Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2019 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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1A-1. CoC Name and Number: NC-516 - Northwest North Carolina CoC

1A-2. Collaborative Applicant Name: Hospitality House of the Boone Area, Inc

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Michigan Coalition Against Homelessness

1B. Continuum of Care (CoC) Engagement

Instructions:

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1B-1. CoC Meeting Participants.

For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:
1. participated in CoC meetings;
2. voted, including selecting CoC Board members; and
3. participated in the CoC's coordinated entry system.

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Not Applicable	No	No
Law Enforcement	Yes	No	Yes
Local Jail(s)	Yes	No	Yes
Hospital(s)	Yes	No	Yes
EMS/Crisis Response Team(s)	Yes	Yes	Yes
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	Yes
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	Yes	Yes	Yes
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes

Youth Advocates	Yes	No	Yes
School Administrators/Homeless Liaisons	Yes	No	Yes
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Domestic Violence Advocates	Yes	Yes	Yes
Street Outreach Team(s)	Yes	No	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes	Yes
LGBT Service Organizations	Yes	No	No
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Mental Illness Advocates	Yes	Yes	Yes
Substance Abuse Advocates	Yes	Yes	Yes
Other:(limit 50 characters)			
Veteran Administration/ SSVF/GPD providers	Yes	Yes	Yes
FQHC/Blue Ridge Outreach Clinic	Yes	No	Yes
State/Local Colleges	Yes	No	Yes

1B-1a. CoC's Strategy to Solicit/Consider Opinions on Preventing/Ending Homelessness.

Applicants must describe how the CoC:
1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;
2. communicates information during public meetings or other forums the CoC uses to solicit public information;
3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and
4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF. (limit 2,000 characters)

1)The NWCoC serves 7 rural mountain counties and has active representation from a broad array of organizations and individuals that provide direct or collateral services, housing, or have an interest in preventing and ending homelessness and engaging the region's homeless system including: mental health/substance use services, homeless shelters/housing, victim service agencies, a public housing authority, workforce development agencies, veterans' service providers and mainstream service providers from across the region. 2)The NWCoC Steering Committee has an open meeting format which encourages candid discussion of local issues, programs, needs and initiatives across all organization types serving the population in various capacities.The CoC Lead and key stakeholders attend county commission/town meetings, participate in advisory/workgroups with hospitals, jails and local law enforcement and speak regularly to student groups and civic/religious organizations to present and gather information across the region on the root

causes and solutions to homelessness.3)The NWCoC Steering Committee reviews system-wide performance data and accesses annual needs surveys which allows CoC members and the community to identify service gaps, emerging issues, and solutions from various perspectives.4)NWCoC meetings are scheduled in advance of the calendar year; meeting and open training materials are sent in advance of each meeting to the NWCoC list-serve, posted on the NWCoC website and reminder notices are sent out to the listserve to solicit agenda input and encourage community participation.In addition, the NWCoC has actively worked to share information across media types and communicate effectively with disabled individuals (visual/hearing impaired, cognitive and physical disabilities) in shelters, supportive housing/day programs and the community by making information available via website and easily accessible in various digital formats, social media and public presentations.

1B-2. Open Invitation for New Members.

Applicants must describe:
1. the invitation process;
2. how the CoC communicates the invitation process to solicit new members;
3. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;
4. how often the CoC solicits new members; and
5. any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.
(limit 2,000 characters)

1)The NWCoC has an open invitation process to encourage active participation and build collaborative relationships with public agencies, non-profits, government, advocacy groups, the homeless population and faith/civic based organizations throughout the region and state. 2)The NWCoC regularly communicates at in-person meetings, public forums, by media, via web and at presentations with member agencies/allies, religious/civic groups to extend an open invitation to participate in all CoC activities/meetings and has held county-specific forums in the region to engage stakeholders on the challenges related to affordable housing- with a specific focus on the needs of homeless families and children. Forums have included elected officials,economic developers,government planners,law enforcement and nonprofit leadership which resulted in committed participation from leadership in the NWCoC and from specific subpopulation advocates/providers. 3)The NWCoC invites participation via website/social media postings and at meetings which are all open to the public. All information is easily accessed on-line or by social media to facilitate effective communication for persons with disabilities.4)The NWCoC has an open, ongoing invitation to participate in the NWCoC governance. 5)Providers post information on the activities of the NWCoC in day centers/community rooms where participants personally interact with the NWCoC Lead, NWCoC members, volunteer advocates and program staff on a daily basis. Participants are encouraged to articulate issues, join in meetings, do volunteer activities and engage with the NWCoC with the understanding that input comes in all forms and degrees and all ideas inform the process constructively.The NWCoC solicits and encourages participant, community and agency/provider input, supports new initiatives, as well as collaborations which

prevent and end homelessness and educate on the purpose and goals of the NWCoC all of which strengthens NWCoC participation.

1B-3. Public Notification for Proposals from Organizations Not Previously Funded.

Applicants must describe:
1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;
2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;
3. the date(s) the CoC publicly announced it was open to proposal;
4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and
5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.
(limit 2,000 characters)

1) When the CoC Competition was released on 7/3/19, the NWCoC Lead reviewed the NOFA for details and determined deadlines related to project application submission, funding review/ recommendations, and the Collaborative Application. On 7/8/19, the Vice Chair sent an email and posted online a public notice soliciting proposals and the NOFA to all renewal projects, the entire NWCoC listserve and key stakeholders. 2)The email shared links to CoC Program Competition resources and the local competition notice on the NWCoC webpage.The notice included the NWCoC Project Scorecard for New and Renewal Projects, the NWCoC Agency Appeals Policy and the NWCoC Reallocation Policy.Deadlines and submission requirements for project applications, the funding available, and when/how notification of acceptance, reduction or rejection would be given to applicants were clearly stated. When determining which new and renewal projects to include in the Priority Listing, the NWCoC Scorecard Review & Ranking Subcommittee considered the following criteria: project score, agency capacity, timeliness in submitting application materials, adherence to Housing First, best practice program design, target populations and whether applicant currently operates a CoC funded program. 3)The NWCoC posted online and sent email notices on 7/3/19 requesting proposals and again, at the full membership meeting on 7/16/19, the NWCoC Steering Committee encouraged both CoC funded and non-funded entities to submit new project applications for bonus and reallocation funding opportunities.NWCoC members regularly engage with CoC and non-CoC funded homeless services providers through ongoing communication, board participation, and community planning meetings, at which invitations for proposals are extended. 4) All notices, policies and instructions were posted on-line in digital format to be accessible and ensure effective communication to persons with disabilities on the NWCoC funding opportunity and process.5) N/A

1C. Continuum of Care (CoC) Coordination

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1C-1. CoCs Coordination, Planning, and Operation of Projects.

Applicants must select the appropriate response for each federal, state, local, private, other organizations, or program source the CoC included in the planning and operation of projects that serve individuals experiencing homelessness, families experiencing homelessness, unaccompanied youth experiencing homelessness, persons who are fleeing domestic violence, or persons at risk of homelessness.

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)	Not Applicable
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
WeCAN Prevention Program	Yes

High Country United Way	Yes

1C-2. CoC Consultation with ESG Program Recipients.

Applicants must describe how the CoC:
1. consulted with ESG Program recipients in planning and allocating ESG funds;
2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and
3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.
(limit 2,000 characters)

1)NWCoC works directly with the NC Dept.of Health and Human Services (DHHS), the ESG recipient for North Carolina, during the planning phase prior to the release of the state Request for Proposals (RFP) on application requirements,state and local process intersection and on allocation and award of ESG funds to subrecipients.Before the release of the RFP, the NWCoC solicits information on program and service gaps identified in the community and then engages DHHS in planning initiatives and project alignment with the needs in the community. Before the NWCoC released the local RFP for ESG funds, NWCoC staff connected with DHHS personnel at a July NWCoC meeting to understand their funding priorities and discuss local CoC funding needs to ensure they aligned before the ESG RFP. NWCoC utilizes the proscribed DHHS process during project evaluation and provides the following information to DHHS: PIT/HIC data, performance measures, HMIS data (including data completeness), Quarterly Performance Reports,CAPER, project operation compliance with written standards/homeless prioritization, monitoring results and implementation concerns. 2)DHHS and state CoC leadership have monthly ESG project management calls to evaluate data, reporting performance, and evaluation/collaboration on ESG forms and subrecipient requirements.The NWCoC conducts bi-annual updates on ESG project performance including; clients served and exit outcomes for ES/RRH and then determines ESG funding to support ES operations, RRH, and HMIS activities or other ESG eligible activities applied for each year. 3)NWCoC operates within the State of North Carolina Consolidated Plan, overseen by the NC Division of Rural Development.The PIT/HIC/CAPER is updated annually to the state and NWCoC leadership communicates via DHHS to the Division of Rural Development how CoC/ESG and other state and federal funded programs address the needs of the homeless population in the NWCoC and where additional resources are needed.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. **Applicants must indicate whether the CoC provided Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area.**	Yes to both

1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. **Applicants must indicate whether the CoC ensured local homelessness information is communicated to Consolidated Plan Jurisdictions within its geographic area so it can be addressed in Consolidated Plan updates.**	Yes

1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.

Applicants must describe:
1. the CoC's protocols, including protocols for coordinated entry and the CoC's emergency transfer plan, that prioritize safety and incorporate trauma-informed, victim-centered services; and
2. how the CoC, through its coordinated entry, maximizes client choice for housing and services while ensuring safety and confidentiality.
(limit 2,000 characters)

1)The NWCoC adopted a Coordinated Entry (CE) policy that codified a parallel CE system exclusively for victim service providers, a NWCoC VAWA policy consistent with the VAWA Reauthorization Act, and a NWCoC Emergency Transfer (ET) plan consistent with 24 CFR 578.99(j). All covered programs have HUD approved forms and written protocols for administering housing programs to ensure participant safety and access to trauma informed, victim-centered services. The NWCoC ET plan applies to all prospective/current tenants and it proscribes safety protocols, access to victim centered services, requires participants and applicants receive a Notice of Occupancy Rights, a Certification Form for Documenting Incidents and the ability to efficiently and safely effectuate an ET, both internal and external, within the NWCoC.The ET plan details: priority given to persons who request a transfer, details on internal/external ET after a safe unit is identified by the victim; requires the housing provider to assist a victim in making an external ET, if a safe unit is not immediately available, and the remedies to protect victims including lease bifurcation or providing time to establish eligibility for assistance at alternative housing. Additionally, if lease bifurcation occurs and the perpetrator was the sole tenant to have established program eligibility, the victim and other household members are allowed to remain in the unit for 90 days in order to establish household eligibility in the existing program or find alternate housing.
2)The NWCoC has adopted safety protocols in CE Policies and Procedures for all participants and a parallel system exclusively for victim service providers if a person presents and identifies they are fleeing domestic or sexual violence, stalking or human trafficking. The NWCoC CE and parallel CE system maximizes client housing/service choice while ensuring safety, confidentiality, trauma informed services and access to all HUD/CoC/ESG/DOJ/and HHS programs.

1C-3a. Training–Best Practices in Serving DV Survivors.

Applicants must describe how the CoC coordinates with victim services

providers to provide training, at least on an annual basis, for:
1. CoC area project staff that addresses safety and best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence; and
2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.
(limit 2,000 characters)

1)DV providers attend monthly NWCoC meetings to ensure the needs of victims and survivors are recognized and offer ongoing in-person professional trainings and webinars on safety and planning protocols under VAWA to ensure the safety needs of participants and delivery of trauma informed, victim centered care. All NWCoC provider staff are trained on the two Coordinated Entry (CE) processes, one for the general homeless population and the parallel CE system that addresses best practices for victims of DV, stalking, dating violence, sexual assault and human trafficking, which emphasizes safety, confidentiality and client control. DV/providers in the NWCoC are trained in the administration of the VI-SPDAT and use this tool when referring households to housing programs that provide safe, client centered, trauma-informed services. The parallel CE uses the VI-SPDAT and a lethality assessment which is central to the trauma-informed perspective and a best practice view of the client's experience and response. 2) Staff are trained to recognize that victim responses are often survival strategies and intake should focus on a survivor's' individual strengths, supports and safety. Additionally, support for staff to safely reflect on and attend to their own responses and experience is another critical aspect of trauma-informed work. All service and housing programs incorporate a trauma-informed approach based on principles of respect, dignity, inclusiveness, trustworthiness, empowerment and client choice.These principles inform CE implementation and design in the NWCoC and staff are trained to attend to the physical and emotional safety of the client, support healing and recovery and not retraumatize those who seek assistance regardless of the access site chosen in the NWCoC. All program staff are required to facilitate the meaningful participation of survivors in the evaluation of services and housing provided in the community to ensure victim needs and safety concerns are met.

1C-3b. Domestic Violence–Community Need Data.

Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.
(limit 2,000 characters)

Violence and sexual assault are critical problems throughout the U.S. and their effects are often exacerbated in rural regions like the NWCoC because of limited access to support services for victims, a lack of cultural acceptance for alternative lifestyles, distance from safe resources/transportation barriers, the stigma of abuse, lack of available shelter and barriers to care, among many other challenges. Tracking de-identified aggregate data across the region has enabled the NWCoC to assess and address these barriers and the special needs of victims and precipitated the 2018 DV Bonus application to expand resources for this population's unmet need. Since 2014, the HIC shows a 25% decrease in the number of shelter beds for survivors of domestic/dating violence, stalking, and sexual assault in the NWCoC, but there was a 200%

increase in requests to domestic violence shelters in the region in 2018-19. The NWCoC is tracking the unmet need for all victims with de-identified data from victim service providers comparable database, Osnium, and by tracking participants who identify as victims in HMIS.DV agencies submit de-identified aggregate data to the NC Council for Women and Youth Involvement (the agency administering legislatively appropriated State funding for DV programs in North Carolina) to report the number of clients and children experiencing domestic violence, sexual assault, dating violence, and stalking. In 2018, the domestic violence agencies in the NWCoC reported to the Council for Women that they served 1445 clients, answered over 6,000 crisis calls, sheltered 676 DV/SSA clients and children for a total of almost 16,000 bed nights. The unmet need tracked by this annual report identified 112 households (representing more than 200 individuals and children) who were referred to other shelters outside NWCoC or housed in a hotel room in the NWCoC, as NWCoC DV emergency shelters were at capacity over 36% of all bed nights in 2018.

*1C-4. PHAs within CoC. Attachments Required.

Applicants must submit information for the two largest PHAs or the two PHAs with which the CoC has a working relationship within the CoC's geographic area.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On
Northwestern Regional Housing Authority	26.00%	Yes-Both	Yes-Both
North Wilkesboro Housing Authority	5.00%	Yes-Public Housing	No

1C-4a. PHAs' Written Policies on Homeless Admission Preferences.

Applicants must:
1. provide the steps the CoC has taken, with the two largest PHAs within the CoC's geographic area or the two PHAs the CoC has working relationships with, to adopt a homeless admission preference–if the CoC only has one PHA within its geographic area, applicants may respond for one; or
2. state that the CoC does not work with the PHAs in its geographic area. (limit 2,000 characters)

1)All of the PHAs located within the CoC's geographic region (Northwest Regional Housing Authority, North Wilkesboro Housing Authority and Spruce Pine Housing Authority) have a Homeless Admission Preference included in their written administrative policies.The NWCoC Lead and the Executive Director of Northwestern Regional Housing Authority (NRHA), who serves on the NWCoC Steering Committee, entered into a collaboration to address the lack of affordable housing in the region and the limited number of units available for high risk renters. The proposal went out for public comment and then an agreement was approved by the NRHA Board of Commissioners which has had a direct influence on other PHAs in the region decision to actively participate in

the endeavor. NRHA serves all seven counties in the NWCoC's geographic region and has a longstanding general Homeless Admission Preference policy as documented in previous and current CoC Consolidated Applications. In February 2018, NRHA amended its Homeless Preference Admission policy to give a slightly greater weight to the homeless admission preference to applicant households with children rather than households that include only adults, to address the growing demand in the region and the NWCoC priority in placement for families with children. Effective on December 1, 2014, North Wilkesboro Housing Authority, serving Wilkes County, adopted a limited Homeless Admission Preference policy for homeless Veterans. Of the three PHAs, only NRHA administers Housing Choice Vouchers in the Northwest Region. 2) N/A.

1C-4b. Moving On Strategy with Affordable Housing Providers.

Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.

Yes

If "Yes" is selected above, describe the type of provider, for example, multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs. (limit 1,000 characters)

Hospitality House of Northwest NC, Lead Agency for NC 516, and the largest Public Housing Authority in the NWCoC, Northwestern Regional Housing Authority (NRHA), which serves all seven counties in the NWCoC's geographic region, have historically worked together on an informal basis to expedite a move into permanent housing through the Housing Choice Voucher program for PSH program participants who no longer need intensive supportive services. In 2018, Hospitality House and NRHA formalized this agreement by developing a Memorandum of Understanding to codify the Moving On strategy which provides for a limited number of administrative preferences, as needed, through NRHA to assist these individuals and families with Housing Choice Vouchers for positive permanent housing in the community, thereby freeing up permanent supportive housing units for others who need intensive support. These Housing Choice Vouchers can be utilized anywhere within NRHA's seven-county region, which includes Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey Counties. As a reasonable accommodation, these vouchers may also be transferred to another PHA's jurisdiction, if needed, to assist recipients in locating closer to family and their support system, or other opportunities like education or employment. In each of NRHA's counties, there are also tenant- and/or project-based Low Income Housing Tax Credit (LIHTC) developments managed by NRHA that offer additional housing options for these individuals and families exiting PSH. As of September 2019, 33% of the PSH households that no longer required intensive support services, have successfully exited from Permanent Supportive Housing to permanent housing destinations utilizing Housing Choice Vouchers or by increased income enough to secure and maintain independent housing without subsidy under the NWCoC Moving On implementation since 2018.

1C-5. Protecting Against Discrimination.

**Applicants must describe the actions the CoC has taken to address all forms of discrimination, such as discrimination based on any protected classes under the Fair Housing Act and 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.
(limit 2,000 characters)**

1) The NWCoC implements all housing programs and services in a manner that affirmatively furthers Fair Housing and comports with the Equal Access Rule, requires information on rights and remedies be provided to recipients and prospective recipients, regularly trains providers on Fair Housing and the Equal Access Rule, and has adopted the NWCoC Anti-Discrimination, Fair Housing and Faith-Based Activities Policy which applies to all service and housing providers in the NWCoC regardless of funding source. 2) NWCoC partners have completed training on providing integrated services to the LGBTQIA+ (lesbian, gay, bisexual, transgender, queer/questioning, intersex or allies), community and will continue in person trainings and webinars to ensure affirmative furtherance of equitable services to the LGBTQIA+ community in accordance with the 2012 and 2016 Equal Access/Gender Identity Final Rules. NWCoC members routinely attend trainings on Fair Housing, including the Equal Access and Gender Identity Rules, Sec.504 of the Rehabilitation Act, Title II & III of the Americans with Disabilities Act and are trained on how best to ensure that the HUD rules and NWCoC policy are effectively followed, how to enhance and improve services for the LGBTQIA+ population, and how to conduct a program/project self-assessment to evaluate Equal Access compliance. Additional training was conducted in 2019 for providers in the NWCoC on Fair Housing compliance and disparate impact/discriminatory effect as it relates to the denial of housing for persons with criminal convictions and/or arrest records as a result of the HUD Office of General Counsel Guidance. The NWCoC leadership is continuing work with LGBTQIA+ advocacy groups to gain insight on ways to not only meet the HUD standards, but enhance and improve services for the LGBTQIA+ community and ensure that housing and supportive services are provided in an integrated setting appropriate to meet the needs of LGBTQIA+ persons.

*1C-5a. Anti-Discrimination Policy and Training.

Applicants must indicate whether the CoC implemented an anti-discrimination policy and conduct training:

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?	Yes
3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes

*1C-6. Criminalization of Homelessness.

Applicants must select all that apply that describe the strategies the CoC implemented to prevent the criminalization of homelessness in the CoC's

geographic area.

1. Engaged/educated local policymakers:	X
2. Engaged/educated law enforcement:	X
3. Engaged/educated local business leaders:	X
4. Implemented communitywide plans:	X
5. No strategies have been implemented:	
6. Other:(limit 50 characters)	
Sequential Intercept Mapping Workgroup for Justice	X
Behavioral Health Task Force-DV, ER and NWCoC	X
Brook Hollow Project: LEO, PHA, Services/Business	X

1C-7. Centralized or Coordinated Assessment System. Attachment Required.

Applicants must:
1. demonstrate the coordinated entry system covers the entire CoC geographic area;
2. demonstrate the coordinated entry system reaches people who are least likely to apply for homelessness assistance in the absence of special outreach; and
3. demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner. (limit 2,000 characters)

1) In 2019, NWCoC revised Coordinated Entry (CE) and Assessment Policy and Procedures to incorporate a parallel CE system that includes,safety planning and use of a lethality assessment exclusively for victims fleeing domestic violence, sexual assault,dating violence, human trafficking and stalking and ensures equal access and appropriate interventions for individuals and families experiencing homelessness in the 7 county geographic area. Outreach and collaborations with community providers mandated a multi-site access plan for the expansive NWCoC geographic area that included trauma informed resources and housing support.The NWCoC offered multiple CE trainings to inform partners on how to access/refer services, navigate the CE system(s) and use the standardized assessment tools. 2)Increased CE access points, marketing on CE across the NWCoC, a 24/7 phone line staffed through the NWCoC Lead, and a victim service crisis line in English and Spanish for appropriate intake and referral were established to increase CE outreach and availability for persons experiencing homelessness, those at risk of homelessness or those fleeing DDV/SSA or human trafficking. Information about CE is available on the NWCoC web page for the community, providers

and participants. The Lead Agency provides critical services in a centrally located low-barrier center for that's open 24/7 and provides hot meals, showers, laundry, mail, healthcare, counseling and foodboxes to all persons in need which enables staff to facilitate relationships with unsheltered persons, those at risk, those who do not engage with services or have limited English proficiency/MH/IDD or in need of special outreach. 3)Participants are assessed where they present using the standard assessment tools and prioritized for housing based on acuity of need, danger score, and length of time homeless.Coordination with all service/housing providers in the region through CE enables timely assessment and rapid placement in housing.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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The FY 2019 CoC Program Competition Notice of Funding Availability at: https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices

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1D-1. Discharge Planning Coordination.

Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

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

1E. Local CoC Competition

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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*1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.

Applicants must indicate whether the CoC:

1. informed project applicants in its local competition announcement about point values or other ranking criteria the CoC would use to rank projects on the CoC Project Listings for submission to HUD for the FY 2019 CoC Program Competition;	Yes
2. established a local competition deadline, and posted publicly, for project applications that was no later than 30 days before the FY 2019 CoC Program Competition Application submission deadline;	Yes
3. notified applicants that their project application(s) were being rejected or reduced, in writing along with the reason for the decision, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline; and	Did not reject or reduce any project
4. notified applicants that their project applications were accepted and ranked on the CoC Priority Listing in writing, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline.	Yes

1E-2. Project Review and Ranking–Objective Criteria.

Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2019 CoC Program Competition:

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	Yes

1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.

Applicants must describe:
1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and
2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.
(limit 2,000 characters)

1)The Review & Ranking Subcommittee of the NWCoC, comprised of homeless providers and advocates not affiliated with agencies applying for funding, used a scorecard matrix that ranks projects according to how they serve those with highest needs, vulnerabilities and complex barriers to housing. Priority is given to projects who utilize a Housing First approach. The Subcommittee reviews, scores, and ranks projects that address the needs of hard-to-serve homeless populations, chronically homeless, victims of domestic violence, LGBTQIA, those with criminal records and those experiencing mental health and/or substance use. 2)The scorecard gives priority to projects serving populations with high needs and vulnerabilities (8 pts for serving 100% disabled people, including substance use, mental illness, or other disability requiring significant support to maintain housing) and up to 16 pts for serving the chronically homeless with the longest length of time homeless that makes them more susceptible to victimization,illness and death.The Subcommittee scores and rank projects higher on the Priority List that adhere to Housing First tenets: those that do not screen out participants for low or no-income, substance use, domestic violence, or criminal record; those that do not terminate due to failure to participate in supportive services or make progress on a service plan, loss or failure to improve income, domestic violence, or any other activity not covered in a lease agreement.The Subcommittee ranks projects higher on the list with program designs adhering to SAMHSA's PSH Key Elements and the USICH's RRH Program Standards and Benchmarks that allow programs to serve highly vulnerable persons and meet their severity of service needs. All PSH projects are required to follow HUD Notice 16-011 and 17-11 to be included in the Priority Listing. APRs are reviewed for outcomes and participant retention to ensure that programs serve high-need participants and support housing stability.

1E-4. Public Postings–CoC Consolidated Application. Attachment Required.

Applicants must:
1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or
2. check 6 if the CoC did not make public the review and ranking process; and
3. indicate how the CoC made public the CoC Consolidated Application–including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected–which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or
4. check 6 if the CoC did not make public the CoC Consolidated

Application.

Public Posting of Objective Review and Ranking Process		Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings	
1. Email	X	1. Email	X
2. Mail		2. Mail	
3. Advertising in Local Newspaper(s)		3. Advertising in Local Newspaper(s)	
4. Advertising on Radio or Television		4. Advertising on Radio or Television	
5. Social Media (Twitter, Facebook, etc.)	X	5. Social Media (Twitter, Facebook, etc.)	X
6. Did Not Publicly Post Review and Ranking Process		6. Did Not Publicly Post CoC Consolidated Application	

1E-5. Reallocation between FY 2015 and FY 2018.

Applicants must report the percentage of the CoC's ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.

Reallocation: 16%

1E-5a. Reallocation–CoC Review of Performance of Existing Projects.

Applicants must:
1. describe the CoC written process for reallocation;
2. indicate whether the CoC approved the reallocation process;
3. describe how the CoC communicated to all applicants the reallocation process;
4. describe how the CoC identified projects that were low performing or for which there is less need; and
5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.
(limit 2,000 characters)

1) Through the NWCoC approved NC 516 Reallocation Policy, the NWCoC manages the performance of all CoC housing and Supportive Services Only projects in the region and reallocates financial resources when doing so will improve the NWCoC's capacity to end homelessness. An external Ranking and Review subcommittee established by the NWCoC governing board, the Steering Committee, reviews all project applications based on organizational capacity, project approach and design, cost effectiveness and utilization, and performance outcomes and spending history (if applicable). The subcommittee also considers HUD's policy priorities and strategic objectives and the

NWCoC's needs and priorities, in relation to project proposals. 2) The NC 516 Reallocation Policy is was adopted on 7/18/2018 and is reviewed annually to ensure alignment with current CoC structure and priorities in advance of the CoC competition. 3)The NC 516 Reallocation Policy is distributed to the NWCoC list-serve via email and posted to the NWCoC website during the NOFA to make clear that new projects may be eligible for funding through the reallocation process. 4)To identify projects that may be low performing or do not currently meet the needs of the region, the NWCoC new/renewal scorecard is utilized by the subcommittee which includes performance measures (exits to permanent housing, gained or increased income, length of stay, exits to know destination, how projects are filling a community gap, assist clients in increasing income, e.g) 5) For the 2019 CoC Competition, there were no projects rejected or reduced as no projects submitted were identified by the Review and Ranking subcommittee as low performing projects or inconsistent with the NWCoC's needs. Had a project been rejected or reduced in 2019, then CoC funds would have been reallocated either voluntarily, as done in the last 2 years, or competitively, with a poor-performing project rejected or reduced and the amount reallocated for a new project.

DV Bonus

Instructions

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1F-1 DV Bonus Projects.

Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing: No

Applicant Name	DUNS Number
This list contains no items	

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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2A-1. HMIS Vendor Identification. Wellsky

Applicants must review the HMIS software vendor name brought forward from FY 2018 CoC Application and update the information if there was a change.

2A-2. Bed Coverage Rate Using HIC and HMIS Data.

Using 2019 HIC and HMIS data, applicants must report by project type:

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	93	59	24	70.59%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	34	5	29	100.00%
Rapid Re-Housing (RRH) beds	2	0	2	100.00%
Permanent Supportive Housing (PSH) beds	62	9	53	100.00%
Other Permanent Housing (OPH) beds	0	0	0	

2A-2a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-2.

For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:

1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and
2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.
(limit 2,000 characters)

1)The Northwest Continuum of Care (NC516) generated in HUD HDX should be 138 Emergency Shelter beds (30 seasonal beds from November through April and 15 overflow beds were included in HIC with the 34 regular emergency shelter beds from the 2 emergency shelters in the 7 county region) with 59 beds dedicated for Domestic Violence. Of all emergency shelter beds (seasonal and non-participating agency), excluding the 59 domestic violence dedicated beds, there are 79 emergency shelter beds in HMIS, which equates to an 87.34% HMIS coverage rate instead of 70.59% as is reflected on the HDX report. Currently, there are 10 Emergency Shelter Beds listed on the HIC from a private non-partner, limited stay Emergency Shelter Provider that does not participate in the CoC, nor HMIS reporting which directly impacts the overall percentage as reported in HDX. If the count were to exclude the 10 non-partner agency beds,15 overflow beds, and 30 seasonal beds, then the bed count consisting of 24 Emergency Shelter Beds would show a 100% coverage rate for Emergency Shelter beds.The NWCoC strategy for HMIS inclusion is and will remain outreach to any new and existing non-partner agencies in the CoC to include additional beds, covering license costs, and HMIS training and administrative support. Unfortunately, efforts to gain partnership through community outreach has continued to go unnoticed and the agency's continued operation past 10/1/19 is questionable because of funding, which would remove the 10 beds from the 2020 HIC and reduce emergency shelter capacity in the region. The removal of the non partner agency leaves one Emergency Shelter in the 7 county region which operates at capacity during the PIT count (individuals sleeping in the dining facility and conference rooms). 2)The NWCoC strategy for full coverage implementation continues to be open outreach to any new agencies to include additional beds, covering any license costs, and offering HMIS training and administrative support.

***2A-3. Longitudinal System Analysis (LSA) Submission.**

Applicants must indicate whether the CoC submitted its LSA data to HUD in HDX 2.0.	Yes

***2A-4. HIC HDX Submission Date.**

Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy)	04/30/2019

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

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy). 01/30/2019

2B-2. PIT Count Data–HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/30/2019

2B-3. Sheltered PIT Count–Change in Implementation.

Applicants must describe:
1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's sheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

Not Applicable.

***2B-4. Sheltered PIT Count–Changes Due to Presidentially-declared Disaster.**

Applicants must select whether the CoC added or removed emergency shelter, No

transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially-declared disaster, resulting in a change to the CoC's 2019 sheltered PIT count.	

2B-5. Unsheltered PIT Count–Changes in Implementation.

Applicants must describe:
1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's unsheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

Not Applicable.

***2B-6. PIT Count–Identifying Youth Experiencing Homelessness.**

Applicants must:

Indicate whether the CoC implemented specific measures to identify youth experiencing homelessness in their 2019 PIT count.	Yes

2B-6a. PIT Count–Involving Youth in Implementation.

Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:
1. plan the 2019 PIT count;
2. select locations where youth experiencing homelessness are most likely to be identified; and
3. involve youth in counting during the 2019 PIT count.
(limit 2,000 characters)

1)NWCoC leadership and the NWCoC Lead worked directly with county and local school social workers, McKinney-Vento homeless liaisons, the Department of Social Services' Child Protective Services staff (DSS), and youth development stakeholders in each county within the region during the 2019 Point in Time (PIT) planning stage beginning in late 2018 to plan and implement youth outreach and youth agency involvement during the 2019 PIT count. The HMIS Local System Administrator and key NWCoC members conducted PIT training, provided materials, documentation and the direct support necessary for these agencies and community volunteers to effectively implement the PIT count and follow through with identification and engagement of known youth locations before the PIT and on the night of the count. Follow up contact was made both on and after the last Wednesday of January to verify the count of homeless youth in the NWCoC and document the locations identified. 2) In the PIT planning process, agencies asked DSS, school personnel, and youth training program providers in the seven county region to identify additional

community-based service providers (food pantries/religious organizations) that homeless youth who had exited the school system or foster care may frequent for assistance or hang out (parks, college/public libraries, skate parks, e.g) in order to have those organizations contribute and known youth locations identified for the PIT. 3) Youth and young adults engaged in both the provision of services and as participants in services and housing programs were asked for current camping and day/night locations of unsheltered youth and information about the PIT was widely disseminated so youth throughout the community would be included and engaged in the 2019 PIT count.

2B-7. PIT Count–Improvements to Implementation.

Applicants must describe the CoC's actions implemented in its 2019 PIT count to better count:
1. individuals and families experiencing chronic homelessness;
2. families with children experiencing homelessness; and
3. Veterans experiencing homelessness.
(limit 2,000 characters)

1) The NWCoC solicited input and communicated thoroughly to diverse groups of agencies and homeless service providers in the seven county geographic region engaged in 2019 Point in Time (PIT) planning and/or assisting with the PIT implementation, to prioritize specific subpopulations in the PIT count that included: individuals and families experiencing chronic homelessness, families with children experiencing homelessness, and Veterans experiencing homelessness. The definition of homelessness and distinction between homelessness and chronic homelessness was emphasized and explained to each stakeholder and volunteers during the PIT planning and PIT training in order to accurately identify and include individuals and families with children experiencing chronic homelessness across the region. 2) Families with children are a priority in housing placement in the NWCoC as homeless families with children are particularly vulnerable if unsheltered, often reside in vehicles in rural areas making location determination intractable on a given night, and are less likely to engage providers or identify as homeless out of fear of DSS involvement. Stakeholders were trained on client-centered approaches to the PIT interviews and were made aware of the special traumatic impact of homelessness on families with children and youth. 3) The mandate to identify and count homeless Veterans was emphasized in the PIT planning process and to PIT count volunteers and staff in order to quickly connect those eligible households to a Veteran service provider in the region and to confirm entry on the NWCoC Veteran By-Name list for service engagement and housing placement with the Veteran service agency and if eligible, the Veteran Administration Medical Center in the catchment area for HUD VASH, employment training, educational assistance, mental health/substance use treatment and primary health benefits utilization.

3A. Continuum of Care (CoC) System Performance

Instructions

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*3A-1. First Time Homeless as Reported in HDX.

Applicants must:

Report the Number of First Time Homeless as Reported in HDX.	196

3A-1a. First Time Homeless Risk Factors.

Applicants must:
1. describe the process the CoC developed to identify risk factors the CoC uses to identify persons becoming homeless for the first time;
2. describe the CoC's strategy to address individuals and families at risk of becoming homeless; and
3. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)

1) The NWCoC utilizes an assessment and a diversion tool/process that identifies the risk factors associated with an individual or family becoming homeless for the first time. Common risk factors include: loss of income, housing affordability/cost burdened housing and financial stability, education and training, lack of employment or underemployment, trauma, domestic or family violence, health issues and related costs, history of substance or alcohol use, social discrimination, criminal history, and lack of family/community support. The NWCoC utilizes the Cleveland Mediation Center Diversion techniques to assess persons who present/contact an access point and a privately funded Prevention and Crisis Assistance Program (WeCAN) to

financially assist those households at imminent risk of homelessness. 2) The NWCoC Steering Committee reviews data every quarter to assess needs/common factors of households who are experiencing first time homelessness, identifies data quality issues that may affect the NWCoC first time homelessness data, and daily crisis resource assistance from the regional shelter to monitor increases or decreases in assistance requests. The quantifiable information is used to address prevention/diversion assistance from local community providers and agencies dedicated to ensuring prioritization of needs for our community's most vulnerable people with the highest risk of becoming homeless. Homeless service providers continue to expand day services/crisis assistance, provide access and referrals to key community resources, incorporate diversion/prevention methods, and expand communication efforts and outreach across the community through a Supportive Services Specialist who conducts basic needs assessments that identify common risk factors for first time homeless. 3) Executive Director of OASIS and NWCoC Steering Committee Vice-Chair and NWCoC Lead/Executive Director, Hospitality House of Northwest, NC.

*3A-2. Length of Time Homeless as Reported in HDX.

Applicants must:

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.	104

3A-2a. Strategy to Reduce Length of Time Homeless.

Applicants must:
1. describe the CoC's strategy to reduce the length of time individuals and persons in families remain homeless;
2. describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
3. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless.
(limit 2,000 characters)

1)The NWCoC has developed a robust strategy committed to reducing the length of time individuals and families experiencing homelessness remain unhoused throughout the region by prioritizing households with the most extended length of time homeless and highest vulnerability and by connecting those low in placement priority to other housing options quickly. After effectively reducing the chronic by-name list to a single household, the NWCoC has continued to work the Order of Priority/by-name list to reduce the length of time a household experiences homelessness,reviews data weekly to monitor households that may lapse into chronicity and staffs households who are low vulnerability or only need financial assistance to ensure episodes of homelessness are brief. 2)NWCoC homeless service providers work to effectively divert households from the system at intake and if unsuccessful, identify the approximate start date of homelessness and gain an accurate understanding of an individual's needs and homeless history with specific attention to episodic homelessness within the last three years. After 14 days,

households receive the full VI- SPDAT to determine the households needs,vulnerability and appropriate housing intervention. Households who remain in the system and have low acuity/vulnerability based on the assessment, are provided support and linked to HCV/LIHTC or other assistance to quickly move them to permanent housing. NWCoC also works to identify and house those households 90 days from chronicity and provides case management to 'long-stayers' who are resistant to housing options and decrease shelter bed availability.Through effective case management, weekly data review to identify long-stayers or persons with low vulnerability on the by-name list, the NWCoC strategy to reduce the length of time homeless has seen an end to chronic homelessness and ensures that the length of time homeless for all households is brief. 3)NWCoC Lead/Executive Director, Hospitality House.

*3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX.

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	43%
2. Report the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	91%

3A-3a. Exits to Permanent Housing Destinations/Retention of Permanent Housing.

Applicants must:
1. describe the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
2. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
3. describe the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations; and
4. provide the organization name or position title responsible for overseeing the CoC's strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.
(limit 2,000 characters)

1) The NWCoC as developed key strategies dedicated to increasing the rate at which individuals and families successfully exit to permanent housing destinations. Effective strategies include: landlord recruitment, building strong community relationships with affordable housing stakeholders, monthly meeting

with Public Housing Authority for connectivity to HCV and utilization of Homeless Admission Preference, and identifying low income/tax credit targeted units for households with or without disabilities. These strategies have increased the exits to permanent housing destinations for persons in ES/TS and RRH in the NWCoC by 15% in one reporting year despite an affordable housing crisis. 2) The NWCoC Lead/Executive Director, Hospitality House of Northwestern NC for ES/TS-RRH. 3) Since 2017, NWCoC PSH retention has been over 90% (100% respectively in 2017). Evidenced based practices that produce positive outcomes and increase the rate at which individuals and families retain their permanent housing include: key supportive community programs dedicated to support services and intensive case management for persons with complex service needs to retain housing and 6 month follow-up after a household exits PSH to permanent housing with prevention assistance if needed so households do not return to homelessness. Additional wrap-around and support services include resources for MH and employment, health care, food access, and diversion and prevention follow-ups to identify those at imminent risk of homelessness due to the lack of community support, financial hardships, unemployment or underemployed, and social injustices. Case management follow-ups occur within 6 months of exit and additional service offered if needed to ensure the appropriate services are available for households to successfully retain their housing and promote overall well-being. 4) The PSH Service Coordinator, Hospitality House of Northwest NC are responsible for the Moving On implementation in PSH.

*3A-4. Returns to Homelessness as Reported in HDX.

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.	19%
2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.	25%

3A-4a. Returns to Homelessness–CoC Strategy to Reduce Rate.

Applicants must:
1. describe the strategy the CoC has implemented to identify individuals and persons in families who return to homelessness;
2. describe the CoC's strategy to reduce the rate of additional returns to homelessness; and
3. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the rate individuals and persons in families return to homelessness.
(limit 2,000 characters)

1) The NWCoC has implemented several communication strategies that include prevention services and continued Case Manager/Provider engagement up to 6 months after program exit that proactively identifies households who are at risk of returning to homelessness. Strategies focus upon ongoing communication with PHA's, partner agencies,crisis assistance/religious organizations and the

historical relationships between case managers and landlords throughout the region.Landlords have direct contact with former Case Managers/Coordinators to mediate tenant issues and address concerns if former participants are at risk of losing existing housing and returning to homelessness.Case managers provide follow-up services to former participants at 6 months to ensure households are maintaining stability and offer assistance if issues present that may jeopardize stability. Identifying participant concerns and open communication built on a client-centered approach are critical in the utilization of limited homeless prevention resources and connecting the community services necessary to keep a household from a return to homelessness. Additionally, the NWCoC Steering Committee identifies data quality issues that may affect the NWCoC returns to homelessness (improper exits/entry from winter shelter program for failure to return same day, e.g) and monitors local housing indicators to tailor prevention/diversion assistance to ensure prioritization for individuals demonstrating the highest risk of a return to homelessness. 2) Strategies to reduce the rate of additional returns to homelessness operate under the same premise that by improving former participant connectivity and awareness of assistance under homeless prevention and diversion, building key community partnerships with housing programs and agencies, and strengthening landlord engagement is an effective solution to reducing additional returns to homelessness.3) NWCoC Lead/Executive Director, Hospitality House.

*3A-5. Cash Income Changes as Reported in HDX.

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	41%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	11%

3A-5a. Increasing Employment Income.

Applicants must:
1. describe the CoC's strategy to increase employment income;
2. describe the CoC's strategy to increase access to employment;
3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
4. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase jobs and income from employment.
(limit 2,000 characters)

1)NWCoC has developed a comprehensive strategy to ensure participants increase employment income by securing partners who specialize in obtaining employment, providing employment and supporting employment retention for unemployed/underemployed high risk employees.The strategy includes a series

of on-site workshops with workforce development agency, NC Works Career Center, that promote job readiness and employment opportunities at the regional day center and a continued partnership with Daymark Recovery Services for Individual Placement and Support-Supported Employment (IPS-SE), an evidence-based practice promoted by SAMHSA, for participants with active MH/SU issues, and a series of women's workforce empowerment workshops.IPS-SE is a person-centered service focused on participants with persistent mental illness,for whom employment has not been achieved/interrupted or intermittent, the ability to gain successful employment through career exploration, education, job acquisition and support for employment retention. 2) Strategies to increase access to employment also include on-site workshops to facilitate the necessary job skills training to locate and maintain meaningful employment at the regional day center and the housing facility for ES/TS and PSH. Additionally, homeless service providers post job fair dates/locations for the region, employment notices, and assistance with transportation and work document acquisition which ensures access to direct employment opportunities and job preparedness. 3) NWCoC has an MOU with workforce development partner, NC Works, to provide on-site workshops at the day center designed to increase employment income and include: case management services, life skills training, financial budgeting, connecting participants with educational and employment opportunities, job readiness training,resume writing assistance and employer referrals. 4)NWCoC Lead/Executive Director, Hospitality House and IPS Team Lead for Daymark Recovery Services.

3A-5b. Increasing Non-employment Cash Income.

Applicants must:
1. describe the CoC's strategy to increase non-employment cash income;
2. describe the CoC's strategy to increase access to non-employment cash sources;
3. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase non-employment cash income.

1) NWCoC has developed a targeted strategy to ensure participants with low to no income increase their non-employment cash income and access to non-employment cash sources by providing direct assistance with enrollment for programs such as SNAPS/TANF/WIC, a dedicated Veteran Services provider to assist with VA benefits/service connected disability, and certified SOAR workers to facilitate SSI/SSDI/Medicaid/Medicare enrollment. Additionally, NWCoC partners refer homeless youth participants (16-26 yrs.old) with previous foster care placement during adolescence to the Dept. of Social Service for the Independent Living Services for Foster Children (NC LINKS) which provides tuition assistance, case management, budgeting and an annual financial stipend, regardless of other state/federal benefits they may receive. 2)The NWCoC strategy to increase access to cash resources is to educate program staff on all eligibility criteria, and changes to existing or new programs that are available through monthly meetings and the NWCoC listserve to facilitate participant access. Entitlement agencies are active members of the NWCoC board and collaborate with NWCoC to ensure community partners are informed of all available resources, current capacity, and eligibility criteria.Guidance on barriers to access for participants like prior drug felonies (SNAP) active warrants (VA), time-limits for assistance, rules for SNAP's Able Bodied Adult

Without Dependents (ABAWD) and the available resources to assist if denied under ABAWD are routinely shared with participants and providers to encourage those with previous denials/90 day limits to re-apply.Transportation, documentation/identification assistance, administrative appeal assistance if denial occurs and dissemination of accurate information regarding non-employment cash sources have proved an effective strategy to increase access to non-cash income sources. 3) NWCoC Lead/Executive Director, Hospitality House of Northwest, NC.

3A-5c. Increasing Employment. Attachment Required.

Applicants must describe how the CoC:
1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and
2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.
(limit 2,000 characters)

1)NWCoC promotes key community partnerships and access to employment opportunities with private employers/employment organizations and staffing agencies for industrial, agricultural and the hospitality industry, by hosting job fairs and through weekly updates to community boards of job postings located within housing and homeless services agencies throughout the NWCoC. Updates include local job fairs, career counselors, job listings, on-site assistance with employment and FAFSA applications, job readiness trainings, computer access, and direct referrals to employment/educational partners in the region. Updates provide information regarding employment opportunities for all people residing in a housing/shelter programs or receiving day services Participants work directly with re-entry specialists, program coordinators, interns and volunteers and attend onsite workshops with partner workforce agencies throughout the year, which inform participants about upcoming job fairs, NCWorks Career Center programs, application/resume assistance and skills training.
2) The NWCoC Written Standards, require that PSH Case Managers assist participants to find meaningful employment/internships and volunteer opportunities and connect them to Peer Support Specialists and Individual Placement and Support-Supported Employment (IPS-SE) specialists with Daymark Recovery Services, to assist participants in securing employment and provide the additional support, access to education, and training needed to maintain employment and engender community connectivity for participants that promotes overall well-being.The IPS-SE program offers client choice (ZeroExclusion), integration of rehabilitation and MH services, including close integration of IPS and MH support teams, benefits counseling (clarifying the potential impact of employment on government benefits to avoid impediments to employment),and IPS is not time limited.3) NWCoC Lead Agency and IPS Team Lead for Daymark Recovery Services.

3A-5d. Promoting Employment, Volunteerism, and Community Service.

Applicants must select all the steps the CoC has taken to promote employment, volunteerism and community service among people experiencing homelessness in the CoC's geographic area:

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	☐
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	☐
3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	☐
4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	☐
5. The CoC works with organizations to create volunteer opportunities for program participants.	☐
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	☐
7. Provider organizations within the CoC have incentives for employment.	☐
8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.	☐

3A-6. System Performance Measures Data–HDX Submission Date 05/31/2019

Applicants must enter the date the CoCs submitted its FY 2018 System Performance Measures data in HDX. (mm/dd/yyyy)

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

Instructions

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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

3B-1. Prioritizing Households with Children.

Applicants must check each factor the CoC currently uses to prioritize households with children for assistance during FY 2019.

1. History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	X
2. Number of previous homeless episodes	X
3. Unsheltered homelessness	X
4. Criminal History	X
5. Bad credit or rental history	X
6. Head of Household with Mental/Physical Disability	X

3B-1a. Rapid Rehousing of Families with Children.

Applicants must:
1. describe how the CoC currently rehouses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;
2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once

assistance ends; and
3. provide the organization name or position title responsible for overseeing the CoC's strategy to rapidly rehouse families with children within 30 days of them becoming homeless.
(limit 2,000 characters)

1) As a result of the NWCoC prioritization strategy for families with children (above) there has been a 43% reduction from 2016 to 2019 in unsheltered families with children in the region.NWCoC leadership and community partners such as schools, Dept.of Social Services and crisis assistance programs continue to work to quickly identify, serve and house homeless families with children as part of its ongoing strategy of rapidly rehousing these households within 30 days of homelessness. The NWCoC currently has only one Rapid Re-Housing provider funded through Emergency Solutions Grant. The provider uses a Progressive Engagement approach to ensure family households with children are quickly stabilized within housing.The Family-VI-SPDAT is used to inform referrals for the necessary community services needed to assist families in housing such as mental health, substance use treatment, healthcare and federal entitlement enrollments to meet their basic needs. 2) Prior to exit, case management staff work with participant households to complete a comprehensive exit plan that prepares all the participants in the household for the transition from subsidy assisted/supportive housing to independence. If financial independence cannot be achieved due to income attainment, then the PHA's Homeless Admission Preference is utilized to offer long-term stability.Case managers provide follow-up services to former participants at 6 months to ensure households are maintaining stability and offer assistance if issues present that jeopardize housing. Identifying participant concerns and open communication built on a client-centered approach are critical in the utilization of limited resources and connecting the services necessary to participants to maintain housing once assistance ends. In 2018, the ESG annual outcomes report showed 25% of these households exit to permanent housing destinations and only 8% return to homelessness.3) NWCoC Lead/Executive Director, Hospitality House.

3B-1b. Antidiscrimination Policies.

Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent housing (PSH and RRH)) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	X
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	X
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	X

4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	X

3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.

Applicants must indicate whether the CoC's strategy to address the unique needs of unaccompanied youth experiencing homelessness who are 24 years of age and younger includes the following:

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

3B-1c.1. Unaccompanied Youth Experiencing Homelessness–Prioritization Based on Needs.

Applicants must check all that apply that describes the CoC's current strategy to prioritize unaccompanied youth based on their needs.

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

3B-1d. Youth Experiencing Homelessness–Housing and Services Strategies.

Applicants must describe how the CoC increased availability of housing and services for:
1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and
2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.
(limit 3,000 characters)

1)Building on strategies developed in 2018, the NWCoC cultivated funding sources and partnerships to meet the needs of vulnerable and exploited youth experiencing homelessness in the Northwest region. Additional housing and services included housing for victims of sex trafficking through the DOJ, a new CoC funded TS/PS-RRH for victims of domestic violence, dating violence, sexual assault and human trafficking (which are predominently youth) and an established a referral processes (NC LINKS) to provide housing assistance and supportive services for youth exiting foster care or that are victims of sex trafficking and exploitation in the region.The NWCoC worked with staff from Crossnore School and Children's Home, a non-profit residential home for children and youth in crisis, and gathered information on resources to provide to community partners that address service gaps and housing needs of youth.The wrap around services available at Crossnore and through each county Dept. of Social Services (DSS) target youth in the system and those aging out of foster care (aged 14-26) to support skill development and prevent homelessness.The programs prepare youth for adulthood through structure, accountability, individualized goal planning and financial support as they work toward employment, education and housing goals.Youth are connected with resources in the community, participate in a Visiting Resource Program and are connected with a mentor to provide additional support.The Visiting Resource Program is designed as a prevention tool rather than crisis intervention and is targeted to youth raised in the Foster Care system who may not have any caring or accomplished adults in their lives for support. NWCoC partners continue to seek additional funding and prioritize resources for homeless vulnerable and LGBTQIA+ youth, partnering with advocates, colleges, faith communities, SmartStart agencies, school systems, DSS and non-profit programs like Crossnore School and Children's Hope Alliance, with the goal of serving more youth across the region.
2) NWCoC works with the POP Squad (Outreach), DSS and engages homeless youth at the region's day center by providing services to support youth, and in particular LGBTQIA youth.Service providers work with unsheltered youth who have previous foster care experiences in their teens, to connect them to Crossnore or to the Independent Living Services for (former) Foster Children (NC LINKS) program to identify and secure housing resources, case management and financial support regardless of other entitlements they may receive. The NC LINKS program provides services and resources to: young adults in foster care age 16-18, young adults who are between the ages of 18-21 and are participating in a Contractual Agreement for Continuing Residential Support (CARS) and young adults who aged out of foster care at age 18 and are not participating in CARS but eligible for services and support up to age 26 in the LINKS program.

3B-1d.1. Youth Experiencing Homelessness–Measuring Effectiveness of Housing and Services Strategies.

Applicants must:
1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. to increase the availability of housing and services for youth experiencing homelessness;
2. describe the measure(s) the CoC uses to calculate the effectiveness of both strategies in question 3B-1d.; and
3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d.

(limit 3,000 characters)

1) NWCoC secured additional funding sources from the DOJ for victims of sex trafficking, a new DV Bonus TS/RRH project which provides housing and service for victims of domestic violence, dating violence, sexual assault and human trafficking (which are predominently youth) and has a referral processes (NC LINKS) to provide housing assistance and supportive services for youth exiting foster care or that are victims of sex trafficking/exploitation in the region.The 2018 PIT documented 15% of unsheltered individuals in NWCoC were aged 18-24. A 2017 Study by the North Carolina Council for Women and Youth Involvement reported that in one county located in the NWCoC region, 66% of the reported victims of sexual assault were youth between 18-25 years of age and NC ranks 8th in the US for reported Human Trafficking cases.The additional funding from the DOJ provided specialized services focused on access to Transitional Housing, Permanent Supportive Housing, Rapid Rehousing or Section VIII Vouchers, and increased housing placement and exits to permanent housing destinations for youth which evidenced the effectiveness of this strategy for the NWCoC. Youth aging out of foster care lack family and community support and resources so the NWCOC partners increased supportive services, connectivity to mentoring programs and financial/housing assistance to support youth exiting foster care or those with previous foster care placement who are over 18 yrs. old who lack support. Increased enrollments to the NC LINKS program and documented referral to other NWCoC youth partners provided evidence to measure the additional availability of youth resources and the success of this strategy for the NWCoC. 2) A reduction in the number of unsheltered youth (18-24) in the NW CoC for the 2019 PIT (down from 58 in 2018 to 43 in 2019), increased housing placements for youth, and an increase in shelter/supportive services referrals for youth 18-24 showed the effectiveness of the NWCoC strategies targeting youth. 3)The data used to determine the NWCoC strategies are the same data sources used to calculate the effectiveness of those strategies and a consistent methodology for continued measurement. The data from HMIS and the HMIS comparable database for DV providers, the annual NC Council for Women and Youth Involvement annual reports, and DSS data were used to determine the effectiveness of strategies employed for youth and inform the NWCoC future planning efforts. The decrease in youth with prior adolescent foster care placement and/or a exits without either the CARS agreement or NC LINKS enrollment, a decrease in youth unsheltered homelessness and/or shelter entry by youth ages 18-24 and an increase in housing placements and permanent housing destinations for homeless youth show an effective unit of measure for the NWCoC strategies.

3B-1e. Collaboration–Education Services.

Applicants must describe:

1. the formal partnerships with:
a. youth education providers;
b. McKinney-Vento LEA or SEA; and
c. school districts; and

2. how the CoC collaborates with:
a. youth education providers;

b. McKinney-Vento Local LEA or SEA; and
c. school districts.
(limit 2,000 characters)

1) NWCOC works with area youth education providers, McKinney-Vento LEA's and the region's school districts across seven counties to ensure that school age children and unaccompanied youth enrolled in school/post-secondary institutions are connected to transportation services to remain in their school district of origin and receive wrap-around services to support stability and overall well-being.The local Smart Start agency partners with ESG and CoC-funded programs to provide enrollment in Head Start and referrals to other local child-centered services. CoC-funded programs have an MOU with The Children's Council for early childhood development (birth to 12) and education services. Providers also work directly with school counselors/social workers to address any issues related to the success of the youth/child's education path, often attending Individualized Education Plan meetings as requested by parents or unaccompanied youth, to advocate for any special needs or accommodations necessary to ensure success. Providers of housing/shelter/day services work directly with families/unaccompanied youth to help enrollment in school or post secondary education. 2) NWCoC partners work closely with the LEAs within each of the school districts in the NWCoC region, to connect homeless students and families with educational services and other mainstream resources to ensure minimal disruption to the child/youth. Program coordinators notify families/youth during the housing/shelter program intake of their rights and protections under McKinney-Vento. When families/unaccompanied youth sign a Release of Information, the program coordinator initiates services with the school/LEA and/or early childhood education provider in the appropriate district. NWCoC agencies attend meetings with school social workers and administrators in all seven counties to discuss policies and procedures under McKinney-Vento and educate rural providers on resources for homeless children and youth in the NWCoC.

3B-1e.1. Informing Individuals and Families Experiencing Homeless about Education Services Eligibility.

Applicants must describe policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.
(limit 2,000 characters)

The NWCoC's Ensuring Access to Educational Services Policy requires providers of services, shelter and housing, meet the developmental needs of homeless children and youth as defined under McKinney-Vento (42 U.S.C §11434a(2)).The NWCoC policy requires: the parent/guardian having charge or control of a child between the ages of 7 and 16 enroll the child in school within 5 business days of admission to a housing/shelter program; that staff provide the parent/guardian with information on the district/school that is age/grade level appropriate for the child and the right under McKinney-Vento to remain at the child's school of origin; the right of a child/youth to be immediately enrolled regardless of previous school or health records, birth certificates or proof of residency, and the contact information for the school social worker and/or McKinney-Vento liaison.Parents choosing home-school must provide program staff with grade appropriate curriculum/web-based programming used to support a home-school student, proof of ongoing progress in mastering grade-

level material (in accordance with N.C.G.S) and be informed that staff will provide/make arrangements with the school's transportation coordinator, if requested by the parent/guardian or unaccompanied youth, to facilitate engagement in school services. Staff must ensure: parent/guardian are following school policies regarding absences, have the medical documentation necessary to return to school after an illness or injury and are encouraged to develop relationships with community partners to offer educational support on-site, such as tutoring, reading programs, and provision of supplemental learning materials.Staff are required to inform families of their options for child care/developmental support, including evaluation, and must assist families in health care coverage enrollment and accessing annual wellness evaluations to support understanding of age-appropriate developmental milestones and immunization choice.

3B-1e.2. Written/Formal Agreements or Partnerships with Early Childhood Services Providers.

Applicant must indicate whether the CoC has an MOU/MOA or other types of agreements with listed providers of early childhood services and supports and may add other providers not listed.

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	No
Head Start	No	Yes
Early Head Start	No	No
Child Care and Development Fund	No	No
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	Yes
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
Children's Council (prenatal to age 12)	Yes	No
Moving Forward Empowerment Series	Yes	No

3B-2. Active List of Veterans Experiencing Homelessness.

Applicant must indicate whether the CoC uses an active list or by-name list to identify all veterans experiencing homelessness in the CoC. Yes

3B-2a. VA Coordination–Ending Veterans Homelessness.

Applicants must indicate whether the CoC is actively working with the U.S. Department of Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and criteria for ending veteran homelessness. Yes

3B-2b. Housing First for Veterans.

Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach.	Yes

3B-3. Racial Disparity Assessment. Attachment Required.

Applicants must:
1. select all that apply to indicate the findings from the CoC's Racial Disparity Assessment; or
2. select 7 if the CoC did not conduct a Racial Disparity Assessment.

1. People of different races or ethnicities are more likely to receive homeless assistance.	X
2. People of different races or ethnicities are less likely to receive homeless assistance.	
3. People of different races or ethnicities are more likely to receive a positive outcome from homeless assistance.	X
4. People of different races or ethnicities are less likely to receive a positive outcome from homeless assistance.	
5. There are no racial or ethnic disparities in the provision or outcome of homeless assistance.	
6. The results are inconclusive for racial or ethnic disparities in the provision or outcome of homeless assistance.	
7. The CoC did not conduct a racial disparity assessment.	

3B-3a. Addressing Racial Disparities.

Applicants must select all that apply to indicate the CoC's strategy to address any racial disparities identified in its Racial Disparities Assessment:

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	X
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	
3. The CoC has identified strategies to reduce disparities in their homeless system.	X
4. The CoC has implemented strategies to reduce disparities in their homeless system.	X
5. The CoC has identified resources available to reduce disparities in their homeless system.	X

6: The CoC did not conduct a racial disparity assessment.	☐

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

Instructions:

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4A-1. Healthcare–Enrollment/Effective Utilization

Applicants must indicate, for each type of healthcare listed below, whether the CoC assists persons experiencing homelessness with enrolling in health insurance and effectively utilizing Medicaid and other benefits.

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		
VAMC and Blue Ridge Outreach Clinic	Yes	Yes

4A-1a. Mainstream Benefits.

Applicants must:
1. describe how the CoC systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;
2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;
3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in

health insurance;
4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and
5. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy for mainstream benefits.
(limit 2,000 characters)

1)NWCoC provides in-service training monthly to educate provider staff on mainstream benefits and eligibility criteria for state/federal and local resources. Additionally, NCCARE360, an up to date resource directory and referral platform, is being rolled out across NC which provides for a coordinated, community-oriented, person-centered approach for delivery of mainstream benefit information which enables increased utilization of services/resources to address social determinants of health.Provider staff directly assist with enrollment in SNAP/TANF/WIC and health insurance coverage (ACA/Medicaid/Medicare/VA) to obtain benefits and help clients navigate applications,barriers such as the SNAP ABAWD policy, assistance limits or denial for drug related convictions. Projects provide up to date health resource information, have SOAR workers to facilitate SSI/SSDI/Medicaid/Medicare enrollment and the NWCoC Lead has a Licensed Professional Counselor for MH/SA/ and behavioral counseling. The NWCoC refer youth (16 - 26 yrs. old) with prior foster care placement to the DSS LINKS program for tuition assistance,MH/SA, case management and financial support, regardless of other state/federal benefits received. 2)The NWCoC advises on all program criteria and updates to mainstream benefit programs through monthly meetings, the listserve and NCCARE360. Mainstream benefit providers are members of the NWCoC board and provide monthly updates to ensure community partners are informed of all available resources, current capacity, and referral practices.3)NWCoC project staff assists participants in health insurance/Medicaid/Medicare enrollment by direct referral to a Health Care Navigator, VA provider,a SOAR worker or N.C. ePass for entitlement enrollment, including health coverage.4)The NWCoC has transportation and prescription assistance, an MOU with an FQHC for acute care and Blue Ridge Outreach Clinic for on-site primary health care for participants in ES/TH/PSH. 5)NWCoC Lead Agency.

4A-2. Lowering Barriers to Entry Data:

Applicants must report:

1. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	8
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	8
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

4A-3. Street Outreach.

Applicants must:

1. describe the CoC's street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are identified and engaged;
2. state whether the CoC's Street Outreach covers 100 percent of the CoC's geographic area;
3. describe how often the CoC conducts street outreach; and
4. describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)

1)The NWCoC works with a diversity of service providers and local law enforcement to provide outreach to those experiencing homelessness and these efforts have decreased the CoC's unsheltered population 27% since 2017. Efforts include community-wide information events, delivery of food/supplies and information to encampments and those least likely to access services. NWCoC has no PATH Team and receives no funding for an outreach program. Instead, NWCoC uses comprehensive marketing strategies to educate providers, community volunteers, those in need and those least likely to seek services on the resources available in the region. The NWCoC partnered with the Watauga County Sheriff's Office in the highest populated county to develop a specialized unit (the POP Squad) that undertakes outreach to homeless encampments.The POP Squad has certified Crisis InterventionTrained officers and works with unsheltered persons to ensure their safety, overall wellbeing and connection to housing/supportive services. The POP Squad is an essential NWCoC partner, working closely with service providers and other LEOs to locate unsheltered individuals and offer transportation to the regional shelter. 2) NWCoC covers 2,500 sq. miles of mountain terrain that spans 7 counties but partners respond to meet the needs of the unsheltered throughout the entire CoC. 3) The NWCoC uses traditional/ social media to generate awareness of services on an ongoing basis and the POP Squad operates year-round. Press releases/social media posts occur at the onset of each winter for shelter/services and providers and the POP Squad distribute resource cards to encampments with information on accessing basic services. 4) NWCoC conducts ongoing outreach which intensifies during winter when temperatures are life-threatening.The POP Squad makes weekly visits to unsheltered individuals least likely to access services and the frequency is increased during severe weather conditions or to address critical health needs.

4A-4. RRH Beds as Reported in HIC.

Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2018 and 2019.

	2018	2019	Difference
RRH beds available to serve all populations in the HIC	12	2	-10

4A-5. Rehabilitation/Construction Costs–New Projects. No

Applicants must indicate whether any new

project application the CoC ranked and submitted in its CoC Priority Listing in the FY 2019 CoC Program Competition is requesting $200,000 or more in funding for housing rehabilitation or new construction.	
4A-6. Projects Serving Homeless under Other Federal Statutes. **Applicants must indicate whether the CoC is requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other federal statutes.**	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
_FY 2019 CoC Competition Report (HDX Report)	Yes	2019 HDX CoC Comp...	09/16/2019
1C-4.PHA Administration Plan–Moving On Multifamily Assisted Housing Owners' Preference.	No	1C-4. PHA Adminis...	09/27/2019
1C-4. PHA Administrative Plan Homeless Preference.	No	1C-4. Administrat...	09/27/2019
1C-7. Centralized or Coordinated Assessment System.	Yes	1C-7. Centralized...	09/27/2019
1E-1.Public Posting–15-Day Notification Outside e-snaps–Projects Accepted.	Yes	1E-1. Public Post...	09/27/2019
1E-1. Public Posting–15-Day Notification Outside e-snaps–Projects Rejected or Reduced.	Yes	1E-1. Public Post...	09/27/2019
1E-1.Public Posting–30-Day Local Competition Deadline.	Yes	1E-1. Public Post...	09/27/2019
1E-1. Public Posting–Local Competition Announcement.	Yes	1E-1. Public Post...	09/27/2019
1E-4.Public Posting–CoC-Approved Consolidated Application	Yes	1E-4. Public Post...	09/27/2019
3A. Written Agreement with Local Education or Training Organization.	No	3A. Written Agree...	09/27/2019
3A. Written Agreement with State or Local Workforce Development Board.	No	3A. Written Agree...	09/27/2019
3B-3. Summary of Racial Disparity Assessment.	Yes	3B-3 NC-516 Summa...	09/19/2019
4A-7a. Project List-Homeless under Other Federal Statutes.	No		
Other	No	NC 516 Coordinate...	09/27/2019
Other	No	NC 516 Ensuring A...	09/27/2019

Other	No	2019 NC HMIS Oper...	09/27/2019

Attachment Details

Document Description: 2019 HDX CoC Competition Report for NC-516

Attachment Details

Document Description: 1C-4. PHA Administration Plan-Moving On Multifamily Assisted Housing Owners' Preference

Attachment Details

Document Description: 1C-4. Administrative Plan Homeless Preference

Attachment Details

Document Description: 1C-7. Centralized or Coordinated Assessment System

Attachment Details

Document Description: 1E-1. Public Posting-15-Day Notification Outside e-snaps-Projects Accepted

Attachment Details

Document Description: 1E-1. Public Posting-15-Day Notification Outside e-snaps-Projects Rejected or Reduced

Attachment Details

Document Description: 1E-1. Public Posting-30-Day Local Competition Deadline

Attachment Details

Document Description: 1E-1. Public Posting-Local Competition Announcement

Attachment Details

Document Description: 1E-4. Public Posting-CoC-Approved Consolidated Application

Attachment Details

Document Description: 3A. Written Agreement with Local Education or Training Organization

Attachment Details

Document Description: 3A. Written Agreement with State or Local Workforce Development Board

Attachment Details

Document Description: 3B-3 NC-516 Summary of Racial Disparity Assessment

Attachment Details

Document Description:

Attachment Details

Document Description: NC 516 Coordinated Entry and Assessment Policy and Procedures 2019

Attachment Details

Document Description: NC 516 Ensuring Access to Educational Services Policy

Attachment Details

Document Description: 2019 NC HMIS Operating Policies and Procedures

Submission Summary

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

Page	Last Updated
1A. Identification	09/18/2019
1B. Engagement	09/27/2019
1C. Coordination	09/27/2019
1D. Discharge Planning	No Input Required
1E. Local CoC Competition	09/27/2019
1F. DV Bonus	No Input Required
2A. HMIS Implementation	09/27/2019
2B. PIT Count	09/27/2019
3A. System Performance	09/27/2019
3B. Performance and Strategic Planning	09/27/2019
4A. Mainstream Benefits and Additional Policies	09/27/2019
4B. Attachments	09/27/2019

Submission Summary	No Input Required

2019 HDX Competition Report

PIT Count Data for NC-516 - Northwest North Carolina CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count	**520**	**466**	**449**	**417**
Emergency Shelter Total	83	93	111	129
Safe Haven Total	0	0	0	0
Transitional Housing Total	33	26	29	35
Total Sheltered Count	**116**	**119**	**140**	**164**
Total Unsheltered Count	**404**	**347**	**309**	**253**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**19**	**13**	**15**	**17**
Sheltered Count of Chronically Homeless Persons	11	6	12	6
Unsheltered Count of Chronically Homeless Persons	8	7	3	11

2019 HDX Competition Report

PIT Count Data for NC-516 - Northwest North Carolina CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**121**	**89**	**84**	**60**
Sheltered Count of Homeless Households with Children	19	15	17	16
Unsheltered Count of Homeless Households with Children	102	74	67	44

Homeless Veteran PIT Counts

	2011	2016	2017	2018	2019
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**36**	**7**	**5**	**2**	**5**
Sheltered Count of Homeless Veterans	6	4	5	2	5
Unsheltered Count of Homeless Veterans	30	3	0	0	0

2019 HDX Competition Report

HIC Data for NC-516 - Northwest North Carolina CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2019 HIC	Total Beds in 2019 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	**121**	**59**	**24**	**38.71%**
Safe Haven (SH) Beds	**0**	**0**	**0**	**NA**
Transitional Housing (TH) Beds	**38**	**5**	**29**	**87.88%**
Rapid Re-Housing (RRH) Beds	**2**	**0**	**2**	**100.00%**
Permanent Supportive Housing (PSH) Beds	**62**	**9**	**53**	**100.00%**
Other Permanent Housing (OPH) Beds	**0**	**0**	**0**	**NA**
Total Beds	223	73	108	72.00%

2019 HDX Competition Report

HIC Data for NC-516 - Northwest North Carolina CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC	2019 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	0	3	3	4

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH units available to serve families on the HIC	5	1	1	1

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH beds available to serve all populations on the HIC	26	10	12	2

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Summary Report for NC-516 - Northwest North Carolina CoC

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.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	353	305	50	54	4	29	23	-6
1.2 Persons in ES, SH, and TH	404	330	78	104	26	36	40	4

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added 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.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	353	265	138	148	10	42	33	-9
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	406	289	162	191	29	67	50	-17

2019 HDX Competition Report

FY2018 - 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.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	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	
		FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	86	21	24%	7	8%	8	9%	36	42%
Exit was from TH	49	6	12%	0	0%	6	12%	12	24%
Exit was from SH	0	0		0		0		0	
Exit was from PH	6	0	0%	1	17%	0	0%	1	17%
TOTAL Returns to Homelessness	141	27	19%	8	6%	14	10%	49	35%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2019 HDX Competition Report
FY2018 - 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).

	January 2017 PIT Count	January 2018 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	466	449	-17
Emergency Shelter Total	93	111	18
Safe Haven Total	0	0	0
Transitional Housing Total	26	29	3
Total Sheltered Count	119	140	21
Unsheltered Count	347	309	-38

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	404	341	-63
Emergency Shelter Total	349	311	-38
Safe Haven Total	0	0	0
Transitional Housing Total	93	57	-36

2019 HDX Competition Report

FY2018 - 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 FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	30	28	-2
Number of adults with increased earned income	2	1	-1
Percentage of adults who increased earned income	7%	4%	-3%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	30	28	-2
Number of adults with increased non-employment cash income	7	5	-2
Percentage of adults who increased non-employment cash income	23%	18%	-5%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	30	28	-2
Number of adults with increased total income	9	5	-4
Percentage of adults who increased total income	30%	18%	-12%

2019 HDX Competition Report
FY2018 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	33	27	-6
Number of adults who exited with increased earned income	2	8	6
Percentage of adults who increased earned income	6%	30%	24%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	33	27	-6
Number of adults who exited with increased non-employment cash income	2	3	1
Percentage of adults who increased non-employment cash income	6%	11%	5%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	33	27	-6
Number of adults who exited with increased total income	4	11	7
Percentage of adults who increased total income	12%	41%	29%

2019 HDX Competition Report

FY2018 - 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 2017	FY 2018	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	374	299	-75
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.	118	103	-15
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)	256	196	-60

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	398	320	-78
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.	129	108	-21
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.)	269	212	-57

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 FY2018 (Oct 1, 2017 - Sept 30, 2018) 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 2017	FY 2018	Difference
Universe: Persons who exit Street Outreach	0	0	0
Of persons above, those who exited to temporary & some institutional destinations	0	0	0
Of the persons above, those who exited to permanent housing destinations	0	0	0
% Successful exits			

Metric 7b.1 – Change in exits to permanent housing destinations

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	342	305	-37
Of the persons above, those who exited to permanent housing destinations	95	130	35
% Successful exits	28%	43%	15%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in all PH projects except PH-RRH	52	46	-6
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	52	42	-10
% Successful exits/retention	100%	91%	-9%

2019 HDX Competition Report

FY2018 - SysPM Data Quality

NC-516 - Northwest North Carolina 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.

2019 HDX Competition Report

FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	36	42	31	34	29	29	30	26	38	42	54	53	3	26	10	12				
2. Number of HMIS Beds	25	24	24	24	29	29	30	26	37	42	54	53	3	26	10	11				
3. HMIS Participation Rate from HIC (%)	69.44	57.14	77.42	70.59	100.00	100.00	100.00	100.00	97.37	100.00	100.00	100.00	100.00	100.00	100.00	91.67				
4. Unduplicated Persons Served (HMIS)	284	247	242	406	97	87	93	57	45	58	54	48	36	51	23	30			0	0
5. Total Leavers (HMIS)	251	216	202	377	71	60	66	30	10	13	4	9	15	50	18	27			0	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	78	20	17	45	15	2	1	1	0	0	0	0	0	0	0	0			0	0
7. Destination Error Rate (%)	31.08	9.26	8.42	11.94	21.13	3.33	1.52	3.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				

2019 HDX Competition Report

Submission and Count Dates for NC-516 - Northwest North Carolina CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2019 PIT Count	1/30/2019	

Report Submission Date in HDX

	Submitted On	Met Deadline
2019 PIT Count Submittal Date	4/30/2019	Yes
2019 HIC Count Submittal Date	4/30/2019	Yes
2018 System PM Submittal Date	5/31/2019	Yes

Memorandum of Understanding

This Memorandum of Understanding (MOU) is made by and between Hospitality House, Lead for Northwest CoC 516 and Northwestern Regional Housing Authority.

Whereas Hospitality House and Northwestern Regional Housing Authority will collaborate to process Moving On strategy Housing Choice Vouchers for Permanent Supportive Housing Clients of Hospitality House PSH Project.

Now therefore, for and in consideration of mutual promises to each other as hereinafter set forth, the parties agree to as follows:

A. Scope of Work: Deliverables and Duties

Hospitality House of Northwest CoC 516 agrees to perform the following activities:

- Notify Northwestern Regional Housing Authority when there is a PSH client who meets the eligibility for moving on into a permanent housing unit in the community.
- Submit a letter of dire need to Northwestern Regional Housing Authority for a preference in receiving a Housing Choice Voucher to assist in rent for moving on.
- Assist the PSH client in looking for an available unit to exit into a positive permanent housing situation.

Northwest Regional Housing agrees to:

- Accept request from Hospitality House for PSH clients to consider a preference for Housing Choice Voucher for Moving On strategy.

B. Term

The work of Hospitality House will begin upon signing this MOU. This MOU will continue to be valid unless termination of written notice is given by either listed party.

C. Termination

Either party may terminate this MOU without cause upon giving the other party 30-days written notice of its intent to do so.

D. Changes

Hospitality House may from time to time request changes in the activities to be performed or agreed upon, such changes, which are mutually agreed upon by and between Northwestern Regional Housing Authority.

Whereas Hospitality House and Northwestern Regional Housing Authority have collaborated to establish the Moving On strategy vouchers for the purpose of Permanent Supportive Housing clients.

E. Liability

Each party shall be solely liable for its own negligence, which results in any claims, acts, actions, demands or damages arising out of its performance of this MOU.

F. Complete Agreement

This MOU contains the complete agreement of the Parties and may not be modified in any respect except by written amendment hereto.

Signatures **Date**

Tina B Krause 9/13/18

Tina B. Krause, Executive Director
Hospitality House

9/13/18

Ned Fowler, Executive Director
Northwestern Regional Housing Authority

ADMINISTRATIVE PLAN

FOR THE

HOUSING CHOICE VOUCHER PROGRAM

Product # 301-002

January 1, 2005

Revision Date	Revision Date
September 1, 2005	April 28, 2010
May 1, 2006	
December 1, 2006	
July 1, 2007	
August 1, 2008	
November 1, 2008	
October 1, 2009	

Approved by the HA Board of Commissioners:

Submitted to HUD:

4-III.C. SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

Local Preferences [24 CFR 982.207; HCV p. 4-16]

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

PHA Policy

Local preferences will be used to select families from the waiting list.

The PHA has selected the following system to apply local preferences:

Local preferences will be aggregated using the following system:

Each preference will receive an allocation of points. The more preference points an applicant has, the higher the applicant's place on the waiting list. The following local preference points will be applied:

300 points

Dire Emergency

200 points

Homeless with Children

Veterans

150 points

Homeless

100 points

Victims of domestic violence

Involuntary Displacement due to a disaster

Involuntary Displacement due to Federal, state of local government action

Involuntary Displacement due to action by a housing manager

Involuntary Displacement due to avoid reprisals

Involuntary Displacement due to hate crimes

Involuntary Displacement due to non-suitability of the unit

Involuntary Displacement due to HUD disposition

Substandard Housing

Rent Burden

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Northwestern Regional Housing Authority
Board of Trustees
Regular Meeting
February 28, 2018

MINUTES

The Northwestern Regional Housing Authority Board of Trustees met in regular session on February 28, 2018 at NRHA Central Offices, Boone, North Carolina.

Board members present included: David Choate, Chairman, Pat Vines, Vice Chairman, Edward Gregory, David Blankenship, Matthew Grindstaff, Troy Clark, and Fred Lemly. The following staff were present: E. G. "Ned" Fowler, Morgan Hess and Aurelia Leonard. Attorney David Gitlin was present. John Grossi-CPA and Acting CFO was absent.

Chairman Choate called the meeting to order at 4:00pm and declared a quorum present.

Chairman Choate presented the draft of the minutes from the January 24, 2018 Regular Meeting.

Trustee Gregory made a motion to approve the minutes as presented. Trustee Blankenship seconded the motion. Motion carried unanimously.

Morgan Hess, CFO in Training, presented the Finance Officer's Report. Ms. Hess presented and reviewed the following:

- NRHA Operating Summary through January 31, 2018;
- NRHA Occupancy Report as of February 1, 2018;
- NRHA Balance Sheet through January 31, 2018'
- Ms. Hess noted the January 1, 2018 Reduction in Force will save $72,000 over an 18 month period;
- She further noted RHA staff is continuing to work with the independent audit firm of Bernard Robinson and the RHA FYE 6/30/2017 audit will be released next week and the principals of the firm would attend the March board meeting;
- Concerning the Forest Hills, Elk Park School and Historic Wilkesboro School all audits are complete;
- Lastly, Ms. Hess noted she will be working with Acting CFO John Grossi on the Northwestern Housing Enterprises audit process now underway.

Mr. Fowler presented the Executive Director's Report. Mr. Fowler reported the Housing Choice Voucher Program is fully leased at 100% for the 2017 calendar year average. Mr. Fowler stated NRHA Comprehensive Housing Counseling is still ongoing but has slowed down due to foreclosures being less demanding at present.

Mr. Fowler remarked regarding the federal appropriations process the administration's proposed budget for 2018 is not a good picture with heavy proration on the administrative fees, wiping out CDBG, Capital Fund Program and cuts in the HCV Program. He noted that Congress is expected to complete its appropriations process by March 23, 2018.

Concerning development initiatives, Mr. Fowler reported the Historic Ashe Hospital is progressing; roof on 1940's portion, roof on 1950's portion not done; unsuitable soils on back of property but solved problem with rammed aggregate piers; mechanical/electrical rough in completed; plumbing rough in completed; framing rough in completed in the existing historic building.

Lastly, Mr. Fowler noted the daycare has to be out of the former nurse's quarters building by May 2018 and staff is investigating alternatives of where to relocate this essential function business by renting a building owned by the county and using the NHE national DHHS grant funds for lease payments

Mr. Fowler presented two policy considerations:

Housing Choice Voucher preference-Give weighted preference to elderly persons (62+) 200 points and amend current homeless preference to add homeless with children.

Trustee Grindstaff made a motion to approve the recommendation for the HCV preference. Trustee Gregory seconded the motion. Motion carried unanimously.

Mr. Fowler presented Resolution No. 473, "NRHA Updated Policy on Paid Vacation Time-February 28, 2018" revising the vacation benefits.

Trustee Blankenship made a motion to approve Resolution No. 473 as presented. Trustee Gregory seconded the motion Motion carried unanimously.

Attorney Gitlin briefly discussed the question of potential breach of contract by HUD on proration of HCV administrative fees in regard to the Annual Contributions Contract. Mr. Fowler noted that full funding of HUD ACCs are conditioned upon sufficient appropriations by the US Congress which have not been available in recent years.

The next regular board meeting will be held March 28, 2018 at 4:00pm at the RHA central offices. The NHE Board of Directors will meet at 5:00pm that same day.

Chairman Choate adjourned the meeting at 4:45pm.

Adopted by vote of the Northwestern Regional Housing Authority Board of Trustees upon motion by Troy Clark and seconded by Edgar Gregory this 28th day of March 2018.

David T. Choate

David Choate
Chairman of the Board

E. G. "Ned" Fowler
Executive Director/Secretary

SEAL

NORTH WILKESBORO HOUSING AUTHORITY

"Not a Handout...Just a Helping Hand"

NORTH WILKESBORO HOUSING AUTHORITY
NORTH WILKESBORO, NORTH CAROLINA

RESOLUTION NO. 11-25-14-1

A RESOLUTION BY THE BOARD OF COMMISSIONERS OF THE NORTH WILKESBORO HOUSING AUTHORITY TO APPROVE THE ADDITION OF A PREFERENCE FOR HOMELESS VETERANS.

Resolved, That the Board of Commissioners of the North Wilkesboro Housing Authority (NWHA) does hereby approve the addition of a preference for Homeless Veterans.

Commissioner Kurt Johnson Moved to accept the resolution

Commissioner Jane F. Wilborn Seconded the motion

Motion Carried

Approved:

Chairperson

Vice-Chairperson

Resolution, dated November 25, 2014

Office of the Executive Director
101 Hickory Street • Post Office Box 1373 • North Wilkesboro, North Carolina 28659 • Phone 336-667-3203 • Fax 336-838-5138
NWHA@charter.net

DEFINITION OF HOMELESS VETERAN

Any individual who:

1. Lacks fixed, regular and adequate nighttime residence; and

2. Has primary nighttime residence that is a:

    a. Supervised publicly or privately operated shelter designed to provide temporary living accommodations
    b. Institution that provides temporary residence for individuals intended to be institutionalized (not incarcerated ie. jails and prisons)
    c. Public or private place not designated or normally used as regular sleeping place for humans.

VERFICATION REQUIREMENTS

Certification on HUD form by police, social service agency, or shelter facility that veteran is homeless.

Notice of Public Review and Hearing

North Wilkesboro Housing Authority will hold a public hearing on October 28, 2014, at 5:30 p.m. in the Main Office at 101 Hickory Street at our regularly scheduled Board meeting to hear comments on its proposal to add a local preference for Homeless Veterans in the selection of applicants for admission to Public Housing Program effective December 1, 2014.

Comments may be submitted prior to the public hearing to the North Wilkesboro Housing Authority office at 101 Hickory Street, North Wilkesboro, N.C. 28659.

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Comments may be submitted prior to the public hearing to the North Wilkesboro Housing Authority office at 101 Hickory Street, North Wilkesboro, N.C. 28659.

Administration

Interviewer's Name	Agency	○ Team ○ Staff ○ Volunteer
_____	_____	
Survey Date	**Survey Time**	**Survey Location**
DD/MM/YYYY ___/___/_____	__ __ __ __	_____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name	Nickname	Last Name
_____	_____	_____

In what language do you feel best able to express yourself? _____

Date of Birth	Age	Social Security Number	Consent to participate
DD/MM/YYYY ___/___/_____	_____	_____	○ Yes ○ No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1. **SCORE:** 0

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7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? ☐ Y ☐ N ☐ Refused

IF "YES," THEN SCORE 1 FOR **LEGAL ISSUES.**	SCORE: 0

8. Does anybody force or trick you to do things that you do not want to do? ☐ Y ☐ N ☐ Refused

9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF EXPLOITATION.**	SCORE: 0

C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? ☐ Y ☐ N ☐ Refused

11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? ☐ Y ☐ N ☐ Refused

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR **MONEY MANAGEMENT.**	SCORE: 0

12. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? ☐ Y ☐ N ☐ Refused

IF "NO," THEN SCORE 1 FOR **MEANINGFUL DAILY ACTIVITY.**	SCORE: 0

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? ☐ Y ☐ N ☐ Refused

IF "NO," THEN SCORE 1 FOR **SELF-CARE.**	SCORE: 0

14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted? ☐ Y ☐ N ☐ Refused

IF "YES," THEN SCORE 1 FOR **SOCIAL RELATIONSHIPS.**	SCORE: 0

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25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? ☐ Y ☐ N ☐ Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR **MEDICATIONS.**	SCORE: 0

27. *YES OR NO:* Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced? ☐ Y ☐ N ☐ Refused

IF "YES", SCORE 1 FOR **ABUSE AND TRAUMA.**	SCORE: 0

Scoring Summary

DOMAIN	SUBTOTAL	
PRE-SURVEY	0	/1
A. HISTORY OF HOUSING & HOMELESSNESS	0	/2
B. RISKS	0	/4
C. SOCIALIZATION & DAILY FUNCTIONS	0	/4
D. WELLNESS	0	/6
GRAND TOTAL:	0	/17

RESULTS	
Score:	**Recommendation:**
0-3:	no housing intervention
4-7:	an assessment for Rapid Re-Housing
8+:	an assessment for Permanent Supportive Housing/Housing First

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___:___ or Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (___) ___ - ___ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	☐ Yes ☐ No ☐ Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

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Administration

Interviewer's Name	Agency	○ Team ○ Staff ○ Volunteer
_____	_____	
Survey Date	**Survey Time**	**Survey Location**
DD/MM/YYYY ___/___/_____	__ __ : __ __	_____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

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- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

PARENT 1

First Name	Nickname	Last Name
_____	_____	_____

In what language do you feel best able to express yourself? _____

Date of Birth	Age	Social Security Number	Consent to participate
DD/MM/YYYY ___/___/_____	_____	_____	○ Yes ○ No

PARENT 2

☐ No second parent currently part of the household

First Name	Nickname	Last Name
_____	_____	_____

In what language do you feel best able to express yourself? _____

Date of Birth	Age	Social Security Number	Consent to participate
DD/MM/YYYY ___/___/_____	_____	_____	○ Yes ○ No

IF EITHER HEAD OF HOUSEHOLD IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1. **SCORE:**

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B. Risks

8. In the past six months, how many times have you or anyone in your family...

a) Received health care at an emergency department/room? ____ ☐ Refused

b) Taken an ambulance to the hospital? ____ ☐ Refused

c) Been hospitalized as an inpatient? ____ ☐ Refused

d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? ____ ☐ Refused

e) Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along? ____ ☐ Refused

f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? ____ ☐ Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR **EMERGENCY SERVICE USE.**	**SCORE:** 0

9. Have you or anyone in your family been attacked or beaten up since they've become homeless? ☐ Y ☐ N ☐ Refused

10. Have you or anyone in your family threatened to or tried to harm themself or anyone else in the last year? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF HARM.**	**SCORE:** 0

11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live? ☐ Y ☐ N ☐ Refused

IF "YES," THEN SCORE 1 FOR **LEGAL ISSUES.**	**SCORE:** 0

12. Does anybody force or trick you or anyone in your family to do things that you do not want to do? ☐ Y ☐ N ☐ Refused

13. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF EXPLOITATION.**	**SCORE:** 0

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24. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past? ☐ Y ☐ N ☐ Refused

25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE.**	**SCORE:** 0

26. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:

a) A mental health issue or concern? ☐ Y ☐ N ☐ Refused

b) A past head injury? ☐ Y ☐ N ☐ Refused

c) A learning disability, developmental disability, or other impairment? ☐ Y ☐ N ☐ Refused

27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH.**	**SCORE:** 0

28. *IF THE FAMILY SCORED 1 EACH FOR PHYSICAL HEALTH, SUBSTANCE USE, AND MENTAL HEALTH:* Does any single member of your household have a medical condition, mental health concerns, **and** experience with problematic substance use? ☐ Y ☐ N ☐ N/A or Refused

IF "YES", SCORE 1 FOR **TRI-MORBIDITY.**	**SCORE:** 0

29. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking? ☐ Y ☐ N ☐ Refused

30. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication? ☐ Y ☐ N ☐ Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR **MEDICATIONS.**	**SCORE:** 0

31. *YES OR NO:* Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced? ☐ Y ☐ N ☐ Refused

IF "YES", SCORE 1 FOR **ABUSE AND TRAUMA.**	**SCORE:** 0

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Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	0 /2	
A. HISTORY OF HOUSING & HOMELESSNESS	0 /2	**Score: Recommendation:**
B. RISKS	0 /4	0-3 no housing intervention
C. SOCIALIZATION & DAILY FUNCTIONS	0 /4	4-8 an assessment for Rapid Re-Housing
D. WELLNESS	0 /6	9+ an assessment for Permanent Supportive Housing/Housing First
E. FAMILY UNIT	0 /4	
GRAND TOTAL:	0 /22	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ____ or Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	☐ Yes ☐ No ☐ Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

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Administración

Nombre de Entrevistador/a	Agencia de Entrevistador/a	☐Equipo ☐Personal ☐Voluntario
Fecha de Evaluación Previa MM/DD/AAAA ____/____/_____	Tiempo de la Evaluación Previa __ __ : __ __ AM/PM	Lugar de la Evaluación Previa _____

Guion Introductorio

Cada entrevistador/a en nuestra comunidad en cualquier organización debe usar el mismo guion introductorio. Este guion debe incluir la siguiente información:

"Me llamo [ ] y trabajo para una organización que se llama [ ]. Tengo una evaluación que dura 10 minutos que quisiera completar contigo. Las respuestas nos ayudarán a determinar cómo podemos proporcionar apoyo. La mayoría de las preguntas sólo se requiere "sí" o "no." Algunas preguntas se requieren respuestas breves. La información recopilada se entra en el Sistema de Información para Personas Sin Casa ni Hogar (HMIS), que asegurará que no necesita ir a cada agencia por toda la ciudad para se ponga en varias listas de esperar, y sólo tendrá que llenar estos documentos una vez. Si tiene un trabajador/a social que le ayuda con otras aplicaciones de hogar, usted debe seguir trabajando con ellos después de terminar esta evaluación previa.

Después de la evaluación previa, puedo darle alguna información básica sobre recursos que podrían ser una buena opción para usted. Hay que entender que hay pocos asistencia recursos de hogar que están conectado de esta evaluación, así que es posible pero improbable que puede obtener asistencia para hogar directamente por modo de este proceso. La ventaja principal de hacer la encuesta es que nos dará una mejor idea de sus necesidades y los recursos que podría ser elegible.

¿Quisiera tomar la evaluación conmigo?"

"Si en algún momento no me entiende o lo que estoy preguntando, házmelo saber y le ayudaré a entender lo que quiero saber. Vamos a empezar con la primera pregunta..."

Información General

Nombre	Apellido	Apodo
_____	_____	_____

¿En qué idioma siente que se puede expresar mejor? _____

Fecha de nacimiento	Edad	Número de Seguro Social	¿Ha dado su permiso para participar?
MM/DD/AAAA ____/____/_____	_____	_____ - _____ - _____	☐Sí ☐No

A. Historial de Vivienda e Indigencia (Sin Casa)

1. ¿Dónde duerme usualmente? (marque uno)
   ☐Refugio ☐Otro (especifiqué): _____
   ☐Vivienda Transicional ☐Se niega a contesta
   ☐Afuera / en la calle (incluyendo todos los lugares no destinados para la vida humana, incluyendo la calle, banqueta o portal o entrada de casa, carro, autobús o transporte subterráneo, parque o edificio abandonado)
2. ¿Hace cuánto tiempo que ha vivido en una vivienda estable permanente? _____ ☐Se niega a contestar
3. En los últimos tres años, ¿cuántas veces ha vivido en la calle o en refugios para indigentes? _____ ☐Se niega a contestar

17. Si había espacio disponible en un programa que ayuda específicamente a las personas que viven con el VIH o el SIDA, ¿sería de interés para usted? ☐Sí ☐No ☐Se niega a contestar
18. ¿Tiene usted una discapacidad física que podría limitar el tipo de vivienda que accederse, o que hacerlo difícil vivir independiente porque necesitaría ayuda? ☐Sí ☐No ☐Se niega a contestar
19. ¿Cuándo está enfermo/a o no se siente bien, se puede evitar la atención médica? ☐Sí ☐No ☐Se niega a contestar
20. *Para encuestadas biológicamente femenina solamente: ¿Está embarazada?* ☐Sí ☐No ☐Se niega a contestar
21. ¿Alguna vez el uso de alcohol o drogas ha provocado que lo expulsen de un apartamento o programa en el que se alojaban en el pasado? ☐Sí ☐No ☐Se niega a contestar
22. ¿El consume de alcohol o drogas hace que sea difícil para usted permanecer alojado o pagar una vivienda? ☐Sí ☐No ☐Se niega a contestar
23. ¿Ha tenido problemas para mantener su vivienda, o ha sido expulsado de un apartamento, un programa de refugios u otro lugar que se alojaban, a causa de:
    A) Un problema o preocupación de salud mental? ☐Sí ☐No ☐Se niega a contestar
    B) Una lesión cerebral grave o trauma en la cabeza? ☐Sí ☐No ☐Se niega a contestar
    C) Discapacidad del aprendizaje o de desarrollo, o algo así? ☐Sí ☐No ☐Se niega a contestar
24. ¿Tiene algún problema de salud mental o cerebral que pudiera dificultarle una vida independiente porque necesitaría ayuda? ☐Sí ☐No ☐Se niega a contestar
25. ¿Hay algún medicina que un médico le recomendó que tomara, y por cualquier razón, no la está tomando? ☐Sí ☐No ☐Se niega a contestar
26. ¿Hay algún medicina como calmante para el dolor que no tome en la manera que el médico le recetó o donde se venden la medicina? ☐Sí ☐No ☐Se niega a contestar
27. *SÍ O NO:* ¿Es su episodio actual de vivir en la calle a causa de una experiencia de abuso emocional, físico, psicológico, sexual o de otro tipo de abuso, o de cualquier otra trauma que ha experimentado/a? ☐Yes ☐No ☐Refused

Preguntas de Seguimiento

En un día regular, ¿en dónde se le puede localizar y a qué hora del día es más fácil localizarle	lugar: tiempo: ____:____ AM/PM o Mañana/Mediodía/Tarde/Noche
¿Hay un número telefónico y/o dirección electrónica donde podamos localizarle o dejar un mensaje seguramente?	Número Telefónico: (_____) _____ - _____ Dirección Electrónica:_____
Bueno, ahora me gustaría tomarle una foto para que sea más fácil de encontrarle y confirmar su identidad en el futuro. ¿Puedo hacerlo?	☐Sí ☐No ☐Se niega a contestar

DANGER ASSESSMENT

Jacquelyn C. Campbell, Ph.D., R.N. Copyright, 2003; update 2018; www.dangerassessment.com

Several risk factors have been associated with increased risk of homicides (murders) of women and men in violent relationships. We cannot predict what will happen in your case, but we would like you to be aware of the danger of homicide in situations of abuse and for you to see how many of the risk factors apply to your situation.

Using the calendar, please mark the approximate dates during the past year when you were abused by your partner or ex partner. Write on that date how bad the incident was according to the following scale:

1. Slapping, pushing; no injuries and/or lasting pain
2. Punching, kicking; bruises, cuts, and/or continuing pain
3. "Beating up"; severe contusions, burns, broken bones
4. Threat to use weapon; head injury, internal injury, permanent injury, miscarriage or choking* (use a © in the date to indicate choking/strangulation/cut off your breathing – example 4©
5. Use of weapon; wounds from weapon

(If **any** of the descriptions for the higher number apply, use the higher number.)

Mark **Yes** or **No** for each of the following. ("He" refers to your husband, partner, ex-husband, ex-partner, or whoever is currently physically hurting you.)

____ 1. Has the physical violence increased in severity or frequency over the past year?
____ 2. Does he own a gun?
____ 3. Have you left him after living together during the past year?
3a. (If have *never* lived with him, check here____)
____ 4. Is he unemployed?
____ 5. Has he ever used a weapon against you or threatened you with a lethal weapon?
(If yes, was the weapon a gun?____)
____ 6. Does he threaten to kill you?
____ 7. Has he avoided being arrested for domestic violence?
____ 8. Do you have a child that is not his?
____ 9. Has he ever forced you to have sex when you did not wish to do so?
____ 10. Does he ever try to choke/strangle you or cut off your breathing? (If yes, has he done it more than once, or did it make you pass out or black out or make you dizzy?____)
____ 11. Does he use illegal drugs? By drugs, I mean "uppers" or amphetamines, "meth", speed, angel dust, cocaine, "crack", street drugs or mixtures.
____ 12. Is he an alcoholic or problem drinker?
____ 13. Does he control most or all of your daily activities? For instance: does he tell you who you can be friends with, when you can see your family, how much money you can use, or when you can take the car? (If he tries, but you do not let him, check here:)
____ 14. Is he violently and constantly jealous of you? (For instance, does he say "If I can't have you, no one can.")
____ 15. Have you ever been beaten by him while you were pregnant? (If you have never been pregnant by him, check here:____)
____ 16. Has he ever threatened or tried to commit suicide?
____ 17. Does he threaten to harm your children?
____ 18. Do you believe he is capable of killing you?
____ 19. Does he follow or spy on you, leave threatening notes or messages, destroy your property, or call you when you don't want him to?
____ 20. Have you ever threatened or tried to commit suicide?
____ Total "Yes" Answers

Thank you. Please talk to your nurse, advocate or counselor about what the Danger Assessment means in your situation.

DANGER ASSESSMENT-- Avaluación de Peligro[1]

Jacquelyn C. Campbell, PhD, RN, FAAN

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Se ha asociado la presencia de varios factores de riesgo con un aumento en el riesgo de homicidio (o asesinato) de mujeres y hombres con relaciones violentas. No puede predecirse qué pasará en su caso, pero nos gustaría que se mantuviera atenta al riesgo de homicidio en situaciones de maltrato, y que compruebe cuantos y cuales son los factores de riesgo que se dan en su caso.

Usando un calendario, por favor señale las fechas aproximadas durante el último año en las que usted sufrió abusos/agresiones por su pareja o ex-pareja. Escriba en esa fecha cómo fue de grave el incidente, de acuerdo a la siguiente escala:

1. Bofetadas, empujones; sin lesiones ni dolor prolongado
2. Puñetazos, patadas; arañazos/erosiones, cortes con lesiones y/o dolor prolongado
3. Palizas; contusiones severas, quemaduras, huesos rotos o fracturas.
4. Amenaza con usar un arma; lesiones en cabeza, lesiones internas o lesiones permanentes.
5. Uso de armas; heridas por arma.

(En caso de coincidir más de una de las situaciones anteriores, escoja el número más alto)

Conteste **SÍ** o **No** a cada una de las siguientes preguntas.
("Él" se refiere a su marido, pareja, ex-marido, ex-pareja o quien actualmente esté agrediéndola físicamente)

_____ 1. ¿ Ha aumentado la violencia física en severidad o frecuencia, en el último año?
_____ 2. ¿ Tiene él algún arma?
_____ 3. ¿ Le ha dejado usted, después de vivir juntos, en el último año?
3a. [Si nunca ha vivido con él, séñálelo aquí ____]
_____ 4. ¿ Está él en paro (desempleado, sin trabajo) actualmente?
_____ 5. ¿ Ha usado algún arma contra usted o le ha amenazado con algún arma?
5a. [en caso afirmativo, ¿fue con una pistola? _____]
_____ 6. ¿ Le ha amenazado con matarla?
_____ 7. ¿ Ha evitado él ser arrestado por violencia doméstica?
_____ 8. ¿ Tiene usted algún niño/hijo que no es de él?
_____ 9. ¿ Le ha forzado a mantener relaciones sexuales cuando usted no lo deseaba?
_____ 10. ¿ Ha intentado alguna vez estrangularla?
_____ 11. ¿ Toma él drogas?, como por ejemplo anfetaminas, cocaina, heroína, crack u otras drogas.
_____ 12. ¿ Es alcohólico o tiene problemas con el alcohol?
_____ 13. ¿ Le controla él la mayoría de sus actividades diarias? Por ejemplo, le dice con quién puede hacer amistades, cuándo puede ver a su familia, cuánto dinero puede usar/ gastar, o cuándo puede coger el coche?
[Si lo intenta pero usted no le deja, señálelo aquí _____]
_____ 14. ¿ Es celoso con usted constante y violentamente?
(Por ejemplo, dice "si no puedo tenerte, nadie podrá")
_____ 15. ¿ Le ha golpeado alguna vez estando embarazada?
[Si no ha estado nunca embarazada de él, señálelo aquí ____]
_____ 16. ¿ Alguna vez él ha amenazado con suicidarse o lo ha intentado?
_____ 17. ¿ Amenaza él con hacer daño a sus hijos?
_____ 18. ¿ Cree usted que es capaz de matarla?
_____ 19. ¿ La persigue o espía, le deja notas amenazantes o mensajes en el contestador, destruye sus cosas o propiedades, o le llama cuando usted no quiere?
_____ 20. ¿ Alguna vez ha amenazado usted con suicidarse o lo ha intentado?
_____ Total de respuestas Sí

Gracias. Por favor, consulte con su enfermera o consejero las implicaciones que el Avaluación de Riesgo tiene para usted.

[1] Spanish translation by Dr. Marta Aguar Fernández, Empresa Pública de Emergencias Sanitarias, Granada

(This is the rejection letter that would be sent if a project is not selected for funding.)

Northwest Continuum of Care
Northwest NC CoC (NC-516) Scorecard Review & Ranking Subcommittee
c/o Lori Watts, Representative
Vaya Health
723 East Main St.
North Wilkesboro, NC 28659

September 3, 2019

Dear *Applicant*:

The Northwest NC CoC (NC-516) Scorecard Review & Ranking Subcommittee met Thursday 8/29/19 to review, score, and rank project applications for the 2019 CoC Program Competition.

Unfortunately, the Northwest NC CoC (NC-516) Scorecard Review & Ranking Subcommittee will be not be recommending the following program application(s) that you submitted to be included as part of the CoC Consolidated Application. The project score and ranking information are also included below. Appeals of Project Application Score, Rank, Tier, Approval can be submitted via email to Lorelei.watts@vayahealth.com Wednesday 9/4, 8 AM EDT through Thursday 9/5, 5 PM EDT. The Northwest NC CoC Appeals Subcommittee will then review the appeals request and submit final notifications of project applications score, rank, tier, approval/non-approval to Project Applicants by 5 PM EDT, Friday 9/13/19.

Project Name	Project Number	Amount	Score	Rank	Tier
Sample Project Name	Sample Project #	Sample $	Sample Score	Sample Rank	Sample Tier

Sincerely,

Lori Watts

Lori Watts
Northwest NC CoC (NC-516) Scorecard Review & Ranking Subcommittee Representative

Example

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey
Northwest 516 Continuum of Care

NC 516 Agency Appeals for Continuum of Care and Emergency Solutions Grant Funding Policy

The Northwest Continuum of Care (NC 516) strives to create a fair, open and transparent process for notification, distribution and allocation of both federal and state funds. The NC 516 Steering Committee is comprised of representatives from key stakeholders, formerly homeless persons and community participants within the Continuum of Care's geographic area, and is charged with facilitating, coordinating and recommending CoC funding annually, all project applications submitted during the request for proposals period for Emergency Solutions Grant (ESG) and the Notice of Funding Availability (NOFA) for Continuum of Care (CoC) funds. Steering Committee members and all its sub-committees must adhere to the Ethics and Conflict of Interest Policy in the NC 516 bylaws while engaging in all business of the CoC. To ensure fairness and transparency, all projects that have been reduced, rejected and/or not included in the NC 516 Regional Application or the CoC Consolidated Application, have the opportunity to appeal the Steering Committee's decision.

The following appeals process for providers applies only to ESG and CoC funds applied for and administered by NC 516 Continuum of Care for all homeless services, housing assistance, Homeless Management Information System (HMIS) funds and Homeless Prevention programs. Provider and consumer appeals relate to all projects and policies under the CoC and are covered by the NC 516 Provider and Participant Grievance Policy in these Written Standards.

Providers Not Funded/Underfunded

Providers who have applied for ESG or CoC funds and have either not been funded, not funded at their full request, in the CoC Consolidated Application or ESG Regional Application, can appeal the Steering Committee's decision in the following manner:

Submit an appeal in writing within 2 business days of the notification from the Steering Committee /Vice Chair with the following information:

1. Funding information
2. Decision or action being appealed
3. Basis for the appeal
4. Details of the adverse impact on the provider

Written appeals should be sent c/o the CoC Lead to: The NC 516 Steering Committee at: P.O. Box 309, 338 Brook Hollow Road, Boone NC 28607 or emailed to Director@HospHouse.org.

Appeals will be reviewed by the Steering Committee within 5 business days of the appeals deadline and a response issued to the provider in writing within 5 business days following the decision.

Project Ranking for Priority Listing Appeals Process

The Northwest Continuum of Care (NC 516) strives to create a fair and transparent process for notification, distribution and allocation for new and existing activities for both federal and state funds. The NC 516 Steering Committee may recommend that some new applications should not be included in the Consolidated Application Priority Listing or ranked lower or that some renewal projects should be partially or fully reallocated. To ensure fairness, these projects will have the opportunity to appeal the Steering Committee's decision.

Who may appeal:

- New applicants whose projects were not included in the NC 516 project Priority Listing.
- Renewal applicants whose projects were partially or fully reallocated

How to appeal:

- Applicants must submit a letter on agency letterhead, signed by a director-level position, within 2 business days of the written notification outside of *esnaps* of the projects reduction, ranking or rejection. No appeals will be considered after the 2 business day deadline.
- Appeal letters may be emailed as PDFs to Director@HospHouse.org.

Appeal letters must present additional information or explain extenuating circumstances that address the deficiencies in the project application. Letters requesting an appeal without additional information in writing will not be considered by the Steering Committee.

The Steering Committee will consider each appeal and decide whether to amend the Project Priority Listing in the Consolidated Application for NC 516.

In the event the Steering Committee decides to amend the Project Priority Listing after appeals are made and include a project application or revise the Project Priority Listing, the NC 516 Priority Listing will be re-approved by the Steering Committee following written instructions on re-submission in *esnaps* to the appellee.

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

Northwest 516 Continuum of Care

Northwest 516 Continuum of Care (NWCoC) Reallocation Policy

Under the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH), the HUD reallocation process allows Continuums of Care (CoC) to fund new projects by transferring all or part of funds from any existing CoC grant which is eligible for renewal into a new project.

Under HEARTH CoC Regulations and the FY2019 NOFA, a reallocation project can be funded if all of the following apply:

A. The reallocation project is for permanent housing (permanent supportive housing 100% dedicating its beds to chronically homeless individuals and families or DedicatedPLUS where 100% 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 a minimum, meet One of the criteria in NOFA Section III.3.d or rapid re-housing for families or individuals coming from the streets or shelters), dedicated HMIS project, or SSO project for coordinated entry.

B. The reallocation project meets all of HUD's threshold requirements.

C. The Northwestern Continuum of Care (NWCoC) will reallocate funds granted through HEARTH CoC programs as needed to more effectively resolve homelessness, help households achieve stable housing and improve CoC performance.

D. CoC program funds may be reallocated either by a voluntary process or by a competitive system transformation process.

E. If a project is deemed to be low performing by scoring poorly in the project scoring process, lack of CoC participation and/or having unsatisfactory project performance outcomes, the CoC Project Ranking and Review Committee will initiate a process by which the low performing project works with the CoC Project Ranking and Review Committee to develop a project improvement plan. If, in the timeframe outlined in the project improvement plan, the project has not made significant changes to improve its performance or meet set targets, the CoC reserves the right to reallocate funding and

make it available through a competitive process.

F. The CoC Project Ranking and Review Committee may initiate a competitive system transformation process due to a renewal grantee ending a CoC program.
G. As part of the pre-bid process for renewal projects, applicants are required to supply information so that the CoC Project Ranking and Review Committee can determine if each renewal project will meet the minimum threshold requirements.

H. If the CoC Project Ranking and Review Committee determines that a renewal project does not meet minimum threshold requirements, an emergency meeting of the CoC Project Ranking and Review Committee will be held to determine whether or not funds should be released for a competitive reallocation process.

The following process will be followed:

1. Due to the time constraints involved in grant applications, voting may be handled via conference. CoC Funds Reallocation 2019 documentation is considered PROPRIETARY and is made available for business operations and review by employees and regulatory agencies. Distribution to third parties without prior permission is prohibited.

2. Any member of the CoC Project Ranking & Review Committee shall be from an agency who does not receive funding through the CoC program.

3. The CoC Project Ranking & Review Committee will make the final decision whether or not to reject the renewal application for any agency that does not meet the minimum threshold requirements.

4. CoC Project Ranking & Review Committee project ranking list will be shared with greater CoC and with Project Applicants.

5. If any renewal projects' application is rejected, the funds that were allocated to that project will be released as new funds and agencies will have the opportunity to apply for them.

I. CoC grantees are able to self-nominate to voluntarily reallocate CoC-funded renewal funds to create new projects.

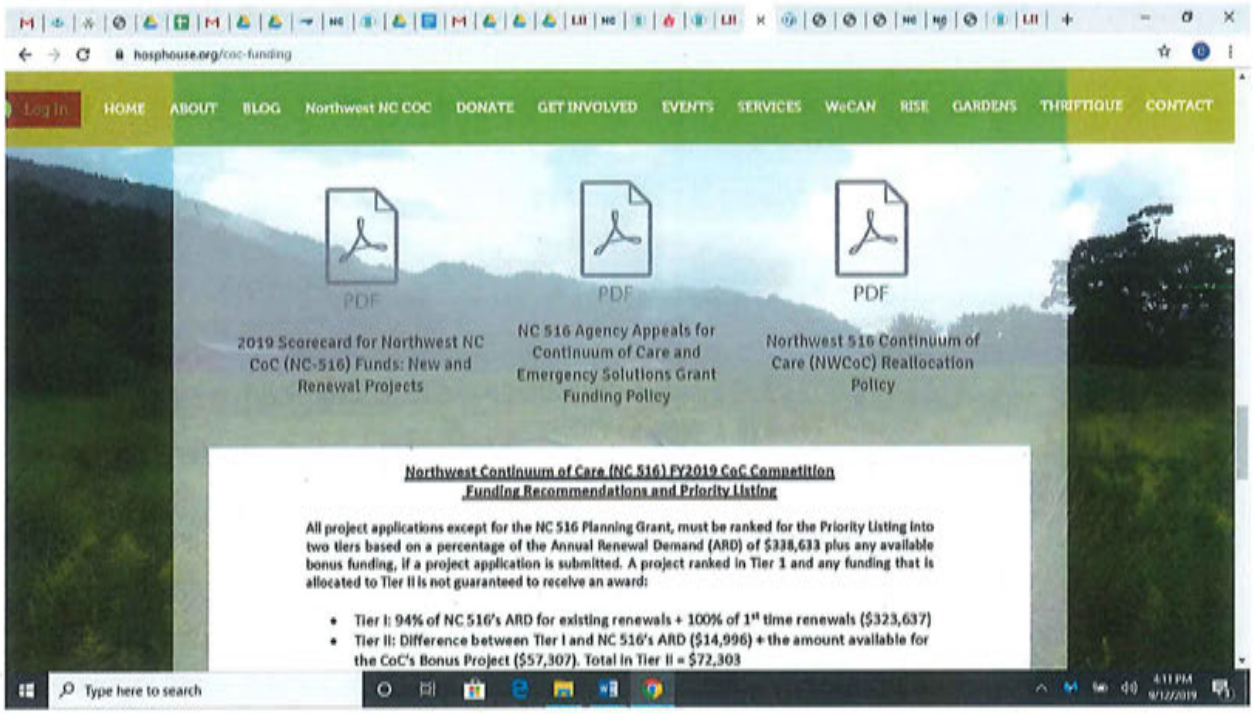
J. A grantee seeking the ability to reallocate funding through the Voluntary grantee-self-nominating process must do so in accordance with the timeline set by the CoC Project Ranking and Review Committee in that year's application process and complete a new project application by the deadline set by the CoC Lead agency in order to be eligible.

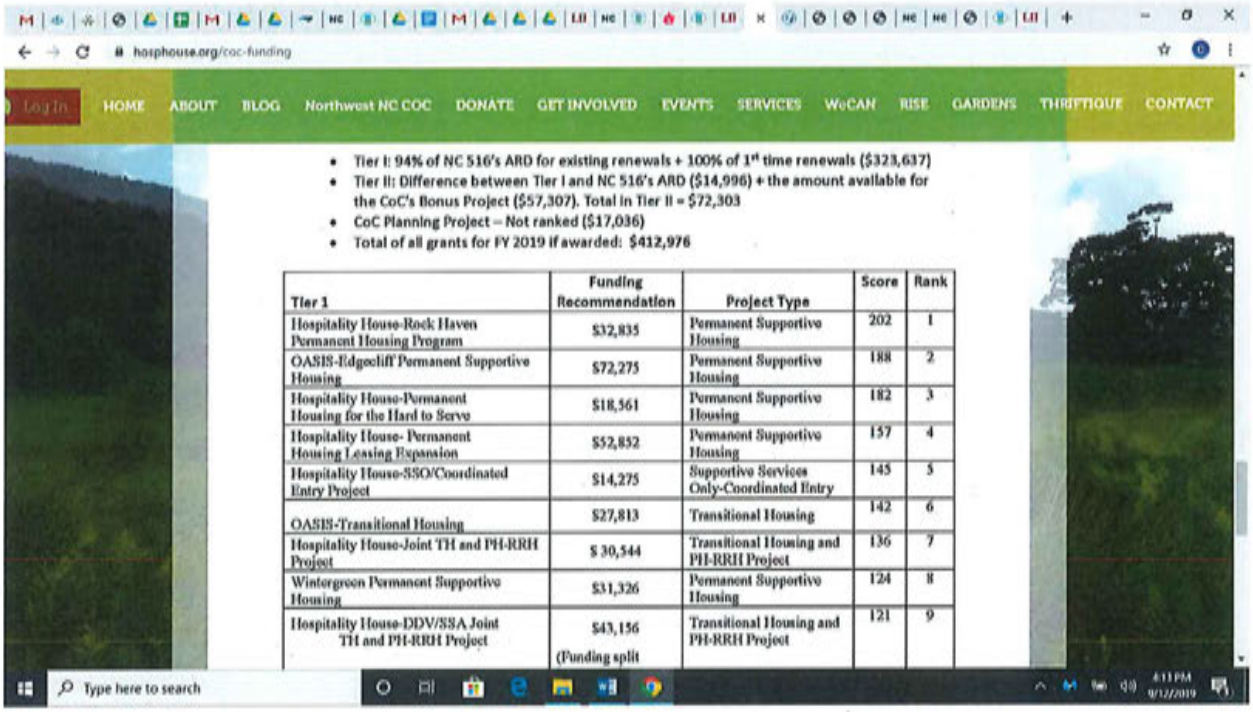
K. The CoC Project Ranking & Review Committee will review the applications and make determinations regarding the acceptance and ranking of the proposed project.

L. If the new project meets HUD's CoC funding priorities, local needs, and is an eligible reallocation project type under the NOFA, the applicant will be given the opportunity to apply to HUD for the new project.

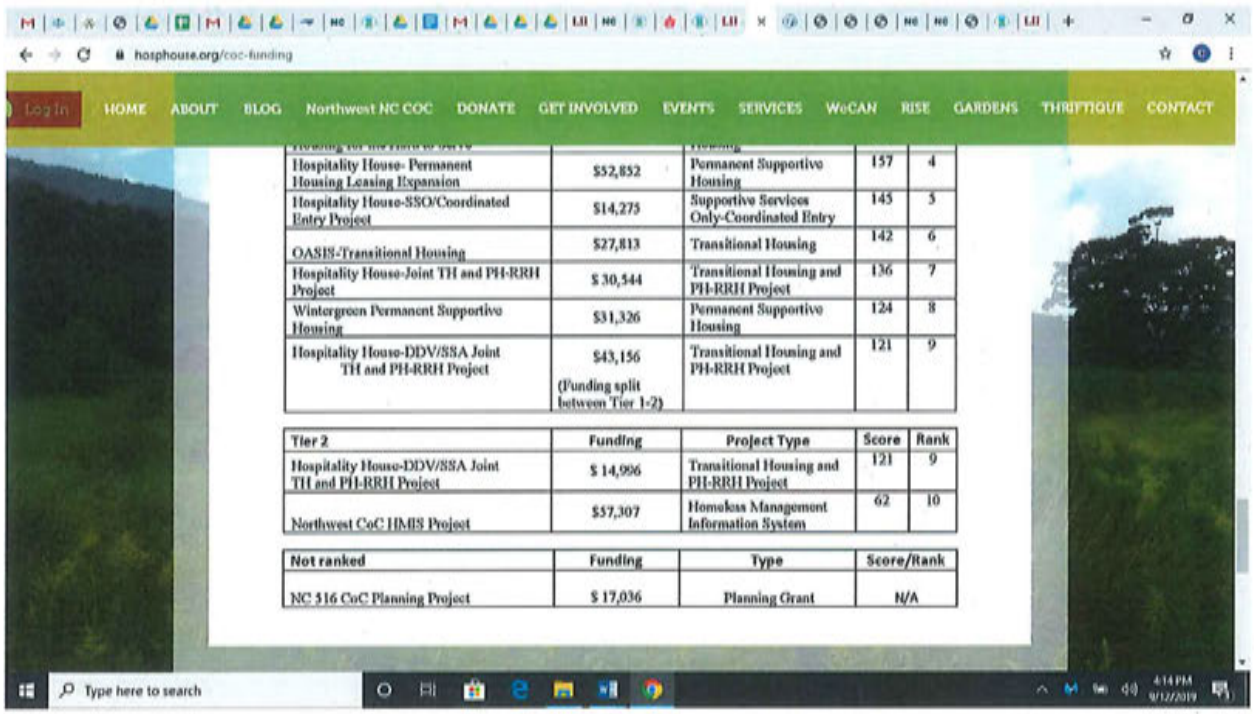
M. If the new project does not meet HUD's COC priorities, local needs, is an ineligible project type, or does not request the full grant amount awarded to the existing project, the funds either in total or in part not covered by the request, will be released by the CoC Project Ranking and Review Committee for proposal during the COC competitive reallocation process.

Approved July 17, 2018





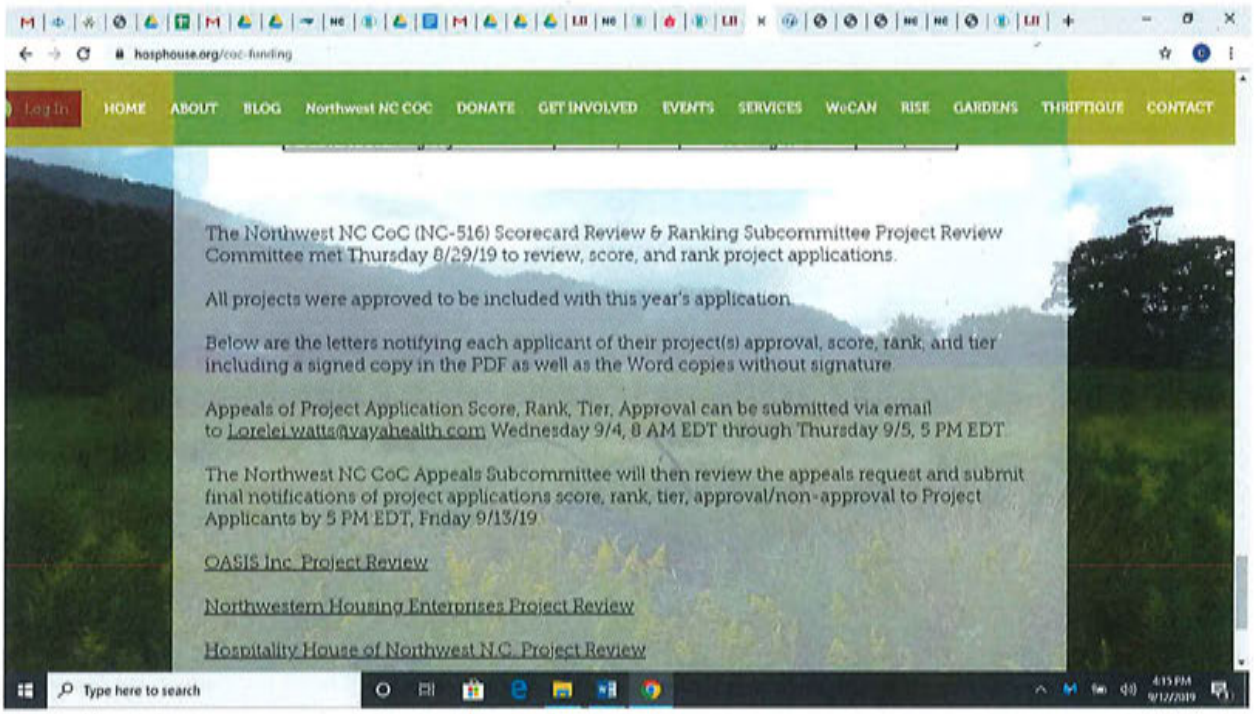
Tier 1	Funding Recommendation	Project Type	Score	Rank
Hospitality House-Rock Haven Permanent Housing Program	$32,835	Permanent Supportive Housing	202	1
OASIS-Edgecliff Permanent Supportive Housing	$72,275	Permanent Supportive Housing	188	2
Hospitality House-Permanent Housing for the Hard to Serve	$18,561	Permanent Supportive Housing	182	3
Hospitality House- Permanent Housing Leasing Expansion	$52,852	Permanent Supportive Housing	157	4
Hospitality House-SSO/Coordinated Entry Project	$14,275	Supportive Services Only-Coordinated Entry	145	5
OASIS-Transitional Housing	$27,813	Transitional Housing	142	6
Hospitality House-Joint TH and PH-RRH Project	$ 30,544	Transitional Housing and PH-RRH Project	136	7
Wintergreen Permanent Supportive Housing	$31,326	Permanent Supportive Housing	124	8
Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$43,156 (Funding split	Transitional Housing and PH-RRH Project	121	9



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Tier 2	Funding	Project Type	Score	Rank
Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$ 14,996	Transitional Housing and PH-RRH Project	121	9
Northwest CoC HMIS Project	$57,307	Homeless Management Information System	62	10

Not ranked	Funding	Type	Score/Rank
NC 516 CoC Planning Project	$ 17,036	Planning Grant	N/A



Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey
NC 516 NW Continuum of Care

Announcement from the Northwest Continuum of Care (NWCoC)

FY 2019 Continuum of Care Program

Competition is Now Open as of July 3, 2019

- FY 2019 HUD CoC Program Competition NOFA is published and can be accessed at https://files.hudexchange.info/resources/documents/FY-2019-CoC-Program-Competition-NOFA.pdf
- The NC 516 Annual Renewal Demand (ARD) is: $338,633. Additional funding for a CoC Bonus Project is $57,307 and a DV Bonus: $56,786. Please refer to the link above for specific requirements for available funding.
- The Project Applications are available online in *e-snaps* beginning the week of July 8, 2019 and can be accessed at https://esnaps.hud.gov/grantium/frontOffice.jsf .
- The NC 516 Consolidated Application deadline is **Monday, September 30, 2019 at 8:00 PM.**

The Electronic Application in *e-snaps* will be available **the week of July 8, 2019** for Project Applicants to begin work on their Project Applications. **Project Applications for all new, renewal, and CoC Planning projects must be submitted in *e-snaps* on or before Monday August 26, 2019 by 11:59** to allow adequate time for review and ranking by the CoC.

Submitted Project Applications will be reviewed and written notification regarding whether project application(s) will be included as part of the CoC Project Priority Listing Submission to all project applicants no later than **Friday, September 13, 2019.**

All parts of the 2019 CoC Consolidated Application will be available to the community for inspection by verbal or written request to the Collaborative Applicant: Tina Krause c/o Hospitality House at 338 Brook Hollow Road, Boone, NC 28607, 828-264-1237, director@hosphouse.org. Arrangements will be made to provide and review any or all parts of the CoC Consolidated Application in a manner that is effective for persons with disabilities and persons with Limited English Proficiency (LEP).

All agencies interested in submitting an application for a new or CoC Planning project must notify the Collaborative Applicant: Tina Krause, NWCoC Chair of their interest in submitting an application.

To be eligible to submit an application for a new or CoC Planning grant project, the applicant/agency must:

1. Be an active CoC member or commit to attending monthly meetings and serving on at least one committee and commit to working on the CoC Application,

Shane Johnson <grants@hosphouse.org

:W: The FY 2019 CoC Program Competition is Now Open - unencrypt

message

ori Watts <Lorelei.Watts@vayahealth.com> Mon, Jul 8, 2019 at 11:18 AI
o: Tina Krause <director@hosphouse.org>, Graham Doege-Osler <wecan@hosphouse.org>, "Jennifer Herman (director@oasisinc.org)" director@oasisinc.org>, "Kaylan Laura Lewis (housing@oasisinc.org)" <housing@oasisinc.org>, "Kim Cashatt (Kim@nwrha.com)" Kim@nwrha.com>, "Ned Fowler (efowler@nwrha.com)" <efowler@nwrha.com>, "David Barr (david.barr@eastersealsucp.org)" david.barr@eastersealsucp.org>, Tommy McClure <tommymcclure@ashecountygov.com>, Murray Hawkinson mhawkinson@daymarkrecovery.org>, "Kimberly Hill (kimhill2@daymarkrecovery.org)" <kimhill2@daymarkrecovery.org>, "Carl Jenkins :arl.jenkins@eastersealsucp.com)" <carl.jenkins@eastersealsucp.com>, Christina María Day <christina@nwrha.com>, Gillian Hampton Gillian.hampton@dhhs.nc.gov>, "Jewel Huskins (jewellhuskins3@aol.com)" <jewellhuskins3@aol.com>, Kristie Reisig kristie.reisig@abccm.org>, Meredith L ASHVAMC Malpass <Meredith.Malpass@va.gov>, Samantha Phipps samantha.phipps@yanceycountync.gov>, "Teri Darnall (tdarnall@higgins-umc.com)" <tdarnall@higgins-umc.com>, "Jessica Peele ıandradvocate@ashechildren.org)" <handradvocate@ashechildren.org>, "Amber Dixon (ASHEdirector@ashechildren.org)" ASHEdirector@ashechildren.org>, Bryan Wilson <bryan.wilson@abccm.org>, Shane Johnson <grants@hosphouse.org>, Emma Pardue emma@hosphouse.org>, "Amanda.Stancil@va.gov" <Amanda.Stancil@va.gov>, Christiana Glenn Tugman <cgtugman@gmail.com>, Christiana Tugman (grantsmgr@hosphouse.org)" <grantsmgr@hosphouse.org>, "Tequila Sanford (TSanford@infinitebeginningsnc.org)" TSanford@infinitebeginningsnc.org>, "Graham Doege (graham@hosphouse.org)" <graham@hosphouse.org>, "Bill Fioramonti ›illf1@charter.net)" <billf1@charter.net>, "Melissa Soto (melissa@wamycommunityaction.org)" <melissa@wamycommunityaction.org>, Michelle Gritt (clientservice@oasisinc.org)" <clientservice@oasisinc.org>

Hi All,

Attached is the NWCoC – NC-516 announcement following HUD's email notification last Wed 7/3/19 that the Annual CoC Program Competition has begun with the release of the 2019 CoC Program NOFA.

This week will have further information available on HUD websites regarding the 2019 CoC Program Competition. Project Applications are due Monday, August 26 by midnight EDT, which is at least 30 days prior to end of competition and this deadline also allows 7 business days for any appeals. The CoC Scorecard Review & Ranking Subcommittee will have notifications of acceptance or rejection to Project Applicants by Friday, September 13, a couple days beyond 15 days prior to end of competition. Competition end is Monday, 9/30/19, 8 pm EDT.

Please share with other agencies who may be interested in the 2019 CoC Program Competition.

If questions, please let us know.

Thanks,

Lori

Lorelei Watts

Vice-Chair NC-516, Northwest NC Continuum of Care

Housing Specialist

Housing Supports Team

Mailing Address: 723 East Main Street, North Wilkesboro, NC 28659 | O 828-225-2785 ext. 4409 or 1-800-893-6246 x 4409

F 828-412-4096 | E Lorelei.Watts@vayahealth.com

Access to Services: 1-800-849-6127 | Customer Service: 1-888-757-5726

VAYAHEALTH

Connect with us:

From: HUD Exchange Mailing List <news@hudexchange.info>
Sent: Wednesday, July 3, 2019 3:40 PM
To: Lori Watts <Lorelei.Watts@vayahealth.com>
Subject: The FY 2019 CoC Program Competition is Now Open

WARNING: This email originated from outside of Vaya Health. Do not click links or open attachments unless you recognize the sender & are expecting the message.

Is this email not displaying correctly? View it in your browser.

Resources and assistance to support
HUD's community partners

The FY 2019 CoC Program Competition is Now Open

The Notice of Funding Availability (NOFA) for the Fiscal Year (FY) 2019 Continuum of Care (CoC) Program Competition has been posted to the FY 2019 CoC Program Competition: Funding Availability page on the HUD Exchange. Additional resources are available on the e-snaps page on the HUD Exchange.

The CoC Application, CoC Priority Listing, and Project Applications will be **available the week of July 8, 2019** in e-snaps. Collaborative Applicants and project applicants

required for the application process.

Submission Deadline: Monday, September 30, 2019 at 8:00 PM EDT

Project Applicants

- Returning project applicants can choose to import the FY 2018 renewal project application responses; however, this must be requested during your registration of the Renewal Funding Opportunity in e-snaps and is only available if you submitted a renewal project application in last year's FY 2018 CoC Program Competition. Imported responses should be carefully reviewed to ensure accuracy and that the information is a true representation of the project activities.

- First-time renewal projects must complete the entire renewal project application.

- New project applications must be completed in full and in line with the new project application components permitted in this year's competition

- CoC planning and UFA Costs applications will only be reviewed if submitted by the CoC's designated Collaborative Applicant identified in the CoC Applicant Profile in e-snaps.

- Dedicated HMIS projects, renewal and new, can only be submitted by the CoC's designated HMIS Lead as identified in the CoC Applicant Profile in e-snaps.

Collaborative Applicants

- The CoC Application and CoC Priority Listing with all project applications accepted and ranked or rejected are separate submissions in e-snaps. Collaborative Applicants must submit both parts of the CoC Consolidated Application by the application submission deadline for HUD to consider the CoC Consolidated Application to be complete.

- The CoC Competition Report, and instructions on how to access the report, that includes data reported in the Homelessness Data Exchange (HDX) is available for use by Collaborative Applicants to complete portions of the FY 2019 CoC Application.

What's New for the FY 2019 CoC Program Competition

The list below highlights some important information regarding new concepts CoCs should consider while planning for the FY 2019 CoC Program Competition. This list is not exhaustive and additional details are in the NOFA.

- Youth Homelessness Demonstration Program (YHDP) Renewals. Many of the YHDP projects awarded in FY 2016 are due for first-time renewal in the FY 2019 CoC Program Competition. See Section II.B.6 of the NOFA for additional details.

- Expansion Projects. The application submission process for renewal projects that want to submit a new expansion project has changed. See Section III.C.2.j of the NOFA for additional details.

- Domestic Violence (DV) Bonus Projects. There is another up to $50 million available for new DV Bonus projects (Section III.B.2.c of the NOFA) and many of the DV Bonus projects awarded in last year's FY 2018 CoC Program Competition are eligible for renewal.

- CoC Bonus. The CoC Bonus is calculated differently in FY 2019. As stated in Section III.C.2.c of the NOFA, "...CoC is eligible to apply for up to 5 percent of its Final Pro Rata Need (FPRN), or 25 percent of the CoC's Preliminary Pro Rata Need (PPRN) minus its Annual Renewal Demand (ARD), whichever is greater. To be eligible to receive a bonus project, a CoC must demonstrate that it ranks projects based on how they improve system performance as outlined in Section

Estimated ARD Report on the HUD Exchange.

Additional Guidance

HUD has posted, or will post, additional guidance regarding the FY 2019 CoC Program Competition that includes, but is not limited to:

Available Today:

- FY 2019 CoC Estimated ARD Report
- CoC Program Competition Report (HDX)
- PHA Crosswalk

Available in the coming weeks:

- Frequently Asked Questions (FAQs)
- Detailed Instructions and Navigational Guides
    - CoC Application
    - CoC Priority Listing
    - Project Applications

See the e-snaps: CoC Program Applications and Grants Management System and the FY 2019 CoC Program Competition: Funding Availability pages on the HUD Exchange for a complete listing of information and guidance.

Questions

If you have questions pertaining to e-snaps technical issues or the FY 2019 CoC Program Competition, submit your questions to the e-snaps Ask A Question (AAQ) portal. To submit a question to the e-snaps AAQ portal, select "e-snaps" from the "My question is related to" dropdown list on Step 2 of the question submission process.

If you have questions related to the CoC Program interim rule or a policy related question, submit your questions to the CoC Program AAQ portal. To submit a question to the CoC AAQ portal, select "CoC: Continuum of Care Program" from the "My question is related to" dropdown list on Step 2 of the question submission process.

Listserv Notifications

If you are aware or suspect that the Collaborative Applicant for your CoC is not currently receiving these listserv messages, please forward the following link so the Collaborative Applicant can register to receive listserv messages as this is the only form HUD uses to communicate CoC Program information to the public: https://www.hudexchange.info/mailinglist/.

Visit the HUD Exchange at https://www.hudexchange.info

Forward to a Friend | Update Subscription | Unsubscribe from the List

This email was sent to Lorelei.watts@SMOKYMOUNTAINCENTER.COM by news@hudexchange.info. Do not reply to this message. Contact the HUD Exchange at info@hudexchange.info.

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Announcement Regarding 2019 CoC Progam Competition from NC-516 (Northwest NC CoC).pdf
194K

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A. The reallocation project is for permanent housing (permanent supportive housing 100% dedicating its beds to chronically homeless individuals and families or DedicatedPLUS where 100% 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 a minimum, meet One of the criteria in NOFA Section III.3.d or rapid re-housing for families or individuals coming from the streets or shelters), dedicated HMIS project, or SSO project for coordinated entry.

B. The reallocation project meets all of HUD's threshold requirements.

C. The Northwestern Continuum of Care (NWCoC) will reallocate funds granted through HEARTH CoC programs as needed to more effectively resolve homelessness, help households achieve stable housing and improve CoC performance.

D. CoC program funds may be reallocated either by a voluntary process or by a competitive system transformation process.

E. If a project is deemed to be low performing by scoring poorly in the project scoring process, lack of CoC participation and/or having unsatisfactory project performance outcomes, the CoC Project Ranking and Review Committee will initiate a process by which the low performing project works with the CoC Project Ranking and Review Committee to develop a project improvement plan. If, in the timeframe outlined in the project improvement plan, the project has not made significant changes to improve its performance or meet set targets, the CoC reserves the right to reallocate funding and

make it available through a competitive process.

F. The CoC Project Ranking and Review Committee may initiate a competitive system transformation process due to a renewal grantee ending a CoC program.

G. As part of the pre-bid process for renewal projects, applicants are required to supply information so that the CoC Project Ranking and Review Committee can determine if each renewal project will meet the minimum threshold requirements.

H. If the CoC Project Ranking and Review Committee determines that a renewal project does not meet minimum threshold requirements, an emergency meeting of the CoC Project Ranking and Review Committee will be held to determine whether or not funds should be released for a competitive reallocation process.

The following process will be followed:

1. Due to the time constraints involved in grant applications, voting may be handled via conference. CoC Funds Reallocation 2019 documentation is considered PROPRIETARY and is made available for business operations and review by employees and regulatory agencies. Distribution to third parties without prior permission is prohibited.

2. Any member of the CoC Project Ranking & Review Committee shall be from an agency who does not receive funding through the CoC program.

3. The CoC Project Ranking & Review Committee will make the final decision whether or not to reject the renewal application for any agency that does not meet the minimum threshold requirements.

4. CoC Project Ranking & Review Committee project ranking list will be shared with greater CoC and with Project Applicants.

5. If any renewal projects' application is rejected, the funds that were allocated to that project will be released as new funds and agencies will have the opportunity to apply for them.

I. CoC grantees are able to self-nominate to voluntarily reallocate CoC-funded renewal funds to create new projects.

J. A grantee seeking the ability to reallocate funding through the Voluntary grantee-self-nominating process must do so in accordance with the timeline set by the CoC Project Ranking and Review Committee in that year's application process and complete a new project application by the deadline set by the CoC Lead agency in order to be eligible.

K. The CoC Project Ranking & Review Committee will review the applications and make determinations regarding the acceptance and ranking of the proposed project.

L. If the new project meets HUD's CoC funding priorities, local needs, and is an eligible reallocation project type under the NOFA, the applicant will be given the opportunity to apply to HUD for the new project.

M. If the new project does not meet HUD's COC priorities, local needs, is an ineligible project type, or does not request the full grant amount awarded to the existing project, the funds either in total or in part not covered by the request, will be released by the CoC Project Ranking and Review Committee for proposal during the COC competitive reallocation process.

Approved July 17, 2018

Applicant Agency: Reviewer's Initials:

Project Name & Type:

2019 Scorecard for Northwest NC CoC (NC-516) Funds: New and Renewal Projects

This scorecard will be used by the Northwest CoC Project Ranking and Review Subcommittee to score applications for new and renewal projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the Northwest NC Continuum of Care & HUD's priorities: permanent supportive housing and serving the chronically homeless, veterans, youth under age 25, and families.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for the community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of Northwest NC CoC (NC-516) funding and performing to Northwest NC CoC (NC-516) standards.

[References in brackets indicate the section of the application that will be used to score each question.]

Applicant: _____

Project Name: _____

Project Type:

_____ PH: PSH

_____ PH: RRH

_____ PH: Joint TH & PSH-RRH

_____ TH-DV

_____ SSO-CE

_____ HMIS

Final Score: _____ **Rank:** _____ **Date:** _____

The CoC Project Ranking and Review Subcommittee may ask applicant agencies to provide additional information to determine agency capacity to: Implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding in the Northwest NC CoC (NC-516).

Project Quality Requirements: New & Renewal Projects must receive at least the standard and minimum score in each section. Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in the final Northwest NC CoC (NC-516) application or will receive reduced funding. Thresholds must be met for the project to be eligible for funding. Projects that do not meet thresholds will not be put through the next steps in the application process.

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Maximum Score Possible (Renewals): 237 **Maximum Score Possible (New): 63**

Minimum Score: 50 **Project Score:**

Section I: General Application **Possible Points: 15 (Minimum Points Required or Review is Triggered: 6)**		
New Projects: Consistency with Mission		
Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community?	Standard: • Met • Unmet • Unmet, documentation not provided	
Accuracy and Appropriateness of Responses	**Possible Score**	**Project Score**
Is the project description completed and accurate? *[Proj. App: 3B]*	3	
Are questions regarding services completed and accurate? *[Proj. App: 4A]*	3	
Are questions regarding housing for participants completed and accurate? [Proj. App: 4B]	3	
Are questions regarding Households and Subpopulations completed and accurate [Proj. App: 5A, 5B]	3	
Are all questions answered thoroughly and consistently?	3	
New Project: Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant?	Standard: • Met • Unmet • Unmet, documentation not provided	
Section II: Program Design **Possible Points: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5 HMIS: 5** **Minimum Points Required or Review is Triggered: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5**		
Community Need Statement		
New CoC projects must demonstrate that they are meeting an existing need in the community. Projects must describe: • What community need the new project will address, including local data (PIT Count, coordinated entry data, waiting lists, etc.) that demonstrates the need • How the community has used other resources to address this need	Standard: • Met • Unmet • Unmet, documentation not provided	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Targeted to Prioritized Subpopulations		
The Department of Housing and Urban Development (HUD) and the Northwest NC CoC (NC-516) prioritize funding for certain homeless subpopulations, including chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing.	Standard: • Met • Unmet • Unmet, documentation not provided	
Does the project have an adequate plan to prioritize households with the longest histories of homelessness?	Standard: • Met • Unmet • Unmet, documentation not provided	
Does the project have an adequate plan to ensure people are moved into housing quickly?	Standard: • Met • Unmet • Unmet, documentation not provided	
Supportive Services Only (SSO) Projects		
SSO projects: Is this a coordinated entry project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • N/A	
Homeless Management Information Systems (HMIS) Projects		
HMIS projects: Is this a project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • N/A	
Permanent Housing	**Possible Score**	**Project Score**
Is this a permanent supportive housing (PSH or RRH or TH-RRH) project that is requesting any funds for housing? *[Proj. App: 3A, question 5, should say PH; 3A, question 5 should say PSH or RRH or TH-RRH; 6E – leasing or rental assistance funds]*		
Yes – PSH or RRH or TH-RRH	10	
No – Transitional for DV or SSO – Coordinated Entry	5	
No – Transitional but not special population or SSO (non-Coordinated Entry)	0	
Is this a Housing First project? Must meet all statements below to meet standard (Proj. App: 3B, question 3d; policies and procedures)	Standard (must meet all statements below)	
Does the project ensure that participants are not screened out based on the following? • Having too little income or no income	Standard: • Met • Unmet	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

• Active or history of substance use • Having a criminal record (with exceptions for state mandated restrictions) • History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	• N/A • Unmet, documentation not provided
Does the project ensure that participants are not terminated from the program for the following reasons: • Failure to participate in supportive services • Failure to make progress on a service plan • Loss of income or failure to improve income • Domestic violence • Any other activity not covered in a lease agreement typically found in the project's geographic area	Standard: • Met • Unmet • N/A • Unmet, documentation not provided
Key Elements of Permanent Supportive Housing	
If this project is a permanent supportive housing project, does it include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)1? 1 US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf [Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]	Standard (must meet all statements below) _____ of 6 met
Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability.	Met Unmet N/A Unmet, documentation not provided
Participation in services is voluntary and tenants cannot be evicted for rejecting services	Met Unmet N/A Unmet, documentation not provided
House rules, if any, are like those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community	Met Unmet N/A Unmet, documentation not provided
Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	Met Unmet N/A Unmet, documentation not

Applicant Agency: Reviewer's Initials:

Project Name & Type:

	provided	
Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences.	Met Unmet N/A Unmet, documentation not provided	
As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	Met Unmet N/A Unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements (PH, RRH, TH-RRH projects only)		
	Possible Score	**Project Score**
Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market.	1	
Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors.	1	
The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards		
If this project is a rapid re-housing project, does it include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the US Department of Housing and Urban Development (HUD), US Interagency Council on Homelessness (USICH), and ABT Associates [2]? [2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf [RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]	Standard (must meet all statements below) _____ of 15 met	
Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand land and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary	Met Unmet N/A Unmet, documentation not provided	

responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. (Note: This answer will be scored based on information provided on the RRH Program Standards Form.)	
Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices.	Met Unmet N/A Unmet, documentation not provided
Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Program can negotiate additional supports, as needed, on a case-by-case basis.	Met Unmet N/A Unmet, documentation not provided
Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income.	Met Unmet N/A Unmet, documentation not provided
A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. (*Note: The intent of this standard is that program participants are involved in creating a mutually agreed upon time, place, and frequency of meetings with the case manager.*)	Met Unmet N/A Unmet, documentation not provided
When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and objective standards, there is a review and approval process.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Program Philosophy and Design	
Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles.	Met Unmet N/A Unmet, documentation not provided
Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof.	Met Unmet N/A Unmet, documentation not provided
Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan.	Met Unmet N/A Unmet, documentation not provided
Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	Met Unmet N/A Unmet, documentation not provided

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Permanent Supportive Housing: Move-on Program	Possible Score	Project Score
Permanent supportive housing should be available indefinitely, if households need it. However, participants in these programs can stabilize to the point that they no longer need the intensive services associated with the program. Move-on programs for permanent supportive housing projects create opportunities for participants who no longer need the supportive part of permanent supportive housing to live independently and sustain their homes after graduation for the program. They usually involve transferring the tenant to another long-term housing subsidy, such as a Housing Choice Voucher (Section 8), public housing, or other affordable housing project.[3] [3] https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf Does the permanent supportive housing project have a formal move-on program? *[program policies]*		
Yes	5	
No	0	
New Projects – Scope of Services		
Possible Points: 8 **Minimum Points Required or Review is Triggered: 6**	**Possible Score**	**Project Score**
Service Needs: Do services adequately and appropriately meet anticipated service needs? *[Proj. App: 4A]*	4	
Employment Services: Does the project provide or link participants to employment services? Does the program have employment goals? *[Proj. App: 4A]*	2	
Access to Mainstream Benefits: Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? *[Proj. App: 4A]*	2	
New Projects – Organizational Capacity		
Possible Points: 16 **Minimum Points Required or Review is Triggered: 8**	**Possible Score**	**Project Score**
Completed Similar Projects: Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, TH-RRH, SSO, HMIS)? *[Proj. App: 3B; New Project Form; interview with agency]*		
Has successfully implemented the same project type?	8	
Has not implemented the same project type?	0	
If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated entry) using another funding source? [Proj. App: 3B; New Project Form; interview with agency]	4	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? [Proj. App: 3B; New Project Form; interview with agency]	2	
If none of the above, has the agency successfully implemented a different HUD-funded project (ESG, Section 8, HPRP, etc.) or a CoC-funded project of a different type? *[Proj. App: 3B; New Project Form; interview with agency]*	2	
Agency Stability: Has the agency been in operation for at least three years? *[Proj. App: 3B; New Project Form; interview with agency]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Did the applicant submit a signed audit letter and a copy of their budget from the most recent fiscal year? (Financial statements will be used to assess fiscal stability of the applicant agency. Financial statements that demonstrate instability may result in the agency not meeting requirements.) *[Audit letter and budget]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? [Budget]	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Has the agency submitted a list of their board of directors and a copy of the minutes from their three most recent board meetings? Does the agency have an active and engaged board of directors? [Board list and minutes]	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Capacity to Provide Needed Services		
Does the agency have the capacity to provide the services that will be needed? a) Do the services described seem adequate and appropriate and b) is the staffing pattern or subcontract plan adequate and appropriate? Do program staff have enough experience and knowledge to effectively run the type of program applied for? [Proj. App: 3B and 4A; organizational chart]	Standard • Yes • No • N/A • Unmet, documentation not provided	
Administrative Capacity: Is the administrative staff separate from the services staff? [Organizational chart]	3	
Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? [Budget]	3	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Section III: Northwest NC CoC (NC-516) Priorities Possible Points: 20 Minimum Points Required or Review is Triggered: 11		
Housing Over Services		
Total $ request for housing activities (leased units, leased structures, and/or rental assistance): [Proj. App.: 6E]		
Total $ assistance requested (not including match or admin): [Proj. App.: 6E, line 6]		
Percentage of total budget devoted to housing activities (housing activities request/total request x 100):	**Possible Score**	**Project Score**
Less than 35%	0	
Between 35% and 54.9%	5	
Between 55% and 74.9%	10	
Between 75% and 84.9%	15	
Between 85% and 100%	20	
While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services.		
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants	**Possible Score**	**Project Score**
Does the project have 100% of their beds prioritized for chronically homeless participants? (Proj. App: 4B, CH beds)	Standard (met, unmet, N/A, unmet, documentation not provided)	

Section IV: Project Performance

Possible Points Added: PSH: 160 RRH: 160 TH-RRH: 160

Possible Points Subtracted: PSH: -15 RRH: -15 TH-RRH: -15

Minimum Points Required or Review is Triggered: PSH: 58 RRH: 58 TH-RRH: 58

Renewals Project Performance – the following project performance scores are based on Annual Performance Reports (APRs) submitted to HUD through Esnaps. If renewal projects did not submit the required APR for the previous year, the projects will receive either no points or the most negative points available for each question below.

Populations Served		
PSH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) *[Proj. App: 5A]*	**Possible Score**	**Project Score**
Less than 100%	0	
100%	8	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

RRH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) [Proj. App: 5A]	**Possible Score**	**Project Score**
Less than 100%	0	
100%	8	
What percentage of the **adults** served by the project were veterans? *[Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
What percentage of **adults** served by the project were chronically homeless? (Project Application or Self Report) [*Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
What is the program's unit utilization rate? (compare actual units in HMIS vs. application projections)		
0-79%	-5	
80-94%	0	
95% or higher	5	
Did 100% of program participants enter the program from an eligible situation? (if participants found ineligible, will follow up with grantee to determine eligibility)	**Possible Score**	**Project Score**
Yes	0	
No	-5	
Transitional Housing Applicants: what percentage of program participants exited to a permanent housing destination? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 65%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 84%	**10**	
Permanent Supportive Housing & Rapid Rehousing Programs: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points is automatically awarded)	**Possible Score**	**Project Score**
80% or higher	10	
Below 80%	0	
What percentage of program participants exited to a known destination?	**Possible Score**	**Project Score**
95% or higher	5	
80-94%	0	
0-79%	-5	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

What percentage of program participants were employed at program exit? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 20%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 25%	**15**	
What percentage of program participants were receiving mainstream benefits at program exit? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 20%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 60%	**15**	
PSH Projects: what percentage of program participants remained in the program for 6 months or longer? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 80%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 85%	**15**	

HMIS Participation or Comparable Database (Per federal law – domestic violence programs are prohibited from using HMIS and must use a comparable database instead.)		
HMIS Data Completeness: ***[NC HMIS report; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
0-10%	**15**	
Above 10%	**10**	
If the agency has additional beds (not a part of this project application), are those beds also being entered into the system? ***[NC HMIS report; HIC; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
Yes	**5**	
No	**0**	
Did the program submit their APR on or before the designated deadline?		
Yes	**5**	
No	**0**	
Did program staff adhere to the APR review process with the CoC Project Ranking and Review Subcommittee?		
Yes	**5**	
No	**0**	

HUD Monitoring Findings	**Possible Score**	**Project Score**
Is the recipient free of HUD monitoring findings for any agency's projects? If not, findings must be resolved or explained to the satisfaction of the CoC Project Ranking and Review Subcommittee for the application to meet standards. *[Interview with agency]*	Standard (met, unmet)	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Coordinated Entry and Prioritization	
Does the program only take referrals through the Coordinated Entry process?	Standard: Met Unmet
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: Met Unmet

Previous Project Spending Rates – These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number)	**Possible Score**	**Project Score**
Amount awarded		
Amount spent		
Percentage 90+% Projects that fall below the standard will trigger review by CoC Project Ranking and Review Subcommittee. The review will determine potential consequences, including whether some funding should be reallocated to new projects	Standard: Met Unmet	
How many grant extensions from HUD were given in for a reason other than merging grants? (Interview with agency or information from HUD)		
0	15	
1	0	
2+	Further review	
Does the program only take referrals through the Coordinated Entry process?	Standard: Met Unmet	
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: Met Unmet	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Section V: Application Deadlines and Documentation: Section V Score

Possible Deductions: -25

Minimum Points Required or Review is Triggered: not more than loss of -15

Application Budget	Possible Score	Project Score
What does the APR tell us about how well the agency is providing services needed to ensure program participants are meeting established goals? (Most Recent APR)	5	

Budget & Match	Possible Score	Project Score
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
Do match letters sufficiently document the required match for the project type? [Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted after the deadline will not be included in the scoring of these sections.]	Standard (met, unmet)	

Deadlines	Possible Score	Project Score
If application was not completed correctly, subtract up to 10 points (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	
If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
The application and accompanying documents must be submitted by the deadline. If not, the CoC Review & Ranking Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) Project Priority Listing or will receive reduced funding.	Standard (met, unmet, N/A)	
Was the signed Northwest NC CoC (NC-516) Grantee Agreement submitted?	Standard (met, unmet, N/A)	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

AGENCY'S RELATIONSHIP TO COMMUNITY: 5 or Loss of 8 Points Minimum: Must not lose more than 3 points		
Participation in Regional Committee Activities		
Does the agency submitting the project application actively participate in the Northwest NC CoC (NC-516) Steering Committee activities? *[Conversation with Northwest NC CoC (NC-516) lead; NC-516 minutes]*	**Possible Score**	**Project Score**
Actively participate in Steering Committee meetings (75% of meetings in past year)	Threshold	
Presented application to Steering Committee to be reviewed	Threshold	
Participated in regional ESG application process	Threshold	
The agency has existing project and does not present a project update to Steering Committee	-2	
Agency does not have open community referral process for existing project	-2	
Participation in Northwest NC CoC (NC-516) Activities		
Does the agency actively participate in the following Northwest NC CoC (NC-516) activities?	**Possible Score**	**Project Score**
Participate in Northwest NC Steering Committee	1	
Participate in subcommittee meetings (Permanent Supportive Housing, Transitional Housing/Rapid Re-Housing, Families, Data Quality)	2	
Participated in at least half of one subcommittee's meetings	Standard (met, not met)	
Did not submit Point-in-Time and Housing Inventory data by deadline	-2	
Does not submit reports for existing projects in a timely manner	-2	
Participation in Other Community Coordination Activities		
Are there other housing/homeless related coalitions or partnerships within the region in which the agency participates? *[Interview with agency]*	**Possible Score**	**Project Score**
Consolidated Plan	1	
Other	1	

NORTHWEST NC COC (NC-516) PERFORMANCE: 14 or Loss of 2 Points Minimum: Threshold		
Sub-Committee Participation in Northwest CoC Activities	**Possible Score**	**Project Score**
Has the applicant agency participated in at least one Sub-Committee in last year (Aug 2018-July 2019) at least 50% of the time?	2	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

What percentage of Steering Committee meetings has the applicant agency participated in over last year (Aug 2018-July 2019)?	**Possible Score**	**Project Score**
75% (9 of 12)	Standard (met, not met)	
75-99% (10-11 of 12)	2	
100% (12 of 12)	4	
Percentage of regions' beds covered and reported in HMIS (non-DV applicant agencies) or HMIS-Comparable system for DV Applicant agencies: *[HIC]*	**Possible Score**	**Project Score**
0- 49%	-2	
50-75%	0	
75-100%	8	

Deductions **Possible Points: - 25** **Minimum: No more than loss of -15**		
Budget	**Possible Score**	**Project Score**
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	
If required accompanying documents are Not turned in on time, subtract up to 10 points.	-10	
If the online application was not submitted by the deadline, the CoC Project Ranking and Review Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) application or will receive reduced funding.	Standard (met, not met)	

Applicant: _____

Project Name: _____

Project Type:

_____ PH: PSH

_____ PH: RRH

_____ PH: Joint TH & PSH-RRH

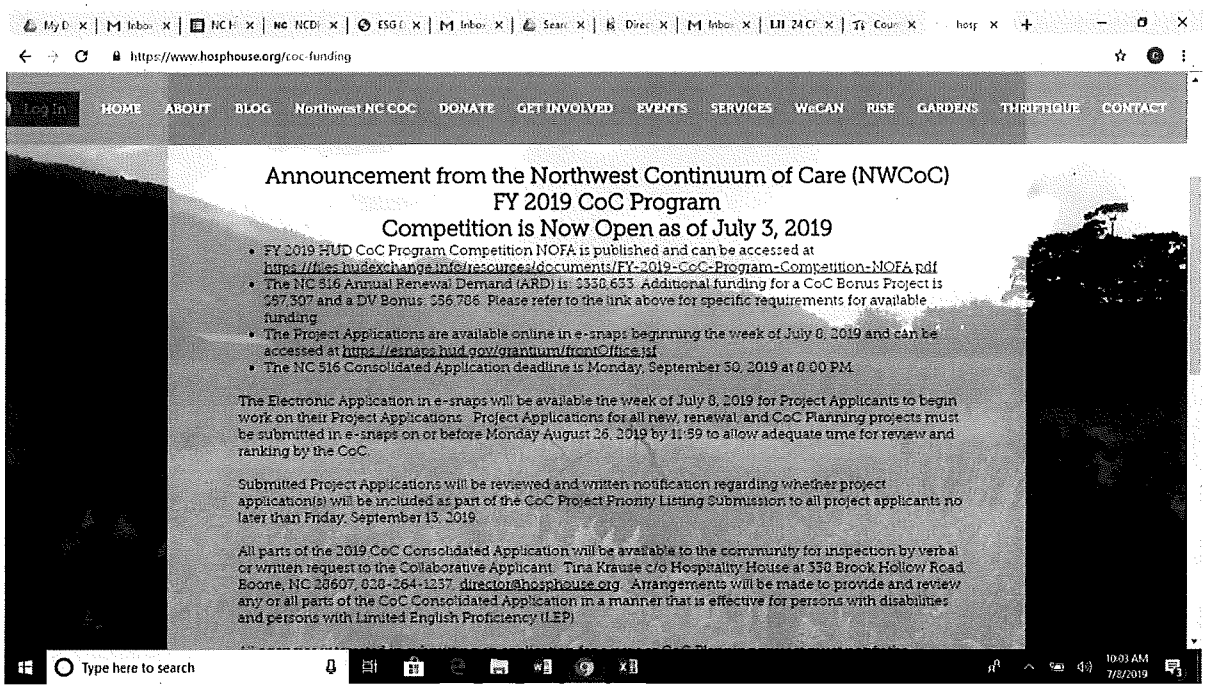
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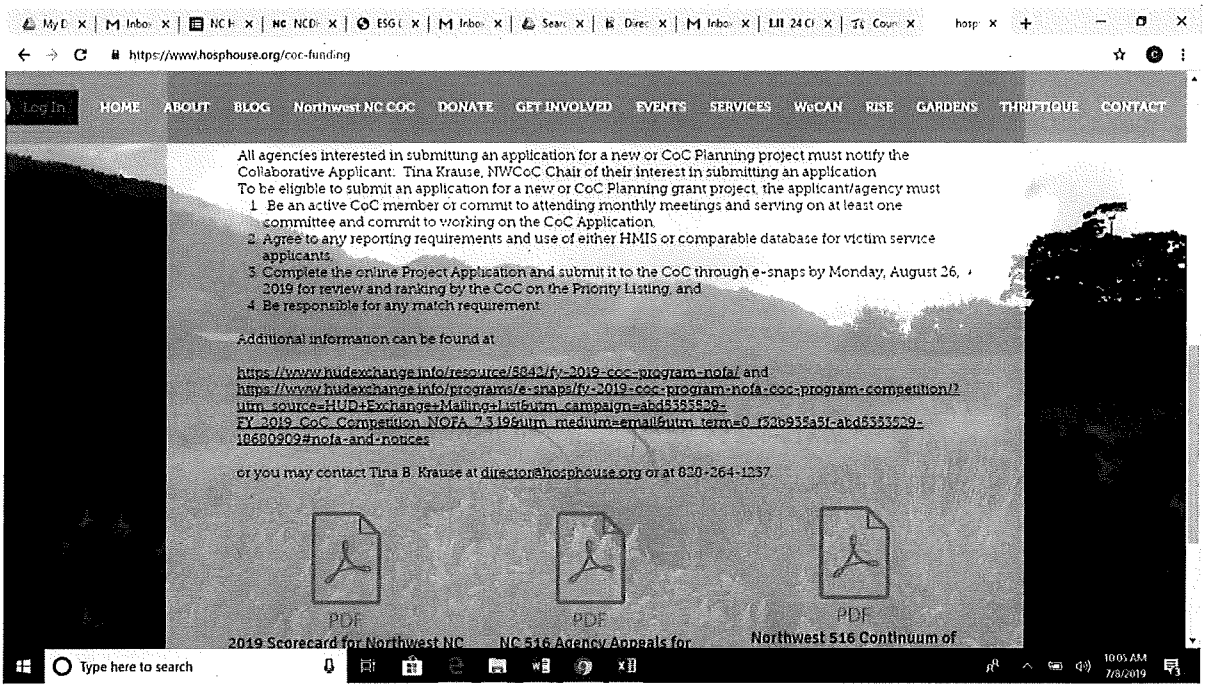
_____ SSO-CE

_____ HMIS

Reviewer: _____

Reviewer Signature: _____ Date: _____


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Announcement from the Northwest Continuum of Care (NWCoC)
FY 2019 CoC Program
Competition is Now Open as of July 3, 2019
FY 2019 HUD CoC Program Competition NOFA is published and can be accessed at https://files.hudexchange.info/resources/documents/FY-2019-CoC-Program-Competition-NOFA.pdf
The NC 516 Annual Renewal Demand (ARD) is: $338,633. Additional funding for a CoC Bonus Project is $97,307 and a DV Bonus: $56,706. Please refer to the link above for specific requirements for available funding.
The Project Applications are available online in e-snaps beginning the week of July 8, 2019 and can be accessed at https://esnaps.hud.gov/grantium/frontOffice.jsf
The NC 516 Consolidated Application deadline is Monday, September 30, 2019 at 8:00 PM.
The Electronic Application in e-snaps will be available the week of July 8, 2019 for Project Applicants to begin work on their Project Applications. Project Applications for all new, renewal, and CoC Planning projects must be submitted in e-snaps on or before Monday August 26, 2019 by 11:59 to allow adequate time for review and ranking by the CoC.
Submitted Project Applications will be reviewed and written notification regarding whether project application(s) will be included as part of the CoC Project Priority Listing Submission to all project applicants no later than Friday, September 13, 2019.
All parts of the 2019 CoC Consolidated Application will be available to the community for inspection by verbal or written request to the Collaborative Applicant: Tina Krause c/o Hospitality House at 338 Brook Hollow Road Boone, NC 28607, 828-264-1237, director@hosphouse.org. Arrangements will be made to provide and review any or all parts of the CoC Consolidated Application in a manner that is effective for persons with disabilities and persons with Limited English Proficiency (LEP).
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All agencies interested in submitting an application for a new or CoC Planning project must notify the Collaborative Applicant: Tina Krause, NWCoC Chair of their interest in submitting an application.
To be eligible to submit an application for a new or CoC Planning grant project, the applicant/agency must
1. Be an active CoC member or commit to attending monthly meetings and serving on at least one committee and commit to working on the CoC Application.
2. Agree to any reporting requirements and use of either HMIS or comparable database for victim service applicants.
3. Complete the online Project Application and submit it to the CoC through e-snaps by Monday, August 26, 2019 for review and ranking by the CoC on the Priority Listing, and
4. Be responsible for any match requirement.
Additional information can be found at:
https://www.hudexchange.info/resource/5842/fy-2019-coc-program-nofa/ and
https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=abd5353529-FY_2019_CoC_Competition_NOFA_7_3_19&utm_medium=email&utm_term=0_f32b955a5f-abd5353529-10680909#nofa-and-notices
or you may contact Tina B. Krause at director@hosphouse.org or at 828-264-1237.
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2019 Scorecard for Northwest NC
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7/8/2019

Applicant Agency: Reviewer's Initials:

Project Name & Type:

2019 Scorecard for Northwest NC CoC (NC-516) Funds: New and Renewal Projects

This scorecard will be used by the Northwest CoC Project Ranking and Review Subcommittee to score applications for new and renewal projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the Northwest NC Continuum of Care & HUD's priorities: permanent supportive housing and serving the chronically homeless, veterans, youth under age 25, and families.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for the community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of Northwest NC CoC (NC-516) funding and performing to Northwest NC CoC (NC-516) standards.

[References in brackets indicate the section of the application that will be used to score each question.]

Applicant: _____

Project Name: _____

Project Type:

_____ PH: PSH

_____ PH: RRH

_____ PH: Joint TH & PSH-RRH

_____ TH-DV

_____ SSO-CE

_____ HMIS

Final Score: _____ **Rank:** _____ **Date:** _____

The CoC Project Ranking and Review Subcommittee may ask applicant agencies to provide additional information to determine agency capacity to: Implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding in the Northwest NC CoC (NC-516).

Project Quality Requirements: New & Renewal Projects must receive at least the standard and minimum score in each section. Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in the final Northwest NC CoC (NC-516) application or will receive reduced funding. Thresholds must be met for the project to be eligible for funding. Projects that do not meet thresholds will not be put through the next steps in the application process.

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Maximum Score Possible (Renewals): 237 **Maximum Score Possible (New): 63**

Minimum Score: 50 **Project Score:**

Section I: General Application

Possible Points: 15 (Minimum Points Required or Review is Triggered: 6)

New Projects: Consistency with Mission	
Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community?	Standard: • Met • Unmet • Unmet, documentation not provided

Accuracy and Appropriateness of Responses	Possible Score	Project Score
Is the project description completed and accurate? *[Proj. App: 3B]*	3	
Are questions regarding services completed and accurate? *[Proj. App: 4A]*	3	
Are questions regarding housing for participants completed and accurate? [Proj. App: 4B]	3	
Are questions regarding Households and Subpopulations completed and accurate [Proj. App: 5A, 5B]	3	
Are all questions answered thoroughly and consistently?	3	
New Project: Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant?	Standard: • Met • Unmet • Unmet, documentation not provided	

Section II: Program Design

Possible Points: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5 HMIS: 5

Minimum Points Required or Review is Triggered: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5

Community Need Statement	
New CoC projects must demonstrate that they are meeting an existing need in the community. Projects must describe: • What community need the new project will address, including local data (PIT Count, coordinated entry data, waiting lists, etc.) that demonstrates the need • How the community has used other resources to address this need	Standard: • Met • Unmet • Unmet, documentation not provided

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Targeted to Prioritized Subpopulations	
The Department of Housing and Urban Development (HUD) and the Northwest NC CoC (NC-516) prioritize funding for certain homeless subpopulations, including chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing.	Standard: • Met • Unmet • Unmet, documentation not provided
Does the project have an adequate plan to prioritize households with the longest histories of homelessness?	Standard: • Met • Unmet • Unmet, documentation not provided
Does the project have an adequate plan to ensure people are moved into housing quickly?	Standard: • Met • Unmet • Unmet, documentation not provided
Supportive Services Only (SSO) Projects	
SSO projects: Is this a coordinated entry project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • N/A
Homeless Management Information Systems (HMIS) Projects	
HMIS projects: Is this a project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • N/A
Permanent Housing	**Possible Score** / **Project Score**
Is this a permanent supportive housing (PSH or RRH or TH-RRH) project that is requesting any funds for housing? *[Proj. App: 3A, question 5, should say PH; 3A, question 5 should say PSH or RRH or TH-RRH; 6E – leasing or rental assistance funds]*	
Yes – PSH or RRH or TH-RRH	10 /
No – Transitional for DV or SSO – Coordinated Entry	5 /
No – Transitional but not special population or SSO (non-Coordinated Entry)	0 /
Is this a Housing First project? Must meet all statements below to meet standard (Proj. App: 3B, question 3d; policies and procedures)	Standard (must meet all statements below)
Does the project ensure that participants are not screened out based on the following? • Having too little income or no income	Standard: • Met • Unmet

Applicant Agency: Reviewer's Initials:

Project Name & Type:

• Active or history of substance use • Having a criminal record (with exceptions for state mandated restrictions) • History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	• N/A • Unmet, documentation not provided
Does the project ensure that participants are not terminated from the program for the following reasons: • Failure to participate in supportive services • Failure to make progress on a service plan • Loss of income or failure to improve income • Domestic violence • Any other activity not covered in a lease agreement typically found in the project's geographic area	Standard: • Met • Unmet • N/A • Unmet, documentation not provided
Key Elements of Permanent Supportive Housing	
If this project is a permanent supportive housing project, does it include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)1? 1 US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf [Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]	Standard (must meet all statements below) _____ of 6 met
Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability.	Met Unmet N/A Unmet, documentation not provided
Participation in services is voluntary and tenants cannot be evicted for rejecting services	Met Unmet N/A Unmet, documentation not provided
House rules, if any, are like those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community	Met Unmet N/A Unmet, documentation not provided
Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	Met Unmet N/A Unmet, documentation not

Applicant Agency: Reviewer's Initials:

Project Name & Type:

	provided	
Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences.	Met Unmet N/A Unmet, documentation not provided	
As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	Met Unmet N/A Unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements (PH, RRH, TH-RRH projects only)		
	Possible Score	**Project Score**
Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market.	1	
Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors.	1	
The provision of housing and the provision of support services are distinct.	1	
Rapid Re-Housing Performance Benchmarks and Program Standards		
If this project is a rapid re-housing project, does it include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the US Department of Housing and Urban Development (HUD), US Interagency Council on Homelessness (USICH), and ABT Associates [2]? [2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf [RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]	Standard (must meet all statements below) _____ of 15 met	
Core Program Standard: Housing Identification	(must meet all statements below) _____ of 4 met	
Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand land and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary	Met Unmet N/A Unmet, documentation not provided	

responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. (Note: This answer will be scored based on information provided on the RRH Program Standards Form.)	
Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices.	Met Unmet N/A Unmet, documentation not provided
Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Program can negotiate additional supports, as needed, on a case-by-case basis.	Met Unmet N/A Unmet, documentation not provided
Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) _____ of 3 met
Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income.	Met Unmet N/A Unmet, documentation not provided
A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) _____ of 4 met

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. (*Note: The intent of this standard is that program participants are involved in creating a mutually agreed upon time, place, and frequency of meetings with the case manager.*)	Met Unmet N/A Unmet, documentation not provided
When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	Met Unmet N/A Unmet, documentation not provided
Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and objective standards, there is a review and approval process.	Met Unmet N/A Unmet, documentation not provided
Core Program Standard: Program Philosophy and Design	
Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles.	Met Unmet N/A Unmet, documentation not provided
Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof.	Met Unmet N/A Unmet, documentation not provided
Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan.	Met Unmet N/A Unmet, documentation not provided
Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	Met Unmet N/A Unmet, documentation not provided

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Permanent Supportive Housing: Move-on Program	Possible Score	Project Score
Permanent supportive housing should be available indefinitely, if households need it. However, participants in these programs can stabilize to the point that they no longer need the intensive services associated with the program. Move-on programs for permanent supportive housing projects create opportunities for participants who no longer need the supportive part of permanent supportive housing to live independently and sustain their homes after graduation for the program. They usually involve transferring the tenant to another long-term housing subsidy, such as a Housing Choice Voucher (Section 8), public housing, or other affordable housing project.[3] [3] https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf Does the permanent supportive housing project have a formal move-on program? *[program policies]*		
Yes	5	
No	0	
New Projects – Scope of Services		
Possible Points: 8 **Minimum Points Required or Review is Triggered: 6**	**Possible Score**	**Project Score**
Service Needs: Do services adequately and appropriately meet anticipated service needs? *[Proj. App: 4A]*	4	
Employment Services: Does the project provide or link participants to employment services? Does the program have employment goals? *[Proj. App: 4A]*	2	
Access to Mainstream Benefits: Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? *[Proj. App: 4A]*	2	
New Projects – Organizational Capacity		
Possible Points: 16 **Minimum Points Required or Review is Triggered: 8**	**Possible Score**	**Project Score**
Completed Similar Projects: Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, TH-RRH, SSO, HMIS)? *[Proj. App: 3B; New Project Form; interview with agency]*		
Has successfully implemented the same project type?	8	
Has not implemented the same project type?	0	
If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated entry) using another funding source? [Proj. App: 3B; New Project Form; interview with agency]	4	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? [Proj. App: 3B; New Project Form; interview with agency]	2	
If none of the above, has the agency successfully implemented a different HUD-funded project (ESG, Section 8, HPRP, etc.) or a CoC-funded project of a different type? *[Proj. App: 3B; New Project Form; interview with agency]*	2	
Agency Stability: Has the agency been in operation for at least three years? *[Proj. App: 3B; New Project Form; interview with agency]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Did the applicant submit a signed audit letter and a copy of their budget from the most recent fiscal year? (Financial statements will be used to assess fiscal stability of the applicant agency. Financial statements that demonstrate instability may result in the agency not meeting requirements.) *[Audit letter and budget]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? [Budget]	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Has the agency submitted a list of their board of directors and a copy of the minutes from their three most recent board meetings? Does the agency have an active and engaged board of directors? [Board list and minutes]	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Capacity to Provide Needed Services		
Does the agency have the capacity to provide the services that will be needed? a) Do the services described seem adequate and appropriate and b) is the staffing pattern or subcontract plan adequate and appropriate? Do program staff have enough experience and knowledge to effectively run the type of program applied for? [Proj. App: 3B and 4A; organizational chart]	Standard • Yes • No • N/A • Unmet, documentation not provided	
Administrative Capacity: Is the administrative staff separate from the services staff? [Organizational chart]	3	
Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? [Budget]	3	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Section III: Northwest NC CoC (NC-516) Priorities Possible Points: 20 Minimum Points Required or Review is Triggered: 11		
Housing Over Services		
Total $ request for housing activities (leased units, leased structures, and/or rental assistance): [Proj. App.: 6E]		
Total $ assistance requested (not including match or admin): [Proj. App.: 6E, line 6]		
Percentage of total budget devoted to housing activities (housing activities request/total request x 100):	**Possible Score**	**Project Score**
Less than 35%	0	
Between 35% and 54.9%	5	
Between 55% and 74.9%	10	
Between 75% and 84.9%	15	
Between 85% and 100%	20	
While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services.		
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants	**Possible Score**	**Project Score**
Does the project have 100% of their beds prioritized for chronically homeless participants? (Proj. App: 4B, CH beds)	Standard (met, unmet, N/A, unmet, documentation not provided)	

Section IV: Project Performance Possible Points Added: PSH: 160 RRH: 160 TH-RRH: 160 Possible Points Subtracted: PSH: -15 RRH: -15 TH-RRH: -15 Minimum Points Required or Review is Triggered: PSH: 58 RRH: 58 TH-RRH: 58		
Renewals Project Performance – the following project performance scores are based on Annual Performance Reports (APRs) submitted to HUD through Esnaps. If renewal projects did not submit the required APR for the previous year, the projects will receive either no points or the most negative points available for each question below.		
Populations Served		
PSH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) *[Proj. App: 5A]*	**Possible Score**	**Project Score**
Less than 100%	0	
100%	8	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

RRH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) [Proj. App: 5A]	Possible Score	Project Score
Less than 100%	0	
100%	8	
What percentage of the **adults** served by the project were veterans? *[Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
What percentage of **adults** served by the project were chronically homeless? (Project Application or Self Report) *[Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
What is the program's unit utilization rate? (compare actual units in HMIS vs. application projections)		
0-79%	-5	
80-94%	0	
95% or higher	5	
Did 100% of program participants enter the program from an eligible situation? (if participants found ineligible, will follow up with grantee to determine eligibility)	**Possible Score**	**Project Score**
Yes	0	
No	-5	
Transitional Housing Applicants: what percentage of program participants exited to a permanent housing destination? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 65%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 84%	**10**	
Permanent Supportive Housing & Rapid Rehousing Programs: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points is automatically awarded)	**Possible Score**	**Project Score**
80% or higher	10	
Below 80%	0	
What percentage of program participants exited to a known destination?	**Possible Score**	**Project Score**
95% or higher	5	
80-94%	0	
0-79%	-5	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

What percentage of program participants were employed at program exit? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 20%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 25%	**15**	
What percentage of program participants were receiving mainstream benefits at program exit? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 20%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 60%	**15**	
PSH Projects: what percentage of program participants remained in the program for 6 months or longer? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 80%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 85%	**15**	

HMIS Participation or Comparable Database (Per federal law – domestic violence programs are prohibited from using HMIS and must use a comparable database instead.)		
HMIS Data Completeness: ***[NC HMIS report; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
0-10%	**15**	
Above 10%	**10**	
If the agency has additional beds (not a part of this project application), are those beds also being entered into the system? ***[NC HMIS report; HIC; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
Yes	**5**	
No	**0**	
Did the program submit their APR on or before the designated deadline?		
Yes	**5**	
No	**0**	
Did program staff adhere to the APR review process with the CoC Project Ranking and Review Subcommittee?		
Yes	**5**	
No	**0**	

HUD Monitoring Findings	**Possible Score**	**Project Score**
Is the recipient free of HUD monitoring findings for any agency's projects? If not, findings must be resolved or explained to the satisfaction of the CoC Project Ranking and Review Subcommittee for the application to meet standards. *[Interview with agency]*	Standard (met, unmet)	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Coordinated Entry and Prioritization	
Does the program only take referrals through the Coordinated Entry process?	Standard: Met Unmet
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: Met Unmet

Previous Project Spending Rates – These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number)	**Possible Score**	**Project Score**
Amount awarded		
Amount spent		
Percentage 90+% Projects that fall below the standard will trigger review by CoC Project Ranking and Review Subcommittee. The review will determine potential consequences, including whether some funding should be reallocated to new projects	Standard: Met Unmet	
How many grant extensions from HUD were given in for a reason other than merging grants? (Interview with agency or information from HUD)		
0	15	
1	0	
2+	Further review	
Does the program only take referrals through the Coordinated Entry process?	Standard: Met Unmet	
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: Met Unmet	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

Section V: Application Deadlines and Documentation: Section V Score

Possible Deductions: -25

Minimum Points Required or Review is Triggered: not more than loss of -15

Application Budget	Possible Score	Project Score
What does the APR tell us about how well the agency is providing services needed to ensure program participants are meeting established goals? (Most Recent APR)	5	

Budget & Match	Possible Score	Project Score
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
Do match letters sufficiently document the required match for the project type? [Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted after the deadline will not be included in the scoring of these sections.]	Standard (met, unmet)	

Deadlines	Possible Score	Project Score
If application was not completed correctly, subtract up to 10 points (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	
If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
The application and accompanying documents must be submitted by the deadline. If not, the CoC Review & Ranking Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) Project Priority Listing or will receive reduced funding.	Standard (met, unmet, N/A)	
Was the signed Northwest NC CoC (NC-516) Grantee Agreement submitted?	Standard (met, unmet, N/A)	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

AGENCY'S RELATIONSHIP TO COMMUNITY: 5 or Loss of 8 Points

Minimum: Must not lose more than 3 points

Participation in Regional Committee Activities		
Does the agency submitting the project application actively participate in the Northwest NC CoC (NC-516) Steering Committee activities? *[Conversation with Northwest NC CoC (NC-516) lead; NC-516 minutes]*	**Possible Score**	**Project Score**
Actively participate in Steering Committee meetings (75% of meetings in past year)	Threshold	
Presented application to Steering Committee to be reviewed	Threshold	
Participated in regional ESG application process	Threshold	
The agency has existing project and does not present a project update to Steering Committee	-2	
Agency does not have open community referral process for existing project	-2	
Participation in Northwest NC CoC (NC-516) Activities		
Does the agency actively participate in the following Northwest NC CoC (NC-516) activities?	**Possible Score**	**Project Score**
Participate in Northwest NC Steering Committee	1	
Participate in subcommittee meetings (Permanent Supportive Housing, Transitional Housing/Rapid Re-Housing, Families, Data Quality)	2	
Participated in at least half of one subcommittee's meetings	Standard (met, not met)	
Did not submit Point-in-Time and Housing Inventory data by deadline	-2	
Does not submit reports for existing projects in a timely manner	-2	
Participation in Other Community Coordination Activities		
Are there other housing/homeless related coalitions or partnerships within the region in which the agency participates? *[Interview with agency]*	**Possible Score**	**Project Score**
Consolidated Plan	1	
Other	1	

NORTHWEST NC COC (NC-516) PERFORMANCE: 14 or Loss of 2 Points

Minimum: Threshold

Sub-Committee Participation in Northwest CoC Activities	**Possible Score**	**Project Score**
Has the applicant agency participated in at least one Sub-Committee in last year (Aug 2018-July 2019) at least 50% of the time?	2	

Applicant Agency: Reviewer's Initials:

Project Name & Type:

What percentage of Steering Committee meetings has the applicant agency participated in over last year (Aug 2018-July 2019)?	Possible Score	Project Score
75% (9 of 12)	Standard (met, not met)	
75-99% (10-11 of 12)	2	
100% (12 of 12)	4	
Percentage of regions' beds covered and reported in HMIS (non-DV applicant agencies) or HMIS-Comparable system for DV Applicant agencies: *[HIC]*	**Possible Score**	**Project Score**
0- 49%	-2	
50-75%	0	
75-100%	8	

Deductions **Possible Points: - 25** **Minimum: No more than loss of -15** **Budget**	**Possible Score**	**Project Score**
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	
If required accompanying documents are Not turned in on time, subtract up to 10 points.	-10	
If the online application was not submitted by the deadline, the CoC Project Ranking and Review Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) application or will receive reduced funding.	Standard (met, not met)	

Applicant: _____

Project Name: _____

Project Type:

_____ PH: PSH

_____ PH: RRH

_____ PH: Joint TH & PSH-RRH

_____ TH-DV

_____ SSO-CE

_____ HMIS

Reviewer: _____

Reviewer Signature: _____ Date: _____

2019 Scorecard for Northwest NC CoC (NC-516) Funds: New and Renewal Projects

This scorecard will be used by the Northwest CoC Project Ranking and Review Subcommittee to score applications for new and renewal projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the Northwest NC Continuum of Care & HUD's priorities: permanent supportive housing and serving the chronically homeless, veterans, youth under age 25, and families.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for the community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of Northwest NC CoC (NC-516) funding and performing to Northwest NC CoC (NC-516) standards.

[References in brackets indicate the section of the application that will be used to score each question.]

Applicant: **OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)**
Project Name: **OASIS Edgecliff PSH (Renewal)**

Project Type:

X PH: PSH	PH: Joint TH & PSH-RRH	TH-DV
PH: RRH	SSO-CE	HMIS

Final Score: 188 Rank: 2 Date: 8/30/19

The CoC Project Ranking and Review Subcommittee may ask applicant agencies to provide additional information to determine agency capacity to: Implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding in the Northwest NC CoC (NC-516).

Project Quality Requirements: New & Renewal Projects must receive at least the standard and minimum score in each section. Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in the final Northwest NC CoC (NC-516) application or will receive reduced funding. Thresholds must be met for the project to be eligible for funding. Projects that do not meet thresholds will not be put through the next steps in the application process.

Applicant Agency: OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)
Project Name & Type: OASIS Edgecliff PSH (Renewal) Reviewer's Initials: LW

Maximum Score Possible (Renewals): 205 PSH, RRH, TH-RRH **Minimum Score: 50**

Maximum Score Possible (Renewals): 192 TH-DV, SSO-CE, HMIS

Maximum Score Possible (New): 63 **Project Score: 188**

Section I: General Application

Possible Points: 15 (Minimum Points Required or Review is Triggered: 6)

New Projects: Consistency with Mission	
Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community?	Standard: • Met • Unmet • Unmet, documentation not provided

Accuracy and Appropriateness of Responses	Possible Score	Project Score
Is the project description completed and accurate? *[Proj. App: 3B]*	3	**3**
Are questions regarding services completed and accurate? *[Proj. App: 4A]*	3	**3**
Are questions regarding housing for participants completed and accurate? [Proj. App: 4B]	3	**3**
Are questions regarding Households and Subpopulations completed and accurate [Proj. App: 5A, 5B]	3	**3**
Are all questions answered thoroughly and consistently?	3	**3**

New & Existing Projects: Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant?	Standard: • **Met** • Unmet • Unmet, documentation not provided

Section II: Program Design

Possible Points: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5 HMIS: 5

Minimum Points Required or Review is Triggered: PSH: 18 RRH: 18 TH-RRH: 18 TH-DV: 5 SSO-CE: 5

Community Need Statement	Renewal
New CoC projects must demonstrate that they are meeting an existing need in the community. Projects must describe: • What community needs the new project will address, including local data (PIT Count, coordinated entry data, waiting lists, etc.) demonstrating need • How the community has used other resources to address this need	Standard: • **Met** • Unmet • Unmet, documentation not provided
Targeted to Prioritized Subpopulations	
The Department of Housing and Urban Development (HUD) and the Northwest NC CoC (NC-516) prioritize funding for certain homeless subpopulations, including chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing.	Standard: • **Met** • Unmet • Unmet, documentation not provided
Does the project have an adequate plan to prioritize households with the longest histories of homelessness?	Standard: • **Met** • Unmet • Unmet, documentation not provided
Does the project have an adequate plan to ensure people are moved into housing quickly?	Standard: • **Met** • Unmet • Unmet, documentation not provided
Supportive Services Only (SSO) Projects	
SSO projects: Is this a coordinated entry project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • **N/A**
Homeless Management Information Systems (HMIS) Projects	
HMIS projects: Is this a project that will serve the Northwest NC CoC (NC-516)'s 7 counties of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, & Yancey?	Threshold • Yes • No • **N/A**

Applicant Agency: OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)
Project Name & Type: OASIS Edgecliff PSH (Renewal) Reviewer's Initials: LW

Permanent Housing	Possible Score	Project Score
Is this a permanent supportive housing (PSH or RRH or TH-RRH) project that is requesting any funds for housing? *[Proj. App: 3A, question 5, should say PH; 3A, question 5 should say PSH or RRH or TH-RRH; 6E – leasing or rental assistance funds]*		
Yes – PSH or RRH or TH-RRH	10	**10**
No – Transitional for DV or SSO – Coordinated Entry	5	
No – Transitional but not special population or SSO (non-Coordinated Entry)	0	
Is this a Housing First project? Must meet all statements below to meet standard (Proj. App: 3B, question 3d; policies and procedures)	Standard (must meet all statements below)	
Does the project ensure that participants are not screened out based on the following? • Having too little income or no income • Active or history of substance use • Having a criminal record (with exceptions for state mandated restrictions) • History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	Standard: • **Met** • Unmet • N/A • Unmet, documentation not provided	
Does the project ensure that participants are not terminated from the program for the following reasons: • Failure to participate in supportive services • Failure to make progress on a service plan • Loss of income or failure to improve income • Domestic violence • Any other activity not covered in a lease agreement typically found in the project's geographic area	Standard: • **Met** • Unmet • N/A • Unmet, documentation not provided	
Key Elements of Permanent Supportive Housing		
If this project is a permanent supportive housing project, does it include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)1? 1 US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf [Key Elements of PSH form, program eligibility requirements, sample lease, program rules/house rules (if any)]	Standard (must meet all statements below) **6** of 6 met	
Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability.	**Met** Unmet N/A Unmet, documentation not provided	

Participation in services is voluntary and tenants cannot be evicted for rejecting services	**Met** Unmet N/A Unmet, documentation not provided	
House rules, if any, are like those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community	**Met** Unmet N/A Unmet, documentation not provided	
Housing is not time-limited, and the lease is renewable at tenants' and owners' option.	**Met** Unmet N/A Unmet, documentation not provided	
Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences.	**Met** Unmet N/A Unmet, documentation not provided	
As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.	**Met** Unmet N/A Unmet, documentation not provided	
Additional Permanent Supportive Housing Key Elements (PH, RRH, TH-RRH projects only)		
	Possible Score	**Project Score**
Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market.	1	**1**
Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors.	1	**1**
The provision of housing and the provision of support services are distinct.	1	**1**
Rapid Re-Housing Performance Benchmarks and Program Standards		
If this project is a rapid re-housing project, does it include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the US Department of Housing and Urban Development (HUD), US Interagency Council on Homelessness (USICH), and ABT Associates [2]? [2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf [RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]	Standard (must meet all statements below) _____ of 15 met **n/a**	

Core Program Standard: Housing Identification	(must meet all statements below) **n/a** of 4 met
Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand land and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. (Note: This answer will be scored based on information provided on the RRH Program Standards Form.)	Met Unmet **N/A** Unmet, documentation not provided
Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices.	Met Unmet **N/A** Unmet, documentation not provided
Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Program can negotiate additional supports, as needed, on a case-by-case basis.	Met Unmet **N/A** Unmet, documentation not provided
Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease.	Met Unmet **N/A** Unmet, documentation not provided
Core Program Standard: Rent and Move-In Assistance	(must meet all statements below) **3** of 3 met
Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies.	Met Unmet **N/A** Unmet, documentation not provided
Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income.	Met Unmet **N/A** Unmet, documentation not provided

A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement.	Met Unmet **N/A** Unmet, documentation not provided
Core Program Standard: Rapid Re-Housing Case Management and Services	(must meet all statements below) **___N/A____** of 4 met
Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. (*Note: The intent of this standard is that program participants are involved in creating a mutually agreed upon time, place, and frequency of meetings with the case manager.*)	Met Unmet **N/A** Unmet, documentation not provided
When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation.	Met Unmet **N/A** Unmet, documentation not provided
Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate.	Met Unmet **N/A** Unmet, documentation not provided
Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and objective standards, there is a review and approval process.	Met Unmet **N/A** Unmet, documentation not provided
Core Program Standard: Program Philosophy and Design	
Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles.	Met Unmet **N/A** Unmet, documentation not provided
Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof.	Met Unmet **N/A** Unmet, documentation not provided

Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan.	Met Unmet **N/A** Unmet, documentation not provided	
Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.	Met Unmet **N/A** Unmet, documentation not provided	
Permanent Supportive Housing: Move-on Program	**Possible Score**	**Project Score**
Permanent supportive housing should be available indefinitely, if households need it. However, participants in these programs can stabilize to the point that they no longer need the intensive services associated with the program. Move-on programs for permanent supportive housing projects create opportunities for participants who no longer need the supportive part of permanent supportive housing to live independently and sustain their homes after graduation for the program. They usually involve transferring the tenant to another long-term housing subsidy, such as a Housing Choice Voucher (Section 8), public housing, or other affordable housing project.[3] [3] https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf Does the permanent supportive housing project have a formal move-on program? *[program policies]*		
Yes	**5**	
No	0	
Existing & New Projects – Scope of Services		
Possible Points: 8 **Minimum Points Required or Review is Triggered: 6**	**Possible Score**	**Project Score**
Service Needs: Do services adequately and appropriately meet anticipated service needs? *[Proj. App: 4A]*	4	**4**
Employment Services: Does the project provide or link participants to employment services? Does the program have employment goals? *[Proj. App: 4A]*	2	**2**
Access to Mainstream Benefits: Does the project include services to help participants access mainstream benefits, including but not limited to using SOAR caseworkers? *[Proj. App: 4A]*	2	**2**

Applicant Agency: OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)
Project Name & Type: OASIS Edgecliff PSH (Renewal) Reviewer's Initials: LW

New Projects – Organizational Capacity		
Possible Points: 16 **Minimum Points Required or Review is Triggered: 8**	**Possible Score**	**Project Score**
Completed Similar Projects: Has the agency successfully implemented a CoC-funded project of the same project type (PSH, RRH, TH-RRH, SSO, HMIS)? *[Proj. App: 3B; New Project Form; interview with agency]*		**N/A**
Has successfully implemented the same project type?	8	
Has not implemented the same project type?	0	
If not, has the agency successfully implemented this same type of project (permanent supportive housing, rapid rehousing, coordinated entry) using another funding source? [Proj. App: 3B; New Project Form; interview with agency]	4	
If the answer to either of the questions is yes, are the same staff that were operating the program at that time going to be operating the proposed project? [Proj. App: 3B; New Project Form; interview with agency]	2	
If none of the above, has the agency successfully implemented a different HUD-funded project (ESG, Section 8, HPRP, etc.) or a CoC-funded project of a different type? *[Proj. App: 3B; New Project Form; interview with agency]*	2	
Agency Stability: Has the agency been in operation for at least three years? *[Proj. App: 3B; New Project Form; interview with agency]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Did the applicant submit a signed audit letter and a copy of their budget from the most recent fiscal year? (Financial statements will be used to assess fiscal stability of the applicant agency. Financial statements that demonstrate instability may result in the agency not meeting requirements.) *[Audit letter and budget]*	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Does the agency have the financial capacity to operate this project on a reimbursement basis? [Budget]	Threshold • Yes • No • N/A • Unmet, documentation not provided	
Non-profits only: Has the agency submitted a list of their board of directors and a copy of the minutes from their three most recent board meetings? Does the agency have an active and engaged board of directors? [Board list and minutes]	Threshold • Yes • No • N/A • Unmet, documentation not provided	

Capacity to Provide Needed Services		
Does the agency have the capacity to provide the services that will be needed? a) Do the services described seem adequate and appropriate and b) is the staffing pattern or subcontract plan adequate and appropriate? Do program staff have enough experience and knowledge to effectively run the type of program applied for? [Proj. App: 3B and 4A; organizational chart]	Standard • Yes • No • N/A • Unmet, documentation not provided	
Administrative Capacity: Is the administrative staff separate from the services staff? [Organizational chart]	3	**N/A**
Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? [Budget]	3	**N/A**
Section III: Northwest NC CoC (NC-516) Priorities **Possible Points: 20** **Minimum Points Required or Review is Triggered: 11**		
Housing Over Services		
Total $ request for housing activities (leased units, leased structures, and/or rental assistance): [Proj. App.: 6E]		**$44,370 Leasing**
Total $ request for supportive services: [Proj. App.: 6E, line 3]		**$27,905**
Total Match $ [Proj. App.: 6E, line 11]		**$17,200**
Total $ assistance requested (not including match or admin): [Proj. App.: 6E, line 6]		**$77,275**
Percentage of total budget devoted to housing activities (housing activities request/total request x 100):	**Possible Score**	**Project Score**
Less than 35%	0	**10 (57.4%)**
Between 35% and 54.9%	5	
Between 55% and 74.9%	10	
Between 75% and 84.9%	15	
Between 85% and 100%	20	
While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services.		

Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants	**Possible Score**	**Project Score**
Does the project have 100% of their beds prioritized for chronically homeless participants? (Proj. App: 4B, CH beds)	Standard (met, **unmet**, N/A, unmet, documentation not provided)	

Section IV: Project Performance

Possible Points Added: PSH: 160 RRH: 160 TH-RRH: 160

Possible Points Subtracted: PSH: -15 RRH: -15 TH-RRH: -15

Minimum Points Required or Review is Triggered: PSH: 58 RRH: 58 TH-RRH: 58

Renewals Project Performance – the following project performance scores are based on Annual Performance Reports (APRs) submitted to HUD through Esnaps. If renewal projects did not submit the required APR for the previous year, the projects will receive either no points or the most negative points available for each question below.

Populations Served		
PSH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) *[Proj. App: 5A]*	**Possible Score**	**Project Score**
Less than 100%	0	
100%	8	**8**
RRH projects: What percentage of households served by the project were composed of at least one person with a disability? (Project Application) [Proj. App: 5A]	**Possible Score**	**Project Score**
Less than 100%	0	
100%	8	
What percentage of the **adults** served by the project were veterans? *[Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 25%	0	**0**
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
What percentage of **adults** served by the project were chronically homeless? (Project Application or Self Report) [*Proj. App: 5B]*	**Possible Score**	**Project Score**
Less than 10%	0	
Between 10% and 24%	2	**2**
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	

Applicant Agency: OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)
Project Name & Type: OASIS Edgecliff PSH (Renewal) Reviewer's Initials: LW

What is the program's unit utilization rate? (compare actual units in HMIS vs. application projections for all 4 Quarters & take average)		
0-49%	-5	
50-59%	0	
60%-94%	3	**3**
95% or higher	5	
Did 100% of program participants enter the program from an eligible situation? (if participants found ineligible, will follow up with grantee to determine eligibility)	**Possible Score**	**Project Score**
Yes	0	**0**
No	-5	
Transitional Housing Applicants: what percentage of program participants exited to a permanent housing destination? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 65%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 84%	**10**	
Permanent Supportive Housing & Rapid Rehousing Programs: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points is automatically awarded)	**Possible Score**	**Project Score**
80% or higher	10	**10**
Below 80%	0	
What percentage of program participants exited to a known destination?	**Possible Score**	**Project Score**
95% or higher	5	**5**
80-94%	0	
0-79%	-5	
What percentage of program participants were employed at program exit? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 20%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 25%	15	**15**
What percentage of program participants were receiving mainstream benefits at program exit? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 20%	5	
(Above HUD Goal but below NWCoC (NC-516 Goal): At least 40%	10	**10**
Performance met Northwest NC CoC (NC-516) Goal: At least 60%	15	
PSH Projects: what percentage of program participants remained in the program for 6 months or longer? (points are awarded for meeting each goal)	**Possible Score**	**Project Score**
Performance met HUD Goal: At least 80%	5	
Performance met Northwest NC CoC (NC-516) Goal: At least 85%	15	**15**

HMIS Participation or Comparable Database (Per federal law – domestic violence programs are prohibited from using HMIS and must use a comparable database instead.)		
HMIS Data Completeness: ***[NC HMIS report; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
0-10%	**15**	**15**
Above 10%	**10**	
If the agency has additional beds (not a part of this project application), are those beds also being entered into the system? ***[NC HMIS report; HIC; Comparable Database aggregate report]***	**Possible Score**	**Project Score**
Yes	**5**	**5**
No	**0**	
Did the program submit their APR on or before the designated deadline?		
Yes	**5**	**5**
No	**0**	
Did program staff adhere to the APR review process with the CoC Project Ranking and Review Subcommittee?		
Yes	**5**	**5**
No	**0**	

HUD Monitoring Findings	**Possible Score**	**Project Score**
Is the recipient free of HUD monitoring findings for any agency's projects? If not, findings must be resolved or explained to the satisfaction of the CoC Project Ranking and Review Subcommittee for the application to meet standards. *[Interview with agency]*	Standard (**met**, unmet)	
Coordinated Entry and Prioritization		
Does the program only take referrals through the Coordinated Entry process?	Standard: **Met** Unmet	
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: **Met** Unmet	

Previous Project Spending Rates – These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number)	Possible Score	Project Score
Amount awarded: $36,120 Leasing; $27,529 Supportive Services, $63,649		
Amount spent: $42,257 Leasing; $27,905 Supportive Services; $70,162		
% spent: 85% Leasing; 98.65% Supportive Services; 90.7% Overall		
Percentage 90+% Projects that fall below the standard will trigger review by CoC Project Ranking and Review Subcommittee. The review will determine potential consequences, including whether some funding should be reallocated to new projects	Standard: **Met** Unmet	
How many grant extensions from HUD were given in for a reason other than merging grants? (Interview with agency or information from HUD)		
0	15	**15**
1	0	
2+	Further review	
Does the program only take referrals through the Coordinated Entry process?	Standard: **Met** Unmet	
Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? (program policies)	Standard: **Met** Unmet	

Section V: Application Deadlines and Documentation: Section V Score

Possible Deductions: -25

Minimum Points Required or Review is Triggered: not more than loss of -15

Application Budget	Possible Score	Project Score
What does the APR tell us about how well the agency is providing services needed to ensure program participants are meeting established goals? (Most Recent APR)	5	**5**

Budget & Match	Possible Score	Project Score
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	**0**
Do match letters sufficiently document the required match for the project type? [Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted after the deadline will not be included in the scoring of these sections.]	Standard (**met,** unmet)	

Applicant Agency: OASIS, Inc. (Opposing Abuse with Service, Information and Shelter)
Project Name & Type: OASIS Edgecliff PSH (Renewal) Reviewer's Initials: LW

Deadlines	Possible Score	Project Score
If application was not completed correctly, subtract up to 10 points (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	**0**
If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	**0**
The application and accompanying documents must be submitted by the deadline. If not, the CoC Review & Ranking Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) Project Priority Listing or will receive reduced funding.	Standard (**met**, unmet, N/A)	
Was the signed Northwest NC CoC (NC-516) Grantee Agreement submitted?	Standard (**met,** unmet, N/A)	

AGENCY'S RELATIONSHIP TO COMMUNITY: 5 or Loss of 8 Points

Minimum: Must not lose more than 3 points

Participation in Regional Committee Activities		
Does the agency submitting the project application actively participate in the Northwest NC CoC (NC-516) Steering Committee activities? *[Conversation with Northwest NC CoC (NC-516) lead; NC-516 minutes]*	**Possible Score**	**Project Score**
Actively participate in Steering Committee meetings (75% of meetings in past year)	Threshold	**yes**
Presented application to Steering Committee to be reviewed	Threshold	**yes**
Participated in regional ESG application process	Threshold	**yes**
The agency has existing project and does not present a project update to Steering Committee	-2	**0**
Agency does not have open community referral process for existing project	-2	**0**
Participation in Northwest NC CoC (NC-516) Activities		
Does the agency actively participate in the following Northwest NC CoC (NC-516) activities?	**Possible Score**	**Project Score**
Participate in Northwest NC Steering Committee	1	**1**
Participate in subcommittee meetings (Permanent Supportive Housing, Transitional Housing/Rapid Re-Housing, Families, Data Quality)	2	**2**
Participated in at least half of one subcommittee's meetings	Standard (met, not met)	**met**
Did not submit Point-in-Time and Housing Inventory data by deadline	-2	**0**
Does not submit reports for existing projects in a timely manner	-2	**0**

Participation in Other Community Coordination Activities		
Are there other housing/homeless related coalitions or partnerships within the region in which the agency participates? *[Interview with agency]*	**Possible Score**	**Project Score**
Consolidated Plan	1	**1**
Other	1	**1**

NORTHWEST NC COC (NC-516) PERFORMANCE: 14 or Loss of 2 Points

Minimum: Threshold

Sub-Committee Participation in Northwest CoC Activities	Possible Score	Project Score
Has the applicant agency participated in at least one Sub-Committee in last year (Aug 2018-July 2019) at least 50% of the time?	2	**2**
What percentage of Steering Committee meetings has the applicant agency participated in over last year (Aug 2018-July 2019)?	**Possible Score**	**Project Score**
75% (9 of 12)	Standard (met, not met)	
75-99% (10-11 of 12)	2	
100% (12 of 12)	4	**4**
Percentage of regions' beds covered and reported in HMIS (non-DV applicant agencies) or HMIS-Comparable system for DV Applicant agencies: *[HIC]*	**Possible Score**	**Project Score**
0- 49%	-2	
50-75%	0	
75-100%	8	**8**

Deductions

Possible Points: - 25; Minimum: No more than loss of -15

Budget	Possible Score	Project Score
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	**0**
If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	**0**
If required accompanying documents are Not turned in on time, subtract up to 10 points.	-10	**0**
If the online application was not submitted by the deadline, the CoC Project Ranking and Review Subcommittee will determine potential consequences, including whether the project is ineligible for inclusion in final Northwest NC CoC (NC-516) application or will receive reduced funding.	Standard (met, not met)	**met**

Northwest Continuum of Care (NC 516) FY2019 CoC Competition
Funding Recommendations and Priority Listing

All project applications except for the NC 516 Planning Grant, must be ranked for the Priority Listing into two tiers based on a percentage of the Annual Renewal Demand (ARD) of $338,633 plus any available bonus funding, if a project application is submitted. A project ranked in Tier 1 and any funding that is allocated to Tier II is not guaranteed to receive an award:

- Tier I: 94% of NC 516's ARD for existing renewals + 100% of 1st time renewals ($323,637)
- Tier II: Difference between Tier I and NC 516's ARD ($14,996) + the amount available for the CoC's Bonus Project ($57,307). Total in Tier II = $72,303
- CoC Planning Project – Not ranked ($17,036)
- Total of all grants for FY 2019 if awarded: **$412,976**

Tier 1	Funding Recommendation	Project Type	Score	Rank
Hospitality House-Rock Haven Permanent Housing Program	$32,835	Permanent Supportive Housing	202	1
OASIS-Edgecliff Permanent Supportive Housing	$72,275	Permanent Supportive Housing	188	2
Hospitality House-Permanent Housing for the Hard to Serve	$18,561	Permanent Supportive Housing	182	3
Hospitality House- Permanent Housing Leasing Expansion	$52,852	Permanent Supportive Housing	157	4
Hospitality House-SSO/Coordinated Entry Project	$14,275	Supportive Services Only-Coordinated Entry	145	5
OASIS-Transitional Housing	$27,813	Transitional Housing	142	6
Hospitality House-Joint TH and PH-RRH Project	$ 30,544	Transitional Housing and PH-RRH Project	136	7
Wintergreen Permanent Supportive Housing	$31,326	Permanent Supportive Housing	124	8
Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$43,156 (Funding split between Tier 1-2)	Transitional Housing and PH-RRH Project	121	9

Tier 2	Funding	Project Type	Score	Rank
Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$ 14,996	Transitional Housing and PH-RRH Project	121	9
Northwest CoC HMIS Project	$57,307	Homeless Management Information System	62	10

Not ranked	Funding	Type	Score/Rank
NC 516 CoC Planning Project	$ 17,036	Planning Grant	N/A

Christiana Tugman <grantsmgr@hosphouse.org>

Question Response for e-snaps Question ID 144747 - HUD Exchange Ask A Question

aaq@hudexchange.info <aaq@hudexchange.info> Fri, Sep 6, 2019 at 4:42 PM
To: grantsmgr@hosphouse.org

Question Status: Answered

Thank you for submitting a question via the HUD Exchange. The response to your question is listed below.

Requestor Name: Christiana Glenn Tugman

Requestor Email: grantsmgr@hosphouse.org

Question Related To: e-snaps

Question ID: 144747

Question Subject:

Question 1E4 Collaborative Application: formulate unavailable in esnaps

Question Text:

In *esnaps*, Q1E-4 on the Collaborative Application, there is no line in the chart and no formulate available to check for "web posting" unlike the previous years Collaborative Applications. The CoC Application Detailed instructions and recently released HUD guidance for Q1E-4, #3 makes clear a web posting is expected and on page 19 of the Detailed Instructions V4 and the instructions state a Collaborative Applicant is required to check all that applies on how the CoC made public the **review and ranking process** for all project applications. For the same question, the instructions on page 19 state that HUD requires CoCs to post to their websites, or partners websites.

Please advise for Q1E-4 in e-snaps since the chart provided does not provide an option to check that the CoC posted the required information on the CoC or a partner website in order to ensure maximum points available.

Attached is a screenshot of the e-snaps page.

Response:

Thank you for your question. Because HUD omitted the CoC or affiliate website option in the FY 2019 CoC Application, if a CoC used its website or an affiliate's website to meet the public posting requirements for **the Object Review and Ranking Process** and the **CoC Application, CoC Priority Listing, Project Listings**, applicants should select option **5 Social Media**.

Please click on the [View Question] button below to perform the following actions:

- **View your question,** answer, and any applicable attachments
- **Ask a new, unrelated question** using the same requestor information
- **Reopen this question** if you need more assistance with the same question

View Question

This email account (aaq@hudexchange.info) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries regarding HUD Exchange or its Ask A Question system to info@hudexchange.info or ask another question using the "View Question" link located above. Please keep this email for your records.

Performance
3B. Performance and Strategic Planning
Part 4: Mainstream Benefits and Additional Policies
4A. Mainstream Benefits and Additional Policies
4B. Attachments
Submission Summary
View Applicant Profile
Export to PDF
Get PDF Viewer
Back to Submissions List

they improve safety for the population served.

Applicants must select Yes or No for all of the responses in 1E-2.

*** 1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.**

Applicants must describe:
1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and
2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.
(limit 2,000 characters)

1E-4. Public Postings–CoC Consolidated Application. Attachment Required.

Applicants must:
1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or
2. check 6 if the CoC did not make public the review and ranking process; and
3. indicate how the CoC made public the CoC Consolidated Application–including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected–which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or
4. check 6 if the CoC did not make public the CoC Consolidated Application.

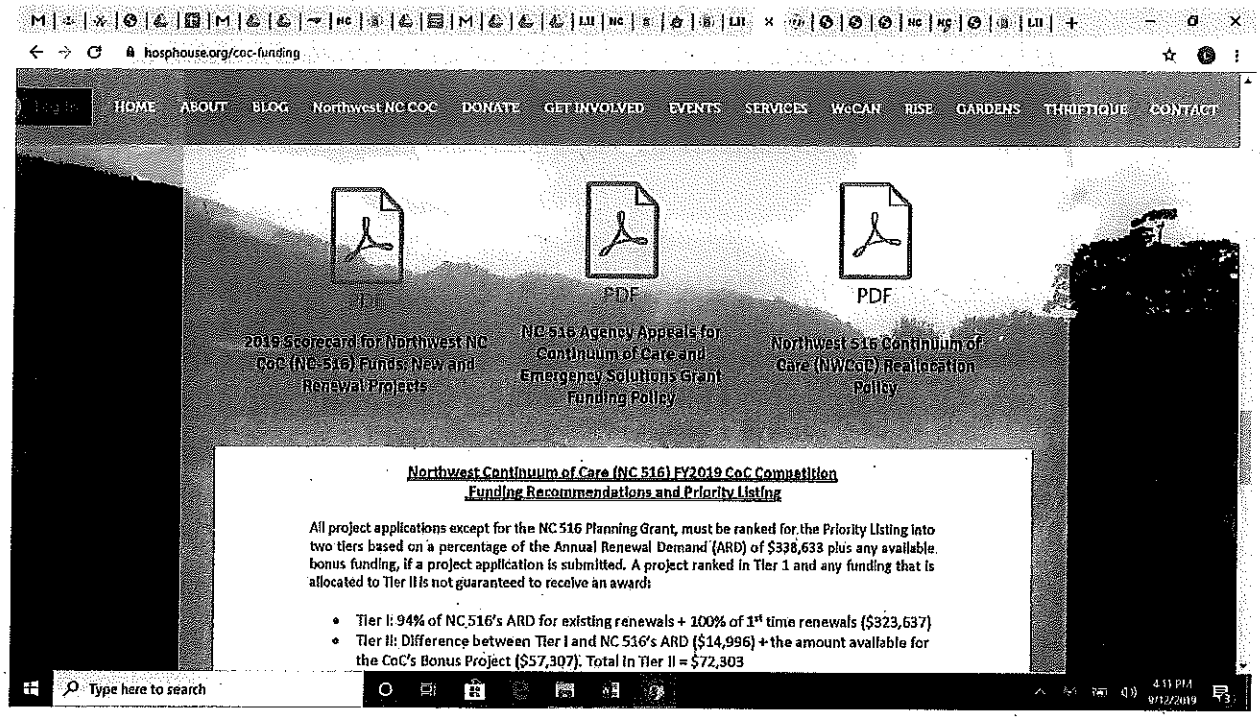
Public Posting of Objective Review and Ranking Process		Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings	
1. Email	☐	1. Email	☐
2. Mail	☐	2. Mail	☐
3. Advertising in Local Newspaper(s)	☐	3. Advertising in Local Newspaper(s)	☐
4. Advertising on Radio or Television	☐	4. Advertising on Radio or Television	☐
5. Social Media (Twitter, Facebook, etc.)	☐	5. Social Media (Twitter, Facebook, etc.)	☐
6. Did Not Publicly Post Review and Ranking Process	☐	6. Did Not Publicly Post CoC Consolidated Application	☐

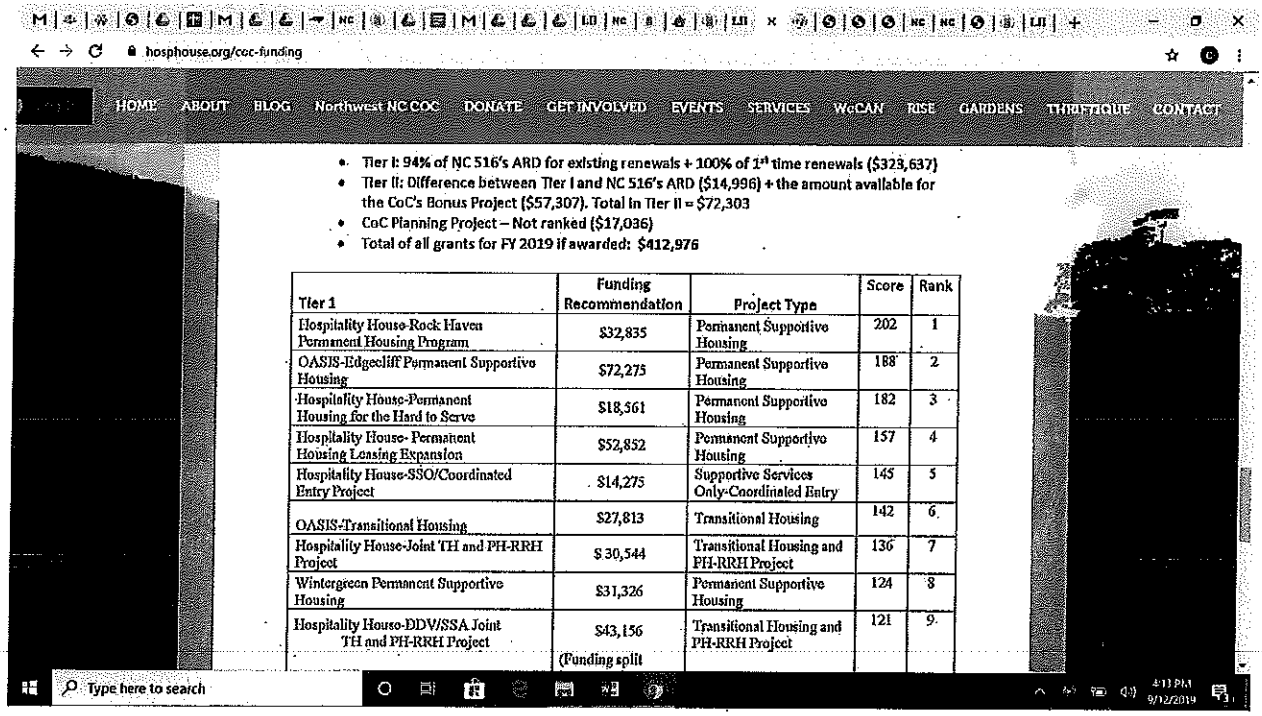
Applicants must check at least one box under each heading.

1E-5. Reallocation between FY 2015 and FY 2018.

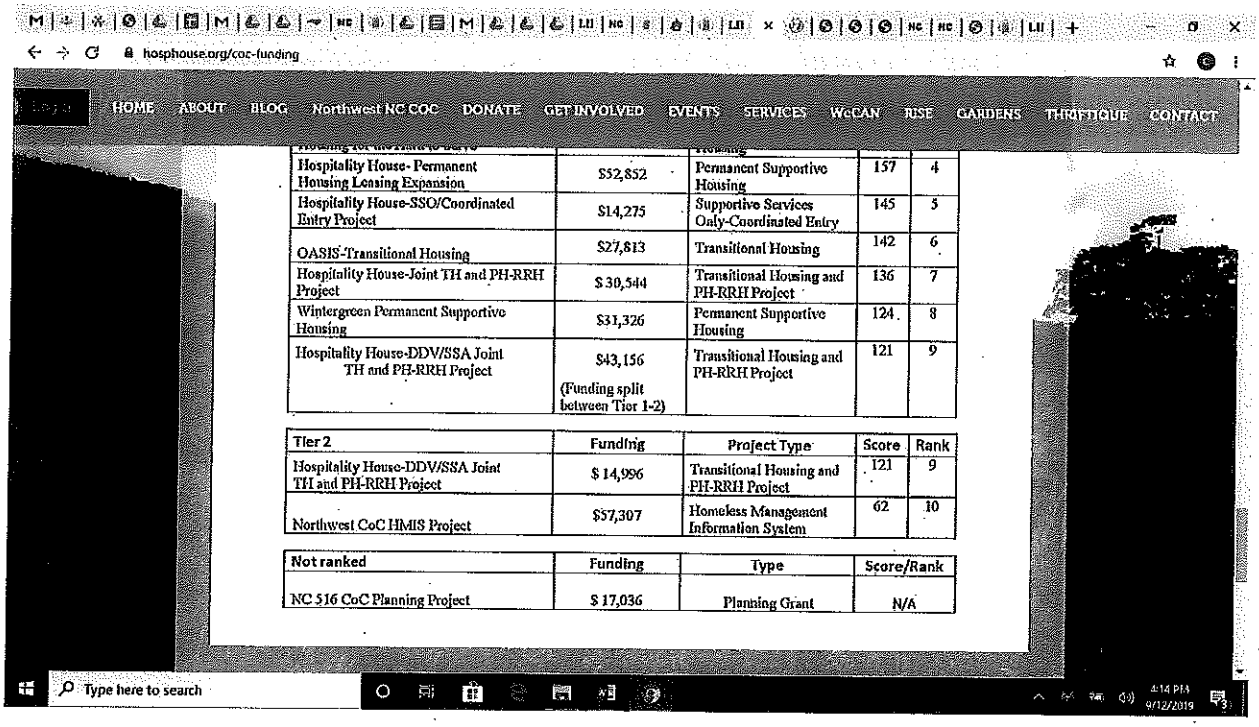
Applicants must report the percentage of the CoC's ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.

*** Reallocation:**





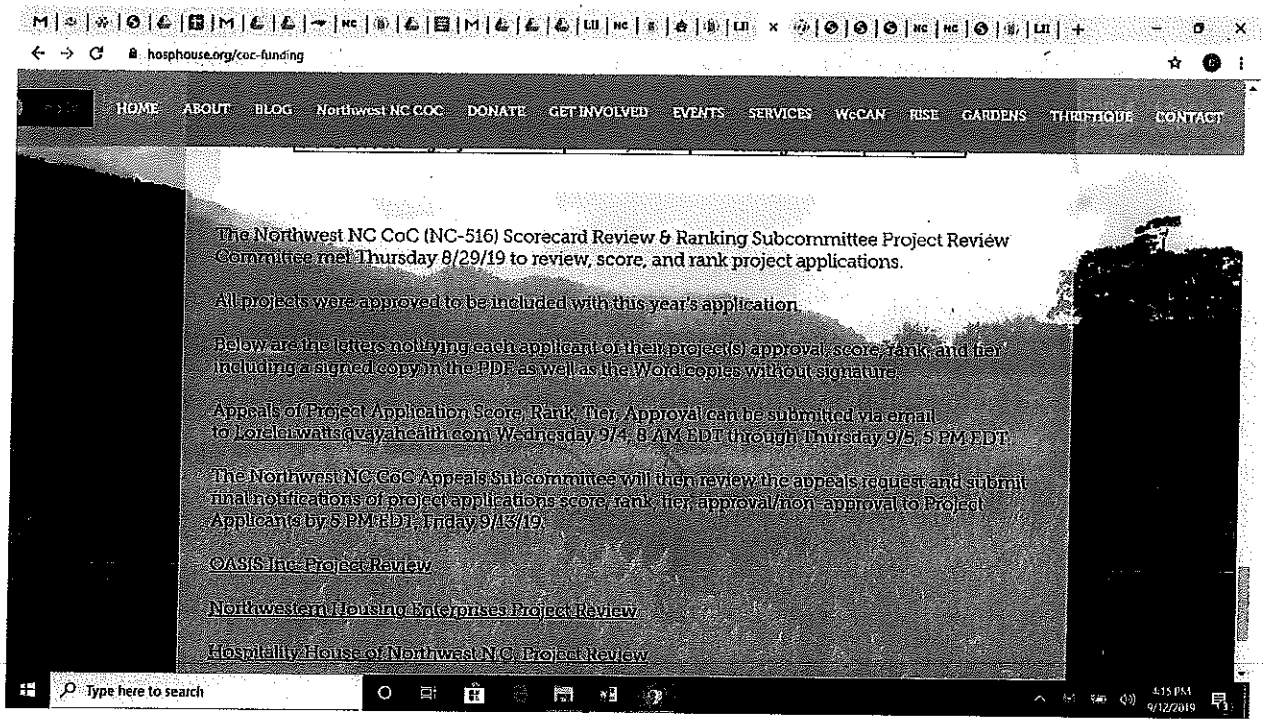
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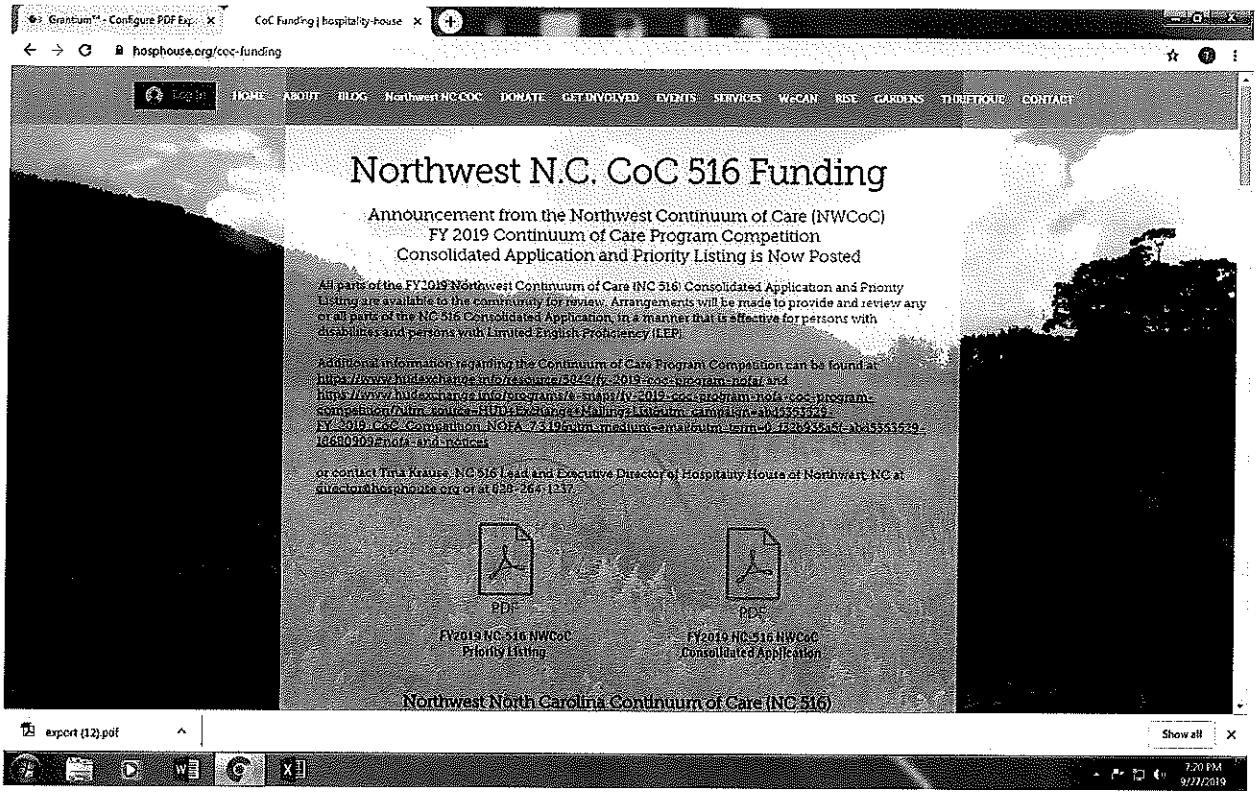


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Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$43,156 (Funding split between Tier 1-2)	Transitional Housing and PH-RRH Project	121	9

Tier 2	Funding	Project Type	Score	Rank
Hospitality House-DDV/SSA Joint TH and PH-RRH Project	$ 14,996	Transitional Housing and PH-RRH Project	121	9
Northwest CoC HMIS Project	$57,307	Homeless Management Information System	62	10

Not ranked	Funding	Type	Score/Rank
NC 516 CoC Planning Project	$ 17,036	Planning Grant	N/A




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Northwest N.C. CoC 516 Funding
Announcement from the Northwest Continuum of Care (NWCoC)
FY 2019 Continuum of Care Program Competition
Consolidated Application and Priority Listing is Now Posted
All parts of the FY 2019 Northwest Continuum of Care (NC 516) Consolidated Application and Priority Listing are available to the community for review. Arrangements will be made to provide and review any or all parts of the NC 516 Consolidated Application, in a manner that is effective for persons with disabilities and persons with Limited English Proficiency (LEP).
Additional information regarding the Continuum of Care Program Competition can be found at https://www.hudexchange.info/resource/5849/fy-2019-coc-program-nofa/ and https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=ab5393529_FY_2019_CoC_Competition_NOFA_7.31.19&utm_medium=email&utm_term=0_f228933c5c-ab5393529-106809093#nofa-and-notices
or contact Tina Krause, NC 516 Lead and Executive Director of Hospitality House of Northwest NC at director@hosphouse.org or at 828-264-1237.
PDF
FY2019 NC 516 NWCoC Priority Listing
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FY2019 NC 516 NWCoC Consolidated Application
Northwest North Carolina Continuum of Care (NC 516)
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9/27/2019

Tina Krause <director@hosphouse.org>

Announcement of Public Posting of NC 516 FY 2019 Consolidated Application and Priority Listing

Tina Krause <director@hosphouse.org> Fri, Sep 27, 2019 at 7:37 PM
To: "Amber Dixon (ASHEdirector@ashechildren.org)" <ASHEdirector@ashechildren.org>, Bill Fioramonti <billf1@charter.net>, Bryan Wilson <bryan.wilson@abccm.org>, "Carl Jenkins (carl.jenkins@eastersealsucp.com)" <carl.jenkins@eastersealsucp.com>, Christiana Glenn Tugman <cgtugman@gmail.com>, Christina María Day <christina@nwrha.com>, David Barr <david.barr@eastersealsucp.com>, Emma Pardue <emma@hosphouse.org>, Gillian Hampton <Gillian.hampton@dhhs.nc.gov>, Graham Doege-Osler <wecan@hosphouse.org>, "Jennifer Herman (director@oasisinc.org)" <director@oasisinc.org>, "Jessica Peele (handradvocate@ashechildren.org)" <handradvocate@ashechildren.org>, "Jewel Huskins (jewellhuskins3@aol.com)" <jewellhuskins3@aol.com>, "Kaylan Laura Lewis (housing@oasisinc.org)" <housing@oasisinc.org>, "Kellerman, Nicole M. ASHVAMC" <Nicole.Kellerman@va.gov>, "Kim Cashatt (Kim@nwrha.com)" <Kim@nwrha.com>, "Kimberly Hill (kimhill2@daymarkrecovery.org)" <kimhill2@daymarkrecovery.org>, Kristie Reisig <x.kristie.reisig@abccm.org>, "Lauren Zaloshinsky (Lauren.Zaloshinsky@va.gov)" <Lauren.Zaloshinsky@va.gov>, Melissa Soto <Melissa@wamycommunityaction.org>, Meredith L ASHVAMC Malpass <Meredith.Malpass@va.gov>, Michelle Grit <clientservice@oasisinc.org>, "Murray Hawkinson (mhawkinson@daymarkrecovery.org)" <mhawkinson@daymarkrecovery.org>, "Ned Fowler (efowler@nwrha.com)" <efowler@nwrha.com>, Samantha Phipps <samantha.phipps@yanceycountync.gov>, Shane Johnson <grants@hosphouse.org>, Tequila Sanford <TSanford@infinitebeginningsnc.org>, "Teri Darnall (tdarnall@higgins-umc.com)" <tdarnall@higgins-umc.com>, Tina Krause <director@hosphouse.org>, Tommy McClure <tommymcclure@ashecountygov.com>, Vickie Smith <vsmith@infinitebeginningsnc.org>, Lori Watts <lorelei.watts@vayahealth.com>

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey
NC 516 NW Continuum of Care

Announcement from the Northwest Continuum of Care (NWCoC)

FY 2019 Continuum of Care Program Competition

Consolidated Application and Priority Listing is Now Posted

All parts of the FY2019 Northwest Continuum of Care (NC 516) Consolidated Application and Priority Listing are available to the community for review. Arrangements will be made to provide and review any or all parts of the NC 516 Consolidated Application, in a manner that is effective for persons with disabilities and persons with Limited English Proficiency (LEP).

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or contact Tina Krause, NC 516 Lead and Executive Director of Hospitality House of Northwest, NC at director@hosphouse.org or at 828-264-1237.

application may be viewed at https://www.hosphouse.org/coc-funding

ıa B. Krause
ecutive Director
ospitality House
erving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey
www.hosphouse.org

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Daymark Recovery Services and Employment Assistance

This agreement to participate is for Daymark Recovery Services and Employment Assistance program, and Northwest CoC 516, including Lead agency, Hospitality House.

Through effective community partnerships, Daymark will act as a point of referral for mental health and employment assistance services for active participants within their eligibility criteria. Providing these services will continue to give clients access to services and supports that are appropriate at the time of referral for both mental health and employment assistance.

Northwest CoC and Hospitality House will utilize the Daymark referral system to link clients to multi-level services available through Daymark Recovery Services, to include, as appropriate:

Comprehensive Clinical Assessment
Group, Family, and Individual Therapy
Psychiatric Services
Peer Support Services
24-Hour Crisis Services, including Mobile Crisis Management
Assertive Community Treatment Team (ACTT)
Substance Abuse Intensive Outpatient Treatment (SAIOP)
Individualized Placement & Support, Supported Employment Services (IBS-SE)
Child Day Treatment
Intensive In-Home Services

Tina B Krause — 8-28-2019

Tina B Krause, Executive Director, Hospitality House — Date

MD LP — 8-28-2019

Murray Hawkinson, Ph.D., LP Clinical Site Director, Watauga Center — Date

MEMORANDUM OF UNDERSTANDING (MOU)

Between

NCWorks Career Center and **Hospitality House, Northwest CoC 516**

This is an agreement between NCWorks and Hospitality House, Northwest Continuum of Care 516.

I. PURPOSE & SCOPE

The purpose of this Memoranda of Understanding (MOU) is to clearly identify the roles and responsibilities of each party as they relate to referrals for workforce services.

This MOU is intended to increase access to workforce services for participants of the Northwest CoC Lead Agency Hospitality House of Northwest NC, by establishing a relationship between the two entities to support employment opportunities and training. Solidifying this relationship between the two organizations will increase access to services in this region, in particular for those experiencing loss of employment and under-employment.

II. BACKGROUND

The Watauga NCWorks Career Center is a partnership linking workforce needs and resources to the community of Northwest North Carolina. The Watauga NCWorks Career Center is a central location in the community dedicated to serving employers in finding the workforce they need and helping job seekers attain the skills, training and support necessary to become reemployed. The Watauga NCWorks Career Center is the focal point in the community for employment and training services and consists of a network of partners offering a variety of services for job seekers and employers. All Watauga NCWorks staff is trained to assess each customer and meet his or her needs with information on all programs offered.

Hospitality House, Northwest CoC 516 Lead Agency, provides homeless services, housing options and crisis assistance for the seven counties of Northwest, NC. The mission of Hospitality House is to rebuild lives and strengthen community by providing a safe, nurturing, healthy environment in which individuals and families experiencing homelessness and poverty-related crises are equipped to become self-sufficient and productive members of the community.

III. NCWorks Career Center Responsibilities Under This MOU

NCWorks Career Center shall work in collaboration with Hospitality House for the following services:

- Onsite Series of workforce workshops to include material on:
  - NCWorks Programs
  - Applications and Resumes
  - Reentry for people with criminal records
  - Soft skills training

IV. HOSPITALITY HOUSE RESPONSIBILITIES UNDER THIS MOU

Hospitality House shall refer participants and support the following activities:

- Provide a space within the facility for workforce workshops and information tables
- Advertise to clients involved with homeless services to help promote workshops
- Promote additional workforce services offered at NC Works facility to participants involved in homeless services and housing
- Supply information on free local bus routes to workshop/training locations

V. IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

1. Modification:
This agreement may be modified by either party with a 30-day notice and a signed mutual agreement between both parties.

2. Termination:
Termination of the agreement may occur within 30 days of a request for termination in writing by either party.

VI. EFFECTIVE DATE AND SIGNATURE

This MOU shall be in effect upon the signature of the NC Works Career Center designee and Hospitality House, Northwest CoC Lead.

Both parties indicate agreement with this MOU by their signatures.

Anita Lowe 9/24/2019

Anita Lowe, Manager

NC Works Career Center Date

Tina B Krause 9/27/19

Tina B. Krause, Executive Director

Date

Hospitality House of Northwest NC
NC 516 Continuum of Care Lead Agency

HOSPITALITY HOUSE
NORTHWEST NORTH CAROLINA
Helping Rebuild Lives

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

Northwest NC Continuum of Care (NC 516)

Introduction

In the 2018 Notice of Funding Availability (NOFA), the U.S. Department of Housing and Urban Development (HUD) asked Continuums of Care (CoCs) to assess their homelessness systems for racial disparities in services and outcomes, and to develop action plans if any disparities were evident. While some communities had begun to look for and address disparities prior to the 2018 NOFA, this is the first time NC 516 has analyzed the homeless system and housing programs in the geographic area for racial disparity in the populations served in this region.

Methodology

The NC 516 Racial Disparity Analysis and Racial Equity Report compiled and reviewed three data sources. First, data for the Racial Disparity Analysis was sourced from the 2017 Point in Time Count (PIT) reported by NC 516 in the Annual Homeless Assessment Report (AHAR). The PIT Count is an unduplicated 1 night estimate of the sheltered and unsheltered homeless population in NC 516's geographic area.[1] Using the CoC HUD Racial Disparity Analysis Tool, the NC 516 2017 PIT data was compared to the racial distributions of persons living in poverty sourced from the American Community Survey (ACS) 2011-15 Five Year estimates. The NC 516 estimates of the ACS, were determined by Block Group estimates along with a Block Group to NC 516 crosswalk based on ArcGIS mapping software. Except for total race specific Block Group estimates, obtained directly from US Census TIGER data, all other Block Group estimates for NC 516 were calculated from county level percentages from the entire geographic service area by race, multiplied by total Block Group counts per category.[2] The availability of the ACS and the PIT data, though imperfect and not as current as other data sources, provided the starting point to examine the racial disparities in NC 516 and the ACS data provided the service area's total demographics information for the seven county region.

Second, a NC 516 Homeless Demographic Report was pulled from the North Carolina Homeless Management Information System (NC HMIS) for the time period of 1/1/2018 through 1/1/2019. The "Literally Homeless Count" in the report included individuals and families living on the streets, in emergency shelters or transitional housing, as reported at the time the data was captured in HMIS. This data source however, did not cover all programs nor provide data from comparable databases in the area.

Third, demographic data was pulled for both service and housing providers by program type from both NC HMIS and comparable databases of victim service providers in the geographic area for the time period of 1/1/2018 through 1/1/2019, to answer the following questions: who experiences homelessness, who gets into crisis housing, permanent housing, or transitional housing and finally, who returns to homelessness.

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[1] NC 516 covers Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey counties in Northwest North Carolina

[2] The race categories used in both the HUD Racial Analysis Tool and the National Alliance Racial Equity tool may not accurately reflect the racial identities and lived experience of individuals.

Summary

The purpose of the Racial Disparity Analysis is to determine if persons in the homeless system who identify as a particular racial minority in the geographic area are less likely to receive services and/or housing in NC 516 compared to the overall racial minority represented in the total population. A disparity exists if there is a difference between the overall racial population of the area and the targeted population (homelessness) that falls outside the margin of error.

Racial data from the PIT Count was compared to the service area race data from the ACS report which shows total population demographics and poverty levels by race. In NC 516, 466 individual homeless persons were represented in the 2017 PIT Count total. Of those, 92% identified as white, 7% identified as black, and 1% identified as other/multi-racial.[3] Of the 466 individuals in the PIT, 87% identified as Non-Hispanic and 13% as Hispanic. In the ACS, for those 47,048 persons in extreme poverty, 89% identified as white, 2% identified as black, 1% identified as American Indian/Alaskan native (as defined by HUD), and 8% identify as Other/Multi-racial.[4] Of those individuals, 10% identified as Hispanic and 90% as Non-Hispanic. The PIT and ACS shows the greatest disparity exists in unsheltered persons who identify as Black or Hispanic across the homeless service sector, in particular families with children.[5]

The HUD tool indicates that African Americans make up 7% of homeless service users counted in the PIT while only 2% of the extremely low income persons and 2% of the total population. Persons who identify as white only, comprise 92% of the homeless service users, 89% of the extremely low income persons and 93% of the total population. Persons who identify as Black had a higher homeless representation (7%) than the total population living in poverty (2%) and higher representation in unsheltered homelessness (8%). Persons who identify as Hispanic comprised 13% of homeless service users, 10% of extremely low income residents and 5% of the total population but 15% of unsheltered individuals and 17% of unsheltered families. Other races across all categories in this report have no statistically significant representation for this analysis.

The NC 516 homelessness data and individual program data from 1/1/2018 through 1/1/2019, pulled from the NC 516 HMIS demographic report, HMIS housing and crisis program data and HMIS comparable databases, showed a decrease in the racial disparity noted in the 2017 PIT and ACS report in the homeless system. Of the 526 individuals who experienced homelessness, 90% identified as white, 5% identified as Black, and 5% identified as all other races combined. Of these persons, 5% identified as Hispanic and 95% as Non-Hispanic. A higher percentage of persons who identified as non-white received permanent housing but were less likely to access crisis or transitional housing. From the total individuals experiencing homelessness who received permanent housing in 2018, 86% identified as white, 9% identified as Black, and 5% identified as other races. Of these persons, 5% identified as Hispanic and 95% as Non-Hispanic, equal to the percentage represented in the reported total.

Increasing outreach and engagement to unsheltered populations, in particular for Hispanic households in the more rural portions of the region,[6] the addition of the Spanish only domestic violence crisis line, and increased community engagement of behalf of this population are effective strategies to address the disparities noted in this analysis.

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[3] Other races identified in the PIT had no statistically significant representation or null value.

[4] Other races identified in the ACS for the region had no statistically significant representation or null value.

[5] Race estimates of individuals in families with children in the ACS are based on the race of the householder.

[6] According to the most recent report from The Health Foundation, Hispanics are the fastest growing minority community in the region.

CoC Racial Equity Analysis Tool

Homelessness and poverty counts at the CoC and State level

Select your CoC

NC-516 Northwest North Carolina CoC

Distribution of Race



*Youth are individuals under the age of 25 who are unaccompanied or parenting.

Distribution of Ethnicity



*Youth experiencing homelessness is limited to unaccompanied and parenting youth persons under 25.

CoC Data

Race and Ethnicity	All (ACS)[1]				In Poverty (ACS)[1]				Experiencing Homelessness (PIT)[2]				Experiencing Sheltered Homelessness (PIT)[2]				Experiencing Unsheltered Homelessness (PIT)[2]			
	All		In Families with Children		All		In Families with Children		All		In Families with Children		All		In Families with Children		All		In Families with Children	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
All People	209,840		160,123		47,048		28,057		466		267		319		39		147		228	
Race																				
White	195,127	93%	152,045	95%	41,785	89%	24,637	88%	429	92%	245	92%	311	97%	37	95%	118	80%	208	91%
Black	5,177	2%	2,726	2%	980	2%	597	2%	32	7%	22	8%	4	3%	2	5%	28	8%	20	9%
Native	773	0%	371	0%	245	1%	0	0%	1	0%	0	0%	1	1%	0	0%	0	0%	0	0%
Asian/Pacific Islander	1,047	0%	216	0%	200	0%	27	0%	1	0%	0	0%	1	1%	0	0%	0	0%	0	0%
Other/Multi-Racial	7,716	4%	4,765	3%	3,838	8%	2,776	10%	3	1%	0	0%	2	2%	0	0%	1	0%	0	0%
Ethnicity																				
Hispanic	10,537	5%	7,471	5%	4,794	10%	3,225	12%	62	13%	42	16%	10	8%	3	8%	52	15%	39	17%
Non-Hispanic	199,303	95%	152,652	95%	42,254	90%	24,812	88%	404	87%	225	84%	109	92%	36	92%	295	85%	189	83%
Youth <25	68,738				NOT AVAILABLE				31		8		12		0		19		8	
Race																				
White	59,672	89%	--	--	--	--	--	--	28	90%	8	100%	9	75%	0	0%	19	100%	8	100%
Black	1,625	2%	--	--	--	--	--	--	1	3%	0	0%	1	8%	0	0%	0	0%	0	0%
Native	0	0%	--	--	--	--	--	--	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Asian/Pacific Islander	108	0%	--	--	--	--	--	--	1	3%	0	0%	1	8%	0	0%	0	0%	0	0%
Other/Multi-Racial	5,113	8%	--	--	--	--	--	--	1	3%	0	0%	1	8%	0	0%	0	0%	0	0%
Ethnicity																				
Hispanic	5,537	8%	--	--	--	--	--	--	9	29%	4	50%	2	17%	0	0%	7	37%	4	50%
Non-Hispanic	61,201	92%	--	--	--	--	--	--	22	71%	4	50%	10	83%	0	0%	12	63%	4	50%
Veterans	0				NOT AVAILABLE				5		NOT AVAILABLE		5		NOT AVAILABLE		0	0%	NOT AVAILABLE	
Race																				
White	0	0%	--	--	--	--	--	--	5	100%	--	--	5	100%	--	--	0	0%	--	--
Black	0	0%	--	--	--	--	--	--	0	0%	--	--	0	0%	--	--	0	0%	--	--
Native	0	0%	--	--	--	--	--	--	0	0%	--	--	0	0%	--	--	0	0%	--	--
Asian/Pacific Islander	0	0%	--	--	--	--	--	--	0	0%	--	--	0	0%	--	--	0	0%	--	--
Other/Multi-Racial	0	0%	--	--	--	--	--	--	0	0%	--	--	0	0%	--	--	0	0%	--	--
Ethnicity																				
Hispanic	0	0%	--	--	--	--	--	--	0	0%	--	--	0	0%	--	--	0	0%	--	--
Non-Hispanic	0	0%	--	--	--	--	--	--	5	100%	--	--	5	100%	--	--	0	0%	--	--

State Data

Race and Ethnicity	All (ACS)[1]				In Poverty (ACS)[1]				Experiencing Homelessness (PIT)[2]			
	All		In Families with Children		All		In Families with Children		All		In Families with Children	
	#	%	#	%	#	%	#	%	#	%	#	%
All People	9,845,333		7,980,304		1,667,465		1,230,257		8,962		2,918	
Race												
White	6,835,631	69%	5,531,380	69%	890,086	53%	611,109	50%	3,745	42%	975	33%
Black	2,115,338	21%	1,671,506	21%	551,510	33%	425,531	35%	4,553	51%	1,625	56%
Native	116,143	1%	98,944	1%	31,525	2%	26,553	2%	190	2%	80	3%
Asian/Pacific Islander	244,076	2%	215,916	3%	31,158	2%	23,586	2%	54	1%	21	1%
Other/Multi-Racial	529,945	5%	466,258	6%	161,186	10%	143,468	12%	420	5%	217	7%
Ethnicity												
Hispanic	869,908	9%	772,080	10%	283,395	17%	257,439	21%	518	6%	231	8%
Non-Hispanic	8,975,425	91%	7,207,921	90%	1,384,070	83%	972,818	79%	8,444	94%	2,687	92%
Youth <25	3,283,032		NOT AVAILABLE		802,870		NOT AVAILABLE		546		112	
Race												
White	2,050,152	62%	--	--	393,282	49%	--	--	225	41%	34	30%
Black	784,670	24%	--	--	275,883	34%	--	--	283	52%	69	62%
Native	42,532	1%	--	--	15,241	2%	--	--	5	1%	1	1%
Asian/Pacific Islander	84,868	3%	--	--	15,206	2%	--	--	5	1%	2	2%
Other/Multi-Racial	297,810	9%	--	--	103,198	13%	--	--	28	5%	6	5%
Ethnicity												
Hispanic	441,283	14%	--	--	170,748	21%	--	--	39	7%	14	13%
Non-Hispanic	2,821,749	86%	--	--	632,122	79%	--	--	507	93%	98	88%
Veterans	696,119				NOT AVAILABLE				931		NOT AVAILABLE	
Race												
White	531,523	76%	--	--	--	--	--	--	396	43%	--	--
Black	141,680	20%	--	--	--	--	--	--	480	52%	--	--
Native	6,486	1%	--	--	--	--	--	--	15	2%	--	--
Asian/Pacific Islander	3,266	0%	--	--	--	--	--	--	3	0%	--	--
Other/Multi-Racial	13,164	2%	--	--	--	--	--	--	37	4%	--	--
Ethnicity												
Hispanic	19,639	3%	--	--	--	--	--	--	24	3%	--	--
Non-Hispanic	676,480	97%	--	--	--	--	--	--	907	97%	--	--

Sources:

[1] American Community Survey (ACS) 2011-2015 5-yr estimates; Veteran CoC data comes from the ACS 2015 1-yr estimates; Total youth in the American Community Survey is a rollup of race estimates of all persons under 25.

[2] Point-In-Time (PIT) 2017 data

Note: Race estimates of individuals in families with children are based on the race of the householder.

Racial Equity Tool

Start Date: 1/1/2018 End Date: 1/1/2019

1-Who Experiences Homelessness?

Enter the unduplicated total number of people in HMIS for each racial and ethnic group below

White	African American	Native American	All Other Races	Total
473	24	6	23	526
90%	5%	1%	4%	

Hispanic	Not Hispanic	Total
25	501	526
5%	95%	

2-Who Gets into Crisis Housing?

*Enter the total number of each group entering **Emergency Shelter***

White	African American	Native American	All Other Races	Total
364	11	6	11	392
93%	3%	2%	3%	

Hispanic	Not Hispanic	Total
15	377	392
4%	96%	

*Enter the total number of each group entering **Transitional Housing***

White	African American	Native American	All Other Races	Total
63	2	1	4	70
90%	3%	1%	6%	

Hispanic	Not Hispanic	Total
4	66	70
6%	94%	

3-Who Gets into Permanent Housing?

Enter the total number of exits to Permanent Housing from all project types by group

White	African American	Native American	All Other Races	Total
101	10	1	5	117
86%	9%	1%	4%	

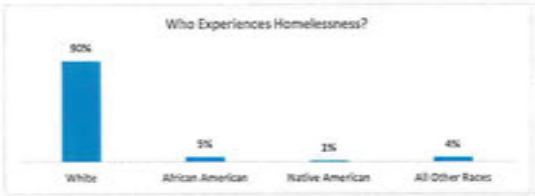
Hispanic	Not Hispanic	Total
6	111	117
5%	95%	

4-Who Returns to Homelessness?

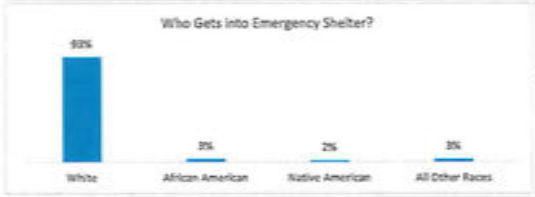
Enter the total number of returns to homelessness by race below

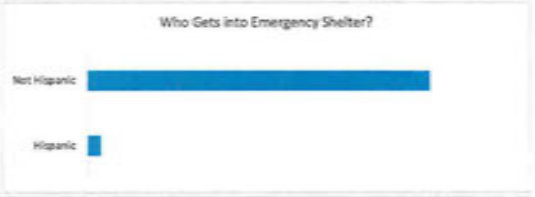
White	African American	Native American	All Other Races	Total
64	3	1	3	71
90%	4%	1%	4%	

Hispanic	Not Hispanic	Total
3	68	71
4%	96%	







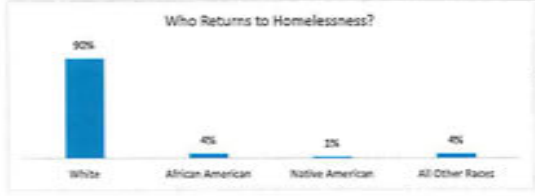














Northwest Continuum of Care (NC 516)
Coordinated Entry and Assessment Policy and Procedures

The Northwest (NC-516) Continuum of Care (NWCoC) has developed these policies and procedures to give specific guidelines for how best to operate a coordinated entry and assessment system to achieve the goal of ending homelessness in the Northwest CoC service area.[1] These standards create consistency of intake, assessment and referral across the NWCoC, protects participants of the homeless service system by putting their needs first, and provides a baseline for holding providers to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grant (ESG) and the Continuum of Care program and to report to HUD on these outcomes (24 CFR 578.7(a)(7)). HUD also requires consultation with recipients of ESG and CoC program funds within the defined geographic area to establish and operate a centralized or coordinated entry and assessment system that provides an initial, comprehensive assessment of the needs of homeless individual and families for housing and services.[2]

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:

- Policies and procedures for evaluating individuals' and families' eligibility for and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs.
- Policies and procedures for coordination among street outreach, emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
- Delineate requirements for participation in the CoC's Homelessness Management Information System (or comparable database for domestic violence or victims' service programs).

The NWCoC developed coordinated entry and assessment system standards to ensure:

- System accountability to individuals and families experiencing homelessness, specifically populations with high vulnerability, disability or with the longest histories of homelessness
- System compliance with the Department of Housing and Urban Development
- Consistency across the coordinated assessment system
- Adequate staff competence and training, specific to assist the target population served

When implemented effectively, a Coordinated Entry and Assessment system can:

- Reduce the amount of research, time and service provider contacts people experiencing homelessness must make before finding housing or needed services;
- Reduce entries into homelessness through system wide diversion and prevention efforts;
- Prevent people experiencing homelessness from entering and exiting multiple programs before ultimately their needs are met;
- Increase retention in housing programs and positive exits of participants;
- Foster increased collaboration between homeless assistance providers in the community.

[1] The Northwest Continuum of Care (NC 516) covers Ashe, Avery, Alleghany, Mitchell, Watauga, Wilkes and Yancey Counties.

[2] Coordinated Entry refers to a centralized community process designed to intake, refer, assess, prioritize and assist people at-risk of homelessness and people experiencing homelessness to meet their basic housing needs in a defined geographic area (CPD 17-01).

The NC 516 Coordinated Entry and Assessment Policy and Procedures herein, describe the implementation and governance of the system in the Northwest Continuum of Care. These policies will be reviewed annually and may only be amended by the NWCoC Steering Committee, the governing body of NC 516.

COORDINATED ENTRY OVERVIEW

The Coordinated Entry and Assessment system facilitates program participant intake and standardized assessment, and coordinates appropriate referrals for services and housing. The system covers a set geographic area, can be easily accessed by individuals and families experiencing homelessness or those at-risk of homelessness seeking housing and crisis services, is well advertised, and includes a comprehensive and standardized assessment tool.[3]

Any community can implement a coordinated assessment system regardless of geography, housing resources, service availability, or unique community makeup. Communities can successfully create and operate coordinated assessment with patience, persistence, testing, and revisions.

Whether a CoC, community or region uses the term "coordinated assessment," "coordinated access," "centralized intake," or "coordinated intake," the system behind the name remains the same: transitioning from a "first come, first served" mentality of homeless assistance providers to one that prioritizes the most vulnerable individuals and families in a community for the most intensive interventions and sets a course of services that meets the needs of all persons experiencing homelessness or those at-risk of homelessness.

Coordinated Entry, when implemented correctly, prioritizes individuals and families who need a housing intervention the most across a community. This type of system moves beyond programs to create a collaborative environment across all services and program types and can provide an informed way to target housing and supportive services that enable a community to:

- Divert people away from the system who have other safe options for housing.
- Quickly move people from homelessness to permanent housing by connecting them to the most appropriate housing program available.
- Create a more effective and defined role for emergency shelters and transitional housing.
- Save time, effort, and frustration on the part of service providers through targeting and engagement efforts.
- Focus on efforts of ending homelessness as a community.
- Reduce the length of time homeless by moving people quickly into the appropriate housing.
- Increase the likelihood of housing stability by targeting the appropriate housing intervention to corresponding needs.
- Provide a picture of current system gaps in the community that need to be filled in order to end homelessness for all households
- Be good stewards of limited resources.

Traditionally, communities across the country did not have an organized, transparent system for entry and referral to homeless housing and support services. Individual programs served only people presenting themselves at their front doors, taking clients on a "first come, first served" basis. While some communities still operate in this manner today, years of research, re-thinking, and commitment to moving away from this

[3] The NWCoC utilizes the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) as the required standardized assessment tool for the Northwest Region. The VI-SPDAT was developed as a pre-screening tool for initial intake. It determines whether a client has low, moderate or high acuity and helps establish which clients receive the full SPDAT assessment first. The Service Prioritization Decision Assistance Tool (SPDAT) is an objective assessment tool used to prioritize which homeless clients should receive assistance first based on presentation and acuity.

linear approach, has shifted communities towards a collaborative systematic approach to effectively make episodes of homelessness, brief, rare and non-reoccurring.

NWCOC COORDINATED ENTRY GUIDING PRINCIPLES

Across the NWCoC, the coordinated entry and assessment system will be:

- *Sustainable:* NWCoC identifies the resources required to operate a coordinated assessment system now and for the foreseeable future.
- *Flexible:* NWCoC customizes the coordinated assessment system based on community needs, resources, and services available.
- *Transparent and accountable:* Participants understand what coordinated assessment is doing and why. Agencies publish and make available their program rules and have a clear, fair grievance and appeals process for both participants and services agencies.
- *Housing-focused:* Individuals and families experiencing homelessness return to permanent housing within an average of 30 days, in compliance with HEARTH.
- *Client-focused:* The coordinated assessment system is easily accessible, leaves no one behind, and accommodates participant choice and needs.
- *Collaboration-focused:* Agencies operate the system with broad-based consensus and manage system responsibilities through strong partnerships where integrity is key and service providers hold one another accountable and exhibit a willingness to cooperate.
- *Easy-to-use:* System is well-advertised, known throughout the community and does not inhibit providers from doing the job of ending homelessness.

POPULATIONS SERVED:

The Northwest CoC Coordinated Entry and Assessment system is intended to serve people experiencing literal homelessness, those at imminent risk of homelessness, and persons fleeing domestic violence, dating violence, sexual assault, human trafficking and stalking, in the geographic area as defined by HUD. Populations served are defined in accordance with the official HUD definitions.[4] People who do not meet the definitions are directed to other prevention-oriented or crisis oriented resources available in the community.

GOVERNANCE

The NWCoC will design and administer coordinated entry and assessment in the seven county service area in the Northwest region of North Carolina with standards and governance provided by the NWCoC Steering Committee. The Steering Committee shall provide ongoing oversight of the full system to meet Department of Housing and Urban Development priorities and mandates. The NC 516 Coordinated Entry and Assessment system will operate as a decentralized system, providing multi-access sites and a 24 hour access line rather than a single portal for participant entry to facilitate access to services across the seven county region. A parallel victim centered coordinated entry and assessment system will operate in the NWCoC, adhering to these policies and procedures, to meet the specific service and safety needs of victims of domestic violence, dating violence, sexual assault, human trafficking and stalking.

SAFETY PLANNING

The coordinated entry and assessment system must ensure the safety of people fleeing or attempting to flee domestic violence, dating violence, stalking, sexual assault, and victims of trafficking. Providers must follow the domestic violence protocol, which directs agencies to refer a participant directly to victim service providers immediately if they indicate they may be fleeing or attempting to flee domestic violence, dating violence, stalking, sexual assault or are victims of trafficking. Participants who identify they are fleeing domestic violence, dating violence, sexual assault or human trafficking, will be assessed using the

[4] https://www.onecpd.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

standardized assessment tool, a lethality tool and accordingly, referred to an appropriate housing provider based on safety concerns, acuity score and the lethality assessment.[5]

DATA COLLECTION

The NWCoC utilizes the Homeless Management Information System (HMIS) information technology system to collect participant-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. HMIS is a necessary and fundamental tool in the Coordinated Entry system and allows providers to maintain client records, track and document the homeless history of participants across providers and manage housing prioritization for participants in the NWCoC. However, Victim Service providers are prohibited by law from utilizing the Homeless Management Information System database. HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information into HMIS (victim service providers as defined under the Violence Against Women the and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." CoC and ESG funded programs may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements (24 CFR 578.57).

Domestic Violence and Victim Service providers participating in NWCoC's coordinated entry and assessment process, must maintain the confidentiality of participant information and must not divulge any information that could put a participant's safety at risk, including, but not limited to, personally identifying information. Domestic Violence and Victim Service providers will submit de-identified data from the parallel system and maintain a housing prioritization list for victim service providers but unique identifiers assigned by the provider will replace any personal identifying information.

Participants who are in imminent danger and want domestic violence, sexual assault or human trafficking specific services or safety planning may elect to have system entry exclusively through these specialized providers and shall not be entered into HMIS. The participant assessment should be done on a paper form and if the participant chooses, they may be immediately referred to a victim centered housing provider through the parallel coordinated entry process. If a client is seeking homelessness assistance and is being served by a domestic violence, sexual assault or human trafficking provider, that agency may enter their information into a HMIS-comparable database. Additionally, clients who do not agree to share their data through HMIS on the client Release of Information form should never have their data shared in HMIS. Participants shall not be denied housing or services if they exercise this right. [6]

PRIVACY PROTECTIONS

All participants in NW CoC Coordinated Entry and Assessment system must be informed of how information collected during the Coordinated Entry and Assessment process will be shared and used and participants must provide written consent before that information is shared. NWCoC provides a community-wide Release of Information (ROI) that each participant must sign before their information is shared.

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[5] **Lethality Assessment/Danger Assessment (DA):** instrument is designed to assess the likelihood of lethality or near lethality occurring in a case of intimate partner violence (IPV). The most important risk factor for intimate partner homicide (IPH) is prior domestic violence. Even though victims/survivors of abuse are fairly good assessors of their own risk of re-assault, risk may be minimized as a coping skill. The Danger Assessment (DA) was developed in consultation on item wording and content validity from victims and survivors of IPV, advocates, law enforcement officials, and other clinical experts on IPV. The initial assessment was developed from Jacqueline C. Campbell's research reviewing police intimate partner homicide records as well as reviews of other studies of IPH or serious injury from IPV. The DA first assesses severity and frequency of intimate partner violence by asking the client to mark on a calendar the approximate days when physically abusive incidents occurred, ranking their severity on a scale of 1 to 5. The second part of the DA is a 20 question response, weighting the risk factors associated with IPH. The score measures the immediate risk and probability of intimate partner homicide.

[6] See Appendix B, *North Carolina Homeless Management Information Systems Operating Policy and Procedures*

Participants in Coordinated Entry and Assessment system must be allowed to refuse to have their information shared or refuse to disclose certain information. Providers cannot deny services to participants if participants refuse to share or disclose information, unless Federal statute requires collection, use, storage, and reporting of a participant's personally identifiable information (PII) as a condition of program participation.

The assessment and prioritization process cannot require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.

AFFIRMATIVELY FURTHERING FAIR HOUSING

NC 516'S Coordinated Entry and Assessment system complies with the non-discrimination and equal opportunity provisions of Federal civil right law as specified at 24 CFR 5.105(a), including but not limited to: 1) Fair Housing Act, which prohibits discrimination in all housing transactions based on race, national origin, sex, color, religion, age, disability or familial status, 2) Section 504 of the Rehabilitation Act, 3) Title VI of the Civil Rights Act, 4) Title II and III of the Americans with Disabilities Act and 5) HUD's Equal Access Rule prohibiting discriminatory eligibility determination in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity or marital status including any project funded by the CoC Program and ESG Program.

NON-DISCRIMINATION AND EQUAL ACCESS

Participants may not be denied access to the Coordinated Entry and Assessment process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking. The Coordinated Entry and Assessment process must be available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. All populations and subpopulations in the geographic area, including people experiencing chronic homelessness, Veterans, families with children, youth, and survivors of domestic violence and human trafficking, must have fair and equal access to the coordinated assessment process, regardless of the location or method by which they access the system. Access sites must be accessible to individuals with ambulatory issues or disabilities, including for those participants who may be least likely to access homeless assistance services and may elect direct street outreach. All persons encountered by street outreach and engagement are offered the same standardized assessment process as persons who access the NWCoC Coordinated Entry and Assessment through site-based access points.

NWCoC and participating providers should take reasonable steps to ensure effective communication with individuals with disabilities, including providing information in appropriate accessible formats as needed (e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters). All assessment sites and assessment staff have access to a language line, TDD line and American Sign Language (ASL) interpreters for clients who have these needs. Marketing materials and the assessment tools are widely available and circulated in both Spanish and English.

NWCoC and participating providers should take reasonable steps to ensure the coordinated assessment process can be accessed by persons with Limited English Proficiency (LEP). All participants must be informed of the ability to file a non-discrimination complaint.

Participants who believe that may have been discriminated against in accessing housing may file a fair housing complaint with HUD by calling 1-800-669-9777 or online at: https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_o pp/online-complaint.

NC 516 seeks to ensure full coverage and equal access of the Coordinated Entry System through community wide, diverse marketing across the region. Marketing will include, at a minimum:

● Flyer postings and informational cards describing how to access the NC 516's crisis response and Coordinated Entry and Assessment system and the interventions offered in the community.
● Web posting and dissemination to the full NWCoC membership via e-mail and upon request from any community organization.

● Links to Coordinated Entry and Assessment information posted on the NWCoC website(s).

● Posting Coordinated Entry and Assessment Policy and Procedures on the NWCoC website.

● Disseminating Coordinated Entry and Assessment information in public presentations (Town Councils, County Commissions, correctional facility presentations, homeless coalitions, religious organizations, civic groups, agencies and volunteer organizations upon request).

● Provide copies of literature at all general NC 516 membership meetings, homeless services training for Law Enforcement Organizations, Emergency Responders and at all outreach events.

CONFIDENTIALITY and RECORD RETENTION

Participating agencies and providers must comply with all federal and state applicable laws and regulations concerning the confidentiality of client records, files or communications. Participating HMIS agencies and providers must secure the privacy, confidentiality and integrity of client data as proscribed by NC HMIS Operating Policies and Procedures. Participating agencies and providers must either have or develop a record retention policy consistent with the Health Insurance Portability and Accountability Act (HIPAA), and must ensure the protection of and ultimate destruction of paper copies of any client assessment.

Participating agencies must ensure that clients are not informed of their assessment score, as this information may erode the efficacy of coordinated entry and assessment system. Participating agencies and providers must not inform clients that a given acuity score permits entry into a particular housing program as this baseline is not fixed within the Coordinated Entry and Assessment system and therefore, such information may erode the integrity and efficacy of Coordinated Entry.

ACCOUNTABILITY

Programs should actively contribute to the coordinated entry and assessment system and prioritization process. Both HUD and VA programs must participate and only accept referrals from the coordinated assessment system. When potential participants contact programs, according to their system, they should assess the household at a point of entry into the system or refer the household to the designated coordinated assessment agency in their community. The coordinated entry and assessment system has a grievance process for participants and agencies using the system to formally bring their concerns to the NWCoC Steering Committee in accordance with the NC 516 Provider and Participant Grievance, Termination and Appeals Process policy. Providers and participants should follow the process outlined in the policy and participants are required to be informed of their rights of due process and the procedure by which those rights are ensured.

The NWCoC must ensure that all providers serving individuals and families experiencing homelessness or at-risk of homelessness are invited to participate in the NC 516 Coordinated Entry and Assessment system. For providers unwilling to play a role, NWCoC must consistently outreach and engage these providers to reconsider their role with coordinated assessment. The NWCoC should ensure that all counties under their purview play a role in the system that coordinates participant referral, services, and housing opportunities.

Programs should make every effort to take as many referrals from the prioritization process as possible within federal and state eligibility criteria. If programs exhibit a consistent history of turning down referrals, the

Steering Committee shall reach out to the program coordinator/responsible entity, to encourage them to lower barriers to participant entry. NWCoC sets a limit of the number of referrals that participating programs can deny and the procedures are defined in the NC 516 Provider and Participant Grievance, Termination and Appeals Process policy.

Participants may utilize the NC 516 grievance process to file a complaint and agencies participating in the Coordinated Entry and Assessment system may utilize the grievance procedures when they have a concern with decisions made by the Steering Committee or the coordinated entry and assessment system working groups managing the housing prioritization by name list and day to day operations of the system or the domestic violence parallel system working group. A grievance will be handled by NWCoC Steering Committee in accordance with the policy. Documentation about the grievances filed and resolved should be kept by the NWCoC Lead Agency, Hospitality House of Northwest North Carolina.

NWCoC will evaluate the effectiveness of the NC 516 Coordinated Entry and Assessment systems annually, using system data and participant surveys. NWCoC Steering Committee should only make changes to the Coordinated Entry and Assessment system, unless directed by HUD, based on system data analysis and the annual evaluation, to make it more effective for the community and participants.

Northwest Continuum of Care, HOMELESS PRIORITIZATION (CPD-16-11)

Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds

The Northwest Coordinated Entry and Assessment system shall follow the Order of Priority in housing placement. Programs receiving CoC-funds for permanent supportive housing which have dedicated or prioritized their beds to serve individuals and families experiencing homelessness must follow this order of priority in accordance with the Order of Priority section in HUD Notice CPD-16-11, when selecting participants for housing. CoC and ESG grantees must exercise due diligence when conducting outreach and assessment to ensure the program serves people in the order of priority as adopted by the Northwest Continuum of Care.[7]

- *First Priority:* Chronically homeless individuals and families as defined in 24 CFR 578.3 with the longest histories of homelessness AND the most severe service needs as determined through the acuity score on the VI-SPDAT with information from community stakeholders.
    - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and
    - The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.

- *Second Priority:* Chronically homeless individuals or families with the most severe service needs as determined through the acuity score on the VI-SPDAT with information from community stakeholders
    - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12
    - The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.

- *Third Priority*: Chronically homeless individuals or families with the longest history of homelessness that meet the following:
    - The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and
    - The chronically homeless individual or head of household of a family has not been identified to meet the severe service needs described in priority one.

[7] https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf

- *Fourth Priority*: All other chronically homeless individuals or families.
    - The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total of the four separate occasions is less than 12 months; and
    - The program has not identified the chronically homeless individual or head of household of a family, who meets all of the criteria of a chronically homeless person or family, as having severe service needs.

ORDER OF PRIORITY for CoC-FUNDED NON-DEDICATED OR NON-PRIORITIZED CHRONICALLY HOMELESS BEDS

Programs receiving CoC-funded permanent supportive housing that do not dedicate or prioritize their beds for individuals and families experiencing chronic homelessness must first follow the order of priority as mentioned in the section above: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds. However, if the community does not have any chronically homeless individuals or families or someone meeting the priority listing above cannot be identified within 30 days, programs will prioritize their beds in accordance with the Order of Priority section in Notice CPD-16-11[5] for non-dedicated or non-prioritized beds when selecting participants for housing.[8]

- *First Priority:* Priority listing under section: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds.

- *Second Priority:* Homeless individuals and families with a disability with the most severe service needs as determined through the acuity score on the VI-SPDAT with information from community stakeholders
    - An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs.

- *Third Priority:* Homeless individuals and families with a disability and severe service needs as defined by the VI SPDAT score and high utilization rates of community services.
    - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

- *Fourth Priority:* Homeless individuals and families with a disability coming from places not meant for human habitation, safe haven, or emergency shelters without severe service needs.
    - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

[8] https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf

PARTICIPANT INTAKE PROCESS THROUGH COORDINATED ENTRY and ASSESSMENT

The coordinated entry and assessment system in the Northwest CoC will be decentralized, meaning all agencies will employ the common assessment and referral system for intake at multiple access sites across the Northwest CoCs geographic region. All CoC and ESG funded programs will actively participate in the coordinated entry and assessment system. Programs will minimize their entry requirements to ensure that the most vulnerable individuals and families experiencing homelessness are served. CoC and ESG housing programs will not accept referrals for housing outside of the coordinated entry and assessment system. All providers will utilize diversion strategies (unless a victim service provider) prior to a participant's entry into shelter and any emergency housing program. Within two weeks of entrance into shelter or emergency housing, the programs trained staff will administer a standardized assessment to determine the most appropriate housing intervention based on the individual's or family's specific needs and acuity.

The NWCoC Coordinated Entry and Assessment system utilizes the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) as the required standardized assessment tool for the region. The VI-SPDAT was developed as a pre-screening tool for initial participant intake. The tool determines whether a participant has low, moderate or high acuity and helps establish which participants receive the full SPDAT assessment first. The Service Prioritization Decision Assistance Tool (SPDAT) is an objective assessment tool used to prioritize which homeless individuals and families should receive assistance first based on presentation and acuity. The SPDAT tools are designed to help guide case management and improve housing stability outcomes and provide in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with objective evidence. The NWCoC has also incorporated a lethality assessment for the safety needs of participants fleeing domestic violence, dating violence, sexual assault, human trafficking or stalking. Each assessment combines to provide unique insight into a participant's stated service and housing needs, goals and safety concerns.

All assessments shall follow a 'client-centered' approach, including 1) physical assessment areas are safe and confidential at all access sites 2) focus on the individual's needs and not further traumatizing the participant, and 3) questions are orally reframed when possible, to reflect participants' development capacity and sensitivities to lived experiences, and administrators shall integrate cultural and linguistic competencies.

REQUIREMENTS:

1. All adult program participants must meet eligibility requirements by appropriate program type, consistent with the Order of Priority in placement.
2. Programs may require participants to meet only additional program eligibility requirements as they relate specifically too federally, state-guided, and Continuum of Care eligibility in writing.
3. The only reasons programs may disqualify an eligible individual or family from program entry are:
    a. All programs beds are full.
    b. If the housing has in residence at least one family member with a child under the age of 18, the program may exclude registered sex offenders and person with a criminal record that includes violent crime from the program so long as the child resides in the same housing facility (24 CFR 578.93).
4. Programs cannot disqualify an individual or family from program entry for lack of income or employment status.
5. Programs cannot disqualify an individual or family because of prior evictions, poor rental history, criminal history, or credit history.
6. Programs must explain available services and encourage each adult household member to participate in program services, but do not make service usage a requirement or the denial of services a reason for disqualification or eviction.

7. All client information should be entered in the NC HMIS or comparable database in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, HUD required data elements, and an update of client's information as changes occur.

SPECIAL POPULATIONS and the VULNERABILITY REVIEW

The Coordinated Entry Vulnerability Review (VR)[9] process is used to assess and review homeless individuals and families with high vulnerability and greatest needs whose VI-SPDAT score does not reflect their true vulnerabilities. The purpose of the Vulnerability Review is to provide a safety net for individuals where the standardized assessment tool did not reveal the full depth and/or urgency of their current presentation beyond homelessness; it is not a side door to the Coordinated Entry and Assessment process. The VR is to be used to prioritize the minority, not majority of the community's homeless registry.

The VR referral form requirements and process ensures that the most vulnerable homeless individuals and families are fairly considered and prioritized for an appropriate housing intervention. The Vulnerability Review process will allow for some element of individual attention and conversation in the prioritization process, but at the same time still maintain a uniform, transparent process. The VR referral form may be completed by any organization in the NWCoC and submitted to the assigned assessment staff for presentation at the coordinated entry meeting. The VR considers documented severe persistent mental health conditions and/or whether the client is IDD and that these conditions manifests in at least two of the following:

- Interferes with the person's ability to complete Activities of Daily Living
- Results in self-neglect, putting the person's health, safety, or well-being at risk
- Impairs the person's ability to understand and perceive his or her illness
- Prevents the person from being able to complete a VI-SPDAT assessment

The VR also considers frequent MEDIC/Emergency Room usage, high utilization of local emergency services, and whether the client has severe ongoing medical conditions that impact daily functions or a terminal illness.

Additionally, there are various subpopulations that may have special needs or need to be directed to specific resources to have their needs met (family with autistic children, e.g.). While the VR includes specific instructions for some of those populations, the process covers many others. Assessment staff members who believe that a participant household is eligible for another specific resource not discussed in this document should go to the coordinated entry meeting coordinator or CoC Lead for additional assistance. Having standardized tools to operate a coordinated entry and assessment system is necessary to successfully implement and manage the system. The following list shows the necessary tools and the specific ones used by Northwest Continuum of Care.

Tool or Concept	**Specific solution used by the NWCoC**
A common assessment tool at entry to determine the best housing intervention	Individual and Family VI-SPDATs V.2, a lethality assessment (if applicable), and the Vulnerability Review
A common process for prioritization for housing	NWCoC determines scoring ranges for the various housing interventions
A common referral mechanism across programs	NWCoC determines the common mechanism used within the community.

[9] The Coordinated Entry and Assessment Vulnerability Review (VR) and the VR Referral Form was approved July 2019.

A common community-level process for housing placement	NWCoC determines the community-level process which may include prioritization meetings and shared prioritization lists
A common method to measure results	Quarterly Coordinated Entry Reports

ASSESSMENT PROCESS: All programs will actively participate in the NWCoC coordinated entry and assessment system by sharing responsibilities for implementing the system and closing side doors that circumvent the coordinated entry process. Whenever possible, providers want to work to divert any individual or family from the homeless service system by providing problem-solving, mediation, and diversion financial assistance (prevention or crisis assistance) to presenting households. When diversion is not possible, programs should refer clients to appropriate emergency services to meet their needs. Once in the shelter or emergency housing, a trained access provider will then administer the Individual or Family VI-SPDAT within 14 days of intake. Programs should submit their VI-SPDAT scores through the agreed-upon method so that individuals and families can be evaluated, prioritized, and slated for the appropriate housing intervention.

REQUIREMENTS:

1. All staff and/or volunteers administering the Individual and Family VI-SPDAT Screening Tools and the lethality assessment (if applicable) should participate in training prior to direct work with individuals and families presenting for services. Staff should attend the annual trainings offered by the NWCoC consistent with best practices and these standards. The VI-SPDAT Screening Tools can be in English and Spanish at: https://www.orgcode.com/products

2. Providers will utilize diversion screening as the initial triage assessment, diverting households as possible using problem-solving, mediation, and/or financial assistance if needed, unless the participant identifies as fleeing domestic violence, dating violence, sexual assault or stalking.

3. Once individuals and families enter the homeless service system, programs should administer the Individual or Family VI-SPDAT to households within two weeks of initial intake. Once complete, the VI-SPDAT provides programs with the ability to determine, across dimensions, the acuity of an individual or family for an appropriate housing intervention.

4. The VI-SPDAT, like all evidence-informed common assessment tools, expresses acuity of an individual or family through a numeric score, with a higher number representing more complex, co-occurring disorders likely to impact overall housing stability. The VI-SPDAT score shows the *presence* of these issues and indicates the potential best intervention for housing and services. The assessment tool bases the score on the following:

    a. Wellness: Chronic health issues and substance abuse
    b. Socialization and Daily Functioning: Meaningful daily activities, social supports, and income
    c. History of Housing and Homelessness: Length of time experiencing homelessness and cumulative incidences of homelessness
    d. Risks: Crisis, medical and law enforcement interdictions. Coercion, trauma, and most frequent places the individual or family has slept
    e. Family Unit (Family VI-SPDAT only): School enrollment and attendance, familial interaction, family makeup, and childcare

5. Scores on the VI-SPDAT populate the local prioritization list, allowing agencies, providers, case managers, and others with housing resources to determine who enters a particular housing program next by acuity. Length of time homeless will also be tracked by NWCoC in order to follow the Order of Priority. Currently, there are three dedicated chronic beds in the CoC and all other permanent supportive housing beds are Dedicated Plus.

6. Once the prioritization committee identifies an eligible candidate, a referral will be sent from Coordinated Assessment to the corresponding provider. Providers have 2 business days to verify eligibility and notify Coordinated Assessment of the acceptance or rejection of the referral.

NWCoC determines the VI-SPDAT score range under which individuals and families experiencing homelessness go into various housing interventions based on community needs. However, the score ranges below are recommended by Org Code, Inc. and serve as the starting point for an appropriate housing intervention for each participant household.

VI-SPDAT Individuals V.2 Intervention Recommendation	**VI-SPDAT Prescreen Score for Individuals**
Permanent Supportive Housing	8-17
Rapid Rehousing	4-7
Basic Case Management	0-3

VI-SPDAT Families V.2 Intervention Recommendation	**VI-SPDAT Prescreen Score for Families**
Permanent Supportive Housing	9-22
Rapid Rehousing	4-8
Basic Case Management	0-3

ASSIGN WITH CLIENT CHOICE

Programs will provide safe, affordable housing meeting participants' needs in accordance with the coordinated assessment process and prioritization schedule, based on acuity and program eligibility. Programs will provide rapid and successful entry into permanent housing for each eligible household, by acuity and length of time homeless with as few barriers as possible. The coordinated assessment system will focus its attention on the ability of all clients in the community to access the appropriate housing intervention.

REQUIREMENTS:

1. In providing or arranging for housing, programs must consider the specific household needs of the individual or family experiencing homelessness.
2. Programs assist households in finding suitable housing quickly and effectively and do so guided by client input and choice.
3. Programs agree to only accept referrals through the coordinated entry and assessment system, closing all side doors to permanent housing placement.

Client choice should remain at the center of any referral and placement, with the client being completely informed of the steps and processes necessary to move from homelessness to permanent housing. The process should include, whenever possible, a warm hand-off of the client to the referred agency, which could include either a phone call or email with a method for transmitting intake materials, releases of information and the completed the VI-SPDAT. Providers should take into consideration resources for transportation to get participants from initial intake/screening site to referred agency.

FOLLOW-UP AND HOUSING STABILIZATION

To reduce returns to homelessness, programs should provide a continuity of services to all participants following their exit from a program. These services may be provided directly by the program or through referrals to other service providers.

REQUIREMENTS:

1. Programs prioritize the development of exit plans for each participant to ensure continued permanent housing stability and connection to community resources, as desired.
2. Programs routinely check in with PSH participants to identify those households whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
3. Programs develop a plan, in conjunction with the participating household, for effective, timely exit of individuals and families whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
4. Programs should attempt to follow up with participants through verbal or written contact at least once in 6 months after the participant exits the program. A program may provide follow-up services to include identification of additional needs and referral to other agency and community services in order to prevent future episodes of homelessness.
5. For HUD CoC PSH grants, programs may provide services to formerly homeless individuals and families for up to six months after their exit from the program.

Programs will perform an assessment to track household progress in meeting key needs and determine ongoing acuity of the participant household. Programs must complete an assessment at housing program entry, at housing entry, and every 6 months thereafter until program discharge but at least annually. Programs should follow-up with participants 6 months after program exit to ensure that the household continues to thrive in permanent housing and can assist with service referral if the acuity score indicates ongoing needs.

Program staff, in coordination with participants, determine which individuals and families in permanent housing programs should be considered for exit to another permanent housing program or housing subsidy based on community resources, keeping in mind that some households may experience ongoing challenges at program exit.

DEFINITIONS

Acuity: When using the VI-SPDAT, acuity means the presence of a presenting issue based on the assessment score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using the case management tool acuity refers to the severity of the presenting issue and the ongoing goals to addressing these issues.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days do not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar 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 an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless (24 CFR 578.3).

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women the and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." A recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements (24 CFR 578.57).

Coordinated Entry and Assessment: A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated entry and assessment in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life (24 CFR 578.3).

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV) (24 CFR 583.5).

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person: or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a near-elderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family (24 CFR 5.403).

Homeless:
Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or

ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution; or

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing; or

Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing (24 CFR 578.3).

Homeless Management Information System (HMIS) is a local information technology system used to collect participant-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting an HMIS Lead and HMIS software solution that complies with HUD's data collection, management, and reporting standards.

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary benchmarks prior to permanent housing entry.[10]

Lethality Assessment/Danger Assessment (DA): instrument is designed to assess the likelihood of lethality or near lethality occurring in a case of intimate partner violence (IPV). The most important risk factor for intimate partner homicide (IPH) is prior domestic violence. Even though victims/ survivors of abuse are fairly good assessors of their own risk of re-assault, risk may be minimized as a coping skill. The Danger Assessment (DA) was developed in consultation on item wording and content validity from victims and survivors of IPV, advocates, law enforcement officials, and other clinical experts on IPV. The initial assessment was developed from Jacqueline C. Campbell's research reviewing police intimate partner homicide records as well as reviews of other studies of IPH or serious injury from IPV. The DA first assesses severity and frequency of intimate partner violence by asking the client to mark on a calendar the approximate days when physically abusive incidents occurred, ranking their severity on a scale of 1 to 5. The second part of the DA is a 20 question response, weighting the risk factors associated with IPH. The score measures the immediate risk and probability of intimate partner homicide.

Joint (Combined) Component Housing: housing for participants who have signed a lease or occupancy agreement with the primary purpose of transitioning participants into permanent housing within 24 months

[10] https://www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/

utilizing any combination of transitional housing and rapid-rehousing financial assistance that fits the participant's individual needs and goals.

Prevention and Diversion: A comprehensive and individualized intake approach used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This initial contact strategy gives homeless services and housing programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Rehousing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

Transitional Housing: Refers to housing projects that are designed to provide housing and appropriate supportive services to homeless persons to facilitate movement to independent living within 24 months, or longer if approved by HUD. Individuals and families living in Transitional Housing are included under the HUD Homeless definition.

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): The Vulnerability Index is a tool for identifying and prioritizing the homeless population for housing according to the fragility of their health. The SPDAT is an evidence-informed approach to assessing an individual's or family's acuity. The VI-SPDAT assessment, across multiple components, prioritizes who to house based on their vulnerability while concurrently identifying the areas in an individual or family's life where support is most needed to promote housing stability. Co-occurring social and medical conditions are often the primary factors that contribute to homelessness. The VI-SPDAT was created through the merger of the Vulnerability Index and the SPDAT Pre-screen assessment.

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Northwest Continuum of Care (NC 516)

Ensuring Access to Educational Services Policy

NC 516 Continuum of Care is dedicated to ensuring that all homeless children are provided the resources necessary to stabilize their housing, support their growth and development, and minimize the specific trauma associated with homelessness. To that end, the immediate assessment of a child's needs and connection to all early intervention and educational supports available and assisting guardians in advocating for their rights under the McKinney-Vento program is key. Therefore, homeless service providers should incorporate information from the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act) and the Every Student Succeeds Act (ESSA) related to education assurances for homeless children and youth into all program intakes.

All providers receiving federal funding through the Continuum of Care and Emergency Solutions Grant programs for shelter, rapid re-housing programs, transitional housing, combined component projects, housing services and permanent supportive housing, are required to follow these practices in order to meet the developmental needs of homeless children and youth as defined under McKinney-Vento (42 U.S.C § 11434a(2)).

School Enrollment

Every parent, guardian or custodian having charge or control of a child between the ages of seven and 16 years must enroll the child in school (*see*, N.C.G.S. § 115C-378). Program staff must provide the parent, guardian, and unaccompanied youth with information on school enrollment; and

- The district school that is the appropriate for the age/grade level of the child.
- The rights under the McKinney-Vento legislation to remain at the school of origin, if feasible; and to be immediately enrolled regardless of the availability of previous school records, health records, birth certificates, or proof of residency.
- The contact information for the Local Education Agency (LEA), or school social worker and/or the school's or district's McKinney-Vento Liaison.
- Parents or Guardians choosing to home school children should provide grade appropriate curriculum or web-based programming being used to support an adequate home-school program and ongoing progress in mastering grade-level material, via progress reports and/or testing results in accordance with North Carolina General Statutes.
- Homeless Programs will provide or make arrangements with the appropriate school's transportation service coordinator if requested by the parent, guardian or unaccompanied youth to facilitate engagement in school-based services.

2019 NC HMIS Operating Policies and Procedures

rev. 2019-08-12

MICHIGAN COALITION AGAINST HOMELESSNESS

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Revision History:

Revision Date	
November, 2016	First Release of Policy Rewrite
August, 2019	Second Release, Edits for Compliance with the 2017 HUD Data Standards Revisions and Coordinated Assessment Requirements. Replaced all references to Bowman Systems with Mediware Information Systems. Incorporated recommendations based on comments delivered from end users and administrators within the implementation.

2019 North Carolina Statewide Homeless Management Information System (NC HMIS) Operating Policies and Procedures

The purpose of an HMIS project is to:

- Record and store client-level information about the numbers, characteristics and needs of persons who use prevention, homeless housing and supportive services
- Produce an unduplicated count of persons experiencing homelessness for each Continuum of Care
- Understand the extent and nature of homelessness locally, regionally and nationally
- Understand patterns of service usage and measure the effectiveness of projects and systems of care

These are the minimum standards of operation for the NC HMIS Project. CoCs may elect to implement more rigorous standards as agreed upon by their local CoC. **The following operating policies and procedures apply to all designated HMIS Lead Agencies and participating agencies in North Carolina. (Contributing HMIS Organizations – CHOs).**

KEY TERMS AND ACRONYMS:

Term	Acronym (if used)	Brief Definition
42 CFR Part 2	**Part 2**	42 CFR Part 2 is the federal regulation governing the confidentiality of drug and alcohol use treatment and prevention records. The regulations are applicable to certain federally assisted substance use treatment programs This law limits use and disclosure of substance use patient records and identifying information.
Balance of State CoC	**BOS**	The Balance of State CoC is composed of the communities/counties within North Carolina that are not part of another CoC within the state. Communities that are part of the Balance of State are typically smaller mid-sized or rural communities.
By-Name List	**BNL**	A By-Name List is a list of persons experiencing homelessness within a specific CoC. By-Name Lists can be comprehensive, meaning they include all homeless persons, or focused, meaning they contain persons with certain subpopulation, (ex. chronic or veteran), or prioritization characteristics. By-Name Lists are frequently used within collaborative multi-partner meetings known as case conferencing sessions to link appropriate homeless persons with housing opportunities that best meet their needs.[i]
Continuum of Care	**CoC**	Planning body charged with guiding the local response to homelessness.
Contributing HMIS Organizations	**CHO**	An organization that participates on the HMIS.
Coordinated Assessment Programs/ Coordinated Entry	**CA/CE**	Coordinated assessment/coordinated entry is now required for all communities receiving HUD funding. Each CoC must develop a plan based on their local providers and resources. The shared objective of these locally

		defined processes is to ensure that access to homeless resources is optimized and based on a standardized assessment of need.[ii]
Coverage Rate		Coverage rate refers to the percentage of the homeless population in a geographic area that is measured in the HMIS, divided by the total number of homeless persons in that geographic area. Coverage rates are used to project a total homeless count if there are homeless service that do not participate in NC HMIS. (These may include persons served in Domestic Violence Providers or other non-participating Shelters or Outreach Projects.) See the NC HMIS Coverage Memo for guidance.
Data Use Agreement/Administrative Qualified Services Organization Business Associates Agreement	**Data Use Agreement /Admin QSOBAA**	The agreement signed by each CHO, the local HMIS Lead Agency and MCAH that governs the privacy standards for participants who can see data from multiple organizations.
Family and Youth Services Bureau	**FYSB**	A division of the Department of Health and Human Services, the Family and Youth Services Bureau provides federal resources to address homelessness among youth.[iii]
The Health Insurance Portability and Accountability Act of 1996	**HIPAA**	The Health Insurance Portability and Accountability Act of 1996, particularly the Privacy Rule under Title II, regulates the use and disclosure of Protected Health Information (PHI) held by covered entities and business associates. HIPAA is the base operational privacy rule on which the NC HMIS privacy rule is structured.
Homeless Definition		**See Homeless Definition Crosswalk.** **The HEARTH Act defines 4 categories of homelessness.** Not all projects can serve all categories and some may utilize a different definition when delivering services. NC HMIS has adopted the HUD definition for counting persons experiencing homelessness. • Category 1: Literally Homeless • Category 2: Imminent Risk of Homelessness • Category 3: Homeless under other Federal Statutes • Category 4: Fleeing/Attempting to Flee DV
Homeless Management Information System	**HMIS**	A data system that meets HUD's HMIS requirements and is used to measure homelessness and the effectiveness of related service delivery systems. The HMIS is also the primary reporting tool for HUD homeless service grants as well as for other public streams of funding related to homelessness.
Housing Inventory Count	**HIC**	The HIC is where all residential projects (both HMIS participating and non-participating) specify the number of beds and units available to homeless persons within a CoC. The numbers are recorded in the agency's HMIS provider pages, (for NC HMIS participating projects), or in "shell" provider pages for non-HMIS participating agencies.
Housing Opportunities for Persons with AIDS	**HOPWA**	HOPWA provides housing assistance and related supportive services for persons with HIV/AIDS, and family members who are homeless or at risk of homelessness. This project has different project reporting requirements than the other HUD funded projects in this document.
Length of Stay	**LOS**	The number of days between the beginning of services and the end of services, or in the case of permanent housing, the number of days between the housing move in date and the exit from housing. Length of stay is calculated using project start and exit dates, shelter stay dates, or for permanent housing, the housing move-in date and project exit. NC HMIS offers calculations for discrete stays as well as the total stays across multiple sheltering events.

Local HMIS Lead Agency		The Local HMIS Lead Agency is the agency that fills the following roles for a CoC, (if applicable) • Holds the CoC's HMIS Grant, or is funded by other dollars (such as ESG) to support CoC wide HMIS activities. Employs the Local System Administrator for the CoC.
Local System Administrator/System Administrator I	**LSA**	The Local System Administrator is responsible for overseeing the operation of the MSHMIS project in either a local CoC or a Local Planning Body/CoC. The Local System Administrator/System Administrator I maintains relationships with the agencies in the local community and supports the specific HMIS needs of the agencies and leadership teams they are responsible for.
MCAH Memorandum of Understanding	**MOU**	The MOU enables MCAH to serve as the HMIS Lead Agency and administer the statewide HMIS implementation on behalf of the North Carolina CoCs.[iv]
Michigan Coalition Against Homelessness	**MCAH**	The Michigan Coalition Against Homelessness is a nonprofit membership organization that is an advocate for individuals and families who are homeless or at-risk of becoming homeless, and the agencies that serve them. MCAH serves as the HMIS statewide lead for the NC HMIS project.
North Carolina HMIS Governance Committee	**GC**	The NC Governance Committee is composed of representatives from all 12 North Carolina CoCs and provides direct oversight of the Statewide HMIS project.
North Carolina Statewide Homeless Management Information System	**NC HMIS**	The North Carolina Statewide Homeless Management Information System is the unified statewide HMIS for all of North Carolina's 12 Continua of Care.
Participation Agreement		The agreement between NC HMIS participating agencies and MCAH that specifies the rights and responsibilities of MCAH and participating agencies.
Point in Time Count	**PIT**	An annual count, usually in the last week of January that is required for all CoCs. In odd numbered years, the PIT Count must include an "unsheltered" or street count.
Projects for Assistance in Transition from Homelessness	**PATH**	PATH is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). It provides services to persons experiencing homelessness with mental health conditions, primarily through street outreach, to link them to permanent supportive housing. This project has different reporting requirements than HUD funded projects and uses HMIS to collect this information.
Project Types		**HUD defines 12 Project Types in HMIS:** • Coordinated Assessment – A CoC project that coordinates assessment and referrals of persons seeking housing and/or services, and may include the use of a comprehensive and standardized assessment tool. • Day Shelter – A facility/center for persons experiencing homelessness that does not provide overnight accommodations. • ES: Emergency Shelter- Overnight shelters or shelters with a planned length of stay of less than 3 months. HP: Homeless Prevention- A project that helps those who are at imminent risk of losing housing, to retain their housing. • PH: Permanent Supportive Housing- Permanent Supportive Housing includes both services and housing. Permanent Supportive Housing requires a disability for entry and often serves persons who are chronically homeless. • PH: Housing Only - Permanent housing may be supported by a voucher but does not have services attached to the housing. • PH: Housing with Services (no disability required) – Permanent Housing

		that provides both housing and supportive services, but does not require a disability to be served by the project. • PH: RRH Rapid Rehousing- A project that rapidly rehouses those that are identified as literally homeless. • SO: Street Outreach Project- A project that serves homeless persons that are living on the street or other places not meant for habitation. • SSO: Services Only Project- A project that serves persons only, with no residential component. These projects often provide case management and other forms of support and meet with clients in an office, at the client's home, or in a shelter. • TH: Transitional Housing- Transitional environments with a planned length of stay of not more than 2 years that provide supportive services[v]
Protected Personal Information	**PPI**	Protected Personal Information is a category of sensitive information that is associated with an individual. It should be accessed only on a strict need-to-know basis and handled and stored with care. Before any portion of the HMIS client record, outside of the Client Profile, can be shared, a Sharing QSOBAA and a client signed release of information must be in place.[vi]
Provider Page		A Provider Page or Provider in ServicePoint is a defined location in the database where information is stored and organized. Provider Pages are structured in levels and can represent the whole implementation, CoCs, agencies, projects, or subprojects.
Release of Information	**ROI**	A Release of Information comes in two forms, a paper ROI and an electronic ROI. A signed (paper) ROI giving informed client consent for sharing is also required to share data between agencies. An electronic ROI must be completed to share a client's data on the HMIS.
Runaway and Homeless Youth	**RHY**	Overseen by FYSB, the Runaway and Homeless Youth programs support street outreach, emergency shelter, transitional living and maternity group homes for youth experiencing homelessness[vii]
Sharing		In an HMIS context, sharing refers to the exchange of client data between agencies. External data sharing requires a Sharing QSOBAA between two or more agencies, and a client signed Release of Information authorizing the sharing of that client's information. Data entry (internal sharing) does not require a client signed ROI as there is implied consent for the agency to keep records when a client provides information.
Sharing Qualified Services Organization Business Associates Agreement	**Sharing QSOBAA**	The Agreement between agencies that elect to share information using the HMIS. The Agreement prevents the re-release of data and, in combination with the Participation Agreement, defines the rules of sharing.
Shelter Plus Care	**S+C**	Shelter + Care provides Permanent Supportive Housing to disabled persons and reports on the HMIS. Of note, the HUD CoC Interim Rule eliminated the Shelter Plus Care project type, merging it into Permanent Supportive Housing
SSI/SSDI Outreach, Access and Recovery	**SOAR**	Using the national "best practice" curriculum, the SOAR project reduces barriers and supports the application for Social Security Benefits for the disabled homeless population.[viii]
User Agreement & Code of Ethics		The document each HMIS user signs that defines the HMIS standards of conduct.
Visibility		Refers to whether a provider page can view client data that has been entered into another provider page. HMIS visibility is configured separately in each provider page. Visibility can be configured by individual provider pages or by Visibility Groups.
Visibility Group		A Visibility Group is a defined group of Provider Pages where data is shared to. Internal Visibility Groups control internal sharing within an organization.

		Internal Visibility is governed by an agency's internal privacy rule. External Visibility Groups control sharing with other agencies and are defined by a Sharing QSOBAA.
Youth (Homeless Youth)		Homeless Youth are youth who lack a fixed, regular or adequate nighttime residence. Depending on the program and funding source, the age and definition of youth homelessness varies. Some youth programs serve persons up to 18 years of age, while other definitions consider youth up to the age of 21 or 24. Additionally, the US Department of Education considers youth that are sharing housing due to loss of housing or economic hardship to be homeless for purposes of their programs.[ix]

I. POLICIES AND PROCEDURES SUMMARY:

A. Policy Disclaimers and Updates

Operating Procedures defined in this document represent the minimum standards of participation on the NC HMIS project and represent general "best practice" operational procedures. Local HMIS Lead Agencies in coordination with their CoCs may add additional standards to this base document, which define the local HMIS policies within their CoC.

Operational standards in this document are not intended to supersede grant specific requirements and operating procedures as required by funding entities. PATH, HOPWA and VA providers have operating rules specific to HHS and VA.

The NC HMIS Operating Policies and Procedures are updated routinely as HUD publishes additional guidance or as part of an annual review. Draft updates will be reviewed at the NC HMIS monthly System Administrator Call-In and included in the meeting minutes' distribution email. Before being finalized, the NC HMIS Policies and Procedures will be formally approved by the North Carolina HMIS Governance Committee. To allow for evolution of compliance standards without re-issuing core agreements, updated policies supersede related policies in any previously published Policies and Procedures document or agreements. Any changes from the previous year will be highlighted. A current copy of the NC HMIS Policies and Procedures may also be found on the NC HMIS website www.nchmis.org

II. AGREEMENTS, CERTIFICATIONS, LICENSES AND DISCLAIMERS:

CoCs, agencies and users are required to uphold specific rules and responsibilities as participants in the NC HMIS project.

A. Required Agency Agreements, Certifications and Policies[1]

[1] Templates and examples of all documents listed in section A are available for download at www.nchmis.org

Participating CHOs or other partners on the NC HMIS project must have the following contracts, agreements, policies and procedures available for review:

1. All CoCs participating in NC HMIS must sign the **MCAH Memorandum of Understanding** that designates the HMIS Vendor and identifies the Michigan Coalition Against Homelessness as the Lead Agency for administration of the statewide database. (Within national HMIS circles, this document is often called a Joint Governance Charter.) Each CoC will identify a local Lead Agency that coordinates with the NC HMIS and is responsible for specific tasks. The MCAH Memorandum of Understanding supports the ability for multiple CoCs to participate on a single HMIS information system.
2. All agencies must have the following fully executed documents on file and be in compliance with the policies and directives contained therein:
    a. A **Data Use Agreement/Administrative QSOBAA** governing administrative access to the system.
    b. A **Participation Agreement** governing the basic operating principles of the system and rules of membership.
    c. **Sharing QSOBAAs** (if applicable) governing the nature of the sharing and the re-release of data.
    d. A board certified **Confidentiality Policy** governing the privacy and security standards for the Agency.
    e. A board certified **Grievance Policy** outlining a structured process for resolving complaints or grievances against, or within, the organization.

B. HMIS User Requirements:

All agencies must have the following documents on file for all active users licensed in the NC HMIS project.

1. A fully executed **User Agreement and Code of Ethics** document governing the individual's participation in the system.
2. All agencies must keep training certificates for active users on file.
    a. All users must take full privacy training when they are first licensed, and take privacy update suite of trainings at least annually. Successful completion of the certification questionnaire is required for both the full privacy training and the privacy update. Documentation of completion of these trainings must be available for review.
    b. All users must complete workflow training, related workflow updates and have documentation of the training completion for all programs with which they work. If local CoCs or Agency Administrators have additional training requirements or offerings, they should have a method for documenting successful completion and have that documentation available at their local agencies for review as needed.
    c. All users must be trained in the HUD Data Standards Universal Data Elements and any Program Specific Elements that apply to the programs they work with. This includes training on the processes for collecting client identifying information, the Homeless Definition and the Chronic Homeless Definition.

C. Agency Administrator Requirements

All agencies participating on the system must have an assigned Agency Administrator.

1. Agency Administrator Training Requirements - Agency Administrators must complete and maintain documentation of the following:
   a. All trainings required for standard HMIS users on the system.
   b. Provider Page training.
   c. Workflow Training for all workflows used in their agency. This training will be developed by the NC HMIS Project, the funding agency or an agency authorized to train on behalf of the funding agency or NC HMIS.
   d. Reports Training (agency users and leadership are tasked with supporting data quality as well as monitoring outcomes and other performance issues).
   e. Other training as specified by the CoC.
2. Agency Administrator Participation Requirements – Agency Administrators should participate in the following CoC or agency meetings:
   a. CoC HMIS Agency Administrator meetings and trainings.
   b. Agency specific HMIS user meetings or preside over an HMIS specific topic during routine staff meetings.
   c. A local Reports Committee that reviews and governs the publication of CoC information.

III. PRIVACY:

A. Privacy Statement

NC HMIS is committed to making the project safe for participating agencies and the clients whose information is recorded on the system.

Toward that end:

- Sharing is a planned activity guided by sharing agreements between agencies (Sharing QSOBAAs). Agencies may elect to keep private some or all of the client record including all identifying data.
- All organizations will screen for safety issues related to the use of automation.
- The NC HMIS is compliant with HIPAA, and all Federal and State laws and codes. All privacy procedures are designed to ensure that the broadest range of organizations may participate in the project. Access to Personal Protected Information will be restricted to persons with a business need to know, as defined by the laws governing the implementation, (ex. HIPAA, 42 CFR Part 2), these Policies and Procedures and the privacy policies implemented by the CoC and local agencies.
- NC HMIS has systematized the risk assessment related to clients through the standard NC HMIS release. The standardized release offers options for the use of a client's Social Security number. It also provides guidance on using unnamed records and how the Privacy Notice is explained to clients.

- NC HMIS has adopted a Privacy Notice that was developed in close collaboration with organizations that manage information that may put a client at risk.
- Privacy Training is a requirement for all agencies and users on NC HMIS.
- Privacy training is an opportunity for all participating organizations to revisit and improve their overall privacy practices. Many agencies choose to have all their staff complete the NC HMIS training curricula – not just those with user access to the system.
- All users issued access to the system must sign a User Agreement & Code of Ethics form, and agencies must sign a NC HMIS Participation Agreement. Taken together, these documents obligate participants to core privacy procedures. If agencies decide to share information, they must sign an agreement that defines their sharing and prevents release of information to unauthorized third parties (the Sharing QSOBAA).
- Policies have been developed that protect not only a client's privacy, but also an agency's privacy. Privacy practice principles around the use and publication of agency or CoC specific data have been developed and are included in both the Participation Agreement and this HMIS Policies and Procedures document.
- The NC HMIS System allows projects with multiple components/locations that serve the same client to operate on a single case plan. This reduces the amount of staff and client time spent in documentation of activities and ensuring that care is coordinated and messages to clients are reinforced and consistent.
- NC HMIS has incorporated continuous quality improvement training designed to help agency administrators use the information collected in the HMIS to stabilize and improve project processes, measure outcomes, report to funders, and be more competitive in funding requests.

B. Privacy and Security Plan:

All records entered into and downloaded from the HMIS are required to be kept in a confidential and secure manner.

Oversight:

1. All Agency Administrators with support of agency leadership must[2]:
   a. Ensure that all staff using the system complete annual privacy update training. Training must be provided by NC HMIS Certified Trainers and based on the NC HMIS Privacy/Security Training curricula.
   b. Conduct a quarterly review of their provider page visibility, ensuring that it properly reflects any signed Sharing QSOBAAs.
   c. Modify their adapted Release of Information, and script used to explain privacy to all clients, for any privacy changes made. These documents should also be audited quarterly to ensure they are compliant with current sharing agreements.
   d. Ensure user accounts are removed from the HMIS when a staff member leaves the organization, or when changes to a staff member's job responsibilities eliminate their need to access the system.

[2] In lieu of revised Technical Standards, in 2015 the requirement for a privacy officer was removed. However, the function of data security has been assigned to the Agency Administrator. Reflecting Participation Agreement language, the quarterly review of Provider Visibility has been expressly added to this document.

e. Report any security or privacy incidents immediately to the CoC's HMIS Local System Administrator. The Local System Administrator must investigate the incident within one business day, by running applicable audit reports, and by contacting MCAH staff for assistance with the investigation. If the System Administrator determines that a breach has occurred, and/or the staff involved violated privacy or security guidelines, the client record(s) in question must be immediately locked down and the Local System Administrator will submit a written report to the NC HMIS Project Director and CoC Chair within two business days. A preliminary Corrective Action Plan will be developed and implemented within five business days. Components of the plan must include at minimum supervision and retraining. It may also include removal of HMIS license, client notification if a breach has occurred, and any appropriate legal action.[x]

2. Criminal background checks must be completed on all Local System Administrators by the Local Lead Agency. All agencies should be aware of the risks associated with any person given access to the system and limit access as necessary. System access levels will be used to support this activity.
3. The Local HMIS Lead Agency will conduct routine audits of participating agencies to ensure compliance with the Operating Policies and Procedures. The audit will include a mix of system and on-site reviews. The Local HMIS Lead Agency will document the inspection and any recommendations made, as well as schedule follow-up activities to identify any changes made to document compliance with the Operating Policies and Procedures.

Privacy:

4. Any agency that is subject to the Violence Against Women Act restrictions on entering data into an HMIS are not permitted to participate in the NC HMIS project. These providers will maintain a comparable database to respond to grant contracts and reporting requirements.[xi]
5. All agencies must have the **HUD Public Notice** posted and visible to clients in locations where information is collected.
6. All Agencies must have a **Privacy Notice**. They may adopt the NC HMIS sample notice or integrate NC HMIS language into their existing notice. All Privacy Notices must define the uses and disclosures of data collected on HMIS including:
   a. The purpose for collection of client information.
   b. A brief description of policies and procedures governing privacy including protections for vulnerable populations.
   c. Data collection, use and purpose limitations. The uses of data must include de-identified data.
   d. The client right to copy/inspect/correct their record. Agencies may establish reasonable norms for the time and cost related to producing any copy from the record. The agency may say "no" to a request to correct information, but the agency must inform the client of its reasons in writing within 60 days of the request.[3]
   e. The client complaint procedure.
   f. Notice to the consumer that the Privacy Notice may be updated over time and applies to all client information held by the Agency.
7. All Notices must be posted on the Agency's website.

[3] Language was added to clarify the HIPAA rule.

8. All Agencies are required to have a **Privacy Policy**. Agencies may elect to use the Sample Privacy Policy provided by the NC HMIS project. All Privacy Policies must include:
    a. Procedures defined in the Agency's Privacy Notice.
    b. Protections afforded those with increased privacy risks such as protections for victims of domestic violence, dating violence, sexual assault, and stalking. Protections include at minimum:
        i. Closing of the profile search screen so that only the serving agency may see the record.
        ii. The right to refuse sharing if the agency has established an external sharing plan.
        iii. The right to be entered as an unnamed record, where identifying information is not recorded in the system and the record is located through a randomly generated number (Note: This interface does allow for unduplication by looking at key demographic identifiers in the system.)
        iv. The right to have a record marked as inactive.
        v. The right to remove their client record from the system.
    c. Security of hard copy files: Agencies may create a paper record by printing the assessment screens located within NC HMIS. These records must be kept in accordance with the procedures that govern all hard copy information (see below).
    d. Client Information storage and disposal: Users may not store information from the system on personal portable storage devices. The Agency will retain the client record for a period of seven years, after which time the forms will be discarded in a manner that ensures client confidentiality is not compromised.
    e. Remote Access and Usage: The Agency must establish a policy that governs use of the system when access is approved from remote locations. The policy must address:
        i. The strict control of the use of portable storage devices with client identifying information.
        ii. The environments where use is approved. These environments cannot be open to public access and all paper and/or electronic records that include client identified information must be secured in locked spaces or be password controlled.
        iii. All browsers used to connect to the system must be secure. If accessing through a wireless network, that network must be encrypted and secured. **No user is allowed to access the database from a public or non-secured private network such as an airport, hotel, library or internet café.**
        iv. Access via a cellular network using 4G LTE or similar access is permitted if the connection is protected and encrypted. This permits users to access NC HMIS from cell phones, tablet devices or personal hotspots. If broadcasting a hotspot signal, the device must have a passcode or other security measures to restrict general access.
        v. All computers accessing the system are owned by the agency.
9. Agencies must protect **hard copy data** that includes client identifying information from unauthorized viewing or access.
    a. Client files must be locked in a drawer/file cabinet.
    b. Offices that contain client files must be locked when not occupied.
    c. Client files must not be left visible to unauthorized individuals.

10. The agency must provide a **Privacy Script** to all staff charged with explaining privacy rights to clients in order to standardize the privacy presentation. The script must:
    a. Be developed with agency leadership to reflect the agency's sharing agreements and the level of risk associated with the type of data the agency collects and shares.
    b. The script should be appropriate to the general education/literacy level of the agency's clients.
    c. A copy of the script should be available to clients as they complete the intake interview.
    d. All agency staff responsible for client interaction must be trained in use of the Privacy Script.
11. Agencies that plan to share information through the system must sign a **Sharing QSOBAA** (Qualified Services Organization Business Associates Agreement).
    a. The Sharing QSOBAA prescribes the release of information shared under the terms of the agreement.
    b. The Sharing QSOBAA specifies what is shared with whom.
    c. Agencies may share different portions of a client record with different partners, and may sign multiple Sharing QSOBAAs to define a layered sharing practice.
    d. The signatories on the Sharing QSOBAA must be representatives who have been authorized to sign such an agreement by the senior agency's leadership and/or the Agency Board of Directors.
    e. All members of a Sharing QSOBAA must be informed that by sharing, they are creating a common electronic record that can impact data reflected in their reports. Members of the sharing group must agree to communicate and negotiate data conflicts.
    f. No agency may be added to the agreement without the approval of all other participating agencies.
        i. Documentation of that approval must be available for review and may include such items as meeting minutes, email response or other written documentation.
        ii. Agency approval of additions or changes to a Sharing QSOBAA must be approved by a staff member with authorization to make such decisions on behalf of the agency.
    g. When a new member is added to the Sharing QSOBAA, the related Visibility Group must be end-dated and a new Visibility Group must be begun**. A new member may not be added to an existing External Visibility Group.**
12. Agencies must have appropriate **Release(s) of Information** that are consistent with the type of data the agency plans to share.
    a. The agency must have adopted the appropriate NC HMIS Basic Release of Information that is applicable to their sharing practice in order to share basic demographic and transactional information.[4]
    b. If the agency integrates the NC HMIS Release into their existing releases, the release must include the following components:
        i. A brief description of NC HMIS including a summary of the HUD Public Notice.
        ii. A specific description of the Client Profile Search Screen and an opportunity for the client to request that the screen be closed.

[4] Beyond light touch projects that do not collect or share protected data elements, all projects are encouraged to engage their CoC to discuss and implement the 2016 Reciprocal Release of Confidential Information. This release includes a privacy discussion and can be completed one time to include all sharing partners for the specified time limit and purpose.

iii. A listing of the Agency's sharing partners (if any) and a description of what is shared. These sections must reflect items negotiated in the agency's Sharing QSOBAA.
iv. A defined term of the Agreement[5].
v. Interagency sharing must be accompanied by a negotiated and executed Sharing QSOBAA.
vi. For agencies subject to 42 CFR Part 2, both internal and external sharing will be done in accordance with the law.

c. A HIPAA compliant **Authorization to Release Confidential Information** is also required if the planned sharing includes any of the following:
   i. Case notes/progress notes
   ii. Information or referral for health, mental health, HIV/AIDS, substance use disorders, or domestic violence.
   iii. To reduce paper usage, the basic HMIS Release may be adapted to include the language necessary for a HIPAA compliant release if sharing practice is likely to include the items listed above in ii.[6]

13. An **electronic ROI** is required to enable sharing of any client's information between any provider pages on the system.
   a. Agencies should establish **Internal Visibility**[xii] or sharing only between their agency's provider pages, by creating visibility group(s) that include all the agency's provider pages where sharing is planned and allowed by law.
      i. Internal Visibility does not require a signed Client ROI unless otherwise specified by law. (However, an electronic release must still be entered into the system to permit Internal Visibility.)
      ii. Unless otherwise specified by law, when new provider pages are added to the Agency tree, they may be included in the existing internal visibility group. The information available to that provider page will include all information covered by the visibility group from the beginning date of the Group – sharing will be retroactive.
   b. Agencies may elect to share information with other agencies, a practice known as **External Sharing**, by negotiating a Sharing QSOBAA (see 8 above).
      i. A signed and dated Client ROI must be stored in the Client Record (paper or scanned onto the system) for all electronic ROIs that release data between different agencies.
      ii. Retroactive Sharing, or sharing historic information between two or more agencies without client consent is not permitted in HMIS. To prevent retroactive sharing, a new visibility group must be constructed whenever a new sharing partner is added to the agency's existing sharing plan/Sharing QSOBAA.
   c. MCAH's procedure for pulling a client's housing history across the entire database to verify a client's eligibility for specific housing options requires that:

[5] The change reflects changes in the HIPAA rule that allow for Releases the cover a term – rather than a specific date. The date in the electronic ROI will reflect the specific date defined by the term. The term should not be arbitrary but reflect the anticipated term of the agencies planned coordinating activities.
[6] Recognizes existing practice by participating CoCs.

i. Consent for obtaining the client's housing history is written into the Outreach Sharing Plan section of the agency's ROI, and that the client has agreed to permit this activity by initialing this section.
ii. An electronic copy of the signed ROI including the client authorization to release the housing history has been attached to the client record in HMIS.

d. Client information entered in HMIS may be used to create **By-Name Lists** and in **Prioritization Meetings** provided that:[xiii]
i. The client provides written consent to participate in a By-Name List and/or Prioritization process. Consent for participating in this process is built into the current version of the MCAH's ROI, under the Outreach Sharing Plan.
ii. Information that a client authorizes to be discussed within the Prioritization/By-Name List process may only be discussed directly at those meetings, and not re-released back to agencies, unless a separate release/Sharing QSOBAA exists releasing that information.

14. The Agency must have a procedure to provide privacy notices to clients that are visually or hearing impaired or do not speak English as a primary language. For example:
a. Provisions for Braille or audio
b. Available in multiple languages
c. Available in large print
15. **Agencies are required to maintain a culture that supports privacy**.
a. Staff must not discuss client information in the presence of others without a need to know.
b. Staff must eliminate unique client identifiers before releasing data to the public.
c. The Agency must configure workspaces for intake that supports the privacy of client interaction and data entry.
d. User accounts and passwords must not be shared between users, or visible for others to see.
e. Project staff must be educated to not save reports with client identifying data on portable media. Agencies must be able to provide evidence of users receiving training on this procedure through written training procedures or meeting minutes.
f. Staff must be trained regarding use of email communication, texting, file sharing and other electronic means of transferring data related to client services.
i. By-name housing prioritization lists may not be printed with client identifying information without written client consent.

Data Security:

1. All licensed HMIS Users must be assigned **Access Levels** that are consistent with their job responsibilities and their business "need to know".
2. All computers must have **network threat protection software with automatic updates**.
a. Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure that:
i. The threat protection software is up-to-date.
ii. That various system updates are automatic, unless a specific, documented reason exists to maintain an older version of the software.
iii. Operating System updates are run regularly.
3. All computers must be protected by a firewall.

a. Agency Administrators or designated staff are responsible for monitoring all computers that connect to the HMIS to ensure that:
    i. For single computers, the software and versions are current.
    ii. For networked computers, the firewall firmware is current.
4. Physical access to computers that connect to the HMIS must be controlled.
    a. All workstations must be in secured locations (locked offices).
    b. Workstations must be logged off when not manned.
    c. All workstations must be password protected.
    d. **All HMIS Users are prohibited from using a computer that is available to the public.**
5. A **Plan for Remote Access** must exist if staff will be using the NC HMIS outside of the office such as working from home. Concerns addressed in this plan should include the privacy surrounding off-site access.
    a. The computer and environment of entry must meet all the standards defined above.
    b. Downloads from the computer may not include client identifying information.
    c. Staff must use an agency-owned computer.

Remember that your information security is never better than the trustworthiness of the staff you license to use the system. The data at risk is is your own, that of your sharing partners and clients. If an accidental or purposeful breach occurs, you are required to notify MCAH. A system audit of which users have touched a client record can be completed by a System Administrator.

IV. DATA BACKUP AND DISASTER RECOVERY PLAN:

The HMIS is a critically important tool in responding to catastrophic events. The NC HMIS data is housed in a secure server bank in Shreveport, Louisiana with nightly off-site backup. In case of a significant system failure at the main data center, NC HMIS can be brought back online within approximately four hours.[7]

A. Backup Details for NC HMIS

See "Mediware Information Systems Securing Client Data" for a detailed description of data security and Mediware's Disaster Response Plan

1. The NC HMIS Project maintains the highest-level disaster recovery service by contracting with Mediware Information Systems for Premium Disaster Recovery that includes:
    a. Off site, out-of-state backup on a different Internet provider, and a separate electrical grid.
    b. Regular backups of the application server and regular alignment with the current version of the live NC HMIS site.
    c. Near-instantaneous backups of the NC HMIS database (information is backed up within 5 minutes of entry.)
    d. Additional nightly off-site replication for protection in case of a primary data center failure.

[7] MCAH will update the disaster plan from time to time based on best practice recommendations, lessons learned from actual disasters, and other conditions that may change on the ground.

e. Priority level response that ensures downtime will not exceed 4 hours.

B. NC HMIS Project Disaster Recovery Plan:

In the event of a major system failure:

1. The NC HMIS Project Director or designee will notify all participating CoCs and Local System Administrators should a disaster occur at Mediware Information Systems which affects the functionality and availability of ServicePoint. When appropriate, MCAH will notify Local System Administrators/CoC Leadership of the planned recovery activities and related time lines.
2. Local/assigned System Administrators are responsible for notifying their local agencies and users.
    a. If a failure occurs after normal business hours, NC HMIS staff will report the system failure to Mediware Information Systems using their emergency contact line. An email will also be sent to Local System Administrators no later than one hour following identification of the failure.
3. The NC HMIS Project Director or designated staff will notify Mediware Information Systems if additional database services are required.
4. The MSHMIS Project will always have one staff member on-call 24/7/365 so agencies and users can report system outages. Contact information for this person is supplied by MCAH.

C. Local HMIS Lead Agencies:

Local HMIS Lead Agencies within CoCs have an obligation to secure and backup key information necessary for the administration and functioning of the NC HMIS Project within their own CoC.

1. NC HMIS Lead Agencies are required to back-up their internal data system nightly.
2. Data back-ups must include a solution for maintaining at least one copy of key internal data off-site for participating agency internal data systems. This location must be secure with controlled access.
3. Local HMIS Lead Agencies must have a disaster recovery plan documented which outlines the policies and procedures for the CoC in case of a major system disaster.
    a. Agency Emergency Protocols must include:
        i. Emergency contact information including the names/organizations and numbers of local responders and key internal organization staff, designated representatives of the CoCs, the local HMIS Lead Agency, and the NC HMIS Project Director.
        ii. Delegation of key responsibilities. The plan should outline which persons will be responsible for notification and the timeline of notification.
4. In the event of a local disaster:
    a. NC HMIS in collaboration with the local Lead Agencies will also provide information to local responders as required by law and within best practice guidelines.
5. NC HMIS in collaboration with the local Lead Agencies will also provide access to organizations charged with crisis response within the privacy guidelines of the system and as allowed by law.

V. SYSTEM ADMINISTRATION:

The position of the Local System Administrator/System Administrator I is key to the success of the CoC. This person is responsible for overseeing the operation of the NC HMIS project in either a local CoC or a Local Planning Body/CoC. This position will be referred to in this section as a Local System Administrator. The following describes the typical list of responsibilities for a Local System Administrator within a CoC.

A. Training Requirements for a Local System Administrator:

1. All trainings required for standard users on the system.
2. Provider Page Training and Workflow Training for all workflows used in their CoC.
3. Reports Training (Local System Administrators are tasked with supporting data quality as well as monitoring outcomes and other performance issues).
4. System Administrator Training – This training usually takes place several weeks after a new Local System Administrator has been in their position.
5. Continuous Quality Improvement Training
6. All System Administrators are required to read and understand the HUD Data Standards that underpin the rules of the HMIS.
7. HUD Initiative Training (AHAR, PIT, APR, etc.)

B. Meetings Local System Administrators Are Required to Participate In:

1. Regular CoC Meetings and/or workgroups as determined by the CoC.
2. The CoC Reports Committee or meetings where data use and release is discussed.
3. The Monthly System Administrator Call-In (2nd Tuesday of every Month at 10 am).
4. Regular Agency Administrator/User Meetings within the CoC

C. Local System Administrator Responsibilities:

1. Help Desk and Local Technical Support

a. The Local System Administrator provides front-line technical support/technical assistance for users and agencies within the CoC they support. This support includes resetting passwords and troubleshooting/problem solving for users and agencies within their CoC. Where applicable, the Local System Administrator may train Agency Administrators to do fundamental system support activities, minimizing the burden for support on the Local System Administrator.

b. The Local System Administrator builds relationships within the agencies they serve, working to understand the business practices of these agencies, and assisting them with mapping these business practices onto the system. The HMIS lead staff will be available, on request, to provide advanced technical assistance if requested by the Local System Administrator/Local CoC.

2. User and Provider Page Setup

a. Local System Administrators will set up new users in NC HMIS, or delegate the task to their Agency Administrators. If delegating this task, they will train Agency Administrators on proper setup of user accounts.

b. Local System Administrators will supervise license allocation for users and agencies within the CoC they serve. When necessary or requested, the Local System Administrator will purchase additional licenses directly for the CoC.
c. The Local System Administrator will work in partnership with agencies and Agency Administrators in the CoC they serve to ensure that agency provider pages are set up correctly per the HUD Data Standards.
d. The Local System Administrator will work directly with Agency Administrators and agencies, through a collaborative process to ensure proper visibility is established for the provider pages in the CoC they serve. The agency, at all times will be directly involved in the visibility process, and will sign off on any visibility changes made.

3. Communication

a. The Local System Administrator will host regular User/Agency Administrator meetings for system users in the CoC(s) they serve. These meetings will cover important news on system changes, items of local interest within the CoC, and issues identified by the CoC's Local System Administrator.
b. The Local System Administrator will share any key news items of local impact, interest, or relevance to the users and Agency Administrators in the CoC they serve.

4. Training

a. The Local System Administrator will inform Agency Administrators and local users of required and recommended system trainings that are available through the NCHMIS training website.
b. The Local System Administrator will provide localized training to CoC users and agencies for issues or items of importance related to the local community. These may include local PIT/HIC training, guidance on local data cleanup, or specific guidance on proper workflow and system usage that are identified through an audit process.
c. The Local System Administrator will provide training for local users on initiatives identified and agreed upon between the Local System Administrator and the local CoC.

5. **HUD Projects and Activities** (Including LSA, PIT/HIC, HMIS APR, SPMs, HUD NOFA):

a. The Local System Administrator will work directly with CoC leadership to complete CoC wide HUD reporting activities such as the AHAR, PIT/HIC, System Performance Measures and the CoC HUD NOFA submission. The Local System Administrator will also assist the CoC with work surrounding state and local funding initiatives which require data from the HMIS.
b. The Local System Administrator will assist with completing the HMIS Annual Performance Report (APR) for the CoC they serve, if the CoC has a HUD-funded CoC HMIS grant.
c. The Local System Administrator will provide support/technical assistance for agencies completing the CoC APR within their CoC. This includes providing technical assistance

with problem solving data quality issues, reporting issues, etc.

6. Local CoC Reporting

a. The Local System Administrator is responsible for providing reports to the CoC. These include, but are not limited to:
   i. CoC wide demographics, performance outcomes, and data quality reports that are used for informational and evaluation purposes.
   ii. Final reports on submissions made to HUD for various HUD mandated activities such as the LSA, PIT/HIC, SPMs[xiv] and the HMIS APR.
   iii. General requests for data of interest to the local CoC.
   iv. Any additional reporting requirements initiated by HUD that are required of the local CoC.

b. The Local System Administrator will train local Agency Administrators and users on how to run reports at the agency level to monitor data quality and outcomes on a regular basis.

c. The Local System Administrator will be responsible for generating reports on activities and expenditures to the local CoC which he or she serves, as directed by the CoC.

7. CoC/Agency/Project Auditing and Monitoring

a. The Local System Administrator will work with the local CoC to establish local HMIS policies and procedures using this Policies and Procedures document as a frame. The Local System Administrator will work with local CoC leadership and Agency Leadership/Administrators to update this document as needed.

b. The Local System Administrator, collaborating with the Agency Administrators in the CoC which they serve, will audit agencies and projects to ensure compliance. Audit activities may include, but are not limited to:
   i. Ensuring the agency has all required contracts, agreements and policies in place for participation on the HMIS.
   ii. Verifying system users have completed all required training for system participation.
   iii. Ensuring provider pages are correctly setup per HUD Standards Guidance.
   iv. Ensuring agencies are following appropriate data entry protocol per the funding sources from which they receive funding.
   v. Monitoring implementation of privacy, to ensure client rights are being protected.
   vi. Regularly monitoring data quality, completeness and outcomes to ensure projects are maintaining a high level of compliance with HUD and CoC requirements.

(Note: Completion of these tasks are the responsibility of both the HMIS Lead (the Local System Administrator) and the agencies which participate on the system in the local CoC. The Local System Administrator can create a policy under which local agencies are responsible for monitoring themselves, and instruct them on application of that policy. The Local System Administrator can then assist

agencies with implementing the policy locally to ensure compliance. The HMIS Lead has released a series of tools to help local HMIS Leads with the process of developing compliance tools.)

VI. DATA QUALITY PLAN AND WORKFLOWS:

A. Provider Page Set-Up:

1. Provider Pages are appropriately named per the NC HMIS naming standards **Agency Name – Location (CoC Name) – Project Name – Project Funding Descriptors.**
   For example: The Salvation Army – Guilford CoC – Emergency Shelter Project – State ESG. Identification of funding stream is critical to completing required reporting to funding organization.
2. Operating Start Dates are appropriately entered on provider pages and reflect when the project began offering housing and/or services. If the project began operating before October 1, 2012 and the exact start date is not known, the start date may be estimated (set to a date prior to October 1, 2012)[xv]
3. Inactive Provider Pages must be properly identified with "XXX Closed" followed by the year of the last project exit >Provider Page Name. For example, XXXClosed2016. For a detailed description of closing inactive provider pages, see the MCAH Procedure for Closing Inactive HMIS Provider Pages.
   a. All clients in inactive/closed provider pages must be closed. Audit and clean-up of inactive pages includes closing all open services and incomes and exiting all unexited clients.
4. The primary provider contact information must be current and reflect where the services are being delivered.
5. HUD Data Standards must be fully completed on all provider pages:
   a. Operating start date is correctly set. If a project is still functioning, the end date is null. If the project has stopped operations, the end date reflects the date the project stopped offering services.
   b. CoC code must be correctly set. If a project stops functioning in the CoC, the appropriate end date must be added to the CoC Code Entry.
   c. Project type codes must be correctly set.
   d. Victim services code is correctly set.
   e. If a project is an Emergency Shelter, the Method for Tracking Emergency Shelter Utilization field must be correctly set. If a project is not an Emergency Shelter, this field should be left null or "-Select-."
   f. Geocodes must be set correctly.
   g. The Continuum Project field must be properly completed.
   h. If a project is HOPWA, RHY, PATH or SSVF, the Provider Grant Type must be correctly filled out.

i. Bed and Unit Inventories must be set for applicable residential projects. Bed and Unit Inventories for all projects should be reviewed at least annually, and updated as needed.
j. Federal Partner Funding Source values should be selected for projects funded by one of the Federal Partners. Federal Partner Funding Sources are to be updated at least annually. If a project is not funded by a Federal Partner Funding Source, the option selected should be "NA."
k. Assessments with the appropriate 3.917 Living Situation question must be assigned based on Program Type
    i. Emergency Shelter, Street Outreach or Safe Haven projects should use 3.917a assessment.
    ii. All other project types should use the 3.917b assessment.

B. Data Quality Plan:

1. Agencies must require documentation at intake of the homeless status of consumers according to the reporting and eligibility guidelines issued by HUD. The "order of priority" for obtaining evidence of homeless status are (1) third party documentation, (2) worker observations, and (3) certification from the person. Lack of third party documentation may not be used to refuse emergency shelter, outreach or domestic violence services. Local CoCs may designate the local coordinated assessment agencies to establish the homeless designation and maintain related documentation.
2. 100% of the clients must be entered into NC HMIS within 15 days of data collection. If the information is not entered on the same day it is collected, the agency must assure that the date associated with the information is the date on which the data was collected by:
    a. Entering data into the system using the Enter Data As function.
    b. Entering the project start/exit data including the UDEs on the Entry/Exit Tab of ServicePoint or
    c. Backdating the information into the system[8]
3. All staff are required to be trained on the definition of Homelessness.
    a. NC HMIS provides a homeless definition crosswalk and a 3.917 flowchart to support agency level training.
    b. There must be congruity between the NC HMIS case record responses, based on the applicable homeless definition. Elements to HUD Data Standard Element 3.917a or 3.917b must be properly completed.
4. The agency has a process to ensure the First and Last Names are spelled properly and that the DOB and Social Security numbers are accurate.
    a. Identification (ID) should be requested at intake to support proper spelling of the client's name, as well as, the recording of the DOB.
    b. If no ID is available, staff should request the legal spelling of the person's name. **Staff should not assume they know the spelling of the name.**

[8] Clarification of existing policy.

c. Projects that serve the chronic and higher risk populations are encouraged to use the scan card process within ServicePoint to improve un-duplication and to improve the efficiency of recording services.
d. Data for clients with significant privacy needs may be entered under the "unnamed record" feature of the system. However, while identifiers are not stored using this feature, great care should be taken in creating the unnamed algorithm by carefully entering the first and last name and the DOB. Names and ServicePoint ID number crosswalks (that are required to find the record again) must be maintained off-line in a secure location.

5. Income, non-cash benefits and health insurance information are being updated at least annually and at exit, or at the frequency specified by program requirements.[xvi]
   a. For Permanent Housing Projects, the Housing Move-In Date is completed on an update when the client moves into housing.[xvii]
   b. Annual Reviews will be completed in the 30 days prior to the anniversary of the client's entry into services.
   c. For PH projects with long stays, at the annual review, incomes that are over two years old must be updated by closing the existing income and entering a new income record (even if the income has not changed). This assures that the income has been confirmed and will pull properly into reports.
   d. For all other projects, any income(s) no longer available to the client should be closed on the day before intake (if data is shared from another provider), annual review and exit. If the income is over two years old, please follow the procedure defined above. [9]
6. Agencies must have an organized exit process that includes:
   a. Educating clients and staff on the importance of planning and communicating regarding discharge destination and outcomes. This must be evidenced through staff meeting minutes or other training logs and records.
   b. Discharge Destinations must be properly mapped to the HUD Destination Categories.
      i. NC HMIS provides a Destination Definition document to support proper completion of exits. All new staff must have training on this document.
      ii. Projects must have defined processes for collecting this information from as many households as possible.[10]
   c. There is a procedure for communicating exit information to the person responsible for data entry if not entering real time.
7. Agency Administrators/staff regularly run data quality reports.
   a. Report frequency should reflect the volume of data entered into the System. Frequency for funded projects will be governed by Grant Agreements, HUD reporting cycles, and local CoC Standards. However, higher volume projects such as shelters and services only

[9] Reflecting the 2015 data quality review of client income, staff are being asked to close any incomes that are more than two years old and to enter a new income with the income review process and to prevent the further accumulation of open old incomes to add closing of the income to the routine discharge processes.

[10] Data indicates that some providers have regressed in completing discharge destination in the last year and accurately completing this field is vitally important to success. Beyond data entry issues, projects must define processes that collect this information from as many households as possible.

projects must review and correct data at least monthly. Lower volume projects such as Transitional and Permanent Housing must run following all intakes and exits and quarterly to monitor the recording of services and other required data elements including annual updates of income and employment.[11]

b. The project start and exit dates should be recorded upon project start or exit of all participants. Project start dates should record the first day of service or initial contact with a client. Exit dates should record the last day of residence before the participant leaves the shelter/housing project or the last day a service was provided.

c. Data quality screening and correction activities must include the following:
   i. Missing or inaccurate information in Universal Data Element Fields.
   ii. The Relationship to Household assessment questions are completed.
   iii. The 3.917 Living Situation series of questions are completed.
   iv. The 3.16 Client Location question is completed
   v. The Domestic Violence questions are completed
   vi. HUD Verifications are completed on all Income, Non-Cash Benefits, Health Insurance and Disability sub-assessments.
   vii. The Housing Move-in-Date is completed for all Permanent Housing projects as appropriate.
   viii. All project specific data elements are completed as required by the various funding sources supporting the project.

d. Providers must audit unexited clients in the system by using the length of stay and unexited client data quality reports.

8. CoCs and Agencies are required to review Outcome Performance Reports/System Performance Measures reports defined by HUD and other funding organizations. Measures are based on Project Type. The CoC Lead Agency, in collaboration with the CoC Reports Committee or other designated CQI Committee, establishes local benchmark targets for performance improvement on shared measures.
9. Agencies are expected to participate in the CoC's Continuous Quality Improvement Plan. See CQI materials designed to support data quality through continuous quality improvement.

C. Workflow Requirements:

1. Provider Page Configuration settings must use the assessments that are appropriate for the funding stream.
2. Users performing data entry must use the latest copies of the workflow guidance documents.
3. If using paper, the intake data collection forms must align correctly with the workflow.
4. 100% of clients must be entered into the system no later than 15 days from the intake date.
5. Agencies must actively monitor project participation and client exits. Clients must be exited within 30 days of last contact, unless project guidelines specify otherwise.
6. All required project information must be collected.
   a. All HMIS participating agencies are required to enter at minimum the Universal Data Elements.

[11] Additional detail was added for low volume environments that are required to annually update income and employment.

b. Projects that serve clients over time are required to complete additional updates as defined by the funding stream. If the Agency is not reporting to a funding stream, they are encouraged to use the North Carolina Update forms that are consistent with their workflows.

VII. RESEARCH AND ELECTRONIC DATA EXCHANGES

A. Electronic Data Exchanges:

1. Agencies electing to either import data to or export data from the NC HMIS must assure:
    a. **Data Import** - The quality of the data being loaded onto the System meets all the data quality standards listed in this policy including timeliness, completeness, and accuracy. In all cases, the importing organization must be able to successfully generate all required reports including but not limited to the CoC APR, the ESG CAPER, or other required reports as specified by the funder.
    b. **Data Export -** Agencies exporting data from NC HMIS must certify the privacy and security rights promised participants on the HMIS are met on the destination system. If the destination system operates under less restrictive rules, the client must be fully informed and approve the transfer during the intake process. The agency must have the ability to restrict transfers to those clients that approve the exchange.
2. The North Carolina HMIS Governance Committee/MCAH or your local CoC may elect to participate in de-identified research data sets to support research and planning.
    a. De-identification will involve the masking or removal of all identifying or potential identifying information such as the name, Unique Client ID, SS#, DOB, address, agency name, and agency location.
    b. Geographic analysis will be restricted to prevent any data pools that are small enough to inadvertently identify a client by other characteristics or combination of characteristics.
    c. Projects used to match and/or remove identifying information will not allow a re-identification process to occur. If retention of identifying information is maintained by a "trusted party" to allow for updates of an otherwise de-identified data set, the organization/person charged with retaining that data set will certify that they meet medical/behavioral health security standards and that all identifiers are kept strictly confidential and separate from the de-identified data set.
    d. CoCs will be provided a description of each study being implemented. Agencies or CoCs may opt out of the study through a written notice to MCAH or the study owner.
3. The North Carolina HMIS Governance Committee/MCAH or your local CoC may elect to participate in identified research data sets to support research and planning.
    a. All identified research must be governed through an Institutional Research Board including requirements for client informed consent.
    b. CoCs will be provided a description of each study being implemented. Agencies may opt out of the study through a written notice to MCAH or the study owner.

APPENDIX A: DOCUMENT CHECKLIST FOR NC HMIS AGENCIES

All agencies that participate on the NC HMIS project are required to keep either a physical or electronic binder containing each of the following fully executed documents.

Contracts, Agreements, Policies and Procedures

- ❑ **Fully Executed MCAH Memorandum of Understanding: (**Only the HMIS and/or CoC Lead Agency is required to maintain this document.)
- ❑ **HMIS Policies and Procedures Document for the CoC:** (Only the HMIS and/or CoC Lead Agency are required to maintain this document. It must have been formally approved by the CoC as evidenced by CoC meeting minutes.)
- ❑ **Administrative QSOBAA:** Fully signed and executed
- ❑ **Participation Agreement:** Fully signed and executed
- ❑ **Sharing QSOBAAs:** (Only necessary if the agency has engaged in external sharing). Document should be fully signed and executed. If any changes have been made to a Sharing QSOBAA written documentation and approval of those changes by all parties must be included also.
- ❑ **Confidentiality Policy:** (As approved by Agency's Board of Directors)
- ❑ **Grievance Policy:** (As approved by Agency's Board of Directors)

NC HMIS User Documentation

- ❑ **User Agreement and Code of Ethics Document:** Fully initialed and signed. A User Agreement and Code of Ethics document must be on file for all users currently licensed on NC HMIS. It is recommended that the User Agreement and Code of Ethics documents for employees no longer at the agency be kept with their separated employee file
- ❑ **User Training Documentation/Certification:** Documentation of all NC HMIS trainings completed by active users are to be kept in the NC HMIS binder. These trainings must be certified by either MCAH, a certified MCAH trainer, other identified statewide trainers or CoC identified trainers for CoC initiatives. Evidence of training include training completion certificates, successfully passed training quizzes, training logs, etc.

Agency Privacy Documents

- ❑ **HUD Posted Public Notice:** HUD Public Notices should be posted in locations where clients are seen.
- ❑ **Agency Privacy Notice:** Agencies can adopt the sample MCAH Notice or customize the notice to address agency needs.
- ❑ **Agency Privacy Policy:** Agencies can adopt the sample MCAH Policy or customize the policy to address agency needs.
- ❑ **Current Agency Privacy Script:** Developed and approved by agency leadership. The policy should be based on a current version of the CoC or Agency Release of Information.

- ❑ **Current Agency Release of Information:** Must specify all sharing partners and the sharing outreach plan, as applicable.

APPENDIX B: End Notes of Key Changes for 2017

The following reflects changes to the 2017 NC HMIS Operating Policies and Procedures document

[i] Added definition for 2017

[ii] Added clarification around the term Coordinated Entry to this definition since both phrases are regularly used in North Carolina.

[iii] Added definition for 2017

[iv] Removed the word "interim" from the language

[v] Updated list of project types

[vi] Minor language modification

[vii] Added definition for 2017

[viii] Added definition for 2017

[ix] Added definition for 2017

[x] Added specific language and timetables defining the length of time for conducting an investigation and who is responsible for what elements.

[xi] Numbering was continued from the previous section to maintain sectional integrity.

[xii] Updated language from Internal Sharing to Internal Visibility throughout Article IIIB Section 10a which better describes the relationship of internal agency data.

[xiii] Section III.B.13.d was added to provide a baseline for By-Name Lists and Prioritization processes for CoCs, in implementing their Coordinated Entry Plans.

[xiv] Added to reflect the addition of System Performance Measures to the list of CoC required reports

[xv] Added to reflect changes to the 2017 HUD Data Standards.

[xvi] Added Health Insurance and Disabilities to items included on the update

[xvii] Added to reflect changes to the 2017 HUD Data Standards