Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:
 - Reviewing the FY 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.
 - Using the CoC Application Detailed Instructions while completing the application in e-snaps.
 - Answering all questions in the CoC application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing this keep in mind:

 - This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.
 - For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.
 - For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.
 - Some questions require the Collaborative Applicant to attach a document to receive credit. This will be identified in the question.
 - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

  For CoC Application Detailed Instructions click here.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: IL-509 - DeKalb City & County CoC

1A-2. Collaborative Applicant Name: The Housing Authority of the County of DeKalb

1A-3. CoC Designation: CA

1A-4. HMIS Lead: The Housing Authority of the County of DeKalb

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings.
Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board.
Only select "Not Applicable" if the organization or person does not exist in the CoC's geographic area.

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

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

IL509 consists of a network of social service providers, public and private entities representing a diverse group of organizations each with a unique perspective on addressing homelessness. IL509 is a standalone CoC operating in a rural area consisting of two main homeless service providers which are our Non-CoC Funded Victim Service Provider (Safe Passage) who brings the focus of domestic violence needs and our Emergency Homeless Shelter/ESG Recipient (Hope Haven) which provides perspective on chronically homeless families and individuals with high and low housing barriers. Our Public Housing Authority (The Housing Authority of the County of DeKalb) is the Lead Contact of the CoC and brings resources to help prevent and address homelessness by providing a CoC Waiting List Preference and sharing low-income housing data, serving as the HMIS lead contact to support technology needs. All three entities are part of the Executive Committee.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.
Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
DeKalb County Youth Services Bureau	No	Yes	Yes

1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area.
Then select "Yes" or "No" to indicate if each provider is a voting member

or sits on the CoC Board.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
Safe Passage	Yes	Yes

1B-2. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for new projects in 2016. (limit 1000 characters)

IL509 has a coordinated, all inclusive community process which fully utilizes electronic communication for the open invitation process via mass distribution of an annual schedule of meetings openly requesting community participation. Meetings are open to the public and held at the community outreach building. At minimum, annually a formal solicitation is disbursed for new project proposals. Proposals are reviewed and ranked for consideration. IL-509 seeks to find the optimal solution that supports HUD national goals and IL 509 local goals to end homelessness. This practice resulted in discontinuing our transitional housing for families in 2014 and reallocating to rapid re-housing for families. At each CoC meeting and committee meetings review of project data and evaluation of success measures force performance evaluation and continual review for the need of new projects.

1B-3. How often does the CoC invite new members to join the CoC through a publicly available invitation?   Quarterly

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Does the CoC coordinate with Federal, State, Local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC's geographic area.

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Not Applicable
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Not Applicable
Head Start Program	Yes
Housing and service programs funded through Federal, State and local government resources.	Yes

1C-2. The McKinney-Vento Act, requires CoC's to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program Interim rule at 24 CFR 578.7 (c) (4) requires the CoC to provide information required to complete the Con Plan(s) within the CoC's geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110 (b)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	2
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	1
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	1
How many of the Con Plan jurisdictions are also ESG recipients?	1
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1

1C-2a. Based on the responses provided in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

IL509 is a standalone County wide CoC that consists of 85% farmland. IL509 works with the City of DeKalb Planning Division and the County of DeKalb to complete a plan for preventing homelessness and the Consolidated Plan along with participating in the City's overall strategic planning. Public information sessions are held throughout the year. Information from these sessions is used to shape strategies and goals in the Plan that directly supports the CoC's strategies to end homelessness. During development of the Plan, 3-4 meetings will be held over several months, with weekly phone call and email correspondence on supporting data will transpire. The CoC works with the Consolidated Plan schedule, the PHA and its Annual Planning cycle ensuring all relevant entities and planning efforts are coordinated to eliminate repetition and maximize efficiency.

1C-2b. Based on the response in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities. (limit 1000 characters)

The only ESG recipient agency in our jurisdiction is a CoC Executive Committee member. ESG funds are received by Hope Haven Homeless Shelter which is the primary homeless service provider within the jurisdiction. ESG Monitoring is done on an ongoing basis and a routine part of all CoC program monitoring. While ESG funds are separate from CoC HUD funds, the monitoring of homeless persons/outcomes and data falls under the overall CoC umbrella. ESG Funds fill the gaps and compliment the issues not addressed by the CoC HUD funded projects that are focused on permanent supportive housing. Our ESG recipient, Hope Haven serves as an integral part of the CoC Executive Committee is instrumental in planning, operation and coordination of homeless services. ESG funds received are utilized in rapid re-housing, housing relocation and stabilization measures, emergency services and rental assistance.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)

IL509 has two main homeless shelters, one is a mainstream shelter the other is specific to DV. After client is privately assessed, and criticality and immediate needs are determined, space providing, the household can choose to stay with

the primary homeless shelter or transition to the DV shelter. IL509 DV service provider is a full functioning emergency shelter with specialized security protocols that focus on client safety. To further housing options and offer permanent housing solutions, the PHA provides DV participants with housing counseling assistance and preference on the Housing Choice Voucher and Public Housing Waiting List. DV service provider has after care programs which provide DV survivors choice of living coupled with safety and security options and the ability to continue with victim services.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC's geographic area. If there are more than 5 PHAs within the CoC's geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
The Housing Authority of the County of DeKalb	7.00%	Yes-Both

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

1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness.
(limit 1000 characters)

IL509 has three other subsidized housing complexes. One of them specialized in housing disabled individuals and the other two are not mission driven, privately owned for profit agencies. IL509 continues to reach out to them and invite them to participate with the CoC. One of the larger complexes is now under new ownership and we have begun the discussion of implementing a homeless preference.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Implemented communitywide plans:	X
No strategies have been implemented	☐
Other:(limit 1000 characters)	
	☐
	☐
	☐

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) of care within the CoC's geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

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

1D-2. Select the system(s) of care within the CoC's geographic area with which the CoC actively coordinates with to ensure institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

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

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons

discharged are not discharged into homelessness.
(limit 1000 characters)

Because our jurisdiction does not have publicly funded healthcare systems or mental health care providers, we are not under a state mandated discharge policy. Our health system is privately funded. Persons that have resided in a system of care for longer than 90 days are NOT routinely discharged in to homelessness. IL509 Jurisdiction is primarily rural farm land and resources are limited for after care. For instances where there are no other placement options, IL509 works with local service providers to find alternative solutions and resources to stave of homelessness. IL509 diligently continues to work with our youth service providers, our county jail and health care entities to exhaust all methods possible to avert discharging in to homelessness. When homelessness cannot be averted, the discharging entity works with Hope Haven to assist in returning the discharged person to permanent housing.

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

1E-1. Explain how the CoC's coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)

IL509 is a rural area with one homeless shelter and one DV shelter serving a county that is 85% farmland. All townships, cities, law enforcement and social service agencies work with IL509 providing volunteer outreach and prevention services. Coordinated Assessment is conducted at the shelter which has dedicated staff administering the Homeless Crisis Response System (HCRS). HCRS staff completes the assessment process which includes a SPDAT, evaluation of finances, physical and mental health, survey of benefits, etc., to form a plan, and determine housing barrier status. This determines client's ability to maintain housing through homeless prevention or admission to emergency shelter. If homelessness can be diverted through financial assistance or supportive services then that assistance is given immediately. If homelessness cannot be prevented, clients will be brought in to shelter. Upon shelter entry, clients are assigned a case manager and a plan of action is developed.

1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC's coordinated entry process. If there are other organizations or persons who participate but are not on this list,

enter the information in the blank text box, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participates in Ongoing Planning and Evaluation	Makes Referrals to the Coordinated Entry Process	Receives Referrals from the Coordinated Entry Process	Operates Access Point for Coordinated Entry Process	Participates in Case Conferencing	Does not Participate	Does not Exist
Local Government Staff/Officials	X	X		X	X		
CDBG/HOME/Entitlement Jurisdiction	X						
Law Enforcement	X	X		X	X		
Local Jail(s)	X	X					
Hospital(s)						X	
EMT/Crisis Response Team(s)	X	X					
Mental Health Service Organizations	X	X	X		X		
Substance Abuse Service Organizations	X	X	X		X		
Affordable Housing Developer(s)	X						
Public Housing Authorities	X	X			X		
Non-CoC Funded Youth Homeless Organizations	X						
School Administrators/Homeless Liaisons	X						
Non-CoC Funded Victim Service Organizations	X	X		X			
Street Outreach Team(s)	X	X		X	X		
Homeless or Formerly Homeless Persons	X						

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

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2016 CoC Program Competition complete the chart below regarding the CoC's review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2016 CoC Program Competition?	4

How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	0

How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2016 CoC Program Competition?	4

Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	X
% increases in income	X

Monitoring criteria:	
Utilization rates	X
Drawdown rates	X
Frequency or Amount of Funds Recaptured by HUD	X

Need for specialized population services:	

Youth	X
Victims of Domestic Violence	X
Families with Children	X
Persons Experiencing Chronic Homelessness	X
Veterans	X

None:	

1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority.
(limit 1000 characters)

When determining project application priority, IL509 focuses on permanent supportive housing for the chronically homeless. The CoC works to identify community service gaps in order to make an effective recommendation as to the use of funds. When gaps are identified or current target audiences are reconfirmed, and are factored in to the ranking. IL509 focuses on chronically homeless individuals and families, behavioral health challenges or disability; low or no income and veterans. Projects serving these target populations are given greater consideration. IL509 uses a housing first approach where there is no minimum income or sobriety requirement. Our Coordinated entry process will incorporate participant choice as much as possible within the unique project scopes and physical make up. The entry process includes all subpopulations, including people experiencing chronic homelessness, Veterans, families, youth and survivors of domestic violence.

1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. Evidence of the public posting must be attached.
(limit 750 characters)

12/28/2015 Email Notice, Annual Schedule Published; 1/27/2016 & 4/27/2016Full CoC Meeting for Project Discussions, Grant update and Renewals; 7/1/2016 Website updated with NOFA/Project data, New Proposal Submissions; 8/12/2016 Project Applications Due ; 8/24/2016 Meeting to Review Project Applications, Project Approve/Reject & Rank, Submission Approval; 8/24/2016 Notification to Project Applicants of Accept/Reject. Daily Chronicle (Shaw Media) and its free press The Midweek post CoC announcements/meetings for publication in the community events. IL509 utilizes electronic communication via extensive email distribution list and partners with local PHA to host a web page http://dekcohousing.com/find-housing/continuum-

of-care/

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC's full membership must be attached).   08/24/2016

1F-5. Did the CoC use the reallocation process in the FY 2016 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.)   No

1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)   08/24/2016

1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW?   Yes

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients.
(limit 1000 characters)

IL509 has implemented a monitoring tool administered by the Collaborative Applicant that is used monitor CoC Program recipients. A checklist consisting of performance factors such as utilization rates of beds, HMIS Data, draw down of funds, length of time homeless, destination upon program exit and participant income and mainstream benefits for each project. If the project demonstrates under performance then technical assistance or HUD guidance may be sought to help the project improve or a project manager meeting will be held for collaboration and support to cure any performance issues.

1G-2. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing?   Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have a Governance Charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the Charter itself or by reference to a separate document like an MOU/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, must also be attached to receive credit.

Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC's attached governance charter or attached MOU/MOA.

10-11

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application.

Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organization (CHOs)?

Yes

2A-4. What is the name of the HMIS software   Housing Works Inc.

used by the CoC (e.g., ABC Software)?

2A-5. What is the name of the HMIS software vendor (e.g., ABC Systems)? Housing Works Inc & Simtech

2B. Homeless Management Information System (HMIS) Funding Sources

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Select the HMIS implementation coverage area: Single CoC

* 2B-2. In the charts below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-2.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	$0
ESG	$0
CDBG	$0
HOME	$0
HOPWA	$0
Federal - HUD - Total Amount	$0

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	$0
Department of Health and Human Services	$0
Department of Labor	$0
Department of Agriculture	$0
Department of Veterans Affairs	$0
Other Federal	$0
Other Federal - Total Amount	$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding

City	$0
County	$12,500
State	$0
State and Local - Total Amount	$12,500

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	$0
Organization	$0
Private - Total Amount	$0

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	$0
Other - Total Amount	$0

2B-2.6 Total Budget for Operating Year	$12,500

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy): 04/11/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	79	25	54	100.00%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	15	15	0	0.00%
Rapid Re-Housing (RRH) beds	0	0	0	
Permanent Supportive Housing (PSH) beds	77	0	77	100.00%
Other Permanent Housing (OPH) beds	25	0	0	0.00%

**2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months.
(limit 1000 characters)**

For the OPH beds, those are PSH for HUD VASH. We are waiting on guidance for VASH HMIS data rules. PHA provides the subsidy, Hines VA provides the supportive services and has the HMIS data. VA submits HMIS data to HUD already.

2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

VA Grant per diem (VA GPD):	

VASH:	X
Faith-Based projects/Rescue mission:	
Youth focused projects:	
Voucher beds (non-permanent housing):	
HOPWA projects:	
Not Applicable:	

2C-4. How often does the CoC review or assess its HMIS bed coverage?   Quarterly

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" within the last 10 days of January 2016.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	0%	0%
3.2 Social Security Number	1%	5%
3.3 Date of birth	0%	0%
3.4 Race	0%	0%
3.5 Ethnicity	0%	0%
3.6 Gender	0%	0%
3.7 Veteran status	0%	0%
3.8 Disabling condition	0%	0%
3.9 Residence prior to project entry	0%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	0%
3.15 Relationship to Head of Household	0%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	0%	0%

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

CoC Annual Performance Report (APR):	X
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	X
Annual Homeless Assessment Report (AHAR) table shells:	X

None	☐

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 7

2D-4. How frequently does the CoC review data quality in the HMIS? Quarterly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both. Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

VA Supportive Services for Veteran Families (SSVF):	☐
VA Grant and Per Diem (GPD):	☐
Runaway and Homeless Youth (RHY):	☐
Projects for Assistance in Transition from Homelessness (PATH):	☐
	☐
None:	X

2D-6a. If any of the Federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the Federal partner program and the anticipated start date.
(limit 750 characters)

Generally, the above listed federal partners are not in our jurisdiction. We are working with Hines VA to rectify VASH data and HMIS submission. Hines VA is out of IL509 jurisdiction, however local PHA administers subsidy. We partner

with the Midwest Shelter for Homeless Veterans.

2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congressand the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy) 01/29/2016

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX: (mm/dd/yyyy) 04/11/2016

2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

Complete Census Count:	X
Random sample and extrapolation:	
Non-random sample and extrapolation:	

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

HMIS:	X
HMIS plus extrapolation:	
Interview of sheltered persons:	X
Sample of PIT interviews plus extrapolation:	

2F-3. Provide a brief description of your CoC's sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology.
(limit 1000 characters)

IL509 is a standalone CoC in a county of 85% farmland. We have one homeless shelter and one DV shelter that reside in our largest town within the county. With our limited size, performing the Sheltered PIT count is an easily

accomplished routine. We utilize our HMIS reports and with the shelters being
very manageable, have first hand confirmation data by shelter staff. Generally
no data is missing from our HMIS reports and if so, we have the ability to
verify/perform interviews for any missing data.

**2F-4. Describe any change in methodology from your sheltered PIT count
in 2015 to 2016, including any change in sampling or extrapolation
method, if applicable. Do not include information on changes to the
implementation of your sheltered PIT count methodology (e.g., enhanced
training or change in partners participating in the PIT count).
(limit 1000 characters)**

IL509 has not had any change in methodology to its sheltered PIT count. IL509
continues to work on communication, and data improvement for quality
reporting. As staff becomes more seasoned, techniques continue to improve.

2F-5. Did your CoC change its provider   No
coverage in the 2016 sheltered count?

**2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in
the 2016 sheltered count.
(limit 750 characters)**

Not Applicable.

2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

Training:	X
Follow-up:	X
HMIS:	X
Non-HMIS de-duplication techniques:	X

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g. change in sampling or extrapolation methods). (limit 1000 characters)

While no formal changes were implemented to our sheltered PIT, training continues to improve along with collective knowledge of the process. Improved training and communication among participations continues to refine the data collection quality.

2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/29/2016

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2016, or most recent count, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 04/11/2016

2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

Night of the count - complete census:	
Night of the count - known locations:	X
Night of the count - random sample:	
Service-based count:	X
HMIS:	

2I-2. Provide a brief descripton of your CoC's unsheltered PIT count methodology and describe why your CoC selected this unsheltered PIT count methodology.
(limit 1000 characters)

IL509 is a standalone CoC in a county of 85% farmland. We have one homeless shelter and one DV shelter that reside in our largest town within the county. With 85% of our jurisdiction being farmland, doing our unsheltered count is generally on-going monitoring (i.e., homelessness is very noticeable in less densely populated areas). Outside of DeKalb and within the smaller townships, law enforcement helps us greatly with unsheltered homeless as a whole, with both outreach and annual PIT. Performing a Night of the Count Census coupled with a service based count complement each other for a quality number, which historically has been very low.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015)

to 2016, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training or change in partners participating in the count).
(limit 1000 characters)

Not Applicable.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count?   Yes

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth.
(limit 1000 characters)

Not Applicable.

2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

Training:	X
"Blitz" count:	
Unique identifier:	
Survey questions:	
Enumerator observation:	X
None:	

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes in actual methodology (e.g. change in sampling or extrapolation method).
(limit 1000 characters)

IL509 continues to improve its unsheltered PIT count by better engagements of stakeholders. Our lead contact has become more versed in the process and continues to improve on communication, documentation and more and improved training. Specifically the outreach and engagement of our law enforcement has been critical to a quality count. Local Law enforcement agencies have increased officer awareness and participation in the PIT.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons
Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	101	81	-20
Emergency Shelter Total	85	62	-23
Safe Haven Total	0	0	0
Transitional Housing Total	14	15	1
Total Sheltered Count	99	77	-22
Total Unsheltered Count	2	4	2

3A-1b. Number of Sheltered Persons Homeless - HMIS.
Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	251
Emergency Shelter Total	218
Safe Haven Total	0
Transitional Housing Total	33

3A-2. Performance Measure: First Time Homeless.

Describe the CoC's efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors of becoming homeless.

(limit 1000 characters)

Staff evaluates household data for individuals and families seeking shelter. Staff evaluate clients risk factors of very low/no income, prior housing situation, teenage pregnancy, single motherhood, domestic violence, drug and/or alcohol use, need for emergency assistance programs, loss of employment or underemployed and food insecurity. Diversion is the first strategy to reduce first time homelessness. At intake households are assessed to determine homeless status which includes determining barriers and if a house hold can return to a prior residence or with family, friends or rapid re-housing. The goal is to prevent homelessness through intervention. The COC receives Homeless Prevention funds from the Illinois Department of Human Services for those at risk who need financial assistance to divert homelessness. Those individuals and families receive follow up so they can be provided assistance immediately to ensure they maintain permanent housing.

3A-3. Performance Measure: Length of Time Homeless.

Describe the CoC's efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.
(limit 1000 characters)

IL509 has very low to no unsheltered homeless. All sheltered homeless persons are evaluated for needs and housing barriers. Through HMIS data, length of time is monitored with a focus on the longest length of time in shelter. These persons are considered the hardest to house because of mental illness and/or addictions. IL509 housing first approach helps facilitate quicker response times to housing the highest need clients out of the shelter in to permanent supportive housing as soon as possible. PSH housing committee meets monthly to confirm and review client status and ensure efficient placement in to open units. IL509 has four supportive housing options which include 26 single apartments, 18 apartments that each house two residents, 12 Single Room Occupancy units and 10 Shelter Plus Care vouchers. We identify the level of housing barriers using a housing risk assessment tool.

* 3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

3A-4a. Exits to Permanent Housing Destinations:
Fill in the chart to indicate the extent to which projects exit program participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent

supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	43
Of the persons in the Universe above, how many of those exited to permanent destinations?	27
% Successful Exits	62.79%

3A-4b. Exit To or Retention Of Permanent Housing:
In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2014 and September 31, 2015.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	88
Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?	82
% Successful Retentions/Exits	93.18%

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness.
(limit 1000 characters)

(1) We provide continued case management, benefits assistance, life skills classes and mental health treatment to any individual or family at risk of homelessness or who were previously homeless, through our Life Skills Training Center which is open Monday through Friday. (2) We provide aftercare services, helping individuals and families set up a budget, understand their lease and teach the skills needed to maintain their housing. (3) Through our Homeless Prevention Program, we can provide financial assistance for individuals and families to maintain their permanent housing. This financial crisis is an indication that the individual or family is in need of further services. We will offer and explain all of the services in our continuum that could help them minimize their return to homelessness. Upon shelter entry, HMIS homeless history via the coordinated assessment when entering the shelter will indicate any spells of homelessness that occurred within the previous two years.

3A-6. Performance Measure: Job and Income Growth.
Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase program participants' cash income from employment and non-

employment non-cash sources.
(limit 1000 characters)

Employment income: Hope Haven works with Experience Works which subsidizes wages for individuals over 50 years old which eventually leads to employer paid work. Hope Haven works with the Workplace Innovation and Opportunity Act for "at risk" young adults to assist with furthering education or short term training programs for specific job skills identified as needed in the community, (i.e. welding, nurses aide). The Life Skills Program has several employment ready and employment search classes to facilitate securing employment. Non-employment sources: At intake, Hope Haven documents the benefits each resident is currently receiving. Assigned case managers assist client in applying for all identified eligible mainstream benefits. Hope Haven's Life Skills Training Center provides daily case management during the day, on a drop-in basis, to help the homeless, formerly homeless and at risk of homelessness.

3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.
(limit 1000 characters)

As a standalone continuum we have one major employment office that we partner with. It's the primary source that CoC participants are connected to on a regular basis. The Illinois WorkNet center is a significant CoC employment resource working with 100% of our CoC projects. Experience Works provides "On the Job" training programs with various job opportunities for residents over age 50. Illinois WorkNet has multiple training and employment services for CoC clients of all ages, especially young adults, and provides support and assistance for further education. Specific contact persons in each temporary employment agency lead clients to work opportunities. We coach clients how to have good work performance to lead from the temporary employment, to permanent employment with benefits. During our vocational training in our Life Skills Training Center, we teach the clients about good work ethics and how to maintain employment.

3A-7. What was the the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC's unsheltered PIT count?
(limit 1000 characters)

No geographic areas were excluded from the CoC's unsheltered PIT count.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)?   No

3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)? (limit 1000 characters)

Not Applicable.

3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached. (mm/dd/yyyy)   08/15/2016

3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data. (limit 1500 characters)

Not Applicable.

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

Objective 1: Ending Chronic Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing; 2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and
3. The highest needs for new and turnover units.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

		2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons		0	0	0
Sheltered Count of chronically homeless persons		0	0	0
Unsheltered Count of chronically homeless persons		0	0	0

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2016 compared to 2015.
(limit 1000 characters)

Because of the rural and unique nature of IL509, chronic homelessness is dealt with relatively swiftly resulting in net zero overall total effect in the community. Our primary case of homelessness is situational vs. Chronic. We have a 26 unit permanent supportive housing facility dedicated for the chronically homeless. In 2015 we added 12 additional chronically homeless beds combined with efficiently working with our PHA, when tenants are qualified for permanent subsidized housing in the Housing Choice Voucher Program or Public Housing Program, we actively turn the unit and place the next hardest to house chronically homeless person in the unit resulting in a very small chronically homeless population.

3B-1.2. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	38	38	0

3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count.
(limit 1000 characters)

In 2015 IL509 increased CoC Program funded PSH beds dedicated for the chronically homeless by 12. This was accomplished through the utilization of excess rental assistance funds. After its first year we reduced our unexpended rental assistance (Shelter Plus Care) by more than 90%. The CoC plans to work with community partners and the local PHA to increase permanent supportive housing units.

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status? Yes

3B-1.3a. If "Yes" was selected for question 3B-1.3, attach a copy of the CoC's written standards or other evidence that clearly shows the incorporation of the Orders of 1-2

Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.

3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017?   Yes

This question will not be scored.

3B-1.4a. If the response to question 3B-1.4 was "Yes" what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If "No" was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017? (limit 1000 characters)

IL509 strategies being deployed to end chronic homelessness by 2017 include our 2015 increase of 12 beds for the chronically homeless, hardest to house individuals. This addition increased our dedicated chronically homeless bed capacity by almost 50%. In 2014 across our continuum we officially adopted the housing first model, placing the highest SPDAT scoring clients as priority for permanent housing. In 2014, IL509 worked with our local PHA to adopt a Continuum of Care preference which prioritizes clients working with, or engaged in any CoC programming or services. Furthermore, our homeless service provider and mental health care agency will continue to work with clients placed in Public Housing or the Housing Choice Voucher Programs to help them maintain lease compliance and stay housed.

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

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

Vulnerability to victimization:	X
Number of previous homeless episodes:	X
Unsheltered homelessness:	X
Criminal History:	
Bad credit or rental history (including not having been a leaseholder):	
Head of household has mental/physical disabilities:	X
N/A:	

3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.
(limit 1000 characters)

IL509 maximizes CoC funds in unison with the ESG funds to rapidly rehouse families as quickly as possible. IL509 works with the local PHA and their preference for applicant families currently working with any CoC agency. We continue to utilize our coordinated assessment system and method of ranking clients as hardest to house and fully utilize the housing first approach. Our coordinated entry system will provide an assessment of the client, identifying immediate needs, remedy existing barriers and seek to place them in permanent housing options. Additionally, we will continue to improve our unit turnover time as our PSH units become available to maximize utilization and be ready to house a new tenants as quickly as possible.

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve families in the HIC:	3	3	0

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, gender or disability when entering shelter or housing? (check all strategies that apply)

CoC policies and procedures prohibit involuntary family separation:	X
There is a method for clients to alert CoC when involuntarily separated:	☐
CoC holds trainings on preventing involuntary family separation, at least once a year:	☐
	☐
	☐
None:	☐

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count, most recent year conducted)	2016	Difference

Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	11	10	-1
Sheltered Count of homeless households with children:	11	10	-1
Unsheltered Count of homeless households with children:	0	0	0

3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

IL509 did not experience a significant shift in total number of homeless households with children. IL 509 conducted a more effective PIT count of homeless individuals and families and continues to increase its outreach for prevention. Improved and additional staff training on the rapid rehousing program supports the overall number of homeless households.

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

Human trafficking and other forms of exploitation?	No
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.

Diversion from institutions and decriminalization of youth actions that stem from being trafficked:	X
Increase housing and service options for youth fleeing or attempting to flee trafficking:	☐
Specific sampling methodology for enumerating and characterizing local youth trafficking:	☐
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	☐
Community awareness training concerning youth trafficking:	☐
	☐

N/A:	☐

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

Vulnerability to victimization:	X
Length of time homeless:	X
Unsheltered homelessness:	X
Lack of access to family and community support networks:	☐
	☐
	☐
N/A:	☐

3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2105)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	0	0	0

3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2015 is lower than FY 2014 explain why.
(limit 1000 characters)

IL509 systems did not have any families or individuals that could be categorized as unaccompanied youth and children.

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	$14,620.00	$15,627.12	$1,007.12
CoC Program funding for youth homelessness dedicated projects:	$0.00	$0.00	$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	$14,620.00	$15,627.12	$1,007.12

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	4
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	0
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	2

3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts.
(limit 1000 characters)

IL509 consists of multiple agencies targeted at serving the youth. Youth partners include The Illinois Department of Children and Family Services, the Youth Services Bureau, The Family Services Agency, the DeKalb County Regional Office of Education, The DeKalb County Court Services and Public School District 428 & 427. Agencies that serve the youth population hold various meetings several times throughout the year to discuss issues faced by the county's youth. A long-term alternative placement task force was created to specifically determine youth housing needs. Placement options include short-term foster home that houses up to five court involved youth with one foster family providing constant supervision and partner parent homes where housing is provided to individual youth with three levels of service depending on length and depth of need. Short term placement is also available through a local youth service provider runaway/lockout crisis intervention program.

3B-2.11. How does the CoC make sure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow.
(limit 2000 characters)

In 2011 IL509 adopted an Education Policy that supports efforts to coordinate the sixteen required educational services to homeless children and families as provided for in the McKinney-Vento Homeless Assistance Act. In conjunction with this policy our Emergency Shelters work with our direct youth service providers, juvenile justice and school district homeless liaisons to ensure all parties are supporting and actively upholding the policy. When families or individuals are in housing crisis, whether it be through our prevention team or emergency shelter coordinators participants are informed and thus supplied with the services necessary to uphold our education policy. Some of the items included in the policy includes Supplemental education services, such as tutoring and other academic enrichment programs, Expedited evaluations for various services, Professional development activities for educators and pupil services personnel working with homeless students, Health referral services, Defraying the excess cost of transportation in order to enable students to attend the school of origin and Early childhood education programs for pre-school-aged homeless children, Services and assistance to attract, engage, and retain homeless children and youth and unaccompanied youth in public school programs.

3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?
(limit 1000 characters)

Not Applicable

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

Objective 3: Ending Veterans Homelessness

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	1	2	1
Sheltered count of homeless veterans:	1	2	1
Unsheltered count of homeless veterans:	0	0	0

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count.
(limit 1000 characters)

2015 was a lower sheltered count for homeless veterans due to less homeless veterans overall. The VASH program was 100% utilized at the time. With increased coordination between the emergency shelter, the PHA and Hines VA for veteran services we continue to focus on expedient permanent housing solutions for our veterans. IL509 is also working with Midwest Shelter for Homeless Veterans to increase our veteran homeless services. The Functional Zero declaration for veteran homelessness application is in process. Our homeless veteran population is historically very low. We have a local VA that works to prevent homelessness and coordinate resources for non-homeless or at risk of homeless veterans. IL509's local PHA has a HUD-VASH program that is continually 100% utilized.

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veterean's Affairs services and housing to appropriate reources such as HUD-VASH and SSVF.
(limit 1000 characters)

Veterans are identified by outreach or intake workers at programs that serve the homeless or at-risk individuals and families within the County. Staff is trained to reach out to the VA liaisons to begin contact with veteran benefits. The local Veterans Commission is instrumental in CoC operation and planning and works directly with Hope Haven to serve veterans in shelter. The CoC actively works with the Hines Veterans Administration and Midwest Shelter for Homeless Veterans, seeking clients and partnering for supportive services for the 25 VASH vouchers, and services offered to and utilized by veterans in IL509 jurisdiction.

3B-3.3. Compare the total number of homeless Veterans in the CoC and the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	0	2	0.00%
Unsheltered Count of homeless veterans:	0	0	0.00%

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.   Yes

This question will not be scored.

3B-3.4a. If "Yes", what are the strategies being used to maximize your current resources to meet this goal? If "No" what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2016?
(limit 1000 characters)

The local Veterans Commission, the homeless shelter, the PHA, Hines VA and Midwest Shelter for Homeless Veterans are instrumental in CoC operation, planning and work together to serve veterans at risk of homelessness or in shelter. The CoC actively works with the Hines Veterans Administration seeking clients and partnering for supportive services offered to and utilized by veterans in IL509 jurisdiction. IL509's local PHA has a HUD-VASH program that 100% utilized.

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and program changes that can affect homeless clients?   Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	4
Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, "Yes" is selected for Questions 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	4
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	100%

4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits.
(limit 1000 characters)

DeKalb County Health Department - A public entity that provides all educational materials and support as necessary for clients to successfully enroll and understand the options and benefits available to them. DCHD has website support and will facilitate 1 on 1 meetings as needed.
DeKalb County Community Action Department - A public entity specializing in family self sufficiency activities for families at poverty level. Active in homeless prevention, this group connects families with mainstream benefit enrollment information and 1 on 1 help with applications and proper benefit use.

4A-4. What are the primary ways the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available to them?

Educational materials:	X
In-Person Trainings:	X
Transportation to medical appointments:	X
Not Applicable or None:	

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH), and SSO (non-Coordinated Entry) projects in the CoC are low barrier?

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	4
Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2016 competition:	4
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	100%

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	4
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	4
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	100%

4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC's geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

Direct outreach and marketing:	X

Use of phone or internet-based services like 211:	☐
Marketing in languages commonly spoken in the community:	X
Making physical and virtual locations accessible to those with disabilities:	X
	☐
	☐
	☐
Not applicable:	☐

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	3	3	0

4B-5. Are any new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction?   No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD's implementing rules at 24 CFR part 135?
(limit 1000 characters)

 Not Applicable

4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes?   No

4B-7a. If "Yes", to question 4B-7, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons

defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 2500 characters)

Not Applicable

4B-8. Has the project been affected by a major disaster, as declared by the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistanct Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 CoC Program Competition?   No

4B-8a. If "Yes" in Question 4B-8, describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)

Not Applicable

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD since the submission of the FY 2015 application? This response does not affect the scoring of this application.   No

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

CoC Governance:	
CoC Systems Performance Measurement:	
Coordinated Entry:	
Data reporting and data analysis:	
HMIS:	

Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	☐
Maximizing the use of mainstream resources:	☐
Retooling transitional housing:	☐
Rapid re-housing:	☐
Under-performing program recipient, subrecipient or project:	☐
	☐
Not applicable:	X

4B-9b. Indicate the type(s) of Technical Aassistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance

4C. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	CoC Acceptance-Re...	08/26/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	Ranking & Review ...	09/02/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	1F-3 Web Notice -...	08/12/2016
05. CoCs Process for Reallocating	Yes	Reallocation Process	08/26/2016
06. CoC's Governance Charter	Yes	2A-1 Governance A...	08/11/2016
07. HMIS Policy and Procedures Manual	Yes	HMIS Polices & Pr...	08/11/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	1C-4 PHA Admin Pl...	08/11/2016
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No		
11. CoC Written Standards for Order of Priority	No	3B-1.3 Orders of ...	08/12/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	HDX System Perfor...	08/26/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: CoC Acceptance-Rejection Notice

Attachment Details

Document Description:

Attachment Details

Document Description: Ranking & Review Procedure

Attachment Details

Document Description: 1F-3 Web Notice - http___dekcohousing

Attachment Details

Document Description: Reallocation Process

Attachment Details

Document Description: 2A-1 Governance Agreement IL509

Attachment Details

Document Description: HMIS Polices & Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: 1C-4 PHA Admin Plan Page & Pref

Attachment Details

Document Description:

Attachment Details

Document Description: 3B-1.3 Orders of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: HDX System Performance Measures

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	08/11/2016
1B. CoC Engagement	08/11/2016
1C. Coordination	09/02/2016

1D. CoC Discharge Planning	08/11/2016
1E. Coordinated Assessment	08/11/2016
1F. Project Review	09/02/2016
1G. Addressing Project Capacity	08/11/2016
2A. HMIS Implementation	08/11/2016
2B. HMIS Funding Sources	08/11/2016
2C. HMIS Beds	08/11/2016
2D. HMIS Data Quality	08/11/2016
2E. Sheltered PIT	08/11/2016
2F. Sheltered Data - Methods	08/11/2016
2G. Sheltered Data - Quality	08/11/2016
2H. Unsheltered PIT	08/11/2016
2I. Unsheltered Data - Methods	08/11/2016
2J. Unsheltered Data - Quality	08/11/2016
3A. System Performance	09/02/2016
3B. Objective 1	08/11/2016
3B. Objective 2	08/11/2016
3B. Objective 3	08/11/2016
4A. Benefits	08/11/2016
4B. Additional Policies	08/11/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required

From: Shelly Perkins
To: Carol J. Herrington; Lesly Wicks
Cc: Shelly Perkins
Subject: 2016 CoC Project Application Acceptance
Date: Wednesday, August 24, 2016 3:29:19 PM

Hello IL509 CoC Project Applicants –

Projects have been received, per the grant I have to officially notify all project applicants if their projects were rejected/accepted and it must be a minimum of 15 days before the submission of the grant.

As previously discussed and voted on at the August 24, 2016 CoC meeting your projects renewals have been accepted. There is no planned re-allocation.

Michelle M. Perkins

Executive Director
DeKalb County Housing Authority
Lead Contact - DeKalb County Continuum of Care
310 N 6th Street
DeKalb IL, 60115
815.758.2692 x. 124
815.739.3917 Cell
http://www.dekcohousing.com

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Continuum of Care

What is a Continuum of Care?

The CoC Program is designed to assist individuals and families experiencing homelessness and to provide the services needed to help such individuals move into transitional and permanent housing, with the goal of long-term stability. More broadly, the program is designed to promote community-wide planning and strategic use of resources to address homelessness; improve coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; improve data collection and performance measurement; and allow each community to tailor its program to the particular strengths and challenges within that community.

"The DeKalb County Continuum of Care seeks to break the cycle of homelessness in DeKalb County by assisting homeless individuals and families to move into permanent housing and become self-sufficient."

Each year, HUD awards CoC Program funding competitively to nonprofit organizations, States, and/or units of general purpose local governments, collectively known as **recipients**. In turn, recipients may contract or subgrant with other organizations or government entities, known as **subrecipients**, to carry out the grant's day-to-day program operations.

The DeKalb County Continuum of Care IL509 meets on a quarterly basis. Partners of the Continuum come together to discuss the jurisdictional needs of the homeless persons within our County. Meetings are open to the public. For information and updates on the DeKalb County Continuum, monitor this webpage or email sperkins@dekcohousing.com.

Are you or someone you know in need of Continuum Resources?

- I am homeless, I don't have any money and I need to get a bus ticket to another city.
- I am behind on my rent and my landlord is going to evict me.
- My utilities have been shut off or will be shut off and my landloard is going to evict me.
- I have a job, but no place to live or get mail.
- I have a job, but I am afraid I am going to lose it because my car broke down and now I can't get to work.
- I am not homeless, yet, but I'm barely making it. Where can I get services to help me keep my housing?
- I am homeless and don't have an address and therefore, I am not able to get services from certain organizations that require you to be a resident of that county.

If you or someone you know could benefit from the Continuum of Care Program, please contact Ben Gordon Center, Hope Haven, or Community Support Program.

2016 CoC Information

- Continuum of Care HUD Program Grant Competition for FY2016 is open.
  - August 24 2016 Agenda for the CoC meeting.
  - All Project Applications submitted for the 2016 competition *were accepted* for renewal with no rejections.
  - 2016 Project Rankings
  - 2016 Consolidated Application for the CoC HUD Program Grant Competition is due **September 14, 2016.**
- April 27, 2016 Meeting Agenda & Information
- Point In Time Count Data
- 1/27/2016 Meeting Agenda & Information
- 2016 TENTATIVE Schedule

2015 CoC Homeless Assistance Grant

- CoC Collaborative Application
- 2015 Project Ranking
  - SPC Rental Assistance
  - Dresser Court Permanent Housing Project
  - Rapid Re-Housing For Families
  - DCHA Permanent Housing Bonus
  - Housing First

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Phone: (815) 758-2692
Fax: (815) 758-4190

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310 N 6th Street, DeKalb, IL 60115

Hours:
Open Monday through Friday: 8:30am to 4:30pm

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Continuum of Care Prioritization and Ranking <u>Procedure</u>
New & Renewal

1. To be eligible for prioritizing and ranking, all projects – new and renewal – must pass all facets of the application rating and review procedure including:
   a. All projects must meet all HUD eligibility criteria
   b. All projects must be HEARTH & CoC regulation compliant
   c. All projects must meet the application deadlines, as set by the DeKalb County Continuum of Care to End Homelessness
   d. All projects must meet criteria outlined in the current NOFA as designated by the competition year
2. As determined by the NOFA, a CoC Planning project will not be included in the ranking. CoC planning funds will not detract from direct service funds.
3. Ranking within tiers will be driven by scores from the DeKalb County Continuum of Care evaluation tool and project performance. The CoC will also consider which projects will be most competitive in the CoC funding process based on HUD's HEARTH Act measures and HUD's policy priorities as outlined in the NOFA.
4. The evaluation tool emphasizes projects that promote the HEARTH Act goals of ending homelessness and HUD's policy priorities as outlined in the NOFA. Measures that reflect HUD's expectations regarding project performance review, as outlined in the NOFA, are considered. Annual Performance Reports are used to measure project outcomes and performance.
   a. Housing Stability
   b. Increasing or Maintaining Income
   c. Length of Stay
   d. Access to and enrollment in mainstream benefits
   e. Housing First model of service and housing delivery
   f. The extent to which the project serves sub-populations
   g. Cost effectiveness
   h. Severity of Service needs of clients served during program year
   i. Utilization Rates
5. All **new** project applications for new or bonus permanent housing dollars (PSH & RRH) will be evaluated by the CoC. The CoC will determine whether or not new project applications for bonus dollars will be included in DeKalb County's full CoC application to HUD. All project applicants will be notified on or before 15 days before the grant submission date of whether their proposed new project will be included.
6. New project applications for permanent housing bonus dollars will be most competitive if they align with HUD policy priorities, demonstrate the organizational capacity to administer federal grant funds, are able to serve households or individuals effectively, demonstrate a clear understanding of best practices in the delivery of the program model (RRH or PSH), and adopt a housing first model of service delivery.

7. All new or bonus permanent housing projects will be ranked competitively with renewal projects to ensure the most effective use of CoC resources allocated to DeKalb County
8. Projects required by HEARTH & the CoC regulation will be ranked in Tier 1 because the primary funding source for these projects is HUD CoC funding.
9. IL509 performs its own evaluation of renewal and new projects through two simultaneous processes. These processes are established by the Continuum and managed by the Collaborative Applicant.

RENEWAL PROJECTS

For renewal projects during the annual competition, agencies complete and submit the **Project Proposal Form for RENWALS**, which is a tool used to evaluate each program. Evaluation instruments are then reviewed to ensure the project is operating in compliance with HUD and local standards. In general, renewal projects are considered eligible for application renewal submission unless otherwise noted (i.e., no new projects or reallocation).

During the program year on a quarterly basis the Collaborative Applicant will use the Project Evaluation tool to present data to the CoC for review. CoC will evaluate performance and consider if REALLOCATION is necessary.

NEW PROJECTS

For new projects, agencies complete the **Project Proposal Form – NEW**. The Collaborative Applicant will certify the new projects if the project meets eligibility standards (as established by HUD) as a new project. New projects should address:

a. Need in the community addressed by the project
b. Overall quality of the application
c. Number of homeless persons the project will serve
d. Range and depth of the services that will be provided to them
e. Fidelity to a housing first approach
f. Commitment to the CoC's Coordinated System
g. Whether the project addresses one of the following target populations; chronic, veteran, fleeing domestic violence, unaccompanied youth or families.
h. If PSH, commitment to serving those with the longest time homeless and greatest barriers
i. Capacity of organization to implement and operate new program
j. Demonstrated experience of the organization in successfully implementing similar projects
k. Amount of match and leveraging resources that will be brought to the project aside from HUD funding

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Continuum of Care

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- My utilities have been shut off or will be shut off and my landloard is going to evict me.
- I have a job, but no place to live or get mail.
- I have a job, but I am afraid I am going to lose it because my car broke down and now I can't get to work.
- I am not homeless, yet, but I'm barely making it. Where can I get services to help me keep my housing?
- I am homeless and don't have an address and therefore, I am not able to get services from certain organizations that require you to be a resident of that county.

If you or someone you know could benefit from the Continuum of Care Program, please contact Ben Gordon Center, Hope Haven, or Community Support Program.

2016 CoC Information

- Our County will move forward with the process of declaring "Functional Zero" for Veteran Homelessness.
- Performance Standards (produced from the HMIS software) are now required to be submitted via HUDHDX by **August 1, 2016**.
- Continuum of Care HUD Program Grant Competition for FY2016 is open.
  - No new monies are available through this competition.
  - Applications for NEW project consideration (reallocate funds from a current project) may be submitted no later than **August 1, 2016**. Please use this Project Proposal Form.
  - Renewal Project Applications are due in eSnaps by **August 12, 2016.**
  - Project Application Accept/Reject Notification will be no later than **August 29, 2016.**
  - CoC Consolidated Application for the CoC HUD Program Grant Competition is due **September 14, 2016.**

- April 27, 2016 Meeting Agenda & Information
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IL509 Continuum of Care
Reallocation Process

Under the HEARTH Act, HUD allows Continuums of Care 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. Annually for each NOFA, HUD will stipulate what type of projects CAN be funded (i.e., PSH for Chronically homeless or RRH for families/individuals coming from streets or shelters) if it meets all of HUD's threshold requirements.

The DeKalb County Continuum of Care will reallocate funds as needed to more effectively confront homelessness and help households achieve stable housing and improve CoC performance. CoC funds may be reallocated either by a voluntary process or by a competitive system process.

Competitive Reallocation

The annual NOFA will be considered an annual competition with no promise of continual funding. If a project is deemed to be low performing by scoring poorly in the project scoring process and or having unsatisfactory project performance outcomes, the CoC Lead Agency and Ranking Committee and the CoC reserves the right to reallocate funding and make it available through a competitive process.

As part of the annual process for renewal projects, applicants are required to supply information so that the CoC Lead Agency can determine if each renewal project will meet the minimum threshold requirements. If the CoC Lead Agency determines that the renewal project does not meet the minimum threshold requirements, the Ranking Committee will determine whether or not funds should be released for a competitive reallocation process:

1. Due to timing constraints involved in grant applications, voting may be handled via conference call, email or website communication.
2. Any member of the Ranking Committee or CoC receiving funding through the CoC programs shall recues him or herself from the deliberation process.
3. The CoC Lead Agency and Ranking 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. All Ranking Committee and CoC deliberations will be documented in meeting minutes.
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 be allocated said funds.

Voluntary Reallocation

CoC grantees are able to voluntarily reallocate CoC funded renewal funds to create new projects. For grantees that want to voluntarily reallocate funding, they must do so in accordance with the timeline set by the CoC Lead Agency in that year's application process and complete a "New Project Proposal".

The CoC Ranking committee will review the applications and make determinations regarding the acceptance and ranking of the proposed project. If the new project meets HUD's funding priorities, local needs and is an eligible reallocation project type under the NOFA, the applicant will be given the opportunity to be considered under the scoring mechanisms for the new project.

If the new project does not meet HUDs priorities or local needs or is an ineligible project type or does not request the full grant amount awarded to the existing project, the funds either total or in part not covered by the request will be available for other eligible projects under the CoC process.

GOVERNANCE AGREEMENT
Version Date: 4/26/2011

NOTE: In the following pages, a blue dot ● indicates a document that needs to be:

1) Downloaded;

2) distributed to appropriate parties;

3) completed and signed; and

4) re-collected

HUD: Reason for Needing a Governance Agreement

[The next two paragraphs are a paraphrase of text from a slide show presented at the Atlanta 2008 conference:]

*"There are many different roles involved in operating an effective HMIS. Roles and responsibilities are different for the following entities. The **TERMS** section on the next page defines who handles what role. HUD has witnessed many difficult situations over the past few years when governance responsibilities were not clearly articulated and agreed upon. A Governance model is needed to support the complexity of operating an interagency information system over time.*

For the most part, the model listed here reflects common practice around the country. This governance model calls for each CoC to designate an HMIS Lead Agency to operate its HMIS, though the CoC is still fundamentally accountable to HUD for the HMIS."

Components of the Governance Agreement

Create a common structure for all CoCs, based on . . .

- o A power structure, which includes the HMIS vendor.
- o A description of roles and responsibilities within that structure.
- o HUD's desire to create a common language (terms).
- o The vendor's proposed schedule of the various HMIS tasks (to prevent surprises)

Minimize the drama of the data training / data quality process.

- o Setting up a Data Quality Committee.
- o Setting up a Data Quality Plan.
- o Standardizing Training and Other Processes (like security) to raise the daily quality of work.

Create a roadmap (and guides) to the various reports and reporting websites.

Provide structure to handle scheduled and unscheduled changes.

Terms used in the Governance Agreement

- **HMIS stages**
  - Training
  - Data Collection (intake, exit, and annual assessments) performed by direct service staff
  - Data Entry (performed by direct service staff or designated staff
  - Data Quality Checks and Clean up (performed by Point Persons and the System Administrator (Sys Admin)
  - Data Reporting (performed by agency executives, Point Persons, or the Sys Admin.

- **CoC -** A CoC is comprised of homeless programs, some of which may contribute data to the HMIS and some that may not yet. The CoC should coordinate with homeless programs on local planning and funding decisions independent of the HMIS. *One goal of the CoC is to encourage all homeless programs to eventually participate in the HMIS.*

- **HMIS Lead Organization -** Organization designated by a CoC to operate the CoC's HMIS. Among other things, it handles the oversight of data entry, the organization of material for the NOFA, and invoices from the HMIS vendor. It is recommended that this work receive remuneration, in recognition of its crucial role in keeping the HMIS initiative moving.

- **System Administrator** –Someone in the CoC whose role is to organize and enforce the practices and policies of the CoC. Historically HousingWorks staff have taken on some of this role for most of its clients

- **PPI** - Protected Personal Information (i.e. Personal data about clients.

- **Contributory HMIS Organizations (CHO)**

  Contributory Homeless Assistance Programs - Any program operated by a CHO that contributes Protected Personal Information (PPI) or other client-level data to an HMIS.

  Contributory Non-Homeless Assistance Programs - Non-Contributory Homeless Assistance Programs – Any program that does not contribute PPI or other client-level to an HMIS.

- **End Users (Program Staff)** - An employee, volunteer, or other person affiliated with a CHO who uses or enters data in the HMIS or other administrative database from which data are periodically uploaded to the HMIS

- **HMIS Participation Agreements** - A signed *Memo of Understanding* - or a contract - with agencies and programs in the CoC that have a mandate or option to supply PPI data to the CoC. The CoC can have separate agreements or one long one covering all topics. See sample *HMIS Participation Agreements* in Appendix.

- **HMIS Vendor** - A contractor who provides HMIS software and/or support services for the operation of a CoC's HMIS.

- **Homeless Program Descriptors** - The administrative data for each and every service program in the CoC including address, inventory, contact names, etc. etc. HUD requires the HMIS Lead Agency to enter *Homeless Program Descriptors* even for those programs that don't receive HUD funding, as well as for Domestic Violence programs, (even though they are not allowed to merge their PPI with the CoC's HMIS system).

- **Reporting Requirements**

  For Homeless Assistance programs, these may include Annual Performance Reports, AHARs, IDIS (ESG), the "homeless pulse' report, and other reports HUD may deem fit.

  For HPRP programs, these may include the above reports PLUS the APR, QPR, and IPR.

State-required reports: In addition, some CoCs may receive state funding for some programs and so have additional reporting responsibilities, or 'data sharing' responsibilities, whereby an agency or set of programs must provide data to a central warehouse of data for that state. This data sharing can be anonymous or name-identified, depending on what state is setting up the requirements.

- **Unduplicated Accounting of Homelessness** - Measure of extent and nature of homelessness, utilization of homeless programs over time, and effectiveness of homelessness programs.

Major Players in the CoC

➢ *CHOs*

Agencies who contribute HMIS data to the CoC, as a requirement of funding, or as a voluntary effort.

➢ *Lead Agency*

Through a *Governance Agreement,* the *CoC* and the CHOS identify an *HMIS Lead Agency*.

➢ *System Administrator – working in or for the lead agency*

An administrator, enforcer, and overseer. Historically, some vendors take on some of these responsibilites.

➢ *Point Persons within an CHO, or even a Type of Program (ES, TH)*

Particularly gifted or committed persons who interface between the HMIS data entrant and the vendor. They often comprise the Data Quality Committee for a CoC.

➢ *Data Quality Committee*

Usually a volunteer group of users who work to set policies about data collectiion and data entry. Ideally, this committee is comprised of the Point Persons who oversee the individual data entry staff in the CoC's programs

➢ *HMIS vendor*

A single software provider contractually responsible to provide a working HMIS system that warehouses all the client and inventory data for a single CoC.

➢ *HUD Technical Advisors and Evaluators*

There are two types:
persons paid by HUD or other body to serve as consultants if you request one.
persons who evaluate your work whether you like it or not.

HUD says (this is a paraphrase): "The *CoC* and HMIS Lead Agency must work to attempt to secure participation from *non-contributory homeless assistance programs*; further, all *homeless assistance programs* are <u>required</u> to enter, submit, or have entered on their behalf the homeless program descriptors to ensure that the CoC's inventory of homeless programs is comprehensive. CoCs may wish to design specific enticements to gain the participation of agencies and programs that voluntarily supply data to the HMIS system. These enticements may include 'the benefits of gaining reports that improve the chances that grants from other funders will be successful.

HUD version: Governance Responsibilities for each CoC as a Group

The Continuum of Care, as a group, or through a special committee, is responsible for handling the following tasks:

1. Performs HMIS Oversight
   • The CoC does appropriate oversight to ensure compliance with HMIS Standards.

2. Designates an HMIS *Lead Agency*
   • Documented by formal resolution of CoC governing body.
   • The CoC may designate itself or a CHO as *HMIS Lead Agency*, but HMIS roles must be distinct, and defined in writing.

3. Executes an HMIS *Governance Agreement*
   • The Governance Agreement must be a written agreement between the CoC lead with the HMIS Lead Agency, specifying functions and responsibilities of the HMIS Lead Agency. These include:
   • Oversight and handling of billing by a central agency, the HMIS Lead Agent)
   • Defined responsibilities for management of HMIS
   • Defined rights, obligations, timeliness, and transition procedures for the HMIS vendor in the event that the agreement is terminated. This can be as simple as a statement to the effect: *"Upon request, the HMIS vendor will surrender all client data, and erase it from its own servers. Upon request, the HMIS vendor will transfer the data to a replacement vendor in a format agreed upon by all parties, including the CoC. The current HMIS vendor confirms in a signed statement that it is in compliance with all HMIS requirements."*
   • Update or renew the Vendor Agreement, the Program Descriptor data, the Affirmations Checklists, the Privacy Documents and other items on at least an annual basis.
   • Distribute and collect *HMIS Participation Agreements* from all CHOs.

4. Chooses a single HMIS Software Vendor.
   • *Only one system can be the HMIS*. The CoC designates one system to be used by CoC for unduplicated accounting of homelessness.
   • *A CoC may include data from multiple systems*. CoC may include data from multiple community and/or agency information systems with PPI about persons who are homeless (e.g., the central HMIS can be a systems integration software or a data warehouse). This data must be warehoused in a central location at least _quarterly_, so that reports can be run in a timely fashion.
   • The *HMIS lead agency* leads the process to select software. The CoC approves and may change software if needs or requirements are not met.

HUD version: Governance Responsibilities for the Lead Agency

The Lead Agency and a designated Sys Admin is responsible for handling the following tasks:

1. Develop local HMIS policies and procedures - the *MOU* or *HMIS Participation Agreements need to be flexible enough to deal with all outcomes.*
    1. CHOs participate in HMIS differently and have different expectations for levels of HMIS access, client protections, security, privacy, management, etc.
    2. Strive for consistency where possible: Does your community collect, manage, and report on client data in the <u>same</u> way for <u>all</u> programs?
    3. Set up local HMIS Policies and Procedures that include:
        1. Data Quality Plan – It is the responsibility of the vendor to supply a draft document as a template.
        2. Security Plan – It is the responsibility of the vendor to supply a draft document or checklist as a template.
        3. Privacy Policy
        4. **HousingWorks emails an "Affirmations" checklist annually, to ensure compliance with all security requirements. The CoC is responsible for ensuring that all recipients of this "Affirmations" document complete and return a copy to the CoC as well as to HousingWorks.**
    4. HUD will stipulate timing of report deadlines and other items in the final Notices for HMIS and HPRP
    5. The polices and procedures should be reviewed, updated and approved annually by the CoC

2. Execute HMIS participation agreements
    1. Execute HMIS Participation Agreements with each CHO
    2. HMIS Lead executes agreement with each CHO on behalf of CoC.
    3. Participation agreement defines obligations and authority of HMIS Lead and terms of participation for CHO.
    4. Participation Agreement will need to account for differences in program type:
        1. Contributory or Non-Contributory
        2. Homeless Assistance or Non-Homeless Assistance
    5. Define HMIS Lead obligations for securing and protecting the privacy of the CHO and their client information.

6. Specify any obligations or limitations for processing PPI imposed upon HMIS Lead by CHO.
7. Specify uses and disclosures of PPI.
8. Reflect HUD's requirements in HMIS Standards.
9. Describe any additional local standards.
10. Address any other applicable laws.

3. Monitor Compliance with Applicable HMIS Standards
    1. Establish and follow procedures to ensure and monitor for compliance.

4. Establish End User Agreements (EUA)
    1. Execute (with CHOs) End User agreements with all users, that outline their responsibilities in relation to the HMIS

5. Establish and Execute Vendor Contracts
    1. Responsible for verifying that the HMIS Vendor is compliant with the HMIS Standards.
    2. Conduct Unduplicated Counting of homelessness on behalf of the

HUD version: Governance Responsibilities for CHOs

- Read, Complete and Comply with all applicable Agreements.

- Designates a competent Point Person to do Data Quality Checks with HW staff.

- Updates HMIS vendor when staff turns over, so that usernames and passwords can be changed.

- Signs up all new staff for training with the vendor; does NOT handle training in-house.

- Maintains responsibility to hire or train staff to spell correctly, follow directions, and provides a quiet space/time for data entry.

- Uses the official HMIS forms as supplied by the HMIS vendor, including:
    - **Help Schedule Forms** – faxed when a session is requested
    - **Intake Forms**: use the official vendor HMIS form supplied by the vendor, <u>or</u>   signs a statement that its own Intake form contains the same questions/answers as the official form, and that it is compliant with the HUD HMIS regulations
    - Completes a **Security Affirmations Checklist** .
    - Studies any new versions of forms for changes, when new forms are supplied by the vendor.

- Performs data entry <u>regularly and in a quiet environment</u>, within the deadlines and guidelines established by the *Data Quality Committee*, for example:

    - ES programs: data goes in within 24 hours of client entry or exit
    - TH programs: data goes in within 15 days of client entry or exit
    - PSH programs: data goes in within 15 days of client entry or exit

- Arranges **Data Quality Checks** using the **Help Schedule** form. If asked to do so, takes re-training with HMIS vendor staff

- Attends CoC meetings

- Complies with the HMIS Standards.

Vendor Version: Governance Responsibilities for all Stakeholders

➢ *Lead Agency*
- o *Serves as the official representative for the CoC to the outside world.*
- o *Arranges the CoC meetings.*
- o *Works with membership to set policies and implement them.*
- o *Collates the HMIS payments to the vendor and sending them as a single payment.*
- o *Stores the various legal and policy documents listed in this governance in a secure central place. (A HUD Auditor will probably ask to see these forms.)* All these documents are either a part of the Governance Agreement, or can be downloaded via a link found in the Governance Agreement.
- o *Handles the contract and negotations with the HMIS vendor.*
- o *Sends representative to HUD meetings for "Continuing Education"*

➢ *System Administrator*

- o Posts the schedule of Deadlines for self and all stakeholders in the CoC. This is somewhat predictive
- o Runs the Data Quality Committee.
- o Runs semi-annual APRs for HMIS and HPRP with HW staff.
- o Monitors data entry monthly by signing on to the Administration Module on hmis.housingworks.net.
- o Annually distribute the ● *HMIS Participation Agreements* with *CHOs (drafts provided by HW)*.
- o Annually distribute the ● *Security Affirmations Checklist (drafts provided by HW)*.
- o Annually distribute the ● *ESnaps Prep Document (drafts provided by HW)*.
- o Annually update the *Program Descriptor Elements* by distributing a *Program Descriptor* document provided by HW to all CHOs, then working with HW to dupate this info on our site.
- o Annually updating the HIC and PIT charts on hudhdx.info.
- o Filing APRs and NOFA on E-Snaps.
- o Annually re-visit the ● Governance Agreement and revise it if needed.
- o Annual updates the HIC and AHAR sections of hmis.housingworks.net, just prior to HIC and AHAR reporting.

➢ *Data Quality Committee*
- o Sets policies about data collectiion, data entry, and data quality
- o Studies the HUD Data Quality Tool or some similar tool and sets benchmarks such "Transitional Housing Programs should enter data within 15 days of client entry and exit" .
- o Ideally, this committee is comprised of the Point Persons who over see the individual data entry staff in the CoC's programs. This means they are fully aware of the data entry challenges faced by each agency and staff person.

➢ HMIS vendor
- o Handles some of the Sys Admin tasks for the CoC
- o Enters Program Descriptor Info including HIC info into HMIS software, to be used to upload to HIC website once a year (HUD requirement)
- o Provides an HMIS system that is compliant with HMIS regulations and Security Requirements.
- o Prpovides required HMIS reports and reporting tools
- o Provides regular trainings on basic HMIS: data collection, entry, report running.
- o Provides consultation on other HMIS issues with the System Administrator, and Data Quality Committee, including: clarifications, changes, problem spotting.
- o Meets with HUD appointed Technical Assistance staff and the Sys Admin, when invited.
- o Runs some reports with the System Administrator.
- o Worsk with the Point Persons on detailed data quality checks prior to reports are due.
- o Alerts programs when deadlines are nearing.
- o Shares data with other vendors or data warehouses as outline in the contract. Specifically, some agencies may be required to send data to a second data.

o Distributes a Compliance letter affirming that the vendor complies with federal and state requirements concerning technical compliance and privacy laws concerning all internet-centered resources.

➢ *Point Persons*

o Run Data Quality Checks with HousingWorks to locate problems, then take the results back and work with data entry staff to both fix errors and alsoeducate staff as to what is not yet understood.
o Master HMIS data entry and data quality enough to give advice to other staff.
o Some CoCs pay the Point Persons to do the data entry work for one or more other programs.
o Serve on the Data Quality Committee.

➢ *CHOs*

o Contributory homeless assistance programs provide *PPI* to the HMIS. *PPI* is used for the unduplicated accounting of homelessness in the CoC region.
o Annually complete the ● *HMIS Participation Agreement.* A copy of the Affirmations Checklist is stored in the office of the *HMIS Lead Agency*
o Annually complete the ● *Affirmations Checklist* - the Program Staff and Administrators must participate in completing this Checklist. A copy of the Affirmations Checklist is stored in the office of the *HMIS Lead Agency*
o Annually complete the ● *ESnaps Prep Document.* A copy of the Affirmations Checklist is stored in the office of the *HMIS Lead Agency*
o Annually complete the ● *Program Descriptor Elements.* A copy of the Affirmations Checklist is stored in the office of the *HMIS Lead Agency* and the Lead Agency uses this to review and update information in the HMIS software.
o Annually distribute a ● *Sample Privacy Policy* to each staff person working in the HMIS. Signed copies of this are stored in a safe place at the CHO office, and the original should be posted in the workspaces of the staff who do HMIS work.
o A HUD Auditor will probably ask to see these forms and ask how they are stored safely.
o Which CHOs could/should sign the *HMIS Participation Agreements*?

  – Contributory Homeless Assistance Programs;
  – Contributory Non-Homeless Assistance Programs; *and/or*
  – Non-contributory programs.

Schedule of (Somewhat) Predictable HMIS Events

Throughout the year: run HEARTH reports using HUD csv files exported from HW in combination with the HUD Report Generation Tool. Requestions MS Excel 2007 at present (this may change to 2010/ but I don't think so). Requires a compueter with lots of RAM, Office 2007 and some small set up done by HousingWOrks via the web.

Jan: - *HPRP APR Report deadline*
                   - Run the PIT count

Feb: - Run *AHARs* for period so far.
                   - Monitor which programs are behind in data entry. (a short process)

Mar: - Distribute HW *HIC Inventory forms* and collect the results to send to HW
                   - Monitor which programs are behind in data entry. (a short process)

Apr: - *HIC Inventory Forms* completed, entered into HW, then uploaded to hudhdx.info
                   - Monitor which programs are behind in data entry. (a short process)

May: - Upload PIT data to *hudhdx.info*
                   - Monitor which programs are behind in data entry. (a short process)

Jun: - Test run of *HPRP APR* and any HEARTH CoC-Wide Reports
                   - Monitor which programs are behind in data entry. (a short process)

Aug: - *NOFA* Preparation
                   - Monitor which programs are behind in data entry. (a short process)

Sep: - *AHAR* Preparation: run *AHARS* for utilization check and preliminary errors
                   - Monitor which programs are behind in data entry. (a short process)

Nov: - *AHAR Reporting* and *HPRP Preparation*
                   - Monitor which programs are behind in data entry. (a short process)

Dec: - Rest

Making Sense of HMIS by Looking at the Required Reports

Different reports serve different PURPOSES – and if you consider all the purposes together, you get a better understanding of HMIS. Good to go over at monthly meetings to enlist support among stakeholders.

Each type of report is one table.

NOFA	When it's Due - and a Brief Description	What It's For
Annual CoC wide report, due late Summer or Fall of every year.		**Purpose 1:** You file this report as a CoC to get money from HUD—you get a score based on the whole report and the size of the score affects **Purpose 2:** Forces the CoC to assess what is needed and to rank all the programs that want money. Based on scores, the lowest-ranked programs may not get any money. **Purpose 3:** provide some overall data quality scores, and some overall outcomes numbers, for instance: "How many different people got a decent housing outcome at program exit?" **Purpose 4:** Lets HUD see how many non-hud funded programs are voluntarily participating. HUD is trying to create a 'continuum of care' that involves ALL housing service programs in your area. **What it Doesn't Do:** 1. Measure in a timely enough way to deal with natural disasters and sudden economic crises. 2. Let you design prevention activities. 3. Let you describe exactly how many people were turned away due to lack of capacity? But there is this thing call Unmet Need.

AHAR	When it's Due - and a Brief Description	What It's For
Due in hudhdx.info. around Sept Oct each year, with the final corrected version due in Nov. There are seven possible AHARs, each tied to a type of program: ES-IND ES-FAM TH-IND TH-FAM PSH-IND PSH-FAMN Veteran's supplemental report. *We are not sure what this report will look like.*		**For residential programs, as opposed to Services only programs** **Purpose 1:** AHARs get accepted or rejected based on utilization no lower than 95% or no higher 105%. AHARs can be used to measure the individual utilization of each program. IS the program operating efficiently . **Purpose 2:** gives HUD an idea of whether or not the homeless population is growing. **Purpose 3**: tells you whether data entry quality is good or bad. You can run an AHAR at any time to see if data is going in on-time and if it's going in with minimal errors. You can also run an AHAR on a single program. **What it Doesn't Do:**

HIC	When it's Due - and a Brief Description	What It's For
Due on hudhdx.info website in winter or early spring, each year. Housing Inventory charts tell how many beds each program operates.		**Purpose 1:** By having the correct number of beds, you can compare these with the number of clients served and tell if a program is operating efficiently. **Purpose 2:** Helps breakdown the TYPE of beds you have: full time beds, seasonal beds, pads on the floor, voucher beds (motel beds that you pay for with a voucher) **Purpose 3**: Lets the CoC measure its full capacity for a single night

APR	When it's Due - and a Brief Description	What It's For
Due in E-Snaps. Annual report for each program These get filed once a year for each program and the filing date depends on when each program's 'grant year' ends. There is an APR for McKinney Vento programs - and a separate one for HPRP programs. They will look fairly similar.		**Purpose 1:** Does some data counting but is really intended to assess whether the clients are better off for having been in your program. Is the client better off for having stayed in the program? Flaw – it measures this by looking only at cash, benefits, and health conditions at entry and exit. These may not tell enough of the story to be useful for prevention efforts. **Purpose 2:** Makes individual programs compare what they hoped to achieve with what they really achieved. **What it doesn't do:** Show real work burden; if an individual or family shows up twice during the year, the report counts the number of bodies, not the fact that you had to do twice as much work.

QPR for HPRP	When it's Due - and a Brief Description	What It's For
Every three months; due in E-Snaps by the 10th of the fourth month.		**Purpose 1:** Tracks a few large numbers: how many individuals, how many households, how much money given out, what was it for. **What it doesn't do:** Tell you if the data entry is going well enough to avoid problems at the time of the ANNUAL report, which requires much more detail and much more perfect data entry. Solution: the quarterly data reporting times should use the new HUD APR tool to run a full report. This will help track any programs at APR time.

NEW REPORTING DIRECTION: HEARTH

Hearth is the new direction that HMIS is taking. Hearth is an attempt to measure **and improve** big outcomes within a CoC – for example:

1. Did you shorten the average length of stay in your family shelters by a week this year?
2. How many voluntary participating programs did you get to join to HMIS this year?
3. Etc. See slide show at for

HEARTH REPORTS? At the moment, it seems that existing reports will be viewed all together to make judgments.

Hearth Concern 1: the report may ask the CoC to improve things that are beyond its control, for instance: how can you shorten shelter stays if there's no housing to move people into?

Hearth Concern 2: How will the reports change to measure the new focus? Will existing reports be changed or will new reporting demands be ADDED to existing demands? How much cost will be needed to make these new reports? How many of the HMIS questions that are in practice, OPTIONAL, will need to become required questions? (involves back data entry)

THREE WAYS TO RUN REPORTS
1. **Run some older reports right off the website**
2. **Run some snap shot reports using filtered views 'Quick Reports' on the website.**
3. **Newer reports: downloading data and using a HUD – provided tool to run reports. Requires Excel 2007 ONLY, no other versions.**

OVERALL ANALYSIS: HMIS is driven by reports. But there are problems with this approach:
- Reports are implemented piecemeal – each change creates upheaval and ripple effects and waste a huge amount of time
- The complexity of it – many staff can't do the data entry well enough to matter.
- The time burden takes away from service delivery, the cost takes money from service and doesn't necessarily make up for it.
- The data entry needs to occur as a side effect of service delivery, not as a pre-cursor that may one day improve service delivery.

    We don't seem to be able to influence HUD to change these things at present. But there are some solutions and tactics that ease the pain:

THINGS THAT CAN HELP
1. Implement HUD's Data quality plan
2. Point person approach – one person who collects the data intake forms and does the data entry. OCD personality. You can hire that person; the result though saves money ultimately.

List of Websites to which Reports Must be Sent

AHAR, HIC, PIT, and Quarterly "Homeless Pulse" Reports:

http://hudhdx.info/

AHAR, HIC <u>Training</u> Website:

http://sandbox.hudhdx.info/

APR, QPR, HPRP APR:

https://esnaps.hud.gov/grantium/frontOffice.jsf

E-Snaps <u>Training</u> Website

http://esnaps.hudhre.info/

Federal Reporting.gov

https://www.federalreporting.gov/federalreporting/home.do

Massachusetts Virtual Gateway for some MA programs:

https://securefile.state.ma.us/index.jsp

Data Quality Plan / Data Quality Tools

This plan has five components – one is a monthly task, the others are scheduled as you deem fit:

Monthly Monitoring by Sys Admin – Who's doing data entry this month?
(This should only take a few minutes): The HMIS Lead Administrator should monitor each program's activity, using a resource on the HousingWorks Website: http://hmis.housingworks.net. It instantly shows you who IS and IS NOT visiting the site – programs not keeping up may need a reminder email!

Here's how to use this resource:

A. ***Sign in to our website with the username*** that begins with ***cocADMIN_____.*** Then, open the Administration block found in the left-hand menu. Then click the **Programs: Monitor | Edit** link:
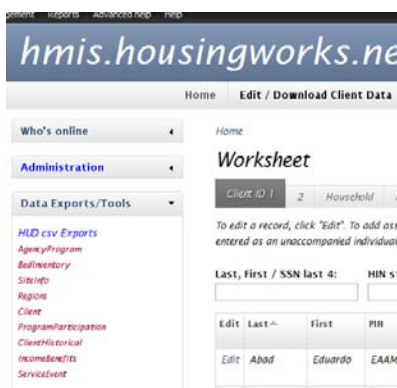
A quicker way to get to this resource every month: si*mply add this link to your Favorites/Bookmarks:*

https://hmis.housingworks.net/og

B. Next, ***use the Program Type drop-down box*** ***to filter the list to show only***: "Emergency Shelters, Transitional Housing, PSH, HPRP, etc.

C. **Last,** ***click once on the header "New Posts"*** to sort the programs ro show any new activity that has occurred this month. 10 new posts suggests that two clients have been entered = 5 posts per client:

1. client ID page is posted (completed and saved)
2. household page is posted
3. entry page is posted
4. assessment page is posted, and
5. service page is posted

	Program▲	Period_Ends	Last CoC Admin Access (you)	New Posts	Program Info- Last Update	U:
Edit	A Demo Program I	12/31/2009	1 day 12 hours ago	10 new	2011/04/05	a
Edit	A Demo Program II	03/31/2010	7 hours 22 min ago		2010/11/19	a
Edit	Action - 95 Prospect St PSH	06/30/2011	7 hours 22 min ago		2010/10/21	n
Edit	Action - AES Emergency Shelter	06/30/2010	7 hours 22 min ago	1102 new	2011/02/02	jo

Using the HUD Data Quality Tool.

HUD has created a handy Excel tool to 1) set data goals by program; and 2) allow a lead administrator in your CoC to monitor how well each program is adhering to its goals. This tool is good to use every six months or year. It includes policy and practice suggestions that improve data quality, for instance: "every client's info should be entered within 15 days of entry/exit." Perhaps the best part is the Excel tool that reports on how well each program is doing – this can be distributed at CoC meetings. You can download and save the HUD *Data Quality Plan/Tool and the instruction guide* from:
http://www.hudhre.info/index.cfm?do=actionAdvancedSearch&keywords=Data+Quality+Plan

Look for the two "resource" links just under the red bar in the middle of the page. One link is an explanation (pdf), the other is the tool itself (excel). It appears to me that the names of the two links are reversed: the one called "Tool" is really the guide, and the one with the long name is actually the tool itself.

Using this tool, you can set Data Quality Goals for each program and also measure if each program at regular intervals to see if that program met its goals: simply paste that program's "Missing Values Report" answers into this tool, and it will tell you if they are achieving the goals you set for them!

Creating a Data Quality Planning Committee:

Form a Data Policy and Analysis group, including HMIS Administrator from the CoC and selected members of your CoC – select people committed to quality data entry. This is outlined in the HUD Data Quality document you downloaded in step 1.

Distributes and Collects the *Security Affirmations* Checklist

This form is supplied by the vendor. Copies should be completed by each program and sent to the Data Quality Committee. It serves as a training tool, a continuing education tool, and an evaluation tool that security practices are being followed at every level. These security practices include staff behavior training as well as network security and computer health maintenance.

Distributes and Collects the *HIC Inventory Form*

This form is supplied by the vendor. Copies should be completed by each program and sent to the Data Quality Committee or the Sys Admin. Together, the Sys Admin and the vendor enter this info into the HMIS software. From there, it can be uploaded to the HIC hudhdx.info website.\

APPENDICES: HMIS Sample Forms

Sample HMIS Participation Agreement

<u>Agency Participation</u> Agreement

The agency or program (CHO or 'Contributory HMIS Organization") named: _____ agrees to participate in HMIS data collection, and to that end, agrees:

- To use the current **vendor supplied HMIS form** for all intakes; or failing that, to modify any in-house forms so that they contain the full HMIS data set as outlined by HUD. Any changes to the vendor supplied HMIS form must be implemented within 10 days in each agency. The current version of this form can be found online in the left hand menu of hmis.housingworks.net once the user has signed on, in the section: "Download the latest HMIS forms"

- To refer all new staff to the vendor training – and to not provide any other training <u>as a substitute</u>. To sign staff up, download the ***Help Schedule*** from www.housingworks.net/static/ Help_Schedule.doc;

- To sign, and execute ● **Privacy Policy** Form and a ● *Program Staff Agreements with each staff member working in HMIS;*

  - The ***Privacy Policy*** should be posted near each work station, to remind staff of their legal responsibilities to protect client privacy. The ***Program Staff Agreement*** reminds staff of their responsibilities to participate in HMIS <u>in an organized way</u>, to avoid diverting even more time away from direct service

- *To* read, complete and sign, annually*, the* ● *Affirmations Checklist and the* ● *ESnaps Prep Document;*

  - The ***Affirmations Checklist* is** provided by HousingWorks. It explains to staff that they are legally responsible for protecting client privacy, and describes the steps that will help them actually protect the client privacy.

- To enter data on clients on a monthly or quarterly basis so that the data is usable for the deadlines stipulated by the funders of this CoC or this agency.

- To provide - in a timely fashion - updated contact information (name, email and phone/fax numbers for all Program Staff who use the HMIS to the vendor (HousingWorks). This is done by downloading the "Program Descriptors" document, which should be updated annually but may be updated at any staff turnover. A copy of the Program Descriptor document may be downloaded from:

  http://www.housingworks.net/hmis/Program-Descriptors.dot

A copy of this Agency ParticipationAgreement can be downloaded from:
http://www.housingworks.net/hmis/HMIS-Part-Agree.doc

Sample Program Staff Agreement

<u>Program Staff</u> Agreement

This agreement should be signed by all program staff, and reviewed/re-signed on at least an annual basis.

The following staff person: _____ who works at the agency: _____ and in the program or programs: _____ agrees to:

1)   Read, sign, and study the *Affirmations Checklist* on at least an annual basis. A type-able copy of this ● *Affirmations Checklist* can be downloaded from:

   http://www.housingworks.net/hmis/Affirmations.doc

2a) to memorize the weekly opportunities to get support from HousingWorks, and to schedule their time to be available during these classes, rather than call outside these hours unless necessary:

   BASIC HMIS TRAINING: Tuesdays @ 2 PM, EST
   HMIS REPORT RUNNING: Thursdays & Fridays @ 10 AM EST
   BASIC COMPUTER SKILLS CLASSES: Tuesdays @ 10 AM EST

2b) to sign up for the weekly support hours by downloading the following form:

   http://www.housingworks.net/static/Help_Schedule.doc

3)   to always provide his/her full name, agency and program affiliation, phone, and email address to HousingWorks whenever help is requested. (Too often, HousingWorks staff receive emails like this one: "I have a question - please call me". In these cases, HousingWorks is unable to follow up because we don't have an agency or phone number and the email address doesn't tell us who is asking for help.)

4)   to read the regular *email reminders* that are sent by the HousingWorks automated system. These automated reminders give you a status report on where you are in your program year and tell you how to sign up for help, in case you forget the times of the regular sessions.

5)   to use an <u>official agency email address</u> for all communications, rather than a personal email address. Although exceptions can be made, it is not advisable to use your personal email for work that involves private client data.

6)   to remember that if help is required outside of regular hours, staff must set up this help session in advance, via email, rather than wait till deadlines come and cause a crisis.

_____   _____   _____
Staff Name   Date Reviewed   Date Signed

_____
Name of the Administrator who reviewed the document with the staff

---

A copy of this Program Staff Agreement can be downloaded from:
http://www.housingworks.net/hmis/HMIS-Staff-Agree.doc

Sample Affirmations Checklist

This multi-page Checklist must be reviewed and completed once a year, preferably just before the annual NOFA comes out. It has multiple purposes: as a training tool, continuing education tool, refresher course, and security checklist.

Because the form is multiple pages, you can only download a type-able copy of this ●
Affirmations Checklist from:

http://www.housingworks.net/hmis/Affirmations.doc

Sample Privacy Policy

This Privacy Policy should be posted next to every computer or intake station at every agency/program working in HMIS. This is a HUD requirement and the NOFA will ask you if you've done this.

A copy of this ● *Privacy Policy* can be downloaded from:
http://www.housingworks.net/hmis/Privacy-Policy.doc

Sample Verification of Compliance Form – used in MA
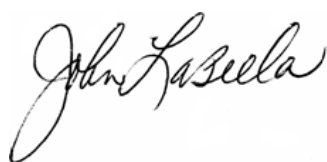
Verification of Compliance with Massachusetts Regulation 201 CMR 17.00

HousingWorks verifies that as a company granted access to Protected Information (PI) it has the capacity to protect such PI consistent with Massachusetts Regulation 201 CMR 17.00, as well as applicable federal regulations. The purpose of this document is to affirm that we have a written comprehensive security program that that complies with the Massachusetts Regulations. Compliance with these regulations means

1) that we having the required protections in place; and

2) that we have a set of documents, polices, and certification forms that serve to educate and remind staff – and our users - about the components of a security program. This helps ensure that the compliance is maintained over time. Forms pertinent to you as a user are included in the written resources we provide you when you subscribe.

3) that the third party service providers we work with also hold or, to exceed these standards, and that they, too, have written guidelines to maintain compliance. For your information: our third party providers are Accendi, http://illuminex.com/services/ and RIMU http://rimuhosting.com/index.jsp - both highly respected companies, each of whom handles client information for countries, US federal and state gov't agencies, and for multi-national private companies where security concerns are paramount.

For your convenience, a copy of the 201 CMR language follows on the next pages.

Sincerely

John LaBella
President
HousingWorks.net
P.O. Box 231104
Boston, MA 02123

Sections:
17.01: Purpose and Scope
17.02: Definitions
17.03: Duty to Protect and Standards for Protecting Personal Information
17.04: Computer System Security Requirements
17.05: Compliance Deadline

17.01 Purpose and Scope

(1) Purpose

This regulation implements the provisions of M.G.L. c. 93H relative to the standards to be met by persons who own or license personal information about a resident of the Commonwealth of Massachusetts. This regulation establishes minimum standards to be met in connection with the safeguarding of personal information contained in both paper and electronic records. The objectives of this regulation are to insure the security and confidentiality of customer information in a manner fully consistent with industry standards; protect against anticipated threats or hazards to the security or integrity of such information; and protect against unauthorized access to or use of such information that may result in substantial harm or inconvenience to any consumer.

(2) Scope

The provisions of this regulation apply to all persons that own or license personal information about a resident of the Commonwealth.

17.02: Definitions

The following words as used herein shall, unless the context requires otherwise, have the following meanings:

Breach of security, the unauthorized acquisition or unauthorized use of unencrypted data or, encrypted electronic data and the confidential process or key that is capable of compromising the security, confidentiality, or integrity of personal information, maintained by a person or agency that creates a substantial risk of identity theft or fraud against a resident of the commonwealth. A good faith but unauthorized acquisition of personal information by a person or agency, or employee or agent thereof, for the lawful purposes of such person or agency, is not a breach of security unless the personal information is used in an unauthorized manner or subject to further unauthorized disclosure.

Electronic, relating to technology having electrical, digital, magnetic, wireless, optical, electromagnetic or similar capabilities.

Encrypted, the transformation of data into a form in which meaning cannot be assigned without the use of a confidential process or key.

Owns or licenses, receives, stores, maintains, processes, or otherwise has access to personal information in connection with the provision of goods or services or in connection with employment.

Person, a natural person, corporation, association, partnership or other legal entity, other than an agency, executive office, department, board, commission, bureau, division or authority of the Commonwealth, or any of its branches, or any political subdivision thereof.

Personal information, a Massachusetts resident's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident: (a) Social Security number; (b) driver's license number or state-issued identification card number; or (c) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account; provided, however, that "Personal information" shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.

Record or Records, any material upon which written, drawn, spoken, visual, or electromagnetic information or images are recorded or preserved, regardless of physical form or characteristics.

Service provider, any person that receives, stores, maintains, processes, or otherwise is permitted access to personal information through its provision of services directly to a person that is subject to this regulation.

17.03: Duty to Protect and Standards for Protecting Personal Information

(1) Every person that owns or licenses personal information about a resident of the Commonwealth shall develop, implement, and maintain a comprehensive information security program that is written in one or more readily accessible parts and contains administrative, technical, and physical safeguards that are appropriate to (a) the size, scope and type of business of the person obligated to safeguard the personal information under such comprehensive information security program; (b) the amount of resources available to such person; (c) the amount of stored data; and (d) the need for security and confidentiality of both consumer and employee information. The safeguards contained in such program must be consistent with the safeguards for protection of personal information and information of a similar character set forth in any state or federal regulations by which the person who owns or licenses such information may be regulated.

(2) Without limiting the generality of the foregoing, every comprehensive information security program shall include, but shall not be limited to:

    (a) Designating one or more employees to maintain the comprehensive information security program;

    (b) Identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of any electronic, paper or other records containing personal information, and evaluating and improving, where necessary, the effectiveness of the current safeguards for limiting such risks, including but not limited to:
    1. ongoing employee (including temporary and contract employee) training;
    2. employee compliance with policies and procedures; and
    3. means for detecting and preventing security system failures.

    (c) Developing security policies for employees relating to the storage, access and transportation of records containing personal information outside of business premises.

    (d) Imposing disciplinary measures for violations of the comprehensive information security program rules.

    (e) Preventing terminated employees from accessing records containing personal information.

    (f) Oversee service providers, by:
      1. Taking reasonable steps to select and retain third-party service providers that are capable of maintaining appropriate security measures to protect such personal information consistent with these regulations and any applicable federal regulations; and
      2. Requiring such third-party service providers by contract to implement and maintain such appropriate security measures for personal information; provided, however, that until March 1, 2012, a contract a person has entered into with a third party service provider to perform services for said person or functions on said person's behalf satisfies the provisions of 17.03(2)(f)(2) even if the contract does not include a requirement that the third party service provider maintain such appropriate safeguards, as long as said person entered into the contract no later than March 1, 2010.

    (g) Reasonable restrictions upon physical access to records containing personal information,, and storage of such records and data in locked facilities, storage areas or containers.

    (h) Regular monitoring to ensure that the comprehensive information security program is operating in a manner reasonably calculated to prevent unauthorized access to or unauthorized use of personal information; and upgrading information safeguards as necessary to limit risks.

    (i) Reviewing the scope of the security measures at least annually or whenever there is a material change in business practices that may reasonably implicate the security or integrity of records containing personal information.

(j) Documenting responsive actions taken in connection with any incident involving a breach of security, and mandatory post-incident review of events and actions taken, if any, to make changes in business practices relating to protection of personal information.

17.04: Computer System Security Requirements

Every person that owns or licenses personal information about a resident of the Commonwealth and electronically stores or transmits such information shall include in its written, comprehensive information security program the establishment and maintenance of a
security system covering its computers, including any wireless system, that, at a minimum, and to the extent technically feasible, shall have the following elements:

(1) Secure user authentication protocols including:
   (a) control of user IDs and other identifiers;
   (b) a reasonably secure method of assigning and selecting passwords, or use of unique identifier technologies, such as biometrics or token devices;
   (c) control of data security passwords to ensure that such passwords are kept in a location and/or format that does not compromise the security of the data they protect;
   (d) restricting access to active users and active user accounts only; and
   (e) blocking access to user identification after multiple unsuccessful attempts to gain access or the limitation placed on access for the particular system;
(2) Secure access control measures that:
   (a) restrict access to records and files containing personal information to those who need such information to perform their job duties; and
   (b) assign unique identifications plus passwords, which are not vendor supplied default passwords, to each person with computer access, that are reasonably designed to maintain the integrity of the security of the access controls;
(3) Encryption of all transmitted records and files containing personal information that will travel across public networks, and encryption of all data containing personal information to be transmitted wirelessly.
(4) Reasonable monitoring of systems, for unauthorized use of or access to personal information;
(5) Encryption of all personal information stored on laptops or other portable devices;
(6) For files containing personal information on a system that is connected to the Internet, there must be reasonably up-to-date firewall protection and operating system security patches, reasonably designed to maintain the integrity of the personal information.
(7) Reasonably up-to-date versions of system security agent software which must include malware protection and reasonably up-to-date patches and virus definitions, or a version of such software that can still be supported with up-to-date patches and virus definitions, and is set to receive the most current security updates on a regular basis.

(8) Education and training of employees on the proper use of the computer security system and the importance of personal information security.

17.05: Compliance Deadline

          (1)   Every person who owns or licenses personal information about a resident of the Commonwealth shall be in full compliance with 201 CMR 17.00 on or before March 1, 2010.

          (2)

            REGULATORY AUTHORITY
            201 CMR 17.00: M.G.L. c. 93H

Sample HIC form – Housing Inventory Chart Form

This multi-page Checklist must be reviewed and completed once a year, usually in late Winter or Spring. The date is then loaded in to the vendor software (as required by HUD) and from there, it can be uploaded to the hudhdx.info website

Because the form is multiple pages and and is something you'll use only once a year, you must download a type-able copy of this ● document from:

http://www.housingworks.net/hmis/____HIC PIT AND ANNUAL CAPACITY.doc

Basic HMIS Skills Competency Test

This form is multiple pages and and is something you'll use only to evaluate new staff. You can download a type-able copy of this ● document from:

http://www.housingworks.net/hmis/ Basic-HMIS-Skills-Competency-Test.doc

Program Descriptors Form – This info must go into your HMIS software

This form is several pages long and and is something you'll use only once a year. You can download a type-able copy of this ● document from:

http://www.housingworks.net/hmis/Program-Descriptor.dot

IL 509

Continuum of Care

HMIS Policies & Procedures

HMIS DATA QUALITY PLAN

The following are policies and procedures that COC will implement to ensure the data integrity of agencies and programs.

Policy: Connecting Agencies will provide the following levels of data accuracy and timeliness:

- All names will be accurate
- Blanks or 'unknown' entries in required data fields will not exceed 5% per month
- All services provided will be compatible with providing program
- In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider
- Data entry for all services provided during one calendar month must be entered into the HousingWorks, Inc., HMIS by the fourth working day of the following calendar month.

Procedure: The CoC HMIS Lead Officer will perform regular data integrity checks on the HousingWorks, Inc., HMIS. Any patterns of error at a Participating CoC Agency will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

1.) Run custom report for COC funded programs filtered on required fields for program types.

2.) Create QA Findings sheet for non-compliant agencies/programs and submit to Agency Administrator with findings and timelines for correction.

3.) Rerun reports for errant agencies/programs. Follow up as necessary.

4.) Create notification for Agency Executive Director and submit to COC Lead Contact for distribution approval.

Purpose: *Establish minimum client tracking & QA standards for CoC agencies to collect and maintain records for every client receiving services and assure the accuracy and completeness of such records in the HMIS*

A. Participating CoC Agency Responsibilities:

Participating Agencies agree to:

1. Assure the accuracy of information entered into the system. Any updates in information, error or inaccuracy that comes to the attention of the connecting agency will be corrected by such agency.

2. Perform routine Quality Assurance procedures to monitor data quality and promptly correct inaccuracies.

B. CoC Agency Confidentiality Responsibilities:

1. The CoC agency agrees to abide by all present and future federal and state laws

2. The CoC lead contact must accept responsibility for the validity of all records entered by his/her agency. The lead contact may designate an immediate subordinate staff member with supervisory responsibilities for verifying the accuracy of information. The CoC agency will provide the CoC Lead HMIS Contact with the name(s), and title(s) of the staff member(s) authorized to supervise data entry personnel.

C. Data Tracking of Client Services:

1. The agency implements a written plan for delivery of services and tracking of clients that includes the process for determining and recording outcome/exits.

2. The agency implements a written intake and client record keeping procedures and files that include:

   ✓ Intake interview

   ✓ Record of services provided.

3. Shelter and supportive housing programs maintain an up-to-date residence list that includes, at least, the name of each person residing in the program.

D. Reporting Submission Deadlines:

1. Intake data should be entered into the HMIS **within 24 hours of the intake process.**

2. Shelters only: Clients who stayed in shelter during the previous 24-hour period must be entered into HMIS daily by 9:00am.

3. Complete and accurate data for the month must be entered into by the **fourth working day of the month** following the reporting period.

   For example, data for the month of April must be entered into HMIS by the fourth working day of May.

E. Data Accuracy:

1. All clients have unique ID numbers (Social Security number or system-generated ID[1]).

2. Missing/unknown data in HMIS is **less than 5% per month in required variable fields**.

   For example, if the data for the variable veteran is unknown for less than 5% of clients during the month, the data is accurate. If unknown is greater than or equal to 5%, the data is inaccurate. The **only** data variable exception to accuracy, with respect to 'Unknown' is the variable Destination**.**

3. No data incompatible with program in HMIS.

   For example, a family cannot be entered at a single men's shelter or a women's shelter.

4. Data in HMIS must accurately reflect client data recorded in the agency's client file and known information about the client and services provided to the client. For example, 'Exit Date' on the Worksheet should be the date the client physically exited the shelter.

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[1] If the client elects to remain anonymous, the data entry staff person must record the system-generated ID number on the paper client file and enter subsequent data in the appropriate system record so that all services are attached to the correct record in the HMIS

F. **Data Quality Assurance**

1. CoC agencies have minimum data quality assurance policies and procedures to assure quality data collection, entry, and reporting.
2. CoC HMIS Lead Contact should assure the following:

Task	If annual number of households served < 200	If annual number of households served > 200
1. Run CoC report for each program. Review number of open cases – verify that equals number of actually open cases. ✓ Exit cases that should be closed. ✓ Enter cases that should be open	Monthly	Weekly
2. Review CoC report for each program – verify that missing data for required data does not exceed 5%. ✓ Correct missing data to be < 5%	Monthly	Weekly
3. Pull 10% of paper files and check vs. HMIS data to verify data is accurate.	Monthly	Monthly
4. If shelter, then check Bed List to verify accuracy vs. paper shelter list.	Weekly	Weekly
5. If shelter, check Bed List to verify that number of open cases on CoC report equals number of households on Bed List.	Monthly	Weekly
6. Issue QA report to program directors on status of QA check.	Monthly	Weekly

OTHER INFORMATION

For any questions regarding this privacy policy, please contact:
The DeKalb County & City Continuum of Care
310 N. 6th Street
DeKalb IL, 60115
Ph: 815.758.2692
Fax: 815.758.4190
Email: sperkins@dekcohousing.com

We support clients' right to protect the privacy of their personal information. We will not retaliate in any way if a client chooses to file a complaint with us.

Adopted 10/17/2012

HMIS PRIVACY POLICY

This Notice describes the privacy practices related to the Homeless Management Information System (HMIS) client data that is maintained by the IL509 Continuum of Care. This Notice describes how these data may be used or disclosed. Clients' personal information is collected only when appropriate. The CoC is committed to keeping clients' personal information private.

The CoC assumes that clients agree to allow collection of their personal information and its use or disclosure as described in this Notice. Clients can inspect their personal information that is maintained in HMIS. Clients can ask the CoC to correct inaccurate or incomplete information. The CoC responds to questions and complaints. A copy of the full Notice is available upon request.

SCOPE

This Notice only applies to transactions made and data gathered on the CoC's HMIS Housing Works Inc. website and does not apply to any other website or application. The terms of this Notice shall govern all interactions with the CoC. A link to the Notice can be found on the HMIS section of the CoC's website and is posted at the CoC office within reasonable, plain view.

PURPOSE OF THIS NOTICE

This Notice is not a legal contract. We are required by law to maintain the privacy of clients' private personal information. Upon request we will provide clients with a copy of this Notice and get their written acknowledgement of its receipt. We must follow the terms of this Notice that are currently in effect. Changes to our privacy practices and the terms of this Notice may apply to current and future client information. We reserve the right to change this Notice at any time. If this Notice is changed, a copy of the revised Notice is available upon request, posted at our location(s) or on our website.

OUR LEGAL DUTY

We are required by applicable federal and state law to maintain the privacy of clients' personal information. We are required to provide this Notice of our privacy practices, legal duties, and clients' rights concerning their private personal information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect immediately, and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our notice effective for all private personal information that we maintain, including private personal information we created or received before we made the changes. Before we make a significant change in our privacy practices, we will change this notice and make the new notice available upon request.

REASONS FOR DISCLOSURES

Law Enforcement Purposes - We may disclose private personal information about HMIS clients to law enforcement officials for law enforcement purposes, such as:

- In response to a court order, subpoena or other legal proceeding.
- To identify or locate a suspect, fugitive, material witness or missing person.
- When information is requested about an actual or suspected victim of a crime.
- To report a death as a result of possible criminal conduct.
- To investigate allegations of misconduct that may have occurred on our premises.
- To report a crime in emergency circumstances.
- For other purposes as required by law.

Funeral Directors, Coroners & Medical Examiners - We may disclose clients' protected personal information as necessary to allow these individuals to carry out their responsibilities.

National Security and Intelligence - We may disclose clients' protected personal information to authorized federal officials for national security and intelligence activities.

USES OR DISCLOSURES THAT REQUIRE CLIENT'S AUTHORIZATION

Other uses and disclosures will be made only with client's written authorization. A client may cancel an authorization at any time by notifying the respective service provider in writing of his/her desire to cancel it. If the client cancels an authorization it will not have any effect on information that we have already disclosed. Examples of uses or disclosures that may require client's written authorization include the following:

- A request to provide private personal information to an attorney for use in a civil law suit.
- A request to provide private personal information to a requesting medical professional.

For Research Projects with Contracted Third Parties - We may disclose client data for research purposes only if the following conditions have been met:

- A signed memorandum of understanding (MOU) with the contractor is in place before any data is shared.
- The data will be shared for a predetermined time period as stated in the contract with the contractor.
- The use and scope of the data research is provided as part of the contract.

RIGHTS UNDER THE PRIVACY POLICY

The information contained in client's record maintained by the CoC within the HMIS software is the physical property of the CoC. Clients whose data exist in HMIS have the following rights:

Right to Request Restrictions - The client has the right to ask us not to use or disclose his/her private personal information for a particular reason related to our services or our operations. The client may ask that family members or other authorized individuals not be informed of specific private personal information. That request must be made in writing to our HMIS Lead Officer. If we agree to the request, we must keep the agreement, except in the case of a medical emergency or law enforcement.

Right To Inspect And Copy Protected Personal Information- The client has the right to request to inspect and obtain a copy of his/her private personal information. The client must submit the request in writing to our HMIS Lead Officer. If the client requests a copy of the information or we provide a summary of the information we may charge a fee for the costs of copying, summarizing and/or mailing it to the client. If we agree to the request we will tell the client. We may deny the request under certain limited circumstances. If the request is denied, we will let the client knows in writing and he/she may be able to request a review of our denial.

Right to Request Amendments to Protected Personal Information- The client has the right to request that we correct his/her personal information. If the client believes that any private personal information in the record is incorrect or that important information is missing, he/she must submit the request for an amendment in writing to our HMIS Lead Officer. We do not have to agree to the request. If we deny the request we will tell the client why. The client has the right to submit a statement disagreeing with our decision.

Right to an Accounting of Disclosures of Private Personal Information -The client has the right to find out what disclosures of his/her private personal information have been made. The list of disclosures is called an Accounting. The Accounting may be for up to six (6) years prior to the date on which the request has been made. We are not required to include disclosures for services, payment or operations or for National Security or Intelligence purposes, or to correctional institutions and law enforcement officials. The right to have an Accounting may be temporarily suspended if it will impede the CoC's activities. The notice of suspension should specify required duration of the suspension Requests for an accounting of disclosures must be submitted in writing to our HMIS Lead Officer. The client is entitled to one free Accounting in any twelve (12) month period. We may charge the client for additional Accountings.

OTHER INFORMATION

For any questions regarding this privacy policy, please contact:
The DeKalb County & City Continuum of Care
310 N. 6th Street
DeKalb IL, 60115
Ph: 815.758.2692
Fax: 815.758.4190
Email: sperkins@dekcohousing.com

We support clients' right to protect the privacy of their personal information. We will not retaliate in any way if a client chooses to file a complaint with us.

HMIS SECURITY PLAN

Through a set of administrative, physical and technical safeguards, the security standards are to: (1) ensure the confidentiality, integrity, and availability of all HMIS information; (2) protect against any reasonable anticipated threats or hazards to security; and (3) ensure compliance by End Users.

Security Management

Policy: The HMIS Lead Agency will develop, update, and maintain a Security Plan through the life of the HMIS system. The HMIS Lead Agency will submit the Security Plan to the CoC for review. The Security Plan will be reviewed by the CoC annually.

The HMIS Security Plan includes the following:

1.	Information System Name	HousingWorks, Inc.	
2.	HMIS Lead Agency and security office contact information	Michelle Perkins 310 N. 6th Street DeKalb IL 60115	
3.	Authorizing official of the CoC	Michelle Perkins	
4.	Participating organizations information	Hope Haven 1145 Rushmore Dr DeKalb, IL 60115 815.758.5765	DCHA 310 N. 6th Street DeKalb, IL 60115 815.758.2692
5.	System environment, including the primary hardware, software and communications equipment, and the use of any devices, such as personal digital assistants, that may raise special security concerns	Hope Haven has standard HP desktop machines behind locked office doors.	DCHA has standard PC's behind locked office doors.
6.	Interconnections with other systems	Access to the internet. Connected with many systems	
7.	Related laws and regulations	578.7	
8.	Plan update and approval procedures	Annually HMIS policies and procedures will be reviewed.	
9.	Security plan version history	V. 1	

Participation Agreement
As part of the HMIS Participation Agreement, all agencies participating in HMIS will agree to abide by the specific provisions of the HMIS Security Plan.

Disaster Recovery Plan

The HMIS Lead Agency will develop a Disaster Recovery Plan. The Disaster Recovery Plan will include the following:

1. Testing or training annually. Each current HMIS End User will be made aware of his or her role in the plan.
2. All related HMIS Policies & Procedures
3. A process for communicating with local disaster planning committee officials both prior to and during disasters, as well as protocols for communication with staff and CoC representatives.
4. Identification of critical resources such as data, equipment, organizational governance and financial documents and means of protecting them.

The HMIS Lead Agency will complete an annual security review to ensure the implementation of the security requirements for it and for participating agencies. The security review will include completion of a security checklist ensuring that each of the security standards are implemented in accordance with the HMIS Security Plan.

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
>
> To accomplish the mission of the Housing Authority of the County of DeKalb to provide housing, the HACD will strive to provide housing to all persons in DeKalb County who require housing assistance as of the date of their application. Acknowledging that the resources available to provide housing are limited, the HACD Board of Commissioners has established the following policies to govern the preference for admission to HACD housing programs. All preferences will be given with consideration to the resources available to the HACD and as long as the preferences do not jeopardize the financial stability of HACD programs.
>
> The Housing Authority of the County of DeKalb will adhere to all program admission guidelines established by the funding source where those admission guidelines, by contract, supersede local guidelines.
>
> The Housing Authority of the County of DeKalb will use the local preferences as noted in exhibit 4-1

Income Targeting Requirement [24 CFR 982.201(b)(2)]

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the PHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low-income families admitted to the program that are "continuously assisted" under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

> PHA Policy
>
> The PHA will monitor progress in meeting the income targeting requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

Order of Selection

The PHA system of preferences may select families based on local preferences according to the date and time of application or by a random selection process (lottery) [24 CFR 982.207(c)]. If a PHA does not have enough funding to assist the family at the top of the waiting list, it is not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

PHA Policy

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with the PHA's hierarchy of preferences. Within each targeted funding or preference category, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the PHA. Documentation will be maintained by the PHA as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that the PHA does not have to ask higher placed families each time targeted selections are made.

| Exhibit 4-1: Local Preferences |
| (Board Resolution 14-07 |

Acknowledging that the resources to provide housing are limited, the Housing Authority of the County of DeKalb has established local preferences for admission to its programs. The Housing Authority of the County of DeKalb will select families based on the following local preference system, within each bedroom size category for Low-Income Public Housing, and generally for the Housing Choice Voucher/Section 8 Program. **Families and individuals will be selected from the waiting list according to total preference points and the date and time their application is received by the PHA.**

PREFERENCE 1: DeKalb County Residency (2 point): The residency preference will be applied when the applicant household can demonstrate that they have a physical residence in DeKalb County, Illinois. Physical residence shall be defined as a domicile with a mailing address, other than a post box office box, OR the applicant family has the head, co-head or spouse working within DeKalb County for 30 or more hours on average per week.

> **Verification:** Residency will be verified when the applicant can produce three or more of the following: current lease, utility bills showing the current physical address, medical bills, DHS benefits verified within DeKalb County , child/children's enrollment in DeKalb County school, signed statement from employer indicating dates of employment, number of hours working, hourly wages, and anticipation of continuous employment or 3 items of mail such as car insurance bill, cell phone bill, credit card statement, etc. The mail items presented for proof of residency must be post marked within the last 30 days, and original pieces of mail must be provided. Handwritten or typed address on an envelope will not be accepted.

PREFERENCE 2: Family Preference (1 Point): A person is considered eligible for this preference if either head or spouse has legal custody of a minor child or children.   This preference is also extended to the ELDERLY (over age 62) or DISABLED families/individuals whose head of household or spouse are elderly or have a verified disability.

> **Verification:** Verification of the family preference is verified via confirmation of birth records, foster parent certifications through legal certifications legal adoption records, etc. (This preference is also extended to all elderly families and all families whose head or spouse is receiving income based on their disability. Verification of disability is accomplished through a current Social Security Disability Benefit letter or via Disability Verification from a licensed care provider i.e. physician, counselor, case manager, **psychiatrist**, psychologist, psychoanalyst, psychotherapist ..., etc.)

PREFERENCE 3: Working Preference (1 point): A family is considered eligible for this preference if either head or spouse is employed and working at least 30 hours per week on average.   This preference is also extended to the ELDERLY (over age 62) or DISABLED families/individuals whose head of household or spouse are elderly or have a verified disability.

> **Verification:** Employment will be verified by at least 2 current, consecutive paycheck stubs, signed statement from employer indicating dates of employment, number of hours working, hourly wages, and anticipation of continuous employment or theworknumber.com.   (This preference is also extended to all elderly families and all families whose head or spouse is receiving income based on their disability. Verification of disability is accomplished through a current Social Security Disability Benefit letter or via Disability Verification from a licensed care provider i.e. physician, counselor, case manager, **psychiatrist**, psychologist, psychoanalyst, psychotherapist, etc.)

PREFERENCE 4: Involuntary Displacement (2 points): Applicants who have vacated housing as a result of:
    a. A natural disaster (fire, flood, tornado, etc.)
    b. Federal, State or local government action related to code enforcement, public improvement or development (eminent domain)

> Applicants who have actually been displaced must not be living in "standard, permanent replacement housing," which is defined as housing that is decent, safe, and sanitary that is adequate for the family size (according to code/Housing Quality Standards), and that the family is occupying pursuant to a lease or occupancy agreement.

> Such housing does not include transient facilities, hotels, motels, temporary shelters, and (in the case of victims of domestic violence) does not include housing in which the applicant lives with the individual who engages in such violence.

> **Verification**: Verification of the Involuntary Displacement Preference will be made by the following documentation:
    a. Certification from a unit of government concerning displacement due to disaster;
    b. Certification from a unit of government concerning displacement due to code enforcement, public improvement or development;
    c. The date and time of application will be noted and utilized to determine the sequence within the above-prescribed preferences.

HACD Admin Plan
10/1/2014

PREFERENCE 5: Rent Burden (1point): In order to qualify for this preference, a family must be paying more than 50% of family income for rent. An applicant does not qualify for a rent burden preference if either of the following is applicable:

a. The applicant has been paying more that 50% of income for rent for less than 90 days.
b. The applicant is paying more than 50% of family income to rent a unit because the applicant's housing assistance for occupancy of the unit under any of the following programs has been terminated as a result of the applicant's refusal to comply with applicable program policies and procedures on the occupancy of under occupied and overcrowded units:
    1. Section 8 programs or Public or Indian Housing Programs under the United States Housing Act of 1965; or
    2. The rent supplement program under section 101 of the Housing and Urban Development Act of 1965; or
    3. Rental assistance payments under section 236(f)(2) of the National Housing Act.

"Family income" is monthly income as defined in 24 CFR 5.609.

"Rent" is defined as the actual amount due under a lease or occupancy agreement calculated on a monthly basis plus the utility allowance for family-purchased utilities and services that is used in the PHA tenant-based program, or if the family chooses, the average monthly payment that the family actually made for these utilities and services for the most recent six-month period.

If an applicant owns a mobile home, but rents the space upon which it is located, then "rent" will include the monthly payments made to amortize the purchase price of the home.

Members of a cooperative are "renters" for the purposes of qualifying for the preference. In this case, "rent" would mean the charges under the occupancy agreement.

Verification (Income, Rent, Utilities): Income will be verified in accordance with existing procedures used to verify income to determine eligibility. Amounts due under a lease or occupancy agreement will be verified by requiring the family to furnish copies of an executed rental agreement, canceled checks or rent receipts for the immediate past 90 days, a copy of current purchase agreement, or by contacting the lien holder or landlord direct. Utility payments will be verified by presenting copies of canceled checks or receipts for the most recent six-month period.

PREFERENCE 6: DeKalb County Continuum of Care Preference (1 point): The DeKalb County Continuum of Care Preference is given to Applicant families, otherwise eligible, who are <u>currently</u> residing in Emergency Shelter, Transitional Shelter, Permanent Supportive housing or participating in homeless services at/in/through a participating DeKalb County Continuum of Care agency (at the time of verification) and have received a written letter of recommendation not less than 30 days old from a participating DeKalb County Continuum of Care agency.

>   **Verification:** A written letter of recommendation from a participating DeKalb County CoC agency, not less than 30 days old, confirming the eligible applicant's <u>current</u> successful program participation, services received, and demonstrates that the family or individual is housing ready and can maintain successful lease compliance (low risk of homeless recidivism).

The Coordinated Entry Process
IL509 Supportive Housing Program

Supportive housing is a combination of affordable housing and supportive services designed to help vulnerable individuals and families use stable housing as a platform for health, recovery and personal growth. It focuses on balancing there distinct components of the model:

Housing ✧ Supportive Services ✧ Property/Housing Management

While quality supportive housing projects are diverse, all supportive housing:
- Targets households whose head of household are experiencing homelessness.
- Is affordable, meaning the tenant household pays no more than 30% of its income toward rent.
- Provides tenant households with a lease identical to non-supportive housing – with no limits on length of tenancy, as long as lease terms and conditions are met.
- Proactively engages members of the tenant household in a flexible and comprehensive array of supportive services, without requiring participation in services as a condition of ongoing tenancy.
- Effectively coordinates with key partners to address issues resulting from substance use, mental health and other crises, with a focus on fostering housing stability.
- Supports tenants in connecting with community-based resources and activities, interacting with diverse individuals including those without disabilities, and building strong social support networks.

IL509 supportive housing entrance process supports moving persons quickly into housing without preconditions of treatment acceptance or compliance. Sobriety, medication compliance, and agreement to participate in services are not entrance requirements. There is no minimum income requirement.

Supportive services and property management staff hold regularly scheduled meetings to discuss their roles, the coordination of their efforts and any current issues, and to address gaps in services and operations. Property management staff promptly notifies supportive services staff of any unmet tenant service needs. Supportive service staff promptly notifies property management staff when they observe safety or maintenance concerns.

Supportive services staff uses a variety of proactive and creative strategies to engage tenants in on-site and or community-based supportive services, but participation is not a condition of ongoing tenancy.

- **Prioritization**: IL-509 incorporates the order of priority as noted in *CPD -14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*. People with the greatest needs receive priority for any type of housing and homeless assistance available in the CoC, with a priority of serving people experiencing chronic homelessness & veterans.
- **Low Barrier**: IL509 coordinated entry process does not screen people out for assistance because of perceived barriers to housing or services, including, but not limited to, lack of employment or income, drug or alcohol use, or having a criminal record.
- **Housing First**: People are housed quickly without preconditions or service participation requirements.
- **Person Centered**: Our Coordinated entry process will incorporate participant choice as much as possible within the unique project scopes and physical make up.

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- **Fair & Equal**: All people within the IL509 Jurisdiction will have fair and equal access to the coordinated entry process. Every effort will be given to mainstream community service providers to publicly disseminate and share information regarding access to homeless services. Our facilities will be maintained such that they are accessible to people with disabilities and by public transportation.
- **Emergency Services**: The entry process does not delay access to emergency services such as shelter.
- **Inclusive:** The entry process includes all subpopulations, including people experiencing chronic homelessness, Veterans, families, youth and survivors of domestic violence. For youth, the CoC will continue to work with YSB for support. For domestic violence victims entry will be with Safe Passage. IL509 continuously evaluates and improves the process ensuring that all subpopulations are well served.
- **Referral to projects:** The entry process (SPDAT) makes referrals to all projects receiving ESG and CoC Program funds, including Emergency shelter, RRH, PSH and TH as well as other housing and homelessness projects.
    o **Domestic Violence:** IL509 uses a separate access point for DV. Persons who use the DV entry point can access homeless assistance resources available from the non-DV portion of the entry process (Hope Haven).
    o **Youth:** IL 509 supports the Youth Services Bureau
- **Referral Protocols:** Programs that participate in IL509 entry process accept all eligible referrals unless the CoC has a documented protocol for rejecting referrals that ensure such rejections are justified and rare and that participants are able to identify and access another suitable project.
- **Outreach:** IL509 has limited funds for outreach. Due to the nature of the rural jurisdiction, law enforcement assists with notification of unsheltered homeless at which time the Emergency Shelter will perform street outreach.
- **Ongoing planning and stakeholder consultation:** IL509 engages in ongoing planning with all stakeholders' participation in the coordinated entry process. This includes evaluating and updating the coordinated entry process at least annually.
- **Informing local planning:** Information gathered through the coordinated entry process will be used to guide homeless assistance planning and system change efforts in the community.
- **Move-up:** When there are individuals in PSH who no longer need a high level of services, IL509 will pursue "move up" strategies that help those individuals shift to another form of housing assistance, freeing up the PSH assistance for another prioritized household.
- **Governance:** Where Shelter Plus Care rental subsidies are utilized, the Administrative Plan of the Housing Authority of the County of DeKalb will be utilized.

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Leases

Tenants in supportive housing have all the same rights and responsibilities as any other tenants in the community. They have leases without any language or riders that would not ordinarily be found in a standard lease agreement.

- All supportive housing tenants are provided with leases identical to non-supportive housing tenants — without service participation requirements or limits on length of stay (as long as lease terms are met). Ideally, the initial term of a lease or sublease is at least one year.
- Tenants cannot be evicted for not participating in services or for failing to follow through on their services and/or treatment plan.
- Tenants are not evicted for failing to maintain sobriety. This does not mean that tenants are allowed to engage in illegal behavior or to commit other lease violations that may result from their lack of sobriety. See **IL509 Drug and Alcohol Policy**.
- As part of the lease signing process, property management staff walks tenants through the lease agreement, clearly explaining their rights and responsibilities as leaseholders. Tenants are provided with a signed copy of their lease.
- Tenants are notified of the process for any lease violations and grievance/appeal procedures.
- Tenants are not removed from housing without legal eviction proceedings.
- Tenants are supported in requesting and obtaining any reasonable accommodations in order to successfully continue their tenancy. See **IL509 Reasonable Accommodations During Occupancy**.

Tenant Education

The process of moving into a supportive housing unit and becoming a good tenant can be challenging. Many supportive housing tenants may not have had a lease in their name for a long time, or at all, and may be unsure about their rights and obligations as a tenant. It is important for property management staff to establish a positive relationship and clear communication channels with tenants from their entry into supportive housing. **Property management staff should work closely with supportive service providers to ensure that tenants receive the support they need before, during and after move-in.**

Although property management staff will take the lead in ensuring tenants get the information they need, peers and/or neighbors can also play an important role in communicating this information to new tenants and welcoming them to the community.

As part of the tenant education and orientation process, property and/or housing management staff should:

1. Carefully walk tenants through the lease agreement, giving them ample opportunities to ask questions. This walk-through should take place prior to lease signing and should be revisited within one month after move-in as the tenant may be overwhelmed and not fully able to absorb the information during the initial move-in process. The walk-through should ensure that tenants understand:
   - Key leaseholder responsibilities such as timely payment of rent, taking care of their unit and its surroundings, and not disturbing neighbors.
   - Their accountability for the actions of everyone in the household and any guests.

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- Behaviors that can threaten their housing, such as violent or threatening behavior, theft or destruction of property, causing serious health, fire or safety hazards, and engaging in illegal activities within unit.
- Service agencies and landlords are not responsible for the loss of personal property, and are not liable for personal injury that takes place in tenants' new homes.

2. A written guide will be provided with basic information on issues that a tenant may encounter and will focus on health and safety topics, including:
   - How to operate smoke detectors and fire extinguishers
   - How and when to call 911
   - How to evacuate the unit/building
   - How to operate locks and lights
   - How to get and use cleaning supplies, and how often to clean
   - What to do if the toilet clogs
   - Who takes the garbage out and to where
   - Who repairs what; how to handle and prepare food in a safe manner
   - What to do if I am not getting along with another tenant(s)
   - If pets are allowed
   - Any other notable community, safety and health issues

3. If necessary, tenants will have access to multilingual staff, translated materials, and/or interpretation and translation services, so that they can understand the materials and explanations provided.

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The Coordinated Entry Process
IL509 CoC Centralized Assessment System

Because of the needs of the clients, and often times, their inability to follow through, it is expected that the supportive service provider will fully assist the clients throughout the entire housing process by coordinating and/or attending the necessary meetings with the client; and provide the support needed to acquire the mandatory items, complete the paperwork, and fully facilitate successful housing of the client.

Supportive Services by Program:

Supportive Service Provider (SSP)	Program or Residence
BGC Community Support Program or BGC staff counselor	Gurler Street & SPC vouchers
Hope Haven	Dresser Ct., Gurler St., SPC vouchers
DeKalb County Community Action Department	Perm. Supportive Housing unit at Briarwood
Safe Passage	Safe Passage
Refer to **Roles** which defines the roles of a supportive housing project along with the **CoC Program Overview Chart.**	

Leases begin on the first of the month. In order to facilitate a goal of a move-in on the first of the month, the steps outlined below should be completed and a meeting with HACD case manager and property manager should be arranged to take place <u>no later than</u> the 15th of the month prior to the move-in date.

All participants must sign a Releases of Information (ROI) to facilitate communication among partnering agencies.

Participation in the program consists of supportive services being provided by an active continuum of care provider. **Basic requirements** must be met:

- Be a U.S. citizen or have eligible immigration status;
- Must be disabled;
- DRESSER ONLY – must be chronically homeless;
- GURLER ONLY – must be severely mentally ill;
- Must be homeless – please refer to HUD's Homeless Definition document (attached) for criteria and documentation information;
- Obtain SPDAT assessment at Hope Haven.

Dresser & Gurler

1. Candidate's name, general information, and whether or not a SPDAT has been completed, is discussed at SPC monthly Stakeholder Meetings. Meetings are held at HACD's central office on the second Thursday of every month. Candidates, with the assistance of the supportive service provider as necessary, must:
   - Arrange a SPDAT assessment at Hope Haven;
   - Have the ability to document homeless. Must be living in a place not meant for human habitation – shelter, streets, or exiting an institution and can document homelessness prior to

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institutionalization. <u>Cannot be "couch-surfing" or living with relatives, friends, etc. (</u>See attached Homeless Definition form for details and documentation requirements);

- Be diagnosed with a severe mental illness (CSP-supported Gurler candidates), have chronic problems with alcohol, drugs, or both; and in the case of Dresser candidates, are chronically homeless.

2. Once a candidate has obtained a SPDAT score, Hope Haven will email the name of candidate, SSN, and SPDAT score to HACD Admissions. HACD Admissions will maintain a digitally-based wait list. Placement on the wait list will be by SPDAT Score, so that the hardest to house is the first to be housed.

3. Applicant completes HACD packet, provides birth certificate, SS card, photo ID, and any other documents that may be available to verify income, assets, deductions. Income documentation must generally be no more than 60 days old. For example: Social Security award letter (<u>must</u> be dated within the last 60 days – call 800-772-1213 or visit www.ssa.gov to request letter), food stamp award letter (can accept the client's most recent award letter), Medicaid card, bank statements (last 6 months), printout from pharmacy showing out-of-pocket prescription costs over the last year (client must obtain from his/her pharmacy), etc.

4. Supportive Service Provider (SSP) <u>is responsible</u> to provide the following documents at the intake appointment:
   - Letter of recommendation for the SPC Program
   - Letter documenting homelessness. This can be done by obtaining documentation from local homeless shelter (if applicable) or letter from SSP indicating first-hand knowledge of homelessness (this information can be included in the SPC recommendation letter also)
   - HACD disability verification completed by health care provider (form in SPC packet)
   - Dr.'s diagnosis letter (axis I, II, III, IV)
   - Completed HMIS Intake Assessment

5. SSP completes HMIS intake form with applicant, and arranges appointment with HACD case manager and HACD property manager. All above documents are submitted at this appointment. HACD case manager will review documents for completeness or clarification; HACD property manager will review the house rules, answer questions regarding the leasing process, etc.

6. A second meeting with the HACD property manager and applicant will be necessary to sign the lease and occupancy agreement documents, collect the security deposit (currently $100.00) and provide keys to the client.

To contact HACD case managers for appointments, please call 815-758-2692:
Your client's last name begins with A through L – Sue Lesorgen ext. 127
Your client's last name begins with M through Z – Maria Murray ext. 126

HACD case manager will coordinate with Jill Morgan, HACD property manager to arrange the meeting. Gurler Street Apartments are not accessibly for mobility impairments. It is a two-story structure without an elevator. Tenants must be able to utilize stairs.

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SRO [Single Room Occupancy] at Hope Haven

Same as Dresser & Gurler above, except:

- RFTA packet (orange sheet with 4 white sheets attached): Hope Haven has an RFTA prefilled with information specific to SRO;
- Not a DCRDC/HACD property, so no need to include Jill Morgan for intake appointment or second appointment for lease-signing.
- SRO is hosted within Hope Haven. Hope Haven is the landlord, property manager and supportive service provider.
- Rental Assistance is provided through the CoC Shelter Plus Care Grant.
- Supportive Services are provided through the CoC Housing First Grant.

Shelter Plus Care Voucher [SPC-V]

Shelter Plus Care Vouchers are for low housing barrier clients. This would also include "Move Up" clients. Supportive services are provided by the appropriate entity determined at time of referral or where client is "Moving UP" from. Basic requirements and steps 1 through 5 above are the same, <u>WITH THE FOLLOWING EXCEPTIONS</u>:

- RFTA (orange sheet that is stapled to 4 other white sheets): Because the client will be leasing a unit in the community, the RFTA in the SPC packet can't be used since some of it is pre-filled with Jill Morgan's information (PM for Gurler, Dresser, Briarwood). The correct RFTA forms will be provided when the client meets with the HACD case manager or attends a voucher briefing.
- The client will not be meeting with the HACD property manager since the SPC voucher will be used in the community with a private landlord. This eliminates meeting with the property manager in step 5 above, and completely eliminates step 6 above.
- All persons over age 18 must sign the SPC Intake Packet forms.
- Declaration of Citizenship 214 Form: Typically SPC vouchers are given to families. This requires a Declaration 214 Citizenship form to be completed for <u>each</u> family member. Current SPC packets only contain one form since most admissions are single-person households. Please duplicate these forms at your facility.
- Income/Asset/Allowance Checklist: The head of household and anyone over age 18 must complete separate Income/Asset/Allowance checklists. Current packets only contain one form since most admissions are single-person households. Please duplicate these at your facility.
- The client will be issued an SPC voucher to begin searching for a unit in the private market. The client may be required to attend a voucher briefing orientation at HACD Central Office on a case-by-case basis. Generally, if a client who was previously a part of the SPC Program at Dresser or Gurler is moving to an SPC voucher, those clients won't be required to attend a briefing. Clients who are *new* to the SPC Program upon receipt of the SPC voucher will generally be required to attend a voucher briefing.

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Performance Measurement Module (Sys PM)

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)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		239		109			76	
1.2 Persons in ES, SH, and TH		254		125			83	

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	80	1	1%	2	3%	4	5%	7	9%
Exit was from TH	60	2	3%	7	12%	2	3%	11	18%
Exit was from SH	0	0		0		0		0	
Exit was from PH	7	0	0%	0	0%	1	14%	1	14%
TOTAL Returns to Homelessness	147	3	2%	9	6%	7	5%	19	13%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	96	101	5
Emergency Shelter Total	43	85	42
Safe Haven Total	0	0	0
Transitional Housing Total	47	14	-33
Total Sheltered Count	90	99	9
Unsheltered Count	6	2	-4

Metric 3.2 – Change in Annual Counts

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

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		331	
Emergency Shelter Total		276	
Safe Haven Total		0	
Transitional Housing Total		55	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		60	
Number of adults with increased earned income		9	
Percentage of adults who increased earned income		15%	

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		60	
Number of adults with increased non-employment cash income		14	
Percentage of adults who increased non-employment cash income		23%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		60	
Number of adults with increased total income		22	
Percentage of adults who increased total income		37%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		15	
Number of adults who exited with increased earned income		0	
Percentage of adults who increased earned income		0%	

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		15	
Number of adults who exited with increased non-employment cash income		5	
Percentage of adults who increased non-employment cash income		33%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		15	
Number of adults who exited with increased total income		4	
Percentage of adults who increased total income		27%	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		182	
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.		140	
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)		42	

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		197	
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.		145	
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.)		52	

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 2016.

Performance Measurement Module (Sys PM)

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

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		0	
Of persons above, those who exited to temporary & some institutional destinations		0	
Of the persons above, those who exited to permanent housing destinations		0	
% Successful exits			

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		202	
Of the persons above, those who exited to permanent housing destinations		140	
% Successful exits		69%	

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		20	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		12	
% Successful exits/retention		60%	