Before Starting the CoC Application

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

The Collaborative Applicant is responsible for:

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

2. Ensuring all questions are answered completely.

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

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

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

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

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

For CoC Application Detailed Instructions click here.
1A. Continuum of Care (CoC) Identification

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

1A-1. **CoC Name and Number:** CA-505 - Richmond/Contra Costa County CoC

1A-2. **Collaborative Applicant Name:** Contra Costa Health Services

1A-3. **CoC Designation:** CA

1A-4. **HMIS Lead:** Contra Costa Health Services
1B. Continuum of Care (CoC) Engagement

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

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

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including electing CoC Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disability Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic Violence Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>LGBT Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness.
(limit 1000 characters)

SOLICITS BROAD OPINIONS: CoC, CoC Bd & cmtee mtgs are open to public & publicized via CoC listserv, website, Cnty bulletin bds, & public mtg anncmts to solicit ideas & feedback from stakeholders & others w/interest in ending hmls. CoC Bd engages public comment at CoC’s Hmls Consumer Advisory Cmtee mtgs. CoC cmtee mtgs such as Provider Exec Director (ED) mtgs are attended by the public & stakeholders & serve as venue for soliciting feedback on how system works.

INFO GATHERING/CONSIDERATION: CoC & CoC Bd & cmtee mtgs use report outs & discussion mtg formats to welcome/provide info, incl ideas for future CoC/ Council mtgs. This FY each CoC mtg had 1+ cmmty panels present on local resources & CoC partners engaged cmmty around needs, svc gaps & successes. CoC bylaws require Consumer Advisory Cmtee to hold forums 2xs/yr w/report outs to CoC. Reports are also given to CoC after each ED mtg. Oversight Cmttee gets feedback from cmtee mtgs for planning & recmdtns to CoC Bd for action.

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

CoC conducts ongoing recruitment efforts by advertising mtgs, encouraging membership among local partners, & making anncmts at CoC & Council mtgs. At CoC quarterly mtgs every attendee is asked to sign in w/their name & contact info, enabling the CoC to maintain contact, encourage participation & membership from persons not involved. QUARTERLY COC MTGS FOCUSED ON SPECIAL TOPICS & POPS (YOUTH, PHAs, SENIORS, MENTAL HEALTH SVCS) THAT BROUGHT IN NEW PARTNERS, STAKEHOLDERS, & EXPERTS WHO CONTINUE TO ATTEND COC MTGS & EVENTS, & MANY OF WHOM HAVE BECOME COC MEMBERS. Every CoC & Council mtg incl agenda item to discuss ideas for future Council & CoC mtgs, hmls svcvs events, & recommended partners & interested persons to invite. Notices about CoC mtgs & events are posted on CoC’s website & sent to CoC. Membership is open to any interested person, incl consumers. All interested persons are encouraged to attend meetings, provide input, & voice concerns to CoC.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received...
CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must include the date(s) the CoC made publicly knowing they were open to proposals.  
(limit 1000 characters)

PROCESS: CoC encourages apps from unfunded orgs. Public Solicit notice for local comptn was sent on July 21, 2017 to the CoC listserv (900 emails) & to over 1000 interested persons, incl. cmmty lists & all partners. Notice encouraged broad sharing & was posted on CoC website on July 14, 2017 & on Cty bulletin bds. NOFA & local process for submitting apps was discussed at several CoC & CoC Bd mtgs. Direct TA was provided, incl to new providers who attended TA wkshp for 1st time but did not opt to apply. FACTORS: CoC offered a TA wkshp on avail funds, elig uses, scoring criteria, requmts, & local process/FAQs. Applicants received on-call TA, accessed frequently by new orgs. Each app received feedback to improve apps before R&R reviewed. New projects are incl in listing based on score from objective tool. Scoring tool for new apps has 5 factors: HUD priorities; project design/readiness; agency capacity (incl. exper w/non-CoC federal/state/local grants); budget; reallocation bonus.
# 1C. Continuum of Care (CoC) Coordination

**Instructions:**

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

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

<table>
<thead>
<tr>
<th>Entities or Organizations the CoC coordinates planning and operation of projects</th>
<th>Coordinates with Planning and Operation of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>Head Start Program</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through Department of Justice (DOJ) resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through Health and Human Services (HHS) resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through other Federal resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through state government resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through local government resources</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing and service programs funded through private entities, including foundations</td>
<td>Yes</td>
</tr>
<tr>
<td>Other:(limit 50 characters)</td>
<td></td>
</tr>
</tbody>
</table>

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

ESG FUNDING: CoC Bd. coordinates w/all ESG recipients & Con Plan jurisd re funding. For ESG funding both State and entitlement jurisdictions come together to decide funding priorities for all juris (using CoC strategic plan & Con Plan)
priorities) using review & rank process that scores projects on target pop/org capacity.

DATA SHARING: Our 2017 PIT Count details Con Plan jurisdiction-level data, in HMIS, by client. PIT, HMIS, SPM, CE & other data is shared with the State & all jurisdictions (Antioch, Concord, Pittsburg, Richmond, Walnut Creek) to inform planning & funding decisions.

COMMUNICATION: CoC Bd. meets monthly with ESG recipients/Con Plan jurisdictions, conducts confc calls & interacts via email to coordinate efforts, align funding priorities, & assess geographic needs. The Con Plan jurisd solicits input from CoC staff to inform Con Plan updates.

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

TAILORED HSG PRIORITIZATION: Cnty-based initiative Zero Tolerance for DV uses DOJ funding so Cnty & CoC can coord w/DV svc providers to offer No Wrong Door. DV, family violence, elder abuse & human trafficking survivors are linked to safe hsg & svcs. Cty provides a range of svcs & holistic case review for DV, sex assault, stalking. CoC, ESG, & HHS funding is prioritized for other pops. STAND! (DV provider) makes ES/TH, trtmt & access to financial support, legal & other svcs avail to survivors.

VICTIM CENTERED/CLIENT CHOICE: DV svc providers never share pers. idntf. info w/out valid ROI. DV clients are identified via CE assmt/screening & referred to STAND! or other hsg/services per client choice. STAND! uses data software to securely interface w/HMIS. Emerg transfer plans are avail per VAWA. CoC policies & procedures (Ps&Ps) provide addtnl safeguards for DV survivors applicable to ALL CoC providers, incl client choice, housing 1st , trauma informed assessments, safety planning.

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

TRAINING: CE Ps&Ps require assmt staff training (trng) on trauma informed assmts. HMIS govcnc charter requires confdntlty trng. DV svc trngs offered as needed, min. annually. STAND! PRESENTED AT SPRING COC BD MTG ON BEST PRACTICES FOR SERVING DV & HUMAN TRAFFICKING SURVIVORS, incl victim centered DV & family svcs for prvtn, intrvtn & trtmt. Cnty provider explained 24/7 crisis line w/screening, pilot for crime victims, ES/TH, & financial support. STAND! is active participant at CoC mtgs, CE &
STATS: Aggregate data is provided to CoC evaluators to assess syst trends & gaps, & determine system planning, priorities & funding.

CE PROTOCOLS: CE Ps&Ps require universal access to CES & provision of safety & security for DV survivors. Min. safety planning must incl client choice, threshold assmt for safety needs & referral to trauma-informed svcvs. For safety Ps&Ps allow separate parallel database for data collection, storage & altntv CE process w/threshold CE requmts.

1C-4. Using the chart provided, for each of the Public Housing Agency’s (PHA) in the CoC’s geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA’s that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.

Attachment Required: If the CoC selected, "Yes--Public Housing", "Yes--HCV" or "Yes--Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Authority of Contra Costa County</td>
<td>42.00%</td>
<td>Yes-HCV</td>
</tr>
<tr>
<td>City of Pittsburg Housing Authority</td>
<td>7.00%</td>
<td>No</td>
</tr>
<tr>
<td>City of Richmond Housing Authority</td>
<td>12.00%</td>
<td>No</td>
</tr>
</tbody>
</table>

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

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

(limit 1000 characters)

The County PHA has a seat on the CoC board, & the CoC Vice chair serves as consultant to city of Antioch where she has ties to PHAs, including the Pittsburg HA. CoC made progress working with Pittsburg PHA as evidenced by their improved participation at CoC mtgs & interest in pttnshp w/CoC. The CoC is working to enhance coordination with all local PHAs, including aligning priorities, policies, & coordinating entry into homeless system of care. The County PHA worked w/CoC to establish Moving On program in early 2017 pending availability of addtnl vouchers to ensure previously homeless PHA tenants can transition (off site or in place) to stable housing that frees up units for persons currently experiencing homelessness. Additionally, as part of 2017 NOFA, county PHA proposing new PSH program targeting the highest utilizers.
of multiple systems. Richmond PHA currently in transition, but CoC wrkg to engage new leadership, & encourage homeless admissions preferences in all local PHA programs.

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

(limit 1000 characters)

**ACTIVITY:** CoC & its progs, incl CE, serve LGBT fairly & accdg to their needs: all Cnty-run shelters have gender neutral bthrms; CE referrals are client-centered w/hsg choice; all progs, incl CE & PH allow persons/families to self-ID.

**TRAINING:** TRNG OCCURS ANNUALLY & PROVIDERS ARE ORIENTED TO EQUAL ACCESS THRU CE CMTEE MTGS W/MORE ROBUST TRNGS SCHEDULED IN THE FALL. CoC scheduled trng over next 6 mos as part of HMIS change emphszg equal access, anti-discrim & cultural/gender sensitivity. This yr CoC will incl cultural/gender awareness trng in PIT count trng.

**POLICIES & PROCEDURES:** CoC's July 2017 CE Ps&Ps update incl non-discrim policy protecting all classes, incl sex, gender ID, sexual orientation, outlines reporting, investg & redress process. THIS YR COC IS LAUNCHING AN INCLUSIVE LANGUAGE EFFORT during launch of new HMIS system, incl enhancing blanket stmts about non-discrim & gender/culture sensitivity for all CoC docs, incl outreach materials & HMIS-related docs.

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

<p>| Engaged/educated local policymakers: | X |
| Engaged/educated law enforcement: | X |
| Engaged/educated local business leaders | X |
| Implemented communitywide plans: | X |
| No strategies have been implemented | |
| Other:(limit 50 characters) | Ptnshp w/Court &amp; Police Chiefs | X |</p>
<table>
<thead>
<tr>
<th>Outreach Teams</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encampment Protocols &amp; Reentry Support</td>
<td>X</td>
</tr>
</tbody>
</table>

When "No Strategies have been implemented" is selected no other checkbox may be selected.
1D. Continuum of Care (CoC) Discharge Planning

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

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

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

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

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

| Foster Care:     |   X   |
| Health Care:    |   X   |
| Project:   | Richmond/Contra Costa County CoC CA-505
| Project:   | CA-505 CoC Registration FY2017 COC_REG_2017_149360

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<table>
<thead>
<tr>
<th>Mental Health Care:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correctional Facilities:</td>
<td>X</td>
</tr>
<tr>
<td>None:</td>
<td></td>
</tr>
</tbody>
</table>
1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

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

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

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

<table>
<thead>
<tr>
<th>Used Objective Criteria for Review, Rating, Ranking and Section</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Included at least one factor related to achieving positive housing outcomes</td>
<td>Yes</td>
</tr>
<tr>
<td>Included a specific method for evaluating projects submitted by victim service providers</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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

(limit 1000 characters)

Our publicly advertised rank & review process prioritized projects that served clients w/ the most severe needs & vulnerabilities. Local competition materials & the interview process highlighted the pop. served.

The CoC Bd.-approved renewal project scoring tool awarded 10 pts (of 100) to prioritize chronically homeless HH. The tool awarded 40 pts for performance outcomes (length of stay, housing stability, income, non-cash mainstream benefits, & exits to homelessness), w/the Review & Rank Panel INSTRUCTED TO CONSIDER THAT OUTCOMES WILL BE LOWER IN MORE DIFFICULT TO SERVE POPS incl. chronic homelessness, current/past subst. abuse, and health, behavioral health or disability requiring significant support to maintain PH.
20 PTS WERE AWARDED FOR PROGRAM DESIGN IN NEW PROJECTS, WHICH INCL. TRAINING FOR CULTURAL SENSITIVITY (e.g., LGBTQ status) & access for disabled populations.

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

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

<table>
<thead>
<tr>
<th>Public Posting</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC or other Website</td>
<td>X</td>
</tr>
<tr>
<td>Email</td>
<td>X</td>
</tr>
<tr>
<td>Mail</td>
<td></td>
</tr>
<tr>
<td>Advertising in Local Newspaper(s)</td>
<td></td>
</tr>
<tr>
<td>Advertising on Radio or Television</td>
<td></td>
</tr>
<tr>
<td>Social Media (Twitter, Facebook, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

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

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.

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

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between FY 2013 and FY 2017 CoC Program Competitions.

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

**Reallocation:** Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

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

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

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

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

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reallocation Supporting Documentation</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment Details

Document Description:
2A. Homeless Management Information System (HMIS) Implementation

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

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

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

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA.
Page 9 of Governance Charter

Yes

2A-3. What is the name of the HMIS software vendor?
Bitfocus

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

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

<table>
<thead>
<tr>
<th>Applicant: Richmond/Contra Costa County CoC</th>
<th>Project: CA-505 CoC Registration FY2017</th>
<th>COC_REG_2017_149360</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2017 CoC Application</td>
<td>Page 18</td>
<td>09/25/2017</td>
</tr>
</tbody>
</table>
2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.

(limit 1000 characters)

ES/TH: We are below the goal in ES & TH because 2 of the agencies included in PIT are not in HMIS. The 1st is STAND! a DV provider, the 2nd is our faith based Rescue Mission (BARM) which provides 128 ES beds and 143 TH beds. CoC continues to engage BARM. Outreach Team has been collaborating with BARM to capture unsheltered individuals enrolled into BARM ES from SO. The COC continues conversations w/ BARM to include them in HMIS data collection.

PSH: Only PSH program not in HMIS is VASH. VA engaged in CoC and provides limited data for the CoC’s Veteran By Name List to ensure veterans are included in the housing queue. The CoC & VA are in discussions about creating a new Release of Information at VA allowing data sharing w/CoC.

NEXT 12 MONTHS: STAND! will enter data into HMIS for 24 ES & 26 TH beds. CoC is currently transitioning HMIS vendors. The new system is expected to be easier to use, provide more benefits, & will encourage participation from BARM and VASH.

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

12

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).

05/01/2017
2B. Continuum of Care (CoC) Point-in-Time Count

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

2B-1. Indicate the date of the CoC’s 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/25/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd//yyyy) 05/01/2017
2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

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

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

There were methodological and data quality improvements in the FY 2017 PIT count. The number of sheltered individuals increased in the 2017 PIT Count (up 12% from 2016). While we had no significant changes in the emergency or transitional programs in the county, we did have BETTER DATA COLLECTION AT ONE OF THE NON-COC PROVIDERS. In 2016, the PIT Count was conducted on-site using PIT surveys by volunteers. This year, we were able to obtain rosters with full counts of those being served during the night of the Count. This accounts for over 75 additional people identified in the sheltered count. This accounts for over 75 additional ES beds and 143 TH beds identified in the 2017 sheltered count. The changes and improvements were also due to INCREASED AWARENESS ABOUT THE PIT COUNT AND RELEVANT RESOURCES.

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

No

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

| Beds Added: | 0 |
| Beds Removed: | 0 |
| Total: | 0 |

2C-3. Did your CoC add or remove emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC’s 2017 sheltered PIT count?

No
2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds Added:</td>
<td>0</td>
</tr>
<tr>
<td>Beds Removed:</td>
<td>0</td>
</tr>
<tr>
<td>Total:</td>
<td>0</td>
</tr>
</tbody>
</table>

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017?

Yes

CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

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

The decrease in unsheltered identified in PIT 2017 reflects BETTER METHODS IN INTERPRETING THE OBSERVATIONS conducted at survey sites. In the past, we counted all observations in community sites as unsheltered. However, we discovered that many people observed at community sites were not homeless and instead were at-risk or previously homeless. We used surveys and extrapolated data for observations in those community sites based on the proportion of those surveyed at each community site that were homeless the night of the count. This resulted in fewer unsheltered individuals due to observations. The changes and improvements were also due to increased awareness about the PIT count and relevant resources.

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

Yes

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

The CoC tried to reach unaccompanied youth by conducting PIT at the RYSE Center, a youth and TAY-oriented service provider in Richmond. However, no one that completed surveys that day were literally homeless (some were at risk). WE ALSO TARGETED COMMUNITY SITES WHERE YOUTH MAY SPEND THEIR TIME: libraries and BART. Flyers were also posted at major
transportation hubs, and employment and health and mental health facilities, CoC service sites that serve families at BARM, STAND, GRIP, and the Northern California Family Center. Next year we will recruit youth and TAY PIT ambassadors to better-reach this sub-population. CoC is in talks with Department of Education about ways to share and gather data on homeless youth and families with children for next year’s PIT.

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

ACTIVITIES: This year the PIT Count observational tool and survey were enhanced to better capture demographics & info about persons encountered. Tools also assisted w/identifying persons at imminent risk of losing housing w/in next 2 weeks. We also USED 211 AS A VENUE FOR REACHING PEOPLE THAT CALL FOR HOUSING SERVICES BUT DO NOT COME INTO A SERVICE SITE during the PIT Count timeframe. CoC CORE TEAMS ALSO MAPPED ENCAMPMENTS using Google Maps and ARCGIS, allowing heat & density maps to identify areas of high density encampments to concentrate coordination of count and comprehensive outreach (surveys) among those areas.

POP SPECIFIC ACTIVITY: We performed service-based counts at places families, individuals, and veterans tend to go. Specifically, for VETS/INDIVIDUALS: health care facilities, libraries, train stations; & for FAMILIES: food distribution centers, encampments.
3A. Continuum of Care (CoC) System Performance

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

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

CHANGE: THERE WAS A 16% DECREASE IN PERSONS EXPERIENCING 1ST TIME HOMELESSNESS (FTH), WHICH IS 194 FEWER PERSONS FTH THAN LAST YR.

PROCESS: COC created easier access points for those that are at-risk & newly hmls through 211. CoC engaged multiple partners that work w/at-risk & newly hmls to increase referrals to prevtn/diversion programs. CoC used data from those CE processes & VI-SPDAT scores to ID factors contributing to FTH.

STRATEGIES: CE implmtn includ OPENING CARE CENTERS that provide info & svcs to walk-ins; OUTREACH TEAMS & materials leading to increased awareness of CE & avail resources; cooperative ptnshps w/svc providers & faith cmmty increased participation in HMIS & CE; Cnty RFP pending to create diversion resources, incl hsg navig & housing security fund to support landlords & provide preventive funds for those at risk of hmls.

ORG RESPONSIBLE FOR FTH REDUCTION: Collaborative Applicant (Collab App) in ptnshp w/CoC Oversight and Data Eval Cmtees.

3A-2. Performance Measure: Length-of-Time Homeless. CoC’s must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC’s strategy to reduce the length-of-time individuals and families remain homeless.
(limit 1000 characters)
CHANGE: Length of time homeless (LOTH) for universe of persons has DECREASED BY 30-112 DAYS.

IDENTIFICATION PROCESS: IMPROVED CES, OUTREACH & PTNSHPs BRING MORE PERSONS INTO SYSTEM, WHICH CAUSE BRIEF SMALL UPTICK IN NUMBERS IDENTIFIED & LOTH. Outreach teams & CARE centers are primary pt of id; several cities implemt homeless taskforces that id & route to CES. Higher need individuals are prioritized in the emergency shelter beds. This may account for a slight uptick in persons id & length of stay.

ACTION TAKEN: CE integrates housing navigation and prioritization for those scoring in RRH or PSH range on VI-SPDAT. LOTH is one of the prioritization categories in housing placement decisions; EFFORTS TO OBTAIN HIGHER INCOME & HOUSING IN TRANSITIONAL SHELTERS HAVE RESULTED IN SHORTER STAYS; progress w/Built for Zero & steady REDUCTION IN VET BY NAME LIST AND INCREASED VET PLCMTS.

ORG RESPONSIBLE FOR LOTH REDUCTION: Collab App oversees LOTH reduction strategies.

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

CHANGE: THIS FY, CMMTY SAW 14% INCREASE IN SUCCESSFUL EXITS TO PH FROM STREET OUTREACH & 11% INCREAS TO PH FROM ES, TH, & PH-RRH. Retention almost unchanged at 96%.

ACTION TAKEN: INCREASED CE PARTICIPATION CREATED MORE PROVIDER BEDS; CE implemt streamlines intake & hsg plcmt for faster/better resource matching. Extensive case mgmt & links to health svcs maintain high retention rates. Hsg navig & Hsg Security Fund will be used to permanently house people in tight rental market where landlords experience high demand.

ONGOING & IMPROVEMENT STRATEGIES: OVERALL: INCREASE HOUSING. CoC wkg w/cities like Walnut Creek to expand city land set-asides & incentivize affdble hsg developers; CoC wkg w/cities in prvt-public ptshp to BRING ONLINE NEW AFFORDABLE HOUSING FACILITY (next yr in Walnut Creek); encourage friendly land use ordinances like accessory dwelling units, tiny home ordnacs (City of Richmond).

ORG RESPONSIBLE FOR PH PLCMT/RETENTION: Collab App partners w/CoC CE cmttees.

Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who
return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC’s efforts to reduce the rate of individuals and families’ returns to homelessness.

(limit 1000 characters)

CHANGE: Total returns to homelessness (RTH) were stable, decreasing 1-3%.

ACTION TAKEN: A new SO program focused on immediately placing most vulnerable into ES & linking persons w/hsg navig; TH complex changed to affordable PH contributing to more PH options & reducing numbers of persons RTH from TH; COC By-Name Lists serve to identify specific RTH, & persons at risk of RTH & mobilize intense case mgmt to prevent RTH.

STRATEGIES: IMPROVED ACCESS TO SVCS IMPROVING HSG STABILITY IN PSH/RRH POPS; new HMIS system will CREATE RED FLAGS & use other tools to indicate persons RTH; LAUNCH OF HSG SECURITY FUND W/FLEX FUNDS TO ADDRESS FINANCIAL NEEDS OF TENANTS experiencing risk of RTH; expand VI-SPDAT & new HMIS trng to ensure appropriate id, plcmt, & tracking of persons at risk of RTH; continued Collab App participation on state & local initiatives addressing RTH for institutional reentrants.

ORG RESPONSIBLE FOR PH PLCMT/RETENTION: Collab App partners w/ Oversight & Data Eval Cmtees.

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

(limit 1000 characters)

ACTION TAKEN: Providers use SOAR best practices in case mgmt to link persons directly to benefits, educ, job training/search asstc. Providers do eligibility screening, doc support & trnsptn to benefits apptmts. Cnty Emplymt & Human Svcs Dept (EHSD) provides svcs & hsg for persons w/disabilities while awaiting SSDI approval. Programs use SSI Advocacy & mental health financial counselors to provide benefits apps & appeals support, case mgmt. Multi-service sites & hsg navig enroll people into benefits programs.

STRATEGIES: Collab App’s pending RFP IS PART OF COC-WIDE DIVERSION EFFORT THAT INCL FUNDING FOR EMPLOYMT/INCOME STABILIZING SVCS LIKE LINKS TO MAINSTREAM BENEFITS & CASE MGMT. Collab App will support awardees in implmtg CoC’s job/income growth strategies as part of CoC diversion goals. Both Diversion/RFP strategies aim to ID, house, & fastrack benefits apps for easy entry into PH.

ORG RESPONSIBLE: Collab App partners w/Provider Wkgrp, & RRH & Prevention-Diversion Cmtes.
3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests).

No

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

Not applicable

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

05/03/2017
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

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

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

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.</td>
<td>207</td>
<td>644</td>
<td>437</td>
</tr>
</tbody>
</table>

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

| Total number of beds dedicated as Dedicated Plus | 32   |
| Total number of beds dedicated to individuals and families experiencing chronic homelessness | 450  |
| Total                                         | 482  |

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

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

| History of or Vulnerability to Victimization | X    |
| Number of previous homeless episodes       | X    |
Unsheltered homelessness | X
---|---
Criminal History | X
Bad credit or rental history (including not having been a leaseholder) | X
Head of Household with Mental/Physical Disability | X

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

STRATEGY: CE mgr & CoC Data Eval Cmmttee are developing eligibility matrix for new HMIS, which w/Family VI-SPDAT scoring recs will streamline process for id & matching families & avail RRH hsg.

TIMEFRAME/EFFECTIVENESS: Sole Cnty RRH provider SHELTER, Inc. uses CoC, ESG, & CalWORKS RRH grants. SHELTER expanded ptnshps (CalWORKS, TANF, EHSD) that provide notice when families at risk of hmln (eg lost benefits). SHELTER phone line simplifies links to RRH (goal: 5 bus. days). COC DECREASED # OF UNSHELTERED FAMILIES BY 25% in 2017 PIT. Per last yr’s svc data, more hh w/children served in RRH despite trend data showing increase pops of hh w/children. SHELTER tailors RRH svcs to families, so at any point they may serve fewer families longer to ensure stability (eg FY17 HIC, fewer families served than at time of FY16 HIC), but increase in total families served thru RRH in FY17.

ORG RESPONSIBLE FOR RRH STRATEGY: Collab App/CE mgr partners w/RRH, Data Eval & Prvnt/Divers Cmtees.

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

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.</td>
<td>62</td>
<td>48</td>
<td>-14</td>
</tr>
</tbody>
</table>

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

The CoC, through CES manager oversight & CE Oversight cmtee, does not
tolerate discrimination on basis of actual or perceived race, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status during any phase of CE. CoC policies & procedures prohibit discrimination, involuntary separation, provide methods for clients to alert CoC when involuntarily separated, & also ALLOW PERSONS TO SELF-DEFINE THEIR FAMILY MEMBERS. All CES accessible locations, and places where persons are likely to attempt to access CES, have signs or brochures prominently displaying right to file discrimination complaint & requirements. All physical CES access points are physically accessible to persons w/disabilities. ALL STAFF ADMINISTERING ASSESSMENTS WILL BE TRAINED TO USE TRAUMA INFORMED AND CULTURALLY AND LINGUISTIC COMPETENT PRACTICES & be knowledgeable about using or accessing auxiliary aids & services for persons with disabilities.

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

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

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

<table>
<thead>
<tr>
<th>History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Previous Homeless Episodes</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered Homelessness</td>
<td>X</td>
</tr>
<tr>
<td>Criminal History</td>
<td>X</td>
</tr>
<tr>
<td>Bad Credit or Rental History</td>
<td>X</td>
</tr>
</tbody>
</table>

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

STRATEGIES: Develop Youth Advisory Bd to inform syst of care; use TAY VI-
SPDAT to ID, house & provide svc to hmls & at-risk youth, incl connect youth
to rental asstc, RRH or affdbl hsg; CoC annually reviews Cnty Dept of Educ rpt
to strategize ID & housing hmls youth; collab w/victim services provider on data & svc.

EFFECTIVENESS MEASURES: This FY PIT Count targeted youth at
youth/TAY svc providers & FOUND SEVERAL AT RISK BUT NONE THAT
WERE LITERALLY HMLS. COC had decrease in unaccomp youth in PIT
Counts & svc data. Data from providers & HMIS confirms previously hmls youth
retain CoC-supptd hsg. CoC mtg concerns of possible addtnl unident hmls
youth, by mining HMIS & surveying providers to learn who is seeking svc--
found families use svc but no evidence of unaccomp youth. Cmtee estblishd for
2018 PIT to collect data from unaccomp youth & to use youth ambassadors to
lead PIT at sites where addtnl hmls youth may be.

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

COLLABORATION: Multiple CoC mtgs or planning events attended by LEA
reps; LEA or SEA mtgs/planning events attended by CoC reps; CoC MTGS
/events attended by youth hsg & svc providers (e.g. RHY providers). Cross org
collab occurs w/West Cnty, Mt. Diablo & San Ramon USDs, who regularly
attend CoC mtgs; youth hmlsns was focus of Spring CoC mtg. MCKINNEY-
VENTO FUNDED CNTY DEPT OF EDUC HAS SEAT ON COC BD.

PARTNERSHIPS: Educ/Vocational svc reps on CoC Bd is liaison to hmls
families in the school syst; rep provides TA, professional dvlpt & legisl tracking
support to 18 districts & works directly w/youth in foster care. Collab App
employs hmls educ liaison thru McKinney-Vento funding, who addresses educ
needs of hmls families. CoC-funded provider & Council Bd member SHELTER
has staff serving on Cnty Local Planning Council for Child Care & Dvlptm. CoC
Ps&Ps encourage providers to tailor svc & case mgmt to ensure consumer
knowledge of resources/eligibility for svc, incl educ svc.

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

<table>
<thead>
<tr>
<th>Early Childhood Providers</th>
<th>MOU/MOA</th>
<th>Other Formal Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Early Head Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Child Care and Development Fund</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Federal Home Visiting Program</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Healthy Start</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Public Pre-K</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

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

ID: CoC identifies homeless veterans through outreach teams, CARE centers, 211 contacts, & Built for Zero program.

ASSESS: Outreach teams & all CoC providers assess veteran status with standardized HMIS intake form. Outreach & mobile health teams link qualifying clients to veteran service providers. Four providers (SHELTER, Inc., Berkeley Food & Housing, Pittsburg PHA & County PHA) partner to ensure clients are able to access SSVF using housing 1st model w/full geographic coverage. Veteran service reps (VSR) assist veterans w/claims to ensure maximum benefits are awarded. VSRs are trained by federal VA but are staffed by County VA.

REFER: As a Built for Zero community, the main goal of CoC is to provide bridges from non VA-funded organizations to VA organizations, including providing referrals, case management & transportation to VA organizations. Built for Zero has improved data sharing between programs to assess the number of veterans being housed each month in the community. We have a VA seat on the CoC Board to ensure veteran resources are being coordinated.

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

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

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach? Yes
4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

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

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

<table>
<thead>
<tr>
<th>Type of Health Care</th>
<th>Yes/No</th>
<th>Assist with Utilization of Benefits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Care Benefits</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>(State or Federal benefits, e.g. Medicaid, Indian Health Services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private Insurers:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Profit, Philanthropic:</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other: (limit 50 characters)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4A-1a. Mainstream Benefits

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

(limit 1000 characters)

ACTION: Programs use self-sufficiency matrices, intake forms, VI-SPDAT & other assessment tools to determine need & eligibility for benefits not already receiving. Provider case mgrs assist participant in completing steps, including gathering & completing documentation, follow up on application progress, providing trnsptn to benefits apptmts, partnering with other local orgs to assist in application process.

KNOWLEDGE MANAGEMENT: Programs maintain knowledge base of current resources/income avail to participants thru: ongoing work with cmnty resources incl Social Security Office, MediCal, State unemployment/disability insurance & CalFresh; attendance at cmnty svc collaborative mtgs & trainings w/those public programs; work with private advocacy orgs (Bay Area Legal, Indep Living
Resources, Childcare Council, HIV orgs, etc); internal collaborative case conferencing.

ORG RESPONSIBLE FOR STRATEGY: Collab App, CE manager, CoC R&R panel, Provider & Oversight Cmteees.

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

| Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal) | 21.00 |
| Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected “low barrier” in the FY 2017 competition. | 21.00 |
| Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as “low barrier” | 100.00% |

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

| Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal). | 21.00 |
| Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition. | 21.00 |
| Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First. | 100.00% |

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

CoC’s street outreach covers 100% of CoC’s geographic area. SEVERAL CITIES FUND OUTREACH TEAMS THAT INTENSIVELY SERVE ENTIRE GEOGRAPHIC AREA. Outreach is conducted Monday thru Saturday. Outreach teams used to ID, engage & stabilize homeless persons on the street. Teams facilitate delivery of health & basic svc needs & assists in securing PH by conducting assesses during street engmt. Teams connect persons to CARE Centers or addtl svc incl food, showers, case mgmt, benefits enrollment, hgs search assst, etc. CORE TEAMS ARE SUPPLEMENTED BY MOBILE HEALTH OUTREACH TEAMS THAT PROVIDE ON DEMAND HEALTHCARE TO AVOID REQUIRING APPTMTS & TO PROMOTE WARM HANDOFFs for persons w/out access to trnspt or methods of cmmncn. Staff is bilingual or has access to on-demand translation svc line. Next yr CoC wkg to partner on app to state Dept of Social Svcs to provide targeted street social wrkr svc combining outreach & benefits, & provide hsg while awaiting benefit eligib decisions & fast track SSI apps.
4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach. Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

STRATEGIES: CoC conducts direct outreach & mktg in places clients frequent using flyers, posters, & annmnts at comunity events. All CE & hmls resources are avail to all elig persons regardless of race, color, ntln origin, religion, sex, age, familial status, disability, actual or perceived sexual orient, gender ident, martial status, or subpop affltn. Phone & internet based services like 211, including text features, avail to maximize access to CoC svcs. CoC wkg to launch tv ad w/closed captioning to educate public about CE, fair & equal access & svcs. Mobile health teams are also in use.

COMMUNICATIONS: All materials are published in languages commonly spoken in cmmty; All physical & virtual locations are accessible to those w/disabilities; All new svc providers are required to make facilities ADA accessible. All CARE centers & 211 network have bilingual CE materials & interpreter network access avail in all locations. All mktg materials convey accessibility of CE access pts.

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

<table>
<thead>
<tr>
<th>RRH beds available to serve all populations in the HIC</th>
<th>2016</th>
<th>2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>248</td>
<td>183</td>
<td>-65</td>
</tr>
</tbody>
</table>

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

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

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

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
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<tbody>
<tr>
<td>01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants</td>
<td>Yes</td>
<td>01.2016CoC Consol...</td>
<td>09/25/2017</td>
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<tr>
<td>02. 2016 CoC Consolidated Application: Public Posting Evidence</td>
<td>Yes</td>
<td>02. 2016 CoC Cons...</td>
<td>09/25/2017</td>
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<tr>
<td>03. CoC Rating and Review Procedure (e.g. RFP)</td>
<td>Yes</td>
<td>03. CoC Rating an...</td>
<td>09/25/2017</td>
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<tr>
<td>05. CoCs Process for Reallocating</td>
<td>Yes</td>
<td>05. CoCs Process ...</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>06. CoC's Governance Charter</td>
<td>Yes</td>
<td>06. CoCs Governan...</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>07. HMIS Policy and Procedures Manual</td>
<td>Yes</td>
<td>07. HMIS Policy a...</td>
<td>09/25/2017</td>
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<tr>
<td>08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes</td>
<td>No</td>
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<tr>
<td>09. PHA Administration Plan (Applicable Section(s) Only)</td>
<td>Yes</td>
<td>09. PHA Administr...</td>
<td>09/25/2017</td>
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<tr>
<td>10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)</td>
<td>No</td>
<td></td>
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<tr>
<td>11. CoC Written Standards for Order of Priority</td>
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<tr>
<td>12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)</td>
<td>No</td>
<td>12. Project List ...</td>
<td>09/25/2017</td>
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<td>13. HDX-system Performance Measures</td>
<td>Yes</td>
<td>13. HDX-system Pe...</td>
<td>09/25/2017</td>
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<tr>
<td>14. Other</td>
<td>No</td>
<td></td>
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<tr>
<td>15. Other</td>
<td>No</td>
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Attachment Details

Document Description: 01. 2016 CoC Consolidated Application: Evidence of CoC's Communication to Rejected Participants

Attachment Details

Document Description: 02. 2016 CoC Consolidated Application: Public Posting Evidence

Attachment Details

Document Description: 03. CoC Rating and Review Procedure

Attachment Details

Document Description: 04. CoC’s Rating and Review Procedure: Public Posting Evidence

Attachment Details

Document Description: 05. CoCs Process for Reallocating
Document Description: 06. CoCs Governance Charter

Attachment Details

Document Description: 07. HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: 09. PHA Administration Plan (Applicable Sections Only)

Attachment Details

Document Description:
Attachment Details

Document Description: 12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes

Attachment Details

Document Description: 13. 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.

<table>
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<tr>
<th>Page</th>
<th>Last Updated</th>
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<tbody>
<tr>
<td>1A. Identification</td>
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<tr>
<td>1B. Engagement</td>
<td>09/25/2017</td>
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<tr>
<td>1C. Coordination</td>
<td>09/25/2017</td>
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<tr>
<td>1D. Discharge Planning</td>
<td>09/25/2017</td>
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<tr>
<td>1E. Project Review</td>
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<td>1F. Reallocation Supporting Documentation</td>
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<td>2A. HMIS Implementation</td>
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<td>2B. PIT Count</td>
<td>09/25/2017</td>
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<tr>
<td>2C. Sheltered Data - Methods</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>3A. System Performance</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>3B. Performance and Strategic Planning</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>Section</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>4A. Mainstream Benefits and Additional Policies</td>
<td>09/25/2017</td>
</tr>
<tr>
<td>4B. Attachments</td>
<td>09/25/2017</td>
</tr>
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<td>Submission Summary</td>
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</table>
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<th>Page Number</th>
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</thead>
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<td>1</td>
</tr>
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<td>2. 09.13.2017 emails to all project applicants delivering final ranking as approved by CoC on 09.07.17</td>
<td>2-8</td>
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<tr>
<td>a. Email to Anka Behavioral Health with notice of inclusion in Priority Listing</td>
<td>2</td>
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<tr>
<td>b. Email to Contra Costa Health Services with notice of inclusion in Priority Listing</td>
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<tr>
<td>c. Email to Housing Authority of Contra Costa County with notice of inclusion in Priority Listing</td>
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<tr>
<td>d. Email to Resources for Community Development with notice of inclusion in Priority Listing</td>
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<tr>
<td>e. Email to Satellite Affordable Housing Associates with notice of inclusion in Priority Listing</td>
<td>6</td>
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<tr>
<td>f. Email to Contra Costa Interfaith Housing with notice of inclusion in Priority Listing and rejection of new project submission</td>
<td>7</td>
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<tr>
<td>g. Email to SHELTER, Inc. with notice of inclusion in Priority Listing and rejection of new project submission</td>
<td>8</td>
</tr>
<tr>
<td>3. 09.07.17 Approved Priority Listing</td>
<td>9</td>
</tr>
<tr>
<td>4. 09.07.17 CoC Board minutes from meeting approving Priority Listing</td>
<td>10-17</td>
</tr>
<tr>
<td>a. Motion to approve</td>
<td>13</td>
</tr>
</tbody>
</table>
Continuum of Care

Tools for Partners

Funding Opps/Awards

NOFA - Notice of Funding Availability
The CoC Program (24 CFR part 578) is a program the Department of Housing and Urban Development and is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house the homeless while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by the homeless; and to optimize self-sufficiency among those experiencing homelessness. Please find the most recent Notice of Funding Availability (NOFA) process below.

2017

- 📝 2017 CoC Program Project Ranking - 9/7/2017
- 📝 FY2017 CoC Program Public Solicitation - 7/19/2017

Requests for Proposals

- Contra Costa Coordinated Entry RFP Awards - 9/8/2016
  - 📝 RFP
- Contra Costa Coordinated Entry RFP - 6/29/2016
  - 📝 RFP
  - 📝 Cover Page
  - 📝 Budget
  - 📝 FAQ #1 | 📝 FAQ #2 | 📝 FAQ #3
Notice of Inclusion in Priority Listing - Anka

Amanda Wehrman <amanda@homebaseccc.org>  
To: Shayne Kaleo <skaleo@ankabhi.org>, Rebecca Sanders <rsanders@ankabhi.org>, Amanda Russell <arussell@ankabhi.org>, Caroline Sison <csison@ankabhi.org>, Chris Withrow <cwithrow@ankabhi.org>  
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>

Dear Anka Behavioral Health,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submission to the FY2017 Contra Costa CoC Program competition, Project Coming Home - Addressing Addictions to Alcohol, has been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC's Consolidated Application.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

--

Amanda Wehrman | Deputy Managing Director
870 Market Street | Suite 1228 | San Francisco CA 94102
ph 415.788.7961 | x308 | fax 415.788.7965
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness
Policy | Advocacy | Planning
Dear Contra Costa Health Services,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submissions to the FY2017 Contra Costa CoC Program competition, Contra Costa Coordinated Entry, Contra Costa Coordinated Entry Expansion, Contra Costa HMIS, Destination Home, and Permanent Connections, have been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC’s Consolidated Application.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,

Amanda

---

Amanda Wehrman | Deputy Managing Director
870 Market Street | Suite 1228 | San Francisco CA 94102
ph 415.788.7961 | x308 | fax 415.788.7965
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness
Policy | Advocacy | Planning
Notice of Inclusion in Priority Listing - HACCC

Amanda Wehrman <amanda@homebaseccc.org>  
Wed, Sep 13, 2017 at 7:46 AM
To: Joseph Villarreal <jvillarreal@contracostahousing.org>, Lavonna Martin <Lavonna.Martin@hsd.cccounty.us>, Jaime Jenett <Jaime.Jenett@hsd.cccounty.us>, "Jenny.Robbins@hsd.cccounty.us" <Jenny.Robbins@hsd.cccounty.us>, Steven.Blum@hsd.cccounty.us, Joanne.Sanchez-Rosa@hsd.cccounty.us
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>

Dear Housing Authority of Contra Costa County,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submissions to the FY2017 Contra Costa CoC Program competition, Contra Costa Project-Based Rental Assistance, Contra Costa Tenant-Based Rental Assistance, High Utilizers of Multiple Systems, Shelter Plus Care Lakeside, and Villa Vasconcellos, have been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC's Consolidated Application.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

--

Amanda Wehrman | Deputy Managing Director  
870 Market Street | Suite 1228 | San Francisco CA 94102  
ph 415.788.7961 | fax 415.788.7965  
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness  
Policy | Advocacy | Planning
Notice of Inclusion in Priority Listing - RCD

Amanda Wehrman <amanda@homebaseccc.org>  
To: Janice King <jking@rcdev.org>, Olivia King <OKing@rcdhousing.org>, John Hudson <jhudson@rcdhousing.org>, Dan Sawislak <DSawislak@rcdhousing.org>, Brenda Goldstein <bgoldstein@lifelongmedical.org>  
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>

Dear Resources for Community Development,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submission to the FY2017 Contra Costa CoC Program competition, Idaho Apartments, has been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC's Consolidated Application.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

--

Amanda Wehrman  |  Deputy Managing Director  
870 Market Street  |  Suite 1228  |  San Francisco CA 94102  
ph 415.788.7961  |  x308  |  fax 415.788.7965  
www.homebaseccc.org

Legal and Technical Assistance  |  Advancing Solutions to Homelessness  
Policy  |  Advocacy  |  Planning
Notice of Inclusion in Priority Listing - SAHA

Amanda Wehrman <amanda@homebaseccc.org>  
To: Cristi Dugger <cdugger@sahahomes.org>, Chris Hess <chess@sahahomes.org>  
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>  

Wed, Sep 13, 2017 at 7:47 AM

Dear Satellite Affordable Housing Associates,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submission to the FY2017 Contra Costa CoC Program competition, Tabora Gardens, has been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC's Consolidated Application.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

--

Amanda Wehrman | Deputy Managing Director
870 Market Street | Suite 1228 | San Francisco CA 94102
ph 415.788.7961 x308 | fax 415.788.7965
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness
Policy | Advocacy | Planning
Notice of Inclusion/Reduction in Priority Listing - CCIH

Amanda Wehrman <amanda@homebaseccc.org>  
To: Deanne Pearn <dpearne@ccinterfaithhousing.org>, William Jones <bill@ccinterfaithhousing.org>, Sara Marsh <sara@ccinterfaithhousing.org>, Beth Limberg <beth@ccinterfaithhousing.org>  
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>  

Dear Contra Costa Interfaith Housing,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submissions to the FY2017 Contra Costa CoC Program competition, ACCESS, Families in Supportive Housing, and Garden Park Apartments, have been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC's Consolidated Application.

Your new project submission, Families in Supportive Housing Expansion, will not be included with the CoC's application to HUD. The reason for this rejection is that it was not the highest ranking new project, and there were no reallocated funds available for additional new projects beyond the Permanent Housing Bonus project.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

---

Amanda Wehrman | Deputy Managing Director
870 Market Street | Suite 1228 | San Francisco CA 94102
ph 415.788.7961 x308 | fax 415.788.7965
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness
Policy | Advocacy | Planning
Notice of Inclusion/Reduction in Priority Listing - SHELTER, Inc.

Amanda Wehrman <amanda@homebaseccc.org>  
To: John Eckstrom <John@shelterinc.org>, Leslie Gleason <LeslieG@shelterinc.org>, Laurel te Velde <laurelt@shelterinc.org>, Amy Maggiore <AmyM@shelterinc.org>  
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>  

Dear SHELTER, Inc.,

Per requirements of the FY2017 CoC Program NOFA that notice of funding status be confirmed, in writing and outside of e-snaps, about the final determination of the CoC Priority Listing, I am sending this email to confirm that your submissions to the FY2017 Contra Costa CoC Program competition, Permanent Step Project, Project Thrive, REACH Plus RRH, and Transitional Housing Partnership, have been accepted and ranked by the CoC without any reductions in funding from your applications and will be submitted to HUD with the CoC’s Consolidated Application.

Your new project submission, REACH Plus RRH Expansion, will not be included with the CoC’s application to HUD. The reason for this rejection is that it was not the highest ranking new project, and there were no reallocated funds available for additional new projects beyond the Permanent Housing Bonus project.


Thank you for your work serving those experiencing homelessness in Contra Costa County! You can expect technical edits on your project applications by the end of the week.

Best,
Amanda

--

Amanda Wehrman | Deputy Managing Director  
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ph 415.788.7961 x308 | fax 415.788.7965  
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness  
Policy | Advocacy | Planning
## FY2017 CoC Program Competition Priority Listing

**Approved by Council September 7, 2017**

<table>
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### Bonus Projects Not Included in Priority Listing

| n/a  | CCIH  | Families in Supportive Housing Expansion | PSH    | $467,489     |
| n/a  | SHELTER, Inc. | REACH Plus RRH Expansion                   | RRH    | $445,000     |

### Financial Summary

- **Annual Renewal Demand**: $12,753,390
- **Permanent Housing Bonus**: $765,203
- **Tier 1 Amount**: $11,988,187
- **Tier 2 Amount**: $1,530,406
- **CoC Planning (not ranked)**: $382,602
- **Total Request to HUD**: $13,901,195
CONTRA COSTA COUNCIL ON HOMELESSNESS MEETING MINUTES

The Contra Costa Council on Homelessness provides a forum for communication and coordination about the implementation of the County’s Strategic Plan to prevent and end homelessness, and for orchestrating a vision on ending homelessness in the County, educating the community on homeless issues, and advocating on federal, state, and local policy issues affecting people who are homeless or at-risk of homelessness. The Council provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Items may be taken out of order based on the business of the day and preference of the Council.

Date, Time: Thursday, September 7, 2017 1:00pm – 3:00pm

Location: Sequoia Room, 50 Douglas Drive, Second Floor, Martinez, CA 94553

Council Member Attendance:

Present: Gabriel Lemus (Chair), Teri House (Vice Chair), Tracy Pullar, Anne Struthers, Gary Kingsbury, Cecelia McCloy, Doug Leich, Miguel Hidalgo-Barnes, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak, Joseph Villarreal

Absent: Brenda Kain

Staff Attendance: Lavonna Martin, Jaime Jenett, Juliana Pooley, Dana Ewing, Contra Costa Health Services (H3); Amanda Wehrman, Erica McWhorter, HomeBase.

Public Attendance: Rolanda Wilson, Linda Scott, Michael Pitts, Tony Morrfield, Trevon Schnitzer, Kyle Denson, Angeline Musawwir, Talia Rubin, Shayne Kaleo, Claude Batteglia, Sean Conley, Gary Conner, Scott Harvey, Mary Fenelove, Deanne Pearn, Wayne Calhoon, Michael Sponsler, Lily Yau

1. Welcome and Introductions
   • Call to order by Gabriel Lemus, Chair

2. Approve Minutes (Action Item)
   • Motion
   • Statement of Motion:
     o We move to adopt the minutes from the August 1st Council on Homelessness Meeting.
   • Discussion:
     o The Council moved to approve.
   • Procedural Record:
     o Motion made by: Cecilia McCloy
     o Seconded by: Anne Struthers
o AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Tracy Cascio, Anne Struthers, Gary Kingsbury, Cecelia McCloy, Doug Leich, Miguel Hidalgo-Barnes, John Eckstrom, Alejandra Chamberlain
  
o NOES: None.
  
o ABSTAINS: None.
  
o ABSENTS: Brenda Kain, John Eckstrom

• Motion Carried

3. State ESG Recommendations Update (Action Item)
• Update presented by Gabriel Lemus
  
o All recommended amounts were increased above their requested amount (except Winter Nights Shelter because actual increase was not in state of California pot—non federal funds)
• Statement of Motion
  
o We move to approve the revised federal and non federal funding to be submitted to the Board.
• Procedural Record:
  ▪ Motion made by: Teri House
  ▪ Seconded by: Anne Struthers
  ▪ AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Tracy Pullar, Anne Struthers, Gary Kingsbury, Cecelia McCloy, Miguel Hidalgo-Barnes, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak, Joseph Villarreal
  ▪ NOES: None.
  ▪ ABSTAINS: Doug Leich, Alejandra Chamberlain
  ▪ ABSENTS: Brenda Kain, John Eckstrom

• Motion Carried

4. HUD CoC Priority Listing (Action Item)
• Presentation by Amanda Wehrman, HomeBase
• Overview
  
o Projects Available for application
    ▪ PSH
    ▪ Two new types of projects allowable
      ▪ DedicatedPLUS
      ▪ TH-RRH
  
o Projects subject to tiering in local CoC application process
    ▪ Tier 1
      ▪ Larger amount of funding available for projects in this tier
      ▪ This year more projects in this tier, so tier is bigger in line with allowable funding from HUD
        ▪ Amount of funding for tier 1 changes year to year by HUD based on HUD priorities
This year priority is in renewals for newer projects

- Tier 2
  - Lower scoring projects that may or may not get funded

Funding available

- Annual renewal demand:
- PH bonus:
- Tier 1:
- Tier 2:
- CoC Planning funding:

Local competition for applications for projects required review and rank process and panel with scoring tools to facilitate process producing a Priority listing of projects that determines which projects go in tier 1 and tier 2 and which if any are reallocated

Bonus projects aka new projects

- HACCC/H3’s High Utilizers of Multiple Systems (HUMS)
  - Brings new units online in system of care (34)
  - Already exist (UC Berkeley, SF, other in Berkeley)
  - Couple of sites in mind (part of the challenge)
- Two other new projects
  - FISH Expansion
  - REACH Plus Expansion

R&R recommendation

- One bonus project straddling tier

Alternative ranking recommendation by County

- Move Contra Costa Tenant-Based Rental Assistance to bottom to straddle tiers
- Move HUMS up fully into Tier 1
- Net effect: no change in placement of other projects; TBRA would straddle tiers
- Rationale: strategic placement allows to begin today getting projects moving and avoids delaying project until HUD

Discussion

- Doug Leich: cannot vote but recommends using alternative ranking because this new innovative initiative is important; we really need TBRA but it is worth it
- Teri House:
- Joseph Villarreal: this is good move because TBRA is used by same population; in worst case scenario there wouldn’t be a bad effect and overall it is net positive effect; it is important to get PH county owns and can control (and does not have to
- This does not take money away from anything in Tier 2, just more at risk for not being funded or fully funded
COUNCIL ON HOMELESSNESS MEETING MINUTES

- Cecelia: reason for initial placement was due to risk that if cannot perform money is lost to county and must go back to HUD; this was concern because of number of projects that had to return money to HUD
- County has ability to revise application with HUD if indeed county finds it cannot perform

- Statement of Motion
  - We move to approved and submit to HUD alternative priority listing as proposed by County

- Procedural Record:
  - Motion made by: Teri House
  - Seconded by: Diane Aguinaga
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Tracy Pullar, Anne Struthers, Gary Kingsbury, Cecelia McCloy, Miguel Hidalgo-Barnes, Diane Aguinaga, John Barclay, Dan Sawislak
  - NOES: None.
  - ABSTAINS: Joseph Villarreal, Dough Leich, Dan Sawislak, Stephanie Bachelor
  - ABSENTS: Brenda Kain, John Eckstrom
  - Motion Carried

5. HUD System Performance Measures
- Presentation by Dana Ewing, H3
- Performance measures sent to HUD that are different from local CoC performance measures
  - CoC’s performance measures
  - These are integrated into CE and CoC performance measures
- 7 performance measure types
  - Length of time homeless
    - ES: average 112 days (9 more days than last year)
    - ES and TH: average 154 days (5 days fewer than last year)
    - Local performance measures: look by project type and across entire system
  - Returns to Homelessness
    - 16% CoC-wide returned to homelessness
    - In local performance measures this is tool to measure effectiveness
  - Number of homeless individuals
    - Looks at PIT data
    - 1730 (131 less than last year)
  - Employment and income growth
    - 14% of stayers had increased noncash income (12% less than last year)
31% of leavers had increase in noncash income (26% less than last year)
  • For those that moved on from TH and ES—but they could afford to move on
  • Only looked at those in TH or PH
  • Those who stayed in longer term opportunities did so because they did not have income or increase in income to move on
    o First time homeless
      ▪ 1001 (194 less than last year)
        • 73% were newly homeless in programs
      ▪ In system of care smaller number—reflects newly homeless mainly entering system into
    o Prevention and at-risk
      ▪ Not asked by HUD yet
    o Successful placements from street outreach and retention in PSH
      ▪ 44% from SO had successful exits to PH (only 2 exited to temp setting)
      ▪ 96% of PSH retained PH
  • This is foundation for larger evaluation—CoC integrates these measures into our own measures

6. PIT Count Ramp Up
  • Presentation by Jaime Jenett, H3
  • Convening a planning committee (probably only a couple of meetings) with goal to set methodology to bring to board for approval
    o Bigger volunteer recruitment effort
    o Looking at additional sites
    o May push with sites and CORE teams to gather survey data over course of one week (as permissible by HUD)
    o Likely expand volunteer times longer
  • Want to capture more data about youth and families
  • Need to figure out new ways to capture this—working with Alejandra Chamberlain/school districts and her team to learn how to capture and target these info sources
  • Representation from board members (Stephanie and Doug), youth services manager, AOD, others
  • Ideas for additional outreach
    o Do outreach at mental health services on Mondays when persons come pick up their checks
    o Free lunch times
    o Do youth friendly (specific) survey
    o Use community colleges
    o Incentives (particularly for youth)
    o Include outreach to seniors
COUNCIL ON HOMELESSNESS MEETING MINUTES

- ER, Train Stations, etc: use flyers and 2-1-1 to do survey for these persons (can self-select)
- Can do observations at hospitals or logs, even though moved away from observation tallies in recent years, now prefer to do face to face surveys
- Families/youth: School districts tracking via calls
  ▪ Had counted school district data in the past
  ▪ Next school district-wide meeting on September 20th
- Aligning homeless specific project to PIT day?
  ▪ Perhaps, but in project homeless connect last year half of participants were not homeless (but at risk, previously homeless, persons in need)—no longer reaching only intended population; partnering with employment and other services also means attracting wider population beyond literally homeless by HUD standards
- Also outreach to RYSE, Rainbow Center, others
  ▪ How else can we reach this group (including LGBT)?
- If interested contact Jaime
- Next meeting within next 2 weeks

7. Committee Updates

- Presented by Amanda Wehrman, HomeBase and Juliana Pooley, H3
- Trainings are pending
- CCIH staffing housing navigation pilot
- RFP likely to be released by end of September
- Oversight roles and responsibilities has been clarified and will be added to next year’s updates to policies and procedures
- Clarity launching on Sept. 22
- CE Roundup Mtg: this October TBD—provider info/feedback session (1 day)
- Policy & Advocacy Committee
  ▪ First meeting Friday, Sept. 22 1-3pm at Personnel training room, 1320 Arnold Drive
  ▪ Purpose: explore policy and advocacy landscape and make recommendations to Council for possible actions
- Homeless Awareness Month, November!
- Executive Director Meeting Review
  ▪ MHSA Housing and Funding Update
  ▪ Review of CE implementation efforts
  ▪ Review of system level data on community need (also presented to R&R panel)
  ▪ 2017 CoC Application brainstorm
  ▪ Next meeting later this year: look at project and agency level data re performance
8. Consumer Advisory Committee Update
   - Presentation by Jaime Jenett, H3
   - To better reflect needs of community and get consumer input
   - Want more robust info and input on regular basis to review by Council and for Council to direct efforts or CE manager problem solve or enhance CE
   - Meetings twice per year (but ongoing process of receiving input)
   - How can this committee drive info solicitation?
     - Host community forums
     - Surveys or focus groups at community events
     - Incentives like food
     - White Pony Express (clothing distribution programs, boutiques, tables)
     - Loaves and Fishes
     - Spirit program
     - App or other online medium to encourage honest sharing—at events or on own
     - ES
     - CORE (one week blitz)
     - PSH sites
     - Upon exit from RRH programming
     - Success stories
     - Website/online
     - Different venues for specific populations
     - Use council on homelessness board members to gather info and do surveys; write up narratives etc.
     - Photo voice project around homelessness (gallery of stories on homelessness)
     - Offer opportunities for many people to get involved (particularly formerly homeless, faith groups, peer/parent support groups, etc.)

9. Nuts & Bolts
   - Ensuring Opportunity Campaign and Multi-Faith action Coalition collaborating on program to get Contra Costa County formulating plan to address homelessness
     - Phase 2 of this initiative: series of town halls (one in each supervisor’s districts)
     - Sat., Sept. 23, TBD Antioch
     - Sat, Sept. 30, Church of Christ, 1501 Florida Ave., Richmond, 10am-Noon
     - Sat., October 14, San Ramon Church, 902 Danville, Alamo
     - Sat. October 21, Martinez, TBD
     - Sat., October 28, Concord, TBD

10. Pin It
• Next Meeting October 5, 2017, Sequoia Room, 50 Douglas Drive, Martinez
• H3 moving to 2300 Bisso Lane, will have new numbers prior to next meeting!
ATTACHMENT 02: PUBLIC POSTING SELECTIONS, RANKING AND COC APPLICATION

RELATED APPLICATION QUESTION: 1E-3

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<td>2. Contra Costa County CoC Local Competition Public Solicitation</td>
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<td>3. 08.03.17 Follow-Up email sent to TA Workshop attendees with materials from the workshop</td>
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Continuum of Care
Tools for Partners

Funding Opps/Awards
NOFA - Notice of Funding Availability
The CoC Program (24 CFR part 578) is a program the Department of Housing and Urban Development and is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house the homeless while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by the homeless; and to optimize self-sufficiency among those experiencing homelessness. Please find the most recent Notice of Funding Availability (NOFA) process below.

2017
- 📆 2017 CoC Program Project Ranking - 9/7/2017
- 📆 FY2017 CoC Program Public Solicitation - 7/19/2017

Requests for Proposals

- Contra Costa Coordinated Entry RFP Awards - 9/8/2016
  - 📆 RFP
- Contra Costa Coordinated Entry RFP - 6/29/2016
  - 📆 RFP
  - 📖 Cover Page
  - 📖 Budget
  - 📖 FAQ #1 | 📖 FAQ #2 | 📖 FAQ #3
Dear Contra Costa Council on Homelessness:

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

This Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity.

A technical assistance workshop for all interested parties will be held on Tuesday, August 1 from 11:00 am to 1:00 pm in the 2nd floor conference room at 2425 Bisso Lane in Concord. The details of upcoming deadlines are included on page 2 of this Public Solicitation.

This Public Solicitation will be posted in the following virtual and physical locations:

- Contra Costa Council on Homelessness Website
- Contra Costa Behavioral Health Division – Homeless Program Website
- Contra Costa Council on Homelessness Listserv
- Contra Costa Behavioral Health Division – Homeless Program Bulletin Board
- Contra Costa Behavioral Health Division Bulletin Board

The public should please forward this Public Solicitation to any interested parties, send to relevant additional listservs, and post on public bulletin boards. The CoC encourages applications from organizations that have not previously received CoC Program funding.

Inquiries about this process may be directed to ContraCostaTA@homebaseccc.org.
HUD determines the maximum award for which each CoC is eligible, determined by a combination of factors. This year, in our CoC, our eligible application amounts are as follows:

- **Estimated Annual Renewal Demand**: $12,753,390
- **Estimated Permanent Housing Bonus Funding**: $765,203
- **Estimated Tier 1 Funding**: $11,988,187
- **Estimated Tier 2 Funding**: $1,530,406
- **Estimated Planning Funding**: $382,602

### LOCAL PROCESS TIMELINE

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<td>HUD Opens FY2017 CoC Program Competition</td>
<td>July 14, 2017</td>
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<td>CoC Provider Meeting about Scoring Tools</td>
<td>July 27, 2017</td>
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<td>Renewal Project Supplemental Questionnaires Due</td>
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<td>Technical Assistance Workshop</td>
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<td>Scoring Tools Finalized by Council on Homelessness</td>
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<td>PRESTO Reports finalized by providers</td>
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<td>New Project Letters of Intent Due</td>
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<td>Project Application Technical Reviews and coordination with applicants</td>
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SUMMARY OF THE 2017 NOTICE OF FUNDING AVAILABILITY (NOFA) FOR THE CONTINUUM OF CARE (COC) PROGRAM

BACKGROUND

The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC), the community stakeholder groups that guide local responses to homelessness. The 2017 CoC NOFA was released on July 14, 2017, opening the competition making available approximately $2 billion to serve homeless people nationally. The information in the NOFA sets forth the competition rules and processes for 2017. This summary includes the highlights of the NOFA; additional guidance will be shared as it is made available.

Before the application is submitted to HUD, the CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their relative priority. The results of the local competition dictate for which projects the CoC will seek funding. Additional information about project application requirements and standards will be available at the upcoming TA Workshop. Additional details about anything in this summary can be found in the NOFA, available at:


KEY THEMES IN THIS YEAR’S NOFA

- As described in more detail below, HUD has created new project types and expanded project eligibility for some project types. These changes should allow communities to have more flexibility in how CoC funding is used.

- HUD has also made some administrative changes that will streamline the application process, especially for renewal projects.
CoCs and Project Applications will be evaluated based on the extent to which they further HUD’s policy priorities. Aligned with Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness, the policy priorities set forth in the NOFA are:

1. **Ending homelessness for all persons.**
   a. CoCs should identify, engage, and effectively serve all persons experiencing homelessness.
   b. CoCs should measure their performance based on local data taking into account challenges faced by subpopulations.
   c. CoCs should have a comprehensive outreach strategy to identify and continuously engage all unsheltered individuals and families.
   d. CoCs should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
   e. CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.

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

3. **Strategically allocating and using resources.**
   a. Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness.
   b. CoCs should review project quality, performance, and cost effectiveness.
   c. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
   d. CoCs should review all projects eligible for renewal in FY 2017 to determine their effectiveness in serving people experiencing homelessness as well as their cost effectiveness.

4. **Use a Housing First approach.**
   a. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness.
   b. CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
HUD DEADLINES AND TIMELINE

- **Friday, July 14, 2017**: 2017 CoC NOFA release date.
- **On or after Tuesday, July 18, 2017**: eSNAPS will be available.
- **On or before Tuesday, August 29, 2017** (30 days prior to submission deadline): All project applications are required to be submitted to the CoC.
- **On or before Wednesday, September 13, 2017** (15 days prior to submission deadline): The CoC is required to notify all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC.
- **On or before Tuesday, September 26, 2017** (2 days prior to submission deadline): CoCs must post on their website (or a partner’s website) all parts of the CoC Consolidated Application, including the CoC Application attachments and the completed Priority Listing (but not project applications), and notify community members and key stakeholders that the Consolidated Application is available.
- **Submission Deadline**: Thursday, September 28, 2017 at 8:00 PM EDT/6:00 PM CDT/5:00 PM PDT.
- **HUD may issue up to two conditional funding announcements.**
- **September 30, 2019**: All conditional funds awarded in this competition must be obligated.
- **September 30, 2024**: Obligated funds must be expended.

APPLICATION STRUCTURE

The CoC Consolidated Application is made up of three parts:

- **CoC Application**: Describes the CoC’s plan for ending homelessness, its system-level performance, and addresses the NOFA’s selection criteria. This part of the application is scored and will determine the order in which CoCs are funded.

- **Project Applications**

- **CoC Priority Listing**: Ranks projects in order of priority.
HUD requires CoCs to review and rank projects submitted by project applicants, except CoC planning projects, having them fall into two Tiers based on a financial threshold. All projects must pass HUD’s eligibility and threshold requirements to be funded, no matter their priority.

**TIER 1**

- In 2017, Tier 1 is equal to the greater of the combined amount of Annual Renewal Amount for all permanent housing and HMIS projects eligible for renewal up to $1,000,000 or 94 percent of the CoC’s FY 2017 Annual Renewal Demand.
- Tier 1 projects will be conditionally selected from the highest scoring CoC to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. In the event insufficient funding is available under this NOFA to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier 1 as well as Tier 2.

**TIER 2**

- Projects in Tier 2 are less likely to be funded, but HUD’s scoring process to determine which projects in Tier 2 are funded has changed in 2017 and does not include any priority for permanent housing projects, HMIS or Coordinated Entry projects. Every Tier 2 project will be scored using a 100-point scale based on three factors:
  - **CoC Score**: Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application.
  - **CoC Project Ranking**: Up to 40 of 100 points for the CoC’s ranking of the project application(s). To more evenly distribute funding across CoCs and take into account the CoCs ranking of projects, point values will be assigned directly related to the CoCs ranking of projects. (Additional details are available in the NOFA.)
  - **Commitment to Housing First**: Up to 10 of 100 points for:
    - How a permanent housing project commits to applying Housing First model or
    - How a transitional housing project, Joint TH and PH-RRH component project, safe haven project, or SSO project that is not for centralized or coordinated assessment demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing, and does not have service participation requirements or preconditions to entry (such as sobriety or a minimum income threshold).
    - A HMIS project or SSO project for a centralized or coordinated assessment system will automatically receive 10 points.
CoCs may only reallocate eligible renewal projects that have previously been renewed under the CoC Program or projects funded under the Supportive Housing Program (SHP) or Shelter Plus Care (S+C) Program that are eligible for first-time renewal in the FY 2017 CoC Program Competition. This indicates that CoC projects renewing for the first time cannot be reallocated. More information may be released by HUD.

NEW THIS YEAR, HUD will allow project applicants to apply for a new expansion project under the reallocation process or permanent housing bonus in order to expand existing eligible renewal projects that will increase the number of units in the project, or allow the recipient to serve additional persons. Project applicants that intend to submit a new reallocation or permanent housing bonus project for the purposes of expanding an eligible renewal project must:
- provide the eligible renewal grant number that the project applicant requests to expand on the new project application;
- indicate how the new project application will expand units, beds, services, persons served, or in the case of HMIS projects, how the current HMIS grant activities will be expanded for the CoC’s geographic area; and
- ensure the funding request for the new expansion project is within the funding parameters allowed under the reallocation process or permanent housing bonus (i.e. not a request for transitional housing).

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

The CoC is required to notify, in writing and outside of e-snaps, all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.
HUD has created two new eligible project types this year:

**DedicatedPLUS project** is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

- experiencing chronic homelessness as defined in 24 CFR 578.3;
- residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

**Joint TH and PH-RRH component** projects may be created to better serve homeless individuals and families. The Joint TH and PH-RRH component project includes two existing program components—transitional housing and permanent housing-rapid rehousing—in a single project to serve individuals and families experiencing homelessness.

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

The Permanent Housing Bonus, equal to 6% of Final Pro Rata Need (the higher of Annual Renewal Demand or Preliminary Pro Rata need), is available to all CoCs to apply for funding to create one or more new:

1. DedicatedPLUS projects (**NEW THIS YEAR**)
2. Permanent supportive housing projects where 100 percent of the beds are dedicated to chronically homeless individuals and families
3. Rapid rehousing projects that will serve homeless individuals and families, including unaccompanied youth, who are: (**D, E, and F are NEW THIS YEAR**)
   - (a) residing in a place not meant for human habitation;
   - (b) residing in an emergency shelter
   - (c) persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations
   - (d) residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition
   - (e) residing in transitional housing funded by a Joint TH and PH-RRH component project; or
   - (f) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
4. Joint TH and PH-RRH component projects, which will include transitional housing and permanent housing-rapid rehousing in a single project to serve individuals and families experiencing homelessness, including victims of domestic violence (**NEW THIS YEAR**).

ELIGIBLE REALLOCATION PROJECTS

The following types of **new projects** may be created using funds that the CoC has made available through reallocation:

1. Any of those eligible for the Permanent Housing Bonus
2. Dedicated Homeless Management Information System (HMIS) project (can only be carried out by the HMIS Lead)
3. Supportive services only project to develop or operate a new centralized or coordinated assessment system.
QUICK HINTS FOR PROJECT APPLICANTS

IMPORTANT POINTS FOR RENEWAL PROJECTS

• Renewal project applicants (for grants that have renewed at least once) may submit their renewal project applications with no changes on select screens. More information is forthcoming. This change should speed application processes for applicants and review by HUD staff.

• A renewal project that is permanent supportive housing 100% dedicated to chronically homeless people may either become a DedicatedPLUS project or may continue to dedicate 100 percent of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements at 24 CFR 578.93.

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

IMPORTANT POINTS FOR ALL PROJECT APPLICANTS

• DUNS/SAM Registration: All project applicants must have a DUNS number and an active SAM registration.

• Required Reading: Project applicants should read the CoC NOFA, CoC Program Interim Rule, and the General NOFA.

• No leverage: No leverage again this year!

• Easier Form Completion: Most of the mandatory attachments in the Applicant Profile (e.g. HUD-2880, SF-LLL, HUD-50070) have been moved to e-snaps as fillable forms that only require a checkbox certification with the project applicant’s authorized representative information. More information will be forthcoming.

• New Lobbying Form: Federal agencies require the submission of a signed Certification Regarding Lobbying to ensure applicants acknowledge the requirements in Section 319 of Public Law 101-121, 31 U.S.C. 1352, (the Byrd Amendment) and 24 CFR part 87 before receiving a federal award. These statutes and regulation prohibit the use of federal award funds for lobbying the executive or legislative branches of the Federal government in connection with a specific award. This requirement is different and separate from the requirement for applicants to report lobbying activities using the SF-LLL form. The SF-LLL form must still be submitted by applicants that lobby or intend to lobby using non-federal funds. The only applicants excepted...
from submitting the Certification Regarding Lobbying form are federally-recognized Indian tribes because of each tribe’s sovereign power. This form has also been hard-coded in e-snaps for project applicants and will need to be completed and certified in e-snaps before you have access to the actual project application.

- **Codes of Conduct**: All applicants must have a current HUD-approved Code of Conduct. Most organizations’ Codes of Conduct were removed from HUD’s website in early 2017, as they did not meet the requirements of 2 CFR part 200, and the organizations were notified by another HUD office that a new Code of Conduct must be submitted. Be sure to review the [Code of Conduct for HUD Grant Programs](#) page on HUD’s website to ensure your organization is listed which means you have submitted an approved Code of Conduct. If you do not see your organization on the list, be sure to attach a current and complete Code of Conduct to your Project Applicant Profile in e-snaps. More information will be provided about requirements of Code of Conduct during the Review and Rank process.

- **Estimate Amount of Program Income as Match**: Project applicants that intend to use program income as match must provide an estimate of how much program income will be used for match.

- **Program Regulation Apply When Amended**: The grant agreements will be subject to the program regulation as it may be amended from time to time. Recipients will be subject to regulatory revisions as they come into effect, without having to wait until the grant is renewed in a future competition.

- **2017 FMRs Will Apply**: Because the CoC Consolidated Application is due prior to the publication of the final FY 2018 FMRs, the FY 2017 FMRs will be used for funding amounts.

- **Housing First**: Any housing project application that indicates it will use a Housing First approach, that is awarded FY 2017 CoC Program funds will be required to operate as a Housing First project.

- **Environmental Requirements**: Two important changes for projects categorized or Categorically Excluded from review under the National Environmental Policy Act and not subject to 24 CFR 58.5 (CENST):
  - All scattered-site projects where program participants choose their own unit and are not restricted to units within a pre-determined specific project site or sites are categorized in 24 CFR 58.35(b)(1) as CENST. This now includes both tenant-based rental assistance and tenant-based leasing projects where program participants choose their own unit. Previous guidance included only Tenant Based Rental Assistance as eligible CENST projects.
  - The Exempt/CENST form is only required for each project, not every unit. Previous guidance instructed recipients to complete an Exempt/CENST form for each unit.
RESOURCES


- General Section NOFA:

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

- HUD Websites:
  o www.hud.gov
  o www.hudexchange.info

- Funding Application: www.hud.gov/esnaps

- Training and Resources: www.hudexchange.info/homelessness-assistance/

- HUD Exchange Ask A Question (AAQ): www.hudexchange.info/get-assistance

- Listserv: www.hudexchange.info/mailinglist
Dear Contra Costa CoC Program TA Workshop Attendees and Listed Contacts,

Thank you for your attendance at our Technical Assistance Workshop on Tuesday for the Contra Costa CoC Program FY2017 local competition. Please find attached a PDF of the TA Handbook, as well as the full GIW for renewal projects your reference.

As a reminder, the deadline to submit new project letters of intent is tomorrow, Friday 8/4 by 5 pm. If you are considering applying for a new project, please email ContraCostaTA@homebaseccc.org with a brief email describing the intended project type, approximate number of beds/units (if applicable), and a rough estimate of the budget.

You will not be held to these estimates, but it will give us a chance to offer TA and confirm whether enough new projects are being considered to apply for the total amount available for new projects in Contra Costa ($765,203).

The Council on Homelessness approved the draft new project scoring tool that was presented on Tuesday. See attached for a finalized version of that scoring tool, as well as the supplemental questionnaire for new projects. The deadline to submit the new project supplemental questionnaire is Friday, 8/14 by 5 pm. Please follow the submission instructions included in the document.

As always, if you have any questions, please do not hesitate to reach out to the entire HomeBase team at ContraCostaTA@homebaseccc.org.

Best,
Amanda

4 attachments

- Contra Costa FY 2017 CoC NOFA TA Handbook.pdf (1080K)
- Contra Costa FY2017 CoC GIW.xlsx (16K)
- FY2017 New Project Scoring Tool - Approved 2017.08.03.docx (179K)
- FY2017 CoC Competition Supplemental Questionnaire - New Projects.docx (14K)
### ATTACHMENT 03: COC RATING AND RANKING PROCEDURE – PUBLIC POSTING

### RELATED APPLICATION QUESTION: 1E-1

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Important 2017 NOFA Dates for Contra Costa CoC Providers

To: diondrah@standffov.org, jcummins@rcdev.org, Joanne.Sanchez-Rosa@hsd.cccounty.us, rhondaj@standffov.org, sfriedland@sahahomes.org, Sscherer@monumentcrisiscenter.org, Amy Maggiore <aymm@shelterincofccc.org>, Art Hatchett <ajhatchett@gripcommunity.org>, Brenda Goldstein <bgoldstein@lifelongmedical.org>, Chris Hess <CHess@sahahomes.org>, Chris Withrow <cwithrow@ankabhi.org>, Cristi Dugger <cdugger@sahahomes.org>, Deanne Pearn <deannep@ccinterfaithhousing.org>, Donna Colombo <donnac@trinitycenterwc.org>, Fatima Fuentes <ffuentes@ankabhi.org>, Jaime Jenett <Jaime.Jenett@hsd.cccounty.us>, Janice King <jking@rcdev.org>, Jenny Robbins <Jenny.Robbins@hsd.cccounty.us>, John Eckstrom <john@shelterinc.org>, Jonathan Astmann <jastmann@sahahomes.org>, Joseph Villarreal <jvillarreal@contracostahousing.org>, Kimberly Thai <Kimberly.Thai@hsd.cccounty.us>, Laneva Johnson <LanevaJ@shelterinc.org>, Laurel te Velde <laurel@shelterinc.org>, Lavern Scaife <l scaife@ankabhi.org>, Lavonaa Martin <lavonaa.martin@hsd.cccounty.us>, Leslie Gleason <leslieG@shelterinc.org>, "lmagnuson@gripcommunity.org" <lmagnuson@gripcommunity.org>, Naja Boyd <nboyd@ankabhi.org>, Olivia King <OKing@rhcdhousing.org>, Rebecca Sanders <rsanders@ankabhi.org>, "reinasb@standffov.org" <reinasb@standffov.org>, Rick Wood <rickw@rubiconprograms.org>, Roko Kawai <rokok@standffov.org>, Sara Marsh <sara@ccinterfaithhousing.org>, Shayne Kaleo <skaleo@ankabhi.org>, William Jones <bill@ccinterfaithhousing.org>, William Ryland <william@rylandconsulting.com>, Yoshiko Murai <Yoshiko.murai@hsd.cccounty.us>
Cc: Contra Costa TA <contracostaTA@homebaseccc.org>

Dear Contra Costa CoC/ESG Providers,

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

The attached Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity. We want to highlight two upcoming meetings in particular:

**CoC/ESG Providers Meeting, Thursday, July 27, 10 am to 12 pm, 1st floor conference room, 2425 Bisso Lane, Concord** - All CoC and ESG funded providers are invited to develop recommendations to the Council on Homelessness regarding proposed revisions to the New Project scoring tool.

**TA Workshop, Tuesday, August 1, 11 am - 1 pm, 2nd floor conference room, 2425 Bisso Lane, Concord** - All providers interested in applying for renewal and/or new projects in this year's competition should be in attendance at this Technical Assistance Workshop to learn about the federal and local application processes.

The rest of the timeline for this year's local competition is laid out on page 2 of the attached Public Solicitation. HomeBase is available for technical assistance to any agency interested in applying for CoC Program funding. We especially encourage TA for those of you who are applying for a new project. You can reach our whole team at ContraCostaTA@homebaseccc.org.

Best,
Amanda

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**Amanda Wehrman** | Deputy Managing Director
870 Market Street | Suite 1228 | San Francisco CA 94102
ph 415.788.7961 x308 | fax 415.788.7965
www.homebaseccc.org

**Legal and Technical Assistance** | **Advancing Solutions to Homelessness**
Policy | Advocacy | Planning

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Contra Costa FY2017 CoC Program Public Solicitation.pdf
168K
Continuum of Care
Tools for Partners

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### Funding Opps/Awards
**NOFA - Notice of Funding Availability**
The CoC Program (24 CFR part 578) is a program the Department of Housing and Urban Development and is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house the homeless while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by the homeless; and to optimize self-sufficiency among those experiencing homelessness. Please find the most recent Notice of Funding Availability (NOFA) process below.

**2017**
- 2017 CoC Program Project Ranking - 9/7/2017  [Archive]
- FY2017 CoC Program Public Solicitation - 7/19/2017

### Requests for Proposals
- Contra Costa Coordinated Entry RFP Awards - 9/8/2016
  - RFP
- Contra Costa Coordinated Entry RFP - 6/29/2016
  - RFP
  - Cover Page
  - Budget
  - FAQ #1 | FAQ #2 | FAQ #3
FY2017 COC PROGRAM COMPETITION TECHNICAL ASSISTANCE WORKSHOP

August 1, 2017, 11:00 AM – 1:00 PM
2425 Bisso Lane, 2nd Floor Conference Room, Concord

AGENDA

1. Welcome & Introductions
2. 2017 HUD CoC Program Competition Overview and Funding Available
3. Designing Your Project
   A. Eligible New Project Types
   B. New Project Basic Design Requirements
   C. Renewal Project Design Requirements
   D. Eligible Costs and Project Participants
4. Program Requirements & Later Responsibilities
5. E-snaps and HUD Documents
6. Local Competition Timeline, Process & Scoring Tools

If you need technical assistance at any point in this process, please contact the HomeBase Team for Contra Costa at: ContraCostaTA@homebaseccc.org

Amanda Wehrman, 415-788-7961 x308, amanda@homebaseccc.org

Erica McWhorter, 415-788-7961 x337, erica@homebaseccc.org
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July 19, 2017

Dear Contra Costa Council on Homelessness:

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

This Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity.

A technical assistance workshop for all interested parties will be held on Tuesday, August 1 from 11:00 am to 1:00 pm in the 2nd floor conference room at 2425 Bisso Lane in Concord. The details of upcoming deadlines are included on page 2 of this Public Solicitation.

This Public Solicitation will be posted in the following virtual and physical locations:

- Contra Costa Council on Homelessness Website
- Contra Costa Behavioral Health Division – Homeless Program Website
- Contra Costa Council on Homelessness Listserv
- Contra Costa Behavioral Health Division – Homeless Program Bulletin Board
- Contra Costa Behavioral Health Division Bulletin Board

The public should please forward this Public Solicitation to any interested parties, send to relevant additional listservs, and post on public bulletin boards. The CoC encourages applications from organizations that have not previously received CoC Program funding.

Inquiries about this process may be directed to ContraCostaTA@homebaseccc.org.
AVAILABLE FUNDING FOR OUR COC

HUD determines the maximum award for which each CoC is eligible, determined by a combination of factors. This year, in our CoC, our eligible application amounts are as follows:

- **Estimated Annual Renewal Demand:** $12,753,390
- **Estimated Permanent Housing Bonus Funding:** $765,203
- **Estimated Tier 1 Funding:** $11,988,187
- **Estimated Tier 2 Funding:** $1,530,406
- **Estimated Planning Funding:** $382,602

LOCAL PROCESS TIMELINE

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD Opens FY2017 CoC Program Competition</td>
<td>July 14, 2017</td>
</tr>
<tr>
<td>CoC Provider Meeting about Scoring Tools</td>
<td>July 27, 2017</td>
</tr>
<tr>
<td>Renewal Project Supplemental Questionnaires Due</td>
<td>July 27, 2017</td>
</tr>
<tr>
<td>Technical Assistance Workshop</td>
<td>August 1, 2017</td>
</tr>
<tr>
<td>Scoring Tools Finalized by Council on Homelessness</td>
<td>August 3, 2017</td>
</tr>
<tr>
<td>PRESTO Reports finalized by providers</td>
<td>August 4, 2017</td>
</tr>
<tr>
<td>New Project Letters of Intent Due</td>
<td>August 4, 2017</td>
</tr>
<tr>
<td>New Project Supplemental Questionnaires Due</td>
<td>August 14, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Panel Orientation</td>
<td>August 17, 2017</td>
</tr>
<tr>
<td>New/Renewal Project Applications Due</td>
<td>August 24, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Panel Interviews</td>
<td>August 31, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Decisions Announced</td>
<td>September 1, 2017</td>
</tr>
<tr>
<td>Appeals of Review &amp; Rank Decisions Due</td>
<td>September 5, 2017</td>
</tr>
<tr>
<td>Appeals Considered &amp; Decisions Announced</td>
<td>September 7, 2017</td>
</tr>
<tr>
<td>Board Approval of Priority Listings</td>
<td>September 7, 2017</td>
</tr>
<tr>
<td>HUD Deadline for CoCs to Finalize Priority Listings</td>
<td>September 13, 2017</td>
</tr>
<tr>
<td>Project Application Technical Reviews and coordination with applicants</td>
<td>August 24 – September 21, 2017</td>
</tr>
<tr>
<td>Project Applications Finalized in e-snaps</td>
<td>September 21, 2017</td>
</tr>
<tr>
<td>HUD Deadline for CoCs to Post Consolidated Application Online</td>
<td>September 26, 2017</td>
</tr>
<tr>
<td>HUD Deadline for Submission of CoC Consolidated Application</td>
<td>September 28, 2017</td>
</tr>
</tbody>
</table>
SUMMARY OF THE 2017 NOTICE OF FUNDING AVAILABILITY (NOFA) FOR THE CONTINUUM OF CARE (COC) PROGRAM

BACKGROUND

The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC), the community stakeholder groups that guide local responses to homelessness. The 2017 CoC NOFA was released on July 14, 2017, opening the competition making available approximately $2 billion to serve homeless people nationally. The information in the NOFA sets forth the competition rules and processes for 2017. This summary includes the highlights of the NOFA; additional guidance will be shared as it is made available.

Before the application is submitted to HUD, the CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their relative priority. The results of the local competition dictate for which projects the CoC will seek funding. Additional information about project application requirements and standards will be available at the upcoming TA Workshop. Additional details about anything in this summary can be found in the NOFA, available at:


KEY THEMES IN THIS YEAR’S NOFA

- As described in more detail below, HUD has created new project types and expanded project eligibility for some project types. These changes should allow communities to have more flexibility in how CoC funding is used.

- HUD has also made some administrative changes that will streamline the application process, especially for renewal projects.
CoCs and Project Applications will be evaluated based on the extent to which they further HUD’s policy priorities. Aligned with *Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness*, the policy priorities set forth in the NOFA are:

1. **Ending homelessness for all persons.**
   a. CoCs should identify, engage, and effectively serve all persons experiencing homelessness.
   b. CoCs should measure their performance based on local data taking into account challenges faced by subpopulations.
   c. CoCs should have a comprehensive outreach strategy to identify and continuously engage all unsheltered individuals and families.
   d. CoCs should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
   e. CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.

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

3. **Strategically allocating and using resources.**
   a. Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness.
   b. CoCs should review project quality, performance, and cost effectiveness.
   c. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
   d. CoCs should review all projects eligible for renewal in FY 2017 to determine their effectiveness in serving people experiencing homelessness as well as their cost effectiveness.

4. **Use a Housing First approach.**
   a. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness.
   b. CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
HUD DEADLINES AND TIMELINE

- **Friday, July 14, 2017**: 2017 CoC NOFA release date.
- **On or after Tuesday, July 18, 2017**: eSNAPS will be available
- **On or before Tuesday, August 29, 2017** (30 days prior to submission deadline): All project applications are required to be submitted to the CoC
- **On or before Wednesday, September 13, 2017** (15 days prior to submission deadline): The CoC is required to notify all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC.
- **On or before Tuesday, September 26, 2017** (2 days prior to submission deadline): CoCs must post on their website (or a partner’s website) all parts of the CoC Consolidated Application, including the CoC Application attachments and the completed Priority Listing (but not project applications), and notify community members and key stakeholders that the Consolidated Application is available.
- **Submission Deadline**: Thursday, September 28, 2017 at 8:00 PM EDT/6:00 PM CDT/5:00 PM PDT
- **HUD may issue up to two conditional funding announcements.**
- **September 30, 2019**: All conditional funds awarded in this competition must be obligated.
- **September 30, 2024**: Obligated funds must be expended.

APPLICATION STRUCTURE

The CoC Consolidated Application is made up of three parts:

- **CoC Application**: Describes the CoC’s plan for ending homelessness, its system-level performance, and addresses the NOFA’s selection criteria. This part of the application is scored and will determine the order in which CoCs are funded.

- **Project Applications**

- **CoC Priority Listing**: Ranks projects in order of priority.
HUD requires CoCs to review and rank projects submitted by project applicants, except CoC planning projects, having them fall into two Tiers based on a financial threshold. All projects must pass HUD’s eligibility and threshold requirements to be funded, no matter their priority.

**TIER 1**

- In 2017, Tier 1 is equal to the greater of the combined amount of Annual Renewal Amount for all permanent housing and HMIS projects eligible for renewal up to $1,000,000 or 94 percent of the CoC’s FY 2017 Annual Renewal Demand.
- Tier 1 projects will be conditionally selected from the highest scoring CoC to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. In the event insufficient funding is available under this NOFA to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier 1 as well as Tier 2.

**TIER 2**

- Projects in Tier 2 are less likely to be funded, but HUD’s scoring process to determine which projects in Tier 2 are funded has changed in 2017 and does not include any priority for permanent housing projects, HMIS or Coordinated Entry projects. Every Tier 2 project will be scored using a 100-point scale based on three factors:
  - **CoC Score**: Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application.
  - **CoC Project Ranking**: Up to 40 of 100 points for the CoC’s ranking of the project application(s). To more evenly distribute funding across CoCs and take into account the CoCs ranking of projects, point values will be assigned directly related to the CoCs ranking of projects. (Additional details are available in the NOFA.)
  - **Commitment to Housing First**: Up to 10 of 100 points for:
    - How a permanent housing project commits to applying Housing First model or
    - How a transitional housing project, Joint TH and PH-RRH component project, safe haven project, or SSO project that is not for centralized or coordinated assessment demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing, and does not have service participation requirements or preconditions to entry (such as sobriety or a minimum income threshold).
    - A HMIS project or SSO project for a centralized or coordinated assessment system will automatically receive 10 points.
NEW REVIEW AND RANK HUD POLICIES IN 2017

- CoCs may only reallocate eligible renewal projects that have previously been renewed under the CoC Program or projects funded under the Supportive Housing Program (SHP) or Shelter Plus Care (S+C) Program that are eligible for first-time renewal in the FY 2017 CoC Program Competition. **This indicates that CoC projects renewing for the first time cannot be reallocated. More information may be released by HUD.**

- **NEW THIS YEAR,** HUD will allow project applicants to apply for a new expansion project under the reallocation process or permanent housing bonus in order to **expand existing eligible renewal projects** that will increase the number of units in the project, or allow the recipient to serve additional persons. Project applicants that intend to submit a new reallocation or permanent housing bonus project for the purposes of expanding an eligible renewal project must:
  - provide the eligible renewal grant number that the project applicant requests to expand on the new project application;
  - indicate how the new project application will expand units, beds, services, persons served, or in the case of HMIS projects, how the current HMIS grant activities will be expanded for the CoC’s geographic area; and
  - ensure the funding request for the new expansion project is within the funding parameters allowed under the reallocation process or permanent housing bonus (i.e. not a request for transitional housing).

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

- The CoC is required to notify, in writing and outside of e-snaps, **all** project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be **accepted and ranked on the CoC Priority Listing, rejected, or reduced** by the CoC. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.
HUD has created two new eligible project types this year:

**DedicatedPLUS project** is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

- experiencing chronic homelessness as defined in 24 CFR 578.3;
- residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

**Joint TH and PH-RRH component** projects may be created to better serve homeless individuals and families. The Joint TH and PH-RRH component project includes two existing program components—transitional housing and permanent housing—rapid rehousing—in a single project to serve individuals and families experiencing homelessness.

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

PERMANENT HOUSING BONUS

The Permanent Housing Bonus, equal to 6% of Final Pro Rata Need (the higher of Annual Renewal Demand or Preliminary Pro Rata need), is available to all CoCs to apply for funding to create one or more new:

1. DedicatedPLUS projects (NEW THIS YEAR)
2. Permanent supportive housing projects where 100 percent of the beds are dedicated to chronically homeless individuals and families
3. Rapid rehousing projects that will serve homeless individuals and families, including unaccompanied youth, who are: (D, E, and F are NEW THIS YEAR)
   (a) residing in a place not meant for human habitation;
   (b) residing in an emergency shelter
   (c) persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations
   (d) residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition
   (e) residing in transitional housing funded by a Joint TH and PH-RRH component project; or
   (f) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
4. Joint TH and PH-RRH component projects, which will include transitional housing and permanent housing-rapid rehousing in a single project to serve individuals and families experiencing homelessness, including victims of domestic violence (NEW THIS YEAR).

ELIGIBLE REALLOCATION PROJECTS

The following types of new projects may be created using funds that the CoC has made available through reallocation:

1. Any of those eligible for the Permanent Housing Bonus
2. Dedicated Homeless Management Information System (HMIS) project (can only be carried out by the HMIS Lead)
3. Supportive services only project to develop or operate a new centralized or coordinated assessment system.
IMPORTANT POINTS FOR RENEWAL PROJECTS

- Renewal project applicants (for grants that have renewed at least once) may submit their renewal project applications with no changes on select screens. More information is forthcoming. This change should speed application processes for applicants and review by HUD staff.

- A renewal project that is permanent supportive housing 100% dedicated to chronically homeless people may *either become a DedicatedPLUS project or may continue to dedicate 100 percent* of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements at 24 CFR 578.93.

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

IMPORTANT POINTS FOR ALL PROJECT APPLICANTS

- **DUNS/SAM Registration**: All project applicants must have a DUNS number and an active SAM registration.

- **Required Reading**: Project applicants should read the CoC NOFA, CoC Program Interim Rule, and the General NOFA.

- **No leverage**: No leverage again this year!

- **Easier Form Completion**: Most of the mandatory attachments in the Applicant Profile (e.g. HUD-2880, SF-LLL, HUD-50070) have been moved to e-snaps as fillable forms that only require a checkbox certification with the project applicant’s authorized representative information. More information will be forthcoming.

- **New Lobbying Form**: Federal agencies require the submission of a signed Certification Regarding Lobbying to ensure applicants acknowledge the requirements in Section 319 of Public Law 101-121, 31 U.S.C. 1352, (the Byrd Amendment) and 24 CFR part 87 before receiving a federal award. These statutes and regulation prohibit the use of federal award funds for lobbying the executive or legislative branches of the Federal government in connection with a specific award. This requirement is different and separate from the requirement for applicants to report lobbying activities using the SF-LLL form. The SF-LLL form must still be submitted by applicants that lobby or intend to lobby using non-federal funds. The only applicants excepted
from submitting the Certification Regarding Lobbying form are federally-recognized Indian tribes because of each tribe’s sovereign power. This form has also been hard-coded in e-snaps for project applicants and will need to be completed and certified in e-snaps before you have access to the actual project application.

- **Codes of Conduct**: All applicants must have a current HUD-approved Code of Conduct. Most organizations’ Codes of Conduct were removed from HUD’s website in early 2017, as they did not meet the requirements of 2 CFR part 200, and the organizations were notified by another HUD office that a new Code of Conduct must be submitted. Be sure to review the [Code of Conduct for HUD Grant Programs](#) page on HUD’s website to ensure your organization is listed which means you have submitted an approved Code of Conduct. If you do not see your organization on the list, be sure to attach a current and complete Code of Conduct to your Project Applicant Profile in e-snaps. More information will be provided about requirements of Code of Conduct during the Review and Rank process.

- **Estimate Amount of Program Income as Match**: Project applicants that intend to use program income as match must provide an estimate of how much program income will be used for match.

- **Program Regulation Apply When Amended**: The grant agreements will be subject to the program regulation as it may be amended from time to time. Recipients will be subject to regulatory revisions as they come into effect, without having to wait until the grant is renewed in a future competition.

- **2017 FMRs Will Apply**: Because the CoC Consolidated Application is due prior to the publication of the final FY 2018 FMRs, the FY 2017 FMRs will be used for funding amounts.

- **Housing First**: Any housing project application that indicates it will use a Housing First approach, that is awarded FY 2017 CoC Program funds will be required to *operate* as a Housing First project.

- **Environmental Requirements**: Two important changes for projects categorized or Categorically Excluded from review under the National Environmental Policy Act and not subject to 24 CFR 58.5 (CENST):
  - All scattered-site projects where program participants choose their own unit and are not restricted to units within a pre-determined specific project site or sites are categorized in 24 CFR 58.35(b)(1) as CENST. This now includes both tenant-based rental assistance and tenant-based leasing projects where program participants choose their own unit. Previous guidance included only Tenant Based Rental Assistance as eligible CENST projects.
  - The [Exempt/CENST](#) form is only required for each project, not every unit. Previous guidance instructed recipients to complete an Exempt/CENST form for each unit.
RESOURCES


- General Section NOFA:

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

- HUD Websites:
  - [www.hud.gov](http://www.hud.gov)
  - [www.hudexchange.info](http://www.hudexchange.info)

- Funding Application: [www.hud.gov/esigns](http://www.hud.gov/esigns)

- Training and Resources: [www.hudexchange.info/homelessness-assistance/](http://www.hudexchange.info/homelessness-assistance/)

- HUD Exchange Ask A Question (AAQ): [www.hudexchange.info/get-assistance](http://www.hudexchange.info/get-assistance)

- Listserv: [www.hudexchange.info/mailinglist](http://www.hudexchange.info/mailinglist)
OVERVIEW

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project’s Work is Consistent with HUD Priorities</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2. Outcomes</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>3. Agency Capacity</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>4. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5. Reallocation Bonus</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td></td>
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</tbody>
</table>

Note: HMIS renewal projects and renewal projects operational less than one year will be reviewed for threshold and placed at the bottom of Tier 1.

DETAILED BREAKDOWN BY FACTOR

1. PROJECT’S WORK IS CONSISTENT WITH HUD PRIORITIES (20 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.A. HUD Priorities</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Renewal permanent housing (PSH &amp; RRH) = 10 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.B. Prioritizing Chronically Homeless Households</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Percentage of new clients who are chronically homeless</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: program type, household type</td>
<td></td>
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2. PROJECT PERFORMANCE OUTCOMES (40 PTS.)

Keep in mind that outcomes will naturally be lower in a more difficult to serve population such as persons experiencing chronic homelessness, mental illness and/or substance use disorders.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
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<tbody>
<tr>
<td>2.A. Housing Stability</td>
<td></td>
<td></td>
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<tr>
<td><strong>RRH: Exits to Permanent Housing</strong></td>
<td>% of leavers who exited to a permanent destination</td>
<td>20</td>
</tr>
<tr>
<td><strong>PSH: Increasing Housing Stability</strong></td>
<td>% of participants who remained in the program for at least 6 months or exited to another permanent destination</td>
<td></td>
</tr>
<tr>
<td>2.B. Exits to Homelessness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of persons who exited to homeless temporary destinations (emergency shelter, transitional housing, place not meant for human habitation, or hotel/motel)</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>2.C. Maintaining/Increasing Cash Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of adults who maintained or increased any cash income (employment and/or mainstream benefits) as of the end of the operating year or project exit</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>2.D. Connecting to Non-Cash Mainstream Benefits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of adult leavers and stayers who access non-cash mainstream benefits</td>
<td>5</td>
<td></td>
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</tbody>
</table>

3. AGENCY CAPACITY (30 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
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<tbody>
<tr>
<td>3.A. Administrative Structure</td>
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<tr>
<td>Does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit,</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>3.B. HMIS Participation &amp; Data Quality</td>
<td>5</td>
<td></td>
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<tr>
<td>---------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Is the agency/program actively participating in the HMIS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: the percentage of the project’s clients who have data entered into HMIS; HMIS Data Completeness Report Card</td>
<td></td>
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<thead>
<tr>
<th>3.C. CoC Participation</th>
<th>5</th>
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<tbody>
<tr>
<td>Does the agency and/or project sponsor participate in Contra Costa Council on Homelessness and CoC-related planning meetings?</td>
<td></td>
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<thead>
<tr>
<th>3.D. Consistent Implementation of Housing First</th>
<th>5</th>
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<tbody>
<tr>
<td>Has the agency implemented the principles of Housing First (e.g., lower the barriers to entry for prospective clients, avoid screening out clients based on real or perceived barriers to success)? Does the project continually monitor compliance with Housing First?</td>
<td></td>
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<thead>
<tr>
<th>3.E. Participation in Coordinated Entry</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the agency been participating in Coordinated Entry planning and implementation? Does the agency commit to accepting Coordinated Entry referrals?</td>
<td></td>
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<table>
<thead>
<tr>
<th>3.F. Quality Assurance</th>
<th>5</th>
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<tbody>
<tr>
<td>Does the agency and/or project maintain policies, procedures, and actions to ensure continuous quality improvement?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency train its staff to ensure high quality of care?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency assess quality of service and consumer satisfaction through surveys, focus groups, etc.?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency monitor program performance using data?</td>
<td></td>
</tr>
</tbody>
</table>
### 4. EFFICIENT USE OF FUNDS (10 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.A. Utilization Rates</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Is the project at capacity in meeting the number of homeless people it is designed to serve?</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>• Consider: point-in-time and annual capacity data, unit utilization rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4.B. Unspent Funds and Drawdown Rate</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Is the project using its grant efficiently and regularly?</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>• Consider: percentage of funds left unspent at the end of the operating year, rate of drawdown</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 5. REALLOCATION BONUS (5 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.A. Reallocation</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Did the Agency voluntarily reallocate a renewal project?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• How much funding was reallocated?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• What was the project type?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**OVERVIEW**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project’s Work is Consistent with HUD Priorities</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2. Project Design and Readiness</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>3. Agency Capacity</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>4. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5. <strong>Reallocation Bonus</strong></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: This tool will be used for reallocated projects and permanent housing bonus projects.

**DETAILED BREAKDOWN BY FACTOR**

### 1. PROJECT’S WORK IS CONSISTENT WITH HUD PRIORITIES (20 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.A. HUD and Local Priorities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points will be awarded at the discretion of the Review &amp; Rank Panel within the following ranges, taking into consideration community need:</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Permanent supportive housing (for CH) = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rapid re-housing = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DedicatedPLUS = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joint TH and RRH Component = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMIS (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. PROJECT DESIGN AND READINESS (30 PTS.)

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goals that permanent housing programs for homeless people result in stable housing and increased income (through benefits or employment).

Threshold Criteria: The project meets all HUD threshold requirements as outlined in the NOFA and will be ready to start by HUD’s statutory deadlines.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.A. Program Design</td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

For PSH/RRH/DedicatedPLUS/Joint TH-RRH: Housing where participants will reside is fully described and appropriate to the program design proposed. Program design includes provision of appropriate supportive services.

- Does the program design include the use of innovative or evidence-based practices?
- Will the project be ready to start within HUD’s statutory deadlines (e.g., can demonstrate site control, has plan to identify units, is an expansion of an existing project)?
- Is the project staffed appropriately to operate the housing/services?
- Are staff trained to meet the needs of the population to be served?
- Does the program include involvement of clientele in designing and operating the program?
- Does the method of service delivery described include culture-specific/sensitive elements?
- Will the program be physically accessible to persons with disabilities?

For Coordinated Entry: Program design is in alignment with coordinated entry system design envisioned by CoC.

- Is the system easily accessible for all persons within the CoC’s geographic area who are seeking information regarding homelessness assistance?
- Is there a strategy for advertising the program that is designed specifically to reach homeless persons with the highest barriers within the CoC’s geographic area?
- Is there a standardized assessment process?
- Does the program ensure that program participants are directed to appropriate housing and services that fit their needs?

For HMIS: Program design is in alignment with CoC’s data needs.

- Will the project conduct trainings and otherwise prepare projects...
for the new HUD Data Standards?
- Will the project provide data in a form that can be analyzed to assist the CoC in assessing homeless needs, allocating resources, and coordinating services?

### 2.B. Services Partnership or Capacity

There is a committed relationship with a service provider with a signed letter of commitment or MOU; if agency is providing services itself, they have shown they have the funds to do that.

### 2.C. Program Outcomes

Program outcomes are realistic but sufficiently challenging given the scale of the project.

Outcomes are measurable and appropriate to the population being served.

### 3. AGENCY CAPACITY (40 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.A. Agency Capacity</strong></td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit, administrative, and reporting requirements?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Does the agency have any outstanding HUD findings and/or financial audit findings?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Has HUD deobligated any of the agency’s grant funds in the past three operating years?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Does the application packet that was submitted reflect an agency with capacity that is sufficient to carry out the HUD administrative requirements?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.B. HMIS Participation</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Is the agency/program actively participating in the HMIS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Consider: the percentage of the program’s clients who have data entered into HMIS; HMIS Data Completeness Report Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Note: Domestic Violence programs do not participate in HMIS.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.C. CoC Participation</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Does the agency and/or project sponsor participate in Contra Costa Council on Homelessness and CoC-related planning meetings?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3.D. Housing First

Has the agency implemented the principles of Housing First (e.g., lower the barriers to entry for prospective clients, avoid screening out clients based on real or perceived barriers to success)? Does the agency demonstrate a commitment to Housing First for this new project?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

### 3.E. Coordinated Entry

Does the agency commit to accepting Coordinated Entry referrals for this new project?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

### 3.F. Quality Assurance

Does the agency maintain policies, procedures, and actions to ensure continuous quality improvement?

- Does the agency train its staff to ensure high quality of care?
- Does the agency assess quality of service and consumer satisfaction through surveys, focus groups, etc.?
- Does the agency monitor program performance using data?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
</tr>
</tbody>
</table>

### 4. BUDGET (10 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.A. Budget</td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

#### 4.A. Budget

Is budget clearly articulated, with no unnecessary or unexplained items?

### 5. REALLOCATION BONUS (5 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.A. Reallocation</td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>

#### 5.A. Reallocation

Did the Agency voluntarily reallocate a renewal project?

- How much funding was reallocated?
- What was the project type?
Moving Out of Violent Environments (MOVE) - RMC
Transitional Housing (TH)

STAND! For Families Free of Violence
Confidential Domestic Violence Shelter Site

Project Overview

STAND! offers up to 18 months of safe, affordable housing for female survivors of intimate partner, domestic, dating, and sexual violence and their children in our Transitional Housing program. We provide housing paired with optional supportive services, including case management, housing placement, child care, therapy, transportation, legal advocacy, financial assistance, and referral to outside providers. Case Workers partner with each client to create a Self-Sufficiency Plan that serves as a road map to independence. Services are evidence-based and necessary for this population. A disproportionate number of STAND!’s clients are recent immigrants and ethnic minorities, presenting specific cultural and linguistic needs. Our services and staff are culturally competent and equipped with the training and experience necessary to promote the long-term safety, stability, and self-sufficiency of all clients.

Program at a Glance

<table>
<thead>
<tr>
<th>Funding Category</th>
<th>TH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of Grant</td>
<td>$77,010.00</td>
</tr>
<tr>
<td>Expended</td>
<td>$77,010.00</td>
</tr>
<tr>
<td>Persons Served in Last Operating Year</td>
<td>10 households (10 adults 24 children)</td>
</tr>
<tr>
<td></td>
<td>Of the persons served last year, at entry 0 were mentally ill, 0 had experience with alcohol abuse, 0 had experience with drug abuse, 0 had HIV/AIDS and related diseases, 1 had a chronic health condition, 1 had a developmental disability, and 0 had a physical disability.</td>
</tr>
<tr>
<td></td>
<td>Of the persons served last year, at entry, 32 had no conditions, 2 had one condition, 0 had two conditions, and 0 had three or more conditions.</td>
</tr>
<tr>
<td></td>
<td>10 of the adults served had past domestic violence experience; 10 had domestic violence experience in the past year.</td>
</tr>
<tr>
<td></td>
<td>The program served 0 seniors and 0 veterans.</td>
</tr>
</tbody>
</table>
**Consistency With HUD Priorities**

**HUD Priorities**

Project Component: TH

**Chronically Homeless Households**

Percentage of new clients who are chronically homeless: 40%

*How the project is prioritizing chronically homeless households:*

STAND!’s Transitional Housing program serves a special population of homeless individuals and families: victims of intimate partner, domestic, dating, and sexual violence and their children. These women and children have endured horrific abuse and require specialized services provided in a secure environment, where they can recover and rebuild their lives free from violence in a safe and supportive atmosphere. In the past, STAND! served very few chronically homeless individuals and families, due to many clients escaping violent homes and entering our Emergency Shelter directly, before transferring to Transitional Housing. However, by tracking chronic homeless status, conducting extensive outreach, and prioritizing service for chronically homeless individuals and families, we have greatly increased the proportion of our clients who are chronically homeless.

*See "Project Overview" for program type description.*

**Outcomes**

**Housing Stability**

6 of 8 participants who exited the project (75.0%) exited to permanent housing.

**Destination at Program Exit**

<table>
<thead>
<tr>
<th>Destination at Program Exit: Total</th>
<th>Less Than 90 Days</th>
<th>More Than 90 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tempor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Permanent                         |                   |                   |
| Tempor                             |                   |                   |
### Destination of Leavers at Program Exit

<table>
<thead>
<tr>
<th></th>
<th>Less Than 90 Days</th>
<th>Greater Than 90 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>6 of 8 (75.0%)</td>
</tr>
<tr>
<td>Temporary Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>2 of 8 (25.0%)</td>
</tr>
<tr>
<td>Institutional Settings</td>
<td>0 of 0 (0.0%)</td>
<td>0 of 8 (0.0%)</td>
</tr>
<tr>
<td>Other Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>0 of 8 (0.0%)</td>
</tr>
</tbody>
</table>

### Income

5 of 10 adult participants (50.0%) increased their earned income from entry to follow-up or project exit.

### Sources of Cash Income

#### Sources Of Cash Income: Percent of Adult Leavers

- **GA**: 100.0%
- **SSI**: 33.3%

#### Sources Of Cash Income: Percent of Adult Stayers

- **GA**: 71.4%
- **SSI**: 14.3%
- **Earned**: 100.0%

### Sources of Cash Income

<table>
<thead>
<tr>
<th></th>
<th>Adult Leavers</th>
<th>Adult Stayers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Income</td>
<td>0 of 3 (0.0%)</td>
<td>5 of 7 (71.4%)</td>
</tr>
<tr>
<td>SSI</td>
<td>1 of 3 (33.3%)</td>
<td>1 of 7 (14.3%)</td>
</tr>
<tr>
<td>General Assistance</td>
<td>3 of 3 (100.0%)</td>
<td>2 of 7 (28.6%)</td>
</tr>
</tbody>
</table>

### Non-Cash Mainstream Benefits

0 of 10 adult participants (0.0%) had at least one non-cash mainstream benefit at follow-up or project exit.

### Sources of Non-Cash Mainstream Benefits
Exits to Homelessness

2 of 34 participants who exited the project (5.9%) exited to homeless temporary destinations.

Project Narrative On Outcomes

STAND!’s Transitional Housing program provides up to 18 months of housing and supportive services, with a 6 month extension available if requested and approved. Due to the extremely tight housing market in the San Francisco Bay Area, where truly affordable housing is almost nonexistent and waiting lists for low-income housing stretch for years, STAND! readily provides Transitional Housing extensions. Because several clients extended their residence to 24 months during the period covered by the FFY2013-14 APR, only 3 clients exited Transitional Housing. One of these clients exited unexpectedly; she is the one client who exited to non-permanent housing and without having increased her income. All other Leavers exited to permanent housing, and all other Leavers and all Stayers increased their income. STAND! anticipates that its FFY2014-15 APR will further demonstrate the success of this extended-stay strategy, with 9 of 10 Leavers exiting to permanent housing with increased income.
Agency Capacity

Does the project have unresolved HUD/agency monitoring or outstanding audit findings?
No

Have any grant funds been deobligated in the past three years?
No

Please review the project's application packet to further evaluate agency capacity.

HMIS Participation & Data Quality

Is the project actively participating in the CoC's HMIS?

Please review the project's HMIS Data Completeness Report Card for further information on data quality.

Continuum of Care Participation

The following CoC-related meetings were attended by at least one member of agency staff:

1. CoC full membership meetings
2. HUD Grantees/NOFA Committee
3. Coordinated Entry Committee
4. Performance Measurement Committee
5. PIT Count Planning Committee

STAND!’s Director of Intervention Services, Reina Sandoval-Beverly, Residential Manager, Araceli Garcia, and Transitional Housing Coordinator, Diondra Holaday, attended 5 Contra Costa Council on Homelessness and CoC-related planning meetings from August 1, 2014 through July 31, 2015. STAND! also participated in the required HUD Grantee/NOFA Committee meeting in advance of last year’s CoC application process. We are committed to participating in the CoC planning process and the delivery of high quality services across Contra Costa County.
Quality Assurance
Implementing Evidence-Based Practices

STAND! is firmly committed to the use of evidence-based practices throughout its programs. In the Transitional Housing program, we provide numerous evidence-based services. Our Case Workers use Motivational Interviewing, Skill-streaming, strengths-based case management, financial and computer literacy training, peer counseling, support groups, and deep cultural humility, with a trauma-informed approach. Our Transitional Housing program also includes therapeutic services for women and children. STAND! therapists use a variety of evidence-based practices with clients, including Cognitive Behavioral Therapy, Trauma-Informed Cognitive Behavioral Therapy, Eye Movement Desensitization and Reprocessing Therapy, Narrative Therapy, Sand Tray Therapy, and other emerging research-based models. These therapy models have all proven effective in clinical trials in addressing the effects of trauma in populations of adults and children.

Housing First

STAND! is implementing elements of a “housing first” model in its delivery of housing services for domestic violence survivors. STAND! offers a continuum of housing services for this population, from Emergency Shelter to Transitional Housing. Emergency Shelter is provided based purely on need for safety, with no preconditions for participation in services. It is truly a “housing first” model. As the next step in the continuum, Transitional Housing forms the bridge between “housing first” and permanent housing. There are no minimum income thresholds for clients at entry and all services associated with Transitional Housing are entirely optional. We work with clients to resolve issues that prevent them from securing permanent housing due to their domestic violence victimization, such as poor credit, previous landlord issues, employment histories, and available income. In this way, we prioritize rapid placement and stabilization in permanent housing for our clients.

Participation in Coordinated Entry

STAND! made the decision this year to participate in the County’s HMIS and VI-SPDAT assessment and Coordinated Entry Committee. As a domestic violence agency with serious concerns around client data privacy and confidentiality, STAND! has made a significant shift toward collaboration with the County in deciding to participate in these systems. STAND!’s Director of Intervention Services and Residential Services Manager have both attended and participated in Coordinated Entry Committee meetings this year, and we intend to continue to contribute to this process. We understand the benefits of a coordinated data collection and reporting system, and we will continue to add our voices to the planning and piloting processes.

Staffing and Staff Training

Domestic Violence Advocate: 1.658 FTE Residential Services Manager: 0.15 FTE Therapist: 0.23 FTE Therapist Supervisor: 0.2 FTE Director of Intervention Services: 0.28 FTE Database Coordinator: 0.05 FTE

Upon hire, all STAND! direct client service staff receive 40 hours of state-mandated training to become certified Domestic Violence Counselors, per California Evidence Code section 1037.1(a)(1). Subsequently, all Rollie Mullen Center staff undergo an additional 20-40 hours of onsite training on program practices, facilities, and agency procedures. We also provide ongoing training on specific subjects and challenges,
refreshing agency best practices. These trainings occur six times per year and include topics such as safety assessment tools and strategies, support group leader training, and other useful information for TH staff. Also, OVW provides annual Technical Assistance trainings for TH staff working with domestic violence victims. Staff attending these trainings bring the best practices and other information back to STAND! and relate their new knowledge to other TH staff in regular ongoing training sessions.

Consumer Satisfaction Review

Yes

If yes, please see attached summary of client feedback.

Using Data in Performance Evaluation, Planning, and Program Management

Because STAND!'s TH program serves a very specific subpopulation of homeless individuals and families, we have developed targeted performance measures for this HUD CoC program in addition to the standard performance measures. We evaluate our performance based on the percentage of our clients who exit to permanent housing and who increase their income. We also measure our success in educating clients on the dynamics of domestic violence so they can avoid abusive relationships in the future and our success in connecting clients to community resources to help them maintain self-sufficiency after exit. STAND! leadership regularly reviews program performance data and client feedback to adjust current programming, plan new services, and ensure our programs are meeting client needs. Data is collected in STAND!'s Efforts-to-Outcomes client database, which is maintained by our Database Administrator, who produces client progress reports at the request of Program Directors and funding sources.

Budget

Project Capacity

Persons served during the operating year: 34

The average unit occupancy rate for this program is 96.4%.
Unit Occupancy Rates (Four Points In Time)

<table>
<thead>
<tr>
<th>Month</th>
<th>Occupancy Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>100.0% (7 of 7)</td>
</tr>
<tr>
<td>April</td>
<td>85.7% (6 of 7)</td>
</tr>
<tr>
<td>July</td>
<td>100.0% (7 of 7)</td>
</tr>
<tr>
<td>October</td>
<td>100.0% (7 of 7)</td>
</tr>
</tbody>
</table>

Unspent Funds

Amount of grant award: $77,010.00

Reallocation Bonus

List of Reallocated Projects (if any)
INSTRUCTIONS

Due Date: July 14, 2017, 5:00 pm

This Supplemental Questionnaire must be completed for each renewal project submitting an application for the FY2017 HUD CoC Program Competition.

The answers you provide to this Supplemental Questionnaire will be combined with data pulled from your project’s submitted APR to create a PRESTO-generated report to be used by the Review & Rank Panel.

For each renewal project application, send one email to ContraCostaTA@homebaseccc.org (cc’ing Jaime.Jenett@hsd.cccounty.us) containing:

- A subject line that clearly describes the email’s contents (“Contra Costa CoC NOFA – Renewal Application – [Your Agency Name] – [Your Project Name]”)
- In the body of the email, a numbered list of the attachments
- And the following attachments:
  - 1 PDF of your applicant profile from e-snaps
  - 1 PDF of your project application from e-snaps
  - 1 PDF document entitled “[Your Agency Name] – [Your Project Name] – HUD Monitoring” (if applicable) with scanned copies of: (a) any HUD Monitoring letters received by the project since January 2016; and (b) related correspondence with HUD
  - 1 PDF document entitled “[Your Agency Name] – [Your Project Name] – Client Feedback” that summarizes the client feedback (if applicable)

You will receive an email confirming receipt of your attachments. Agencies that submit supplemental questionnaires in advance of the deadline will receive their draft PRESTO report(s) more quickly, and thereby have more time to review and request edits before the Review & Rank meeting.

Technical assistance requests and questions about how to complete this Supplemental Questionnaire may be submitted to contracostata@homebaseccc.org.
OVERVIEW OF PROJECT

1. Project Name and Address

   Project Name:

   Address:

2. Agency:

3. Program Category:
   - ☐ Permanent Housing – Permanent Supportive Housing
   - ☐ Permanent Housing – Rapid Rehousing
   - ☐ Transitional Housing
   - ☐ HMIS
   - ☐ SSO – Coordinated Entry

4. Please provide a narrative overview of the populations served and services provided by your project. [Response Limit: 1000 characters]
5. Have there been significant changes in operations or structure of either this project or within the agency in general over the last 12 months (e.g., you offer different supportive services, you increased or decreased the number of beds in the project, you serve a different population, etc.)? If so, please describe. [Response Limit: 1000 characters]

6. Are there any plans for significant changes in operations or structure of either this project or within the agency in general over the next 12-24 months? If so, please describe. Will these changes be reflected in your Project Application (Exhibit 2)? [Response Limit: 1000 characters]
PRIORITYING CHRONICALLY HOMELESS HOUSEHOLDS

7. What percentage of new clients enrolled in your project are chronically homeless?

Note: please calculate using the time period from May 1, 2016, to April 30, 2017, which corresponds with the APR data used for this project’s 2017 PRESTO Report.

8. Please describe how your project is prioritizing chronically homeless households. Highlight any relevant considerations regarding program type or household type served.

[Response Limit: 1000 characters]
9. Please describe any relevant information that the Review & Rank Panel should consider in evaluating your housing stability, income, non-cash mainstream benefits, and exits to homelessness outcomes, such as serving a more difficult to serve population such as chronically homeless people, homeless people with mental and/or addictive illnesses, etc. [Response Limit: 1000 characters]
AGENCY CAPACITY – ADMINISTRATIVE COMPLIANCE

10. Do you have any concerns about not spending down the HUD CoC grant for this project by the end of the grant term? Have you had any draw down irregularities? If so, please describe. [Response Limit: 500 characters]

11. Are there any unresolved HUD monitoring findings or outstanding audit findings related to this project?

☐ Yes
☐ No

If yes, please email the documentation concerning these findings as a PDF to ContraCostaTA@homebaseccc.org after inputting your response to this question in PRESTO.

12. In the past three years, has HUD ever deobligated, or is HUD planning to deobligate, any grant funds awarded to this project?

☐ Yes
☐ No

If yes, please indicate the amount, date and reason.
13. Please describe the participation of your agency staff in the Contra Costa Council on Homelessness and CoC-related planning meetings from May 1, 2016, to April 30, 2017, including:
   a. Council on Homelessness meetings,
   b. CoC full membership meetings,
   c. the HUD Grantees/NOFA Committee,
   d. the Coordinated Entry Committee,
   e. the Performance Measurement Committee, and
   f. the PIT Count Planning Committee.

[Response Limit: 1000 characters]
CONSISTENT IMPLEMENTATION OF HOUSING FIRST

14. HUD defines Housing First as “a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements and rapid placement and stabilization in permanent housing are primary goals.” Please describe how your project is employing a Housing First approach.

[Response Limit: 1000 characters]

PARTICIPATION IN COORDINATED ENTRY

15. Please describe the extent to which your agency has been participating in Contra Costa CoC’s Coordinated Entry system planning and implementation, including staff training and use of the VI-SPDAT assessment, participation in Coordinated Entry Committee and Workgroup meetings, and whether or not your agency commits to receiving Coordinated Entry referrals. [Response Limit: 1000 characters]
QUALITY ASSURANCE – STAFF TRAINING

16. How many staff are employed by this project? Please list by job titles and FTE status.

17. Please describe your staff training, who is trained, and how often. [Response Limit: 1000 characters]
QUALITY ASSURANCE – CONSUMER SATISFACTION

18. Between **May 1, 2016**, to **April 30, 2017**, have you surveyed your clients (e.g. written surveys, focus groups, group meeting feedback) regarding their satisfaction with this project?

☐ Yes
☐ No

If yes, please email the document that summarizes the client feedback as a PDF to ContraCostaTA@homebaseccc.org after inputting your response to this question in PRESTO.

QUALITY ASSURANCE – PERFORMANCE MONITORING

19. How does your agency use data to evaluate its performance in serving homeless people through this project? How is data used in planning and program management?

[Response Limit: 1000 characters]

REALLOCATION BONUS

20. Did your agency voluntarily reallocate a renewal project(s)? If so, please list all reallocated projects below, and provide the project type and how much funding was reallocated.
FY 2017 CoC Competition
Supplemental Questionnaire
for New Projects

INSTRUCTIONS

Due Date: August 14, 2017, 5:00 pm

This Supplemental Questionnaire must be completed for each project submitting a new project application for the FY2017 HUD CoC Program Competition.

The answers you provide to this Supplemental Questionnaire will be used to create a PRESTO-generated report to be used by the Review & Rank Panel.

For each new project application, send one email to contracostata@homebaseccc.org (cc‘ing Jaime.Jenett@hsd.cccounty.us) containing:

- A subject line that clearly describes the email’s contents (“Contra Costa CoC NOFA – New Project Supplemental Questionnaire – [Your Agency Name] – [Your Project Name]”)
- In the body of the email, a numbered list of the attachments
- And the following attachments:
  - 1 completed Supplemental Questionnaire entitled “[Your Agency Name] – [Your Project Name] – Supplemental Questionnaire” in Word format
  - 1 PDF document entitled “[Your Agency Name] – HUD Monitoring” (if applicable) with scanned copies of: (a) any HUD Monitoring letters received by any HUD-funded (ESG or CoC Program) projects since January 2016; and (b) related correspondence with HUD

Please note that PDFs of the e-snaps applicant profile and project application have a later deadline of August 24, 2017, but may be submitted earlier if desired.

You will receive an email confirming receipt of your attachments. Agencies that submit supplemental questionnaires in advance of the deadline will receive their draft PRESTO report(s) more quickly, and thereby have more time to review and request edits before the Review & Rank meeting.

Technical assistance requests and questions about how to complete this Supplemental Questionnaire may be submitted to contracostata@homebaseccc.org.
OVERVIEW OF PROJECT

1. Project Name and Address

   Project Name:

   Address:

2. Agency:

3. Program Category:
   - Coordinated Entry
   - Joint Transitional and Permanent Housing – Rapid Rehousing
   - Permanent Housing – DedicatedPLUS
   - Permanent Housing – Permanent Supportive Housing
   - Permanent Housing – Rapid Rehousing
   - HMIS

4. Please provide a narrative overview of the homeless population to be served, housing, and services to be provided by your project. Please note whether this project is an expansion of an existing renewal project. [Response Limit: 1000 characters]
PROJECT DESIGN AND READINESS

5. Please provide a summary description of your project design, including [Response Limit: 1500 characters]:

- **For PSH/RRH/DedicatedPLUS/Joint TH-RRH:**
  - How the program design will include the use of innovative or evidence-based practices
  - How the project will be ready to start within HUD’s statutory deadlines (e.g., demonstration of site control, plan to identify units, expansion of an existing project)
  - How the project will include involvement of clientele in designing and operating the program
  - How the proposed method of service delivery will include culture-specific/sensitive elements
  - How the program will be physically accessible to persons with disabilities

- **For Coordinated Entry:**
  - How the system will be easily accessible for all persons within the CoC’s geographic area who are seeking information regarding homelessness assistance
  - Strategies to be used for advertising the program that are designed specifically to reach homeless persons with the highest barriers within the CoC’s geographic area
  - What standardized assessment process will be used
  - How the program will ensure that program participants are directed to appropriate housing and services that fit their needs

- **For HMIS:**
  - How the project will conduct trainings and otherwise prepare projects for the new HUD Data Standards
  - How the project will provide data in a form that can be analyzed to assist the CoC in assessing homeless needs, allocating resources, and coordinating services
6. Do you have a committed relationship with a service provider with a signed letter of commitment or MOU (if yes, please attach)? If agency is providing services itself, describe how services will be funded. If so, please describe. [Response Limit: 500 characters]
AGENCY CHANGES

7. Have there been significant changes in operations or structure within the agency in general over the last 12 months? If so, please describe. [Response Limit: 1000 characters]

8. Are there any plans for significant changes in operations or structure within the agency in general over the next 12-24 months? If so, please describe. [Response Limit: 1000 characters]
AGENCY CAPACITY – ADMINISTRATIVE COMPLIANCE

9. Are there any unresolved HUD monitoring findings or outstanding audit findings related to this project?

☐ Yes  ☐ No

If yes, please attach the documentation concerning these findings as a PDF when you email this form.

10. In the past three years, has HUD ever deobligated, or is HUD planning to deobligate, any grant funds awarded to this project?

☐ Yes  ☐ No

If yes, please indicate the amount, date and reason.

11. Are you an active participant in the Contra Costa CoC HMIS?

☐ Yes  ☐ No

If no, please describe your plans to join the HMIS, and relevant experience with other management information systems and data reporting compliance. [Response Limit: 500 characters]
COC PARTICIPATION

12. Please describe the participation of your agency staff in the Contra Costa Council on Homelessness and CoC-related planning meetings from August 1, 2016 to July 31, 2017, including:
   a. Council on Homelessness meetings
   b. CoC full membership meetings,
   c. the CoC/ESG Provider Committee,
   d. Coordinated Entry Committees/Workgroups,
   e. the Performance Measurement Committee, and
   f. the PIT Count Planning Committee.

[Response Limit: 1000 characters]
13. HUD defines Housing First as “a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements and rapid placement and stabilization in permanent housing are primary goals.” Please describe how your project will employ a Housing First approach. [Note: response not required for HMIS or Coordinated Entry projects.] [Response Limit: 1000 characters]

14. Please describe the extent to which your agency has been participating in Contra Costa CoC’s Coordinated Entry system planning and implementation, including staff training and use of the VI-SPDAT assessment, and participation in Coordinated Entry Committee meetings. Please also indicate whether or not your agency commits to receiving Coordinated Entry referrals. [Note: response not required for HMIS projects.] [Response Limit: 1000 characters]

15. Please describe how your agency stays abreast of and implements innovative or evidence-based practices. Please list key evidence-based practices used in your project, such as Assertive Community Treatment, Critical Time Intervention, Motivational Interviewing, Integrated Dual Disorders Treatment, Trauma Informed Care, outreach strategies, peer supports, and cultural competence. [Response Limit: 1000 characters]
QUALITY ASSURANCE – STAFF TRAINING

16. How many staff will be employed by this project? Please list by job titles and FTE status.

17. Please describe your staff training, who is trained, and how often. [Response Limit: 1000 characters]
QUALITY ASSURANCE – CONSUMER SATISFACTION

18. Please describe your plans to survey your clients (e.g. written surveys, focus groups, group meeting feedback) regarding their satisfaction with this project. [Response Limit: 1000 characters]

QUALITY ASSURANCE – PERFORMANCE MONITORING

19. How does your agency plan to use data to evaluate its performance in serving homeless people through this project? How will data be used in planning and program management? [Response Limit: 1000 characters]

BUDGET

20. Please describe the other funding streams and resources that will be leveraged for this project, as well as related capital investments (if applicable). [Response Limit: 1000 characters]
CONTRA COSTA COUNCIL ON HOMELESSNESS MEETING MINUTES

The Contra Costa Council on Homelessness provides a forum for communication and coordination about the implementation of the County’s Strategic Plan to prevent and end homelessness, and for orchestrating a vision on ending homelessness in the County, educating the community on homeless issues, and advocating on federal, state, and local policy issues affecting people who are homeless or at-risk of homelessness. The Council provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Items may be taken out of order based on the business of the day and preference of the Council.

Date, Time: Thursday, May 4, 2017 1:00pm – 3:00pm

Location: ZA Room, 30 Muir Road, Martinez, CA 94553

Council Member Attendance:

Present: Gabriel Lemus (Chair), Teri House (Vice Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak

Absent: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

Staff Attendance: Lavonna Martin, Jaime Jenett, Juliana Pooley, Dana Ewing, Jennifer Baha, Contra Costa Health Services (H3); Meadow Robinson, Erica McWhorter, HomeBase.


1. Welcome and Introductions
   • Call to order by Gabriel Lemus, Chair

2. Approve Minutes (Action Item)
   • Motion
   • Chair proposes changes at pg 10 of April 6th Council on Homelessness minutes – change from Senator McCain “doesn’t agree” to “does agree”
   • Statement of Motion:
     o We move to adopt the minutes from the April 6th Council on Homelessness Meeting
   • Discussion:
     o The Council reviewed the minutes from the April 6th Council meeting
     o The Council moved to approve.
   • Procedural Record:
Motion made by: Gabriel Lemus (Chair)
Seconded by: Cecelia McCoy
AYES: Teri House (Vice Chair), Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
NOES: None.
ABSTAINS: None.
ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

- Motion Carried

3. Bylaws Update (Action Item)
- Meadow Robinson gave an update on the Council bylaws.
  - Ad Hoc Bylaws Committee Update: The Bylaws Committee met twice in March and developed proposed revisions.
  - Highlights of change (3 main areas of substantial change):
    1. Community Engagement
       ▪ Elimination of Healthcare for the Homeless as community/consumer advisory liaison.
       ▪ Addition of Consumer Advisory Committee under standing committee section. This will provide a forum for broader community engagement.
    2. Areas of Representation
       ▪ Nine (9) changes to enhance and diversify representation of stakeholders (see table below).
       ▪ All changes accommodate current seated members.

<table>
<thead>
<tr>
<th>Current Seat</th>
<th>Proposed Seat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Member Seat #1</td>
<td>Homeless Service Provider</td>
</tr>
<tr>
<td>Community Member Seat #2</td>
<td>Public Safety Representative #2</td>
</tr>
<tr>
<td>Community Member Seat #3</td>
<td>Community Member Seat</td>
</tr>
<tr>
<td>Government Seat #1</td>
<td>City Government Seat</td>
</tr>
<tr>
<td>Government Seat #2</td>
<td>Reentry Services Representative</td>
</tr>
<tr>
<td>Homeless Housing Provider</td>
<td>Affordable Housing Developer</td>
</tr>
<tr>
<td>Philanthropy Representative</td>
<td>Employment and Human Services (EHSD) Representative</td>
</tr>
<tr>
<td>Public Safety Representative</td>
<td>Public Safety Representative #1</td>
</tr>
<tr>
<td>Consumer/Consumer Advocate - Alternate</td>
<td>DELETED</td>
</tr>
</tbody>
</table>
3. Standing Committees: The following standing committees were enumerated in the bylaws for added clarity and transparency:
   - CoC Providers Committee
   - Consumer Advisory Committee
   - Coordinated Entry Oversight Committee
   - Performance Measures Committee
   - Minor changes include: Revisions to acknowledge new department/County structure (Health, Housing, and Homeless Services); Clarity in the excused vs. unexcused absence provision; and in how quorum is calculated.

   - Motion
   - Statement of Motion:
     - We move to adopt proposed revisions to the Council bylaws for approval by Board of Supervisors.
   - Discussion:
     - The Council reviewed the Council bylaws.
     - The Council moved to approve.
   - Procedural Record:
     - Motion made by: Teri House (Vice Chair)
     - Seconded by: Gary Kingsbury
     - AYES: Gabriel Lemus (Chair), Cecelia McCloy, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
     - NOES: None.
     - ABSTAINS: None.
     - ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
   - Motion Carried

4. Contra Costa Housing Forum (Action Item)
   - Zuleika Godinez spoke about Ensuring Opportunity’s commitment to creating an affordable housing strategy; housing security is one of Ensuring Opportunity’s policy priorities.
     - Ensuring Opportunity is hosting “Contra Costa Housing Forum” on June 20, 2017 and is seeking sponsorship from the Council especially with utilization of Council logo on documents, invitations, and announcements.
     - Ensuring Opportunity asks that the Council also share the event details through their networks.
     - Jaime Jenett (H3) advises there are no conflicts in the Council/County sponsoring the event.
• Motion
• Statement of Motion:
  o We move to approve the Council as an official sponsor of Contra Costa Housing Forum
• Discussion:
  o The Council discussed the proposal.
  o The Council moved to approve.
• Procedural Record:
  o Motion made by: Doug Leich
  o Seconded by: Teri House (Vice Chair)
  o AYES: Gabriel Lemus (Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
  o NOES: None.
  o ABSTAINS: None.
  o ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
• Motion Carried

5. Transfer of PCH-AAA from H3 to Anka (Action Item)
• Jaime Jenett (H3) gave the details pertaining to the transfer of PCH-AAA (Project Coming Home-Addressing Alcohol Addiction).
  o Currently Contra Costa Health Services is the recipient of the grant.
  o Contra Costa Health Services proposes to move the grant to the current sub-recipient, ANKA.
  o Traditionally the County doesn’t take long term ownership over projects PCH-AAA; Anka has been running this project for a long time on its own, and the County is confident in its ability to continue to do so.
  o Match requirement: match remains the same even after moved

• Motion
• Statement of Motion:
  o We move to approve the transfer of the CoC Program project PCH-AAA from H3 to Anka as recipient.
• Discussion:
  o The Council discussed the proposal.
  o The Council moved to approve.
• Procedural Record:
  o Motion made by: Teri House (Vice Chair)
  o Seconded by: Stephanie Bachelor
AYES: Gabriel Lemus (Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak, Doug Leich

NOES: None.

ABSTAINS: None.

ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

Motion Carried

6. Affordable Housing & PHAs: Continuing the Conversation

- Dan Sawislak presented the next steps that emerged from the April CoC meeting regarding affordable housing and PHAs.
  - Demystifying Public Housing Authorities
    - Pittsburg Housing Authority (HA) and HACCC gave presentations on Housing Authority operations, and answered attendees’ questions.
    - Highlight: Access and referrals to programs administered by HACCC for those experiencing homelessness, e.g. Shelter Plus Care, via Coordinated Entry System.
    - How Housing Authority preferences are created and approved, and how eligibility is weighed.
    - What opportunities exist for those who graduate from HA programs.
  - Panel on Affordable Housing
    - Panel of advocates and developers of affordable housing in Contra Costa answered questions to explain what affordable housing is, and how it is developed.
    - Highlight: Where funding for affordable housing comes from, and how decisions are made once that funding becomes available.
    - What local ordinances are increasing the stock of housing (JADUs), and whether or not this also increases the stock of affordable housing.
    - Regarding the development process, what decisions are made concerning the type of information to gather.
  - Open Discussion
    - Council impressed with richness and content of panel/presentation
    - Possible new influence of Richmond HA and their new task force—possible opportunity for Joseph to step in and help facilitate new partnership
    - HA dependent on federal funds and yearly federal budget
7. **Point-in-Time Count Report**

- Dana Ewing reported out on the preliminary data from the 2017 PIT Count.
  - PIT data is self report
  - This is a snapshot of **one** night
  - Annual data in some cases is far more accurate, certainly far more robust
  - Point in time Count Method: same as last year for the most part
  - Sheltered data provided through HMIS
  - Unsheltered information provided through a variety of sources: counters went to libraries, soup kitchen, encampments, calls to 211, etc.
    - 50+ volunteers
    - 17 service/community sites
  - Those who wouldn’t have been counted include, anyone in:
    - Hospital
    - Shelters
    - Cars (unless identified by CORE team)
  - PIT Trend data will be provided later, but some takeaways include:
    - Under 1000 unsheltered (first time in a long time)
    - Zero campaign looks to be lowering the veteran numbers
    - Full report out will include: trends, encampment maps, regional information (expected release date: June)
  - “At Risk” information was also captured
    - Definition of “at risk”: losing housing within two weeks
    - At-risk services available:
      - Prevention and diversion – funding is limited, and the evidence that is out there doesn’t support a large investment in prevention
      - The regulations attached to the funding are very limiting
      - Housing security fund will allow County to build in more prevention efforts

8. **CoC Survey Report**

- Jaime Jenett reviewed the CoC stakeholder feedback collected through the CoC survey.
  - Survey Results: 18 completed survey, 6 COH members.
  - Vast majority of responses were neutral or satisfied. County is working to have stakeholder satisfied or very satisfied.
Some suggested changes: more public education, more public voices, COH to take lead on more things.

CoC Governance and Leadership
- What works well: meetings are run well, good representation of stakeholders, HomeBase and County keep stakeholders well informed.
- Suggested changes: more public education, more community voices, identify ways the Council can take the lead instead of County staff, distribute previous meeting minutes in advance for more time to review.

CoC Operations and Planning:
- What works well: meetings are well organized, data is incorporated well into CoC planning, PIT works well and is improving over time, team oriented approach.
- Suggested changes: less meetings, Zero 2016 meetings felt redundant, targeted efforts to reduce impact of homeless persons on hospitals/ED, committee info should be more broadly communicated to the public.
- Some changes in places: sunset built for zero and zero 2016 meetings; connections being built between emergency room social workers to inform them of CES.
- County advises that the new website redesign is coming, with a CES specific portal
- One idea to get information out about CES committees: monthly email blasts.
- Reminder: CES committee meetings are open to the public.

Coordinated Entry Planning and Implementation Efforts
- What works well: process has invited and engaged the entire community and providers, effective communication efforts directed at homeless consumers (not just providers), communication regarding Coordinated Entry to stakeholders outside the CoC been effective, appreciate CoC’s efforts to bring multiple stakeholders together “to connect the dots and build the vision.”
- Suggested changes: greater new outreach, HMIS intakes are time consuming, increase clarity about what is happening with CE and when, concerned that CE does not meet the needs of the severely and persistently mentally ill, less chaos, better definition of services before implementation, more structure project management, maybe add a District Attorney and Public Defender to the mix.

Design and Operation of HMIS
- What works well: HMIS staff are responsive, support is available when needed, great training system, staff is trying their best with the software.
- Suggested changes: get rid of Bowman, need more training and more funding.
- County advises that there is more training coming, future training may be available remotely (ie. videos etc).
1. NOFA 15-16
   - What works well: process was clearer because of information shared at the conference, non—applicants felt the process was transparent and clear.
   - Suggested changes: “Last year there were delays and challenges in getting needed information to the grantees and there was misinformation which impacted review and rank. The packets for the bidders conference seem to be almost the same every year. Perhaps more updates should be provided on an annual basis to reflect changes and those should be highlighted at the bidder's conference.” “After last year, need more thought given to scoring tool and discussion about our priority for chronically homeless vs other homeless.”
   - Note: 3 respondents that answered these questions were applicants
   - County is pretty confident that they have worked out these glitches in information dissemination.

2. Interest in a Unified Funding Sources
   - Yes: 3, No: 1, Not Enough Info: 13
   - Currently: Health Services acts as the CoC lead and Collaborative Applicant, County applies for funding, and money flows directly to the agencies
   - Suggestion: Unified funding agency, which bridges the gap that sometimes exists between HUD award and HUD funding; This model is such that dollars come in through the County and then get dispersed to agencies. This would model CDBG, ESG, etc. County could bridge the funding gap between HUD award and HUD funding and this may be useful for providers (especially small non-profits) who are having difficulty bridging the gap.
     - This question was designed as a ‘temperature check’ with grantees

9. Provider Presentations
   STAND! Presentation:
   - Julie Garcia & Usha Ramachandran gave an overview of the services provided by STAND!
     - STAND is the only DV agency in Contra Costa
     - Founded in 1977 as Battered Women’s Alternatives; merged with Family Stress Center in 2010
     - Mission: to break the cycle of DV among families
     - 500 calls answered per month (not all crisis calls, i.e. volunteer inquiries also come through this line)
     - More than 10,000 clients served annually
     - Three (3) departments: prevention, intervention, treatment
     - Intervention:
COUNCIL ON HOMELESSNESS MEETING MINUTES

- Crisis Line: 24/7 hotline to receive information about DV, services available, and where victims are screened/assessed
- Emergency Response Team: Dispatched teams go to hospitals/PD to support victims immediately after an incident
- RMC Shelter: 24-bed facility for women and children up to age 16, part of the Rollie Mullen Center where clients can stay for up to 12 weeks
- Transitional Housing: temporary housing for 9 families and 4 single women for up to 2 years
- Domestic Violence Support Groups: Victims that call the crisis line are referred to our 28-week support groups across the county
- Restraining Order Assistance Clinics: Domestic Violence liaisons provide direct support to navigate legal services
- Treatment:
  - Clinical Services, Assessment and Case Management: wrap-around therapeutic services offered for children, families, and parents
  - Anger Management/Domestic Violence Treatment Program: court-mandated 52-week support group for people that have used violence
  - Victims of Crime Counseling Program: up to 40 free sessions of therapy after witnessing a crime or filing a restraining order
  - Differential Response Program: services and support offered to families before court intervenes in child custody decisions
  - SAMHWorks Counseling Program: providing socioeconomic support and services for unemployed families
- Prevention:
  - Kinship (Antioch): support and programs for non-biological caregivers and their children (ex. Homework Club; Foodbank)
  - Proud Parenting: Spanish and English support groups for parenting skills, behavior/communication techniques with children, etc
  - First 5 Bay Point Center: Spanish and English parenting classes, early intervention screenings for 0-5 year olds
  - Delta: recognizing and engaging adult men before violence happens
  - YESS: school- and community-based program for teens to address dating violence, redefine gender stereotypes, etc
  - Speakers Bureau and Volunteer Services
- Crisis Line:
  - Open 24 hours a day, 7 days a week, serves 100 languages!!
  - STAND! Works with other bay area agencies to refer those who are not eligible to stay
- Other info
  - 100 regular volunteers
  - Main mode of entry is through 24/7 crisis line
  - Language is not a barrier to provide supportive services
STAND! Is part of a pilot program for high danger crime victims (only 3 other programs in the country for this pilot)

Winter Nights Presentation:
- Judith Stillman gave an overview of Winter Nights (ccc.winternights.org)
- Winter nights is a rotating shelter, in service from October-June, servicing homeless families with children in Contra Costa & Alameda Counties
- Goals:
  - Provide safe shelter and 3 meals/day to homeless families with children
  - Keep homeless families together
  - Keep school-age children in school and achieving at grade level or above
  - Help families acquire sustainable housing
  - Provide transportation to schools, jobs and daytime shelter for parents and children
- The program provide tents, sleeping pads, and sleeping bags, safe shelter, and 3 meals per day
- Families don’t stay during the day (except Saturday and Sundays)
  - Daytime shelter offered at St. Vincent de Paul Oasis in Pittsburg
  - Families arrive at 5pm – tutors are provided for families, reading program also incentives children
- Programs and services provided by the program:
  - “Traveling Tutors” Team
  - Reading Achievement Program
    - Reading rewards program – including movie tickets - for all children
  - Financial Agreement and Counseling
  - Homeless Court
  - Volunteer Social Worker
  - Daytime Shelter if Needed
  - Transportation – Winter Nights Van
- Program also organizes weekend activities/outings
- Goals: to extend the program into East County
- People Served
  - Boys over the age of 14 are accepted (with families)
  - Families must have a source of income
  - No drugs or alcohol allowed
  - Program does typically not serve families who were served the previous year
- The program celebrates its success with Shelter Inc.: placed 7 families in housing recently and working to place 4 more families currently.
  - In the past ten years of its existence, Winter Nights has sheltered and fed over 270 families (850+ persons)
  - More than 160 families found sustainable housing through Winter Nights
With few exceptions, all school-age children have stayed in school and at grade level, some achieving scholastically and in sports.

Over three-thousand volunteers benefit by participating each year.

Over 4000 volunteers – in need of a volunteer case worker

Winter nights is currently interfacing with CES

When the program has ended, where do families go?

Planning is a part of the process from the beginning

Try to ensure that there is somewhere families can go

Provides incentive for families and staff to hustle—most find housing or safe place

10. Committee Updates (Action Item)

- Juliana Pooley provided an update on Committee endeavors.
  - Oversight Committee: Received updates on PDSA Cycle. Reviewed draft communications materials. In process of discussing HUD CE Process Self-Assessment.
  - Communications Committee: Finalizing flyers (in English and Spanish), two-page fact sheet, and process flow graphic. Providing feedback on video script and website.
  - Policies & Procedure Committee: Reviewing and line editing complete draft of Policies & Procedures.
  - Data/Evaluation: Discussing evaluation plan to determine data collection strategies and timeline

- Coordinated Entry Workgroup Update
  - Prevention/Diversion Tool: Finalizing pre-screen tool. Trainings to be offered at CARE Centers in May, and pilot of tool in June.
  - Rapid Rehousing Referral: Determined that there will not be a separate pre-screen for RRH. Developing tools to support referrals using VI-SPDAT for prioritization.
  - Emergency Shelter Referral: Will reconvene in early summer pending HMIS transition to build out eligibility and prioritization process for referrals.

- Erica McWhorter provided an update on CoC Program competition scoring tool
  - CoC Providers Committee met to discuss the changes to the tool
  - Updates include: removed reference to TH, decreased HUD priorities factor, housing stability factor to better align with HUD standards, increase income measures expanded to include maintaining income, added separate factors for Housing First and Coordinated Entry
  - Once NOFA released we may have to revisit the scoring tool both for the new or renewal projects

Motion

Statement of Motion:
We move to approve the changes to the CoC Program renewal project scoring tool for the FY2017 local competition, as recommended by the CoC Providers Committee.

- Discussion:
  - The Council discussed the changes to scoring tool.
  - The Council moved to approve.

- Procedural Record:
  - Motion made by: Anne Struthers
  - Seconded by: John Barclay
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
- Motion Carried

11. Built for Zero Update (Standing Item)
   - This item was forgone due to time constraints

12. Policy and Advocacy Update (Action Item)

   - Lavonna Martin, H3, spoke about an opportunity to have a more vocal role in advocating for homeless youth, in asking Board of Supervisors to support AB 1406;
     - April 4, 2017: The Council approved a letter in support of AB 1406 to go before the Contra Costa Board of Supervisors for signatures
     - Full Board of Supervisors approval on April 25, 2017
     - Currently this is on hold because budget hearings are going on in the state
     - Waiting on information from CWPA
   
   - No Place Like Home Update
     - Technical assistance NOFA has been released - The County plans to pursue these funds for technical assistance. Applications being accepted now until September 30, 2017.
     - Can be used right away to support planning/design/implementation of Coordinated Entry, permanent supportive housing, and supportive services, gearing up for when other NPLH funds available.
     - Program guidelines have just been released and are open for public comment – encourage all to review and comment.
     - NPLH regional workshop May 11 in Oakland.
EBHO Affordable Housing Week 2017: May 11-21, 2017

- Each May, EBHO and its members sponsor events for residents, housing/service providers, advocates, and local govt.; all events are free and open to the public.
- Visit [http://ebho.org/our-work/affordable-housing-week](http://ebho.org/our-work/affordable-housing-week) to learn more!

13. Nuts & Bolts

- Safe Time: works to prevent homelessness; recruit private home owners to temporarily shelter homeless persons; 501c3 status; made first placement for family of 4; invite interest for hosts and volunteers
- Stand Down (Delta Vets): homeless vets to Contra Costa Fairgrounds to provide services; pets allowed; August 8-11 volunteers needed; 403 W. 6th Street in Antioch at 6pm for meetings first Thursdays of the month
- Sen. Steve Glazer’s office: want to be resource for Council; came to hear PIT data and successes; any opportunities for the Senator to visit provider/program locations or others is welcomed; liaison available from Senator’s office to communicate any needs or concerns to.

14. Pin It

- Affordable housing week coming up!
The Contra Costa Council on Homelessness provides a forum for communication and coordination about the implementation of the County’s Strategic Plan to prevent and end homelessness, and for orchestrating a vision on ending homelessness in the County, educating the community on homeless issues, and advocating on federal, state, and local policy issues affecting people who are homeless or at-risk of homelessness. The Council provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Items may be taken out of order based on the business of the day and preference of the Council.

Date, Time: Thursday, August 3, 2017 1:00pm – 3:00pm

Location: ZA Room, 30 Muir Road, Martinez, CA 94553

Council Member Attendance:

Present: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak

Absent: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

Staff Attendance: Lavonna Martin, Jaime Jenett, Juliana Pooley, Contra Costa Health Services (H3); Amanda Wehrman, Erica McWhorter, HomeBase

Public Attendance: Paula Bonnell, Alyssa Fumar, J.R. Wilson, Rob Miller, Carey Kachurka, Kathryn Lee, Bob Andrade, Bradley Lindblom, Michael Fischer, Deanne Pearn, Fadi Elhayek, Leslie Gleason, Joy Hedgepath, Jill Ray, Samaa Gad, Sarah Thomas, Colleen Isenberg, Dawn Morrow, Michael Pitts

1. Welcome and Introductions
   - Call to order by Gabriel Lemus, Chair

2. Approve Minutes (Action Item)
   - Motion
   - Statement of Motion:
     - We move to adopt the minutes from the July 6th Council on Homelessness Meeting.
   - Discussion:
     - The Council reviewed the minutes from the June 1st Council meeting
     - The Council moved to approve.
   - Procedural Record:
     - Motion made by: Teri House
     - Seconded by: Stephanie Bachelor
COUNCIL ON HOMELESSNESS MEETING MINUTES

- **AYES:** Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
- **NOES:** None.
- **ABSTAINS:** None.
- **ABSENTS:** Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

• Motion Carried

3. **Provider Presentations**
   - Bay Area Rescue Mission (BARM)
     - Presented by Carey Kachurka, Programs and Projects Manager
     - Additional services and special events
       - Food and household items
       - Backpack giveaways for children and students
       - Holiday meals and food boxes, Christmas party and toy drive
       - Block parties
     - Large cohort of volunteers available and needed to offer services and expertise
       - If interested in a tour or to volunteer
       - See pamphlets and Carey’s card
     - Discussion:
       - How long do clients stay?
         - Emergency shelter: 1-2 months or longer with case manager
         - Long term program: 12 months or up to 3 years (if working, going to college, etc.)—individualized based on their circumstance but want to be sure they are successful when they leave
           - Numbers vary usually 70-90 in men’s and 40 in women’s program
           - Represents about half of the program numbers
         - Sign-ups for next event at 123 MacDonald Ave.
       - How to access services
         - Do not need referral
         - Women’s shelter prefers calling to see availability since space is limited; but walk ins will try to accommodate too
         - Men can walk in; currently men’s numbers are down a bit and can take more (unclear why fewer people
         - Total capacity about 160, but depends on set up and if families in space
         - Long term program requirements
           - Attend classes (can get college credit)
i. Various offerings: career pathways workshop, financial preparedness, parenting, stress management, wellness health fairs (with massages and acupuncture)
   - On site
   - Service opportunity: helping people learn skill to become employable again (administrative, culinary arts, etc.)
   - Can call numbers on flyer to place people
   - No residential requirement to accept persons
   - What are next steps for persons with mental health needs who do not have capacity or ability to maintain going forward?
     - Give resources
     - Will try to work with persons
     - Will refer to GRIP, or other places like Brookside

- Catholic Charities
  - Presentation by Kathryn Lee, Data Quality Manager and Interim Program Manager
  - Catholic Charities Contra Costa Program being reorganized
  - One time rental assistance, limited case management
    - Housing clinic in Concord on Chestnut Ave. (1st, 2nd, 3rd Wednesdays in August 2017)
    - Transition to more substantial intake services (with housing/eligibility screening and appointment services) in September 2017
  - Objectives and Goals:
    - Improving coordination and connections between clients and CalFresh
    - Exploring doing referrals for housing counselor to be in Richmond regularly
    - Connect Catholic Charities with CoC, reconnect with homeless services providers, and help provide additional housing related services to County
  - Contact Kathryn about updates or progress of program restructuring
  - Q&A:
    - Is the Catholic Charities rental assistance and housing clinic ending?
      - Trying to avoid that
      - Get about 100 calls for rental assistance per week between Contra Costa and Alameda counties (about 50/50 from each County)
      - Want to do more than just give them a referral or send them to the housing clinic
      - Wants to give immediate help
How many persons are you serving out of 100 phone calls per week? And how do you decide who to serve?

▪ Only about 10% gets served
▪ Decide by eligibility requirements and what kind of funding available
▪ Funding requirements can also be limiting (often requires one time or one month emergency assistance)
▪ Invited to give another update when things change

4. Stand Down on the Delta Update
   • Presentation by J.R. Wilson
   • August 11-14th
   • Stand Down Program: homeless and at risk veterans brought to fairgrounds for 4 day event for different services (hair cuts, legal services, dental, medical and more)
     o Estimate about 400 attendees from around the Bay Area this year
     o Theme: Summer of Love
     o Goal to address question of County having resources, but why are vets not accessing them? Want to build community via Stand Down
     o All participants are pre-registered and will get tie-dyed shirts
   • Services (35) and Resources
     o Dental (same day dentures and maintenance)
     o Clothing Store (with White Pony Express, and AT&T)
       ▪ Will receive voucher for use in the store
       ▪ Vision was for kids and adults to feel like they could shop and not just getting giveaways
     o Library (Contra Costa Library)
       ▪ Get access to internet
       ▪ Get books
       ▪ Can check out books
       ▪ Can get books to keep
     o Both Alameda and Contra Costa provided veterans legal services
       ▪ Treatment court
       ▪ Traffic court
     o Have enhanced fencing around the event (Brentwood Fencing Company donated hardwood panels for use)
     o Transportation (complimentary)
       ▪ Concord providing 8 buses at pick up sites to bring vets to event
       ▪ Drivers will take kids to school too during the event
     o Security available
     o Resource/Services (coordinated by SHELTER, Inc.)—45!
     o Have separate men’s and women’s areas
     o Offerings for children
Field trips: fishing (keep poles and get 2 day license), skating rink, library
Other activities
- Food (Chef comes out to provide food for participants)
- Get badges for participants to make available to tent leaders so can watch out for issues like diabetes, etc.

- Elyssa F. Medical Services and Triage Coordinator (provided additional information about medical services available)
  - Clinic setting—large portion of the event
    - Dental, vision, medical, hygiene, etc.
  - Goal to make sure veterans are safe
  - Health screens, collect data for future use (referrals, outpatient services, VA etc.)
  - Assist with getting participants re-enrolled in VA system
  - Host clinics, workshops, etc.
  - Get screened, check medications, offer services as health component (anything they want to be seen by nurse or doctor for?)
  - Protocols for safety and security, privacy (HIPAA compliant)—aware and vigilant of risk of providing services to persons from streets and all over community (work to maintain safety and security)

- Still accepting donations of all types

Q&A
- Medical Triage available
  - No diagnostic testing, long term oxygen, illicit drugs
  - Vaccinations available
  - Mental health screening and referrals available
  - Referrals to local urgent care
  - VA will be present to provide one time care and help with re-enrollment
  - Because clinic setting harder to provide maternity and pediatric-related capabilities—referrals available; maybe some light touch assistance if physician or staff has capacity but no invasive diagnostics
  - Did great job last year from law enforcement perspective

5. 2017 CoC Program Local Competition (Action Item)
- Presented by Amanda Wehrman, HomeBase
- Why is this important?
  - Funds a lot of CoC projects: site based, rental assistance, leasing, HMIS, services and team through CE system (CARE centers and CORE teams)
  - Annual funds available: $12,753,390 plus additional bonus and planning funds
- Overview of 2017 NOFA Release for HUD CoC Funding
  - Permanent housing bonus is slightly larger this year
  - 2 new project types: DedicatedPLUS and Joint TH-RRH
Additional flexibility in project types and for eligible populations
Some questions about how these would work in practice or what starting these programs would mean or impact in terms of bed count down the road
- Slightly more funding protected in Tier 1, 94% compared to 93% in 2016
- Tier 2 scoring by HUD for national competition no longer considers project type

- Screening tool report out
  - CoC Providers Committee recommended changes to the new project scoring tool
    - Put RRH and PSH on equal footing—have same point range
    - Put new project types worth slightly less as there is uncertainty over impacts
  - HomeBase recommendations:
    - Not recommending communities make switch wholesale to Dedicated PLUS this year for renewals, get some more guidance from HUD in coming year
    - May be worth having the flexibility, so consider a new project

- New project scoring tool now better mirrors scoring tool already approved for renewal projects

Discussion:
- Why are we treating PSH and RRH equally this year for new projects? Is this HUD guidelines or local considerations?
  - This is due mostly to local considerations because there is local demand for both PSH and RRH that greatly exceeds community capacity for both
  - No longer enough to weigh in favor of recommend favoring one type over another
- If community makes switch where PSH is at risk of being pushed into second tier, can we identify which projects have big investment in PSH? (because historical investment into PSH is important)
  - This new scoring tool is for new projects only—that risk is not as applicable here
  - Can the Review and Rank panel ask whether there is other funding going into the RRH project as a consideration for how to score the project (and its need for CoC funding)? (Want to weigh whether it is worth prioritizing something that already has other funds dedicated to it)
    - This can be made more explicit in supplemental questions for providers

- Statement of Motion:
We move to adopt the revised new project scoring tool as recommended by the CoC providers Committee for the 2017 CoC program local competition.

- **Discussion:**
  - The Council reviewed the scoring tool and recommended changes
  - The Council moved to approve.

- **Procedural Record:**
  - Motion made by: Stephanie Bachelor
  - Seconded by: Doug Leich
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

- **Motion Carried**

- **Formation of 2017 Local Competition Review and Rank Panel**
  - Needs 3-5 non-conflicted council. Members to serve on panel for program competition
  - R&R panel orientation: Thursday 8/17, 9-11am
  - R&R (provider) interviews: Thurs. 8/31, all day
  - Panel Volunteers: Teri House (Vice Chair), Cecilia McCloy, Stephanie Bachelor (tentative due to vacation on 8/17), John Barclay
    - Reach out to those Council Members who are absent today

6. **Policy and Advocacy Opportunities (Action Item)**
   - Presented by Erica McWhorter, HomeBase
   - Context:
     - Release of Grand Jury Report Findings and Recommendations encouraged Council to explore other methods of sustainable funding opportunities
     - Evaluating funding advocacy options means reviewing current funding streams and the future of those funds
       - Estimated impact incredibly difficult to predict because of multiple variables, and insufficient guidance and data on future federal spending
   - Some Sustainable Funding Options
     - Taxes and Bonds
       - Complex and labor intensive
       - Very few County-led initiatives requesting money from voters
Requires significant research and evaluation of what voters are likely to support and how taxes and bonds will be repaid
  ○ Revenue generating regulatory schemes are also possibilities
    ▪ Regulatory framework for Cannabis
      ● Regulatory scheme pending in Contra Costa
      ● Can look to other jurisdictions for ideas about what it may look like
      ● Possible opportunities to leverage partnerships or build initiatives within the existing state framework and funding set asides
  ▪ Governor’s legislative package for affordable housing development
    ● Pending in the state legislature
    ● Also possible opportunities to leverage partnerships or build initiatives to take advantage of this directly relevant funding scheme

**Advocacy Options:**
  ○ Remember the mission and the role of the CoC: advisors to the BoS
  ○ Create a dedicated group to regularly review and consider policy and advocacy opportunities
  ○ Develop consistent, targeted talking points in line with community perspective
  ○ Outreach: TV, Radio, Print and Social Media, Flyers at Partner or Strategic Locations
  ○ Put it in writing—educational materials, written letters in support or opposition to BoS to extent Council deems appropriate/necessary
  ○ Build a Coalition
  ○ Develop an Initiative with Coalition Partners

**Recommendations:**
  ○ Dedicated **Policy & Advocacy Committee** to review issues, develop strategic approaches, recommend action for the Council and its members
  ○ Consider the issue and the best method to achieve the desired results (outreach versus letter in support or bringing bond to ballot)
  ○ Strategy and Timelines: for each issue, have a strategy and timeline for development and implementation (resources, partners, capacity)

**Q&A/Discussion**
  ○ Should we send a letter to the Board of Supervisors endorsing the Grand Jury report recommendations?
The BoS looks to department heads to help formulate the BoS response to Grand Jury reports; H3 is developing a response, which doesn’t have a lot of room in the response structure.

There is more opportunity to consider the recommendations with the Family & Human Services Committee.

- Should look into other ways to frame our advocacy besides the Grand Jury Reports.
- At September Council meeting, will consider other opportunities to engage around the Grand Jury Reports, informed by the recommendations of the Policy and Advocacy Committee.

**Motion**

- Statement of Motion:
  - We move to establish a Policy and Advocacy Committee.

- Discussion:
  - *The Council discussed the benefits and objectives of establishing a Policy and Advocacy Committee.*
  - *The Council proposed to discuss within the committee issues, including how to address the Grand Jury Reports, and develop an advocacy strategy for sustainable funding for their homelessness reduction efforts.*
  - *The Council moved to approve.*

- Procedural Record:
  - Motion made by: Stephanie Bachelor
  - Seconded by: Doug Leich
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal
  - Motion Carried

**Motion**

- Statement of Motion:
  - We move to establish an ad hoc committee for Homeless Awareness Month in November (2017).

- Discussion:
  - *The Council discussed needing a committee to plan and organize Council events and participation in local events during Homeless Awareness Month in November.*
  - *The Council moved to approve.*
COUNCIL ON HOMELESSNESS MEETING MINUTES

- Procedural Record:
  - Motion made by: Teri House
  - Seconded by: Stephanie Bachelor
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

- Motion Carried

7. Nuts & Bolts

8. Pin It
   - HUD System Performance Measures tabled for next meeting.
   - Senior Homelessness Panel Report Out tabled for next meeting.
   - Committee updates tabled for next meeting.
   - Built for Zero update tabled for next meeting.
   - Please send in any ideas for the Quarterly CoC Meeting (October 20, 2017)
## RELATED APPLICATION QUESTION: 1E-1

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Dear Contra Costa CoC/ESG Providers,

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

The attached Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity. We want to highlight two upcoming meetings in particular:

**CoC/ESG Providers Meeting, Thursday, July 27, 10 am to 12 pm, 1st floor conference room, 2425 Bisso Lane, Concord** - All CoC and ESG funded providers are invited to develop recommendations to the Council on Homelessness regarding proposed revisions to the New Project scoring tool.

**TA Workshop, Tuesday, August 1, 11 am - 1 pm, 2nd floor conference room, 2425 Bisso Lane, Concord** - All providers interested in applying for renewal and/or new projects in this year's competition should be in attendance at this Technical Assistance Workshop to learn about the federal and local application processes.

The rest of the timeline for this year's local competition is laid out on page 2 of the attached Public Solicitation. HomeBase is available for technical assistance to any agency interested in applying for CoC Program funding. We especially encourage TA for those of you who are applying for a new project. You can reach our whole team at ContraCostaTA@homebaseccc.org.

Best,
Amanda
Continuum of Care
Tools for Partners

Funding Opps/Awards
NOFA - Notice of Funding Availability
The CoC Program (24 CFR part 578) is a program the Department of Housing and Urban Development and is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house the homeless while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by the homeless; and to optimize self-sufficiency among those experiencing homelessness. Please find the most recent Notice of Funding Availability (NOFA) process below.

2017
- 2017 CoC Program Project Ranking - 9/7/2017 [Archive]
- FY2017 CoC Program Public Solicitation - 7/19/2017

Requests for Proposals
- Contra Costa Coordinated Entry RFP Awards - 9/8/2016
  - RFP
- Contra Costa Coordinated Entry RFP - 6/29/2016
  - RFP
  - Cover Page
  - Budget
  - FAQ #1 | FAQ #2 | FAQ #3
FY2017 COC PROGRAM COMPETITION
TECHNICAL ASSISTANCE WORKSHOP

August 1, 2017, 11:00 AM – 1:00 PM
2425 Bisso Lane, 2nd Floor Conference Room, Concord

AGENDA

1. Welcome & Introductions
2. 2017 HUD CoC Program Competition Overview and Funding Available
3. Designing Your Project
   A. Eligible New Project Types
   B. New Project Basic Design Requirements
   C. Renewal Project Design Requirements
   D. Eligible Costs and Project Participants
4. Program Requirements & Later Responsibilities
5. E-snaps and HUD Documents
6. Local Competition Timeline, Process & Scoring Tools

If you need technical assistance at any point in this process, please contact the HomeBase Team for Contra Costa at: ContraCostaTA@homebaseccc.org

Amanda Wehrman, 415-788-7961 x308, amanda@homebaseccc.org

Erica McWhorter, 415-788-7961 x337, erica@homebaseccc.org
### COMMONLY USED ACRONYMS

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<td>AHAR</td>
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Dear Contra Costa Council on Homelessness:

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

This Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity.

A technical assistance workshop for all interested parties will be held on Tuesday, August 1 from 11:00 am to 1:00 pm in the 2nd floor conference room at 2425 Bisso Lane in Concord. The details of upcoming deadlines are included on page 2 of this Public Solicitation.

This Public Solicitation will be posted in the following virtual and physical locations:

- Contra Costa Council on Homelessness Website
- Contra Costa Behavioral Health Division – Homeless Program Website
- Contra Costa Council on Homelessness Listserv
- Contra Costa Behavioral Health Division – Homeless Program Bulletin Board
- Contra Costa Behavioral Health Division Bulletin Board

The public should please forward this Public Solicitation to any interested parties, send to relevant additional listservs, and post on public bulletin boards. The CoC encourages applications from organizations that have not previously received CoC Program funding.

Inquiries about this process may be directed to ContraCostaTA@homebaseccc.org.
AVAILABLE FUNDING FOR OUR COC

HUD determines the maximum award for which each CoC is eligible, determined by a combination of factors. This year, in our CoC, our eligible application amounts are as follows:

- **Estimated Annual Renewal Demand:** $12,753,390
- **Estimated Permanent Housing Bonus Funding:** $765,203
- **Estimated Tier 1 Funding:** $11,988,187
- **Estimated Tier 2 Funding:** $1,530,406
- **Estimated Planning Funding:** $382,602

LOCAL PROCESS TIMELINE

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD Opens FY2017 CoC Program Competition</td>
<td>July 14, 2017</td>
</tr>
<tr>
<td>CoC Provider Meeting about Scoring Tools</td>
<td>July 27, 2017</td>
</tr>
<tr>
<td>Renewal Project Supplemental Questionnaires Due</td>
<td>July 27, 2017</td>
</tr>
<tr>
<td>Technical Assistance Workshop</td>
<td>August 1, 2017</td>
</tr>
<tr>
<td>Scoring Tools Finalized by Council on Homelessness</td>
<td>August 3, 2017</td>
</tr>
<tr>
<td>PRESTO Reports finalized by providers</td>
<td>August 4, 2017</td>
</tr>
<tr>
<td>New Project Letters of Intent Due</td>
<td>August 4, 2017</td>
</tr>
<tr>
<td>New Project Supplemental Questionnaires Due</td>
<td>August 14, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Panel Orientation</td>
<td>August 17, 2017</td>
</tr>
<tr>
<td>New/Renewal Project Applications Due</td>
<td>August 24, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Panel Interviews</td>
<td>August 31, 2017</td>
</tr>
<tr>
<td>Review &amp; Rank Decisions Announced</td>
<td>September 1, 2017</td>
</tr>
<tr>
<td>Appeals of Review &amp; Rank Decisions Due</td>
<td>September 5, 2017</td>
</tr>
<tr>
<td>Appeals Considered &amp; Decisions Announced</td>
<td>September 7, 2017</td>
</tr>
<tr>
<td>Board Approval of Priority Listings</td>
<td>September 7, 2017</td>
</tr>
<tr>
<td>HUD Deadline for CoCs to Finalize Priority Listings</td>
<td>September 13, 2017</td>
</tr>
<tr>
<td>Project Application Technical Reviews and coordination with applicants</td>
<td>August 24 – September 21, 2017</td>
</tr>
<tr>
<td>Project Applications Finalized in e-snaps</td>
<td>September 21, 2017</td>
</tr>
<tr>
<td>HUD Deadline for CoCs to Post Consolidated Application Online</td>
<td>September 26, 2017</td>
</tr>
<tr>
<td>HUD Deadline for Submission of CoC Consolidated Application</td>
<td>September 28, 2017</td>
</tr>
</tbody>
</table>
SUMMARY OF THE 2017 NOTICE OF FUNDING AVAILABILITY (NOFA) FOR THE CONTINUUM OF CARE (COC) PROGRAM

BACKGROUND

The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC), the community stakeholder groups that guide local responses to homelessness. The 2017 CoC NOFA was released on July 14, 2017, opening the competition making available approximately $2 billion to serve homeless people nationally. The information in the NOFA sets forth the competition rules and processes for 2017. This summary includes the highlights of the NOFA; additional guidance will be shared as it is made available.

Before the application is submitted to HUD, the CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their relative priority. The results of the local competition dictate for which projects the CoC will seek funding. Additional information about project application requirements and standards will be available at the upcoming TA Workshop. Additional details about anything in this summary can be found in the NOFA, available at:


KEY THEMES IN THIS YEAR’S NOFA

- As described in more detail below, HUD has created new project types and expanded project eligibility for some project types. These changes should allow communities to have more flexibility in how CoC funding is used.

- HUD has also made some administrative changes that will streamline the application process, especially for renewal projects.
HUD’S HOMELESS POLICY AND PROGRAM PRIORITIES

CoCs and Project Applications will be evaluated based on the extent to which they further HUD’s policy priorities. Aligned with Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness, the policy priorities set forth in the NOFA are:

1. **Ending homelessness for all persons.**
   a. CoCs should identify, engage, and effectively serve all persons experiencing homelessness.
   b. CoCs should measure their performance based on local data taking into account challenges faced by subpopulations.
   c. CoCs should have a comprehensive outreach strategy to identify and continuously engage all unsheltered individuals and families.
   d. CoCs should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
   e. CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.

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

3. **Strategically allocating and using resources.**
   a. Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness.
   b. CoCs should review project quality, performance, and cost effectiveness.
   c. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
   d. CoCs should review all projects eligible for renewal in FY 2017 to determine their effectiveness in serving people experiencing homelessness as well as their cost effectiveness.

4. **Use a Housing First approach.**
   a. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness.
   b. CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
HUD DEADLINES AND TIMELINE

- **Friday, July 14, 2017**: 2017 CoC NOFA release date.
- **On or after Tuesday, July 18, 2017**: eSNAPS will be available
- **On or before Tuesday, August 29, 2017** (30 days prior to submission deadline): All project applications are required to be submitted to the CoC
- **On or before Wednesday, September 13, 2017** (15 days prior to submission deadline): The CoC is required to notify all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC.
- **On or before Tuesday, September 26, 2017** (2 days prior to submission deadline): CoCs must post on their website (or a partner’s website) all parts of the CoC Consolidated Application, including the CoC Application attachments and the completed Priority Listing (but not project applications), and notify community members and key stakeholders that the Consolidated Application is available.
- **Submission Deadline: Thursday, September 28, 2017 at 8:00 PM EDT/6:00 PM CDT/5:00 PM PDT**
- **HUD may issue up to two conditional funding announcements.**
- **September 30, 2019**: All conditional funds awarded in this competition must be obligated.
- **September 30, 2024**: Obligated funds must be expended.

APPLICATION STRUCTURE

The CoC Consolidated Application is made up of three parts:

- **CoC Application**: Describes the CoC’s plan for ending homelessness, its system-level performance, and addresses the NOFA’s selection criteria. This part of the application is scored and will determine the order in which CoCs are funded.

- **Project Applications**

- **CoC Priority Listing**: Ranks projects in order of priority.
HUD requires CoCs to review and rank projects submitted by project applicants, except CoC planning projects, having them fall into two Tiers based on a financial threshold. All projects must pass HUD’s eligibility and threshold requirements to be funded, no matter their priority.

**TIER 1**

- In 2017, Tier 1 is equal to the greater of the combined amount of Annual Renewal Amount for all permanent housing and HMIS projects eligible for renewal up to $1,000,000 or 94 percent of the CoC’s FY 2017 Annual Renewal Demand.
- Tier 1 projects will be conditionally selected from the highest scoring CoC to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. In the event insufficient funding is available under this NOFA to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier 1 as well as Tier 2.

**TIER 2**

- Projects in Tier 2 are less likely to be funded, but HUD’s scoring process to determine which projects in Tier 2 are funded has changed in 2017 and does not include any priority for permanent housing projects, HMIS or Coordinated Entry projects. Every Tier 2 project will be scored using a 100-point scale based on three factors:
  - **CoC Score**: Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application.
  - **CoC Project Ranking**: Up to 40 of 100 points for the CoC’s ranking of the project application(s). To more evenly distribute funding across CoCs and take into account the CoCs ranking of projects, point values will be assigned directly related to the CoCs ranking of projects. (Additional details are available in the NOFA.)
  - **Commitment to Housing First**: Up to 10 of 100 points for:
    - How a permanent housing project commits to applying Housing First model or
    - How a transitional housing project, Joint TH and PH-RRH component project, safe haven project, or SSO project that is not for centralized or coordinated assessment demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing, and does not have service participation requirements or preconditions to entry (such as sobriety or a minimum income threshold).
    - A HMIS project or SSO project for a centralized or coordinated assessment system will automatically receive 10 points.
FY2017 COC PROGRAM LOCAL COMPETITION
PUBLIC SOLICITATION & LOCAL PROCESS

NEW REVIEW AND RANK HUD POLICIES IN 2017

- CoCs may only reallocate eligible renewal projects that have previously been renewed under the CoC Program or projects funded under the Supportive Housing Program (SHP) or Shelter Plus Care (S+C) Program that are eligible for first-time renewal in the FY 2017 CoC Program Competition. **This indicates that CoC projects renewing for the first time cannot be reallocated.** More information may be released by HUD.

- **NEW THIS YEAR,** HUD will allow project applicants to apply for a new expansion project under the reallocation process or permanent housing bonus in order to expand existing eligible renewal projects that will increase the number of units in the project, or allow the recipient to serve additional persons. Project applicants that intend to submit a new reallocation or permanent housing bonus project for the purposes of expanding an eligible renewal project must:
  - provide the eligible renewal grant number that the project applicant requests to expand on the new project application;
  - indicate how the new project application will expand units, beds, services, persons served, or in the case of HMIS projects, how the current HMIS grant activities will be expanded for the CoC’s geographic area; and
  - ensure the funding request for the new expansion project is within the funding parameters allowed under the reallocation process or permanent housing bonus (i.e. not a request for transitional housing).

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

- The CoC is required to notify, in writing and outside of e-snaps, all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.
HUD has created two new eligible project types this year:

**DedicatedPLUS project** is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

- experiencing chronic homelessness as defined in 24 CFR 578.3;
- residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

**Joint TH and PH-RRH component** projects may be created to better serve homeless individuals and families. The Joint TH and PH-RRH component project includes two existing program components—transitional housing and permanent housing—rapid rehousing—in a single project to serve individuals and families experiencing homelessness.

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

PERMANENT HOUSING BONUS

The Permanent Housing Bonus, equal to 6% of Final Pro Rata Need (the higher of Annual Renewal Demand or Preliminary Pro Rata need), is available to all CoCs to apply for funding to create one or more new:

1. DedicatedPLUS projects (NEW THIS YEAR)
2. Permanent supportive housing projects where 100 percent of the beds are dedicated to chronically homeless individuals and families
3. Rapid rehousing projects that will serve homeless individuals and families, including unaccompanied youth, who are: (D, E, and F are NEW THIS YEAR)
   (a) residing in a place not meant for human habitation;
   (b) residing in an emergency shelter
   (c) persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations
   (d) residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition
   (e) residing in transitional housing funded by a Joint TH and PH-RRH component project; or
   (f) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
4. Joint TH and PH-RRH component projects, which will include transitional housing and permanent housing-rapid rehousing in a single project to serve individuals and families experiencing homelessness, including victims of domestic violence (NEW THIS YEAR).

ELIGIBLE REALLOCATION PROJECTS

The following types of new projects may be created using funds that the CoC has made available through reallocation:

1. Any of those eligible for the Permanent Housing Bonus
2. Dedicated Homeless Management Information System (HMIS) project (can only be carried out by the HMIS Lead)
3. Supportive services only project to develop or operate a new centralized or coordinated assessment system.
Quick Hints for Project Applicants

Important Points for Renewal Projects

- Renewal project applicants (for grants that have renewed at least once) may submit their renewal project applications with no changes on select screens. More information is forthcoming. This change should speed application processes for applicants and review by HUD staff.

- A renewal project that is permanent supportive housing 100% dedicated to chronically homeless people may either become a DedicatedPLUS project or may continue to dedicate 100 percent of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements at 24 CFR 578.93.

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

Important Points for all Project Applicants

- **DUNS/SAM Registration**: All project applicants must have a DUNS number and an active SAM registration.

- **Required Reading**: Project applicants should read the CoC NOFA, CoC Program Interim Rule, and the General NOFA.

- **No leverage**: No leverage again this year!

- **Easier Form Completion**: Most of the mandatory attachments in the Applicant Profile (e.g. HUD-2880, SF-LLL, HUD-50070) have been moved to e-snaps as fillable forms that only require a checkbox certification with the project applicant’s authorized representative information. More information will be forthcoming.

- **New Lobbying Form**: Federal agencies require the submission of a signed Certification Regarding Lobbying to ensure applicants acknowledge the requirements in Section 319 of Public Law 101-121, 31 U.S.C. 1352, (the Byrd Amendment) and 24 CFR part 87 before receiving a federal award. These statutes and regulation prohibit the use of federal award funds for lobbying the executive or legislative branches of the Federal government in connection with a specific award. This requirement is different and separate from the requirement for applicants to report lobbying activities using the SF-LLL form. The SF-LLL form must still be submitted by applicants that lobby or intend to lobby using non-federal funds. The only applicants excepted...
from submitting the Certification Regarding Lobbying form are federally-recognized Indian tribes because of each tribe’s sovereign power. This form has also been hard-coded in e-snaps for project applicants and will need to be completed and certified in e-snaps before you have access to the actual project application.

- **Codes of Conduct**: All applicants must have a current HUD-approved Code of Conduct. Most organizations’ Codes of Conduct were removed from HUD’s website in early 2017, as they did not meet the requirements of 2 CFR part 200, and the organizations were notified by another HUD office that a new Code of Conduct must be submitted. Be sure to review the [Code of Conduct for HUD Grant Programs](#) page on HUD’s website to ensure your organization is listed which means you have submitted an approved Code of Conduct. If you do not see your organization on the list, be sure to attach a current and complete Code of Conduct to your Project Applicant Profile in e-snaps. More information will be provided about requirements of Code of Conduct during the Review and Rank process.

- **Estimate Amount of Program Income as Match**: Project applicants that intend to use program income as match must provide an estimate of how much program income will be used for match.

- **Program Regulation Apply When Amended**: The grant agreements will be subject to the program regulation as it may be amended from time to time. Recipients will be subject to regulatory revisions as they come into effect, without having to wait until the grant is renewed in a future competition.

- **2017 FMRs Will Apply**: Because the CoC Consolidated Application is due prior to the publication of the final FY 2018 FMRs, the FY 2017 FMRs will be used for funding amounts.

- **Housing First**: Any housing project application that indicates it will use a Housing First approach, that is awarded FY 2017 CoC Program funds will be required to operate as a Housing First project.

- **Environmental Requirements**: Two important changes for projects categorized or Categorically Excluded from review under the National Environmental Policy Act and not subject to 24 CFR 58.5 (CENST):
  - All scattered-site projects where program participants choose their own unit and are not restricted to units within a pre-determined specific project site or sites are categorized in 24 CFR 58.35(b)(1) as CENST. This now includes both tenant-based rental assistance and tenant-based leasing projects where program participants choose their own unit. Previous guidance included only Tenant Based Rental Assistance as eligible CENST projects.
  - The [Exempt/CENST](#) form is only required for each project, not every unit. Previous guidance instructed recipients to complete an Exempt/CENST form for each unit.
RESOURCES


- General Section NOFA:

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

- HUD Websites:
  - www.hud.gov
  - www.hudexchange.info

- Funding Application: www.hud.gov/esnaps

- Training and Resources: www.hudexchange.info/homelessness-assistance/

- HUD Exchange Ask A Question (AAQ): www.hudexchange.info/get-assistance

- Listserv: www.hudexchange.info/mailinglist
# FY2017 CoC Program Competition Renewal Project Scoring Tool

## OVERVIEW

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project’s Work is Consistent with HUD Priorities</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2. Outcomes</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>3. Agency Capacity</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>4. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5. Reallocation Bonus</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
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Note: HMIS renewal projects and renewal projects operational less than one year will be reviewed for threshold and placed at the bottom of Tier 1.

## DETAILED BREAKDOWN BY FACTOR

### 1. PROJECT’S WORK IS CONSISTENT WITH HUD PRIORITIES (20 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.A. HUD Priorities</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Renewal permanent housing (PSH &amp; RRH) = 10 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.B. Prioritizing Chronically Homeless Households</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Percentage of new clients who are chronically homeless</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: program type, household type</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. PROJECT PERFORMANCE OUTCOMES (40 PTS.)

Keep in mind that outcomes will naturally be lower in a more difficult to serve population such as persons experiencing chronic homelessness, mental illness and/or substance use disorders.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
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<tbody>
<tr>
<td>2.A. Housing Stability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RRH: Exits to Permanent Housing</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>% of leavers who exited to a permanent destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PSH: Increasing Housing Stability</td>
<td></td>
<td></td>
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<tr>
<td>% of participants who remained in the program for at least 6 months or exited to another permanent destination</td>
<td></td>
<td></td>
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<tr>
<td>2.B. Exits to Homelessness</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>% of persons who exited to homeless temporary destinations (emergency shelter, transitional housing, place not meant for human habitation, or hotel/motel)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.C. Maintaining/Increasing Cash Income</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>% of adults who maintained or increased any cash income (employment and/or mainstream benefits) as of the end of the operating year or project exit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.D. Connecting to Non-Cash Mainstream Benefits</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>% of adult leavers and stayers who access non-cash mainstream benefits</td>
<td></td>
<td></td>
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</tbody>
</table>

3. AGENCY CAPACITY (30 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.A. Administrative Structure</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.B. HMIS Participation &amp; Data Quality</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Is the agency/program actively participating in the HMIS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: the percentage of the project’s clients who have data entered into HMIS; HMIS Data Completeness Report Card</td>
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<table>
<thead>
<tr>
<th>3.C. CoC Participation</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>Does the agency and/or project sponsor participate in Contra Costa Council on Homelessness and CoC-related planning meetings?</td>
<td></td>
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<table>
<thead>
<tr>
<th>3.D. Consistent Implementation of Housing First</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the agency implemented the principles of Housing First (e.g., lower the barriers to entry for prospective clients, avoid screening out clients based on real or perceived barriers to success)? Does the project continually monitor compliance with Housing First?</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>3.E. Participation in Coordinated Entry</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the agency been participating in Coordinated Entry planning and implementation? Does the agency commit to accepting Coordinated Entry referrals?</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>3.F. Quality Assurance</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the agency and/or project maintain policies, procedures, and actions to ensure continuous quality improvement?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency train its staff to ensure high quality of care?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency assess quality of service and consumer satisfaction through surveys, focus groups, etc.?</td>
<td></td>
</tr>
<tr>
<td>• Does the agency monitor program performance using data?</td>
<td></td>
</tr>
</tbody>
</table>
## 4. EFFICIENT USE OF FUNDS

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.A. Utilization Rates</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Is the project at capacity in meeting the number of homeless people it is designed to serve?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: point-in-time and annual capacity data, unit utilization rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.B. Unspent Funds and Drawdown Rate</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Is the project using its grant efficiently and regularly?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consider: percentage of funds left unspent at the end of the operating year, rate of drawdown</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 5. REALLOCATION BONUS

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.A. Reallocation</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Did the Agency voluntarily reallocate a renewal project?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• How much funding was reallocated?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• What was the project type?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## OVERVIEW

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project’s Work is Consistent with HUD Priorities</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2. Project Design and Readiness</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>3. Agency Capacity</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>4. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5. Reallocation Bonus</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: This tool will be used for reallocated projects and permanent housing bonus projects.

## DETAILED BREAKDOWN BY FACTOR

### 1. PROJECT’S WORK IS CONSISTENT WITH HUD PRIORITIES (20 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.A. HUD and Local Priorities</strong></td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Points will be awarded at the discretion of the Review &amp; Rank Panel within the following ranges, taking into consideration community need:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent supportive housing (for CH) = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rapid re-housing = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DedicatedPLUS = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joint TH and RRH Component = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMIS (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. PROJECT DESIGN AND READINESS

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goals that permanent housing programs for homeless people result in stable housing and increased income (through benefits or employment).

Threshold Criteria: The project meets all HUD threshold requirements as outlined in the NOFA and will be ready to start by HUD’s statutory deadlines.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.A. Program Design</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

For PSH/RRH/DedicatedPLUS/Joint TH-RRH: Housing where participants will reside is fully described and appropriate to the program design proposed. Program design includes provision of appropriate supportive services.

- Does the program design include the use of innovative or evidence-based practices?
- Will the project be ready to start within HUD’s statutory deadlines (e.g., can demonstrate site control, has plan to identify units, is an expansion of an existing project)?
- Is the project staffed appropriately to operate the housing/services?
- Are staff trained to meet the needs of the population to be served?
- Does the program include involvement of clientele in designing and operating the program?
- Does the method of service delivery described include culture-specific/sensitive elements?
- Will the program be physically accessible to persons with disabilities?

For Coordinated Entry: Program design is in alignment with coordinated entry system design envisioned by CoC.

- Is the system easily accessible for all persons within the CoC’s geographic area who are seeking information regarding homelessness assistance?
- Is there a strategy for advertising the program that is designed specifically to reach homeless persons with the highest barriers within the CoC’s geographic area?
- Is there a standardized assessment process?
- Does the program ensure that program participants are directed to appropriate housing and services that fit their needs?

For HMIS: Program design is in alignment with CoC’s data needs.

- Will the project conduct trainings and otherwise prepare projects...
FY2017 COC PROGRAM COMPETITION
NEW PROJECT SCORING TOOL

<table>
<thead>
<tr>
<th>for the new HUD Data Standards?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Will the project provide data in a form that can be analyzed to assist the CoC in assessing homeless needs, allocating resources, and coordinating services?</td>
</tr>
</tbody>
</table>

2.B. Services Partnership or Capacity
There is a committed relationship with a service provider with a signed letter of commitment or MOU; if agency is providing services itself, they have shown they have the funds to do that.

2.C. Program Outcomes
Program outcomes are realistic but sufficiently challenging given the scale of the project.
Outcomes are measurable and appropriate to the population being served.

3. AGENCY CAPACITY (40 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
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</table>

3.A. Agency Capacity
Does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit, administrative, and reporting requirements?

- Does the agency have any outstanding HUD findings and/or financial audit findings?
- Has HUD deobligated any of the agency’s grant funds in the past three operating years?
- Does the application packet that was submitted reflect an agency with capacity that is sufficient to carry out the HUD administrative requirements?

3.B. HMIS Participation
Is the agency/program actively participating in the HMIS?

- Consider: the percentage of the program’s clients who have data entered into HMIS; HMIS Data Completeness Report Card

Note: Domestic Violence programs do not participate in HMIS.

3.C. CoC Participation
Does the agency and/or project sponsor participate in Contra Costa Council on Homelessness and CoC-related planning meetings?
### 3.D. Housing First
Has the agency implemented the principles of Housing First (e.g., lower the barriers to entry for prospective clients, avoid screening out clients based on real or perceived barriers to success)? Does the agency demonstrate a commitment to Housing First for this new project?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
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</tbody>
</table>

### 3.E. Coordinated Entry
Does the agency commit to accepting Coordinated Entry referrals for this new project?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

### 3.F. Quality Assurance
Does the agency maintain policies, procedures, and actions to ensure continuous quality improvement?
- Does the agency train its staff to ensure high quality of care?
- Does the agency assess quality of service and consumer satisfaction through surveys, focus groups, etc.?
- Does the agency monitor program performance using data?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>8</td>
</tr>
</tbody>
</table>

### 4. BUDGET
(10 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.A. Budget</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Is budget clearly articulated, with no unnecessary or unexplained items?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 5. REALLOCATION BONUS
(5 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
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<tbody>
<tr>
<td>5.A. Reallocation</td>
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<tr>
<td>Did the Agency voluntarily reallocate a renewal project?</td>
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</tr>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>- What was the project type?</td>
<td></td>
<td></td>
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</tbody>
</table>

Approved by Council on Homelessness August 3, 2017
Moving Out of Violent Environments (MOVE) - RMC Transitional Housing (TH)

STAND! For Families Free of Violence
Confidential Domestic Violence Shelter Site

Project Overview

STAND! offers up to 18 months of safe, affordable housing for female survivors of intimate partner, domestic, dating, and sexual violence and their children in our Transitional Housing program. We provide housing paired with optional supportive services, including case management, housing placement, child care, therapy, transportation, legal advocacy, financial assistance, and referral to outside providers. Case Workers partner with each client to create a Self-Sufficiency Plan that serves as a road map to independence. Services are evidence-based and necessary for this population. A disproportionate number of STAND!'s clients are recent immigrants and ethnic minorities, presenting specific cultural and linguistic needs. Our services and staff are culturally competent and equipped with the training and experience necessary to promote the long-term safety, stability, and self-sufficiency of all clients.

Program at a Glance

<table>
<thead>
<tr>
<th>Funding Category</th>
<th>TH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of Grant</td>
<td>$77,010.00</td>
</tr>
<tr>
<td>Persons Served in Last Operating Year</td>
<td>10 households (10 adults 24 children)</td>
</tr>
</tbody>
</table>

Of the persons served last year, at entry 0 were mentally ill, 0 had experience with alcohol abuse, 0 had experience with drug abuse, 0 had HIV/AIDS and related diseases, 1 had a chronic health condition, 1 had a developmental disability, and 0 had a physical disability.

Of the persons served last year, at entry, 32 had no conditions, 2 had one condition, 0 had two conditions, and 0 had three or more conditions.

10 of the adults served had past domestic violence experience; 10 had domestic violence experience in the past year.

The program served 0 seniors and 0 veterans.
Consistency With HUD Priorities

HUD Priorities

Project Component: TH

Chronically Homeless Households

Percentage of new clients who are chronically homeless: 40%

How the project is prioritizing chronically homeless households:

STAND!’s Transitional Housing program serves a special population of homeless individuals and families: victims of intimate partner, domestic, dating, and sexual violence and their children. These women and children have endured horrific abuse and require specialized services provided in a secure environment, where they can recover and rebuild their lives free from violence in a safe and supportive atmosphere. In the past, STAND! served very few chronically homeless individuals and families, due to many clients escaping violent homes and entering our Emergency Shelter directly, before transferring to Transitional Housing. However, by tracking chronic homeless status, conducting extensive outreach, and prioritizing service for chronically homeless individuals and families, we have greatly increased the proportion of our clients who are chronically homeless.

See "Project Overview" for program type description.

Outcomes

Housing Stability

6 of 8 participants who exited the project (75.0%) exited to permanent housing.

Destination at Program Exit
### Destination of Leavers at Program Exit

<table>
<thead>
<tr>
<th>Destination of Leavers at Program Exit</th>
<th>Less Than 90 Days</th>
<th>Greater Than 90 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>6 of 8 (75.0%)</td>
</tr>
<tr>
<td>Temporary Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>2 of 8 (25.0%)</td>
</tr>
<tr>
<td>Institutional Settings</td>
<td>0 of 0 (0.0%)</td>
<td>0 of 8 (0.0%)</td>
</tr>
<tr>
<td>Other Destinations</td>
<td>0 of 0 (0.0%)</td>
<td>0 of 8 (0.0%)</td>
</tr>
</tbody>
</table>

### Income

5 of 10 adult participants (50.0%) increased their earned income from entry to follow-up or project exit.

### Sources of Cash Income

#### Sources Of Cash Income: Percent of Adult Leavers

- **GA**: 100%
- **SSI**: 20%
- **Earned**: 0%

#### Sources Of Cash Income: Percent of Adult Stayers

- **GA**: 71.4%
- **SSI**: 14.3%
- **Earned**: 0%

### Sources of Cash Income

- **Earned Income**: 0 of 3 (0.0%)
- **SSI**: 1 of 3 (33.3%)
- **General Assistance**: 3 of 3 (100.0%)

### Non-Cash Mainstream Benefits

0 of 10 adult participants (0.0%) had at least one non-cash mainstream benefit at follow-up or project exit.

### Sources of Non-Cash Mainstream Benefits
Exits to Homelessness

2 of 34 participants who exited the project (5.9%) exited to homeless temporary destinations.

Project Narrative On Outcomes

STAND!’s Transitional Housing program provides up to 18 months of housing and supportive services, with a 6 month extension available if requested and approved. Due to the extremely tight housing market in the San Francisco Bay Area, where truly affordable housing is almost nonexistent and waiting lists for low-income housing stretch for years, STAND! readily provides Transitional Housing extensions. Because several clients extended their residence to 24 months during the period covered by the FFY2013-14 APR, only 3 clients exited Transitional Housing. One of these clients exited unexpectedly; she is the one client who exited to non-permanent housing and without having increased her income. All other Leavers exited to permanent housing, and all other Leavers and all Stayers increased their income. STAND! anticipates that its FFY2014-15 APR will further demonstrate the success of this extended-stay strategy, with 9 of 10 Leavers exiting to permanent housing with increased income.
Agency Capacity

Does the project have unresolved HUD/agency monitoring or outstanding audit findings?
No

Have any grant funds been deobligated in the past three years?
No

Please review the project’s application packet to further evaluate agency capacity.

HMIS Participation & Data Quality

Is the project actively participating in the CoC’s HMIS?

Please review the project’s HMIS Data Completeness Report Card for further information on data quality.

Continuum of Care Participation

The following CoC-related meetings were attended by at least one member of agency staff:

1. CoC full membership meetings
2. HUD Grantees/NOFA Committee
3. Coordinated Entry Committee
4. Performance Measurement Committee
5. PIT Count Planning Committee

STAND!’s Director of Intervention Services, Reina Sandoval-Beverly, Residential Manager, Araceli Garcia, and Transitional Housing Coordinator, Diondra Holaday, attended 5 Contra Costa Council on Homelessness and CoC-related planning meetings from August 1, 2014 through July 31, 2015. STAND! also participated in the required HUD Grantee/NOFA Committee meeting in advance of last year’s CoC application process. We are committed to participating in the CoC planning process and the delivery of high quality services across Contra Costa County.
Quality Assurance

Implementing Evidence-Based Practices

STAND! is firmly committed to the use of evidence-based practices throughout its programs. In the Transitional Housing program, we provide numerous evidence-based services. Our Case Workers use Motivational Interviewing, Skill-streaming, strengths-based case management, financial and computer literacy training, peer counseling, support groups, and deep cultural humility, with a trauma-informed approach. Our Transitional Housing program also includes therapeutic services for women and children. STAND! therapists use a variety of evidence-based practices with clients, including Cognitive Behavioral Therapy, Trauma-Informed Cognitive Behavioral Therapy, Eye Movement Desensitization and Reprocessing Therapy, Narrative Therapy, Sand Tray Therapy, and other emerging research-based models. These therapy models have all proven effective in clinical trials in addressing the effects of trauma in populations of adults and children.

Housing First

STAND! is implementing elements of a “housing first” model in its delivery of housing services for domestic violence survivors. STAND! offers a continuum of housing services for this population, from Emergency Shelter to Transitional Housing. Emergency Shelter is provided based purely on need for safety, with no preconditions for participation in services. It is truly a “housing first” model. As the next step in the continuum, Transitional Housing forms the bridge between “housing first” and permanent housing. There are no minimum income thresholds for clients at entry and all services associated with Transitional Housing are entirely optional. We work with clients to resolve issues that prevent them from securing permanent housing due to their domestic violence victimization, such as poor credit, previous landlord issues, employment histories, and available income. In this way, we prioritize rapid placement and stabilization in permanent housing for our clients.

Participation in Coordinated Entry

STAND! made the decision this year to participate in the County's HMIS and VI-SPDAT assessment and Coordinated Entry Committee. As a domestic violence agency with serious concerns around client data privacy and confidentiality, STAND! has made a significant shift toward collaboration with the County in deciding to participate in these systems. STAND!'s Director of Intervention Services and Residential Services Manager have both attended and participated in Coordinated Entry Committee meetings this year, and we intent to continue to contribute to this process. We understand the benefits of a coordinated data collection and reporting system, and we will continue to add our voices to the planning and piloting processes.

Staffing and Staff Training

Domestic Violence Advocate: 1.658 FTE Residential Services Manager: 0.15 FTE Therapist: 0.23 FTE Therapist Supervisor: 0.2 FTE Director of Intervention Services: 0.28 FTE Database Coordinator: 0.05 FTE

Upon hire, all STAND! direct client service staff receive 40 hours of state-mandated training to become certified Domestic Violence Counselors, per California Evidence Code section 1037.1(a)(1). Subsequently, all Rollie Mullen Center staff undergo an additional 20-40 hours of onsite training on program practices, facilities, and agency procedures. We also provide ongoing training on specific subjects and challenges,
refreshing agency best practices. These trainings occur six times per year and include topics such as safety assessment tools and strategies, support group leader training, and other useful information for TH staff. Also, OVW provides annual Technical Assistance trainings for TH staff working with domestic violence victims. Staff attending these trainings bring the best practices and other information back to STAND! and relate their new knowledge to other TH staff in regular ongoing training sessions.

Consumer Satisfaction Review

Yes

*If yes, please see attached summary of client feedback.*

Using Data in Performance Evaluation, Planning, and Program Management

Because STAND!'s TH program serves a very specific subpopulation of homeless individuals and families, we have developed targeted performance measures for this HUD CoC program in addition to the standard performance measures. We evaluate our performance based on the percentage of our clients who exit to permanent housing and who increase their income. We also measure our success in educating clients on the dynamics of domestic violence so they can avoid abusive relationships in the future and our success in connecting clients to community resources to help them maintain self-sufficiency after exit. STAND! leadership regularly reviews program performance data and client feedback to adjust current programming, plan new services, and ensure our programs are meeting client needs. Data is collected in STAND!'s Efforts-to-Outcomes client database, which is maintained by our Database Administrator, who produces client progress reports at the request of Program Directors and funding sources.

Budget

Project Capacity

Persons served during the operating year: 34

The average unit occupancy rate for this program is 96.4%.
Unit Occupancy (Four Points In Time)

<table>
<thead>
<tr>
<th>Month</th>
<th>Unit Occupancy Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>100.0% (7 of 7)</td>
</tr>
<tr>
<td>April</td>
<td>85.7% (6 of 7)</td>
</tr>
<tr>
<td>July</td>
<td>100.0% (7 of 7)</td>
</tr>
<tr>
<td>October</td>
<td>100.0% (7 of 7)</td>
</tr>
</tbody>
</table>

Unspent Funds

Amount of grant award: $77,010.00

Reallocation Bonus

List of Reallocated Projects (if any)
INSTRUCTIONS

Due Date: July 14, 2017, 5:00 pm

This Supplemental Questionnaire must be completed for each renewal project submitting an application for the FY2017 HUD CoC Program Competition.

The answers you provide to this Supplemental Questionnaire will be combined with data pulled from your project’s submitted APR to create a PRESTO-generated report to be used by the Review & Rank Panel.

For each renewal project application, send one email to ContraCostaTA@homebaseccc.org (cc’ing Jaime.Jenett@hsd.cccounty.us) containing:

- A subject line that clearly describes the email’s contents (“Contra Costa CoC NOFA – Renewal Application – [Your Agency Name] – [Your Project Name]”)
- In the body of the email, a numbered list of the attachments
- And the following attachments:
  - 1 PDF of your applicant profile from e-snaps
  - 1 PDF of your project application from e-snaps
  - 1 PDF document entitled “[Your Agency Name] – [Your Project Name] – HUD Monitoring” (if applicable) with scanned copies of: (a) any HUD Monitoring letters received by the project since January 2016; and (b) related correspondence with HUD
  - 1 PDF document entitled “[Your Agency Name] – [Your Project Name] – Client Feedback” that summarizes the client feedback (if applicable)

You will receive an email confirming receipt of your attachments. Agencies that submit supplemental questionnaires in advance of the deadline will receive their draft PRESTO report(s) more quickly, and thereby have more time to review and request edits before the Review & Rank meeting.

Technical assistance requests and questions about how to complete this Supplemental Questionnaire may be submitted to contracostata@homebaseccc.org.
OVERVIEW OF PROJECT

1. Project Name and Address

   Project Name:
   
   Address:

2. Agency:

3. Program Category:
   - Permanent Housing – Permanent Supportive Housing
   - Permanent Housing – Rapid Rehousing
   - Transitional Housing
   - HMIS
   - SSO – Coordinated Entry

4. Please provide a narrative overview of the populations served and services provided by your project. [Response Limit: 1000 characters]
5. Have there been significant changes in operations or structure of either this project or within the agency in general over the last 12 months (e.g., you offer different supportive services, you increased or decreased the number of beds in the project, you serve a different population, etc.)? If so, please describe. [Response Limit: 1000 characters]

6. Are there any plans for significant changes in operations or structure of either this project or within the agency in general over the next 12-24 months? If so, please describe. Will these changes be reflected in your Project Application (Exhibit 2)? [Response Limit: 1000 characters]
PRIORITIZING CHRONICALLY HOMELESS HOUSEHOLDS

7. What percentage of new clients enrolled in your project are chronically homeless?

*Note:* please calculate using the time period from **May 1, 2016**, to **April 30, 2017**, which corresponds with the APR data used for this project’s 2017 PRESTO Report.

8. Please describe how your project is prioritizing chronically homeless households. Highlight any relevant considerations regarding program type or household type served.

[Response Limit: 1000 characters]
9. Please describe any relevant information that the Review & Rank Panel should consider in evaluating your housing stability, income, non-cash mainstream benefits, and exits to homelessness outcomes, such as serving a more difficult to serve population such as chronically homeless people, homeless people with mental and/or addictive illnesses, etc. [Response Limit: 1000 characters]
10. Do you have any concerns about not spending down the HUD CoC grant for this project by the end of the grant term? Have you had any draw down irregularities? If so, please describe. [Response Limit: 500 characters]

11. Are there any unresolved HUD monitoring findings or outstanding audit findings related to this project?

☐ Yes
☐ No

If yes, please email the documentation concerning these findings as a PDF to ContraCostaTA@homebaseccc.org after inputting your response to this question in PRESTO.

12. In the past three years, has HUD ever deobligated, or is HUD planning to deobligate, any grant funds awarded to this project?

☐ Yes
☐ No

If yes, please indicate the amount, date and reason.
13. Please describe the participation of your agency staff in the Contra Costa Council on Homelessness and CoC-related planning meetings from **May 1, 2016**, to **April 30, 2017**, including:
   a. Council on Homelessness meetings,
   b. CoC full membership meetings,
   c. the HUD Grantees/NOFA Committee,
   d. the Coordinated Entry Committee,
   e. the Performance Measurement Committee, and
   f. the PIT Count Planning Committee.

   [Response Limit: 1000 characters]
CONSISTENT IMPLEMENTATION OF HOUSING FIRST

14. HUD defines Housing First as “a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements and rapid placement and stabilization in permanent housing are primary goals.” Please describe how your project is employing a Housing First approach. [Response Limit: 1000 characters]

PARTICIPATION IN COORDINATED ENTRY

15. Please describe the extent to which your agency has been participating in Contra Costa CoC’s Coordinated Entry system planning and implementation, including staff training and use of the VI-SPDAT assessment, participation in Coordinated Entry Committee and Workgroup meetings, and whether or not your agency commits to receiving Coordinated Entry referrals. [Response Limit: 1000 characters]
QUALITY ASSURANCE – STAFF TRAINING

16. How many staff are employed by this project? Please list by job titles and FTE status.

17. Please describe your staff training, who is trained, and how often. [Response Limit: 1000 characters]
QUALITY ASSURANCE – CONSUMER SATISFACTION

18. Between May 1, 2016, to April 30, 2017, have you surveyed your clients (e.g. written surveys, focus groups, group meeting feedback) regarding their satisfaction with this project?

☐ Yes
☐ No

If yes, please email the document that summarizes the client feedback as a PDF to ContraCostaTA@homebaseccc.org after inputting your response to this question in PRESTO.

QUALITY ASSURANCE – PERFORMANCE MONITORING

19. How does your agency use data to evaluate its performance in serving homeless people through this project? How is data used in planning and program management?

[Response Limit: 1000 characters]

REALLOCATION BONUS

20. Did your agency voluntarily reallocate a renewal project(s)? If so, please list all reallocated projects below, and provide the project type and how much funding was reallocated.
INSTRUCTIONS

Due Date: August 14, 2017, 5:00 pm

This Supplemental Questionnaire must be completed for each project submitting a new project application for the FY2017 HUD CoC Program Competition.

The answers you provide to this Supplemental Questionnaire will be used to create a PRESTO-generated report to be used by the Review & Rank Panel.

For each new project application, send one email to contracostata@homebaseccc.org (cc’ing Jaime.Jenett@hsd.cccounty.us) containing:

- A subject line that clearly describes the email’s contents (“Contra Costa CoC NOFA – New Project Supplemental Questionnaire – [Your Agency Name] – [Your Project Name]”)
- In the body of the email, a numbered list of the attachments
- And the following attachments:
  - 1 completed Supplemental Questionnaire entitled “[Your Agency Name] – [Your Project Name] – Supplemental Questionnaire” in Word format
  - 1 PDF document entitled “[Your Agency Name] – HUD Monitoring” (if applicable) with scanned copies of: (a) any HUD Monitoring letters received by any HUD-funded (ESG or CoC Program) projects since January 2016; and (b) related correspondence with HUD

Please note that PDFs of the e-snarps applicant profile and project application have a later deadline of August 24, 2017, but may be submitted earlier if desired.

You will receive an email confirming receipt of your attachments. Agencies that submit supplemental questionnaires in advance of the deadline will receive their draft PRESTO report(s) more quickly, and thereby have more time to review and request edits before the Review & Rank meeting.

Technical assistance requests and questions about how to complete this Supplemental Questionnaire may be submitted to contracostata@homebaseccc.org.
OVERVIEW OF PROJECT

1. Project Name and Address

   Project Name:

   Address:

2. Agency:

3. Program Category:
   - [ ] Coordinated Entry
   - [ ] Joint Transitional and Permanent Housing – Rapid Rehousing
   - [ ] Permanent Housing – DedicatedPLUS
   - [ ] Permanent Housing – Permanent Supportive Housing
   - [ ] Permanent Housing – Rapid Rehousing
   - [ ] HMIS

4. Please provide a narrative overview of the homeless population to be served, housing, and services to be provided by your project. Please note whether this project is an expansion of an existing renewal project. [Response Limit: 1000 characters]
PROJECT DESIGN AND READINESS

5. Please provide a summary description of your project design, including [Response Limit: 1500 characters]:

- For PSH/RRH/DedicatedPLUS/Joint TH-RRH:
  - How the program design will include the use of innovative or evidence-based practices
  - How the project will be ready to start within HUD’s statutory deadlines (e.g., demonstration of site control, plan to identify units, expansion of an existing project)
  - How the project will include involvement of clientele in designing and operating the program
  - How the proposed method of service delivery will include culture-specific/sensitive elements
  - How the program will be physically accessible to persons with disabilities

- For Coordinated Entry:
  - How the system will be easily accessible for all persons within the CoC’s geographic area who are seeking information regarding homelessness assistance
  - Strategies to be used for advertising the program that are designed specifically to reach homeless persons with the highest barriers within the CoC’s geographic area
  - What standardized assessment process will be used
  - How the program will ensure that program participants are directed to appropriate housing and services that fit their needs

- For HMIS:
  - How the project will conduct trainings and otherwise prepare projects for the new HUD Data Standards
  - How the project will provide data in a form that can be analyzed to assist the CoC in assessing homeless needs, allocating resources, and coordinating services
6. Do you have a committed relationship with a service provider with a signed letter of commitment or MOU (if yes, please attach)? If agency is providing services itself, describe how services will be funded. If so, please describe. [Response Limit: 500 characters]
7. Have there been significant changes in operations or structure within the agency in general over the last 12 months? If so, please describe. [Response Limit: 1000 characters]

8. Are there any plans for significant changes in operations or structure within the agency in general over the next 12-24 months? If so, please describe. [Response Limit: 1000 characters]
9. Are there any unresolved HUD monitoring findings or outstanding audit findings related to this project?

☐ Yes
☐ No

If yes, please attach the documentation concerning these findings as a PDF when you email this form.

10. In the past three years, has HUD ever deobligated, or is HUD planning to deobligate, any grant funds awarded to this project?

☐ Yes
☐ No

If yes, please indicate the amount, date and reason.

11. Are you an active participant in the Contra Costa CoC HMIS?

☐ Yes
☐ No

If no, please describe your plans to join the HMIS, and relevant experience with other management information systems and data reporting compliance. [Response Limit: 500 characters]
COC PARTICIPATION

12. Please describe the participation of your agency staff in the Contra Costa Council on Homelessness and CoC-related planning meetings from August 1, 2016 to July 31, 2017, including:
   a. Council on Homelessness meetings
   b. CoC full membership meetings,
   c. the CoC/ESG Provider Committee,
   d. Coordinated Entry Committees/Workgroups,
   e. the Performance Measurement Committee, and
   f. the PIT Count Planning Committee.

[Response Limit: 1000 characters]
QUALITY ASSURANCE – EVIDENCE-BASED PRACTICES

13. HUD defines Housing First as “a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements and rapid placement and stabilization in permanent housing are primary goals.” Please describe how your project will employ a Housing First approach. [Note: response not required for HMIS or Coordinated Entry projects.] [Response Limit: 1000 characters]

14. Please describe the extent to which your agency has been participating in Contra Costa CoC’s Coordinated Entry system planning and implementation, including staff training and use of the VI-SPDAT assessment, and participation in Coordinated Entry Committee meetings. Please also indicate whether or not your agency commits to receiving Coordinated Entry referrals. [Note: response not required for HMIS projects.] [Response Limit: 1000 characters]

15. Please describe how your agency stays abreast of and implements innovative or evidence-based practices. Please list key evidence-based practices used in your project, such as Assertive Community Treatment, Critical Time Intervention, Motivational Interviewing, Integrated Dual Disorders Treatment, Trauma Informed Care, outreach strategies, peer supports, and cultural competence. [Response Limit: 1000 characters]
16. How many staff will be employed by this project? Please list by job titles and FTE status.

17. Please describe your staff training, who is trained, and how often. [Response Limit: 1000 characters]
QUALITY ASSURANCE – CONSUMER SATISFACTION

18. Please describe your plans to survey your clients (e.g. written surveys, focus groups, group meeting feedback) regarding their satisfaction with this project. [Response Limit: 1000 characters]

QUALITY ASSURANCE – PERFORMANCE MONITORING

19. How does your agency plan to use data to evaluate its performance in serving homeless people through this project? How will data be used in planning and program management? [Response Limit: 1000 characters]

BUDGET

20. Please describe the other funding streams and resources that will be leveraged for this project, as well as related capital investments (if applicable). [Response Limit: 1000 characters]
The Contra Costa Council on Homelessness provides a forum for communication and coordination about the implementation of the County's Strategic Plan to prevent and end homelessness, and for orchestrating a vision on ending homelessness in the County, educating the community on homeless issues, and advocating on federal, state, and local policy issues affecting people who are homeless or at-risk of homelessness. The Council provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Items may be taken out of order based on the business of the day and preference of the Council.

Date, Time: Thursday, May 4, 2017 1:00pm – 3:00pm

Location: ZA Room, 30 Muir Road, Martinez, CA 94553

Council Member Attendance:

Present: Gabriel Lemus (Chair), Teri House (Vice Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak

Absent: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

Staff Attendance: Lavonna Martin, Jaime Jenett, Juliana Pooley, Dana Ewing, Jennifer Baha, Contra Costa Health Services (H3); Meadow Robinson, Erica McWhorter, HomeBase.


1. Welcome and Introductions
   • Call to order by Gabriel Lemus, Chair

2. Approve Minutes (Action Item)
   • Motion
   Chair proposes changes at pg 10 of April 6th Council on Homelessness minutes – change from Senator McCain “doesn’t agree” to “does agree”
   • Statement of Motion:
     o We move to adopt the minutes from the April 6th Council on Homelessness Meeting
   • Discussion:
     o The Council reviewed the minutes from the April 6th Council meeting
   o The Council moved to approve.
   • Procedural Record:
COUNCIL ON HOMELESSNESS MEETING MINUTES

Motion made by: Gabriel Lemus (Chair)
Seconded by: Cecelia McCoy
AYES: Teri House (Vice Chair), Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
NOES: None.
ABSTAINS: None.
ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

• Motion Carried

3. Bylaws Update (Action Item)

• Meadow Robinson gave an update on the Council bylaws.
  o Ad Hoc Bylaws Committee Update: The Bylaws Committee met twice in March and developed proposed revisions.
  o Highlights of change (3 main areas of substantial change):
    1. Community Engagement
      ▪ Elimination of Healthcare for the Homeless as community/consumer advisory liaison.
      ▪ Addition of Consumer Advisory Committee under standing committee section. This will provide a forum for broader community engagement.
    2. Areas of Representation
      ▪ Nine (9) changes to enhance and diversify representation of stakeholders (see table below).
      ▪ All changes accommodate current seated members.

<table>
<thead>
<tr>
<th>Current Seat</th>
<th>Proposed Seat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Member Seat #1</td>
<td>Homeless Service Provider</td>
</tr>
<tr>
<td>Community Member Seat #2</td>
<td>Public Safety Representative #2</td>
</tr>
<tr>
<td>Community Member Seat #3</td>
<td>Community Member Seat</td>
</tr>
<tr>
<td>Government Seat #1</td>
<td>City Government Seat</td>
</tr>
<tr>
<td>Government Seat #2</td>
<td>Reentry Services Representative</td>
</tr>
<tr>
<td>Homeless Housing Provider</td>
<td>Affordable Housing Developer</td>
</tr>
<tr>
<td>Philanthropy Representative</td>
<td>Employment and Human Services (EHSD) Representative</td>
</tr>
<tr>
<td>Public Safety Representative</td>
<td>Public Safety Representative #1</td>
</tr>
<tr>
<td>Consumer/Consumer Advocate - Alternate</td>
<td>DELETED</td>
</tr>
</tbody>
</table>
3. Standing Committees: The following standing committees were enumerated in the bylaws for added clarity and transparency:
   - CoC Providers Committee
   - Consumer Advisory Committee
   - Coordinated Entry Oversight Committee
   - Performance Measures Committee

   - Minor changes include: Revisions to acknowledge new department/County structure (Health, Housing, and Homeless Services); Clarity in the excused vs. unexcused absence provision; and in how quorum is calculated.

   • Motion
   • Statement of Motion:
     - We move to adopt proposed revisions to the Council bylaws for approval by Board of Supervisors.
   • Discussion:
     - The Council reviewed the Council bylaws.
     - The Council moved to approve.
   • Procedural Record:
     - Motion made by: Teri House (Vice Chair)
     - Seconded by: Gary Kingsbury
     - AYES: Gabriel Lemus (Chair), Cecelia McCloy, Diane Aguinaga, John Barclay, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
     - NOES: None.
     - ABSTAINS: None.
     - ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
   • Motion Carried

4. Contra Costa Housing Forum (Action Item)
   • Zuleika Godinez spoke about Ensuring Opportunity’s commitment to creating an affordable housing strategy; housing security is one of Ensuring Opportunity’s policy priorities.
     - Ensuring Opportunity is hosting “Contra Costa Housing Forum” on June 20, 2017 and is seeking sponsorship from the Council especially with utilization of Council logo on documents, invitations, and announcements.
     - Ensuring Opportunity asks that the Council also share the event details through their networks.
     - Jaime Jenett (H3) advises there are no conflicts in the Council/County sponsoring the event.
Motion
Statement of Motion:
  o We move to approve the Council as an official sponsor of Contra Costa Housing Forum
Discussion:
  o The Council discussed the proposal.
  o The Council moved to approve.
Procedural Record:
  o Motion made by: Doug Leich
  o Seconded by: Teri House (Vice Chair)
  o AYES: Gabriel Lemus (Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Stephanie Bachelor, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak
  o NOES: None.
  o ABSTAINS: None.
  o ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
  o Motion Carried

5. Transfer of PCH-AAA from H3 to Anka (Action Item)
   Jaime Jenett (H3) gave the details pertaining to the transfer of PCH-AAA (Project Coming Home-Addressing Alcohol Addiction).
     o Currently Contra Costa Health Services is the recipient of the grant.
     o Contra Costa Health Services proposes to move the grant to the current sub-recipient, ANKA.
     o Traditionally the County doesn’t take long term ownership over projects PCH-AAA; Anka has been running this project for a long time on its own, and the County is confident in its ability to continue to do so.
     o Match requirement: match remains the same even after moved

Motion
Statement of Motion:
  o We move to approve the transfer of the CoC Program project PCH-AAA from H3 to Anka as recipient.
Discussion:
  o The Council discussed the proposal.
  o The Council moved to approve.
Procedural Record:
  o Motion made by: Teri House (Vice Chair)
  o Seconded by: Stephanie Bachelor
AYES: Gabriel Lemus (Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, John Barclay, Miguel Hidalgo-Barnes, Anne Struthers, Dan Sawislak, Doug Leich

NOES: None.

ABSTAINS: None.

ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.

Motion Carried

6. Affordable Housing & PHAs: Continuing the Conversation

- Dan Sawislak presented the next steps that emerged from the April CoC meeting regarding affordable housing and PHAs.
  - Demystifying Public Housing Authorities
    - Pittsburg Housing Authority (HA) and HACCC gave presentations on Housing Authority operations, and answered attendees’ questions.
    - **Highlight:** Access and referrals to programs administered by HACCC for those experiencing homelessness, e.g. Shelter Plus Care, via Coordinated Entry System.
    - How Housing Authority preferences are created and approved, and how eligibility is weighed.
    - What opportunities exist for those who graduate from HA programs.
  - Panel on Affordable Housing
    - Panel of advocates and developers of affordable housing in Contra Costa answered questions to explain what affordable housing is, and how it is developed.
    - **Highlight:** Where funding for affordable housing comes from, and how decisions are made once that funding becomes available.
    - What local ordinances are increasing the stock of housing (JADUs), and whether or not this also increases the stock of affordable housing.
    - Regarding the development process, what decisions are made concerning the type of information to gather.
  - Open Discussion
    - Council impressed with richness and content of panel/presentation
    - Possible new influence of Richmond HA and their new task force—possible opportunity for Joseph to step in and help facilitate new partnership
    - HA dependent on federal funds and yearly federal budget
• Housing forum and community energy will be helpful in finding resources and moving this along
  o H3 will reach out to Joseph to make introductions with Richmond HA
  o HAs are working on fair housing document so that is another opportunity to make linkages to support this effort
• Minutes from panel will be posted on Council website.

7. Point-in-Time Count Report
• Dana Ewing reported out on the preliminary data form the 2017 PIT Count.
  o PIT data is self report
  o This is a snapshot of one night
  o Annual data in some cases is far more accurate, certainly far more robust
  o Point in time Count Method: same as last year for the most part
  o Sheltered data provided through HMIS
  o Unsheltered information provided through a variety of sources: counters went to libraries, soup kitchen, encampments, calls to 211, etc.
    • 50+ volunteers
    • 17 service/community sites
  o Those who wouldn’t have been counted include, anyone in:
    • Hospital
    • Shelters
    • Cars (unless identified by CORE team)
  o PIT Trend data will be provided later, but some takeaways include:
    o Under 1000 unsheltered (first time in a long time)
    o Zero campaign looks to be lowering the veteran numbers
    o Full report out will include: trends, encampment maps, regional information (expected release date: June)
  o “At Risk” information was also captured
    o Definition of “at risk”: losing housing within two weeks
    o At-risk services available:
      • Prevention and diversion – funding is limited, and the evidence that is out there doesn’t support a large investment in prevention
      • The regulations attached to the funding are very limiting
      • Housing security fund will allow County to build in more prevention efforts

8. CoC Survey Report
• Jaime Jenett reviewed the CoC stakeholder feedback collected through the CoC survey.
  o Survey Results: 18 completed survey, 6 COH members.
  o Vast majority of responses were neutral or satisfied. County is working to have stakeholder satisfied or very satisfied.
Some suggested changes: more public education, more public voices, COH to take lead on more things.

CoC Governance and Leadership
- What works well: meetings are run well, good representation of stakeholders, HomeBase and County keep stakeholders well informed.
- Suggested changes: more public education, more community voices, identify ways the Council can take the lead instead of County staff, distribute previous meeting minutes in advance for more time to review.

CoC Operations and Planning:
- What works well: meetings are well organized, data is incorporated well into CoC planning, PIT works well and is improving over time, team oriented approach.
- Suggested changes: less meetings, Zero 2016 meetings felt redundant, targeted efforts to reduce impact of homeless persons on hospitals/ED, committee info should be more broadly communicated to the public.
- Some changes in places: sunset built for zero and zero 2016 meetings; connections being built between emergency room social workers to inform them of CES.
- County advises that the new website redesign is coming, with a CES specific portal
- One idea to get information out about CES committees: monthly email blasts.
- Reminder: CES committee meetings are open to the public.

Coordinated Entry Planning and Implementation Efforts
- What works well: process has invited and engaged the entire community and providers, effective communication efforts directed at homeless consumers (not just providers), communication regarding Coordinated Entry to stakeholders outside the CoC been effective, appreciate CoC’s efforts to bring multiple stakeholders together “to connect the dots and build the vision.”
- Suggested changes: greater new outreach, HMIS intakes are time consuming, increase clarity about what is happening with CE and when, concerned that CE does not meet the needs of the severely and persistently mentally ill, less chaos, better definition of services before implementation, more structure project management, maybe add a District Attorney and Public Defender to the mix.

Design and Operation of HMIS
- What works well: HMIS staff are responsive, support is available when needed, great training system, staff is trying their best with the software.
- Suggested changes: get rid of Bowman, need more training and more funding.
- County advises that there is more training coming, future training may be available remotely (ie. videos etc).
NOFA 15-16

- What works well: process was clearer because of information shared at the conference, non—applicants felt the process was transparent and clear.
- Suggested changes: “Last year there were delays and challenges in getting needed information to the grantees and there was misinformation which impacted review and rank. The packets for the bidders conference seem to be almost the same every year. Perhaps more updates should be provided on an annual basis to reflect changes - and those should be highlighted at the bidder's conference.” “After last year, need more thought given to scoring tool and discussion about our priority for chronically homeless vs other homeless.”
- Note: 3 respondents that answered these questions were applicants
- County is pretty confident that they have worked out these glitches in information dissemination.

- Interest in a Unified Funding Sources
  - Yes: 3, No: 1, Not Enough Info: 13
  - Currently: Health Services acts as the CoC lead and Collaborative Applicant, County applies for funding, and money flows directly to the agencies
  - Suggestion: Unified funding agency, which bridges the gap that sometimes exists between HUD award and HUD funding; This model is such that dollars come in through the County and then get dispersed to agencies. This would model CDBG, ESG, etc. County could bridge the funding gap between HUD award and HUD funding and this may be useful for providers (especially small non-profits) who are having difficulty bridging the gap.
    - This question was designed as a ‘temperature check’ with grantees

9. Provider Presentations

STAND! Presentation:
- Julie Garcia & Usha Ramachandran gave an overview of the services provided by STAND!
  - STAND is the only DV agency in Contra Costa
  - Founded in 1977 as Battered Women’s Alternatives; merged with Family Stress Center in 2010
  - Mission: to break the cycle of DV among families
  - 500 calls answered per month (not all crisis calls, i.e. volunteer inquiries also come through this line)
  - More than 10,000 clients served annually
  - Three (3) departments: prevention, intervention, treatment
  - Intervention:
COUNCIL ON HOMELESSNESS MEETING MINUTES

- Crisis Line: 24/7 hotline to receive information about DV, services available, and where victims are screened/assessed
- Emergency Response Team: Dispatched teams go to hospitals/PD to support victims immediately after an incident
- RMC Shelter: 24-bed facility for women and children up to age 16, part of the Rollie Mullen Center where clients can stay for up to 12 weeks
- Transitional Housing: temporary housing for 9 families and 4 single women for up to 2 years
- Domestic Violence Support Groups: Victims that call the crisis line are referred to our 28-week support groups across the county
- Restraining Order Assistance Clinics: Domestic Violence liaisons provide direct support to navigate legal services

- Treatment:
  - Clinical Services, Assessment and Case Management: wrap-around therapeutic services offered for children, families, and parents
  - Anger Management/Domestic Violence Treatment Program: court-mandated 52-week support group for people that have used violence
  - Victims of Crime Counseling Program: up to 40 free sessions of therapy after witnessing a crime or filing a restraining order
  - Differential Response Program: services and support offered to families before court intervenes in child custody decisions
  - SAMHWorks Counseling Program: providing socioeconomic support and services for unemployed families

- Prevention:
  - Kinship (Antioch): support and programs for non-biological caregivers and their children (ex. Homework Club; Foodbank)
  - Proud Parenting: Spanish and English support groups for parenting skills, behavior/communication techniques with children, etc
  - First 5 Bay Point Center: Spanish and English parenting classes, early intervention screenings for 0-5 year olds
  - Delta: recognizing and engaging adult men before violence happens
  - YESS: school- and community-based program for teens to address dating violence, redefine gender stereotypes, etc
  - Speakers Bureau and Volunteer Services

- Crisis Line:
  - Open 24 hours a day, 7 days a week, serves 100 languages!!
  - STAND! Works with other bay area agencies to refer those who are not eligible to stay

- Other info
  - 100 regular volunteers
  - Main mode of entry is through 24/7 crisis line
  - Language is not a barrier to provide supportive services
o STAND! Is part of a pilot program for high danger crime victims (only 3 other programs in the country for this pilot)

Winter Nights Presentation:
  o Judith Stillman gave an overview of Winter Nights (ccc.winternights.org)
  o Winter nights is a rotating shelter, in service from October-June, servicing homeless families with children in Contra Costa & Alameda Counties
  o Goals:
    o Provide safe shelter and 3 meals/day to homeless families with children
    o Keep homeless families together
    o Keep school-age children in school and achieving at grade level or above
    o Help families acquire sustainable housing
    o Provide transportation to schools, jobs and daytime shelter for parents and children
  o The program provide tents, sleeping pads, and sleeping bags, safe shelter, and 3 meals per day
  o Families don’t stay during the day (except Saturday and Sundays)
    o Daytime shelter offered at St. Vincent de Paul Oasis in Pittsburg
  o Families arrive at 5pm – tutors are provided for families, reading program also incentives children
  o Programs and services provided by the program:
    o “Traveling Tutors” Team
    o Reading Achievement Program
      • Reading rewards program – including movie tickets - for all children
    o Financial Agreement and Counseling
    o Homeless Court
    o Volunteer Social Worker
    o Daytime Shelter if Needed
    o Transportation – Winter Nights Van
  o Program also organizes weekend activities/outings
  o Goals: to extend the program into East County
  o People Served
    o Boys over the age of 14 are accepted (with families)
    o Families must have a source of income
    o No drugs or alcohol allowed
    o Program does typically not serve families who were served the previous year
  o The program celebrates its success with Shelter Inc.: placed 7 families in housing recently and working to place 4 more families currently.
    o In the past ten years of its existence, Winter Nights has sheltered and fed over 270 families (850+ persons)
    o More than 160 families found sustainable housing through Winter Nights
With few exceptions, all school-age children have stayed in school and at grade level, some achieving scholastically and in sports.

Over three-thousand volunteers benefit by participating each year.

Over 4000 volunteers – in need of a volunteer case worker.

Winter nights is currently interfacing with CES.

When the program has ended, where do families go?

Planning is a part of the process from the beginning.

Try to ensure that there is somewhere families can go.

Provides incentive for families and staff to hustle—most find housing or safe place.

10. Committee Updates (Action Item)

- Juliana Pooley provided an update on Committee endeavors.
  - Oversight Committee: Received updates on PDSA Cycle. Reviewed draft communications materials. In process of discussing HUD CE Process Self-Assessment.
  - Communications Committee: Finalizing flyers (in English and Spanish), two-page fact sheet, and process flow graphic. Providing feedback on video script and website.
  - Policies & Procedure Committee: Reviewing and line editing complete draft of Policies & Procedures.
  - Data/Evaluation: Discussing evaluation plan to determine data collection strategies and timeline.

- Coordinated Entry Workgroup Update
  - Prevention/Diversion Tool: Finalizing pre-screen tool. Trainings to be offered at CARE Centers in May, and pilot of tool in June.
  - Rapid Rehousing Referral: Determined that there will not be a separate pre-screen for RRH. Developing tools to support referrals using VI-SPDAT for prioritization.
  - Emergency Shelter Referral: Will reconvene in early summer pending HMIS transition to build out eligibility and prioritization process for referrals.

- Erica McWhorter provided an update on CoC Program competition scoring tool
  - CoC Providers Committee met to discuss the changes to the tool.
  - Updates include: removed reference to TH, decreased HUD priorities factor, housing stability factor to better align with HUD standards, increase income measures expanded to include maintaining income, added separate factors for Housing First and Coordinated Entry.
  - Once NOFA released we may have to revisit the scoring tool both for the new or renewal projects.

Motion

Statement of Motion:
• We move to approve the changes to the CoC Program renewal project scoring tool for the FY2017 local competition, as recommended by the CoC Providers Committee.

  • Discussion:
    o The Council discussed the changes to scoring tool.
    o The Council moved to approve.

  • Procedural Record:
    o Motion made by: Anne Struthers
    o Seconded by: John Barclay
    o AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Cecelia McCloy, Gary Kingsbury, Diane Aguinaga, Stephanie Bachelor, Doug Leich, Miguel Hidalgo-Barnes, Dan Sawislak
    o NOES: None.
    o ABSTAINS: None.
    o ABSENTS: Brenda Kain, Alejandra Chamberlain, John Eckstrom, Joseph Villarreal.
  • Motion Carried

11. Built for Zero Update (Standing Item)
  • This item was forgone due to time constraints

12. Policy and Advocacy Update (Action Item)

  • Lavonna Martin, H3, spoke about an opportunity to have a more vocal role in advocating for homeless youth, in asking Board of Supervisors to support AB 1406;
    o April 4, 2017: The Council approved a letter in support of AB 1406 to go before the Contra Costa Board of Supervisors for signatures
    o Full Board of Supervisors approval on April 25, 2017
    o Currently this is on hold because budget hearings are going on in the state
    o Waiting on information from CWPA

  o No Place Like Home Update
    o Technical assistance NOFA has been released - The County plans to pursue these funds for technical assistance. Applications being accepted now until September 30, 2017.
    o Can be used right away to support planning/design/implementation of Coordinated Entry, permanent supportive housing, and supportive services, gearing up for when other NPLH funds available.
    o Program guidelines have just been released and are open for public comment – encourage all to review and comment.
    o NPLH regional workshop May 11 in Oakland.
EBHO Affordable Housing Week 2017: May 11-21, 2017
- Each May, EBHO and its members sponsor events for residents, housing/service providers, advocates, and local govt.; all events are free and open to the public.
- Visit [http://ebho.org/our-work/affordable-housing-week](http://ebho.org/our-work/affordable-housing-week) to learn more!

13. Nuts & Bolts
- Safe Time: works to prevent homelessness; recruit private home owners to temporarily shelter homeless persons; 501c3 status; made first placement for family of 4; invite interest for hosts and volunteers
- Stand Down (Delta Vets): homeless vets to Contra Costa Fairgrounds to provide services; pets allowed; August 8-11 volunteers needed; 403 W. 6th Street in Antioch at 6pm for meetings first Thursdays of the month
- Sen. Steve Glazer’s office: want to be resource for Council; came to hear PIT data and successes; any opportunities for the Senator to visit provider/program locations or others is welcomed; liaison available from Senator’s office to communicate any needs or concerns to.

14. Pin It
- Affordable housing week coming up!
The Contra Costa Council on Homelessness provides a forum for communication and coordination about the implementation of the County’s Strategic Plan to prevent and end homelessness, and for orchestrating a vision on ending homelessness in the County, educating the community on homeless issues, and advocating on federal, state, and local policy issues affecting people who are homeless or at-risk of homelessness. The Council provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Items may be taken out of order based on the business of the day and preference of the Council.

Date, Time: Thursday, August 3, 2017 1:00pm – 3:00pm

Location: ZA Room, 30 Muir Road, Martinez, CA 94553

Council Member Attendance:

Present: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak

Absent: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

Staff Attendance: Lavonna Martin, Jaime Jenett, Juliana Pooley, Contra Costa Health Services (H3); Amanda Wehrman, Erica McWhorter, HomeBase

Public Attendance: Paula Bonnell, Alyssa Fumar, J.R. Wilson, Rob Miller, Carey Kachurka, Kathryn Lee, Bob Andrade, Bradley Lindblom, Michael Fischer, Deanne Pearn, Fadi Elhayek, Leslie Gleason, Joy Hedgepath, Jill Ray, Samaa Gad, Sarah Thomas, Colleen Isenberg, Dawn Morrow, Michael Pitts

1. Welcome and Introductions
   • Call to order by Gabriel Lemus, Chair

2. Approve Minutes (Action Item)
   • Motion
   • Statement of Motion:
     o We move to adopt the minutes from the July 6th Council on Homelessness Meeting.
   • Discussion:
     o The Council reviewed the minutes from the June 1st Council meeting
     o The Council moved to approve.
   • Procedural Record:
     o Motion made by: Teri House
     o Seconded by: Stephanie Bachelor
AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak

NOES: None.

ABSTAINS: None.

ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

- Motion Carried

3. Provider Presentations

- Bay Area Rescue Mission (BARM)
  - Presented by Carey Kachurka, Programs and Projects Manager
  - Additional services and special events
    - Food and household items
    - Backpack giveaways for children and students
    - Holiday meals and food boxes, Christmas party and toy drive
    - Block parties
  - Large cohort of volunteers available and needed to offer services and expertise
    - If interested in a tour or to volunteer
    - See pamphlets and Carey’s card
  - Discussion:
    - How long do clients stay?
      - Emergency shelter: 1-2 months or longer with case manager
      - Long term program: 12 months or up to 3 years (if working, going to college, etc.)—individualized based on their circumstance but want to be sure they are successful when they leave
        i. Numbers vary usually 70-90 in men’s and 40 in women’s program
        ii. Represents about half of the program numbers
    - Sign-ups for next event at 123 MacDonald Ave.
    - How to access services
      - Do not need referral
      - Women’s shelter prefers calling to see availability since space is limited; but walk ins will try to accommodate too
      - Men can walk in; currently men’s numbers are down a bit and can take more (unclear why fewer people
    - Total capacity about 160, but depends on set up and if families in space
    - Long term program requirements
      - Attend classes (can get college credit)
i. Various offerings: career pathways workshop, financial preparedness, parenting, stress management, wellness health fairs (with massages and acupuncture)

- On site
- Service opportunity: helping people learn skill to become employable again (administrative, culinary arts, etc.)
- Can call numbers on flyer to place people
- No residential requirement to accept persons
- What are next steps for persons with mental health needs who do not have capacity or ability to maintain going forward?
  - Give resources
  - Will try to work with persons
  - Will refer to GRIP, or other places like Brookside

- Catholic Charities
  - Presentation by Kathryn Lee, Data Quality Manager and Interim Program Manager
  - Catholic Charities Contra Costa Program being reorganized
  - One time rental assistance, limited case management
    - Housing clinic in Concord on Chestnut Ave. (1st, 2nd, 3rd Wednesdays in August 2017)
    - Transition to more substantial intake services (with housing/eligibility screening and appointment services) in September 2017
  - Objectives and Goals:
    - Improving coordination and connections between clients and CalFresh
    - Exploring doing referrals for housing counselor to be in Richmond regularly
    - Connect Catholic Charities with CoC, reconnect with homeless services providers, and help provide additional housing related services to County
  - Contact Kathryn about updates or progress of program restructuring
  - Q&A:
    - Is the Catholic Charities rental assistance and housing clinic ending?
      - Trying to avoid that
      - Get about 100 calls for rental assistance per week between Contra Costa and Alameda counties (about 50/50 from each County)
      - Want to do more than just give them a referral or send them to the housing clinic
      - Wants to give immediate help
How many persons are you serving out of 100 phone calls per week? And how do you decide who to serve?
- Only about 10% gets served
- Decide by eligibility requirements and what kind of funding available
- Funding requirements can also be limiting (often requires one time or one month emergency assistance)
- Invited to give another update when things change

4. Stand Down on the Delta Update
   - Presentation by J.R. Wilson
   - August 11-14th
   - Stand Down Program: homeless and at risk veterans brought to fairgrounds for 4 day event for different services (hair cuts, legal services, dental, medical and more)
     - Estimate about 400 attendees from around the Bay Area this year
     - Theme: Summer of Love
     - Goal to address question of County having resources, but why are vets not accessing them? Want to build community via Stand Down
     - All participants are pre-registered and will get tie-dyed shirts
   - Services (35) and Resources
     - Dental (same day dentures and maintenance)
       - Will receive voucher for use in the store
     - Clothing Store (with White Pony Express, and AT&T)
       - Will receive voucher for use in the store
       - Vision was for kids and adults to feel like they could shop and not just getting giveaways
     - Library (Contra Costa Library)
       - Get access to internet
       - Get books
       - Can check out books
       - Can get books to keep
     - Both Alameda and Contra Costa provided veterans legal services
       - Treatment court
       - Traffic court
     - Have enhanced fencing around the event (Brentwood Fencing Company donated hardwood panels for use)
     - Transportation (complimentary)
       - Concord providing 8 buses at pick up sites to bring vets to event
       - Drivers will take kids to school too during the event
     - Security available
     - Resource/Services (coordinated by SHELTER, Inc.)—45!
     - Have separate men’s and women’s areas
     - Offerings for children
Field trips: fishing (keep poles and get 2 day license), skating rink, library  
- Other activities  
  - Food (Chef comes out to provide food for participants)  
  - Get badges for participants to make available to tent leaders so can watch out for issues like diabetes, etc.  
- Elyssa F. Medical Services and Triage Coordinator (provided additional information about medical services available)  
  - Clinic setting—large portion of the event  
    - Dental, vision, medical, hygiene, etc.  
  - Goal to make sure veterans are safe  
  - Health screens, collect data for future use (referrals, outpatient services, VA etc.)  
  - Assist with getting participants re-enrolled in VA system  
  - Host clinics, workshops, etc.  
  - Get screened, check medications, offer services as health component (anything they want to be seen by nurse or doctor for?)  
  - Protocols for safety and security, privacy (HIPAA compliant)—aware and vigilant of risk of providing services to persons from streets and all over community (work to maintain safety and security)  
- Still accepting donations of all types  
- Q&A  
  - Medical Triage available  
    - No diagnostic testing, long term oxygen, illicit drugs  
    - Vaccinations available  
    - Mental health screening and referrals available  
    - Referrals to local urgent care  
  - VA will be present to provide one time care and help with re-enrollment  
  - Because clinic setting harder to provide maternity and pediatric-related capabilities—referrals available; maybe some light touch assistance if physician or staff has capacity but no invasive diagnostics  
  - Did great job last year from law enforcement perspective

5. **2017 CoC Program Local Competition (Action Item)**  
- Presented by Amanda Wehrman, HomeBase  
- Why is this important?  
  - Funds a lot of CoC projects: site based, rental assistance, leasing, HMIS, services and team through CE system (CARE centers and CORE teams)  
  - Annual funds available: $12,753,390 plus additional bonus and planning funds  
- Overview of 2017 NOFA Release for HUD CoC Funding  
  - Permanent housing bonus is slightly larger this year  
  - 2 new project types: DedicatedPLUS and Joint TH-RRH
COUNCIL ON HOMELESSNESS MEETING MINUTES

- Additional flexibility in project types and for eligible populations
- Some questions about how these would work in practice or what starting these programs would mean or impact in terms of bed count down the road
  - Slightly more funding protected in Tier 1, 94% compared to 93% in 2016
  - Tier 2 scoring by HUD for national competition no longer considers project type
- Screening tool report out
  - CoC Providers Committee recommended changes to the new project scoring tool
    - Put RRH and PSH on equal footing—have same point range
    - Put new project types worth slightly less as there is uncertainty over impacts
  - HomeBase recommendations:
    - Not recommending communities make switch wholesale to Dedicated PLUS this year for renewals, get some more guidance from HUD in coming year
    - May be worth having the flexibility, so consider a new project
  - New project scoring tool now better mirrors scoring tool already approved for renewal projects
- Discussion:
  - Why are we treating PSH and RRH equally this year for new projects? Is this HUD guidelines or local considerations?
    - This is due mostly to local considerations because there is local demand for both PSH and RRH that greatly exceeds community capacity for both
    - No longer enough to weigh in favor of recommend favoring one type over another
  - If community makes switch where PSH is at risk of being pushed into second tier, can we identify which projects have big investment in PSH? (because historical investment into PSH is important)
    - This new scoring tool is for new projects only—that risk is not as applicable here
    - Can the Review and Rank panel ask whether there is other funding going into the RRH project as a consideration for how to score the project (and its need for CoC funding)? (Want to weigh whether it is worth prioritizing something that already has other funds dedicated to it)
      - This can be made more explicit in supplemental questions for providers
- Statement of Motion:
We move to adopt the revised new project scoring tool as recommended by the CoC providers Committee for the 2017 CoC program local competition.

**Discussion:**
- The Council reviewed the scoring tool and recommended changes
- The Council moved to approve.

**Procedural Record:**
- Motion made by: Stephanie Bachelor
- Seconded by: Doug Leich
- AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
- NOES: None.
- ABSTAINS: None.
- ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

**Motion Carried**

- Formation of 2017 Local Competition Review and Rank Panel
  - Needs 3-5 non-conflicted council. Members to serve on panel for program competition
  - R&R panel orientation: Thursday 8/17, 9-11am
  - R&R (provider) interviews: Thurs. 8/31, all day
  - Panel Volunteers: Teri House (Vice Chair), Cecilia McCloy, Stephanie Bachelor (tentative due to vacation on 8/17), John Barclay
    - Reach out to those Council Members who are absent today

### 6. Policy and Advocacy Opportunities (Action Item)
- Presented by Erica McWhorter, HomeBase
- Context:
  - Release of Grand Jury Report Findings and Recommendations encouraged Council to explore other methods of sustainable funding opportunities
  - Evaluating funding advocacy options means reviewing current funding streams and the future of those funds
    - Estimated impact incredibly difficult to predict because of multiple variables, and insufficient guidance and data on future federal spending
- Some Sustainable Funding Options
  - Taxes and Bonds
    - Complex and labor intensive
    - Very few County-led initiatives requesting money from voters
- Requires significant research and evaluation of what voters are likely to support and how taxes and bonds will be repaid
  - Revenue generating regulatory schemes are also possibilities
    - Regulatory framework for Cannabis
      - Regulatory scheme pending in Contra Costa
      - Can look to other jurisdictions for ideas about what it may look like
      - Possible opportunities to leverage partnerships or build initiatives within the existing state framework and funding set asides
    - Governor’s legislative package for affordable housing development
      - Pending in the state legislature
      - Also possible opportunities to leverage partnerships or build initiatives to take advantage of this directly relevant funding scheme
  - Advocacy Options:
    - Remember the mission and the role of the CoC: advisors to the BoS
    - Create a dedicated group to regularly review and consider policy and advocacy opportunities
    - Develop consistent, targeted talking points in line with community perspective
    - Outreach: TV, Radio, Print and Social Media, Flyers at Partner or Strategic Locations
    - Put it in writing—educational materials, written letters in support or opposition to BoS to extent Council deems appropriate/necessary
    - Build a Coalition
    - Develop an Initiative with Coalition Partners
  - Recommendations:
    - Dedicated **Policy & Advocacy Committee** to review issues, develop strategic approaches, recommend action for the Council and its members
    - Consider the issue and the best method to achieve the desired results (outreach versus letter in support or bringing bond to ballot)
    - Strategy and Timelines: for each issue, have a strategy and timeline for development and implementation (resources, partners, capacity)
  - Q&A/Discussion
    - Should we send a letter to the Board of Supervisors endorsing the Grand Jury report recommendations?
The BoS looks to department heads to help formulate the BoS response to Grand Jury reports; H3 is developing a response, which doesn’t have a lot of room in the response structure
- There is more opportunity to consider the recommendations with the Family & Human Services Committee
  - Should look into other ways to frame our advocacy besides the Grand Jury Reports
  - At September Council meeting, will consider other opportunities to engage around the Grand Jury Reports, informed by the recommendations of the Policy and Advocacy Committee

**Motion**
- Statement of Motion:
  - We move to establish a Policy and Advocacy Committee.
- Discussion:
  - The Council discussed the benefits and objectives of establishing a Policy and Advocacy Committee.
  - The Council proposed to discuss within the committee issues, including how to address the Grand Jury Reports, and develop an advocacy strategy for sustainable funding for their homelessness reduction efforts.
  - The Council moved to approve.
- Procedural Record:
  - Motion made by: Stephanie Bachelor
  - Seconded by: Doug Leich
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal
- Motion Carried

**Motion**
- Statement of Motion:
  - We move to establish an ad hoc committee for Homeless Awareness Month in November (2017).
- Discussion:
  - The Council discussed needing a committee to plan and organize Council events and participation in local events during Homeless Awareness Month in November.
  - The Council moved to approve.
COUNCIL ON HOMELESSNESS MEETING MINUTES

- **Procedural Record:**
  - Motion made by: Teri House
  - Seconded by: Stephanie Bachelor
  - AYES: Gabriel Lemus (Chair), Teri House (Vice Chair), Gary Kingsbury, Cecelia McCloy, Doug Leich, John Eckstrom, Alejandra Chamberlain, Diane Aguinaga, John Barclay, Stephanie Bachelor, Dan Sawislak
  - NOES: None.
  - ABSTAINS: None.
  - ABSENTS: Tracy Pullar, Anne Struthers, Brenda Kain, Miguel Hidalgo-Barnes, Joseph Villarreal

- Motion Carried

7. **Nuts & Bolts**

8. **Pin It**
   - HUD System Performance Measures tabled for next meeting.
   - Senior Homelessness Panel Report Out tabled for next meeting.
   - Committee updates tabled for next meeting.
   - Built for Zero update tabled for next meeting.
   - Please send in any ideas for the Quarterly CoC Meeting (October 20, 2017)
# ATTACHMENT 05: COC PROCESS FOR REALLOCATION

## RELATED APPLICATION QUESTION: 1E-4

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<td>2. Contra Costa County FY2017 CoC Program Local Competition Public Solicitation</td>
<td>2-13</td>
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<td>a. Sections of Public Solicitation pertaining to the reallocation process (outlined in red boxes)</td>
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<td>3. 08.01.17 Technical Assistance Workshop Agenda</td>
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<td>The CoC’s process for reallocation (rating and review procedures) were provided in person at 08.01.17 TA Workshop, a public meeting noticed widely to the community, with additional technical assistance materials and Q&amp;A opportunity</td>
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<td>4. 08.03.17 Email distribution of the Rating and Review procedure, including reallocation process, sent to project applicants These documents were distributed at the TA Workshop on 08.01.17</td>
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<td>a. Reallocation by the R&amp;R Panel and CoC Board</td>
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<td>6. 2017 CoC Program Competition New Project Scoring Tool</td>
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<td>a. Scoring factor that gives additional points to projects that voluntarily reallocate to submit a new project</td>
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Important 2017 NOFA Dates for Contra Costa CoC Providers

Dear Contra Costa CoC/ESG Providers,

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

The attached Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity. We want to highlight two upcoming meetings in particular:

**CoC/ESG Providers Meeting, Thursday, July 27, 10 am to 12 pm, 1st floor conference room, 2425 Bisso Lane, Concord** - All CoC and ESG funded providers are invited to develop recommendations to the Council on Homelessness regarding proposed revisions to the New Project scoring tool.

**TA Workshop, Tuesday, August 1, 11 am - 1 pm, 2nd floor conference room, 2425 Bisso Lane, Concord** - All providers interested in applying for renewal and/or new projects in this year's competition should be in attendance at this Technical Assistance Workshop to learn about the federal and local application processes.

The rest of the timeline for this year's local competition is laid out on page 2 of the attached Public Solicitation. HomeBase is available for technical assistance to any agency interested in applying for CoC Program funding. We especially encourage TA for those of you who are applying for a new project. You can reach our whole team at ContraCostaTA@homebaseccc.org.

Best,
Amanda

--

Talia Gilbert <talia@homebaseccc.org>
Dear Contra Costa Council on Homelessness:

Please be advised that the Department of Housing and Urban Development's (HUD's) Notice of Funding Availability (NOFA) for the Fiscal Year 2017 Continuum of Care Program Competition was released on Friday, July 14, 2017.

This Public Solicitation for Project Applications provides a summary of the 2017 NOFA and the overall timeline for accessing this funding opportunity.

A technical assistance workshop for all interested parties will be held on Tuesday, August 1 from 11:00 am to 1:00 pm in the 2nd floor conference room at 2425 Bisso Lane in Concord. The details of upcoming deadlines are included on page 2 of this Public Solicitation.

This Public Solicitation will be posted in the following virtual and physical locations:

- Contra Costa Council on Homelessness Website
- Contra Costa Behavioral Health Division – Homeless Program Website
- Contra Costa Council on Homelessness Listserv
- Contra Costa Behavioral Health Division – Homeless Program Bulletin Board
- Contra Costa Behavioral Health Division Bulletin Board

The public should please forward this Public Solicitation to any interested parties, send to relevant additional listservs, and post on public bulletin boards. The CoC encourages applications from organizations that have not previously received CoC Program funding.

Inquiries about this process may be directed to ContraCostaTA@homebaseccc.org.
AVAILABLE FUNDING FOR OUR COC

HUD determines the maximum award for which each CoC is eligible, determined by a combination of factors. This year, in our CoC, our eligible application amounts are as follows:

- **Estimated Annual Renewal Demand**: $12,753,390
- **Estimated Permanent Housing Bonus Funding**: $765,203
- **Estimated Tier 1 Funding**: $11,988,187
- **Estimated Tier 2 Funding**: $1,530,406
- **Estimated Planning Funding**: $382,602

LOCAL PROCESS TIMELINE

<table>
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<td>HUD Opens FY2017 CoC Program Competition</td>
<td>July 14, 2017</td>
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<td>CoC Provider Meeting about Scoring Tools</td>
<td>July 27, 2017</td>
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<td>Renewal Project Supplemental Questionnaires Due</td>
<td>July 27, 2017</td>
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<td>Technical Assistance Workshop</td>
<td>August 1, 2017</td>
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<td>Scoring Tools Finalized by Council on Homelessness</td>
<td>August 3, 2017</td>
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<td>PRESTO Reports finalized by providers</td>
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<td>New Project Letters of Intent Due</td>
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<td>New Project Supplemental Questionnaires Due</td>
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<td>Review &amp; Rank Panel Orientation</td>
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<td>New/Renewal Project Applications Due</td>
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<td>Review &amp; Rank Panel Interviews</td>
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<td>Project Applications Finalized in e-snaps</td>
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<td>HUD Deadline for CoCs to Post Consolidated Application Online</td>
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<td>HUD Deadline for Submission of CoC Consolidated Application</td>
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SUMMARY OF THE 2017 NOTICE OF FUNDING AVAILABILITY (NOFA) FOR THE CONTINUUM OF CARE (COC) PROGRAM

BACKGROUND

The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Each year the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Availability (NOFA), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC), the community stakeholder groups that guide local responses to homelessness. The 2017 CoC NOFA was released on July 14, 2017, opening the competition making available approximately $2 billion to serve homeless people nationally. The information in the NOFA sets forth the competition rules and processes for 2017. This summary includes the highlights of the NOFA; additional guidance will be shared as it is made available.

Before the application is submitted to HUD, the CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their relative priority. The results of the local competition dictate for which projects the CoC will seek funding. Additional information about project application requirements and standards will be available at the upcoming TA Workshop. Additional details about anything in this summary can be found in the NOFA, available at:


KEY THEMES IN THIS YEAR’S NOFA

- As described in more detail below, HUD has created new project types and expanded project eligibility for some project types. These changes should allow communities to have more flexibility in how CoC funding is used.

- HUD has also made some administrative changes that will streamline the application process, especially for renewal projects.
HUD’S HOMELESS POLICY AND PROGRAM PRIORITIES

CoCs and Project Applications will be evaluated based on the extent to which they further HUD’s policy priorities. Aligned with Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness, the policy priorities set forth in the NOFA are:

1. **Ending homelessness for all persons.**
   a. CoCs should identify, engage, and effectively serve all persons experiencing homelessness.
   b. CoCs should measure their performance based on local data taking into account challenges faced by subpopulations.
   c. CoCs should have a comprehensive outreach strategy to identify and continuously engage all unsheltered individuals and families.
   d. CoCs should use local data to determine the characteristics of individuals and families with the highest needs and longest experiences of homelessness to develop housing and supportive services tailored to their needs.
   e. CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.

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

3. **Strategically allocating and using resources.**
   a. Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness.
   b. CoCs should review project quality, performance, and cost effectiveness.
   c. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness.
   d. CoCs should review all projects eligible for renewal in FY 2017 to determine their effectiveness in serving people experiencing homelessness as well as their cost effectiveness.

4. **Use a Housing First approach.**
   a. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness.
   b. CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
HUD DEADLINES AND TIMELINE

- **Friday, July 14, 2017**: 2017 CoC NOFA release date.
- **On or after Tuesday, July 18, 2017**: eSNAPS will be available.
- **On or before Tuesday, August 29, 2017** (30 days prior to submission deadline): All project applications are required to be submitted to the CoC.
- **On or before Wednesday, September 13, 2017** (15 days prior to submission deadline): The CoC is required to notify all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC.
- **On or before Tuesday, September 26, 2017** (2 days prior to submission deadline): CoCs must post on their website (or a partner’s website) all parts of the CoC Consolidated Application, including the CoC Application attachments and the completed Priority Listing (but not project applications), and notify community members and key stakeholders that the Consolidated Application is available.
- **Submission Deadline**: Thursday, September 28, 2017 at 8:00 PM EDT/6:00 PM CDT/5:00 PM PDT
- **HUD may issue up to two conditional funding announcements.**
- **September 30, 2019**: All conditional funds awarded in this competition must be obligated.
- **September 30, 2024**: Obligated funds must be expended.

APPLICATION STRUCTURE

The CoC Consolidated Application is made up of three parts:

- **CoC Application**: Describes the CoC’s plan for ending homelessness, its system-level performance, and addresses the NOFA’s selection criteria. This part of the application is scored and will determine the order in which CoCs are funded.

- **Project Applications**

- **CoC Priority Listing**: Ranks projects in order of priority.
HUD requires CoCs to review and rank projects submitted by project applicants, except CoC planning projects, having them fall into two Tiers based on a financial threshold. All projects must pass HUD’s eligibility and threshold requirements to be funded, no matter their priority.

**TIER 1**

- In 2017, Tier 1 is equal to the greater of the combined amount of Annual Renewal Amount for all permanent housing and HMIS projects eligible for renewal up to $1,000,000 or 94 percent of the CoC’s FY 2017 Annual Renewal Demand.
- Tier 1 projects will be conditionally selected from the highest scoring CoC to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. In the event insufficient funding is available under this NOFA to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier 1 as well as Tier 2.

**TIER 2**

- Projects in Tier 2 are less likely to be funded, but HUD’s scoring process to determine which projects in Tier 2 are funded has changed in 2017 and does not include any priority for permanent housing projects, HMIS or Coordinated Entry projects. Every Tier 2 project will be scored using a 100-point scale based on three factors:
  - **CoC Score**: Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application.
  - **CoC Project Ranking**: Up to 40 of 100 points for the CoC’s ranking of the project application(s). To more evenly distribute funding across CoCs and take into account the CoCs ranking of projects, point values will be assigned directly related to the CoCs ranking of projects. (Additional details are available in the NOFA.)
  - **Commitment to Housing First**: Up to 10 of 100 points for:
    - How a permanent housing project commits to applying Housing First model or
    - How a transitional housing project, Joint TH and PH-RRH component project, safe haven project, or SSO project that is not for centralized or coordinated assessment demonstrates that it is low-barrier, prioritizes rapid placement and stabilization in permanent housing, and does not have service participation requirements or preconditions to entry (such as sobriety or a minimum income threshold).
    - A HMIS project or SSO project for a centralized or coordinated assessment system will automatically receive 10 points.
NEW REVIEW AND RANK HUD POLICIES IN 2017

- CoCs may only reallocate eligible renewal projects that have previously been renewed under the CoC Program or projects funded under the Supportive Housing Program (SHP) or Shelter Plus Care (S+C) Program that are eligible for first-time renewal in the FY 2017 CoC Program Competition. This indicates that CoC projects renewing for the first time cannot be reallocated. More information may be released by HUD.

- NEW THIS YEAR, HUD will allow project applicants to apply for a new expansion project under the reallocation process or permanent housing bonus in order to expand existing eligible renewal projects that will increase the number of units in the project, or allow the recipient to serve additional persons. Project applicants that intend to submit a new reallocation or permanent housing bonus project for the purposes of expanding an eligible renewal project must:
  - provide the eligible renewal grant number that the project applicant requests to expand on the new project application;
  - indicate how the new project application will expand units, beds, services, persons served, or in the case of HMIS projects, how the current HMIS grant activities will be expanded for the CoC’s geographic area; and
  - ensure the funding request for the new expansion project is within the funding parameters allowed under the reallocation process or permanent housing bonus (i.e. not a request for transitional housing).

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

- The CoC is required to notify, in writing and outside of e-snaps, all project applicants who submitted their project applications to the CoC by the CoC-established deadline whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.
HUD has created two new eligible project types this year:

**DedicatedPLUS project** is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth, that at intake are:

- experiencing chronic homelessness as defined in 24 CFR 578.3;
- residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

**Joint TH and PH-RRH component** projects may be created to better serve homeless individuals and families. The Joint TH and PH-RRH component project includes two existing program components—transitional housing and permanent housing—rapid rehousing—in a single project to serve individuals and families experiencing homelessness.

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

PERMANENT HOUSING BONUS

The Permanent Housing Bonus, equal to 6% of Final Pro Rata Need (the higher of Annual Renewal Demand or Preliminary Pro Rata need), is available to all CoCs to apply for funding to create one or more new:

1. DedicatedPLUS projects (NEW THIS YEAR)
2. Permanent supportive housing projects where 100 percent of the beds are dedicated to chronically homeless individuals and families
3. Rapid rehousing projects that will serve homeless individuals and families, including unaccompanied youth, who are: (D, E, and F are NEW THIS YEAR)
   (a) residing in a place not meant for human habitation;
   (b) residing in an emergency shelter
   (c) persons meeting the criteria of paragraph (4) of the definition of homeless, including persons fleeing or attempting to flee domestic violence situations
   (d) residing in a transitional housing project that was eliminated in the FY 2017 CoC Program Competition
   (e) residing in transitional housing funded by a Joint TH and PH-RRH component project; or
   (f) receiving services through a VA-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.
4. Joint TH and PH-RRH component projects, which will include transitional housing and permanent housing-rapid rehousing in a single project to serve individuals and families experiencing homelessness, including victims of domestic violence (NEW THIS YEAR).

ELIGIBLE REALLOCATION PROJECTS

The following types of new projects may be created using funds that the CoC has made available through reallocation:

1. Any of those eligible for the Permanent Housing Bonus
2. Dedicated Homeless Management Information System (HMIS) project (can only be carried out by the HMIS Lead)
3. Supportive services only project to develop or operate a new centralized or coordinated assessment system.
IMPORTANT POINTS FOR RENEWAL PROJECTS

- Renewal project applicants (for grants that have renewed at least once) may submit their renewal project applications with no changes on select screens. More information is forthcoming. This change should speed application processes for applicants and review by HUD staff.
- A renewal project that is permanent supportive housing 100% dedicated to chronically homeless people may either become a DedicatedPLUS project or may continue to dedicate 100 percent of its beds to chronically homeless individuals and families. If a renewal project that has 100 percent of its beds dedicated to chronically homeless individuals and families elects to become a DedicatedPLUS project, the project will be required to adhere to all fair housing requirements at 24 CFR 578.93.
- A renewal project that is rapid rehousing is not required to continue to serve only those participants who were in a rapid rehousing category when the project was initially funded. Therefore, if a renewing rapid rehousing project was originally funded to serve only families with children, that project, through the FY 2017 project application, may indicate it will also serve individuals if it so chooses.

IMPORTANT POINTS FOR ALL PROJECT APPLICANTS

- DUNS/SAM Registration: All project applicants must have a DUNS number and an active SAM registration.
- Required Reading: Project applicants should read the CoC NOFA, CoC Program Interim Rule, and the General NOFA.
- No leverage: No leverage again this year!
- Easier Form Completion: Most of the mandatory attachments in the Applicant Profile (e.g. HUD-2880, SF-LLL, HUD-50070) have been moved to e-snaps as fillable forms that only require a checkbox certification with the project applicant’s authorized representative information. More information will be forthcoming.
- New Lobbying Form: Federal agencies require the submission of a signed Certification Regarding Lobbying to ensure applicants acknowledge the requirements in Section 319 of Public Law 101-121, 31 U.S.C. 1352, (the Byrd Amendment) and 24 CFR part 87 before receiving a federal award. These statutes and regulation prohibit the use of federal award funds for lobbying the executive or legislative branches of the Federal government in connection with a specific award. This requirement is different and separate from the requirement for applicants to report lobbying activities using the SF-LLL form. The SF-LLL form must still be submitted by applicants that lobby or intend to lobby using non-federal funds. The only applicants excepted
from submitting the Certification Regarding Lobbying form are federally-recognized Indian tribes because of each tribe’s sovereign power. This form has also been hard-coded in e-snaps for project applicants and will need to be completed and certified in e-snaps before you have access to the actual project application.

- **Codes of Conduct**: All applicants must have a current HUD-approved Code of Conduct. Most organizations’ Codes of Conduct were removed from HUD’s website in early 2017, as they did not meet the requirements of 2 CFR part 200, and the organizations were notified by another HUD office that a new Code of Conduct must be submitted. Be sure to review the [Code of Conduct for HUD Grant Programs](#) page on HUD’s website to ensure your organization is listed which means you have submitted an approved Code of Conduct. If you do not see your organization on the list, be sure to attach a current and complete Code of Conduct to your Project Applicant Profile in e-snaps. More information will be provided about requirements of Code of Conduct during the Review and Rank process.

- **Estimate Amount of Program Income as Match**: Project applicants that intend to use program income as match must provide an estimate of how much program income will be used for match.

- **Program Regulation Apply When Amended**: The grant agreements will be subject to the program regulation as it may be amended from time to time. Recipients will be subject to regulatory revisions as they come into effect, without having to wait until the grant is renewed in a future competition.

- **2017 FMRs Will Apply**: Because the CoC Consolidated Application is due prior to the publication of the final FY 2018 FMRs, the FY 2017 FMRs will be used for funding amounts.

- **Housing First**: Any housing project application that indicates it will use a Housing First approach, that is awarded FY 2017 CoC Program funds will be required to operate as a Housing First project.

- **Environmental Requirements**: Two important changes for projects categorized or Categorically Excluded from review under the National Environmental Policy Act and not subject to 24 CFR 58.5 (CENST):
  - All scattered-site projects where program participants choose their own unit and are not restricted to units within a pre-determined specific project site or sites are categorized in 24 CFR 58.35(b)(1) as CENST. This now includes both tenant-based rental assistance and tenant-based leasing projects where program participants choose their own unit. Previous guidance included only Tenant Based Rental Assistance as eligible CENST projects.
  - The Exempt/CENST form is only required for each project, not every unit. Previous guidance instructed recipients to complete an Exempt/CENST form for each unit.
RESOURCES


- General Section NOFA:

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

- HUD Websites:
  - www.hud.gov
  - www.hudexchange.info

- Funding Application: www.hud.gov/esnaps

- Training and Resources: www.hudexchange.info/homelessness-assistance/

- HUD Exchange Ask A Question (AAQ): www.hudexchange.info/get-assistance

- Listserv: www.hudexchange.info/mailinglist
FY2017 COC PROGRAM COMPETITION
TECHNICAL ASSISTANCE WORKSHOP

August 1, 2017, 11:00 AM – 1:00 PM
2425 Bisso Lane, 2nd Floor Conference Room, Concord

AGENDA

1. Welcome & Introductions

2. 2017 HUD CoC Program Competition Overview and Funding Available

3. Designing Your Project
   A. Eligible New Project Types
   B. New Project Basic Design Requirements
   C. Renewal Project Design Requirements
   D. Eligible Costs and Project Participants

4. Program Requirements & Later Responsibilities

5. E-snaps and HUD Documents

6. Local Competition Timeline, Process & Scoring Tools

If you need technical assistance at any point in this process, please contact the HomeBase Team for Contra Costa at: ContraCostaTA@homebaseccc.org

Amanda Wehrman, 415-788-7961 x308, amanda@homebaseccc.org

Erica McWhorter, 415-788-7961 x337, erica@homebaseccc.org
## COMMONLY USED ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AHAR</td>
<td>Annual Homeless Assessment Report</td>
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<tr>
<td>APR</td>
<td>Annual Performance Report (for HUD homeless programs)</td>
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<tr>
<td>CDBG</td>
<td>Community Development Block Grant (CPD program – federal)</td>
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<tr>
<td>CSBG</td>
<td>Community Services Block Grant</td>
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<td>Continuum of Care</td>
<td>Continuum of Care approach to assistance to the homeless</td>
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<tr>
<td>CoC</td>
<td>Federal grant program stressing permanent solutions to homelessness</td>
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<tr>
<td>Con Plan</td>
<td>Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG and other CPD programs</td>
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<tr>
<td>CPD</td>
<td>Community Planning and Development (HUD Office)</td>
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<td>ESG</td>
<td>Emergency Solutions Grant (CPD – federal program)</td>
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<tr>
<td>FMR</td>
<td>Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)</td>
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<tr>
<td>HCD</td>
<td>Housing and Community Development (State office)</td>
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<tr>
<td>HEARTH</td>
<td>Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009</td>
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<tr>
<td>HPRP</td>
<td>Homeless Prevention and Rapid Re-Housing</td>
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<td>HMIS</td>
<td>Homeless Management Information System</td>
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<td>HOME</td>
<td>Home Investment Partnerships (CPD program)</td>
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<tr>
<td>HOPWA</td>
<td>Housing Opportunities for Persons with AIDS (CPD program)</td>
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<tr>
<td>HUD</td>
<td>U.S. Department of Housing and Urban Development (federal)</td>
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<tr>
<td>MHSA</td>
<td>Mental Health Services Act</td>
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<td>NOFA</td>
<td>Notice of Funding Availability</td>
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<td>PHA</td>
<td>Public Housing Authority</td>
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<tr>
<td>SAMHSA</td>
<td>Substance Abuse &amp; Mental Health Services Administration</td>
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<td>SNAPS</td>
<td>Office of Special Needs Assistance Program (HUD office overseeing CoC)</td>
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<td>SOAR</td>
<td>SSI/SSDI Outreach, Access, and Recovery (SSI/SSDI Application program)</td>
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<td>SRO</td>
<td>Single-Room Occupancy housing units</td>
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<tr>
<td>SSA</td>
<td>Social Security Administration</td>
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<tr>
<td>SSDI</td>
<td>Social Security Disability Income</td>
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<tr>
<td>SSI</td>
<td>Supplemental Security Income</td>
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<tr>
<td>TA</td>
<td>Technical Assistance</td>
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<tr>
<td>TANF</td>
<td>Temporary Assistance to Needy Families</td>
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<tr>
<td>TAY</td>
<td>Transition Age Youth (usually ages 16-24)</td>
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<tr>
<td>VA</td>
<td>Veterans Affairs (U.S. Department of)</td>
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<tr>
<td>VASH</td>
<td>Veterans Affairs Supportive Housing</td>
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<tr>
<td>VI-SPDAT</td>
<td>Vulnerability Index – Service Prioritization Decision Assistance Tool</td>
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Dear Contra Costa CoC Program TA Workshop Attendees and Listed Contacts,

Thank you for your attendance at our Technical Assistance Workshop on Tuesday for the Contra Costa CoC Program FY2017 local competition. Please find attached a PDF of the TA Handbook, as well as the full GIW for renewal projects your reference.

As a reminder, the deadline to submit new project letters of intent is tomorrow, Friday 8/4 by 5 pm. If you are considering applying for a new project, please email ContraCostaTA@homebaseccc.org with a brief email describing the intended project type, approximate number of beds/units (if applicable), and a rough estimate of the budget. You will not be held to these estimates, but it will give us a chance to offer TA and confirm whether enough new projects are being considered to apply for the total amount available for new projects in Contra Costa ($765,203).

The Council on Homelessness approved the draft new project scoring tool that was presented on Tuesday. See attached for a finalized version of that scoring tool, as well as the supplemental questionnaire for new projects. The deadline to submit the new project supplemental questionnaire is Friday, 8/14 by 5 pm. Please follow the submission instructions included in the document.

As always, if you have any questions, please do not hesitate to reach out to the entire HomeBase team at ContraCostaTA@homebaseccc.org.

Best,
Amanda

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Amanda Wehrman | Deputy Managing Director
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ph 415.788.7961 x308 | fax 415.788.7965
www.homebaseccc.org

Legal and Technical Assistance | Advancing Solutions to Homelessness
Policy | Advocacy | Planning

4 attachments
  1080K
- Contra Costa FY2017 CoC GIW.xlsx
  16K
- FY2017 New Project Scoring Tool - Approved 2017.08.03.docx
  179K
- FY2017 CoC Competition Supplemental Questionnaire - New Projects.docx
  16K
**CONTRA COSTA COC APPLICATION PROCESS**

Excerpted from CoC Governance Charter: Article II. Continuum of Care (CoC) Application Process

Section 1. APPLICATION OVERVIEW

The Council on Homelessness prepares and oversees the applications for funds administered by HUD under the HEARTH Act. The Council on Homelessness is designed to assist individuals—including unaccompanied youth—and families experiencing homelessness and to provide the services needed to help individuals move into transitional and permanent housing, with the goal of long-term stability. The Council’s HUD CoC Program funds are granted annually based on a national competition following the release of a Notice of Funding Availability (NOFA). It is a primary responsibility of the Council to oversee the application for those funds.

The following sections outline the Council’s policies as related to designing, operating and following a collaborative local process for the development of HUD Continuum of Care Program applications and approval of submission of applications as required by C.F.R. 578.9.

Section 2. COLLABORATIVE APPLICANT

The Council designates Contra Costa County Behavioral Health Homeless Program as the annual HUD CoC Program Collaborative Applicant. The Collaborative Applicant (or its designee) is responsible for leading and supporting all aspects of the annual HUD CoC Program application process, including submission of the Consolidated Application consisting of 1) the CoC Application (formerly Exhibit 1); 2) Project Applicant’s Priority List; and 3) all Project Applications (formerly Exhibits 2).

Section 3. OVERVIEW OF PROJECT REVIEW PROCESS AND APPLICATION SUBMISSION TIMELINE

Immediately after HUD’s Continuum of Care Program Notice of Funding Availability (NOFA) is released, the Collaborative Applicant (or its designee) will coordinate and carry out all of activities needed to successfully submit an application on behalf of the Council. The following is an overview of the timeline of tasks for CoC Program application submission. The timeline is subject to change annually, depending on HUD’s requirements as outlined in the NOFA.

Prior to the NOFA release, the Executive Board will request that the CoC Providers Committee convene to design and/or revise scoring tools and any corresponding local application materials to assist in the CoC review and ranking of all renewal and new project applications. These materials will take into consideration both local and HUD priorities.

The scoring tools will be finalized and presented to the Executive Board for review and approval. The Executive Board may initiate additional revisions to the scoring tools and local application materials if
warranted based on new information about HUD priorities or process requirements contained in that year’s NOFA.

Upon HUD release of the NOFA, the Collaborative Applicant will schedule and announce a time and date for a Technical Assistance Workshop. These details will be distributed to the entire Council.

All potential applicants must participate in the HUD CoC Program Technical Assistance Workshop. At the workshop, the Collaborative Applicant will present an overview of the HUD CoC NOFA, including details about available funding and any major changes in the application from previous years. Applicants will also be oriented to the process for reviewing and ranking applications, which will cover any supplemental local application materials and the scoring tool and applicable dates. Applicants will also have a chance to ask any questions about both the local and HUD application processes.

Applicants complete local application materials by a date announced at the Technical Assistance Workshop, typically within four to six weeks of the NOFA release (and generally not less than 30 days prior to the NOFA submission deadline).

- Any late application received within 48 hours of the due date/time will receive a 15 point score reduction. Late applications received after 48 hours will not be accepted.
- The Review and Rank Panel has the discretion to waive the late application points deduction if it determines that emergency or extreme situations existed.
- Incomplete applications cannot be cured for the CoC Review and Rank Panel scoring process but must be corrected prior to HUD submission.

Qualified, non-conflicted CoC Review and Rank Panel members are recruited and oriented to the local review and ranking process.

The CoC Review and Rank Panel members receive all local application and scoring materials and review and score each program’s application.

The CoC Review and Rank Panel meets to jointly discuss each application, interview applicants, and to comment on ways to improve individual applications. Panel members individually score applications based on the scoring tools. The ranked list is created by the following procedures:

- One ranked list is prepared based on a compilation of CoC Review and Rank Panel raw scores for each application.
- Those applications that do not meet certain threshold requirements (as detailed on the scoring tool) will not be included on the ranked list.
- The highest scoring and eligible new permanent housing project will be selected to apply for any “Permanent Housing Bonus” funding available through the NOFA.
Based on community priorities established by the scoring tools, the CoC Review and Rank Panel may determine whether any renewal project should be decreased or reallocated. Any funding captured from an existing project will be made available for reallocation to a new project that meets the requirements in the NOFA application.

Scoring results are sent to applicants with a reminder of the appeals process at least 15 days before CoC Application deadline. In addition, projects are given feedback from the CoC Review and Rank Panel on the quality of their application and ways they can improve their final submission to HUD.

Appeals, if any, are considered in compliance with the Appeals Process detailed below.

A final ranked project list is submitted to the Executive Board for review and approval.

The Collaborative Applicant collects all final Project Applications and submits them to HUD, along with the CoC Application, as part of the CoC’s Consolidated Application.

Section 4. CoC REVIEW AND RANK PANEL MEMBERSHIP

The Executive Board designates between three and five of its members to serve as CoC Review and Rank Panelists. CoC Review and Rank Panelists must be:

- Knowledgeable about homelessness and housing in the community and broadly representative of the relevant sectors, subpopulations, and geographic areas;
- “Neutral,” meaning that they are not employees, staff, or otherwise have a business or personal conflict of interest with the applicant organizations;
- Familiar with housing and homeless needs within Contra Costa County; and
- Willing to review projects with the best interest of homeless persons in mind.

To serve on the CoC Review and Rank Panel, members must:

- Sign a statement declaring that they have no conflict of interest and a confidentiality agreement; and
- Be able to dedicate time for application review and CoC Review and Rank Panel meetings as scheduled by the Collaborative Applicant.

Section 5. REALLOCATION OF FUNDS

HUD allows CoCs to reallocate funds from non- and/or under-performing projects to higher priority community needs that also align with HUD priorities and goals. The CoC Review and Rank Panel facilitates the reallocation discussion and process, in consultation with the Council, the Executive Board, the Collaborative Applicant, and the CoC Program recipients and subrecipients who may be impacted. The Executive Board must approve all final decisions about reallocation.
Section 6. USING ALL AVAILABLE FUNDS

The Collaborative Applicant will do everything possible to ensure that the community applies for all funds available to the CoC. Thus, if all on-time applications have been submitted and it appears that either: 1) the community is not requesting as much money as is available from HUD, 2) no Permanent Housing Bonus (or other special project as defined by HUD) projects have been submitted, or 3) there are reallocated funds available, then:

- The Collaborative Applicant will communicate with the Executive Board and other interested parties (all homeless service and housing providers in Contra Costa County) with details about the available funding.
- The Collaborative Applicant will provide technical assistance and guidance, as needed, to ensure applicants understand the funding requirements.
- Any additional applications for these funds will be due as soon as possible after this communication is distributed, in compliance with CoC Program submission deadlines.

Section 7. APPEALS PROCESS

All eligible applicants have the opportunity to appeal both their score and preliminary ranking prior to the ranked list being finalized and approved by the Executive Board. The Appeals Panel will only be established if an applicant requests an appeal.

A. THE APPEALS PANEL

The Appeals Committee will be comprised of four impartial members of the Executive Board: three voting members and one non-voting member. The three voting members will not have participated in the original CoC Review and Rank Panel. The non-voting member must have been a member of the original CoC Review and Rank Panel.

No member of the Appeals Committee may have a conflict of interest with any of the agencies applying for CoC Program funding. All members of the Appeals Committee must sign conflict of interest and confidentiality statements. If there are insufficient Executive Board members who qualify for the appeals committee, a member of the Council may be designated by the Executive Board to participate in the Appeals Committee.

B. ELIGIBLE APPEALS

An applicant may be eligible to appeal the decision of the CoC Review and Rank Panel if their project application:

- Is rejected from inclusion as part of the CoC Consolidated Application submission, or
- Receives decreased funding (e.g., through reallocation).
To appeal, the applicant must demonstrate that:

- Their score is not reflective of the application information provided, or
- There was bias or unfairness in the process that warrants the appeal.

All appeals must be based on information submitted by the applicant agency by the application due date. No new or late information will be considered. The omission of information (inadvertently or otherwise) from a project application is not grounds for an appeal.

C. SUBMITTING AN APPEAL

Any and all appeals must be received in writing with supporting documentation within three business days following the notification of ranking to projects.

The notice of appeal must include a written statement specifying in detail the grounds asserted for the appeal. The statement must be signed by an individual authorized to represent the agency (i.e., Executive Director) and submitted to the Collaborative Applicant or its administrative designee. The notice of appeal is limited to two single-sided, single-spaced pages in 12-point font. The notice of appeal must include a copy of the project application in question and all accompanying materials submitted to the CoC Review and Rank Panel.

D. THE APPEALS PROCESS

The Appeals Panel will meet with a representative(s) of the agency/collaborative making the notice of appeal to discuss the appeal. A face-to-face meeting is preferred, but if time conflicts require it, the conversation can occur by conference telephone.

All appeals submitted in compliance with Section 7.B will be read, reviewed and evaluated by the Appeals Panel. The role of the Appeals Panel is to read and review only those areas of the application that are being appealed.

The Appeals Panel will then meet to deliberate. All project applicants will be invited to attend any appeal and each applicant may make a 10-minute statement regarding the appeal.

The Appeals Panel will review the rankings made by the CoC Review and Rank Panel only on the basis of the submitted project application, the two-page appeal, any statements made to the Appeals Panel during the appeals process, and the materials used by the CoC Review and Rank Panel. No new information can be submitted by the applicant or reviewed by the Appeals Panel.

The decision of the Appeals Panel must be supported by a simple majority vote of voting members.

The appealing agency will receive, in writing, the decision of the Appeals Panel within two business days of the Appeals Panel Meeting. The decision of the Appeals Panel will be final.
Section 8. FINAL PRIORITIZED LIST OF APPLICATIONS

The Executive Board must approve the final ranked list of all Project Applicant proposals. Any Executive Board members with a conflict of interest must recuse himself/herself from all related discussions and abstain from the vote approving the priority list. The Collaborative Applicant will then submit this prioritized list to HUD by the CoC Program Competition deadline as part of the Consolidated Application. Conditional award funding is typically based upon the prioritized list of Project Applicants that are submitted; however, HUD determines actual awards and funding amounts.
FY 2017 CoC Program Competition
New Project Scoring Tool

OVERVIEW

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project’s Work is Consistent with HUD Priorities</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2. Project Design and Readiness</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>3. Agency Capacity</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>4. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5. Reallocation Bonus</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

Note: This tool will be used for reallocated projects and permanent housing bonus projects.

DETAILED BREAKDOWN BY FACTOR

1. PROJECT’S WORK IS CONSISTENT WITH HUD PRIORITIES (20 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.A. HUD and Local Priorities</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Points will be awarded at the discretion of the Review &amp; Rank Panel within the following ranges, taking into consideration community need:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent supportive housing (for CH) = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rapid re-housing = 15 to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DedicatedPLUS = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joint TH and RRH Component = up to 15 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMIS (reallocation only) = up to 20 points</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. PROJECT DESIGN AND READINESS (30 PTS.)

Consider the overall design of the project in light of its outcome objectives, and the Continuum of Care’s goals that permanent housing programs for homeless people result in stable housing and increased income (through benefits or employment).

Threshold Criteria: The project meets all HUD threshold requirements as outlined in the NOFA and will be ready to start by HUD’s statutory deadlines.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.A. Program Design</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>For PSH/RRH/DedicatedPLUS/Joint TH-RRH: Housing where participants will reside is fully described and appropriate to the program design proposed. Program design includes provision of appropriate supportive services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Does the program design include the use of innovative or evidence-based practices?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Will the project be ready to start within HUD’s statutory deadlines (e.g., can demonstrate site control, has plan to identify units, is an expansion of an existing project)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Is the project staffed appropriately to operate the housing/services?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Are staff trained to meet the needs of the population to be served?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Does the program include involvement of clientele in designing and operating the program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Does the method of service delivery described include culture-specific/sensitive elements?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Will the program be physically accessible to persons with disabilities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For Coordinated Entry: Program design is in alignment with coordinated entry system design envisioned by CoC.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Is the system easily accessible for all persons within the CoC’s geographic area who are seeking information regarding homelessness assistance?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Is there a strategy for advertising the program that is designed specifically to reach homeless persons with the highest barriers within the CoC’s geographic area?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Is there a standardized assessment process?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Does the program ensure that program participants are directed to appropriate housing and services that fit their needs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For HMIS: Program design is in alignment with CoC’s data needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Will the project conduct trainings and otherwise prepare projects</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FY2017 COC PROGRAM COMPETITION
NEW PROJECT SCORING TOOL

<table>
<thead>
<tr>
<th>for the new HUD Data Standards?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Will the project provide data in a form that can be analyzed to assist the CoC in assessing homeless needs, allocating resources, and coordinating services?</td>
</tr>
</tbody>
</table>

### 2.B. Services Partnership or Capacity

There is a committed relationship with a service provider with a signed letter of commitment or MOU; if agency is providing services itself, they have shown they have the funds to do that.

| 2.B. Services Partnership or Capacity | 5 |

### 2.C. Program Outcomes

Program outcomes are realistic but sufficiently challenging given the scale of the project. Outcomes are measurable and appropriate to the population being served.

| 2.C. Program Outcomes | 5 |

### 3. AGENCY CAPACITY (40 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.A. Agency Capacity</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

#### 3.A. Agency Capacity

Does the agency have the expertise, staff, procedural, and administrative structure needed to meet all grant audit, administrative, and reporting requirements?

• Does the agency have any outstanding HUD findings and/or financial audit findings?
• Has HUD deobligated any of the agency’s grant funds in the past three operating years?
• Does the application packet that was submitted reflect an agency with capacity that is sufficient to carry out the HUD administrative requirements?

#### 3.B. HMIS Participation

Is the agency/program actively participating in the HMIS?

• Consider: the percentage of the program’s clients who have data entered into HMIS; HMIS Data Completeness Report Card

Note: Domestic Violence programs do not participate in HMIS.

| 3.B. HMIS Participation | 5 |

#### 3.C. CoC Participation

Does the agency and/or project sponsor participate in Contra Costa Council on Homelessness and CoC-related planning meetings?

| 3.C. CoC Participation | 5 |

Approved by Council on Homelessness August 3, 2017
### 3.D. Housing First
Has the agency implemented the principles of Housing First (e.g., lower the barriers to entry for prospective clients, avoid screening out clients based on real or perceived barriers to success)? Does the agency demonstrate a commitment to Housing First for this new project?

<table>
<thead>
<tr>
<th>Possible Points</th>
<th>This Score</th>
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<tbody>
<tr>
<td>1</td>
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</table>

### 3.E. Coordinated Entry
Does the agency commit to accepting Coordinated Entry referrals for this new project?

<table>
<thead>
<tr>
<th>Possible Points</th>
<th>This Score</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

### 3.F. Quality Assurance
Does the agency maintain policies, procedures, and actions to ensure continuous quality improvement?
- Does the agency train its staff to ensure high quality of care?
- Does the agency assess quality of service and consumer satisfaction through surveys, focus groups, etc.?
- Does the agency monitor program performance using data?

<table>
<thead>
<tr>
<th>Possible Points</th>
<th>This Score</th>
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</thead>
<tbody>
<tr>
<td>8</td>
<td></td>
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</tbody>
</table>

### 4. BUDGET (10 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
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</tr>
</thead>
<tbody>
<tr>
<td>4.A. Budget</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Is budget clearly articulated, with no unnecessary or unexplained items?</td>
<td></td>
<td></td>
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</tbody>
</table>

### 5. REALLOCATION BONUS (5 PTS.)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Possible Points</th>
<th>This Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.A. Reallocation</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Did the Agency voluntarily reallocate a renewal project?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- How much funding was reallocated?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- What was the project type?</td>
<td></td>
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</tbody>
</table>
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<th>Page Number</th>
</tr>
</thead>
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<td>1-10</td>
</tr>
<tr>
<td>a. Incorporating HMIS Governance Charter by reference</td>
<td>4</td>
</tr>
<tr>
<td>b. Minutes of 5.4.2017 CoC Board Meeting adopting By-Laws</td>
<td>11-14</td>
</tr>
<tr>
<td><strong>2. Contra Costa CoC Governance Charter</strong></td>
<td>15-24</td>
</tr>
<tr>
<td>a. CoC Roles &amp; Responsibilities</td>
<td>1</td>
</tr>
<tr>
<td>b. Minutes of 6.11.15 CoC Board Meeting adopting CoC Governance Charter</td>
<td>25-28</td>
</tr>
<tr>
<td><strong>3. Contra Costa CoC HMIS Governance Charter (last updated 12.11.14)</strong></td>
<td>29-56</td>
</tr>
<tr>
<td>a. Roles and responsibilities of CoC and HMIS Lead</td>
<td>35-37</td>
</tr>
<tr>
<td><strong>4. Minutes of 2.2.16 CoC Board Meeting adopting CoC HMIS Governance Charter</strong></td>
<td>57-60</td>
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</table>
Contra Costa Council on Homelessness

Bylaws

(Rules for the Conduct of Business)

Approved and Adopted by the Contra Costa Council on Homelessness on: May 4, 2017
Approved and Adopted by the Contra Costa Board of Supervisors on: [enter date]

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Contra Costa Council on Homelessness Bylaws
Article I. Name of the Continuum of Care and the Contra Costa Council on Homelessness

Section 1. CONTRA COSTA CONTINUUM OF CARE

The name of this Continuum of Care (CoC) shall be the Contra Costa Continuum of Care, herein referred to as the Continuum of Care or the CoC. The Contra Costa Continuum of Care includes the full general membership of all community members committed to our guiding principle.

Section 2. CONTRA COSTA COUNCIL ON HOMELESSNESS

The name of this Continuum of Care’s governing body shall be the Contra Costa Council on Homelessness, herein referred to as the Council on Homelessness or the Council. The Council is comprised of the members serving in the seats outlined in Article IV. Council Membership and Committees.

Article II. Overview and Mission

The Council is committed to the Housing First approach, and has established this Guiding Principle:

“Homelessness is first a housing issue, and necessary supports and services are critical to help people remain housed. Our system must be nimble and flexible enough to respond through the shared responsibility, accountability, and transparency of the community.”

The CoC has identified two goals and three strategies for the implementation of this Guiding Principle:

- Goal 1: Permanent Housing
- Goal 2: Prevention
- Strategy 1: Coordinated Assessment
- Strategy 2: Performance Standards
- Strategy 3: Communication

The Contra Costa Council on Homelessness, appointed by the Board of Supervisors, provides advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. Further, the Council on Homelessness establishes the local process for applying, reviewing and prioritizing project applications for funding in U.S. Department of Housing and Urban Development (HUD) Homeless Assistance Grant Competitions, including the Continuum of Care (CoC) Program and the Emergency Solutions Grant (ESG) Program. The Council will review, update, and approve the Council on Homelessness Governance Charter at least annually and will update these Bylaws when appropriate.

The Contra Costa Council on Homelessness provides a forum for the Continuum of Care to communicate about the implementation of strategies to prevent and end homelessness. The purpose of the forum is to educate the community on homeless issues, and advocate on federal, state, county and city policy issues that affect people who are homeless or at-risk of homelessness.
Article III. Council on Homelessness Responsibilities

Section 1. FUNCTIONS AND TASKS

The Contra Costa Council on Homelessness is the planning body that coordinates the community’s policies, strategies, and activities toward preventing and ending homelessness in Contra Costa County, California. It is a regional, year-round collective planning body of stakeholders ranging from non-profit service providers to local governmental entities. The Council’s work includes gathering and analyzing information in order to determine the local needs of people experiencing homelessness, implementing strategic responses, educating the community on homeless issues, providing advice and input on the operations of homeless services, and measuring performance as related to serving the homeless population in Contra Costa County.

The responsibilities of the Council include the development and implementation of all procedures and policies needed to comply with the HEARTH Act and relevant HUD regulations and guidance (see C.F.R §578.7). The Council must consult with recipients of CoC and ESG funds within Contra Costa County and other homeless service providers in order to coordinate care.

Further, it is the role of the Council to provide oversight and take direct action in the following areas:

A. COUNCIL ON HOMELESSNESS PLANNING
   1. Policies and Procedures
      i. Develop, follow, and update the Council on Homelessness Bylaws and Governance Charter.
      ii. Vote on any action items that arise at Council on Homelessness meetings.
      iii. Review, rank, and recommend CoC and ESG Program Applications for submission to the Board of Supervisors, the California Department of Housing and Community Development, and HUD.
   2. Systems Development
      i. Implement a coordinated entry system focusing on quality assurance, access, interdependency between programs and interdependency between programs and clients, and addressing barriers.
      ii. Develop and implement written standards for providing CoC assistance, including written policies and procedures as required by HUD.
3. Data, Analysis, and Evaluation
   
   i. Point-in-Time Count
   Plan for and conduct, at least biennially, a point-in-time count of homeless persons within Contra Costa County that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.

   ii. HMIS
   Design and operate the Contra Costa County Homeless Management Information System (Contra Costa HMIS) Project. Designate a single HMIS lead agency. Ensure consistent participation in HMIS by recipients and subrecipients, and that the HMIS is administered pursuant to all HUD requirements. In compliance with Sub-part B of the HUD Interim Rule on the Continuum of Care Program (24 CFR Part 578) and the HMIS requirements, the HMIS Governance Charter, Policies and Procedures, and the Data Security, Quality, and Client Data and Privacy Plans outline specific details as to the relationship between the Council on Homelessness and the collaborative applicant, namely the Contra Costa County Health Services’ Division of Health, Housing and Homeless Services. These Bylaws fully incorporate those standards, policies, and plans.

   iii. Performance Measurement
   Develop performance measures that can be used to inform a variety of tasks, including CoC Program competition project scoring and reporting; determining how federal, state, and local funds should be utilized; and, creating a responsive system that provides constructive support promoting efficiency by analyzing and responding to gaps in housing and service interventions offered in the system. Additionally, the Council will:
   1. Set targets that focus on real change, and are meaningful (relevant to the desired impact), measurable, realistic (adaptable and flexible), and regularly assessed.
   2. Consult with recipients and subrecipients, evaluate their performance, and initiate corrective action with poor performers.
iv. Conduct an initial comprehensive assessment in coordination with ESG Program, and then annually conduct a gaps analysis of the needs of homeless people, as compared to available housing and services within Contra Costa County.

v. Facilitate and support the reporting of outcomes of CoC and ESG programs to HUD in coordination with the Collaborative Applicant.

B. FUNDING COORDINATION

1. Facilitate and support the development of funds and resources for homeless services in Contra Costa County in partnership with local jurisdictions located in Contra Costa County. Specifically, the Council will:

   i. Provide information required to complete the Consolidated Plan(s) within Contra Costa County.

   ii. Consult with State and local government ESG recipients within Contra Costa County on the plan for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and subrecipients. Further, in consultation with recipients of ESG funds within Contra Costa County, establish and consistently follow written standards for providing homeless services and housing assistance.

C. COMMUNITY ENGAGEMENT

1. Encourage and develop public understanding and education on homeless and housing issues in relationship to identified strategies.

2. Advise the Board of Supervisors, the Health Services Director, and the Health, Housing, and Homeless Services Director, on the special needs of the homeless and matters of urgency regarding homelessness. Specifically, the Council will:

   i. Provide advocacy on homeless concerns to the Board of Supervisors and cities located in Contra Costa County.

3. Make recommendations about long-range planning and policy formulation to the Board of Supervisors and cities located in Contra Costa County.

Section 2. TRANSPARENCY AND DIVERSITY

The Council encourages all members of the community to participate in group discussions and working groups. The Council ensures a diverse population contributes to deliberations and decision-making—including consumers and community members—as well as gender, ethnic, cultural, and geographical representation. To align with this effort, the Council conducts an annual recruitment effort by advertising open positions. Further, all interested persons are encouraged to attend meetings, provide input, and voice concerns to the Council.
The Council follows all provisions of the Brown Act and the Better Government Ordinance in its conduct as a public body. CoC membership is open to any interested party upon request. Further, anyone interested in sitting on the Council may submit an application in compliance with the process established by the Contra Costa County Board of Supervisors.

**Article IV. Council Membership and Committees**

Section 1. ELIGIBILITY

All members of the Contra Costa Council on Homelessness must reside in or be employed in Contra Costa County.

All members of the Council shall demonstrate a professional interest in, or personal commitment to addressing and alleviating the impact of homelessness on the people of the County of Contra Costa.

Section 2. MEMBERSHIP

Membership on the Council will be as shown in the chart below. The Council will make an invitation for new members to join publicly available annually. Each seat will have a term of two years expiring in alternating years:

<table>
<thead>
<tr>
<th>Area of Representation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Affordable Housing Developer</td>
</tr>
<tr>
<td>2. Behavioral Health Representative</td>
</tr>
<tr>
<td>3. City Government Seat</td>
</tr>
<tr>
<td>4. CoC/ESG Program Grantee</td>
</tr>
<tr>
<td>5. Community Member Seat</td>
</tr>
<tr>
<td>6. Consumer/Consumer Advocate</td>
</tr>
<tr>
<td>7. Education and Vocational Services Representative</td>
</tr>
<tr>
<td>8. Emergency Solutions Grants Representative</td>
</tr>
<tr>
<td>9. Employment and Human Services Department (EHSD) Representative</td>
</tr>
<tr>
<td>10. Faith Community Representative</td>
</tr>
<tr>
<td>11. Health Care Representative</td>
</tr>
<tr>
<td>12. Homeless Service Provider</td>
</tr>
<tr>
<td>13. Public Housing Authority</td>
</tr>
<tr>
<td>14. Public Safety Representative #1</td>
</tr>
<tr>
<td>15. Public Safety Representative #2</td>
</tr>
<tr>
<td>16. Reentry Services Representative</td>
</tr>
<tr>
<td>17. Veterans Services Representative</td>
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</tbody>
</table>

This seat allows for one of two types of people to serve in this capacity, a consumer or a consumer advocate. Consumer appointees to the Consumer/Consumer Advocate Seat must have a lived experience of homelessness (i.e., be homeless or formerly homeless). Lived experience is not required for consumer advocate appointees to this seat.

All members are appointed by the Board of Supervisors and may have their appointments rescinded by majority vote of the Board of Supervisors.
In addition to the seats that have already been designated, outreach will be made to obtain participation from groups including, but not limited to, the following: veterans’ rights advocates, victim service providers, school districts, colleges and universities, social service providers, mental health agencies, and social justice advocates.

In addition to the above requirements, both public- and private-sector seats should, as much as possible, include representation from organizations or agencies who serve various homeless subpopulations such as: persons with chronic substance abuse issues, persons with serious mental illness, persons experiencing chronic homelessness, persons with HIV/AIDS, veterans, families with children, unaccompanied youth, seniors, and victims of domestic violence, dating violence, sexual assault, trafficking, and stalking.

Upon expiration of the term of a Council seat, the seat will be vacated and available to be filled through the selection process.

If a seated Council member is unable to complete the two-year term due to unforeseen circumstances, the Council may invite a replacement member, through the selection process, who shall serve out the remainder of the two-year term for that seat.

Section 3. SELECTION PROCESS
The Council will review all eligible applications for open seats annually. The Council will recommend new members through majority vote. This selection process will be reviewed by the CoC every five years at a minimum.

Section 4. OFFICERS
The Council shall elect one chair and one vice-chair to provide for the operation and conduct of business. Terms for the Officers shall be two years. Officers may serve no more than two consecutive terms in the same Council seat. The Council must take action within three months to replace an Officer in an expired Council seat. During the time the Council is acting to replace an Officer in a Council seat that has expired, the Officer may continue to serve in that role until the Council takes action to find a replacement.

The Chair of the Council shall provide oversight for the operation of the Council. The Chair shall preside over meetings of the Council. The Chair may call for special meetings of the Council or its committees.

The Vice-Chair shall provide oversight for the operations of all sub-committees. If the Chair is absent, or the office is vacant, the Vice-Chair shall assume responsibility for the operation of the Council.

Section 5. ELIGIBILITY CRITERIA
In addition to residency requirements, to be eligible for Council membership:

A person must contribute unique expertise, opinions, and viewpoints on homeless issues. Where a potential Council member represents a coalition, consortium, association, neighborhood group, or voluntary organization, the nominee must represent to the
Council the group’s mission. The nominee must also represent to the Council the various viewpoints personally held by the nominee.

Section 6. WHEN A SEATED MEMBER NO LONGER MEETS THE ELIGIBILITY CRITERIA

If a seated Council member no longer meets the eligibility criteria, the Council:

A. May request the Council member to submit a statement of resignation to the Council within 30 days of the change.
B. May recommend to the Board of Supervisors the removal of the member and the subsequent appointment of an eligible nominee selected by the Council.
C. May, where there is no apparent candidate to fill the seat, continue the seated member’s participation, with or without limitation, until an eligible candidate is found.

Section 7. MEETINGS AND ATTENDANCE

The Council will set an annual meeting schedule. The Council will meet monthly and the full membership of the Continuum of Care will convene quarterly with published agendas.

Two absences, excused or unexcused, from the regularly scheduled Council meeting in a rolling 12-month period will warrant inquiry from the Council as to ability and interest of the individual in continuing as a member. Three unexcused absences within a rolling 12-month period from time of appointment will result in a recommendation to the Board of Supervisors that this member be removed from the Council.

Any Council member unable to attend a meeting should notify the Chair of the Council or its administrative designee to request an excused absence.

The Chair of the Council or its administrative designee will maintain attendance records, and notify the Council when two absences are recorded.

Section 8. VOTING MEMBERS

A quorum of a majority of the appointed Council members is required for the conduct of business. Decisions must be made by an affirmative vote of a majority of Council members present during a Council meeting.

Section 9. AMENDMENT AND REVIEW

The Council will review the Governance Charter and Bylaws at least annually and update and approve as needed. Amendment requires a majority vote of the Council at a regularly scheduled Council meeting, provided that notice of the scheduled vote on the amendment was provided at least two weeks prior to that Council meeting.

Amendment of the Council on Homelessness Governance Charter and Bylaws requires an affirmative vote of two-thirds majority of current sitting Council members. Amendments
to the Bylaws must be submitted to the Contra Costa County Board of Supervisors for approval. An amendment of the Bylaws takes effect only upon approval by the Board of Supervisors.

Section 10. COMMITTEE STRUCTURE AND OPERATIONS

The Council may create ad hoc committees as the need arises.

A. The purpose of the ad hoc committees will be to develop recommended solutions to the specific issue for which they were created. The ad hoc committees may be comprised of members of the CoC and outside individuals. Ad hoc committees may be dissolved upon a vote of the Council.

B. The Council may create an ad hoc nominating committee to make recommendations on the filling of vacancies. The ad hoc nominating committee will solicit and assess applicants, rank them in order of preferred appointment, and submit these recommendations to the Council for approval. The Council will submit final recommendations to the Board of Supervisors.

C. Ad hoc committees can be appointed to address any matters within the jurisdiction of the Council.

The Council will have the following standing committees:

A. CoC Providers Committee: Membership on this committee will include, at minimum, the Council Chair, Vice Chair, and a non-conflicted member serving as CoC Representative on this committee. This committee will meet annually or as needed.

B. Consumer Advisory Committee: Membership on this committee will include, at minimum, the Council Chair, Vice Chair, and Consumer/Consumer Advocate representative. This committee will meet, at minimum, two times per year as a forum. A report-out to the Council must be made after each forum is held.

C. Coordinated Entry Oversight Committee: Membership on this committee will include, at minimum, the Council Chair and Vice Chair. This committee will meet quarterly or as needed.

D. Performance Measures Committee: Membership on this committee will include, at minimum, the Council Vice Chair, a representative from H3 as the HMIS Administrator, and a CoC- and/or ESG-funded member. This committee will meet annually or as needed.

Section 11. COUNCIL STAFFING AND RECORDKEEPING
The Council on Homelessness is supported by Contra Costa Health, Housing, and Homeless Services staff as outlined in the Governance Charter. The responsibilities of Contra Costa Health, Housing, and Homeless Services staff to the Council include:

A. Storage of all Council and committee records, including agendas and minutes for all meetings;
B. Presentation of annual reports to the Board of Supervisors as called for by the Family and Human Services Committee; and
C. All duties identified throughout these Bylaws that may be delegated to an administrative designee.

**Article V. Conduct & Conflict of Interest**

Section 1. CONDUCT

Each Council member will uphold certain standards of performance and good conduct and avoid real or apparent conflicts of interest. In order to prevent a conflict of interest, a Council member, chairperson, employee, agent, or consultant of the Council may not:

A. Influence decisions concerning the selection or award of a grant or other financial benefit to an organization that the Council member, employee, officer, or agent has a financial or other interest in or represents, except for the Council itself.

B. Solicit and/or accept gifts or gratuities by anyone for their personal benefit in excess of minimal value.

C. Engage in any behavior demonstrating an actual conflict of interest or giving the appearance of any such conflict.

Section 2. CONFLICT OF INTEREST

All Council members must file an initial and annual conflict of interest statement with the Chair of the Council or its administrative designee. Failure to file such a statement may result in the removal of a member.
1. Introduction
   a. Call to order by Teri House

2. Public Comment
   a. J.R. Wilson, Executive Director of DELTA VETERANS GROUP, announced that they would be having a Stand Down on the Delta from September 11-14, 2015. The event will be on the Contra Costa Fairgrounds. They will provide health screenings, dental, legal assistance, veteran's benefits counseling, shelter placement, hygiene packets and independent living services

3. Health Care for the Homeless (HCH) Update
   a. Julia Surges reported the concerns identified at the homeless consumer advisory board
      i. Eye care
      ii. Public Transportation to access points like the Social Security Offices or West County Clinic
      iii. Information/Communication of available services
   b. HCH has a certified enrollment counselor available for consumers to access public benefits

4. Point In Time (PIT) Count Update
   a. The PIT count is a snapshot of homeless population on one night in January. This year, the methodology changed to survey people over three days by placing 155 volunteers at 71 sites. This was in addition to an outreach count by trained staff.
b. There were around 250 shifts of 1-4 hours--depending on the sites.
c. HomeBase created a volunteer survey which received responses from around a third of the volunteers
d. Key findings from the survey:
   i. How volunteers heard about the survey:
      1. 49% Multi-faith Action Coalition
   ii. Number of shifts
      1. 63% - 1 shift
      2. 21% - 2 shifts
      3. 16% - 3 or more shifts
   iii. Volunteer experience
      1. 65% said they would participate again;
      2. 20% no response;
      3. 15% said they wouldn't participate again because of one of the following:
         a. Their shift was canceled,
         b. They did not enjoy their placement
            i. Hospital ER/private hospitals
               1. Communication was as effective
      ii. Confusion at the staff level/volunteer level
   iv. What worked well:
      1. Training role play,
      2. Packets stocked,
      3. Most sites were welcoming,
      4. General information about the count was communicated to volunteers,
      5. Most people were assigned to the shifts they wanted
      6. More confidence in the comprehensiveness of the count
   e. Results: The PIT data's soft numbers should be out by mid-March and we should have more detailed information by April
   f. Other lessons: 3 days is too much coverage for the site based volunteers as many sites were fully counted after two days

5. CoC Program Funding
   a. CoC Funds mostly Permanent Housing projects
      i. Of those projects, Permanent Supportive Housing is the most funded
   b. There were 33 grants received
   c. The CoC received all the requested renewals
      i. The proposed bonus project did not receive funding
         1. HomeBase is examining bonus project awards to identify commonalities between projects that did or did not receive funding
   d. For 2015, a subcommittee will be formed to modify the scoring tool
6. **HMIS Governance Charter and Planning (Action Item)**
   a. The HMIS Policy committee met to add language to the HMIS procedures around the role and responsibilities of the CoC
      i. They made specific plans around:
         1. Data Client and Privacy,
         2. Data Quality,
         3. Data Security
   ii. The drafted plans were then vetted through HMIS providers

   b. **Motion**
      i. **Statement of Motion:**
         1. We move to adopt the proposed HMIS procedures and the Data Client and Privacy, Data Quality, and Data Security plans
      ii. **Procedural Record**
         1. Motion Made by: Stephan Peers
         2. Seconded by: Joseph Villarreal
         3. **AYES:** Megan Monahan, Valerie Sloven, Teri House, Kevin Corrigan, Sean Connors
         4. **NOES:** zero
         5. **ABSTAINS:** zero
         6. **ABSENTS:** John Garth, Michael Pollard, Doug Stewart, Janet Kennedy, Brenda Kain

7. **CoC Governance Charter**
   a. The Contra Costa Council on Homelessness Executive Board is charged with providing a forum for communication about the implementation of the strategic plan to end homelessness and providing advice and input on the operations of homeless services, program operations, and program development efforts in Contra Costa County. As part of this effort a governance charter needs to be reviewed and approved annually.
      i. There will be a subcommittee that will draft a governance charter for adoption by the Executive Board

8. **Zero: 2016 Update**
   a. The Zero: 2016 initiative is a follow up to the 100 homes campaign to end veteran and chronic homelessness. 71 communities, including Contra Costa, were invited to participate. It is an effort to bring together efforts to end homelessness.
      i. Currently, Contra Costa is establishing take down targets
         1. Final targets should be finalized by March, but the preliminary numbers indicate that we will need to find housing solutions for 315 veterans over the next 12 months
            a. This places a monthly goal of 26 housing solutions per month
b. We currently average around 13-16 housing solutions for veterans per month

ii. The take down targets will be informed by the VI SPDAT and Coordinated Assessment efforts
   1. Efforts are being made to develop community partnerships
   2. Outreach is also being made to the media to make sure the community is aware of the initiative

9. Closing Comments
   a. Doug Stewart requests time be reserved for an agenda item at the next executive meeting
   b. Sean Connors will be in a documentary film that will begin shooting in the upcoming months
   c. Homeless Programs will have new staff
   d. The Housing Authority of the County of Contra Costa (HACCC) is accepting applications for Project-Based Voucher (PBV) site-based wait lists. PBV units provide families with a housing opportunity where the assistance is tied to the unit they live in. The application can be found here.
   e. There is progress in developing the naval weapons station into 260 new low income housing units
      i. The City of Concord is looking for a master developer and is on-track to make that selection by spring of this year
      ii. It will still be a number of years before the units are live—potentially building will start by 2018.
Contra Costa Council on Homelessness

Governance Charter

Approved and Adopted by the Contra Costa Council on Homelessness on: June 11, 2015

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Article I. Collaborative Applicant

Section 1. DEFINITION OF RESPONSIBILITIES

Contra Costa Homeless Program is the collaborative applicant for the Contra Costa Continuum of Care (CoC). The collaborative applicant’s role is to:

A. Submit the consolidated application
B. Apply for CoC planning funds on behalf of the CoC
C. Develop a governance charter with the CoC

Section 2. COLLABORATIVE APPLICANT REQUIREMENTS

The Collaborative Applicant designated by the Council on Homelessness must comply with HUD regulations for the CoC Program by keeping records documenting compliance with HUD requirements. The Collaborative Applicant will keep evidence of the following according to the Council’s approved record-keeping requirements:

A. The Council meets the structural requirements:
   1. Approved copy of a governance charter establishing the Council and including a written process to select a CoC board, and
   2. Board roster (including Council members’ affiliations/representation(s)).
B. The CoC has been established and operated in compliance with HUD regulations, including:
   1. Published agendas and meeting minutes, and
   2. Monitoring reports of recipients and subrecipients.
C. The CoC has prepared the application for funds in compliance with HUD regulations.
D. The Council is compliant with HUD’s conflict of interest requirements, including documentation of a conflict of interest policy signed by all Council members.
Article II. Continuum of Care (CoC) Application Process

Section 1. APPLICATION OVERVIEW

The Council on Homelessness prepares and oversees the applications for funds administered by HUD under the HEARTH Act. The Council on Homelessness is designed to assist individuals—including unaccompanied youth—and families experiencing homelessness and to provide the services needed to help individuals move into transitional and permanent housing, with the goal of long-term stability. The Council’s HUD CoC Program funds are granted annually based on a national competition following the release of a Notice of Funding Availability (NOFA). It is a primary responsibility of the Council to oversee the application for those funds.

The following sections outline the Council’s policies as related to designing, operating and following a collaborative local process for the development of HUD Continuum of Care Program applications and approval of submission of applications as required by C.F.R. 578.9.

Section 2. COLLABORATIVE APPLICANT

The Council designates Contra Costa County Behavioral Health Homeless Program as the annual HUD CoC Program Collaborative Applicant. The Collaborative Applicant (or its designee) is responsible for leading and supporting all aspects of the annual HUD CoC Program application process, including submission of the Consolidated Application consisting of 1) the CoC Application (formerly Exhibit 1); 2) Project Applicant’s Priority List; and 3) all Project Applications (formerly Exhibits 2).

Section 3. OVERVIEW OF PROJECT REVIEW PROCESS AND APPLICATION SUBMISSION TIMELINE

Immediately after HUD’s Continuum of Care Program Notice of Funding Availability (NOFA) is released, the Collaborative Applicant (or its designee) will coordinate and carry out all of activities needed to successfully submit an application on behalf of the CoC. The following is an overview of the timeline of tasks for CoC Program application submission. The timeline is subject to change annually, depending on HUD’s requirements as outlined in the NOFA.

Prior to the NOFA release, the Council will request that the HUD Grantees Committee convene to design and/or revise scoring tools and any corresponding local application materials to assist in the CoC review and ranking of all renewal and new project applications. These materials will take into consideration both local and HUD priorities. The scoring tools will be finalized and presented to the Council for review and approval. The Council may initiate additional revisions to the scoring tools and local application materials if warranted based on new information about HUD priorities or process requirements contained in that year’s NOFA.
Upon HUD release of the NOFA, the Collaborative Applicant will schedule and announce a time and date for a Technical Assistance Workshop. These details will be distributed to the entire CoC.

All potential applicants must participate in the HUD CoC Program Technical Assistance Workshop. At the workshop, the Collaborative Applicant will present an overview of the HUD CoC NOFA, including details about available funding and any major changes in the application from previous years. Applicants will also be oriented to the process for reviewing and ranking applications, which will cover any supplemental local application materials and the scoring tool and applicable dates. Applicants will also have a chance to ask any questions about both the local and HUD application processes.

Applicants complete local application materials by a date announced at the Technical Assistance Workshop, typically within four to six weeks of the NOFA release (and generally not less than 30 days prior to the NOFA submission deadline).

- Any late application received within 48 hours of the due date/time will receive a 15 point score reduction. Late applications received after 48 hours will not be accepted.
- Incomplete applications cannot be cured for the CoC Review and Rank Panel scoring process but must be corrected prior to HUD submission.

Qualified, non-conflicted CoC Review and Rank Panel members are recruited and oriented to the local review and ranking process.

The CoC Review and Rank Panel members receive all local application and scoring materials and review and score each program’s application.

The CoC Review and Rank Panel meets to jointly discuss each application, interview applicants, and to comment on ways to improve individual applications. Panel members individually score applications based on the scoring tools. The ranked list is created by the following procedures:

- One ranked list is prepared based on a compilation of CoC Review and Rank Panel raw scores for each application.
- Those applications that do not meet certain threshold requirements (as detailed on the scoring tool) will not be included on the ranked list.
- The highest scoring and eligible new permanent housing project will be selected to apply for any bonus funding available through the NOFA.
- Based on community priorities established by the scoring tools, the CoC Review and Rank Panel may determine whether any renewal project should be decreased or reallocated. Any funding captured from an existing project will be made available for reallocation to a new project that meets the requirements in the NOFA application.
Scoring results are sent to applicants with a reminder of the appeals process at least 15 days before CoC Application deadline. In addition, projects are given feedback from the CoC Review and Rank Panel on the quality of their application and ways they can improve their final submission to HUD.

Appeals, if any, are considered in compliance with the Appeals Process detailed below. A final ranked project list is submitted to the Executive Board for review and approval.

The Collaborative Applicant collects all final Project Applications and submits them to HUD, along with the CoC Application, as part of the CoC’s Consolidated Application.

Section 4. CoC REVIEW AND RANK PANEL MEMBERSHIP

The Council designates between three and five of its members to serve as CoC Review and Rank Panelists. CoC Review and Rank Panelists must be:

- Knowledgeable about homelessness and housing in the community and broadly representative of the relevant sectors, subpopulations, and geographic areas;
- “Neutral,” meaning that they are not employees, staff, or otherwise have a business or personal conflict of interest with the applicant organizations;
- Familiar with housing and homeless needs within Contra Costa County; and
- Willing to review projects with the best interest of homeless persons in mind.

To serve on the CoC Review and Rank Panel, members must:

- Sign a statement declaring that they have no conflict of interest and a confidentiality agreement; and
- Be able to dedicate time for application review and CoC Review and Rank Panel meetings as scheduled by the Collaborative Applicant.

Section 5. REALLOCATION OF FUNDS

HUD allows CoCs to reallocate funds from non- and/or under-performing projects to higher priority community needs that also align with HUD priorities and goals. The CoC Review and Rank Panel facilitates the reallocation discussion and process, in consultation with the CoC, the Council, the Collaborative Applicant, and the CoC Program recipients and subrecipients who may be impacted. The Council must approve all final decisions about reallocation.

Section 6. USING ALL AVAILABLE FUNDS

The Collaborative Applicant will do everything possible to ensure that the community applies for all funds available to the CoC. Thus, if all on-time applications have been submitted and it appears that either: 1) the community is not requesting as much money
as is available from HUD, 2) no bonus (or other special project as defined by HUD) projects have been submitted, or 3) there are reallocated funds available, then:

- The Collaborative Applicant will communicate with the Council, CoC, and other interested parties (all homeless service and housing providers in Contra Costa County) with details about the available funding.
- The Collaborative Applicant will provide technical assistance and guidance, as needed, to ensure applicants understand the funding requirements.
- Any additional applications for these funds will be due as soon as possible after this communication is distributed, in compliance with CoC Program submission deadlines.

Section 7. APPEALS PROCESS

All eligible applicants have the opportunity to appeal both their score and preliminary ranking prior to the ranked list being finalized and approved by the Council. The Appeals Panel will only be established if an applicant requests an appeal.

A. THE APPEALS PANEL

The Appeals Committee will be comprised of four impartial members of the Council: three voting members and one non-voting member. The three voting members will not have participated in the original CoC Review and Rank Panel. The non-voting member must have been a member of the original CoC Review and Rank Panel.

No member of the Appeals Committee may have a conflict of interest with any of the agencies applying for CoC Program funding. All members of the Appeals Committee must sign conflict of interest and confidentiality statements. If there are insufficient Council members who qualify for the appeals committee, a member of the CoC may be designated by the Council to participate in the Appeals Committee.

B. ELIGIBLE APPEALS

An applicant may be eligible to appeal the decision of the CoC Review and Rank Panel if their project application:

- Is rejected from inclusion as part of the CoC Consolidated Application submission, or
- Receives decreased funding (e.g., through reallocation).

To appeal, the applicant must demonstrate that:

- Their score is not reflective of the application information provided, or
- There was bias or unfairness in the process that warrants the appeal.

All appeals must be based on information submitted by the applicant agency by the application due date. No new or late information will be considered. The omission of
information (inadvertently or otherwise) from a project application is not grounds for an appeal.

C. SUBMITTING AN APPEAL

Any and all appeals must be received in writing with supporting documentation within three business days following the notification of ranking to projects.

The notice of appeal must include a written statement specifying in detail the grounds asserted for the appeal. The statement must be signed by an individual authorized to represent the agency (i.e., Executive Director) and submitted to the Collaborative Applicant or its administrative designee. The notice of appeal is limited to two single-sided, single-spaced pages in 12-point font. The notice of appeal must include a copy of the project application in question and all accompanying materials submitted to the CoC Review and Rank Panel.

D. THE APPEALS PROCESS

The Appeals Panel will meet with a representative(s) of the agency/collaborative making the notice of appeal to discuss the appeal. A face-to-face meeting is preferred, but if time conflicts require it, the conversation can occur by conference telephone.

All appeals submitted in compliance with Section 7.B will be read, reviewed and evaluated by the Appeals Panel. The role of the Appeals Panel is to read and review only those areas of the application that are being appealed.

The Appeals Panel will then meet to deliberate. All project applicants will be invited to attend any appeal and each applicant may make a 10-minute statement regarding the appeal.

The Appeals Panel will review the rankings made by the CoC Review and Rank Panel only on the basis of the submitted project application, the two-page appeal, any statements made to the Appeals Panel during the appeals process, and the materials used by the CoC Review and Rank Panel. No new information can be submitted by the applicant or reviewed by the Appeals Panel.

The decision of the Appeals Panel must be supported by a simple majority vote of voting members.

The appealing agency will receive, in writing, the decision of the Appeals Panel within two business days of the Appeals Panel Meeting. The decision of the Appeals Panel will be final.

Section 8. FINAL PRIORITIZED LIST OF APPLICATIONS

The Council must approve the final ranked list of all Project Applicant proposals. Any Council members with a conflict of interest must recuse himself/herself from all related discussions and abstain from the vote approving the priority list. The Collaborative Applicant will then submit this prioritized list to HUD by the CoC Program Competition deadline as part of the Consolidated Application. Conditional award funding is typically
based upon the prioritized list of Project Applicants that are submitted; however, HUD determines actual awards and funding amounts.

**Article III. Emergency Shelter Grant (ESG) Application Process**

**Section 1. APPLICATION OVERVIEW**

In addition to the CoC Application Process, the Council also coordinates with the recipients of Emergency Solutions Grant funds. While HUD distributes some ESG funds directly to entitlement jurisdictions, the California Department of Housing and Community Development (HCD) administers the remaining non-entitlement funding for California. In recent years, HCD has required the Council, as the collaborative applicant, to prioritize applications within Contra Costa and submit portions of the application.

The following sections outline the CoC’s policies as related to designing, operating and following a local process for the review, rank, and approval of California Department of Housing and Community Development (HCD) Emergency Solutions Grant (ESG) applications.

**Section 2. REVIEW PROCESS**

The Council designates and authorizes its ESG Review and Rank Panel to review, score and rank the ESG project submissions. Only neutral ESG Review and Rank Committee members will participate in the scoring and ranking of project submissions; neutral means individuals who are not employees, staff or otherwise have a business or personal conflict of interest with the applicant organizations. The scores and rankings for projects must be approved by a majority of members of the ESG Review and Rank Panel, approved by the Council, and submitted to the Continuum of Care Coordinator.

The Council authorizes the Continuum of Care Coordinator to ensure:

- A process timeline in compliance with HCD requirements is communicated to applicants and followed;
- Verification is made that each proposed project will operate, or facilities will be located, within an eligible Contra Costa County city (Antioch, Concord, Pittsburg, Richmond and Walnut Creek);
- Each project submission is complete;
- The Attachment D forms are signed;
- The Attachment D packages, including the Attachment D, a copy of these Review Process and Scoring Criteria, and a Summary Table, are delivered to HCD by the due date in compliance with its application process;
- Each project applicant is informed by separate email notification that its Attachment D has been submitted to HCD.
Section 3. SCORING CRITERIA & APPLICATION PROCESS

All applicants will be required to submit to the Continuum of Care Coordinator (or its administrative designee) a copy of their ESG application, Attachment D, and a supplemental questionnaire that asks for information needed to inform the ESG Review and Rank Panel in reviewing and scoring applications based on the following criteria.

A. **Leverage: (50 point Maximum)**
   1. Projects will be awarded a maximum of 50 points if the project leverages ESG with other funding and services (50 pts maximum).
   2. Points for this criterion will be assigned as follows:
      i. Total Project Budget ÷ Proposed Total ESG Budget = “Leverage Ratio”
      ii. If Leverage Ratio ≥ 2, then 50 pts
      iii. If Leverage Ratio < 2, then ([Leverage Ratio – 1] x 50) pts

B. **Priority Alignment: (50 point Maximum)**
   1. **Component Priority:** Is the project in alignment with County priorities; i.e., does the Proposed Project include one of the following program components (ranked in the following order) (15 points):
      i. Rapid Re-Housing
      ii. Street Outreach
      iii. Emergency Shelter
      iv. HMIS
   2. **Target Population:** Is the project’s target population aligned with County priorities (ranked in the following order): (15 points)
      i. Families
      ii. Youths under 25
      iii. Chronically Homeless
   3. **Organization Capacity:** Consider the following (20 points):
      i. Does the applicant organization have past experience administering State or federal housing grants?
      ii. What is the proposed ratio of individuals served to project budget for the project? How does the ratio compare to other projects proposing to perform the same activities?
      iii. What is the overall experience of the applicant agency and its key staff?
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986</td>
<td>Concerned people in the county begin drafting, “A Plan for Dealing with Homelessness in Contra Costa County”.</td>
</tr>
<tr>
<td>1991</td>
<td>A symposium is held to address homelessness in Contra Costa County.</td>
</tr>
<tr>
<td>1997</td>
<td>The Board of Supervisors officially establishes the Homeless Continuum of Care Advisory Board (CoCB) under Board Order C.87.</td>
</tr>
<tr>
<td>1999</td>
<td>The CoCB meets to oversee the planning process, to review the original plan, and to update the 2001-2006 Contra Costa Continuum of Care Homeless Plan.</td>
</tr>
<tr>
<td>2001</td>
<td>The plan is adopted. The CoCB is the lead agency for the Continuum of Care Planning Process, setting new objectives in response to changing circumstances.</td>
</tr>
<tr>
<td>2004</td>
<td>The Board of Supervisors approves <em>Ending Homelessness in Ten Years: A County-wide Plan for the Communities of Contra Costa County</em>. This plan embraces key concepts of the Five Year Plan but does not replace it. HIJDWG, a newly formed group, is charged with the implementation of the Ten Year Plan provisions. This group begins meeting regularly.</td>
</tr>
<tr>
<td>2008</td>
<td>The CoCB and HIJDWG merge to become the Contra Costa Interjurisdictional Council on Homelessness (CCICH).</td>
</tr>
<tr>
<td>2014</td>
<td>Using the ten-year plan as a foundation, CCICH develops a strategic plan update, <em>Forging Ahead</em>, outlining the guiding principal that homelessness is first a housing issue, and necessary supports and services are critical to help people remain housed.</td>
</tr>
<tr>
<td>2015</td>
<td>CCICH rebrands as the Council on Homelessness, adopting new by-laws and governance charter to reflect the role of the CoC and the Council.</td>
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Contra Costa Interagency Council on Homelessness

ADVISORY BOARD
MEETING MINUTES

Meeting Date: June 11, 2015
Time: 8:30 AM – 10 AM
Location: 1350 Arnold Drive, Suite 202, Martinez

Attendance (Board Members): Megan Monahan, Kevin Corrigan, Sean Connors, Doug Stewart, Brenda Kain, Janet Kennedy, Valarie Sloven, Teri House
Absent: Joseph Villarreal
Public Attendance: Tim O’Keefe, Dr. Joe Mega, Joanne Sanchez, Jennifer Baha, Giza Rappaport, Sara Marsh, Dana Ewing, Justin McCarthy, Amanda Stempson, Josh Jacobs

1. Introduction
   a. Call to order by Teri House

2. Public Comment

3. Health Care for the Homeless (HCH) Update
   a. Reported that they are starting a high utilizer clinic in Martinez for patients frequenting emergency rooms. They are still working on defining the population. They are planning on providing both an outreach and clinical team. The program will start in July, and will be once a week to start.
      i. Dr. Joe Mega is the contact for this program
   b. Homeless Program has done a study to identify high utilizers and will share the high utilizers list

4. Permanent Connections
   a. Permanent Connections is a HUD-funded PSH program run by Homeless Program. It houses 11 transition age youth. Homeless Program will shift grantees to Housing Authority of Contra Costa to be run as a rental assistance program. The young people are clustered with three landlords, and all these landlords are already working with the housing authority.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the transition of Permanent Connections from Homeless Program to Housing Authority
      ii. Procedural Record
         1. Motion Made by: Teri House
2. Seconded by: Sean Connors
3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Kevin Corrigan, Brenda Kain
4. NOES: zero
5. ABSTAINS: zero

iii. ABSENTS: Joseph Villarreal

5. FY2015 CoC Program Competition
   a. HUD Grantees are meeting to streamline the scoring tool and rethink the measured outcomes section. The new scoring tool will be more in line with the APR data that is already being collected.
      i. After the NOFA is released we will assess if HUD will score on leverage, if not it will be removed from the scoring tool.
      ii. There is currently a bonus given to CoCs that keep leverage at 7% for admin (eligible amount is 10%), this may change when the NOFA is released.
      iii. Coordinated Entry is likely to be heavily assessed.
   b. Motion
      i. Statement of Motion:
         1. We move to tentatively approve the NOFA scoring tool, pending the release of the NOFA and additional information from HUD
      ii. Procedural Record
         1. Motion Made by: Kevin Corrigan
         2. Seconded by: Sean Connors
         3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Teri House, Janet Kennedy, Brenda Kain
         4. NOES: zero
         5. ABSTAINS: zero
      iii. ABSENTS: Joseph Villarreal

6. CoC Governance
   a. The Governance Charter Committee recommends that the bylaws and charter be separated to be both compliant with HUD and county regulations. The board seats will also change and it was recommended that the “non-profit developer” broadened to “nonprofit homeless service provider”.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the By laws and Governance Charter recommended edits to the Governance Charter Committee
      ii. Procedural Record
         1. Motion Made by: Teri House
2. Seconded by: Sean Connors
3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Kevin Corrigan, Brenda Kain
4. NOES: zero
5. ABSTAINS: zero
iii. ABSENTS: Joseph Villarreal

7. Executive Board Meeting
   a. Since the board has lost a few members, we will consider rescheduling the meeting different time and/or date.
   b. HomeBase will send out a fluid survey to establish next meeting time.

8. HMIS MOU
   a. HMIS group has been meeting bi-monthly to develop a MOU between Homeless Program’s lead and partner agencies. They want to maximize the current grant to support use of HMIS, and leverage that to encourage others who have not been participating to come on line and reduce the costs to make it easy for providers to participate. Homeless Program will use the HUD grant to pay for the system, meaning the actual server and support, plus pay for the HMIS administrator. The providers will then pay for licenses to use the system.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the MOU
      ii. Procedural Record
         1. Motion Made by: Kevin Corrigan
         2. Seconded by: Sean Connors
         3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Brenda Kain, Teri House
         4. NOES: zero
         5. ABSTAINS: zero
      iii. ABSENTS: Joseph Villarreal

   a. The campaign started in January as an effort to end homelessness for veterans and the chronic homelessness. Contra Costa County is one of 80 organizations participating in this initiative. The current goal is to house 237 veterans in 763 chronically homeless people. So far, 64 veterans and 52 chronically homeless have been housed. Still need placements for 173 veterans and 711 chronically homeless.
   b. The county participated in a boot camp to develop a 30-day work plan and model for moving campaign forward. Efforts will include:
      i. Landlord outreach
      ii. Section 8 and VA supportive housing vouchers
iii. Getting priority for housing choice vouchers from the housing authority.

   c. Community Solutions will facilitate a conversation on June 25 from 10-2pm to establish the next 30 day plan

10. PIT Count Findings

   a. 2015 Point In Time Count is conducted nationally in last 10 days of January—alternating the years for unsheltered counts. This year saw a new methodology to be more inclusive and collect more data. The count was extended from 1 to 3 days. Went out to encampments and the community based sites for 3 days. Additionally, an encampment and service site map was created from the data collected.

   b. There were 1326 unsheltered individuals, 704 sheltered, and 1685 people living in an other temporary living situation, for grand total of 3715.

11. Behavioral Health Integration Update

   a. The county is going through a multiyear phased process to integrate one behavioral health division. The last phase saw SPIID teams (comprised of county staff, consumers, and families) coming together to identify common frameworks for how the behavioral health system currently works. They came up with a plan to create integrated case conferencing and integrated service teams. The next phase will focus on how to implement changes.

   b. For more information on this process, review the status update on the Behavioral Health Website.

12. Pin it

   a. Teri House asked to convene a meeting with service providers (all HUD grantees) and any other interested stakeholders to provide an opportunity to talk about preferences for Section 8 vouchers so we can ensure homeless people get priority.
December 11, 2014
Contra Costa County
Homeless Management Information System

CoC-HMIS Governance Charter, Policies & Procedures

Contra Costa HMIS Project Staff
1350 Arnold Drive, Suite 202
Martinez, CA 94553
# Revision History

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<tr>
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<tr>
<td>03/21/2006</td>
<td>Evan Smith</td>
<td>Changes to reflect edits made at the 02/2006 COCB HMIS Meeting</td>
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<td>06/4/2009</td>
<td>Kim Baello</td>
<td>Added “24 hours or 1 business day” under 5.3 Policies</td>
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1. Introduction

This document provides the framework for the ongoing operations of the Contra Costa County Homeless Management Information System (CONTRA COSTA HMIS) Project. The Project Overview provides the main objectives, direction and benefits of the CONTRA COSTA HMIS Project. Governing Principles establish the values that are the basis for all policy statements and subsequent decisions. This document also serves as the Governance Charter, establishing the relationship between the Contra Costa County Continuum of Care (the Continuum, CoC, or CCICH) and Contra Costa County Behavioral Health Homeless Program (HP) (the Collaborative Applicant and HMIS Lead Agency).

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

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

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

2. Project Overview

The long-term vision of HMIS is to enhance Partner Agencies’ collaboration, service delivery and data collection capabilities. Accurate information will put The Continuum in a better position to request funding from various sources and help plan better for future needs.

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

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

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

The CONTRA COSTA HMIS Project is staffed and advised by Contra Costa County Behavioral Health Homeless Program. HP’s Executive Director is the authorizing agent for all agreements made between Partner Agencies and HP. Bowman Systems is responsible for the administration of the central server.
and system administration. COHP Project Staff will also provide technology, training and technical assistance to users of the system throughout the county.

The HMIS Policy Committee of Contra Costa County Continuum of Care (The Continuum) is responsible for oversight and guidance of The CONTRA COSTA HMIS Project. This group is committed to balancing the interests and needs of all stakeholders involved: homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other agencies (with written client consent) who are serving the same clients.

Potential benefits for agencies and program managers: Aggregated, information can be used to develop a more complete understanding of clients’ needs and outcomes, and then used to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report to funding agencies such as HUD.

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

3. Governing Principles

Described below are the overall governing principles upon which all other decisions pertaining to the CONTRA COSTA HMIS Project are based.

Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

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

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

Data Integrity

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

System Availability

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

Violation of the policies and procedures set forth in this document will have serious consequences. Any deliberate or unintentional action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending entity.

Policies

• Compliance with these Policies and Procedures is mandatory for participation in the CONTRA COSTA HMIS system.
• Using the ServicePoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance.

Procedures

• See Project Participation and User Authorization sections for procedures to be taken for lack of compliance.

4. Roles and Responsibilities

Contra Costa County Continuum of Care (The Continuum)

• Guardianship of Client Data: The Continuum is responsible for holding in trust all data entered into the HMIS on behalf of the clients served by the community. It is responsible for ensuring that appropriate policies, procedures, and standards are in place governing the access, use, and dissemination of data stored in the system. It is the responsibility of the CoC to ensure that all records containing protected identifying information of any individual or family who applies for and/or receives CoC assistance will be kept secure and confidential.

• HMIS Lead Agency: The CoC is responsible for the selection of the HMIS Lead. HP has been designated as the HMIS Lead to operate and maintain the Contra Costa HMIS.

HMIS Policy Committee

• HMIS Policy Making: The HMIS Policy Committee of CCICH is responsible for drafting, reviewing, and approving all policies and procedures related to the operation of the HMIS as required by federal regulation, including but not limited to HMIS Policies & Procedures, Partner Agency Memorandum of Understanding, Privacy Plan, Security Plan, and Data Quality Plan.

• Annual Review of this Governance Charter, Policies & Procedures: The HMIS Policy Committee is responsible for reviewing HMIS policies and procedures in consultation with the Collaborative Applicant (HP), and updating this Governance Charter as necessary to comply with Section 578.7(b) of the McKinney-Vento Act.

• HMIS Oversight: The HMIS Policy Committee shall provide project direction and guidance, ensuring that HMIS is administered in compliance with HUD requirements. In addition, the HMIS Policy Committee is responsible for:
  o Technology Plan
  o Selection of system software
  o Approval of project forms and documentation
  o Project participation and feedback
  o Project Funding
Duties and Responsibilities of HP as HMIS Lead Agency

• **Enforcement of Privacy, Security & Data Quality Plans:** This agreement incorporates by reference, and the Agency agrees to be bound by, written HMIS policies and procedures for privacy, security and data quality as to be determined by the CoC. These policies will be drafted and updated as required to ensure compliance with HUD HMIS Notices on HMIS Governance, Privacy and Security, Software Functionality, and Data Quality upon release of the HMIS Requirements Final Rule when it becomes effective.

• **Security:** In addition to any duties and responsibilities included in the HMIS Security Plan, the Agency shall be responsible for making all reasonable efforts to maintain and secure client records, HMIS, and supporting services.
  - **User Credentials:** The Agency shall assign and maintain user identification and passwords for all HMIS users and monitor and log use of anyone accessing client data.
  - **Network Security:** The Agency shall take all reasonable efforts to ensure the security and integrity of the client database, including implementation and maintenance of appropriate firewalls, intrusion prevention systems (IPS), and other security measures as required in order to ensure the integrity of HMIS, including mobile security measures. The Agency shall conduct regular audits of HMIS security and report any significant vulnerabilities to the CoC.

• **Data Quality:** In addition to any duties and responsibilities included in the HMIS Data Quality Plan, the Agency will be responsible for making all reasonable efforts to ensure the highest level of data quality possible.
  - **Universal Data Elements:** The Agency shall ensure the HMIS is capable of managing the collection of each data variable and corresponding response category for each of the Universal Data Elements outlined in the HUD HMIS data and Technical Standards.
  - **Program-Specific Data Elements:** The Agency shall ensure the HMIS is capable of managing the collection of each data variable and corresponding response category for each of the Program-specific data elements as outlined in the HMIS Data and Technical Standards.
  - **Unduplicated Client Records:** The Agency shall ensure HMIS is capable of generating a summary of the number of unduplicated client records entered into HMIS.
  - **Program Entry and Exit Dates:** The Agency shall be responsible for ensuring the accurate entry of program entry and exit dates. Program entry and exit dates should be recorded upon any program entry or exit on all participants. Entry dates should record the first day of service or program entry for each period/episode of service. Exit dates should record the last day of residence in a program’s housing before the participant leaves the shelter or the last day a service was provided.

• **End User Training & Support:** The Agency shall be responsible for providing initial and on-going HMIS training, support and technical assistance to all participating agencies that use HMIS. The Agency shall work with participating agencies serving homeless clients and assist them with the process of entering information into HMIS, and shall strive for real-time, or close to real-time data entry.

• **Software Updates, Patches & Maintenance:** The Agency shall be responsible for ensuring all software and supporting services are updated, patched and otherwise maintained to the extent required in order to fulfill the agency’s obligations under this agreement. The Agency shall serve as liaison to Bowman Systems on behalf of the CoC and partner agencies.

• **Other Federal Requirements**
  - **Drug-Free Workplace:** The HMIS Lead Agency shall adopt drug-free workplace policy in compliance with the requirements of the Drug-Free Workplace Act. This policy must be published and distributed to employees, notifying them that the unlawful manufacture, distribution, dispensing, possession or use of a controlled
substance is prohibited and specifying actions that shall be taken against employees for violation of such a prohibition.

- **Homeless Client Participation**: In determining HMIS policy, the CoC Board or designated body shall include at least one homeless person or formerly homeless person in policymaking decisions. Participation can include but is not limited to governing board leadership, advisory committees, staff positions, and sub-committee positions.

- **Equal Opportunity and Non-Discrimination**: The HMIS Lead Agency adopts an equal opportunity and non-discrimination policy in compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and HUD regulations.

**HP Executive Director**
- Liaison with HUD
- Project Staffing
- HP signatory for Memoranda of Understandings
- Overall responsibility for success of the CONTRA COSTA HMIS project

**Project Manager / System Administrator**
- Procurement of server software and licenses
- Post current HMIS documents on County Website
- Project Policies & Procedures and compliance
- General responsibility for project rollout
- Keeper of signed Memorandums of Understanding and User Agreements
- User Administration
- System Uptime & Performance Monitoring
- Ongoing Protection of Confidential Data
- Curriculum Development & Trainings
- Outreach/End User Support
- Adherence to Contra Costa County & HUD Data Standards
- Application Customization
- Data Monitoring
- Data Validity
- Aggregate data reporting and extraction
- Assist Partner Agencies with agency-specific data collection and reporting needs (within reason and within constraints of other duties)

**Partner Agency (PA)**
For full details of Partner Agency duties and responsibilities, see the Memorandum of Understanding (MOU) Between Contra Costa County Behavioral Health Homeless Program and Partner Agency and the Partner Agency User Agreement and Technical User Agreement. The MOU and User Agreements are reviewed annually and updated as needed by the Policy Committee.

**PA Executive Director**
- Authorizing agent for partner agreement (MOU)
- Designation of HMIS Technical Administrator
- Agency compliance with Policies & Procedures
- End user licenses
- Agency level HUD reporting

**Partner Agency HMIS Technical Administrator**
- Authorizing agent for Partner Agency User Agreements
- Keeper of Partner Agency User Agreements
- Keeper of executed Client Informed Consent forms
- Authorizing agent for user ID requests
- Staff workstations
- Internet connectivity
- End user adherence to workstation security policies
- Detecting and responding to violations of the Policies and Procedures
- First level End user support
- Maintain Agency/Program Data in HMIS Application
- Authorized imports of client data

**Agency Staff**

- Safeguard Client Privacy through Compliance with confidentiality policies
- Data Collection as specified by training and other documentation.

**Homeless Program Director**

The Contra Costa County Homeless Director will serve as the Program Director for CONTRA COSTA HMIS participants. While every participant in the system, including clients, should have access to the Program Director, reasonable efforts should be made (and documented if possible) to obtain resolution by other means, including escalation within an agency and through HP.

The current Program Director may be contacted as follows:
Lavonna Martin
Acting Director, Homeless Program
Lavonna.Martin@hsd.cccounty.us

5. USE OF HMIS COMPONENT GRANT FUNDS

The HMIS Lead Agency is the only entity eligible to use grant funds for an HMIS component, and funded activities must comply with HUD HMIS requirements. The Agency has the following specific reporting requirements:

- **Annual Performance Reports**: The Agency shall ensure the HMIS is capable of generating a consistently reliable Annual Performance Report (APR) in compliance with the latest HUD guidance.

- **Annual Homeless Assessment Reports**: The Agency shall prepare and submit Annual Homeless Assessment Reports (AHAR) to HUD.

- **CoC Competition Community Application**: The Agency shall provide all necessary support required for the CoC to fully and accurately complete the community application portion of the HUD McKinney-Vento Continuum of Care competition.

- **High-Performing Communities Application**: The Agency shall at the CoC’s request provide all necessary data and support required to support the collaborative applicant’s application for designation as a High Performing Community under Section 424 of the McKinney-Vento Act.
6. OPERATING PROCEDURES

6.1 Project Participation

Policies

- Agencies participating in the CONTRA COSTA HMIS Project shall commit to abide by the governing principles of the CONTRA COSTA HMIS Project and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding.
- The Partner Agency shall pay a participation fee charged by the HMIS Lead Agency as specified in the fee schedule addendum to the Memorandum of Understanding.

Procedures

Confirm Participation

1. The Partner Agency shall confirm their participation in the CONTRA COSTA HMIS Project by submitting a Memorandum of Understanding to the HP System Administrator.
2. The Project Manager will obtain the co-signature of HP Program Director.
3. The Project Manager will maintain a file of all signed Memorandums of Understanding.
4. The HP System Administrator will update the list of all Partner Agencies and make it available to the project community and post this list on the HMIS website (http://cchealth.org/homeless/hmis.php/).
5. All participating Agencies will be listed on the CONTRA COSTA HMIS website.

Terminate Participation

Voluntary

1. The Partner Agency shall inform the HP System Administrator in writing of its intention to terminate its agreement to participate in CONTRA COSTA HMIS Project.
2. The HP System Administrator will provide a 30 Day Notice and inform the HP Executive Director and update the Participating Agency List.
3. The HP System Administrator will revoke access of the Partner Agency staff to the CONTRA COSTA HMIS. Note: All Partner Agency-specific information contained in the HMIS system will remain in the HMIS system upon termination.
4. The HP System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Lack of Compliance

1. When the HP System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Directors of Partner Agency and HP will work to resolve the conflict(s).
2. If Executive Directors are unable to resolve conflict(s), the HP Program Director will be called upon to resolve the conflict. If that results in a ruling of Termination:
   i. The Partner Agency will be notified in writing of the intention to terminate their participation in the CONTRA COSTA HMIS Project.
   ii. The HP System Administrator will revoke access of the Partner Agency staff to the CONTRA COSTA HMIS.
   iii. The HP System Administrator will keep all termination records on file with the associated Memorandums of Understanding.
List of primary contacts for each agency

1. The Partner Agency shall designate a primary contact for communications regarding CONTRA COSTA HMIS by submitting a Partner Agency Technical Administrator Agreement form to the HP System Administrator.
2. The HP System Administrator will maintain a file of all signed Technical Administrator Assignment forms.
3. The HP System Administrator will maintain a list of all assigned Technical Administrators and make it available to the project staff.

Re-Assign Technical Administrator

1. The Partner Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment

1. Prior to allowing access to the HMIS, the Partner Agency Technical Administrator and the HP System Administrator will meet to review and assess the security measures in place to protect client data. Meeting of Agency Executive Director (or designee), Program Manager/Administrator and Agency Technology Administrator with HP staff member to assess agency information security protocols. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director, and Technical Administrator.
2. Agencies shall have the latest version of virus protection software on all computers that access HMIS.

6.2 User Authorization & Passwords

Policies

• Agency Staff participating in the CONTRA COSTA HMIS Project shall commit to abide by the governing principles of the CONTRA COSTA HMIS Project and adhere to the terms and conditions of the Partner Agency User Agreement.
• The Partner Agency Technical Administrator must only request user access to HMIS for those staff members that require access to perform their job duties.
• All users must have their own unique user ID and must never use or allow use of a user ID that is not assigned to them. [See User Agreement]
• Temporary, first time only, passwords will be communicated via email to the owner of the User ID.
• User specified passwords must never be shared and should never be communicated in any format.
• New User IDs must require password change on first use.
• Passwords must consist of at least 8 characters and must contain a combination of letters and numbers (no special characters; alpha and numeric only). The password must contain at least two numbers [required by software].
  o According to the HUD Data and Technical Standards Final Notice (July 2004): “User authentication. Baseline Requirement. A CHO must secure HMIS systems with, at a minimum, a user authentication system consisting of a username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements.”
• Passwords must be changed every 45 days. If they are not changed within that time period, they will expire and the user will be locked out of the system.
• Three consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by a Partner Agency Technical Administrator or the CONTRA COSTA HMIS Administrator.

**Procedures**

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

**Request New User ID**
1. When the Partner Agency Technical Administrator identifies a staff member that requires access to CONTRA COSTA HMIS, a Partner Agency User Agreement (PAUA) will be provided to the prospective User.
2. The Prospective User must read, understand and sign the PAUA and return it to the Partner Agency Technical Administrator.
3. The Partner Agency Technical Administrator will co-sign the PAUA and keep it on file.
4. The Partner Agency Technical Administrator will create the new user ID as specified and notify the user ID owner of the temporary password via email.

**Change User Access**
1. When the PA Technical Administrator determines that it is necessary to change a user’s access level they will update the user ID as needed.

**Rescind User Access**
**Voluntary:** Use this procedure when any HMIS user leaves the agency or otherwise becomes inactive.

**Compliance Failure:** Use this procedure when any HMIS user breaches the User Agreement, or violates the Policies & Procedures, or breaches confidentiality or security.
1. The PA Technical Admin will deactivate staff User IDs
2. The HP System Administrator will deactivate all other User IDs.

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

**6.3 Collection and Entry of Client Data**

**Policies**
• Client Data will be gathered according to the policies, procedures and confidentiality rules meeting the minimum threshold of HUD data standards.
• Client Data may only be entered into the HMIS with client’s authorization to do so.
• Client Data will only be shared with Partner Agencies if the Client consents, has signed the Client Consent form, and the signed Client Consent form is available on record.
• Client Data will be entered into the HMIS in a timely manner in compliance with the guidelines set in the HMIS Data Quality Plan.
• All Client Data entered into the HMIS will be kept as accurate and as current as possible.
• Hardcopy or electronic files will continue to be maintained according to individual program requirements.
• No data may be imported without the client’s authorization.
• Any authorized data imports will be the responsibility of the participating agency.
• Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.

**Procedures**

• Refer to Policies & Procedures Materials and/or data entry guidelines.

**6.4 Release and Disclosure of Client Data**

**Policies**

• The HMIS Lead Agency shall ensure compliance with relevant federal and state confidentiality regulations and laws that protect client records. The Agency shall only release client records with the consent of the client, unless otherwise provided for by law.
• Substance Abuse Records: The Agency shall abide specially by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by informed written consent of the person whom it pertains to or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Agency understands that federal rules restrict use of the information to criminally investigate any alcohol or drug abuse patients.
• Client-specific data from the HMIS system may be shared with partner agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of HMIS data.
• Sharing of client data may be limited by program specific confidentiality rules.
• No client-specific data will be released or shared outside of the partner agencies unless the client gives specific written permission or unless withholding that information would be illegal. Please see Release of Information. Note that services may NOT be denied if client refuses to sign Release of Information or declines to state any information.
• Client Consent: Release of Information must constitute INFORMED consent. The burden rests with the intake counselor to inform the client before asking for consent.
• The Agency shall not require or imply that services must be contingent upon a Client’s participation in HMIS. Services should be provided to a client regardless of HMIS participation, provided the client would otherwise be eligible for services.
• Client shall be given a print out of all data relating to them upon written request and within 10 working days.
• A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon written request and within 15 days or according to agency policy.
• A log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 15 days or according to agency policy.
• Aggregate system wide data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
• Each Agency Executive Director is responsible for their agency’s internal compliance with the HUD Data Standard.

Procedures

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

6.5 Aggregate Data Access

Policies
• The Agency shall provide reports using aggregate data to the CoC upon request, or to other entities for funding or planning purposes pertaining to providing services to homeless persons, for homeless policy and planning decisions, in preparing federal, state or local applications for funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.
• The Agency shall use only unidentified, aggregate data.

Procedures
• The Agency is responsible for ensuring that reporting access is maintained at the proscribed levels for agency clients, non-agency clients, and aggregate information reporting.

6.6 Proprietary Rights & Abuse

Policies
• Copyright: The Contra Costa HMIS, underlying software, and services are protected by copyright and cannot be copied, except as permitted by law or written agreement with the copyright holder.
• Unauthorized Access and Abuse: The HMIS Lead Agency shall take reasonable efforts to prevent the unauthorized access, use or modification of HMIS, or interference with normal system operation. This shall include both corruption of the HMIS database in any manner, as well as unauthorized disclosure or sharing of user identification and/or passwords. The Agency shall not use HMIS with intent to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity.

Procedures
• The HMIS Lead Agency shall be responsible for monitoring and preventing unauthorized access, use, or modification of HMIS, or interference with normal system operation.
6.7 Workstation Security

Policies

- Partner Agency Technical Administrator is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency’s control.
- Partner Agency Technical Administrator or their delegate is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (i.e. don’t let someone read over your shoulder; lock your screen).
- Definition and communication of all procedures to all Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Technical Administrator.
- Additional security policies are included in the Security Plan.

Procedures

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

6.8 Training

Policies

- Agency Executive Director shall direct the Agency Technical Administrator and designated staff persons to attend training(s) as specified in the Memorandum of Understanding (MOU) between Partner Agency and HP.

Procedures

Training

HP will provide training in the following areas prior to Partner Agency using CONTRA COSTA HMIS:

- Agency Technical Administrator Training
- End User Training
- Confidentiality Training

Agency Technical Administrator Training

Training will be done in a group setting, where possible to achieve the most efficient use of time and sharing of information between agencies. Training will include:

- New user set-up
- Assigning Agency within CONTRA COSTA HMIS hierarchy.
- End user training
- Running package reports
- Creating customized reports

Ongoing Training

HP will provide regular training for the Continuum of Care, as needed. The areas covered will be:

- Agency Technical Administrator Training
- End User Training
- Confidentiality Training
6.9 Technical Support

Policies

- Support Requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Partner Agency Technical Administrator (email is suggested).
- Users shall not submit requests to software vendor.
- Users shall not submit requests directly to HP without specific invitation. All requests to HP shall be submitted to Partner Agency Technical Administrator, who may then escalate to HP, who may then escalate to vendors as appropriate.
- HP will only provide support for issues specific to the CONTRA COSTA HMIS software and systems.

Procedures

Submission of Support Request

1. User encounters problem or originates idea for improvement to system or software.
2. End User creates Support Request to Partner Agency Technical Administrator.
3. Partner Agency Technical Administrator, upon receipt of a Support Request, shall make reasonable attempts to resolve the issue.
4. If the Partner Agency Technical Administrator is unable to resolve the issue and determines that the problem is specific to CONTRA COSTA HMIS software and systems contact the HMIS systems administrator.
5. System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues in priority order according to their severity and impact.
6. If the System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
7. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, System Administrator will provide instructions via email to Partner Agency Technical Administrator.

6.10 Changes to this and other Documents

Policies

- The HMIS Policy Committee of The Continuum will guide the compilation and amendment of these Policies and Procedures. The HMIS Policy Committee will review this document on a annual basis.

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in the CONTRA COSTA HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the HMIS Policy Committee.
3. CONTRA COSTA HMIS System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the Policy Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the Technology Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Policy Committee discussion.

6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to System Administrator. P.A. Technical Administrator (cc to E.D.) shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

7. Forms Control

All forms required by these procedures are available in pdf format on the Homeless Program website, located at http://cchealth.org/homeless/data-evaluation/.
HMIS DATA SECURITY PLAN

Overview

HUD regulations require that Continuums of Care establish HMIS Data Security Plans. This Data Security Plan is based upon the HMIS Requirements Proposed Rule released in December 2011, and may be edited upon the release of further guidance by HUD.

Applicability

CONTRA COSTA HMIS participating agencies must apply system security provisions to all the systems where personal protected information (PPI) is stored, including, but not limited to, its networks, desktops, laptops, tablets, phones, mainframes and servers.

User Authentication

Upon successful completion of training and submission of signed User Agreement to the HMIS Lead, each HMIS user will be provided with a unique personal User Identification Code (User ID) and initial password to access the HMIS. While the User ID provided will not change, HUD standards require that the initial password only be valid for the user's first access to the HMIS. Upon access with the initial password, the user will see a screen that will prompt the user to change the initial password to a personal password created by the user. The Partner Agency Technical Administrator must only request user access to HMIS for those staff members that require access to perform their job duties.

The password created by the user must meet the following Federal and application-enforced guidelines from the CoC-HMIS Governance Charter Policies and Procedures:

a. All users must have their own unique user ID and must never use or allow use of a user ID that is not assigned to them. (See User Agreement.)

b. Temporary, first time only, passwords will be communicated via email to the owner of the User ID.

c. User specified passwords must never be shared and should never be communicated in any format.

d. New User IDs must require password change on first use. Passwords must contain of at least 8 characters and must contain a combination of letters and numbers. The password must contain at least two numbers or symbols (required by software). (Refer to the HUD Data and Technical Standards Final Notice (July 2004) for additional guidance.)

Agencies participating in the CONTRA COSTA HMIS shall commit to abide by the governing principles of the CONTRA COSTA HMIS Project and shall adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding attached.
Agencies participating in the CONTRA COSTA HMIS shall commit to abide by the governing principles in the CoC-HMIS Governance Charter, Policies & Procedures.

Prior to allowing access to the HMIS, the Partner Agency Technical Administrator will agree to review and assess the security measures in place to protect client data. A Homeless Program staff member will meet Agency Executive Director (or designee), Program Manager / Administrator and Agency Technology Administrator to access agency information security protocols. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director, and Technical Administrator.

**Security Training**

The HMIS Lead will ensure that all users receive security training prior to being given access to the HMIS, and that the training curriculum reflects the CoC-HMIS Governance Charter, Policies & Procedures and HUD requirements. HMIS security training will be offered at least annually.

**Application Security**

Agencies must ensure that all computers connecting to HMIS run a current version of anti-virus software. This is enforced through an Active Directory network policy, and applies to both devices directly attached to an area-wide network as well as those at service provider locations that connect through the public Internet via a Secure Socket Layer (SSL) Virtual Private Network (VPN) tunnel connection. Individual computers are scanned and only allowed to connect to the network when the presence of updated anti/virus software from an approved list has been verified. This appliance also provides protection against phishing, malware; bot attacks and provides access control to limit users to appropriate resources.

HMIS Participating Agencies must maintain anti-virus software on all devices on their network. Devices that access the Internet must be configured to automatically download updated virus definitions. Steps should also be taken to prevent the intrusion of “adware” and “spyware” programs.

The Agency Technical Administrator maintains hardware, software and PPI in a secure environment, protected by a Firewall. Users must take appropriate steps to ensure that networks used outside of the agency are secured in compliance with this section.

**Physical Control over Devices With Access to HMIS Data**

HMIS Participating Agencies must staff devices at all times that are stationed in public areas and used to collect HMIS data. Every device that is used to access the HMIS must have a password-protected screen saver that automatically turns on when the device is temporarily not in use. If an HMIS user will be away from the device for an extended period of time, he or she is required to log off from HMIS before leaving the work area in which the device is located.
Disaster Protection and Recovery

HMIS is contained on SQL 2005 databases which are run on a Windows Server clustered environment so that there will be failover protection if the primary server becomes unavailable. The physical data storage is on multiple disc drives in a RAID array for redundancy so that no data will be lost or downtime incurred if a physical disk drive becomes inoperable. Additional hardware redundancy exists in the form of dual power supplies, disc controllers and network interface cards. The HMIS Lead maintains service coverage through original and extended warranties from the original equipment manufacturer and assures that the systems are kept up to date in terms of patches and updates issued by both the software and hardware vendors. The SQL databases are automatically backed up nightly and stored on another secure server.

Bowman Systems is responsible for the disaster protection and recovery of the central server, as well as data disposal.

System Monitoring

HMIS produces reports based on log files that are reviewed and inactive user accounts are consequently disabled (e.g., in the event of a user leaving an agency, a job position change, etc.). In addition to the HMIS database itself, access to HMIS is also controlled, monitored and logged by Agency Technical Administrator.

Hard Copy Security

The guidelines regarding the security of paper or other hard copy containing PPI that is either generated by or for the HMIS, including, but not limited to reports, data entry forms, and signed consent forms are:

1. HMIS Participating Agency staff must supervise at all times any paper or other hard copy generated by or for the HMIS that contains PPI when the hard copy is in a public area.
2. When HMIS Participating Agency staff is not present, the information must be secured in areas that are not publically accessible.
3. Written information specifically pertaining to user access (e.g., User ID and password) must not be stored or displayed in any publicly accessible location.
Overview

HUD regulations require Continuums of Care to establish HMIS Data Quality Plans. This Data Quality Plan is based upon the HMIS Requirements Proposed Rule released in December 2011, and may be edited upon the release of further guidance by HUD.

Timeliness

An HMIS should have the most current client information available for every person being actively served by service providers. All HMIS participants should strive to minimize the gap between when information is collected and when it is entered into HMIS, with the goal of real-time data entry whenever feasible. To that end, relevant client information should always be entered into HMIS within the following initial guidelines, based on project type:

- Emergency Shelter, Transitional Housing, Permanent Housing, Rapid Rehousing, and Prevention projects: All Universal and Program-Specific Data Elements entered within two (2) business days of intake.
- Outreach projects and Non-residential Support Service Only projects (SSO): Limited data elements entered within five (5) business days of the first outreach encounter. Upon engagement for services, all remaining Universal and Program-Specific Data Elements entered within two (2) business days.

Agencies with projects providing services should strive to meet these timeliness goals:

- All users must have their own unique user ID and must never use or allow use of a user ID that is not assigned to them. [See User Agreement.] User specified passwords must never be shared and should never be communicated in any format. Client identification and supplemental assessments should be entered within two (2) business days.
- Updates and interim reviews should be entered within two (2) business days of discovery of the event change.
- All service data should be entered within five (5) business days of service provision.

As data entry policies and procedures are developed and refined within each participating agency, the CoC shall review these timeliness guidelines and modify them accordingly. It is the goal of Contra Costa continuum of care to enter data into HMIS in the most timely manner feasible.

Completeness

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:
• Unduplicated counts of clients served at the local level;
• Patterns of use of people entering and exiting the homeless assistance system; and
• Evaluation of the effectiveness of homeless systems.

In effect, complete data tells the full “story” of homelessness to the agencies, the Continuum, and the general public. To that end, all data entered into the HMIS shall be complete.

In addition, at the client level, more complete HMIS data improves quality of services and ability of provider staff to meet client needs, efficiently and effectively.

The Continuum’s goal is to collect 100% of all data elements. However, the Continuum recognizes that this may not be possible in all cases. Therefore, the Continuum has established a data quality benchmark upper limit of 1% as an acceptable percent of null/missing and unknown/don’t know/refused responses for all UDEs and program specific data elements excluding Domestic Violence and Social Security Number.

For exit dates, SSOs will close out these dates if no contact has been made within 6 months.

Data completeness will be evaluated using an automated report generated by the HMIS that calculates the percent completes of required data elements. This figure will be considered when generating an overall data quality score, reflecting compliance with the Data Quality Plan.

**Accuracy & Consistency**

Accuracy of data in an HMIS can be difficult to assess because it depends on both the client’s ability to provide the correct data and the intake worker’s ability to document and enter the data accurately. Consistency directly affects the accuracy of data; if an end user collects all of the data, but they do not collect it in a consistent manner, then the data may not be accurate.

The purpose of accuracy is to ensure that the data in the CoC’s HMIS is the best possible representation of reality as it relates to homeless people and the programs that serve them. To that end, all data entered into the CoC’s HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Recording inaccurate information is strictly prohibited.

All data in HMIS shall be collected and entered in a common and consistent manner across all programs. To that end, the CoC will undertake system-wide accuracy checks, require end user training, and maintain a consistent intake form.

• **Systemwide Checks:** HMIS Lead Agency staff will conduct periodic accuracy and consistency checks, including de-duplication efforts every 6 months, and will run automated searches for information that is likely inconsistent. Any data inconsistency issues identified by agency-level staff will be reported to the HMIS Administrator.
• **Data Accuracy Report:** Like the Data Completeness report, this report will be filed monthly. This report measures specific incongruency errors including but not limited to:
  - Client age/date of birth errors, multiple active incomes, and incongruences between housing status and living situation, chronic homelessness status and disability status, and income and employment status.

• **Client Enrollment Reports:** Like the Data Completeness and Data Accuracy reports, this report will be filed monthly. This report displays a list of new client intakes, exits, and active clients during the month. This report should be verified for accuracy prior to submission.

• **Training:** All intake and data entry workers will complete an initial training before accessing the live HMIS system, using the established train the trainer structure. Optional trainings will be offered annually to HMIS users wishing to recertify their knowledge of consistency practices.

• **Intake Form:** A basic intake form that collects data in a consistent manner will be available to all programs, which they can alter to meet their additional needs, provided the base document does not change. A document that outlines the basic data elements collected on the intake form, their response categories, rationale, and definitions will be made available in paper and via the HMIS website as a quick reference to ensure consistent data collection. New agencies that join the CoC are required to review this document as part of the HMIS Agency Agreement execution process.

**Monitoring & Enforcement**

The CoC recognizes that the data produced from the HMIS is critical to meet the reporting and compliance requirements of individual agencies and the CoC as a whole. As such, all HMIS agencies are expected to meet the data quality benchmarks described in this document. To achieve this, the HMIS data will be monitored periodically to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the data. All monitoring will be done in accordance with the Data Quality Plan, with full support of the CoC membership. The timeframe to correct errors will be within 10 days following the end of the month unless the 10th of the month falls on a weekend, then which it will be the following Monday.

• Data Completeness and Data Accuracy Reports show a letter grade on the front page, corresponding to each agency’s data completeness and data accuracy rate. These reports must be run on a monthly basis and submitted to the HMIS Lead Agency by the 10th of the following month. Once submitted, the HMIS System Administrator will evaluate and ensure that these reports meet the minimum-level required for compliance. All agencies are required to take the steps necessary to mitigate any errors and performance gaps prior to submission and must receive an “A” grade in both categories, reflecting compliance with this Data Quality Plan’s benchmarks.
The purpose of monitoring is to ensure that the agreed-upon data quality benchmarks are met to the greatest possible extent and that data quality issues are quickly identified and resolved. Monitoring will be considered in the annual CoC Program review & rank process. Participating agencies that are identified as needing assistance in addressing performance gaps will be offered refresher HMIS training courses and corrective plan technical assistance as needed.
Overview

HUD regulations require that Continuums of Care establish HMIS Data Privacy Plans after the HMIS Privacy and Security Notice is released. This Client Data & Privacy Plan is based upon the HMIS Requirements Proposed Rule released in December 2011, and may be edited upon the release of further guidance by HUD.

HMIS Data Sharing

Client-specific data from CONTRA COSTA HMIS may be shared with partner agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of HMIS data. HUD’s HMIS Privacy and Security Notice may provide additional guidance on whether the Release of Information must have an expiration date.

Client Notification Policies and Procedures

HMIS Participating Agencies must let clients know that personal identifying information is being collected, and the reasons for collecting this information. To meet this requirement, HMIS Participating Agencies must (1) publicly post a Privacy Notice and (2) collect a Client Informed Consent & Release of Information (ROI) Authorization form.

- HMIS Participating Agencies must submit a copy of their Privacy Notice for the HMIS Administrator to keep on file. The Privacy Notice must, at a minimum, state that a copy of this Client Data & Privacy Plan is available upon request.
- CONTRA COSTA HMIS has prepared a standard document Client Informed Consent & Release of Information Authorization form. All written consent forms must be stored in a client’s case management file for record-keeping and auditing purposes.

The Participating Agency shall uphold Federal and State Confidentiality regulations to protect client records and privacy. If an agency is covered by the Health Insurance Portability and Accountability Act (HIPAA), the HIPAA regulations prevail. The Agency shall not require or imply that services must be contingent upon a Client’s participation in HMIS. Services should be provided to a client regardless of HMIS participation, provided the client would otherwise be eligible for services.

Data Purpose & Use Limitations

Each agency will use or disclose personal information for activities described in this part of the notice. The agency assumes that clients consent to the use or disclosure of personal
information for the purposes described here and for other uses and disclosures that are determined to be compatible with these uses or disclosures:

a. To provide or coordinate services to individuals (shelter, housing, case management, etc.)

b. For functions related to payment or reimbursement for services

c. To carry out administrative functions such as personnel oversight, management functions, and auditing purposes

d. When required by law

e. To avert serious threat to health or safety if
   i. The agency believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and
   ii. The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat

f. To report victims of abuse when authorized by law

g. For research purposes unless restricted by other federal and state laws.

Each agency shall only solicit or input into HMIS client information that is essential to providing services to the client. Each agency shall not knowingly enter false or misleading data under any circumstance, nor use HMIS with intent to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity.

Access and Correction

Each agency must allow individuals to inspect and have a copy of their personal information that is maintained in HMIS. Each agency must offer to explain any information that is not understood. Individuals must submit a request to inspect their HMIS data in writing to their social worker/case manager. Each agency must consider a written request for correction of inaccurate or incomplete, personal information. If the agency agrees that the information is inaccurate or incomplete, the agency may delete it may choose to mark it as inaccurate or incomplete and to supplement it with additional information.

Each agency may deny the individual’s request for inspection or copying of personal information if:

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

b. Information is about another client/consumer

c. Information was obtained under a promise of confidentiality and the disclosure would reveal the source of the information, or

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

If the agency denies a request for access or correction, it must explain the reason for the denial and include documentation of the request and the reason for the denial. Each agency may
CONTRA COSTA INTERAGENCY COUNCIL ON HOMELESSNESS (CCICH)

reject repeated or harassing requests for access or correction.

**Confidentiality**

Each agency must maintain any/all personal information as required by federal, state, or local laws. Each agency shall ensure that all staff, volunteers and other persons who use HMIS are issued an individual User ID and password. Each agency shall ensure that all staff, volunteers and other persons issued a User ID and password for HMIS receive confidentiality training, HMIS training, and comply with CONTRA COSTA HMIS Policies and Procedures.

**Protections for Victims of Violence, Dating Violence, Sexual Assault, and Stalking**

A Participating Agency may disclose PPI about an individual whom it reasonably believes to be a victim of violence, dating violence, sexual assault, or stalking only to a government authority authorized by law to receive reports of abuse, neglect, or domestic violence where:

- Disclosure is required by law, and the disclosure complies with and is limited to the requirements of the law
- The individual agrees to the disclosure, or
- To the extent that the disclosure is expressly authorized by statute or regulation; and the Agency believes the disclosure is necessary to prevent serious harm to the individual or other potential victims; or if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.

A Participating Agency that makes a permitted disclosure about a must promptly inform the individual that a disclosure has been or will be made, except if 1) the Agency, in the exercise of professional judgment, believes informing the individual would place the individual at risk of serious harm; or 2) the Agency would be informing a personal representative (such as a family member or friend), and the Agency reasonably believes the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as determined by the Agency in the exercise of professional judgment.
Contra Costa Interagency Council on Homelessness

ADVISORY BOARD
MEETING MINUTES

Meeting Date: June 11, 2015
Time: 8:30 AM – 10 AM
Location: 1350 Arnold Drive, Suite 202, Martinez

Attendance (Board Members): Megan Monahan, Kevin Corrigan, Sean Connors, Doug Stewart, Brenda Kain, Janet Kennedy, Valarie Sloven, Teri House
Absent: Joseph Villarreal
Public Attendance: Tim O’Keefe, Dr. Joe Mega, Joanne Sanchez, Jennifer Baha, Giza Rappaport, Sara Marsh, Dana Ewing, Justin McCarthy, Amanda Stempson, Josh Jacobs

1. Introduction
   a. Call to order by Teri House

2. Public Comment

3. Health Care for the Homeless (HCH) Update
   a. Reported that they are starting a high utilizer clinic in Martinez for patients frequenting emergency rooms. They are still working on defining the population. They are planning on providing both an outreach and clinical team. The program will start in July, and will be once a week to start.
      i. Dr. Joe Mega is the contact for this program
   b. Homeless Program has done a study to identify high utilizers and will share the high utilizers list

4. Permanent Connections
   a. Permanent Connections is a HUD-funded PSH program run by Homeless Program. It houses 11 transition age youth. Homeless Program will shift grantees to Housing Authority of Contra Costa to be run as a rental assistance program. The young people are clustered with three landlords, and all these landlords are already working with the housing authority.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the transition of Permanent Connections from Homeless Program to Housing Authority
      ii. Procedural Record
         1. Motion Made by: Teri House
2. Seconded by: Sean Connors
3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Kevin Corrigan, Brenda Kain
4. NOES: zero
5. ABSTAINS: zero

iii. ABSENTS: Joseph Villarreal

5. FY2015 CoC Program Competition
   a. HUD Grantees are meeting to streamline the scoring tool and rethink the measured outcomes section. The new scoring tool will be more in line with the APR data that is already being collected.
      i. After the NOFA is released we will assess if HUD will score on leverage, if not it will be removed from the scoring tool.
      ii. There is currently a bonus given to CoCs that keep leverage at 7% for admin (eligible amount is 10%), this may change when the NOFA is released.
      iii. Coordinated Entry is likely to be heavily assessed.
   b. Motion
      i. Statement of Motion:
         1. We move to tentatively approve the NOFA scoring tool, pending the release of the NOFA and additional information from HUD
      ii. Procedural Record
         1. Motion Made by: Kevin Corrigan
         2. Seconded by: Sean Connors
         3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Teri House, Janet Kennedy, Brenda Kain
         4. NOES: zero
         5. ABSTAINS: zero
      iii. ABSENTS: Joseph Villarreal

6. CoC Governance
   a. The Governance Charter Committee recommends that the bylaws and charter be separated to be both compliant with HUD and county regulations. The board seats will also change and it was recommended that the “non-profit developer” broadened to “nonprofit homeless service provider”.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the By laws and Governance Charter recommended edits to the Governance Charter Committee
      ii. Procedural Record
         1. Motion Made by: Teri House
2. Seconded by: Sean Connors
3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Kevin Corrigan, Brenda Kain
4. NOES: zero
5. ABSTAINS: zero
   iii. ABSENTS: Joseph Villarreal

7. Executive Board Meeting
   a. Since the board has lost a few members, we will consider rescheduling the meeting different time and/or date.
   b. HomeBase will send out a fluid survey to establish next meeting time.

8. HMIS MOU
   a. HMIS group has been meeting bi-monthly to develop a MOU between Homeless Program’s lead and partner agencies. They want to maximize the current grant to support use of HMIS, and leverage that to encourage others who have not been participating to come on line and reduce the costs to make it easy for providers to participate. Homeless Program will use the HUD grant to pay for the system, meaning the actual server and support, plus pay for the HMIS administrator. The providers will then pay for licenses to use the system.
   b. Motion
      i. Statement of Motion:
         1. We move to approve the MOU
      ii. Procedural Record
         1. Motion Made by: Kevin Corrigan
         2. Seconded by: Sean Connors
         3. AYES: Doug Stewart, Megan Monahan, Valerie Sloven, Janet Kennedy, Brenda Kain, Teri House
         4. NOES: zero
         5. ABSTAINS: zero
      iii. ABSENTS: Joseph Villarreal

   a. The campaign started in January as an effort to end homelessness for veterans and the chronic homelessness. Contra Costa County is one of 80 organizations participating in this initiative. The current goal is to house 237 veterans in 763 chronically homeless people. So far, 64 veterans and 52 chronically homeless have been housed. Still need placements for 173 veterans and 711 chronically homeless.
   b. The county participated in a boot camp to develop a 30-day work plan and model for moving campaign forward. Efforts will include:
      i. Landlord outreach
      ii. Section 8 and VA supportive housing vouchers
iii. Getting priority for housing choice vouchers from the housing authority.
c. Community Solutions will facilitate a conversation on June 25 from 10-2pm to establish the next 30 day plan

10. PIT Count Findings
   a. 2015 Point In Time Count is conducted nationally in last 10 days of January—alternating the years for unsheltered counts. This year saw a new methodology to be more inclusive and collect more data. The count was extended from 1 to 3 days. Went out to encampments and the community based sites for 3 days. Additionally, an encampment and service site map was created from the data collected.
b. There were 1326 unsheltered individuals, 704 sheltered, and 1685 people living in an other temporary living situation, for grand total of 3715.

11. Behavioral Health Integration Update
   a. The county is going through a multiyear phased process to integrate one behavioral health division. The last phase saw SPIID teams (comprised of county staff, consumers, and families) coming together to identify common frameworks for how the behavioral health system currently works. They came up with a plan to create integrated case conferencing and integrated service teams. The next phase will focus on how to implement changes.
b. For more information on this process, review the status update on the Behavioral Health Website.

12. Pin it
   a. Teri House asked to convene a meeting with service providers (all HUD grantees) and any other interested stakeholders to provide an opportunity to talk about preferences for Section 8 vouchers so we can ensure homeless people get priority.
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December 11, 2014
Contra Costa County
Homeless Management Information System

CoC-HMIS Governance Charter, Policies & Procedures
## Revision History

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1. Introduction

This document provides the framework for the ongoing operations of the Contra Costa County Homeless Management Information System (CONTRA COSTA HMIS) Project. The Project Overview provides the main objectives, direction and benefits of the CONTRA COSTA HMIS Project. Governing Principles establish the values that are the basis for all policy statements and subsequent decisions. This document also serves as the Governance Charter, establishing the relationship between the Contra Costa County Continuum of Care (the Continuum, CoC, or CCICH) and Contra Costa County Behavioral Health Homeless Program (HP) (the Collaborative Applicant and HMIS Lead Agency).

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

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

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

2. Project Overview

The long-term vision of HMIS is to enhance Partner Agencies’ collaboration, service delivery and data collection capabilities. Accurate information will put The Continuum in a better position to request funding from various sources and help plan better for future needs.

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

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

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

The CONTRA COSTA HMIS Project is staffed and advised by Contra Costa County Behavioral Health Homeless Program. HP’s Executive Director is the authorizing agent for all agreements made between Partner Agencies and HP. Bowman Systems is responsible for the administration of the central server.
and system administration. COHP Project Staff will also provide technology, training and technical assistance to users of the system throughout the county.

The HMIS Policy Committee of Contra Costa County Continuum of Care (The Continuum) is responsible for oversight and guidance of The CONTRA COSTA HMIS Project. This group is committed to balancing the interests and needs of all stakeholders involved: homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other agencies (with written client consent) who are serving the same clients.

Potential benefits for agencies and program managers: Aggregated, information can be used to develop a more complete understanding of clients’ needs and outcomes, and then used to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report to funding agencies such as HUD.

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

3. Governing Principles

Described below are the overall governing principles upon which all other decisions pertaining to the CONTRA COSTA HMIS Project are based.

Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

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

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

Data Integrity

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

System Availability

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

Violation of the policies and procedures set forth in this document will have serious consequences. Any deliberate or unintentional action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending entity.

Policies

- Compliance with these Policies and Procedures is mandatory for participation in the CONTRA COSTA HMIS system.
- Using the ServicePoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance.

Procedures

- See Project Participation and User Authorization sections for procedures to be taken for lack of compliance.

4. Roles and Responsibilities

Contra Costa County Continuum of Care (The Continuum)

- **Guardianship of Client Data:** The Continuum is responsible for holding in trust all data entered into the HMIS on behalf of the clients served by the community. It is responsible for ensuring that appropriate policies, procedures, and standards are in place governing the access, use, and dissemination of data stored in the system. It is the responsibility of the CoC to ensure that all records containing protected identifying information of any individual or family who applies for and/or receives CoC assistance will be kept secure and confidential.

- **HMIS Lead Agency:** The CoC is responsible for the selection of the HMIS Lead. HP has been designated as the HMIS Lead to operate and maintain the Contra Costa HMIS.

HMIS Policy Committee

- **HMIS Policy Making:** The HMIS Policy Committee of CCICH is responsible for drafting, reviewing, and approving all policies and procedures related to the operation of the HMIS as required by federal regulation, including but not limited to HMIS Policies & Procedures, Partner Agency Memorandum of Understanding, Privacy Plan, Security Plan, and Data Quality Plan.

- **Annual Review of this Governance Charter, Policies & Procedures:** The HMIS Policy Committee is responsible for reviewing HMIS policies and procedures in consultation with the Collaborative Applicant (HP), and updating this Governance Charter as necessary to comply with Section 578.7(b) of the McKinney-Vento Act.

- **HMIS Oversight:** The HMIS Policy Committee shall provide project direction and guidance, ensuring that HMIS is administered in compliance with HUD requirements. In addition, the HMIS Policy Committee is responsible for:
  - Technology Plan
  - Selection of system software
  - Approval of project forms and documentation
  - Project participation and feedback
  - Project Funding
Duties and Responsibilities of HP as HMIS Lead Agency

- **Enforcement of Privacy, Security & Data Quality Plans**: This agreement incorporates by reference, and the Agency agrees to be bound by, written HMIS policies and procedures for privacy, security and data quality as to be determined by the CoC. These policies will be drafted and updated as required to ensure compliance with HUD HMIS Notices on HMIS Governance, Privacy and Security, Software Functionality, and Data Quality upon release of the HMIS Requirements Final Rule when it becomes effective.

- **Security**: In addition to any duties and responsibilities included in the HMIS Security Plan, the Agency shall be responsible for making all reasonable efforts to maintain and secure client records, HMIS, and supporting services.
  - **User Credentials**: The Agency shall assign and maintain user identification and passwords for all HMIS users and monitor and log use of anyone accessing client data.
  - **Network Security**: The Agency shall take all reasonable efforts to ensure the security and integrity of the client database, including implementation and maintenance of appropriate firewalls, intrusion prevention systems (IPS), and other security measures as required in order to ensure the integrity of HMIS, including mobile security measures. The Agency shall conduct regular audits of HMIS security and report any significant vulnerabilities to the CoC.

- **Data Quality**: In addition to any duties and responsibilities included in the HMIS Data Quality Plan, the Agency will be responsible for making all reasonable efforts to ensure the highest level of data quality possible.
  - **Universal Data Elements**: The Agency shall ensure the HMIS is capable of managing the collection of each data variable and corresponding response category for each of the Universal Data Elements outlined in the HUD HMIS data and Technical Standards.
  - **Program-Specific Data Elements**: The Agency shall ensure the HMIS is capable of managing the collection of each data variable and corresponding response category for each of the Program-specific data elements as outlined in the HMIS Data and Technical Standards.
  - **Unduplicated Client Records**: The Agency shall ensure HMIS is capable of generating a summary of the number of unduplicated client records entered into HMIS.
  - **Program Entry and Exit Dates**: The Agency shall be responsible for ensuring the accurate entry of program entry and exit dates. Program entry and exit dates should be recorded upon any program entry or exit on all participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of residence in a program’s housing before the participant leaves the shelter or the last day a service was provided.

- **End User Training & Support**: The Agency shall be responsible for providing initial and on-going HMIS training, support and technical assistance to all participating agencies that use HMIS. The Agency shall work with participating agencies serving homeless clients and assist them with the process of entering information into HMIS, and shall strive for real-time, or close to real-time data entry.

- **Software Updates, Patches & Maintenance**: The Agency shall be responsible for ensuring all software and supporting services are updated, patched and otherwise maintained to the extent required in order to fulfill the agency’s obligations under this agreement. The Agency shall serve as liaison to Bowman Systems on behalf of the CoC and partner agencies.

- **Other Federal Requirements**
  - **Drug-Free Workplace**: The HMIS Lead Agency shall adopt drug-free workplace policy in compliance with the requirements of the Drug-Free Workplace Act. This policy must be published and distributed to employees, notifying them that the unlawful manufacture, distribution, dispensing, possession or use of a controlled
substance is prohibited and specifying actions that shall be taken against employees for violation of such a prohibition.

- **Homeless Client Participation**: In determining HMIS policy, the CoC Board or designated body shall include at least one homeless person or formerly homeless person in policymaking decisions. Participation can include but is not limited to governing board leadership, advisory committees, staff positions, and sub-committee positions.

- **Equal Opportunity and Non-Discrimination**: The HMIS Lead Agency adopts an equal opportunity and non-discrimination policy in compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and HUD regulations.

**HP Executive Director**
- Liaison with HUD
- Project Staffing
- HP signatory for Memoranda of Understandings
- Overall responsibility for success of the CONTRA COSTA HMIS project

**Project Manager / System Administrator**
- Procurement of server software and licenses
- Post current HMIS documents on County Website
- Project Policies & Procedures and compliance
- General responsibility for project rollout
- Keeper of signed Memorandums of Understanding and User Agreements
- User Administration
- System Uptime & Performance Monitoring
- Ongoing Protection of Confidential Data
- Curriculum Development & Trainings
- Outreach/End User Support
- Adherence to Contra Costa County & HUD Data Standards
- Application Customization
- Data Monitoring
- Data Validity
- Aggregate data reporting and extraction
- Assist Partner Agencies with agency-specific data collection and reporting needs (within reason and within constraints of other duties)

**Partner Agency (PA)**
For full details of Partner Agency duties and responsibilities, see the Memorandum of Understanding (MOU) Between Contra Costa County Behavioral Health Homeless Program and Partner Agency and the Partner Agency User Agreement and Technical User Agreement. The MOU and User Agreements are reviewed annually and updated as needed by the Policy Committee.

**PA Executive Director**
- Authorizing agent for partner agreement (MOU)
- Designation of HMIS Technical Administrator
- Agency compliance with Policies & Procedures
- End user licenses
- Agency level HUD reporting

**Partner Agency HMIS Technical Administrator**
- Authorizing agent for Partner Agency User Agreements
- Keeper of Partner Agency User Agreements
- Keeper of executed Client Informed Consent forms
- Authorizing agent for user ID requests
• Staff workstations
• Internet connectivity
• End user adherence to workstation security policies
• Detecting and responding to violations of the Policies and Procedures
• First level End user support
• Maintain Agency/Program Data in HMIS Application
• Authorized imports of client data

Agency Staff
• Safeguard Client Privacy through Compliance with confidentiality policies
• Data Collection as specified by training and other documentation.

Homeless Program Director
The Contra Costa County Homeless Director will serve as the Program Director for CONTRA COSTA HMIS participants. While every participant in the system, including clients, should have access to the Program Director, reasonable efforts should be made (and documented if possible) to obtain resolution by other means, including escalation within an agency and through HP.

The current Program Director may be contacted as follows:
Lavonna Martin
Acting Director, Homeless Program
Lavonna.Martin@hsd.cccounty.us

5. USE OF HMIS COMPONENT GRANT FUNDS
The HMIS Lead Agency is the only entity eligible to use grant funds for an HMIS component, and funded activities must comply with HUD HMIS requirements. The Agency has the following specific reporting requirements:

• **Annual Performance Reports**: The Agency shall ensure the HMIS is capable of generating a consistently reliable Annual Performance Report (APR) in compliance with the latest HUD guidance.

• **Annual Homeless Assessment Reports**: The Agency shall prepare and submit Annual Homeless Assessment Reports (AHAR) to HUD.

• **CoC Competition Community Application**: The Agency shall provide all necessary support required for the CoC to fully and accurately complete the community application portion of the HUD McKinney-Vento Continuum of Care competition.

• **High-Performing Communities Application**: The Agency shall at the CoC’s request provide all necessary data and support required to support the collaborative applicant’s application for designation as a High Performing Community under Section 424 of the McKinney-Vento Act.
6. OPERATING PROCEDURES

6.1 Project Participation

Policies

- Agencies participating in the CONTRA COSTA HMIS Project shall commit to abide by the governing principles of the CONTRA COSTA HMIS Project and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding.
- The Partner Agency shall pay a participation fee charged by the HMIS Lead Agency as specified in the fee schedule addendum to the Memorandum of Understanding.

Procedures

Confirm Participation

1. The Partner Agency shall confirm their participation in the CONTRA COSTA HMIS Project by submitting a Memorandum of Understanding to the HP System Administrator.
2. The Project Manager will obtain the co-signature of HP Program Director.
3. The Project Manager will maintain a file of all signed Memorandums of Understanding.
4. The HP System Administrator will update the list of all Partner Agencies and make it available to the project community and post this list on the HMIS website (http://cchealth.org/homeless/hmis.php/).
5. All participating Agencies will be listed on the CONTRA COSTA HMIS website.

Terminate Participation

Voluntary

1. The Partner Agency shall inform the HP System Administrator in writing of its intention to terminate its agreement to participate in CONTRA COSTA HMIS Project.
2. The HP System Administrator will provide a 30 Day Notice and inform the HP Executive Director and update the Participating Agency List.
3. The HP System Administrator will revoke access of the Partner Agency staff to the CONTRA COSTA HMIS. Note: All Partner Agency-specific information contained in the HMIS system will remain in the HMIS system upon termination.
4. The HP System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Lack of Compliance

1. When the HP System Administrator determines that a Partner Agency is in violation of the terms of the partnership, Executive Directors of Partner Agency and HP will work to resolve the conflict(s).
2. If Executive Directors are unable to resolve conflict(s), the HP Program Director will be called upon to resolve the conflict. If that results in a ruling of Termination:
   i. The Partner Agency will be notified in writing of the intention to terminate their participation in the CONTRA COSTA HMIS Project.
   ii. The HP System Administrator will revoke access of the Partner Agency staff to the CONTRA COSTA HMIS.
   iii. The HP System Administrator will keep all termination records on file with the associated Memorandums of Understanding.
List of primary contacts for each agency

1. The Partner Agency shall designate a primary contact for communications regarding CONTRA COSTA HMIS by submitting a Partner Agency Technical Administrator Agreement form to the HP System Administrator.
2. The HP System Administrator will maintain a file of all signed Technical Administrator Assignment forms.
3. The HP System Administrator will maintain a list of all assigned Technical Administrators and make it available to the project staff.

Re-Assign Technical Administrator

1. The Partner Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment

1. Prior to allowing access to the HMIS, the Partner Agency Technical Administrator and the HP System Administrator will meet to review and assess the security measures in place to protect client data. Meeting of Agency Executive Director (or designee), Program Manager/Administrator and Agency Technology Administrator with HP staff member to assess agency information security protocols. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director, and Technical Administrator.
2. Agencies shall have the latest version of virus protection software on all computers that access HMIS.

6.2 User Authorization & Passwords

Policies

- Agency Staff participating in the CONTRA COSTA HMIS Project shall commit to abide by the governing principles of the CONTRA COSTA HMIS Project and adhere to the terms and conditions of the Partner Agency User Agreement.
- The Partner Agency Technical Administrator must only request user access to HMIS for those staff members that require access to perform their job duties.
- All users must have their own unique user ID and must never use or allow use of a user ID that is not assigned to them. [See User Agreement]
- Temporary, first time only, passwords will be communicated via email to the owner of the User ID.
- User specified passwords must never be shared and should never be communicated in any format.
- New User IDs must require password change on first use.
- Passwords must consist of at least 8 characters and must contain a combination of letters and numbers (no special characters; alpha and numeric only). The password must contain at least two numbers [required by software].
  - According to the HUD Data and Technical Standards Final Notice (July 2004): “User authentication. Baseline Requirement. A CHO must secure HMIS systems with, at a minimum, a user authentication system consisting of a username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements.”
• Passwords must be changed every 45 days. If they are not changed within that time period, they will expire and the user will be locked out of the system.
• Three consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by a Partner Agency Technical Administrator or the CONTRA COSTA HMIS Administrator.

**Procedures**

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

**Request New User ID**
1. When the Partner Agency Technical Administrator identifies a staff member that requires access to CONTRA COSTA HMIS, a *Partner Agency User Agreement (PAUA)* will be provided to the prospective User.
2. The Prospective User must read, understand and sign the *PAUA* and return it to the Partner Agency Technical Administrator.
3. The Partner Agency Technical Administrator will co-sign the *PAUA* and keep it on file.
4. The Partner Agency Technical Administrator will create the new user ID as specified and notify the user ID owner of the temporary password via email.

**Change User Access**
1. When the PA Technical Administrator determines that it is necessary to change a user’s access level they will update the user ID as needed.

**Rescind User Access**
- **Voluntary:** Use this procedure when any HMIS user leaves the agency or otherwise becomes inactive.
- **Compliance Failure:** Use this procedure when any HMIS user breaches the User Agreement, or violates the Policies & Procedures, or breaches confidentiality or security.
  1. The PA Technical Admin will deactivate staff User IDs
  2. The HP System Administrator will deactivate all other User IDs.

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

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**6.3 Collection and Entry of Client Data**

**Policies**
• Client Data will be gathered according to the policies, procedures and confidentiality rules meeting the minimum threshold of HUD data standards.
• Client Data may only be entered into the HMIS with client’s authorization to do so.
• Client Data will only be shared with Partner Agencies if the Client consents, has signed the Client Consent form, and the signed Client Consent form is available on record.
• Client Data will be entered into the HMIS in a timely manner in compliance with the guidelines set in the HMIS Data Quality Plan.
• All Client Data entered into the HMIS will be kept as accurate and as current as possible.
• Hardcopy or electronic files will continue to be maintained according to individual program requirements.
• No data may be imported without the client’s authorization.
• Any authorized data imports will be the responsibility of the participating agency.
• Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.

Procedures

• Refer to Policies & Procedures Materials and/or data entry guidelines.

6.4 Release and Disclosure of Client Data

Policies

• The HMIS Lead Agency shall ensure compliance with relevant federal and state confidentiality regulations and laws that protect client records. The Agency shall only release client records with the consent of the client, unless otherwise provided for by law.
• Substance Abuse Records: The Agency shall abide specially by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by informed written consent of the person whom it pertains to or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Agency understands that federal rules restrict use of the information to criminally investigate any alcohol or drug abuse patients.
• Client-specific data from the HMIS system may be shared with partner agencies only when the sharing agency has secured a valid Release of Information from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of HMIS data.
• Sharing of client data may be limited by program specific confidentiality rules.
• No client-specific data will be released or shared outside of the partner agencies unless the client gives specific written permission or unless withholding that information would be illegal. Please see Release of Information. Note that services may NOT be denied if client refuses to sign Release of Information or declines to state any information.
• Client Consent: Release of Information must constitute INFORMED consent. The burden rests with the intake counselor to inform the client before asking for consent.
• The Agency shall not require or imply that services must be contingent upon a Client’s participation in HMIS. Services should be provided to a client regardless of HMIS participation, provided the client would otherwise be eligible for services.
• Client shall be given a print out of all data relating to them upon written request and within 10 working days.
• A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon written request and within 15 days or according to agency policy.
• A log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 15 days or according to agency policy.
• Aggregate system wide data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
• Each Agency Executive Director is responsible for their agency’s internal compliance with the HUD Data Standard.

Procedures

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

6.5 Aggregate Data Access

Policies

• The Agency shall provide reports using aggregate data to the CoC upon request, or to other entities for funding or planning purposes pertaining to providing services to homeless persons, for homeless policy and planning decisions, in preparing federal, state or local applications for funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.
• The Agency shall use only unidentifiable, aggregate data.

Procedures

• The Agency is responsible for ensuring that reporting access is maintained at the proscribed levels for agency clients, non-agency clients, and aggregate information reporting.

6.6 Proprietary Rights & Abuse

Policies

• Copyright: The Contra Costa HMIS, underlying software, and services are protected by copyright and cannot be copied, except as permitted by law or written agreement with the copyright holder.
• Unauthorized Access and Abuse: The HMIS Lead Agency shall take reasonable efforts to prevent the unauthorized access, use or modification of HMIS, or interference with normal system operation. This shall include both corruption of the HMIS database in any manner, as well as unauthorized disclosure or sharing of user identification and/or passwords. The Agency shall not use HMIS with intent to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity.

Procedures

• The HMIS Lead Agency shall be responsible for monitoring and preventing unauthorized access, use, or modification of HMIS, or interference with normal system operation.
6.7 Workstation Security

Policies

- Partner Agency Technical Administrator is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency’s control.
- Partner Agency Technical Administrator or their delegate is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (i.e. don’t let someone read over your shoulder; lock your screen).
- Definition and communication of all procedures to all Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Technical Administrator.
- Additional security policies are included in the Security Plan.

Procedures

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

6.8 Training

Policies

- Agency Executive Director shall direct the Agency Technical Administrator and designated staff persons to attend training(s) as specified in the Memorandum of Understanding (MOU) between Partner Agency and HP.

Procedures

Training

HP will provide training in the following areas prior to Partner Agency using CONTRA COSTA HMIS:

- Agency Technical Administrator Training
- End User Training
- Confidentiality Training

Agency Technical Administrator Training

Training will be done in a group setting, where possible to achieve the most efficient use of time and sharing of information between agencies. Training will include:

- New user set-up
- Assigning Agency within CONTRA COSTA HMIS hierarchy.
- End user training
- Running package reports
- Creating customized reports

Ongoing Training

HP will provide regular training for the Continuum of Care, as needed. The areas covered will be:

- Agency Technical Administrator Training
- End User Training
- Confidentiality Training
6.9 Technical Support

Policies

- Support Requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Partner Agency Technical Administrator (email is suggested).
- Users shall not submit requests to software vendor.
- Users shall not submit requests directly to HP without specific invitation. All requests to HP shall be submitted to Partner Agency Technical Administrator, who may then escalate to HP, who may then escalate to vendors as appropriate.
- HP will only provide support for issues specific to the CONTRA COSTA HMIS software and systems.

Procedures

Submission of Support Request

1. User encounters problem or originates idea for improvement to system or software.
2. End User creates Support Request to Partner Agency Technical Administrator.
3. Partner Agency Technical Administrator, upon receipt of a Support Request, shall make reasonable attempts to resolve the issue.
4. If the Partner Agency Technical Administrator is unable to resolve the issue and determines that the problem is specific to CONTRA COSTA HMIS software and systems contact the HMIS systems administrator.
5. System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues in priority order according to their severity and impact.
6. If the System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
7. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, System Administrator will provide instructions via email to Partner Agency Technical Administrator.

6.10 Changes to this and other Documents

Policies

- The HMIS Policy Committee of The Continuum will guide the compilation and amendment of these Policies and Procedures. The HMIS Policy Committee will review this document on an annual basis.

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in the CONTRA COSTA HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the HMIS Policy Committee.
3. CONTRA COSTA HMIS System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the Policy Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the Technology Committee, or via email or conference call, according to the discretion and direction of the Technology Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Policy Committee discussion.

6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to System Administrator. P.A. Technical Administrator (cc to E.D.) shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

7. Forms Control

All forms required by these procedures are available in pdf format on the Homeless Program website, located at http://cchealth.org/homeless/data-evaluation/.
# ATTACHMENT 09: PHA ADMINISTRATION PLAN

## RELATED APPLICATION QUESTION: 1C-4

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CHAPTER 4
APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive assistance under the HCV program, the family must submit an application that provides HACCC with the information needed to determine the family’s eligibility. HUD requires HACCC to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, HACCC must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan.

HACCC is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or HACCC that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that HACCC affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that HACCC will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how HACCC will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how HACCC’s waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process HACCC will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide HACCC in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that HACCC has the information needed to make a final eligibility determination.
PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes HACCC policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes HACCC’s obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16, Notice PIH 2009-36]

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits HACCC to determine the format and content of HCV applications, as well as how such applications will be made available to interested families and how applications will be accepted by HACCC. HACCC must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of HACCC’s application.

HACCC Policy

Because demand for housing far exceeds available funding, HACCC will only provide HCV assistance to eligible families on its wait list, with the exception of families transferring into the program through portability. HACCC will utilize periodic lotteries to place applicants on the wait list. A lottery ensures that all applicants who express a need for assistance are given an equal opportunity to apply for and receive a voucher. HACCC will conduct a wait list lottery shortly before its existing wait list runs out of applicants. HACCC may conduct more frequent lotteries to meet any HUD obligations, such as the requirement that 75% of all new contracts must be for families at or below 30% of AMI, and also to allow families in a federally declared disaster area, graduates of a Contra Costa County Continuum of Care-funded permanent supportive housing program such as Shelter Plus Care or families who have lost their voucher assistance with HACCC due to funding cuts onto the wait list. Apart from the exceptions listed above, all applicants on an existing wait list will be served prior to families on a new wait list.

Lottery applicants will only be required to provide information needed to make an initial assessment of the family’s eligibility, and to determine the family’s placement on the waiting list. This is known as the "pre-application." This information will not be verified for waiting list placement.

The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list. This information will be verified. If it is determined that the family intentionally misrepresented the facts on the pre-application, the family will either be placed back on the wait list (ranked by their current preferences), or will be denied assistance. If the family is unable to verify their declared preferences, the family will be denied those preferences and will be placed back on the waiting list ranked by their verified preferences.
4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]

HACCC must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). HACCC must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or HACCC must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of HACCC’s policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

PHAs are required to take reasonable steps to ensure equal access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on HACCC’s policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

HACCC must review each complete application received and make a preliminary assessment of the family’s eligibility. HACCC must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, HACCC must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

HACCC Policy

HACCC will conduct a lottery of all families and individuals who have turned in applications during the application period. Only applicants selected in the lottery will be placed on the wait list. Those not selected will receive a written notice informing them that they were not selected for the wait list.

If HACCC determines from the information provided on the pre-application that any applicant placed on the wait list appears ineligible, the family will be sent a notice denying them assistance. HACCC will send the written notification of the ineligibility determination within 14 calendar days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so (see Chapter 16).
Eligible for Placement on the Waiting List

HACCC Policy

HACCC will send written notification of placement on the waiting list within 14 calendar days of verification of the lottery results.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify and their lottery number.
PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

HACCC must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]

HACCC’s HCV waiting list must be organized in such a manner to allow HACCC to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Name and social security number of head of household;
- Family unit size and number of family members;
- Amount of annual income
- Any accessibility needs
- Any translation/interpretation needs
- Wait list opening date and lottery number
- Qualification for any local preference;
- Racial or ethnic designation of the head of household;
- Postal mailing address.

HUD requires HACCC to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such PHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

HACCC Policy

HACCC will maintain a single waiting list for the HCV program. In addition, HACCC shall maintain a separate site-based waiting list for each Project-Based Voucher (PBV) Project.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program HACCC operates if 1) the other programs’ waiting lists are open, and 2) the family is qualified for the other programs.

HUD permits, but does not require, that PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs.
A family’s decision to apply for, receive, or refuse other housing assistance must not affect the family’s placement on the HCV waiting list, or any preferences for which the family may qualify.

**HACCC Policy**

HACCC will not merge the HCV waiting list with the waiting list for any other program HACCC operates.

4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]

**Closing the Waiting List**

A PHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance. Alternatively, HACCC may elect to continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

**HACCC Policy**

Due to the overwhelming interest in housing assistance received when the wait list is open, HACCC will accept applications for no more than two weeks at a time. The list may be opened for a shorter period of time. HACCC will randomly select applicants via a lottery if there are more applicants than anticipated available vouchers over the subsequent 24-month period. Where HACCC has particular preferences or funding criteria that require a specific category of family, HACCC may elect to continue to accept applications from these applicants while closing the waiting list to others.

HACCC will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 24 months for the most current applicants. Where HACCC has particular preferences or funding criteria that require a specific category of family, HACCC may elect to continue to accept applications from these applicants while closing the waiting list to others.

**Reopening the Waiting List**

If the waiting list has been closed, it may be reopened at any time. HACCC must give public notice of the waiting list opening. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

**HACCC Policy**

HACCC will announce the reopening of the waiting list at least 14 calendar days prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice.

HACCC will give public notice by publishing the relevant information in suitable media outlets including, but not limited to the following newspapers:

- Contra Costa Times
- Peninsula Community News
- LEP Publications:
  - El Observador
HACCC will develop informational materials and flyers to distribute to public and private agencies that serve low-income persons and will also make presentations to such organizations. HACCC may provide application forms to other agencies that serve low-income clients and also may develop partnerships with such organizations, particularly those that serve persons with disabilities or LEP persons.

4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]

HACCC must conduct outreach as necessary to ensure that HACCC has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires HACCC to admit a specified percentage of extremely low income families to the program (see Chapter 4, Part III), HACCC may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

PHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

**HACCC Policy**

HACCC will monitor the characteristics of the population being served and the characteristics of the population as a whole in HACCC’s jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.
4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

HACCC Policy

While the family is on the waiting list, the family must immediately inform HACCC of changes in contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing and must provide a mailing address (email is not an acceptable mailing address). HACCC will send a written confirmation that the notice of change was received through the mail.

4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]

An out-of-date waiting list can hamper a housing authority’s efforts to process applicants efficiently when funding is available. To keep the waiting list current, HACCC is permitted to contact families on the waiting list periodically to reconfirm their interest, and to "purge" the list of families that are no longer interested, no longer eligible, or no longer reachable.

HUD requires HACCC to establish policies to use when removing applicant names from the waiting list.

Purging the Waiting List

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a PHA request for information or updates, and HACCC determines that the family did not respond because of the family member’s disability, HACCC must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

HACCC Policy

The waiting list will be updated as needed to ensure that all applicants are still interested in receiving housing assistance and that applicant contact information is current. To update the waiting list, HACCC will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that HACCC has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant’s name being removed from the HCV waiting list or multiple PBV site-based waiting lists if the update inquiry is for all programs. For wait list updates or correspondence to applicants on a specific wait list, if the household fails to respond, they shall only be removed from the specific wait list they received correspondence for.

The family’s response must be in writing and may be delivered in person, by mail, or by fax. Responses should be postmarked or received by HACCC not later than 30 calendar days from the date of HACCC letter.

If the family fails to respond within 30 calendar days, the family will be removed from the waiting list without further notice. If the notice is returned by the post office with no forwarding address, the applicant will be removed from the waiting list without further notice.
If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have 14 calendar days to respond from the date the letter was re-sent. If a family is removed from the waiting list for failure to respond, the PHA may reinstate the family if it is determined that the lack of response was due to PHA error, or to circumstances beyond the family’s control.

**Removal from the Waiting List**

**HACCC Policy**

HACCC will remove applicants from the waiting list if they have requested that their name be removed in writing, in person or by email. In such cases no informal hearing is required.

If at any time an applicant family is on the waiting list, HACCC determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because HACCC has determined the family is not eligible for assistance, a notice will be sent to the family’s address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding HACCC’s decision (see Chapter 16) [24 CFR 982.201(f)].
PART III: SELECTION FOR HCV ASSISTANCE

4-III.A. OVERVIEW

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by HACCC and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

HACCC must maintain a clear record of all information required to verify that the family is selected from the waiting list according to HACCC’s selection policies [24 CFR 982.204(b) and 982.207(e)].

4-III.B. SELECTION AND HCV FUNDING SOURCES

Special Admissions [24 CFR 982.203]

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, HACCC may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family’s position on the waiting list. These families are considered non-waiting list selections. HACCC must maintain records showing that such families were admitted with special program funding.

HACCC administers the following Special Purpose funding:

- Veterans Administration Supportive Housing Program (VASH)
- Moderate Rehabilitation

Special Admissions include the following:

- In-Place households for newly authorized PBV projects
- Public Housing residents displaced due to RAD and other HACCC redevelopment efforts
- Set-Aside for 25-50 vouchers for formerly homeless families transitioning from higher-level Continuum of Care-funded permanent supportive housing programs who no longer need a higher level of care. A referral from the permanent supportive housing program is required.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a PHA funding for a specified category of families on the waiting list. HACCC must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, HACCC may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.
HACCC Policy

HACCC does not currently administer targeted funding.

Regular HCV Funding

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

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 HACCC 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 HACCC to establish other local preferences, at its discretion. Any local preferences established must be consistent with HACCC plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by a generally accepted data sources.

HACCC Policy

HACCC will use the following preferences (listed below with their ranking value) to rank applicants on the wait list:

- **Involuntary Displacement (20 points).** A preference for applicants who have been involuntarily displaced from housing due to:
  - A federal or state declared disaster
  - Government action (e.g., code enforcement, public improvement or development). Government action will also include participants in a witness protection program
  - Action by a housing owner that is beyond an applicant’s ability to control and which occurs despite the applicant's having met all previous conditions of occupancy, and is other than a rent increase (e.g. conversion of a unit to non-rental or residential use, owner wants the property for personal use, foreclosure).

If the owner is an immediate family relative and there has been no previous rental agreement and the applicant has been part of the owner's family immediately prior to application, the applicant will not be considered involuntarily displaced.

To receive this preference, applicants must not be living in standard, permanent replacement housing. State law requires a preference in cases of displacement by public or private action.

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• **Permanent Supportive Housing Graduation (500 points).** A preference for formerly homeless families who have graduated from a Contra Costa County Continuum of Care (COC) funded permanent supportive housing program, or another homeless housing program participating in the COC Coordinated Entry system, that partners with HACCC such as Shelter Plus Care. A referral from the COC Coordinated Entry system is required to be eligible for this preference.

• **Insufficient Funding Termination (20 points).** A preference to any family that has been terminated from HACCC’s HCV program due to insufficient program funding.

• **Residency Preference (10 points).** A residency preference for applicants who live, work or have been hired to work in Contra Costa County. The use of a residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

• **Veterans Assistance (1 point).** A preference for current members of the U.S. Armed Forces, veterans, or surviving spouses of veterans (as required by state law) (1 point).

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

HUD requires that extremely low-income (ELI) families make up at least 75% of the families admitted to the HCV program during HACCC’s fiscal year. ELI families are those with annual incomes at the greater of the Federal Poverty level or below 30% of the area median income. 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)].

**HACCC Policy**

HACCC 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**

HACCC 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)].

**HACCC Policy**
All applications received within the application window will be accepted and entered into the applicant pool. The applicant pool will be screened for duplicate applications. Only one application will be allowed per Head of Household. Applicants will be randomly selected for the wait list by computer-generated lottery. All applicants in the pool will be randomly assigned a lottery number. Families will be selected for the waiting list based on preference points and lottery number from the lowest to the highest number until HACCC has enough applicants to issue vouchers for approximately the next 24 months. If HACCC planned on issuing 2,500 vouchers over the next 24 months, applicants who were assigned numbers 1 through 2,500 would be placed on the wait list.

No other applicant would be placed on the list. All other applicants will have to reapply in the future.

All applicants will be assigned points based on any preference(s) for which they qualify (e.g., a veteran and resident of HACCC’s jurisdiction would receive 11 points). Applicants with more preference points will be ranked ahead of applicants with fewer preference points. Among applicants with the same number of preference points, families will be selected according to the lottery number assigned to them in the original lottery. A family assigned a lower number will have preference over a family assigned a higher number (e.g., a family assigned the number 20 in the lottery will receive preference over a family assigned 105).

When selecting families from the waiting list, if HACCC has targeted funding available, it must use those funds only to assist those families who meet the specified criteria. Within each targeted funding category, families will be selected based on the selection preference(s) for which they qualify (e.g., Mainstream Program) and by using their lottery placement as a tiebreaker. Documentation will be maintained by HACCC 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 neither qualified nor interested in targeted funding, there will be a notation maintained so that HACCC does not have to ask higher placed families each time targeted selections are made.

HACCC may also skip families in order to meet HUD’s ELI requirements. HACCC will assist qualified families in rank order off the wait list. HACCC 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)].

Preferences will be verified at the time of the full application. If a preference cannot be verified, the family will be returned to the wait list with the revised (lower) preference total.

4-III.D. NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, HACCC must notify the family [24 CFR 982.554(a)].
HACCC Policy

HACCC will notify the family by first class mail when it is selected from the waiting list. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview
- Who is required to attend the interview
- All documents that must be provided at the interview, including information about what constitutes acceptable documentation

If a notification letter is returned to HACCC with no forwarding address, the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family’s address of record, as well as to any known alternate address.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that HACCC obtain the information and documentation needed to make an eligibility determination through a face-to-face interview with a PHA representative [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if HACCC determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by HACCC [Notice PIH 2012-10].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

HACCC Policy

Families selected from the waiting list are required to participate in an eligibility interview.

All adult family members must be present at the initial eligibility appointment. If any adult members are not present at the initial eligibility appointment the appointment will be rescheduled. Verification of information pertaining to all adult members of the household not present at the interview will not begin until signed release forms are returned to HACCC.

All adult household members must provide acceptable documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity). If the adult members do not provide the required documentation at the time of the interview, they will be required to provide it within 14 calendar days.

All adult family members must also consent to a fingerprinting scan for criminal background screening.

The family must provide the information necessary to establish the family’s eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials
are missing, HACCC will provide the family with a written list of items that must be submitted.

If the family is claiming a waiting list preference, the family must provide documentation to verify their eligibility for a preference (see Chapter 7). If the family is verified as eligible for the preference, HACCC will proceed with the interview. If HACCC determines the family is not eligible for the preference, the interview will not proceed and the family will be placed back on the waiting list according to their updated preference ranking and lottery number.

Any required documents or information that the family is unable to provide at the interview must be provided with 14 calendar days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, HACCC will provide translation services in accordance with HACCC’s LEP plan.

If the family is unable to attend a scheduled interview, the family should contact HACCC in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, HACCC will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without PHA approval will be denied assistance based on the family’s failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

4-III.F. COMPLETING THE APPLICATION PROCESS

HACCC must verify all information provided by the family (see Chapter 7). Based on verified information, HACCC must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted funding admission, or selection preference that affected the order in which the family was selected from the waiting list.

HACCC Policy

Involuntary Displacement (20 points):

- Families who claim they are being or have been displaced due to either a disaster or government action: written verification by the displacing unit or agency of government, or by a service agency such as the Red Cross. The disaster must either have occurred in the past year, or the family must still be living in temporary housing or receiving housing assistance subsidies that will expire.
Families who claim they are being or have been displaced because of actions taken by the owner/agent of the unit the family is renting: Notification by owner to family of the action/ written verification by the owner or agent/documents such as sales agreements, foreclosure notices or building permits.

Families who claim they have been or are about to be displaced to avoid reprisals for providing information to assist police in a criminal investigation: certification of threat assessment and placement in a witness protection program by a law enforcement agency and written recommendation from a law enforcement agency or HUD.

Permanent Supportive Housing Graduation (500 points). A preference for formerly homeless families who have graduated from a Contra Costa County Continuum of Care (COC) funded permanent supportive housing program, or another homeless housing program participating in the COC Coordinated Entry system, that partners with HACCC such as Shelter Plus Care. A referral from the COC Coordinated Entry system is required to be eligible for this preference.

Insufficient Funding Termination (20 points). A preference to any family that has been terminated from HACCC’s HCV program due to insufficient program funding.

Residency Preference (10 points): In order to verify that an applicant is a resident, HACCC will require a minimum of 2 of the following documents: rent receipts, leases, utility bills, employer or agency records, school records, driver’s licenses, voter’s registration records, credit reports.

For families who work or who have been hired to work in Contra Costa County, a statement from the employer will be required.

Veterans Preference (1 point): HACCC will require U.S. government documents which indicate that the applicant qualifies under the above definition.

If HACCC determines that the family is ineligible, HACCC will send written notification of the ineligibility determination within 14 calendar days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. HACCC will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

If HACCC determines that the family is eligible to receive assistance, HACCC will invite the family to attend a briefing in accordance with the policies in Chapter 5.
ATTACHMENT 12: PROJECT LIST TO SERVE PERSONS DEFINED AS HOMELESS UNDER OTHER FEDERAL STATUTES

RELATED APPLICATION QUESTION: 4A-7A

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<td>N/A</td>
</tr>
</tbody>
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Contra Costa Continuum of Care
ATTACHMENT 13: FY 2017 COC COMPETITION REPORT

RELATED APPLICATION QUESTIONS: 2A, 2B, 3A, 3B, 4A-6

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<th>Document Satisfying Requirement</th>
<th>Page Number</th>
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<td>CA-505 2017 HDX Competition Report</td>
<td>1-13</td>
</tr>
</tbody>
</table>
# Total Population PIT Count Data

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count</td>
<td>1730</td>
<td>1607</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>454</td>
<td>502</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>166</td>
<td>194</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>620</td>
<td>696</td>
</tr>
<tr>
<td>Total Unsheltered Count</td>
<td>1110</td>
<td>911</td>
</tr>
</tbody>
</table>

# Chronically Homeless PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of Chronically Homeless Persons</td>
<td>384</td>
<td>331</td>
</tr>
<tr>
<td>Sheltered Count of Chronically Homeless Persons</td>
<td>164</td>
<td>130</td>
</tr>
<tr>
<td>Unsheltered Count of Chronically Homeless Persons</td>
<td>220</td>
<td>201</td>
</tr>
</tbody>
</table>

# Homeless Households with Children PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2016 PIT</th>
<th>2017 PIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children</td>
<td>111</td>
<td>84</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Households with Children</td>
<td>73</td>
<td>62</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Households with Children</td>
<td>38</td>
<td>22</td>
</tr>
</tbody>
</table>

# Homeless Veteran PIT Counts

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sheltered and Unsheltered Count of the Number of Homeless Veterans</td>
<td>77</td>
<td>136</td>
<td>99</td>
</tr>
<tr>
<td>Sheltered Count of Homeless Veterans</td>
<td>69</td>
<td>51</td>
<td>50</td>
</tr>
<tr>
<td>Unsheltered Count of Homeless Veterans</td>
<td>8</td>
<td>85</td>
<td>49</td>
</tr>
</tbody>
</table>
### HMIS Bed Coverage Rate

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2017 HIC</th>
<th>Total Beds in 2017 HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES) Beds</td>
<td>459</td>
<td>24</td>
<td>325</td>
<td>74.71%</td>
</tr>
<tr>
<td>Safe Haven (SH) Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>NA</td>
</tr>
<tr>
<td>Transitional Housing (TH) Beds</td>
<td>218</td>
<td>19</td>
<td>56</td>
<td>28.14%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) Beds</td>
<td>183</td>
<td>0</td>
<td>183</td>
<td>100.00%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) Beds</td>
<td>1183</td>
<td>0</td>
<td>921</td>
<td>77.85%</td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) Beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>NA</td>
</tr>
</tbody>
</table>

| Total Beds                           | 2,043                  | 43                                     | 1485               | 74.25%                 |

### PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

<table>
<thead>
<tr>
<th>Chronically Homeless Bed Counts</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC</td>
<td>210</td>
<td>653</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Households with Children</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH units available to serve families on the HIC</td>
<td>62</td>
<td>48</td>
</tr>
</tbody>
</table>
## Rapid Rehousing Beds Dedicated to All Persons

<table>
<thead>
<tr>
<th>All Household Types</th>
<th>2016 HIC</th>
<th>2017 HIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRH beds available to serve all populations on the HIC</td>
<td>248</td>
<td>183</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th></th>
<th>Universe (Persons)</th>
<th>Average LOT Homeless (bed nights)</th>
<th>Median LOT Homeless (bed nights)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Previous FY</td>
<td>Current FY</td>
<td>Previous FY</td>
</tr>
<tr>
<td>1.1 Persons in ES and SH</td>
<td>1489</td>
<td>1455</td>
<td>103</td>
</tr>
<tr>
<td>1.2 Persons in ES, SH, and TH</td>
<td>1736</td>
<td>1624</td>
<td>159</td>
</tr>
</tbody>
</table>

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.

NOTE: Due to the data collection period for this year’s submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year’s submission.
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.

<table>
<thead>
<tr>
<th>Exit was from</th>
<th>Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)</th>
<th>Returns to Homelessness in Less than 6 Months (0 - 180 days)</th>
<th>Returns to Homelessness from 6 to 12 Months (181 - 365 days)</th>
<th>Returns to Homelessness from 13 to 24 Months (366 - 730 days)</th>
<th>Number of Returns in 2 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Returns</td>
<td>% of Returns</td>
<td># of Returns</td>
<td>% of Returns</td>
<td># of Returns</td>
</tr>
<tr>
<td>Exit was from SO</td>
<td>18</td>
<td>4</td>
<td>22%</td>
<td>2</td>
<td>11%</td>
</tr>
<tr>
<td>Exit was from ES</td>
<td>338</td>
<td>47</td>
<td>14%</td>
<td>30</td>
<td>9%</td>
</tr>
<tr>
<td>Exit was from TH</td>
<td>168</td>
<td>15</td>
<td>9%</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>Exit was from SH</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Exit was from PH</td>
<td>335</td>
<td>8</td>
<td>2%</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>TOTAL Returns to Homelessness</td>
<td>859</td>
<td>74</td>
<td>9%</td>
<td>39</td>
<td>5%</td>
</tr>
</tbody>
</table>
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 persons as reported on the PIT (not from HMIS).

<table>
<thead>
<tr>
<th></th>
<th>2015 PIT Count</th>
<th>Most Recent PIT Count</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count</td>
<td>2031</td>
<td>1730</td>
<td>-301</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>474</td>
<td>454</td>
<td>-20</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>230</td>
<td>166</td>
<td>-64</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>704</td>
<td>620</td>
<td>-84</td>
</tr>
<tr>
<td>Unsheltered Count</td>
<td>1327</td>
<td>1110</td>
<td>-217</td>
</tr>
</tbody>
</table>

Metric 3.2 – Change in Annual Counts

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total</td>
<td>1766</td>
<td>1720</td>
<td>-46</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>1491</td>
<td>1526</td>
<td>35</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>383</td>
<td>271</td>
<td>-112</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>460</td>
<td>494</td>
<td>34</td>
</tr>
<tr>
<td>Number of adults with increased non-employment cash income</td>
<td>108</td>
<td>57</td>
<td>-51</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>23%</td>
<td>12%</td>
<td>-11%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults (system stayers)</td>
<td>460</td>
<td>494</td>
<td>34</td>
</tr>
<tr>
<td>Number of adults with increased total income</td>
<td>117</td>
<td>68</td>
<td>-49</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>25%</td>
<td>14%</td>
<td>-11%</td>
</tr>
</tbody>
</table>

### Metric 4.4 – Change in earned income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>160</td>
<td>326</td>
<td>166</td>
</tr>
<tr>
<td>Number of adults who exited with increased earned income</td>
<td>34</td>
<td>55</td>
<td>21</td>
</tr>
<tr>
<td>Percentage of adults who increased earned income</td>
<td>21%</td>
<td>17%</td>
<td>-4%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>160</td>
<td>326</td>
<td>166</td>
</tr>
<tr>
<td>Number of adults who exited with increased non-employment cash income</td>
<td>64</td>
<td>58</td>
<td>-6</td>
</tr>
<tr>
<td>Percentage of adults who increased non-employment cash income</td>
<td>40%</td>
<td>18%</td>
<td>-22%</td>
</tr>
</tbody>
</table>
Metric 4.6 – Change in total income for adult system leavers

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Number of adults who exited (system leavers)</td>
<td>160</td>
<td>326</td>
<td>166</td>
</tr>
<tr>
<td>Number of adults who exited with increased total income</td>
<td>91</td>
<td>101</td>
<td>10</td>
</tr>
<tr>
<td>Percentage of adults who increased total income</td>
<td>57%</td>
<td>31%</td>
<td>-26%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH or TH during the reporting period.</td>
<td>1589</td>
<td>1379</td>
<td>-210</td>
</tr>
<tr>
<td>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.</td>
<td>394</td>
<td>378</td>
<td>-16</td>
</tr>
<tr>
<td>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)</td>
<td>1195</td>
<td>1001</td>
<td>-194</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Person with entries into ES, SH, TH or PH during the reporting period.</td>
<td>2502</td>
<td>2382</td>
<td>-120</td>
</tr>
<tr>
<td>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.</td>
<td>580</td>
<td>545</td>
<td>-35</td>
</tr>
<tr>
<td>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.)</td>
<td>1922</td>
<td>1837</td>
<td>-85</td>
</tr>
</tbody>
</table>
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.
2017 HDX Competition Report

FY2016 - 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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons who exit Street Outreach</td>
<td>1136</td>
<td>602</td>
<td>-534</td>
</tr>
<tr>
<td>Of persons above, those who exited to temporary &amp; some institutional destinations</td>
<td>334</td>
<td>264</td>
<td>-70</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>7</td>
<td>2</td>
<td>-5</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>30%</td>
<td>44%</td>
<td>14%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in ES, SH, TH and PH-RRH who exited</td>
<td>1972</td>
<td>2092</td>
<td>120</td>
</tr>
<tr>
<td>Of the persons above, those who exited to permanent housing destinations</td>
<td>923</td>
<td>1215</td>
<td>292</td>
</tr>
<tr>
<td>% Successful exits</td>
<td>47%</td>
<td>58%</td>
<td>11%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Submitted FY 2015</th>
<th>Current FY</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in all PH projects except PH-RRH</td>
<td>929</td>
<td>949</td>
<td>20</td>
</tr>
<tr>
<td>Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations</td>
<td>902</td>
<td>910</td>
<td>8</td>
</tr>
<tr>
<td>% Successful exits/retention</td>
<td>97%</td>
<td>96%</td>
<td>-1%</td>
</tr>
</tbody>
</table>
2017 HDX Competition Report

**FY2016 - SysPM Data Quality**

**CA-505 - Richmond/Contra Costa County CoC**

<table>
<thead>
<tr>
<th>This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.</td>
</tr>
<tr>
<td>You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.</td>
</tr>
</tbody>
</table>
## FY2016 - SysPM Data Quality

<table>
<thead>
<tr>
<th></th>
<th>All ES, SH</th>
<th>All TH</th>
<th>All PSH, OPH</th>
<th>All RRH</th>
<th>All Street Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of non-DV Beds on HIC</td>
<td>369</td>
<td>364</td>
<td>503</td>
<td>394</td>
<td>255</td>
</tr>
<tr>
<td>2. Number of HMIS Beds</td>
<td>295</td>
<td>301</td>
<td>253</td>
<td>344</td>
<td>255</td>
</tr>
<tr>
<td>3. HMIS Participation Rate from HIC (%)</td>
<td>79.95</td>
<td>82.69</td>
<td>50.30</td>
<td>87.31</td>
<td>100.00</td>
</tr>
<tr>
<td>4. Unduplicated Persons Served (HMIS)</td>
<td>1388</td>
<td>1404</td>
<td>1505</td>
<td>1458</td>
<td>534</td>
</tr>
<tr>
<td>5. Total Leavers (HMIS)</td>
<td>1085</td>
<td>1088</td>
<td>1176</td>
<td>1126</td>
<td>292</td>
</tr>
<tr>
<td>6. Destination of Don't Know, Refused, or Missing (HMIS)</td>
<td>220</td>
<td>197</td>
<td>264</td>
<td>197</td>
<td>5</td>
</tr>
<tr>
<td>7. Destination Error Rate (%)</td>
<td>20.28</td>
<td>18.11</td>
<td>22.45</td>
<td>17.50</td>
<td>1.71</td>
</tr>
</tbody>
</table>

8/28/2017 5:15:22 PM
## 2017 HDX Competition Report

### Date of PIT Count

| Date CoC Conducted 2017 PIT Count | 1/25/2017 |

### Report Submission Date in HDX

<table>
<thead>
<tr>
<th>Submitted On</th>
<th>Met Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 PIT Count Submittal Date</td>
<td>5/1/2017</td>
</tr>
<tr>
<td>2017 HIC Count Submittal Date</td>
<td>5/1/2017</td>
</tr>
<tr>
<td>2016 System PM Submittal Date</td>
<td>5/30/2017</td>
</tr>
</tbody>
</table>