points for:
           (a) Renewal projects of the following types:
               a. TH projects
               b. PSH projects that are <u>not</u> dedicated 100% to chronically homeless persons with the longest histories of homelessness and most severe needs or are not DedicatedPLUS projects
               c. HMIS projects.
           (b) New projects of the following types proposing to use funds reallocated from renewals or PH bonus funds:
               a. Coordinated entry and HMIS expansion grant projects
               b. PSH projects that are <u>not</u> dedicated 100% to chronically homeless persons with the longest histories of homelessness and most severe needs or are not DedicatedPLUS projects.
       0 points for:
           – All other projects.

*Where to look on the renewal application: **Application Question 3** (staff have totaled points for you)*
*Where to look on the new project application: **Application Question 3** (staff have totaled points for you)*

2. Consistency with the Strategic Priorities and Action Strategies of the Strategic Plan, *All In* (15 points possible)
How does your proposed project help meet the strategic priorities and actions strategies of *All In: Toward a Home for Every Santa Cruz County Resident*? Please identify strategic priorities and action strategies (and any other plan goals) the project will address will address.

*Where to look on the renewal application: **Application Question 10***
*Where to look on the new project application: **Application Question 9***

3. Project Quality, Readiness & Appropriateness (5 points possible)
Explain how your project's design and mix of services and/or housing are appropriate for serving the population it intends to serve. How are the project's budget, staffing, and administrative structure realistic for the proposed program?

*Where to look on the renewal application: **Application Question 11***
*Where to look on the new project application: **Application Question 10***

4. Program Goals, Design, Renewal HMIS Performance Metrics (20 points possible)
HMIS projects and first-year projects without a full year of APR data will automatically get 12 points.
For Renewal Projects: Please provide the performance metric information requested from your last HMIS-generated APR relating to these questions:
Housing Stability: (7 points)
- For PSH, did you meet the standard in helping leavers and stayers combined retain permanent housing for 7 months or more? HUD and CoC Performance Standard **– at least 80%**
- For transitional housing and RRH, did you meet the standard in helping leavers find and move into permanent housing? HUD and CoC Performance Standard **– at least 80%**

Income: (5 points - 2.5 pts. per question)
- For all projects except HMIS, did you meet the standard in helping leavers and stayers combined maintain or increase income from employment AND non-cash benefits from mainstream sources? CoC Performance Standard **– at least 75%**
- For all projects except HMIS, did you meet the standard in helping ADULT leavers and stayers combined maintain or increase income from employment ONLY? CoC Performance Standard **– at least 25%**

Non-Cash Mainstream Benefits: (2 points)
- For all projects except HMIS, did you meet the standard in helping leavers and stayers combined maintain or increase at least one source of non-cash benefits? CoC Performance Standard **– at least 50%**

Program Occupancy: (2 points)
- For all projects except HMIS, did you meet the standard in ensuring that average program occupancy met CoC standard. CoC Performance Standard **– at least 90% for the year**

Returns to Homelessness: (2 points)
- For all projects except HMIS, did you meet the standard in ensuring that leavers did not exit to non-permanent destinations (e.g., shelters, transitional housing, hotels, motels, and the streets). CoC Performance Standard **– no more than 20%**

Length of Stay: (2 points)
- For PSH only, did you meet the standard by <u>increasing</u> the annual average LOS in permanent housing for leavers and stayers combined? **– higher LOS average than previous APR year**
- For TH and RRH only, did you meet the standard by <u>decreasing</u> the annual average LOS in TH or RRH for leavers? **– lower LOS average than previous APR year**

Renewal applicants get full points for each measure if they met the performance target, half points if they missed the target by 10% points or less, and 0 points if they missed the target by 10% points more.

For New PH Projects Only: Please briefly identify:
- Your program goals to be measured annually in the HUD Annual Performance Report (APR);
- Where your homeless participants will come from;
- Your outreach plan to bring participants in;
- The types and frequency of services participants will receive;
- How participants will be helped to obtain and remain in permanent housing; and
- How participants will be helped to increase their employment and income and live independently.

For New Coordinated Entry Projects Only: Please briefly identify:
- The geographic accessibility of the proposed system for all persons within the CoC's geographic area who are seeking information regarding homeless assistance;
- The strategy for advertising the project that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
- The standardized assessment process proposed (or the process to choose a standardized assessment system); and,
- Whether/how the system will ensure that program participants are directed to the appropriate housing and services to fit their needs.

*Where to look on the <u>renewal application</u>: **Application Question 12***
*Where to look on the <u>new project application</u>: **Application Question 11***
(Note that the new project application (permanent supportive housing, rapid re-housing, coordinated entry or HMIS) focuses on goals and design; renewal application looks at performance and outcomes)

5. Housing First Emphasis (10 points possible)
As the question is not applicable to HMIS, HMIS projects will automatically get 8 points.
Serving People with the Highest Barriers to Housing (6 points):
To what extent does your project embrace the following Housing First approaches?
1. Does the project prioritize client selection based on duration of homelessness and vulnerability?
2. Does the project accept all clients regardless of substance use history, or current use?
3. Does the project accept clients who are diagnosed with, or show symptoms of, a mental illness?
4. Does the project accept clients regardless of criminal history?
5. Does the project accept clients regardless of income or financial resources?
6. Does the project use a harm-reduction model for drugs and/or alcohol use?
Each "yes" response receives 1 point; each "no" response receives 0 points.

Removing Barriers to Housing (4 points)
To what extent does your project eliminate the following barriers to housing?
1. Must have minimum income

2. Must have current employment
3. Must have state issued photo id
4. Must show sobriety (drugs or alcohol)
5. No presenting of symptoms of mental illness
6. Must have transportation
7. Must have specific disabling condition (e.g., MH, SA, HIV/AIDS)
8. Must show use medication

Each non-checked ("no") response receives 1/2 point; each checked ("yes") response receives 0 points.

Where to look on the renewal application: **Application Question 13**
Where to look on the new project application: **Application Question 12**

6. Agency/Collaborative Capacity (10 points possible)

Briefly explain the type and length of experience of all organizations involved in implementing the proposed project, including the project sponsor, housing and supportive service providers, and any key subcontractors. Describe experience directly related to their role in the proposed project as well as their overall experience working with homeless people. For projects contracting for and overseeing the construction or rehabilitation of housing, leasing housing, or administering rental assistance, describe experience, as applicable.

Where to look on the renewal application: **Application Question 14**
Where to look on the new project application: **Application Question 13**

7. Budget and Cost Effectiveness (10 points possible)

Does your project comparatively "deliver" enough per person given its costs? Please explain how your costs per person are all necessary and reasonable. For new permanent housing projects only: Does the budget help meet the CoC goal of emphasizing *housing activities* (percentage of HUD new project dollars requested for housing activities [leasing and operations] versus *services activities* [case management] not including admin?

Where to look on the renewal application: **Application Question 15**
Where to look on the new project application: **Application Question 14**

9. Addresses Chronic Homeless Population (10 points possible)

HUD defines chronically homeless as:
(1) An individual who: (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; (2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) A family with a head of household who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Points will be for the percentage of clients to be served who are homeless under HUD's definition as follows:

10 points – 100% served are chronically homeless (note: PH bonus projects must serve 100% chronically homeless)
7.5 points – 70-99%
5 points – 50-69%
2.5 points – 25-49%
1 point – 1-24%
0 points – 0%.

*Where to look on the renewal application: **Application Question 16***
*Where to look on the new project application: **Application Question 15***
(staff have already totaled these points for you)

10. Mainstream Resources (10 points possible)

Please check each strategy your program uses to help clients access federal mainstream benefits, including Medicaid; State Children's Health Insurance Program; TANF (CalWORKS); Food Stamps; SSI; Workforce Investment Act; *Employment Income*; Welfare to Work Grant Programs; and, Veterans Health Care. Points will be allocated as follows:
10 points – 7 - 8 strategies used
8 points – 5 - 6 strategies used
6 point – 3 - 4 strategies used
4 points – 2 strategies used
2 point – 1 strategy used
0 points – 0 strategies used.

*Where to look on the renewal application: **Application Question 17***
*Where to look on the new project application: **Application Question 16***
 (staff have already totaled these points for you)

11. Community Collaboration and Participation (5 points possible) *Please note: There is no need to submit a narrative response. Sub-scores will be determined by HAP staff based upon appropriate HAP and documentation for the period from October 15, 2015 to the present time.*
Does the applicant agency participate in Homeless Action Partnership activities mandated by HUD, as follows?
1. HAP meeting participation: 3 points possible
    a. 0 points: Agency attends 0% to 24% of full HAP meetings.
    b. 1 point: Agency attends 25% to 49% of full HAP meetings.
    c. 2 points: Agency attends 50% to 74% of full HAP meetings
    d. 3 points: Agency attends 75% to 100% of full HAP meetings.
2. HMIS participation: 2 points possible
    a. 0 points: No data submitted to HMIS
    b. 1 point: Has data in HMIS for some (less than 100%) of housing programs listed in the homeless housing inventory
    c. 2 points: Has data in HMIS for all (100%) of housing programs listed in the homeless housing inventory.

*Where to look on the renewal and new applications: **No question/response on the applications** (staff have already totaled these points for you using relevant data on the applicant's HAP and HMIS participation)*

Local Evaluation/Application Instructions and Checklist

1. LOCAL PROJECT PROPOSAL

Deadline: **Wednesday, August 23, 5 pm**
Submit via e-mail (no paper copies) to: **(tonygardnerconsulting@yahoo.com) &
(julie.conway@co.santa-cruz.ca.us)**

☐ Completed Local Evaluation/Application for your type of project: (1) renewal project, or (2) new
project.
    Local Attachments:
    ☐ Most recently completed CoC Annual Progress Report (APR) *(renewal projects only)*
    ☐ Any HUD Letters with HUD Monitoring Findings, dated 1/1/15 or later, relating to your
    project including follow correspondence *(renewal projects only)*
    ☐ Latest Independent Audit, only if available *(all projects)*
    ☐ Summary of any agency client surveys or focus groups conducted in the previous two
    program years, only if available *(all projects)*
    ☐ Match letters, need not be submitted but must available for HUD review.

2. HUD ELECTRONIC APPLICATION (E-SNAPS)
Deadline: **Wednesday, August 23, 5 pm**
Submit via e-snaps: https://esnaps.hud.gov/grantium/frontOffice.jsf **(No need to submit paper or e-
mail to Tony & Julie)**

☐ Project Application, including all required charts, narratives, certifications, and attachments.

*****
Please contact the HAP CoC Consultant at 415.458.2460 if you have any questions.

Subject: Re: Local Application Materials - 2017 CoC Homeless Assistance Competition

From: Bob Russell (bob@ctagroup.org)

To: tonygardnerconsulting@yahoo.com; emma@ctagroup.org;

Date: Thursday, July 27, 2017 2:41 PM

Thanks, Tony. Emma will update the HAP website.

On Thu, Jul 27, 2017 at 2:29 PM, tony gardner <tonygardnerconsulting@yahoo.com> wrote:
> Yes, Please! Thanks!
>
> *Tony Gardner Consulting*
> P.O. Box 205
> Fairfax, CA 94978
> 415.458.2460 land
> 415.717.9336 mobile tonygardnerconsulting@yahoo. com

From: Bob Russell <bob@ctagroup.org>
To: tony gardner <tonygardnerconsulting@yahoo. com>
Sent: Thursday, July 27, 2017 1:35 PM
Subject: Re: Local Application Materials - 2017 CoC Homeless Assistance Competition

Tony,

Do you want these forms posted on the HAP web site?

Bob

On Thu, Jul 27, 2017 at 11:41 AM, 'tony gardner' via Santa Cruz Homeless Action Partnership <SantaCruzHAP@ctagroup.org> wrote:
> Hi All,
>
> Thank you to everyone who attended yesterday's Applicant Orientation Session for 2017 Continuum of Care funding.
>
> As promised, attached please find the the local application packet materials that were handed out.
>
> If you have any question, please do let me know.
>
> Thanks you,
>
> Tony Gardner
> HAP CoC Consultant
>
> *Tony Gardner Consulting*
> 415.458.2460 land

HMIS Log In User Central Training HAP Help

Santa Cruz County's Continuum of Care: the HAP

HAP
homeless
action
partnership

The Santa Cruz County's Continuum of Care is known as the Homeless Action Partnership (HAP). The HAP is a broad-based,

community-wide action team that implements a Continuum of Care (CoC) strategy for resolving homelessness.

The HAP's vision is that all Santa Cruz County residents will have the stable housing and appropriate services they need to live in dignity and reach their highest potential. Read more

2017 CoC NOFA information

HAP Applicant TA Session 7-26-17 Agenda
Santa Cruz CoC Application Timeline
CoC_GIW_CoC_CA-508-2017
CoC Competition Policy and Procedures
HAP 2017 New Project Application Form
HAP 2017 Renewal Project Proposal Form
Match Form
Request for Applications (RFA) for ESG
Local Application Form Emergency Solutions Grant (ESG) funds
Corrected Local RFA Document for ESG Funding
State ESG Applications – 2016 PIT, HIC, and System Performance Data

All In – Santa Cruz County 10 Year Strategic Plan

Hi All,

Thank you to everyone who attended yesterday's Applicant Orientation Session for 2017 Continuum of Care funding.

As promised, attached please find the the local application packet materials that were handed out.

If you have any question, please do let me know.

Thanks you,

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
415.458.2460 land
415.717.9336 mobile tonygardnerconsulting@yahoo.com

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Attachments

- HAP Applicant TA Session 7-26-17 agenda.pdf (103.85KB)
- Santa Cruz 7-19-2017 Updated CoC Application Timeline.docx (160.83KB)
- CoC_GIW_CoC_CA-508-2017_CA_2017_20170606.xlsx (13.04KB)
- Updated HAP 2017 CoC Competition Policies and Procedures.doc (264.00KB)
- Corrected HAP 2017 Renewal Project Proposal Form.doc (137.00KB)
- Corrected HAP 2017 New Project Application Form.doc (144.50KB)
- Match format.docx (69.52KB)

Hi All,

As we informed you in a July 14 e-mail, the U.S. Department of Housing and Urban Development (HUD) has released the 2017 Continuum of Care Notice of Funding Available (CoC NOFA), launching the national CoC Program Competition. This e-mail is to provide you with notice that, as HUD requires, the Homeless Action Partnership (HAP) will be conducting the local Santa Cruz County process for selecting local CoC projects to submit to HUD.

This year, the Santa Cruz County CoC will be applying for approximately $2.3 million for new and renewal projects that meet HUD requirements and priorities, and meet the local priorities under our strategic plan, *All In: Toward a Home for Every Santa Cruz County Resident.* The process is open to new projects and renewal projects (requesting continuation of a previous CoC grant), and to qualified agencies that have never before received CoC funding as well as agencies which currently receive CoC funds.

To orient potential and existing applicants to local project evaluation process and materials, the HAP will hold an Applicant Orientation Session the following date, time, and location:

Wednesday, July 26, 10:30-12:00 pm.
United Way Conference Room
4450 Capitola Rd.
Capitola California

Please RSVP via return e-mail. Local process materials will be provided at the meeting and via e-mail. All potential or existing CoC project applicants are strongly encouraged to attend the the Applicant Orientation Session. The local evaluation process initiated by this Applicant Orientation Session will be used to select (or reject) projects for CoC funds and determine their rank order (and tiering).

The Applicant Technical Assistance Session will be an opportunity to receive in-person information about:

- The local competition priorities and process
- The relationship between the local CoC competition and the forthcoming national competition
- The local evaluation and application materials
- The timeline for completing your local application
- And the role of the HAP Governance Board in ranking and tiering projects.

For your information, attached please find the draft local CoC Process Timeline (which is subject to change).

Also, for further HUD information, please go to the 2016 CoC Program Competition page at: https://www.hudexchange.info/e-snaps/fy-2016-coc-program-nofa-coc-program-competition.

Please feel free forward this notice to anyone you believe may be interested in applying for CoC funds to serve persons experiencing homelessness in Santa Cruz County.

If you have any questions, please don't hesitate to let me know.

Thanks you very much.

Tony Gardner
HAP CoC Consultant

Tony Gardner Consulting
415.458.2460 land
415.717.9336 mobile tonygardnerconsulting@yahoo.com

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Attachments

- Santa Cruz 7-17-2017 Draft CoC Application Timeline.docx (158.50KB)

SANTA CRUZ COUNTY HOMELESS ACTION PARTNERSHIP

The following sections are excerpted from the Homeless Action Partnership (HAP) Policies and Procedures Manual: 2017 Local Continuum of Care Project Evaluation and Application Process, p. 22, which was made publically available on July 26, 2017 at the HAP Applicant Technical Assistance Session, and posted on the public HAP webpage on July 27, 2017.

Notice Regarding Potential Reallocation of Funds

Please be aware that the HAP will review all renewal grants and may reallocate funds if it finds that one or more renewal project is under performing, obsolete, or ineffective, or that reallocation would reduce homelessness. See above for the types of projects that are eligible to receive reallocated funds.

Encouragement of Voluntary Reallocation of Transitional Housing to Permanent Supportive Housing or Rapid Rehousing

In order to encourage projects to voluntarily align themselves with HUD priorities and local priorities under *All In: Toward a Home for Every Santa Cruz County Resident*, existing transitional housing projects that voluntarily wish to convert their project to new PSH exclusively targeted to CH with emphasis on the longest histories of homelessness and most severe needs, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA, will be given priority by the HAP Governance Board in accessing the funds reallocated from their existing project.

Any such project must complete a new project application as part of the local competition and will be scored on the basis of that application.

Encouragement of New Applicants and Technical Assistance for Applicants

The HAP is open to and encourages applications from entities that have not previously been awarded CoC funds. Any prospective or new applicants are requested to contact the HAP CoC Consultant at 415.458.2460 for a special phone briefing and orientation to the CoC application goals, requirements and process. In addition, prospective and new applicants will be invited to participate in all of the process steps below, including the Applicant Technical Assistance Session and on-call technical assistance being made available to all applicants.

Continuum of Care Governance Charter

Overview

A Continuum of Care (CoC) is the group organized to coordinate homeless housing, service, and prevention activities within a defined geographic area. A CoC Charter is required by the federal Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) to define the structure and responsibilities of the CoC. Key areas of CoC responsibility defined under the HEARTH Act include:
- Operating the CoC
- Designating and operating an HMIS
- CoC planning.

Within the geographic area encompassing all of Santa Cruz County, the CoC role and responsibilities is fulfilled by a community-wide action team called the Homeless Action Partnership (HAP). This document, developed by the HAP in consultation with the Collaborative Applicant and Homeless Management Information System (HMIS) Lead, sets forth the HAP's structure and policies for operating a CoC in Santa Cruz County.

Homeless Action Partnership

Membership:
The HAP membership consists of the following categories and seats. There is no fixed number of seats and members may represent more than one category. HAP staff will maintain a current HAP member list.

Category	Category
Nonprofit homeless service providers	Social service providers
Victim service providers	Mental health agencies
Faith-based organizations	Hospitals
Government (staff representatives): City of Watsonville City of Santa Cruz City of Scotts Valley City of Capitola County of Santa Cruz Human Services Department County of Santa Cruz Health Services Agency County of Santa Cruz Planning Department	Universities/Research
Businesses	Affordable housing developers
Advocates	Law enforcement
Public housing agencies	Organizations that serve homeless or formerly veterans
School districts	Homeless and formerly homeless persons/Interested citizens

Annual Invitation:
The HAP (through staff) will issue an invitation/application for new members at least once per year. The goal of the invitation will be to ensure that any gaps in the above categories are filled, and to engage other categories and groups the HAP from time to time determines should be included. The HAP will review and approve new membership candidates as often as needed, but at least once per year.

Meetings/Decision Process:
The HAP meets at least 6 times per year. A meeting notice and agenda are provided at least one week before the meeting.

HAP decisions are made through consensus. However, in cases where consensus cannot be reached, the decision will be subject to a simple majority vote. For a vote to take place, there must be a quorum. A quorum is defined as a majority the current HAP members. There are two alternative ways to achieve a quorum: (1) quorum of current members, or (2) quorum of member categories. A quorum may also be achieved through remote technology, including but not limited to phone calls, conference calls, e-mail, and web conferencing.

In the case of a vote, organizational members will get only one vote (although multiple people from any given organization may attend).

Officers:
The HAP will appointed two co-chairs, one from the public (government) sector and one from the private (nonprofit or for profit) sector. The responsibilities of the co-chairs should be to help staff develop meeting agendas and to chair HAP meetings (though staff will facilitate the meetings and present agenda items).

The co-chair terms will be two years. A co-chair may be appointed for a subsequent term if the HAP desires. Nominees for vacancies will be approved by the full HAP. The co-chair terms will be staggered so that both don't change in the same year. To provide for staggering, the first government co-chair term under this Charter will be a special tree-year term; thereafter, the government co-chair term will revert to two years.

HAP Board

A HAP Board is established to act on behalf of the HAP. HAP Board members must be non-conflicted and the HAP Board membership must representative of the relevant organizations and projects serving homeless people in Santa Cruz County. By August 30, 2014, the HAP will adopt and follow a separate written process for selection and operation of the HAP Board.

HAP Board Membership:
The HAP Board will have 9 members, including 4 local governments seats, 4 nonprofit/private/other seats, and 1 homeless or formerly homeless seat. The following lists the HAP Board member categories and subpopulation sectors/geographic areas represented. HAP staff will maintain a current HAP Board member list.

Category	Subpopulation Sector/Geographic Area
Local Government Representatives	
1. County of Santa Cruz	Health Mental Health/ Social Services/Countywide
2. City of Santa Cruz	General Population/North County
3. City of Watsonville	General Population/South County
4. Additional City	General Population/North County
Nonprofit/Private/Other Representatives	
5. United Way	General Population/Countywide
6. Mountain Community Resources	Families/San Lorenzo Valley
7. VA Medical Center – Santa Cruz Office	Veterans/Countywide
8. Watsonville Law Center	Immigrants/South County
Homeless or Formerly Homeless Person	
9. Individual	Homeless people/Countywide

HAP Board Member Selection:
Each year, the HAP will fill vacancies in the above based upon the separate written process to be developed referenced above. Each year, staff will identify a balanced list of candidates for HAP approval.

Conflict of Interest:
No HAP Board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents. All HAP Board members must sign a code of conduct/conflict of interest and recusal statement prior to taking part in HAP Board activities.

HAP Board Responsibilities:
The HAP Board will be empowered to act for the HAP. Key HAP Board responsibilities will include:
- Review, approve, and oversee CoC applications
- Review, rate, certify, and oversee ESG projects
- Approve the CoC Charter
- Approve any changes to the charter and HAP structure
- Approve annual changes to HAP membership
- Approve any changes to the CoC Collaborative Applicant
- Approve any changes to the HMIS Lead or HMIS software
- Decide any significant issues or problems that arise in the HAP.

Other CoC roles (see below) will be retained by the full HAP, although in all respects the HAP Board can act on behalf of the HAP.

Meetings:
The HAP Board will meet at least twice per year, or as often needed to carry out its responsibilities.

Jurisdictional Executive Committee

The Executive Committee coordinates inter-jurisdictional (City and County) activity on homelessness.

Composition:
- Cities (Capitola, Santa Cruz, Scotts Valley, Watsonville)
- County Departments (County Executive, Health Services, Human Services, Planning).

Meetings:
The Executive Committee will meet twice a year, in the Spring and Fall.

Responsibilities:
- Coordinates inter-jurisdictional activity and communication on homelessness
- Reviews and approves the local budget, including jurisdictional sharing, for homelessness activities, including HAP staffing, Homeless Census, Winter Shelter, and other activities as needed
- Receives reports and updates on CoC and legislative issues impacting the jurisdictions.

HAP Roles and Responsibilities

As mentioned above, the HAP will be responsible for operating the CoC, designating and operating an HMIS, and CoC planning. Within these areas, HAP roles and responsibilities will include all of the following:
- Appointing working committees
- Appointing the Collaborative Applicant (currently the County Planning Department)
- Developing and approving CoC policies and procedures

- Establishing and tracking CoC and project performance measures
- Coordinating with the Emergency Solutions Grant projects and Consolidated Planning
- Coordinating with mainstream programs serving homeless people
- Coordinating with schools and educational programs that serve homeless children
- Developing centralized or coordinated assessment
- Approving any HMIS Charters, agreements, and/or memoranda of understandings with the HMIS Lead Agency
- Approving any other significant changes to the HMIS project or scope of work
- Approving privacy, security, and data quality plans for HMIS
- Approving HMIS policies and procedures
- Developing and approving written standards for CoC and ESG funded programs
- Strategic planning for coordinating the housing and service system and ending homelessness
- Conducting the biennial Point-in-Time Count
- Preparing the annual consolidated CoC application
- Choosing a Unified Funding Agency (if desired)
- All other roles and responsibilities granted to CoCs by the HEARTH Act or other relevant federal law.

Updates to This Charter

This Charter will be updated at least once per year as required by the HEARTH Act. Updates will be tracked version number and date of approval.

Approval

This Charter was approved by the HAP (effective January 1, 2014) at its regular meeting held October 16, 2013.

Santa Cruz County HOMELESS MANAGEMENT INFORMATION SYSTEM

POLICIES & PROCEDURES

REVISION HISTORY

	Date	Author	Description
	09/20/04	HMIS Technology Committee	Approved: Policies & Procedures in concept
Version 1	10/20/04	HMIS Technology Committee	Approved: Policies & Procedures Manual
Version 2	02/15/05	HMIS Technology Committee	Approved: HUD required privacy language for Intake Sites, 5.4, Page 14
Version 3	02/15/06	HMIS Technology Committee	Approved: Quality Assurance policy 5.3.a, and other minor revisions
Version 4	06/21/06	HMIS Technology Committee	Approved: Service Transaction Reporting 5.3.b, Page 15; Separate Records & Assessment for Children 5.3.C, Page 15; Agency Privacy Notice 5.4, Page 16
Version 5	09/13/06	HMIS Technology Committee	Approved: Program Bed Coverage 5.3.d, Page 16, and Anonymous Client Data Entry 5.3.e, Page 17
Version 6	01/17/07	HMIS Technology Committee	Approved: Release and Disclosure of Client Data 5.4, Page 18, Related Addendum: 8.1 Baseline Privacy Notice for Homeless Organization added, Page 26, and Workstation Security 5.7, Page 20
Version 7	09/16/09	HMIS Technology Committee	Approved: Changed references to HRA as the Lead Agency to CTA

TABLE OF CONTENTS

TABLE OF CONTENTS

TABLE OF CONTENTS

Exhibits

Memorandum of Understanding
Partner Agency User Agreement
Standardized HMIS Data (Intake) Form
Standardized HMIS Data (Intake) Form (Spanish)
Standardized HMIS Exit Form
Standardized HMIS Exit Form (Spanish)
Client Informed Consent and Release of Information Authorization
Client Informed Consent and Release of Information Authorization (Spanish)

1. INTRODUCTION

This document provides the framework for the ongoing operations of the Santa Cruz County Homeless Management Information System (Santa Cruz County HMIS) Project. The Project Overview provides the main objectives, direction and benefits of the Santa Cruz County HMIS Project. Governing Principles establish the values that are the basis for all policy statements and subsequent decisions.

Operating Procedures will provide specific policies and steps necessary to control the operational environment and enforce compliance in the areas of:

Project Participation
User Authorization
Collection of Client Data
Release of Client Data
Server Security and Availability
Workstation Security
Training
Technical Support

Other Obligations and Agreements will discuss external relationships required for the continuation of this project. Forms Control provides information on obtaining forms, filing and record keeping.

2. PROJECT OVERVIEW

The long-term vision of the Homeless Management Information System (HMIS) is to enhance Partner Agencies' collaboration, service delivery and data collection capabilities. Accurate information will put the Santa Cruz County Continuum of Care Homeless Action Partnership (HAP) in a better position to request funding from various sources and help plan better for future needs.

The mission of the Homeless Management Information System of the HAP is to be an integrated network of homeless and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal requirements but also enhance service planning and delivery.

The fundamental goal of the Santa Cruz County HMIS Project is to document the

demographics of homelessness in Santa Cruz County according to the U.S. Department of Housing and Urban Development (HUD) HMIS Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of homeless persons, and the service providers who assist them in shelters and homeless assistance programs throughout the county. Data that is gathered via intake interviews and program participation will be used to complete HUD Annual Progress Reports. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, service providers, advocates, and consumer representatives.

The project utilizes a web-enabled application residing on a central server to facilitate data collection by homeless service organizations across the county. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members that meet the necessary training and security requirements.

The Santa Cruz County HMIS project lead, as assigned by the HAP, is Community Technology Alliance (CTA). CTA's Director is the authorizing agent for all agreements made between Partner Agencies and CTA. The CTA System Administrator is responsible for the administration of the central server and user access. The CTA Project Manager will provide oversight for the countywide implementation of HMIS.

The HMIS Technology Committee of Santa Cruz County HAP is responsible for oversight and guidance of the Santa Cruz County HMIS Project. This group is committed to balancing the interests and needs of all stakeholders involved: homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Access to critically needed services and housing will be easier through streamlined referrals, less duplication with intakes and assessments, and coordinated case management and improved access to benefits.

Potential benefits for agencies and program managers: Better tracking of client outcomes, coordinated services (both internally among agency programs and externally with other providers), improved client information for program design decision, and easier preparation of financial programmatic reports for funders, boards and other stakeholders.

Potential benefits for community-wide Continuums of Care (CoC) and policy makers: County-wide involvement in the project provides the capacity to generate HUD Annual Progress Reports for the CoC, and allows access to aggregate information both at the local and regional level that will assist in identification of gaps in services and determination of an unduplicated count, as well as the completion of other service reports used to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels.

3. GOVERNING PRINCIPLES

Described below are the overall governing principles upon which all decisions pertaining to the Santa Cruz County HMIS Project are based. Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

The rights and privileges of clients are crucial to the success of HMIS. These policies will ensure clients' privacy without impacting the delivery of services, which are the primary focus of agency programs participating in this project.

Policies regarding client data will be founded on the premise that a client owns his/her own personal information and will provide the necessary safeguards to protect client, agency, and policy level interests. Collection, access and disclosure of client data through HMIS will only be permitted by the procedures set forth in this document.

Data Integrity

Client data is the most valuable and sensitive asset of the Santa Cruz County HMIS Project. These policies will ensure integrity and protect this asset from accidental or intentional unauthorized modification, destruction or disclosure.

System Availability

The availability of a centralized data repository is necessary to achieve the ultimate countywide aggregation of unduplicated homeless statistics. The System Administrator is responsible for ensuring the broadest deployment and availability for homeless service agencies in Santa Cruz County.

4. ROLES AND RESPONSIBILITIES

Santa Cruz County Continuum of Care Homelessness Action Partnership

HMIS Technology Committee
- Recommendation of the Lead HMIS Agency to the HAP
- Develop a Technology Plan
- Selection of system software
- Approval of project forms and documentation
- Project direction, guidance, participation and feedback
- Advise and support funding strategies
- Review of compliance issues

Community Technology Alliance

CTA Director
- CTA signatory for Memoranda of Understanding

CTA Project Management
- Project Staffing
- Liaison with HUD
- Overall responsibility for success of the Santa Cruz County HMIS project
- Creation of project forms and documentation
- Project Policies & Procedures and compliance
- General responsibility for project rollout
- Hosting of System Software
- Selection and procurement of server hardware
- Procurement of server software and licenses
- End user licenses
- Data Monitoring
- Data Validity
- Keeper of signed Memorandums of Understanding
- Adherence to HUD Data Standards

CTA System Administration
- Domain registration
- Project Website
- Central Server Administration
    - Server Security, Configuration, and Availability
    - Setup and maintenance of hardware
    - Installation and maintenance of software
    - Configuration of network and security layers
    - Anti-virus protection for server configuration
    - System Backup and Disaster Recovery
    - User Administration
    - Add & Remove Partner Agency Super Users
    - Manage User Licenses
    - System Uptime & Performance Monitoring
    - Ongoing Protection of Confidential Data
- Application Customization
- Aggregate data reporting and extraction
- Quality Assurance Reporting
- Assist Partner Agencies Super User with agency-specific data collection and reporting needs
- Helpdesk- IT designated Staff

CTA Training Coordination
- Curriculum Development
- Training documentation
- Confidentiality Training
- Application Training for Partner Agency Super User and End Users
- Training Timetable

Partner Agency

Partner Agency Executive Director
- Authorizing agent for partner agreement (MOU)
- Designation of Super User
- Agency compliance with Policies & Procedures
- End user licenses works with CTA Project Manager
- Agency level HUD reporting

Partner Agency Super User
- Sole communicator with CTA Information Services Help Desk
- Authorizing agent for Partner Agency User Agreements
- Keeper of Partner Agency User Agreements
- Keeper of executed Client Informed Consent forms
- Authorizing agent for user ID requests
- Staff workstations
- Internet connectivity
- End user adherence to workstation security policies
- Detecting and responding to violations of the Policies and Procedures
- First level End user support
- Maintain Agency/Program Data in HMIS Application
- Ensure use of Standardized HMIS Intake & Exit Forms
- Authorized imports of client data

Agency Staff/End User
- Safeguard Client Privacy through compliance with confidentiality policies
- Data Collection as specified by training and other documentation.
- Data Entry

Conflict Resolution Committee
The Conflict Resolution Committee (CRC) will serve as the Ombudsperson for Santa Cruz County HMIS participants. While every participant in the system, including clients, should have access to the Ombudsperson, reasonable efforts should be made (and documented if possible) to obtain satisfaction by other means, including escalation within an agency and through CTA.

The current CRC members will be comprised of representatives from the County of Santa Cruz, the City of Watsonville, and the City of Santa Cruz. The CRC may be contacted through Community Technology Alliance or Continuum of Care Homeless Action Partnership Coordinator/HMIS Project Manager.

5. OPERATING PROCEDURES

5.1. Project Participation

Policies

- Agencies participating in the Santa Cruz County HMIS Project shall commit to abide by the governing principles of the Santa Cruz County HMIS Project and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding.

Procedures

Confirm Participation
1. The Partner Agency (PA) shall confirm their participation in the Santa Cruz County HMIS Project by submitting a signed Memorandum of Understanding to the CTA Project Manager.
2. The CTA Project Manager will obtain the co-signature of the CTA Director.
3. The CTA Project Manager will maintain a file of all signed Memorandums of Understanding.
4. The CTA System Administrator will update the list of all Partner Agencies and make it available to the project community and post this list on the Santa Cruz County HMIS portal. All participating Agencies will be listed on the HMIS portal.

Voluntary Termination of Participation
1. The Partner Agency shall inform the CTA Project Manager in writing 45 days prior of their intention to terminate their agreement to participate in Santa Cruz County HMIS Project.
2. The CTA Project Manager will inform the CTA Director and update the participating Partner Agency list.
3. The CTA System Administrator will revoke access of the Partner Agency staff to the Santa Cruz County HMIS. Note: All Partner Agency specific information contained in the HMIS system will remain in the Santa Cruz County HMIS system.
4. The CTA Project Manager will keep all Partner Agency termination records on file with the associated Memorandums of Understanding.

Assign Super User
1. The Partner Agency shall designate a primary contact, the Super User, for communications regarding Santa Cruz County HMIS, and

shall notify the CTA Project Manager of the Partner Agency Super User's name and contact information.

2. The CTA Project Manager will maintain a file of designated Partner Agency Super User information.
3. The CTA System Administrator will maintain a list of all assigned Partner Agency Super Users and make it available to the project staff.
4. Partner Agency Super User questions concerning software are to be directed to the CTA System Administrator only. At no time will the Partner Agency contact the software vendor directly.

Re-Assign Super User
The Partner Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment
1. Prior to allowing access to the HMIS, the Partner Agency Super User and the CTA System Administrator will meet to review and assess the security measures in place to protect client data. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director, and Partner Agency Super User.
2. Agencies shall have virus protection software on all computers that access HMIS.

5.2. User Authorization & Passwords

Policies

- Agency Staff participating in the Santa Cruz County HMIS Project shall commit to abide by the governing principles of the Santa Cruz County HMIS Project and adhere to the terms and conditions of the Partner Agency User Agreement.
- The Partner Agency Super User must only request user access to HMIS for those staff members that require access to perform their job duties. Only designated Partner Agency Super User may request and receive HMIS passwords and User IDs from CTA.
- All HMIS users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them. [See Partner Agency User Agreement.]
- Temporary, first time only, passwords will be communicated via email to the owner of the User ID.
- User specified passwords should never be shared and should never be communicated in any format.
- New User IDs must require password change on first use.
- Passwords must be at least eight (8) characters long, use at least two (2) numbers (required by software), and one (1) letter. Do not use or include the User name, the HMIS name, or the HMIS vendor's name,

and the password may not consist entirely of any word found in the common dictionary or any of the above spelled backwards.

- CTA System Administrator will determine and notify participants if passwords need to be changed. Partner Agency Super User, passwords may only be reset by the CTA System Administrator.
- Partner Agency Users (not including Partner Agency Super User), passwords should be reset by the Partner Agency Super User, but in some cases may be reset by the CTA System Administrator.

- Three (3) consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by the Partner Agency Super User.

Procedures

Workstation Security Assessment
1. Prior to requesting user access for any staff member, the Partner Agency Super User will assess the operational security of the user's workspace.
2. Partner Agency Super User will confirm that workstation has virus protection properly installed and that a full-system scan has been performed within the last week.

Request New User ID
1. When the Partner Agency Super User identifies a staff member that requires access to Santa Cruz County HMIS, a Partner Agency User Agreement (PAUA) will be provided to the Prospective User.
2. The Prospective User must read, understand and sign the PAUA and return it to the Partner Agency Super User.
3. The Partner Agency Super User will co-sign the PAUA and keep it on file.
4. The Partner Agency Super User will create the new user ID as specified, and notify the user ID owner of the temporary password via email.
5. User IDs and passwords will be issued after the Partner Agency Super User has confirmed that the Partner Agency HMIS End User has signed the PAUA form, and has attended Confidentiality Training.

Change User Access
When the Partner Agency Super User determines that it is necessary to change a user's access level they will update the user ID as needed.

Voluntary Rescission of User Access
Use the procedure referenced under Section 5.1 Project Participation, Voluntary Termination of Participation, when any HMIS user leaves the agency or otherwise becomes inactive.

Reset Password
1. When a user forgets their password or has reason to believe that someone else has gained access to their password, they must immediately notify their Partner Agency Super User.
2. The Partner Agency Super User will reset the user's password and notify the user of their new temporary password.

5.3. Collection and Entry/Exit of Client Data

Policies

- Client Data will be gathered according to the policies, procedures and confidentiality rules of each individual program and in compliance with HUD requirements.
- Partner Agency will develop program specific interview guidelines that include the HMIS data collection process, the standardized Client Informed Consent & Release of Information Authorization form, posting of privacy policy, and any additional elements the agency wishes to collect.
- Client Data may only be entered into the HMIS with client's authorization to do so.
- Client Data will only be shared with Partner Agencies if the Client consents, has signed the Client Consent form, and the signed Client Consent form must be available on request.
- Client Data will be entered for purposes of Entry or Exit into the HMIS in a timely manner within three (3) business days[*] of accessing the data.
- Client identification (Part I of the Intake Form) should be completed within three (3) business days of the initial intake.
- Record of service should be entered on the day services began or ended, or as soon as possible within the next three (3) business days.
- Required assessments should be entered as soon as possible following the assessment process and within three (3) business days.
- All Client Data entered into the HMIS will be kept as accurate and as current as possible.
- Hardcopy or electronic files will continue to be maintained according to individual program requirements.
- Hardcopies of Potential Personal Information (PPI) will be kept in a secure location (i.e. locked file cabinet), or destroyed.
- Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency. Any information updates, errors, or inaccuracies that come to the attention of the Partner Agency

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[*]A business day is equal to a weekday, Monday through Friday, excluding holidays.

will be corrected by the Partner Agency. If necessary, CTA Systems Administrator must be notified within five (5) business days of any corrections that cannot be made by the Partner Agency Super User.

- No data may be imported without the client's authorization.
- Any authorized data imports will be the responsibility of the participating agency.

Procedures

Refer to User Manual and/or Training Materials for specific data entry/exit guidelines.

5.3.a. Quality Assurance

Policies

- Client specific data shall be entered correctly to ensure quality of data, and to provide reports to agency executive management, public policy decision makers, and all relevant homeless service providers.
- Quality Assurance shall be the responsibility of the Partner Agency Super User or the designated position within the agency as defined by the Executive Director. CTA will be informed if this person is different than the designated Partner Agency Super User.

Procedures

1. CTA will provide each agency with an Exceptions reporting format, and provide the training necessary in order for the agency to be able to download and report to the appropriate parties within the agency, and to the HMIS Project Manager.
2. Partner Agency Super User will download Exception Reports weekly on Mondays.
3. Super User will be responsible for reviewing the Exception Reports, and making corrections where they have been identified within three (3) business days.
4. Super User will share the raw data from Exception Reports with authorized personnel only (those that have HMIS authorization).
5. Super User will inform the CTA designated staff if there is a problem in correcting the data within the three (3) business days.
6. CTA designated staff will verify the first (1st) Monday of each month (Tuesday's when Monday is a holiday, or a day off) that the Super User has complied with the correction of Exception Reports.

7. If the CTA designated staff finds that the monthly review shows a lack of corrections, they will E-mail the Super User and the HMIS Project Manager advising that the corrections have not been made in a timely manner, and should be corrected within five (5) business days.
8. If the CTA designated staff finds that the corrections have not been made within five (5) business days, then the CTA designated staff will inform the HMIS Project Manager, and copy the Super User.
9. The HMIS Project Manager will communicate with the Super User and provide five (5) additional business days for the corrections to be made. If at the end of the five (5) business days, the corrections are not complete, then the Project Manager will inform the Partner Agency Executive Director.
10. CTA Project Manager will work with the Executive Director to determine an appropriate time for the corrections to be made.
11. If the CTA Project Manager is unable to resolve the Exception Reporting corrections, then the Project Manager will work with the Conflict Resolution Committee.

5.3.b. Service Transaction Reporting

Policies

- To avoid duplicated data about services provided to clients, only Partner Agencies that directly provide a service should be credited for the service transaction.

Procedures

1. Partner Agencies should record all services they provide directly to clients using the Service Transaction function of ServicePoint.
2. If a Partner Agency refers a client to receive services by another agency, the Service Transaction should record the service as "Referred to Other/Mainstream Services".

5.3.c. Separate Records For Children

Policies

- To comply with HUD HMIS standards, Partner Agencies must record all children as a separate client record.

Procedures

1. Partner Agency may use the separate child data collection addendum of the Santa Cruz County Standardized HMIS Data Form when a family includes children.
2. Partner Agencies must create a separate client record in

ServicePoint for each child under the Child Assessment sub-assessment component.

5.3.d. Program Bed Coverage

Policies

- Partner Agency must seek to attain HMIS coverage for 100% of their emergency, transitional, and permanent beds for homeless people. "Bed coverage" means that HMIS data is entered for any client who occupies a bed for any period of time.

Procedures

1. Partner Agency must enter client data on every client who occupies each of their emergency, transitional, and permanent beds for homeless people.
2. Each year, Partner Agency, as part of the annual CoC Housing Inventory, will review and certify the HMIS coverage of each of their emergency, transitional, and permanent beds for homeless people.
3. The CTA Project Manager may periodically monitor Partner Agencies, review their HMIS records, and consult with Partner Agencies to ensure they are complying with their program bed coverage requirements.

5.3.e. Anonymous Client Data Entry

Policies

Partner Agency should seek to obtain a signed Client Informed Consent & Release of Information Authorization (ROI) and all required information from every homeless client, including Personal Protected Information (PPI—e.g., name or social security number). However, if the client will not provide a signed ROI, as a last resort Partner Agency may enter the client as an "anonymous client." "Anonymous client" refers to data entered without PPI. Totally anonymous client data cannot be unduplicated and therefore harms the HAP's ability to generate an accurate count of and statistics on clients entered into HMIS.

Procedures

1. If a client initially refuses to sign the Release of Information (ROI), explain the benefits and value of HMIS participation to the client.
2. If after discussion the client still declines to sign the ROI, anonymous data must then be entered.

3. The "anonymous client" feature of ServicePoint must be used, rather than simply leaving the PPI fields within a regular client record blank.
4. The anonymous client's year of birth (enter as 01/01/Year of Birth, but not month and day of birth) must be entered in order to facilitate record de-duplication.
5. Do not include the following PPI fields as follows:
    a. First, Middle, or Last Name
    b. SSN
    c. Date of Birth (month and day)
    d. Addresses
    e. Phone Numbers
    All other fields should be entered.

5.4. Release and Disclosure of Client Data

Policies

- Client-specific data from the HMIS system may be shared with Partner Agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of HMIS data.
- Sharing of client data may be limited by program specific confidentiality rules.
- No client-specific data will be released or shared outside of the Partner Agencies unless the client gives specific written permission or unless withholding that information would be illegal. Please see Release of Information. Note that services may *not* be denied if client refuses to sign Release of Information or declines to state any information.
- Release of Information must constitute **informed consent**. The burden rests with the intake counselor to inform the client before asking for consent.
- As part of **informed consent**, the relevant portions of these Policies & Procedures should be posted near the intake location, along with the Agency's relevant Policies & Procedures, and a list of agencies participating in Santa Cruz County HMIS.
- Per HUD standards, a sign must be posted at each intake sight (or comparable location) generally explaining the reasons for collecting this information. **All Intake Sites must visibly post the following language that was approved by HUD and is the minimum "safe harbor" in most circumstances. Please note that HIPPA-covered agencies may have different requirements for such wall postings:**

    "We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we

collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate."

- To comply with HUD HMIS Standards, each Partner Agency must adopt and maintain its own privacy notice/policy, which at a minimum includes the protections set forth in the attached Baseline Privacy Notice (with content that was a approved by HUD). *Please note that HIPAA-covered agencies may have different requirements for privacy notices/policies.*

- To comply with HUD HMIS standards, each Partner Agency that maintains a public web page must post the current version of its privacy notice/policy on that web page.
- Client shall be given print out of all data relating to them upon written request and within 10 working days.
- A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
- The ServicePoint log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 10 working days.
- Personally protected information that is not in current use seven (7) years after being created or last changed must be disposed of or have the identifiers removed.
- Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
- Each Partner Agency Executive Director is responsible for their Agency's internal compliance with the HUD Data Standard.

Procedures

Procedures for disclosure of client-specific data are readily obtained from the above policies, combined with the configuration of the Santa Cruz County HMIS system, which facilitates appropriate data sharing.

5.5. Server Security

Policies

- The CTA System Administrator will strive to secure and keep secure the servers, both physically and electronically.

Procedures

- All procedures for maximizing Server Security are the responsibility of the CTA System Administrator.

5.6. Server Availability

Policies

- The CTA System Administrator will strive to maintain continuous availability by design and by practice.
- Necessary and planned downtime will be scheduled when it will have least impact, for the shortest possible amount of time, and will only come after timely communication to all Partner Agency participants.The CTA System Administrator is responsible for design and implementation of a backup and recovery plan (including disaster recovery).

Procedures

1. A user should immediately report unplanned downtime to their Partner Agency Super User.
2. All other procedures for maximizing Server Availability, recovering from unplanned downtime, communicating, and avoiding future downtime are the responsibility of the CTA System Administrator.
3. CTA System Administrator will backup system, software, and database data on a weekly basis, as well as incremental backups nightly.
4. CTA System Administrator will notify Partner Agency Super User of system failures, errors, or problems as soon as possible but no later than three (3) business days.

5.7. Workstation Security

Policies

- Partner Agency Super User is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the Agency's control.
- Partner Agency Super User is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access. Don't let someone read over your shoulder and lock your screen.
- Partner Agency must maintain a fixed Internet Protocol (IP) address.
- Recommended Internet Connection: DSL or Cable Modem, at least

128 kbits.

- Recommended Browser: Latest release of Internet Explorer version 5.5.
- Definition and communication of all procedures to all Partner Agency users for achieving proper Agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Super User.
- To help ensure the security of client data, Partner Agencies may not access or store HMIS data on a portable computer (e.g. lap top, etc.) or device (e.g. personal digital assistant, hand held computer, storage mediums, etc.). Accessing or transmitting HMIS data through a wireless network is prohibited.

Procedures

At a minimum, any workstation accessing the CTA Server shall have anti-virus software with current virus definitions (24 hours) and weekly full-system scans.

5.8. Training

Policies

- Partner Agency Executive Director shall obtain the commitment of Partner Agency Super User and designated staff persons to attend training(s) as specified in the Memorandum of Understanding (MOU) between Partner Agency and CTA.

Procedures

1. **Start-up Training**
   CTA will provide training in the following areas prior to Partner Agency using Santa Cruz County HMIS:
   a. Agency Super User Training
   b. End User Training
   c. Confidentiality Training 2. Agency Super User Training

2. **Agency Super User Training**
   Training will be done in a group setting, where possible, to achieve the most efficient use of time and sharing of information between agencies. Training will include:
   d. New user set-up
   e. Assigning Partner Agency within Santa Cruz County HMIS hierarchy.
   f. End user training
   g. Running package reports
   h. Creating customized reports

3. On-going Training

CTA will provide regular training for the Partner Agency, as needed and as available. The areas covered will be:
  i. Agency Super User Training
  j. End User Training
  k. Confidentiality Training

Additional training classes will be scheduled as needed. Refer to the HMIS portal for the latest schedule of classes.

5.9. Compliance

Policies

- Compliance with these Policies and Procedures is mandatory for participation in the Santa Cruz County HMIS system.
- Using the ServicePoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance by CTA and the Partner Agency.

Procedures

Violation of the Policies and Procedures
Violation of the policies and procedures contained within this document may have serious consequences.

1. Any deliberate action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending individual.
2. Any unintentional action resulting in a breach of confidentiality or loss of data integrity may result in the withdrawal of system access for the offending individual.
   a. The Partner Agency Super User may deactivate staff User IDs if a staff member breaches confidentiality or security.
   b. The CTA System Administrator will deactivate all other User IDs if a non-staff member breaches confidentiality or security.
3. All such actions, either intentional or unintentional, will be referred to the Technology Committee for review and resolution.

Lack of Compliance with Project Participation (Refer to Section 5.1)
1. When the CTA System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Director of Partner Agency and CTA will work to resolve the conflict(s).
2. If Executive Director and CTA are unable to resolve conflict(s), the

Conflict Resolution Committee (CRC) will be called upon to resolve the conflict, which may involve a range of actions, including termination. Refer to Section 4, Roles and Responsibilities for the CRC procedure.

5.10 Technical Support

General

Requests for Technical Support may include the reporting of problems with the HMIS Software, requests for enhancements, or other general Technical Support. Technical Support for the HMIS Application will be based upon a three-tier support model.

- Tier 1 Support will be provided by the Partner Agency Super User.
- Tier 2 Support will be provided by the CTA Information Services Help Desk.
- Tier 3 Support will be provided by the CTA Systems Administrator.

Policies

Technical Support issues must be resolved utilizing the three-tier support model. Only the CTA System Administrator may directly contact the Software Vendor. Technical Support will always be provided as quickly and professionally as possible. Technical Support is recognized as an important component required for the success of an HMIS system.

Procedures

Tier 1 –Partner Agency Super User
When a need arises within a Partner Agency, all requests for Technical Support shall be directed to the Partner Agency Super User. Each individual Super User will decide how they will handle these requests.

Each Super User, relying on specially provided training, will attempt to resolve local problems. Only the Super User may escalate un-resolved issues to Tier 2 Support.

Tier 2 – CTA Information Services Help Desk
Un-resolved issues should be escalated to the CTA Information Services Help Desk. Only Partner Agency Super Users may call the Help Desk. The CTA Information Services Help Desk will provide Technical Support to the Partner Agency Super Users in the same manner they provide assistance to CTA. Only the CTA Information Services Help Desk may escalate un-resolved issues to Tier 3 Support. The CTA Services Help Desk is available Monday through Friday, 8am to 5pm, except County holidays.

The Partner Agency Super User will notify the CTA System Administrator

prior to any absence, which will cause a Super User designee to be substituted, for a limited period of time. Such notification will consist of the designee's name and contact information.

Tier 3 – CTA System Administrator
Technical Support issues that were not resolved by the Partner Agency Super User or the CTA Information Services Help Desk will be escalated to the CTA System Administrator. The CTA System Administrator will work directly with the Software Vendor and the Super User to resolve all Tier 3 Technical Support issues.

5.11.Changes to this and other Documents

Policies

- The HMIS Technology Committee of the HAP in conjunction with CTA, will guide the compilation and amendment of these Policies and Procedures.

Procedures

Changes to Policies & Procedures
1. Proposed changes may originate from any participant in the Santa Cruz County HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the CTA Project Manager for review and discussion.
3. HMIS Project Manager will maintain a list of proposed changes.
4. The Technology Committee will discuss the list of proposed changes. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the CTA Project Manager.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date approved by the Technology Committee.
6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to CTA Project Manager. Partner Agency Executive Director shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

6. OTHER OBLIGATIONS AND AGREEMENTS

The current HUD grant for Santa Cruz County HMIS provides support for one (1) year starting October 1, 2004. Therefore, CTA is committed to provide services to HUD funded programs in Santa Cruz County through September 30, 2005.

The current HUD grant for Santa Cruz County HMIS provides for a limited number of user licenses. While it may not be possible to meet every Agency's full requirements for licenses within the HUD grant to CTA, the CTA Project Manager will endeavor to ensure that every Agency participating will have their minimum requirements met from the HUD grant for the first year of the project. The HMIS Technology Committee will decide funding responsibilities for additional licenses at a future date.

7. FORMS CONTROL

All forms required by these procedures will be posted on the project Santa Cruz County HMIS portal.

Filing of Completed Forms

Description	Location	Responsibility
Memorandum of Understanding	CTA Project Office	CTA Project Manager
Partner Agency Super User Agreement	CTA Project Office	CTA Project Manager
Partner Agency User Agreement	Partner Agency	Partner Agency Super User
Client Informed Consent & Release of Information Authorization	Partner Agency	Partner Agency Staff
Standardized HMIS Data (Intake) Form	Partner Agency	Partner Agency Staff
Standardized HMIS Exit Form	Partner Agency	Partner Agency Staff

Santa Cruz County Homeless Action Partnership

Baseline Privacy Notice for Homeless Organizations

[Insert: Name of Organization]

Brief Summary

Effective Date: January 17, 2007
Version Number: 1

This notice describes the privacy policy of the [*Insert: Name of Homeless Agency*]. We may amend this policy at any time. We collect personal information only when appropriate. We may use or disclose your information to provide you with services. We may also use or disclose it to comply with legal and other obligations. We assume that you agree to allow us to collect information and to use or disclose it as described in this notice. You can inspect personal information about you that we maintain. You can also ask us to correct inaccurate or incomplete information. You can ask us about our privacy policy or practices. We respond to questions and complaints. Read the full notice for more details. Anyone can have a copy of the full notice upon request.

Santa Cruz County Homeless Action Partnership
Baseline Privacy Notice for Homeless Organizations

Full Notice

Effective Date: 1/17/07
Version Number: 1

A. <u>What This Notice Covers</u>

1. This notice describes privacy policy and practices of [*Insert: Agency Name*].

2. The policy and practices in this notice cover the processing of protected personal information for our clients. All personal information that we maintain is covered by the policy and practices described in this privacy notice.

3. Protected Personal information (PPI) is any information we maintain about a client that:

   a. allows identification of an individual directly or indirectly

   b. can be manipulated by a reasonably foreseeable method to identify a specific individual, **or**

   c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.

4. We adopted this policy because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).

5. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.

6. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.

7. We give a written copy of this privacy notice to any individual who asks.
8. We maintain a copy of this policy on our website at www._____.org

B. <u>How and Why We Collect Personal Information</u>

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:

   a. to provide or coordinate services to clients

   b. to locate other programs that may be able to assist clients

   c. for functions related to payment or reimbursement from others for services that we provide

d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions

e. to comply with government reporting obligations

f. when required by law

g.   for local and regional data analysis and reporting on homelessness.

2. We only use lawful and fair means to collect personal information.
3. We normally collect personal information only with the knowledge and written consent of our clients. If you seek our assistance, sign a release of information authorization, and provide us with personal information, we assume that you consent to the collection of information as described in this notice.

4. We may also get information about you from: (a) individuals who are with you, or (2) other public and private organizations that provide services and/or participate in HMIS.

5. We post a sign at our intake desk or other location explaining the reasons we ask for personal information. The sign says:

> We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

C. <u>How We Use and Disclose Personal Information</u>

1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. If you seek our assistance, sign a release of information authorization, and provide us with personal information, we assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:

    a. to **provide or coordinate services** to individuals. We share client records with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information.

    b. for functions related to **payment or reimbursement for services**

    c. to **carry out administrative functions** such as legal, audits, personnel, oversight, and management functions

    d. to **create de-identified (anonymous) information** that can be used for research and statistical purposes without identifying clients, and for local and regional data analysis and reporting

    e. when required by law to the extent that use or disclosure complies with and is limited to the requirements of the law

    f. to avert a serious threat to health or safety if

(1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, **and**

(2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat

g. to report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence

(1) under any of these circumstances:

(a) where the disclosure **is required** by law and the disclosure complies with and is limited to the requirements of the law

(b) if the individual agrees to the disclosure, **or**

(c) to the extent that the disclosure is **expressly authorized** by statute or regulation, **and**

(I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, **or**

(II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought **is not intended to be used against the individual** and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.

and

(2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:

(a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**

(b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.

h. for academic research purposes

(1) conducted by an individual or institution that has a formal relationship with the CHO if the research is conducted either:

(a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator (other than the individual conducting the research), or

(b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator.

and

(2) any written research agreement:

   (a) must establish rules and limitations for the processing and security of PPI in the course of the research

   (b) must provide for the return or proper disposal of all PPI at the conclusion of the research

   (c) must restrict additional use or disclosure of PPI, except where required by law

   (d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, **and**

   (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board or other applicable human subjects protection institution.

i. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:

   (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena

   (2) if the law enforcement official makes a **written request** for PPI that:

      (a) is signed by a supervisory official of the law enforcement agency seeking the PPI

      (b) states that the information is relevant and material to a legitimate law enforcement investigation

      (c) identifies the PPI sought

      (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**

      (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.

   (3) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises

   (4) in response to an oral request for the purpose of **identifying or locating a suspect, fugitive, material witness or missing person** and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, **or**

   (5) if

      (a) the official is an authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), and

      (b) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.

and

    j. to comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management information system requirements.

2. Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

D. <u>How to Inspect and Correct Personal Information</u>

1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.

2. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.

To inspect, get a copy of, or ask for correction of your information, please make a written request to program staff who will then work with the Super User to pull that information.

3. We may deny your request for inspection or copying of personal information if:

    a. the information was compiled in reasonable anticipation of litigation or comparable proceedings

    b. the information is about another individual (other than a health care provider or homeless provider)

    c. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, or

    d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

4. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial

5. We may reject repeated or harassing requests for access or correction.

6. When a request is accepted, you shall be given a print out of data relating to you within 10 working days.

E. <u>Data Quality</u>

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.

2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.

3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. <u>Complaints and Accountability</u>

1. We accept and consider questions or complaints about our privacy and security policies and practices. Complaints specific to HMIS will be forwarded to the Super User and Executive Director. If no resolution can be found, the complaint will then go to HMIS Project and Systems Administration staff at the County of Santa Cruz Human Resources Agency. If no resolution can still be found, final arbitration of the conflict will be handled by a Conflict Resolution Committee composed of representatives from the County of Santa Cruz, City of Santa Cruz, and City of Watsonville.

2. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.
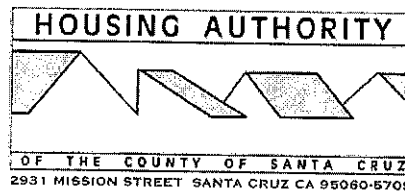
G. <u>Privacy Notice Change History</u>

1. **Version 1. January 17, 2007. Initial Policy**
2. **Version 2. September 16, 2009 Change of Lead Agency Name**

ADMINISTRATIVE PLAN

Section 8 Housing Choice Voucher Program

Housing Authority of the County of Santa Cruz

HOUSING AUTHORITY

OF THE COUNTY OF SANTA CRUZ
2931 MISSION STREET SANTA CRUZ CA 95060-5709

The Administrative Plan contains those policies of the Housing Authority of the County of Santa Cruz that

have been adopted by the Board of Commissioners, as required by 24CFR 982.54, governing the

establishment and administration of a waiting list, the issuance of Section 8 Housing Choice Vouchers, and

overall program administration.

March 2016

*Please note that the electronic copy of this document contains hyperlinks to applicable HUD regulations
and other references. An electronic copy of this document is available at the following website:
http://www.hacosantacruz.org/agency.htm. If you cannot access the electronic copy of this document,
copies of the referenced links and regulations will be available upon request.*

Contents

I. Selecting Applicants from the Waiting List, Targeting, Preferences, Closing and Opening Waiting List

<u>Selecting Applicants from the Waiting List</u>
All program admissions, except for special admissions, must come from the waiting list. Special admissions, defined by HUD in 20CFR982.203 consist of HUD awards that are targeted for families living in specified units. Such HUD awards may include families displaced because of demolition or disposition of a public housing unit, families residing in a multifamily rental housing project when HUD sells, forecloses, or demolishes the project, or other circumstances as determined by HUD.

When the waiting list is open, the Housing Authority accepts pre-applications from all interested persons and places their name on the waiting list by the date the pre-application was received. When the waiting list is closed to the general public, the Housing Authority may accept direct referrals for applicants that are eligible for preferences, as defined below, if there are not a sufficient number of preference eligible applicants already on the waiting list. In all cases, the Housing Authority will endeavor to serve preference eligible applicants already on the waiting list before accepting referrals for new preference eligible applicants. Additionally, while the waiting list is closed, the Housing Authority will add applicants to the waiting list when required to do so by HUD, including but not limited to instances where eligible households are residing in units newly accepted into the Project Based Voucher Program.

When it is anticipated that assistance will be available, full applications are issued to pre-applicants in the order that they placed their name on the waiting list. Those applicants, who have submitted a complete application and are certified eligible for Section 8 Housing Choice Voucher assistance, are issued vouchers based on the date that eligibility was determined, in accordance with income targeting requirements.

All households who place their name on the waiting list are informed in writing of their responsibility to report any change in address promptly; that failure to do so will result in their application being inactivated if they fail to respond to written correspondence within required time frames.

Pre-applicants (those on the waiting list) will be inactivated from the waiting list if
   1. they do not respond to written correspondence within the given time period
   2. mail sent to their last reported address is returned by the post office

Exceptions for persons with disabilities: Exceptions will be granted for pre-applicants and applicants with disabilities, as defined in <u>24CFR 5.403</u> who were not able to respond within the time frame due to their disability. Exceptions may also be granted for hospitalization of sufficient duration to be the cause of the lack of response.

The Housing Authority will consider requests for reinstatement on the waiting list. The Housing Authority will consider the date of most recent contact, the length of time between cancellation and reinstatement request, disability status, homelessness or lack of access to mail, and other factors.

3

lack of unit availability.
All other applicants on the Santa Cruz County Housing Choice Voucher waiting list will be assisted on a first come, first served basis.

Admission of Low-Income Families
Low-income families (up to 80% median household income) may be admitted to the program if they are working families (defined as a family in which the head, spouse or sole member is employed). In addition, low-income families in which the head and spouse or sole member is age 62 or over or is a person with disabilities may be admitted under this section. Such low-income families will not be admitted ahead of non-low-income families but will be placed on the waiting list according to the date of their application.

Targeting
Notwithstanding the above, if necessary to meet the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (incomes not exceeding 30% of area median income), the Housing Authority retains the right to skip higher income families in the waiting pool to reach extremely low-income families. This measure will only be taken if it appears the goal will not otherwise be met. To ensure this goal is met, the Housing Authority will monitor incomes of newly admitted families.

Opening and Closing the Waiting list

When the Housing Authority opens a waiting list, the opening will be announced publicly on our website, on our waiting list phone line, in our lobby, and in local newspapers of general circulation.

Although applications are typically maintained in order of the date of pre-application, the Housing Authority may use computerized random selection to randomly sequence the applications received during a finite period of time after the waiting list reopens. Such random selection may be used to avoid any potentially unsafe situations arising from the perception of urgency to be the first in line when the list opens. After this finite period of time, the Housing Authority will continue to maintain applications in order of the date of application.

The Housing Authority reserves the right to open and close waiting lists at any time.

Changes to Head of Household or Family Members While on the Waiting List
While on the waiting list, the head of household may be changed to another family member under the following circumstances:

1. If the family splits into two or more families, the family containing the head of household retains placement on the waiting list.
2. If the head of household dies, another member can become the head of household if they provide verification of the death, and if they have the legal capacity to enter into a lease.
3. If the head of household no longer has the legal capacity to enter into a lease, another member can become the head of household if they provide verification of the incapacitation, and if they have the legal capacity to enter into a lease.

The Housing Authority may consider additional exceptions on a case-by-case basis.

The "applicant family" is defined as those persons who were included in the full initial application for assistance and who meet the definition of "family" as defined in Section IV.

Any household members whom the applicant family wishes to add after the initial eligibility determination must meet the criteria listed in Section XVIII of this Plan.

Changes to family members will not be processed while applicants are on the waiting list. All changes will be processed at the time of the initial eligibility determination or thereafter.

Selecting Applicants for the Moderate Rehabilitation Program
When vacancies occur, the Housing Authority will refer to the owner one or more appropriate size families on its waiting list.

All vacant units under contract will be rented to eligible families referred by the Housing Authority from its waiting list. However, if the Housing Authority is unable to refer a sufficient number of interested applicants on the waiting list to the owner within 30 days of the owner's notification to the PHA of a vacancy, the owner may advertise or solicit applications from low-income families and refer such families to the Housing Authority to determine eligibility.

II. Issuing or Denying Housing Choice Vouchers, Term of the Housing Choice Voucher, and Extensions or Suspensions of the Term

All Housing Choice Vouchers are issued with an initial term of 60 days. Extensions may be granted

1.   If voucher holders provide proof that despite a diligent effort, they could not find a unit suitable to their needs; or
2.   In special cases only, such as a large family, a "special needs" family, hospitalization or drug rehabilitation, death in the family, etc.

Such extensions may be granted for up to 60 days if the Housing Authority is currently granting extensions. Additionally, depending on market conditions, the Housing Authority may provide extensions beyond 60 days.

The Housing Authority will grant extensions beyond 120 days on an individual case basis as a Reasonable Accommodation for Housing Choice Voucher holders with disabilities. Third party verification of disability and need for extension is required. The extension will only be granted after the Housing Authority has received such verification from a doctor, other health care professional or a social worker with medical or professional knowledge of the person's disability. If acceptable verification is not received by the doctor, other health care professional or a social worker within 60 days of the Housing Authority's request, the extension will be denied.

<u>Number of Waiting Lists</u>

The Housing Authority maintains one single waiting list for the Santa Cruz County Housing Choice Voucher Program (including the Moderate Rehabilitation Program, and for the majority of the Project-Based Voucher Program). Additionally, the Housing Authority maintains a separate waiting list for the Cities of Hollister and San Juan Bautista. Please note that all preferences and special programs listed below apply to the Santa Cruz County Housing Choice Voucher Program only.

Project-Based Voucher sites may have separate site based waiting lists, as listed below. The Housing Authority will consider the establishment of additional site-based waiting lists for new Project Based Voucher contracts on a case by case basis.

1. El Centro – El Centro is a Project-Based Voucher complex located at 1110 Pacific Avenue in Santa Cruz. El Centro consists of 44 single room occupancy units for elderly residents. This waiting list has no preferences, and units will be offered, when available, based on date of placement on the waiting list.
2. Resetar Residential Hotel – Resetar is a Project-Based Voucher complex located at 15 West Lake Avenue in Watsonville. There are a total of 53 Project-Based units at Resetar, of which 5 units are set aside for formerly homeless veterans participating in the HUD-VASH program. This waiting list has no preferences, and units will be offered, when available, based on date of placement on the waiting list.

<u>Limited Waiting List Preferences for Designated Groups on the Santa Cruz County Housing Choice Voucher Waiting List</u>

<u>Disabled and Medically Vulnerable Homeless Persons</u>

The Housing Authority has adopted a limited waiting list preference for disabled and medically vulnerable homeless applicants. The Homeless Services Center provides referrals for waiting list applicants who meet all of the following criteria:

1. Disabled as defined by HUD at <u>24CFR 5.403</u>.
2. Medically vulnerable as defined by a Homeless Action Partnership approved Vulnerability Index. At this time, the Homeless Action Partnership has identified the Homeless Vulnerability Index (used by the 180/180 Campaign) and the VI-SPDAT.
3. Homeless as defined by HUD per the Hearth Act in <u>Federal Register / Vol. 76, No. 233</u>.
4. Have established a case management plan with a provider of housing supportive services within Santa Cruz County.

Currently, a maximum of 120 households may be assisted by this preference program at any given time. A maximum of 15% of new vouchers issued will be dedicated to applicants receiving this preference. All other applicants on the Santa Cruz County Housing Choice Voucher waiting list will be assisted on a first-come, first-served basis.

If there are not enough eligible disabled and medically vulnerable homeless applicants on the Housing Authority's waiting list to reach the maximum of 120 households under this preference program, the Housing Authority may accept referrals for persons eligible for this preference program who are not on the waiting list.

Disabled Transitioning From Institutions

The Housing Authority has adopted a limited waiting list preference for disabled persons transitioning from institutions into community-based settings, for persons who meet the following criteria:

1. Disabled as defined by HUD at 24CFR 5.403.

2. Transitioning – Individuals must either be currently living in a qualified institution at the time of referral to the Housing Authority, or must have been living in a qualified institution no more than 90 days prior to the referral to the Housing Authority.

   Institution Tier 1 – Qualifying institutions include intermediate care facilities and specialized institutions that care for the intellectually disabled, developmentally disabled, physically disabled or mentally ill. This definition does not include board and care facilities (such as adult homes, adult day care, and adult congregate living).

   Institution Tier 2 – Qualifying institutions include intermediate care facilities and licensed residential facilities that care for the intellectually disabled, developmentally disabled, physically disabled or mentally ill. This definition does not include unlicensed board and care facilities (such as adult homes, adult day care, and adult congregate living).

3. Referral Agency / Supportive Services – Qualifying individuals must be referred by a service provider agency that has entered into a memorandum of understanding with the Housing Authority. The service provider will document and certify the eligibility criteria above (disability status and transition from qualifying institution). The service provider must also certify that the individual is ready to transition out of an institutional environment, and must have a case management plan to assist the individual with the transition. Additionally, the service provider must assist the individual with all aspects of the Housing Choice Voucher program, including completing applications, obtaining documentation of income, attending Housing Authority appointments with the client, and assisting the client in finding and maintaining housing.

A maximum of 12 households may be assisted by this preference program at any given time. Six vouchers would be reserved for clients transitioning from Tier 1 institutions, and six vouchers would be reserved for clients transitioning from Tier 2 institutions.

If there are not enough eligible disabled applicants transitioning from institutions into community-based settings on the Housing Authority's waiting list to reach the maximum of 6 households for either Tier under this preference program, the Housing Authority may accept referrals for persons who would be eligible for this preference program, who are not on the waiting list.

Public Housing Tenants without an appropriately sized unit

The Housing Authority has adopted a waiting list preference for residents in the Housing Authority of the County of Santa Cruz Low Income Public Housing (LIPH) program who are residing in a unit that is either too large, or too small, for their family size, and who have not been offered an appropriately sized unit after being over or under-housed for at least one year, due to

III. Special Programs

Over time, HUD has awarded the Housing Authority with funding for specific voucher types to serve specific populations. In some instances, these special programs offer vouchers to eligible persons from the Housing Choice Voucher (HCV) waiting list. In other instances, vouchers are issued based on referrals from service providers. All special voucher programs are listed and described below. If special program vouchers are project based, the unique eligibility criteria described below will be preserved.

Veterans Assisted Supportive Housing / VASH (286 vouchers)

The Department of Housing and Urban Development (HUD) and the Veterans Administration (VA) have partnered to create a program for homeless veterans that combines HUD Housing Choice Voucher rental assistance with case management and clinical services provided by the Department of Veterans Affairs at its medical centers and in the community. Funding for this program is limited to housing authorities that partner with "eligible Veterans Affairs Medical Centers (VAMCs) or other entities as designated by the VA." Rather than issuing a Notification of Funding Availability for all housing authorities to respond to, HUD has contacted specific housing authorities and invited specific agencies to apply for funding.

The Housing Authority of the County of Santa Cruz has received a total of 286 VASH vouchers. VASH vouchers are not issued based on placement on Housing Authority waiting lists. Instead, referrals for eligible homeless veterans are provided by the Veterans Administration.

Family Unification Program (123 vouchers)

Family Unification vouchers have been made available by HUD for this program. The Family Unification Program vouchers are reserved for families for which lack of adequate housing is a primary factor in the imminent placement of their a child or children in out-of-home care or in the delaying of discharge of a child or children to the family from out-of-home care. To be considered for Family Unification assistance, families can self-identify or will be identified through the County Human Services Department (HSD) and community service providers.

Family Unification vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, HSD provides referrals to the Housing Authority based on comprehensive risk assessment and eligibility determination. HSD will provide written certification to the Housing Authority that a family qualifies as an eligible family. A family will be certified as eligible if it is determined that (1) the children are at imminent risk of placement in out-of-home care or at risk of having their discharge to the family from out-of-home care delayed (2) the lack of adequate housing is a primary factor in the risk of placement or delay of discharge (3) it is anticipated that the housing assistance and supportive services provided by the Family Unification Program will be effective in preventing out-of-home placement or preventing further delay in discharging the child or children from out-of-home care and (4) the family meets all other eligibility requirements for Section 8 assistance.

Responsibilities for administering the Family Unification Program are as follows:

The Housing Authority will be responsible wholly or in part for
1. certifying eligibility;
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program;

3. approving rental agreements.

The Human Services Department will be responsible wholly or in part for

1. seeking and identifying eligible families;
2. certifying eligibility;
3. assisting in identifying and securing housing appropriate to the family's size and needs;
4. providing case management and some or all of the following supportive services:
   a. child welfare and family reunification services
   b. vocational training and educational assistance
   c. child care assistance
   d. health, mental health, and substance abuse services
   e. renter education
   f. job search and placement assistance

Once a family has been certified as eligible and accepted into the Family Unification Program, they will attend an orientation session provided by the Housing Authority, during which Section 8 procedures and regulations will be explained in detail.

Mainstream Program (Housing Opportunities for Persons with Disabilities) (100 Vouchers)
HUD has made available vouchers to assist in providing housing and supportive services to disabled families who are ready to transition into the private rental market; and to families whose head, spouse, or sole member is a person with disabilities. A person with disabilities is defined as a person who
1. has a disability as defined in section 223 of the Social Security Act, or
2. is determined to have a physical, mental or emotional impairment that
   a. is expected to be of a long-continuing and indefinite duration
   b. substantially impedes his or her ability to live independently and
   c. is of such a nature that such ability could be improved by more suitable housing conditions or
3. has a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act.

The Housing Authority will offer Mainstream Vouchers to disabled applicants from the Housing Choice Voucher Waiting List based on their waiting list preference status and in order of their date of placement on the Waiting List.

Issuance as a Reasonable Accommodation
Mainstream vouchers may also be issued as a reasonable accommodation to persons with disabilities who live in a unit owned or managed by the Housing Authority if

1. A doctor, other health care professional or a social worker with medical or professional knowledge of the person's disability has verified the disability related housing need, and
2. There is not an acceptable unit available for the family in the Housing Authority owned or managed program, or the length of the wait for a vacancy of an acceptable unit is determined to be unreasonably long (at least one year).

If a Mainstream voucher is not available, a regular Housing Choice Voucher may be issued to such a family instead as a reasonable accommodation.

Disabled Vouchers (138 vouchers)
HUD has made available vouchers for disabled applicants on the Housing Choice Voucher waiting list. These vouchers are issued to eligible applicants based on their waiting list date of placement.

Medicaid Waiver Program (27 vouchers)
HUD has made available vouchers for persons participating in the Medicaid Home and Community Based Waiver Program. The Medicaid waiver vouchers are reserved for disabled persons, also covered under a waiver of Section 1915(c) of the Social Security Act, who are Medicaid-eligible at risk of being placed in hospitals, nursing facilities or intermediate care facilities. The voucher would allow them to be cared for in their homes and communities. These individuals are thereby assisted in preserving their independence and ties to family and friends at a cost no higher than that of institutional care.

Responsibilities for administering the Medicaid Waiver Program are as follows:

The Housing Authority will be responsible wholly or in part for
1. certifying eligibility
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program
3. approving rental agreements

The local agencies administering 1915c waiver programs will be responsible wholly or in part for
1. seeking and identifying eligible individuals/families
2. certifying eligibility
3. assisting in identifying and securing housing appropriate to the household's needs
4. providing case management

Medicaid Waiver vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, eligible referrals are provided by Encompass Community Services. Once an individual and/or family has been certified as eligible and accepted into the Medicaid Waiver Program, they, or their designated representative, will attend an orientation session provided by the Housing Authority, during which Section 8 procedures and regulations will be explained in detail.

Welfare to Work Program (24 vouchers)
HUD has made available vouchers for persons participating in the CalWorks Welfare to Work Program. The Welfare to Work vouchers are reserved for CalWorks participants. They are intended to be a key part of the strategy to support the efforts of Santa Cruz County families who are working towards self-sufficiency. Welfare to Work vouchers are not issued based on placement on the Housing Choice Voucher waiting list. Instead, eligible referrals are provided by the Santa Cruz County Human Services Department (HSD).

Responsibilities for administering the Welfare-to-Work vouchers are as follows:

The Housing Authority will be responsible wholly or in part for
1. certifying eligibility
2. providing orientation in regards to the Section 8 Housing Choice Voucher Program
3. approving rental agreements

The Human Services Department will be responsible wholly or in part for
1. screening and refer CalWorks participants;
2. assisting CalWorks participants who receive vouchers with housing-related issues and work with Housing Authority staff to resolve those issues;
3. supporting housing stability for eligible CalWorks participants who receive vouchers by providing them with comprehensive services including individual assistance in the areas of vocational training and assessment, job search and upgrade, on-the-job training, transportation assistance, child care, participation in MediCal/MediCruz or Healthy Families as appropriate, counseling services for substance abuse, domestic violence and mental health issues and other supportive services;
4. coordinating participant involvement in programs offered through the Small Business Development Center, One Stop Career Centers, and Cabrillo College Fast Track to Work

If the Human Services Department informs the Housing Authority that a Welfare to Work voucher holder has graduated from the program, the Housing Authority may absorb that program participant into the regular Housing Choice Voucher program if a voucher is available and if the program participant is in good standing. At that time, the Welfare to Work voucher would be available for the next eligible family referred by the Human Services Department.

Section 8 Moderate Rehabilitation Program
The Housing Authority administers rental assistance for 41 Moderate Rehabilitation units. When units become available, the Housing Authority first offers assistance to Housing Choice Voucher waiting list applicants. However, if the Housing Authority is unable to refer a sufficient number of interested applicants on the waiting list to the owner within 30 days of the owner's notification to the PHA of a vacancy, the owner may advertise or solicit applications from low-income families
and refer such families to the Housing Authority to determine eligibility.

Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program
The Housing Authority administers a Mod Rehab SRO project for homeless individuals. Only homeless persons, as defined by HUD per the Hearth Act in Federal Register/Vol. 76, No. 233, are eligible for this program.

Tenant Outreach

The owner of the project is responsible for tenant outreach and selection. The outreach to be conducted by the owner will include, but will not be limited to, the following:

- Advertisement in a newspaper of general circulation
- Outreach to homeless shelters and other agencies serving homeless persons
- Notification to other agencies participating in the Continuum of Care

The owner will ensure that all outreach efforts are accessible to persons regardless of race, color, religion, sex, age, national origin, or mental or physical disability. If outreach efforts are unlikely to reach persons in these categories, the owner will undertake special outreach efforts to ensure that such persons are made aware of the program.

Temporary Relocation

The following policies cover residential tenants who will not be required to move permanently but who must relocate temporarily for the project. Such tenants must be provided
1. Reimbursement for all reasonable out-of-pocket expenses incurred in connection with the temporary relocation;
2. Appropriate advisory services, including reasonable advance written notice of
   a. The date and approximate duration of the temporary relocation;
   b. The location of the suitable, decent, safe, and sanitary dwelling to be made available for the temporary period;
   c. The terms and conditions under which the tenant may lease and occupy a suitable, decent, safe, and sanitary dwelling of the project upon completion;
   d. The assistance to be provided as required under the applicable regulations.
3. To the extent feasible, temporary relocation expenses may be paid directly by the owner reimbursing the tenant. For instance, motel bills, storage unit bills, and moving van fees may be paid directly by the owner.
4. Each tenant will be given a meal and transportation allowance of $25 per day to account for the loss of cooking facilities and additional transportation needed to get to work, school, medical appointments, etc.

Supportive Services
The owner will provide supportive services as described in the owner's funding application, including but not limited to

A. One-to-one counseling in the areas of employment, education, health maintenance, and self-care
B. Support groups
C. Referrals to other services
D. Training in vocational skill, life skills, money management and budgeting, shopping and cooking, and conflict resolution

The Housing Authority will monitor to ensure that the supportive services were provided, as follows:
1. The owner will submit an annual report to the Housing Authority that lists, for each tenant, the specific supportive services that were provided.
2. The owner will maintain detailed supportive service records for each tenant. Records will include the dates that services were provided and a description of those services. The Housing Authority may, from time to time, audit those records to ensure compliance with supportive service requirements.
3. The owner will maintain financial records that verify that the costs of supportive services were not paid out of contract rents. Such records may be audited by the Housing Authority from time to time.

Santa Cruz County Homeless Management Information System

Memorandum of Understanding Between
The Santa Cruz County Homeless Action Partnership, Community Technology Alliance,
County of Santa Cruz Planning Department,
and the
County of Santa Cruz Human Services Department

A.   Purpose and Scope

The purpose of this Memorandum Of Understanding is to confirm agreements between the Santa Cruz County Homeless Action Partnership, the Community Technology Alliance, the County of Santa Cruz Planning Department, and the County of Santa Cruz Human Services Department in connection with the Homeless Management Information System. As such, the Memorandum of Understanding sets forth the general understandings, and specific responsibilities of each party relating to key aspects of the governance and operation of the Santa Cruz County Homeless Management Information System. This agreement is effective on ___*13*___(date) of ___*May*___(month), 2009.

B.   Background

The Homeless Management Information System (HMIS) is a collaborative project of the Santa Cruz County Continuum of Care Homeless Action Partnership (HAP), Community Technology Alliance (CTA), the County Of Santa Cruz Planning Department Housing Unit (Planning Department), the County of Santa Cruz Human Services Department (Human Services), and participating Partner Agencies. HMIS is a computerized data collection application designed to capture information about homeless people and homeless programs over time. HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for all communities and agencies receiving HUD Continuum of Care (CoC) homeless assistance funds. HMIS is essential to efforts to streamline client services and inform public policy. Through HMIS, homeless people benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in Santa Cruz County, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy. The parties to this Memorandum Of Understanding (MOU) share a common interest in collaborating to end homelessness and successfully implementing and operating HMIS in Santa Cruz County.

The HAP is a communitywide collaborative that works to provide a range of homeless housing and services. The continuum of care system components includes prevention, emergency shelter, transitional housing, permanent affordable and permanent supportive housing, supportive services at each stage, specialized programs and outreach for each homeless subpopulations, and integration with "mainstream" programs. HMIS will enable homeless service providers to collect uniform client information over time. Analysis of information gathered through HMIS is critical to accurately calculate the size, characteristics, and needs of the homeless population; these data are necessary to service and systems planning, and advocacy.

C.   General Understandings

1.   Homeless Action Partnership Governance
The HAP is the lead-planning group for efforts to end homelessness and for implementing and operating a homeless CoC system in Santa Cruz County. As such and under HUD policy, the HAP is responsible for HMIS oversight and implementation, including planning, software selection, and setting up and managing the HMIS in compliance with HUD's national HMIS Standards. HAP's oversight and governance responsibilities are carried out by the HMIS Technology Committee (described below), which also discusses and approves all HMIS policies and procedures

2.   Lead Agency Designation
The HAP and the HMIS Technology Committee designate Community Technology Alliance as the HMIS Lead Agency (in place of the former Lead Agency, Human Services Department) to manage HMIS operations on its behalf and to provide HMIS administrative functions at the direction of the HAP, through its HMIS Technology Committee.

3.   Homeless Management Information System Technology Committee
The HAP members and HMIS Partner Agencies actively participate with CTA through the HAP's HMIS Technology Committee in the management of the HMIS process, including establishing policies, procedures and protocols for privacy, data sharing protocols, data analysis, reporting, data integrity/quality, etc. essential to the viability and success of the HMIS.

4   Funding
4a. HUD Grant
HMIS activities are covered by a HUD CoC grant and HUD-required local match funds. Human Services is transferring the HUD CoC grant to CTA to give effect to the Lead Agency transfer (Refer to C.2. above) upon approval by HUD. The terms and uses of HUD funds are governed by the HUD CoC grant agreement and applicable rules.

4b. Local Jurisdiction and Partner Agency Cash Match
The HUD CoC grant comes with a 25% cash match requirement. As detailed below, Human Services is retaining responsibility for facilitating the commitment of the local match for HMIS from participating jurisdictions and Partner Agencies Continuing match funding is subject to and contingent upon available annual financing from local jurisdictions and Partner Agencies. In the event there is a shortfall in the cash match from Partner Agencies and/or local jurisdictions, the HAP Executive Committee, and if needed, the HMIS Technology Committee will explore funding options to CTA

5.   Software and Hosting
The HAP has selected a single software product—ServicePoint—to serve as the sole HMIS software application in Santa Cruz County All Partner Agencies agree to use ServicePoint as configured for the Santa Cruz HMIS. The Santa Cruz HMIS database, and all data therein, are being transferred from Human Services to Community Technology Alliance in San Jose

6.   Compliance with Homeless Management Information System Standards
The HMIS is operated in compliance with HUD HMIS Data and Technical Standards and other applicable laws. The parties anticipate that HUD will approve revised HMIS Standards in 2009. The parties agree to make changes to this MOU, other HMIS operational documents, and HMIS

practices and procedures to comply with the expected revisions, within the HUD-specified timeframe for such changes, expected to be one year after approval of the revised HMIS Standards in Spring 2009.

7. Local Operational Policies and Agreements
The HMIS continues to operate within the framework of agreements, policies, and procedures that have been developed and approved over time by the HAP through its HMIS Technology Committee. These agreements, policies and procedures include but are not limited to the Policies and Procedures Manual, Privacy Policies and Notices, Client Release of Information (ROI) Forms and Procedures, Standardized Information Collection Forms (Intake and Exit), Partner Agency Agreements, and User Agreements. Changes to the policies and procedures made from time to time by the HAP, through its HMIS Technology Committee, to comply with the HMIS Standards or otherwise improve HMIS operations. It is expected that CTA may want to make some changes to the policies and procedures to accommodate its unique approach to managing and administering HMIS. During the transition, all existing HMIS policies and procedures will remain in force until such time as CTA and the HMIS Technology Committee agree to such changes.

D. Specific Responsibilities of the Parties

1. Homeless Action Partnership Responsibilities

The HAP serves as the lead HMIS governance body, providing oversight, project direction, policy setting, and guidance for the HMIS project. The HAP exercises all its responsibilities for HMIS governance through its HMIS Technology Committee. These responsibilities include:

a. Responsible for ensuring and monitoring compliance with the HUD HMIS Standards.
b. Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software.
c. Conducting outreach to and encouraging participation by all homeless assistance programs and other mainstream programs serving homeless people.
d. Developing and approving all HMIS operational agreements, policies, and procedures.
e. Working to inform elected officials, government agencies, the nonprofit community, and the public about the role and importance of HMIS and HMIS data.
f. Guiding data quality and reporting.
g. Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs.
h. Provide all local information as necessary for compilation of the Continuum of Care Bed Inventory, and support CTA in preparing the Annual Homeless Assessment Report (AHAR)

2. Community Technology Alliance Responsibilities

Community Technology Alliance serves as the lead agency for the HMIS project, managing and administering all HMIS operations and activities. CTA exercises these responsibilities at the direction of the HAP HMIS Technology Committee. These responsibilities are contingent on receipt of the appropriate HUD grant funding and local match dollars from participating jurisdictions and Partner Agencies and include:

General Responsibilities:

   a   Serving as the liaison with HUD regarding the HUD HMIS grant.
   b   Serving as the liaison with the software vendor.
   c   Attending the HMIS Technology Committee.
   d   Providing overall staffing for the project.
   e   Participating in the success of HMIS.
   f   Complying with HUD HMIS Standards (including anticipated changes to the HMIS Standards) and all other applicable laws.
   g   Taking over the HUD McKinney-Vento CoC Supportive Housing project grant, applying for renewal funds each year, and administering the HUD HMIS grant, and generating submitting the annual cash match request to Human Services under. (Refer to IV.3.d. below)
   h   CTA shall not be responsible for determining the match contribution amounts from jurisdictional and partner agencies. (Refer to IV.3.c.)
   i   CTA shall be responsible for billing Partner Agencies and jurisdictions for cash match in the event of non-receipt of cash match funds. (Refer to IV.3.d.)
   j   Annually prepare the HUD McKinney-Vento CoC Supportive Housing NOFA application for HMIS funding.

Project Management and System Administration:

I.   General
   a   Selecting and procuring server hardware.
   b   Arranging hosting and executing the hosting facility agreement.
   c   Providing domain registration.
   d   Procuring server software and licenses.
   e   Providing and managing end user licenses (per terms of grant agreement with HUD)
   f   Creating project forms and documentation (approved by the HMIS Technology Committee).
   g   Providing and maintaining the project website.
   h   Preparing project policies and procedures (approved by the HMIS Technology Committee) and work with HAP Consultant to monitor and ensure compliance on behalf of and at the direction of the HAP HMIS Technology Committee. (Refer to IV.4.b.)
   i   Working with the HAP HMIS Technology Committee and being responsible for successful transfer/rollout of the HMIS project, including data, software vendor contract and licensing, security arrangements, Partner Agency MOUs, and contractor agreements.
   j   Obtaining and maintaining signed Partner Agency MOU's.
   k   CTA will invoice partner agencies and jurisdictions. CTA will collect local match and will provide accounting of match contributions to Human Services Department and the Planning Department. CTA to follow-up with Partner Agencies, as needed, to collect funding from Partner Agencies. HSD to follow-up with jurisdictions, as needed, to collect jurisdictional funding.

II.   Administering the central server, including:
   a   Server security, configuration, and availability
   b   Setup and maintenance of hardware
   c   Installation and maintenance of software
   d   Configuration of network and security layers
   e   Anti-virus protection for server configuration
   f   System backup and disaster recovery

g. Taking all steps needed to secure the system against breaches of security and system crashes.
k. Ensuring system uptime and monitoring system performance.
l. Protecting of confidential data (in compliance with HUD Standards, local privacy policies, and other applicable law), and abiding by any restrictions clients have placed on their own data.
m. Developing and implementing security and confidentiality plans if required by the revised HUD HMIS Standards.

III. Administering HMIS end users, including:
   a. Add and remove partner agency technical administrators
   b. Manage user licenses

Training:

Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality, including:
a. Training documentation
b. Confidentiality and Intake/Exit Forms training
c. Application training for agency administrators and end users
d. Outreach to users/end user support
e. Training timetable
f. Helpdesk
g. CTA will be responsible for Partner Agency RSVP's to trainings, and cancellation of reserved training rooms, and equipment as needed. (Refer to D.IV.3 f.) CTA will provide lap top computers as needed per facility capacity. Any additional trainings and/or cancellations shall be the responsibility of CTA to make appropriate arrangements, and obtain facility and equipment for changes in scheduling.

Data Quality:

a. Ensuring all client and homeless program data are collected in adherence to the HUD HMIS Data Standards and local additional requirements thereto.
b. Customizing the HMIS application to meet local data requirements.
c. Monitoring data quality, generating agency exceptions reports,
d. Ensuring data quality.
e. Preparing and implementing a data quality plan if required by the revised HUD HMIS Standards.
f. Carrying out aggregate data extraction and reporting (under the guidance of the HMIS Technology Committee) including the HMIS data needed for an unduplicated accounting of homelessness, excluding the Point in Time and Street count.
g. Assist partner agencies with agency-specific data collection and reporting needs, such as the Annual Progress Report and program reports (within reason and within constraints of budget and other duties).

IV. Satisfactory Assurances Regarding Confidentiality and Security:

It is understood that CTA will receive from Human Services client information that may be subject to the privacy and security protections and requirements of HUD HMIS Standards, HIPPA Privacy Rule, other law, and local HMIS privacy and security policies and procedures. CTA hereby agrees that it will

use protected client information only for purposes permitted by agreement with Human Services and as permitted by the applicable law and Standards. Further, CTA agrees it will make use of all safeguards required by HUD Privacy Standards, HIPPA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures in order to prevent any unauthorized disclosure of protected client information.

3. Human Services Department Responsibilities

    a. Work with CTA to transfer the HMIS project to CTA, including the data, software vendor contract and licensing, Partner Agency MOUs, contractor agreements, and HUD McKinney-Vento CoC Supportive Housing project grant for HMIS. Transfer of the data will comply with HUD HMIS Security Standards, including encryption of data in transmission.

    b. Make former project management and systems administration staff available for consultation to CTA as needed after transfer of the project to CTA until the transition work plan task are complete and all needed knowledge has been transferred.

    c. Human Services has obtained agreement from the HAP Executive Committee for the 2009-10 budget to share costs, based on the previously agreed formula used for other cost sharing and, for the HMIS Liaison position described in 4.b below for the 2009-2010 budget year. HSD shall obtain agreement based on previously agreed formula used for other cost sharing from Executive Committee for the 2010-11 budget year, and thereafter.

    d. Human Services responsible for securing the HUD required commitment of local match dollars from participating jurisdictions and Partner Agencies. Upon the request of CTA, Human Services will follow-up with participating jurisdictions and partner agencies to facilitate the collection of local match dollars. Continued local match funding support for HMIS is subject to and contingent upon available annual financing from the participating jurisdictions and Partner Agencies.

    e. Human Services agrees to assist CTA in the annual collection of the HUD CoC Notice of Funding Application requirement of written documentation from jurisdictions and partner agencies in funding support for the HUD McKinney-Vento CoC Supportive Housing project HMIS grant.

    f. Identify and reserve computer training spaces to host training by CTA for ten months. The training space must have the capability to have 10 computer workstations, Internet access, and a four-hour training slot.

4. Planning Department Responsibilities

    a. As the convener and staff for the HAP, work to ensure that the HAP carries out its governance and oversight responsibilities for HMIS.

    b. Provide for a contract with HAP Consultant to serve as the HMIS Liaison for the HAP to oversee the HMIS project. Scope of work to include, but not be limited to facilitating HMIS Technology Committee meetings; reviewing and updating any needed agreements, policies, and procedures (Refer to CTA D.2.I.h.); take a lead role in working with CTA monitoring and ensuring compliance with HUD HMIS Standards and HUD NOFA requirements; liaison with HUD on HMIS as they effect HAP as a whole, separate from CTA liaison functions with HUD; and assist in obtaining match and leverage letters from Partner Agencies.

    c. HAP Consultant will record all approvals, resolutions, and other key decisions of the HAP that may be required by the HUD HMIS Standards in the HAP's role as the HMIS governance body.

d. Upon approval by the HAP, serve as the signatory and repository for this and any other agreements and operational documents that are executed by the HAP in its role as the HMIS governance body.

e. Ensure that the HMIS budget request, received from Human Services, for jurisdictional cash match is submitted to the HAP Executive Committee on an annual basis

E. Period of Agreement and Modification/Termination
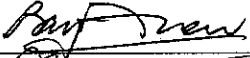
1. **Period of Operation and Termination:** This MOU will become effective upon signature of the parties and shall remain in effect until terminated by the parties. Each party shall have the right to terminate this agreement as to itself only upon 90 days prior written notice to the HAP in care of the County of Santa Cruz Planning Department Housing Unit. Violation of any component may be grounds for immediate termination of this Agreement.

2. **Amendments:** Amendments, including additions, deletions, or modifications to this MOU must be agreed to by all parties to this Agreement.

The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.

For Santa Cruz County Homeless Action Partnership and County of Santa Cruz Planning Department Housing Unit

By_____

Erik Schapiro,
Chief, Planning Department Housing Unit

For County of Santa Cruz Human Services Department

By_____

Cecilia Espinola,
Director

For Community Technology Alliance

By_____

Ray Allen,
Executive Director

SANTA CRUZ COUNTY HOMELESS ACTION PARTNERSHIP

Adoption of HUD Order of Priority

The following section, including footnote, is excerpted from the Homeless Action Partnership (HAP) Policies and Procedures Manual: 2017 Local Continuum of Care Project Evaluation and Application Process, p. 21, which was made publically available on July 26, 2017 at the HAP Applicant Technical Assistance Session, and posted on the public HAP webpage on July 27, 2017. The HAP originally adopted the order of priorities at its at July 20, 2016 meeting.

Types of Projects Encouraged

All eligible projects are encouraged to apply for CoC funds in the local competition. Based upon HUD priorities and Santa Cruz CoC priorities the following proposal types are being encouraged:

Renewal Proposals:
*   Renewal of existing CoC projects (those expiring in 2018) that are high performing and are an effective use of funds for reducing homelessness

Reallocation Proposals:
*   Voluntary reallocation of TH projects to new PSH exclusively targeted to CH with **emphasis on the longest histories of homelessness and most severe needs**,[1] new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
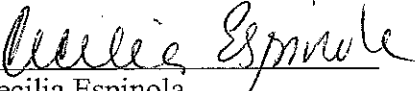*   Other proposals requesting reallocation of funds for new PSH exclusively targeted to CH with **emphasis on the longest histories of homelessness and most severe needs**, new DedicatedPLUS projects, new Joint TH and RRH projects, or new RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA
*   Proposals requesting reallocation of funds for expansion of coordinated entry and HMIS projects to the extent justified by unmet operational costs for those programs.

Permanent Housing Bonus Proposals
*   New PSH serving exclusively CH individuals and families with **emphasis on the longest histories of homelessness and most severe needs**
*   New PSH DedicatedPLUS projects
*   New Joint TH and RRH projects
*   New RRH for homeless individuals or families, including unaccompanied youth, meeting to expanded criteria in the CoC NOFA.

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[1] See CPD Notice 14-012 on prioritizing persons with experiencing chronic homelessness for more details at: https://www.hudexchange.info/resources/documents/Notice-CPD-14-012-Prioritizing-Persons-Experiencing-Chronic-Homelessness-in-PSH-and-Recordkeeping-Requirements.pdf. The CoC has adopted this policy.

2017 HDX Competition Report
PIT Count Data for CA-508 - Watsonville/Santa Cruz City & County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	1964	2249
Emergency Shelter Total	387	271
Safe Haven Total	0	0
Transitional Housing Total	218	179
Total Sheltered Count	605	450
Total Unsheltered Count	1354	1799

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	573	600
Sheltered Count of Chronically Homeless Persons	156	77
Unsheltered Count of Chronically Homeless Persons	417	523

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	147	129
Sheltered Count of Homeless Households with Children	96	75
Unsheltered Count of Homeless Households with Children	51	54

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	276	146	236
Sheltered Count of Homeless Veterans	31	33	19
Unsheltered Count of Homeless Veterans	245	113	217

2017 HDX Competition Report

HIC Data for CA-508 - Watsonville/Santa Cruz City & County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	281	18	232	88.21%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	201	0	167	83.08%
Rapid Re-Housing (RRH) Beds	185	0	138	74.59%
Permanent Supportive Housing (PSH) Beds	638	0	223	34.95%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	1,305	18	760	59.05%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	444	622

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC
RRH units available to serve families on the HIC	61	63

2017 HDX Competition Report

HIC Data for CA-508 - Watsonville/Santa Cruz City & County CoC

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC
RRH beds available to serve all populations on the HIC	167	185

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for CA-508 - Watsonville/Santa Cruz City & County CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more "metrics" used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.
ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and "save" before closing.

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	1135	1140	1072	97	98	105	7	55	57	54	-3
1.2 Persons in ES, SH, and TH	1353	1357	1306	162	162	188	26	80	80	89	9

b.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	1060	-	246		-	73	
1.2 Persons in ES, SH, and TH	-	1294	-	318		-	142	

FY2016 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0	0	0		0	0		0	0		0	
Exit was from ES	126	212	6	15	7%	11	10	5%	5	13	6%	38	18%
Exit was from TH	154	91	2	4	4%	6	0	0%	7	6	7%	10	11%
Exit was from SH	0	0	0	0		0	0		0	0		0	
Exit was from PH	25	30		0	0%	0	0	0%	5	1	3%	1	3%
TOTAL Returns to Homelessness	305	333	8	19	6%	17	10	3%	17	20	6%	49	15%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1964	1959	-5
Emergency Shelter Total	396	387	-9
Safe Haven Total	0	0	0
Transitional Housing Total	214	218	4
Total Sheltered Count	610	605	-5
Unsheltered Count	1354	1354	0

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	1380	1386	1329	-57
Emergency Shelter Total	1145	1150	1072	-78
Safe Haven Total	0	0	0	0
Transitional Housing Total	281	282	308	26

FY2016 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	110	132	93	-39
Number of adults with increased earned income	0	0	0	0
Percentage of adults who increased earned income	0%	0%	0%	0%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	110	132	93	-39
Number of adults with increased non-employment cash income	0	0	8	8
Percentage of adults who increased non-employment cash income	0%	0%	9%	9%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	110	132	93	-39
Number of adults with increased total income	0	0	8	8
Percentage of adults who increased total income	0%	0%	9%	9%

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	46	53	91	38
Number of adults who exited with increased earned income	11	12	23	11
Percentage of adults who increased earned income	24%	23%	25%	3%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	46	53	91	38
Number of adults who exited with increased non-employment cash income	11	15	37	22
Percentage of adults who increased non-employment cash income	24%	28%	41%	12%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	46	53	91	38
Number of adults who exited with increased total income	15	15	50	35
Percentage of adults who increased total income	33%	28%	55%	27%

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	1079	1084	1012	-72
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	370	371	335	-36
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	709	713	677	-36

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	1586	1393	1390	-3
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	420	417	421	4
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	1166	976	969	-7

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in the FY2016 Resubmission reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	0	0	104	104
Of persons above, those who exited to temporary & some institutional destinations	0	0	18	18
Of the persons above, those who exited to permanent housing destinations	0	0	7	7
% Successful exits			24%	

Metric 7b.1 – Change in exits to permanent housing destinations

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	1175	1175	1237	62
Of the persons above, those who exited to permanent housing destinations	413	413	489	76
% Successful exits	35%	35%	40%	4%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	119	119	140	21
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	105	105	129	24
% Successful exits/retention	88%	88%	92%	4%

2017 HDX Competition Report
FY2016 - SysPM Data Quality

CA-508 - Watsonville/Santa Cruz City & County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2017 HDX Competition Report
FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	304	335	335	329	279	289	247	228	302	341	409	457		65	131	167				
2. Number of HMIS Beds	267	302	302	296	196	206	224	207	122	126	143	184		47	85	111				
3. HMIS Participation Rate from HIC (%)	87.83	90.15	90.15	89.97	70.25	71.28	90.69	90.79	40.40	36.95	34.96	40.26		72.31	64.89	66.47				
4. Unduplicated Persons Served (HMIS)	946	1074	1145	1070	325	293	282	308	123	132	129	148	42	63	386	636	0	0	0	0
5. Total Leavers (HMIS)	803	862	959	911	182	119	88	155	16	27	23	17	14	52	155	353	0	0	0	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	535	464	373	270	6	5	4	8	1	0	3	0	0	15	8	16	0	0	0	0
7. Destination Error Rate (%)	66.63	53.83	38.89	29.64	3.30	4.20	4.55	5.16	6.25	0.00	13.04	0.00	0.00	28.85	5.16	4.53				

2017 HDX Competition Report

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/22/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	5/4/2017	Yes
2017 HIC Count Submittal Date	5/4/2017	Yes
2016 System PM Submittal Date	6/5/2017	Yes