

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-521 - Davis, Woodland/Yolo County CoC

1A-2. Collaborative Applicant Name: Yolo Community Care Continuum

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Yolo Community Care Continuum

1B. Continuum of Care (CoC) Engagement

Instructions:

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

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

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

Social Service and Employment Organizations	Yes	Yes
Homeless Veterans Organizations	Yes	Yes
HealthCare Providers	Yes	Yes

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

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

A wide range of individuals/organizations participate in the CoC. The CoC is purposeful about engaging an array of opinions, and uses information collected to improve the homeless system. For example: 1) CoC dedicates first 20 minutes of meetings to introducing new members, discussion about programs and identification of challenges. When issues are identified, they are placed on the agenda for a future meeting/subcommittee. 2) CoC forms subcommittees to seek input from members and address issues. In the past year, subcommittees educated and made recommendations to CoC on many issues, including: grant funding; HMIS; homeless count; developing a coordinated entry; revising the strategic plan; and updating governing docs. 3) CoC is currently revising its strategic plan to end homelessness to be aligned with best practices. The CoC has engaged a range of opinions in revision process by hosting public meetings in each local community, which were advertised to people with lived experience.

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

The CoC is open to all parties interested in issues of homelessness in Yolo County. The CoC invites new members by posting an updated public notice on its website in November, but also attempts to engage new members (and accepts applications) all year. The CoC has more than 30 members, of which 1/3 have been recruited in the past year.

The CoC seeks new members who fill a knowledge gap. For example, the CoC has identified local law enforcement agencies (LEAs) as a critical partner in Yolo's coordinated entry. The CoC worked to expand its relationship with each of the 5 local LEAs and engaged their participation in CoC meetings.

The CoC also seeks new members who have lived experiencing in homelessness. CoC members are encouraged to share CoC information with clients and to recruit leaders in the homeless community. The CoC also identifies individuals who testify in public meetings on issues of homelessness, and conducts outreach to engage their participation in CoC meetings.

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)**

Notice of the CoC competition was shared with the public on July 31, 2017 to ensure that potential applicants (including current and new) were aware. The Notice was posted on the County website and County social media, sent to the CoC's full homeless partner email list, and sent to several provider email lists maintained by the County.

The CoC requires that all project applications by submitted by 30 days before the full application is due to HUD. An objective ranking panel (with non-conflicted CoC members) scores projects based on program design, performance and grant management. The process uses comparable scoring criteria for renewal and new projects. If a renewal project is underperforming or unaligned with HUD priorities (as evidenced by a low score), the project is recommended for reallocation. Next, the CoC determines the amount of funding available for new projects (amount reallocated + bonus), and selects top scoring new project proposals until funds run out.

1C. Continuum of Care (CoC) Coordination

Instructions:

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

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

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

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

The State of California is the only ESG recipient within the Yolo CoC's geographic area.

1) The CoC participated in many calls/meetings while the State re-designed its

ESG process, and provided written comments. The CoC provided specific feedback on eligible use of funds, prioritization, use of best practices and collection of system performance data. Once the new process was implemented for a funding round, the CoC provided feedback regarding potential improvements to the new process.

2) The CoC did not provide HIC/PIT data to the State during the Con Plan process, as the State procured statewide HIC/PIT data directly from HUD. The CoC does provide its HIC, PIT and System Performance data to the State during the local funding process.

3) The CoC participated in all calls and meetings related to development of the State's Con Plan. The CoC provided written feedback during public comment periods, with specific information on how it could be strengthened to serve the homeless in Yolo.

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)

Empower Yolo (EY) is the only victim service provider in Yolo. EY works with the CoC to ensure that survivors have a range of safe housing options (including CoC, ESG DOJ and HHS programs) through the following process:

1) EY conducts a VI-SPDAT on each survivor. EY records client info and assessment results in an independent database comparable to HMIS, to protect confidentiality. EY sends de-identified VI-SPDAT results to the HMIS Coordinator, and the results are integrated into the community queue for coordinated entry. When housing becomes available, EY consults with the survivor regarding safety issues and helps them develop a safety plan.

2&3) The CoC's coordinated entry system protects client choice and uses victim centered practices. Survivors are offered any available housing they are eligible for, but may choose not to pursue an available housing option, in which case their prioritization level is maintained in coordinated entry until a better option becomes available.

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)

Empower Yolo (EY) is the only victim service provider in Yolo. EY works with the CoC to ensure that survivors have access to safe/appropriate housing options.

1) EY offers regular training to the CoC on working with survivors, including best practices, safety planning, and available resources. EY also provides direct

training for providers upon request.

2) EY collects data on local domestic violence in a database comparable to HMIS. EY shares the aggregate data for use in community needs assessments and strategic planning. EY also participates in the annual PIT count and HIC.

3) EY worked with the local CoC to develop coordinated entry protocols that ensure survivor safety. EY conducts a VI-SPDAT on each survivor, which is entered in an database comparable to HMIS. The de-identified VI-SPDAT results are integrated into the community queue for coordinated entry. When housing becomes available, EY consults with the survivor regarding safety issues and helps them develop a safety plan.

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

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

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
Housing Authority of Yolo County	19.00%	No

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)

While there is not a homeless admission preference in their written policies, Yolo’s PHA accepts referrals for highly vulnerable individuals and families experiencing homelessness from local government entities, who cite such persons for living in uninhabitable conditions. Displaced due to governmental action, these persons receive admission preference for the PHA’s HCV program.

In addition, the CoC is in the early stages of working with its PHA to institute a “moving up” strategy for all PSH units. Consistent with HUD guidance, the CoC and PHA are devising ways to encourage persons who no longer need supportive services to “move up” and transition to community-based housing.

Another forthcoming initiative is for the CoC to assist the PHA in reviewing its admission policies. The purpose of the review is to ensure the scope is as low barriers as possible, while still maintaining compliance with statutorily mandated

provisions.

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)

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

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
Homeless Diversion Court using restorative justice	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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. The CoC has a discharge policy that ensures that people exiting foster care, health care, mental health care and correctional facilities are not discharged into homelessness.

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:	<input checked="" type="checkbox"/>
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Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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

Instructions

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

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

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

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

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)**

The Yolo CoC considers the extent to which a project serves individuals who are highly vulnerable as a part of its objective ranking process.

1) The CoC scoring process considered several vulnerabilities, including: Chronic homelessness; Veteran status; History of victimization or abuse; history of mental illness or substance use; Criminal history; Status as an unaccompanied minor or transition-aged youth.

2) The CoC allocated 5 points out of 75 (7% of total) towards serving priority and vulnerable populations in its objective ranking process. Rankers are provided with APR HMIS data (or comparable database for victim service providers), and asked to consider how well the project served individuals with the vulnerabilities listed above, as well as the plan for outreach and

engagement with these populations. Rankers are instructed to score using the following metric: 5 pts- Excellent; 4 pts- Strong; 3 pts- Fair; 2 pts- Needs Work; 1 pts- Poor; 0 pts- Terrible.

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

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

Public Posting	
CoC or other Website	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>

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

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

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

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

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs

reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 2

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

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

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

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

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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

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

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

2A-3. What is the name of the HMIS software vendor? Human Clarity Services/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

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	184	35	54	36.24%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	52	0	10	19.23%
Rapid Re-Housing (RRH) beds	77	0	3	3.90%
Permanent Supportive Housing (PSH) beds	101	0	35	34.65%
Other Permanent Housing (OPH) beds	0	0	0	

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

(limit 1000 characters)

Over the next 12 months, Yolo will increase its HMIS bed coverage rates for emergency shelter, rapid rehousing, and permanent supportive housing beds by completing the following actions.

1. Train and onboard the CalWORKs Housing Support program staff to use HMIS (74 RRH beds and 88 ES beds)
2. Fund a part-time administrative support coordinator to collect and enter HMIS data for the Cesar Chavez Plaza project (46 PSH beds)
3. Conduct outreach to Yolo’s faith-based cold weather shelter and explain the benefits of using HMIS (25 ES beds)
4. Require all new homeless services projects funded by local government to use HMIS
5. Research other innovative ways to fund and incentivize HMIS usage

2A-6. Annual Housing Assessment Report (AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR? 8

2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). 01/23/2017
(mm/dd/yyyy)

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. 01/23/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 04/29/2017

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)

Not applicable.

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

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

Beds Added:	109
Beds Removed:	145
Total:	-36

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

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

Beds Added:	0
Beds Removed:	0
Total:	0

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

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

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

From 2015 to 2017, Yolo did not change its unsheltered count methodology, but did improve data quality by focusing on training. Identified by the CoC's PIT Subcommittee as a priority, training played a large role in planning efforts. As opposed to previous years, this year the CoC created a thorough instructional guide. The two-part guide included a section containing talking points meant to ensure consistent messaging among count organizers when communicating with the public and a section containing step-by-step directions meant to assist count enumerators with administering surveys.

As mentioned above, the CoC's focus on training impacted unsheltered PIT count results by improving data quality, which yielded a significant increase in the number of persons identified as experiencing chronic homelessness.

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)

In 2017, Yolo took several extra measures to identify homeless youth. Utilizing the lessons learned from the \$12,000 We Count California grant the CoC received in 2015, the CoC instituted the following strategies:

- (1) Stationed count enumerators at locations identified as popular after-school hangouts
- (2) Hosted a magnet event with complimentary food
- (3) Utilized hygiene kits as incentives

To engage stakeholders that serve homeless youth, the CoC sent targeted invitations when forming its PIT Count Subcommittee to ensure adequate representation. These providers were particularly helpful in identifying locations where homeless youth gather.

To engage homeless youth in the planning as well as the count itself, the CoC involved several youth. Such involvement was critical in pretesting and advising the survey design, acting as count enumerators or guides to find homeless youth, and engaging homeless youth in the count.

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)

During count planning, the CoC focused on improving enumerator training. In particular, the CoC concentrated on fidelity to the series of chronic homeless questions.

Another helpful action was to pair street outreach workers with volunteer count enumerators. The CoC surmises that since street outreach workers are well-versed in the chronic homeless questions because they appear on the community's coordinated entry assessment tool.

Another action that improved the count is the community's overall focus on street outreach. Since the primary aim of these workers is to identify and engage persons experiencing homelessness, the CoC surmises that increased effort in rapport building prior to the count may have led participants to be more truthful.

A final action that improved the count of families experiencing homelessness is its partnership with its CalWORKs Housing Support Program. Unlike in previous years, the CoC had a robust family provider to assist in the count.

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)

From 2015 to 2016, Yolo experienced a 135 decrease in the number of persons experiencing first time homelessness.

To identify risk factors, Yolo works with community partners to locate areas where households fall below the median income. For example, Yolo works with the County's Community Health Improvement Plan workgroup to examine census data and map social determinants of health.

To reduce first time homelessness, Yolo implements several strategies. Through coordinated entry, Yolo assesses households for diversion opportunities. Using prevention funds, Yolo assists at-risk households by paying for arrears. Yolo works with hospitals and jails to avoid discharges into homelessness. Yolo works with legal services to fight unfounded evictions. Yolo also provides landlord mediation and aftercare through its housing navigation programs.

The County's HMIS Analyst and Data Subcommittee review HUD's System Performance Measure Report and monitor progress.

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)

From 2015 to 2016, the CoC experienced a 14-day average increase and a 23-day median increase in the length of time persons remain homeless.

Despite the slight increase, Yolo is taking numerous actions. Most notably, Yolo continues to bolster its street outreach and coordinated entry efforts. By having more outreach workers administering assessments, Yolo hopes to identify all unsheltered homeless persons residing within its community. By asking questions to determine chronic homeless status, Yolo is also identifying persons who have the longest histories of homelessness. Yolo then prioritizes such persons for housing by giving them preference on its community queue for being more vulnerable. In addition, the CoC adopted HUD's Orders of Priority CPD-16-11 Notice, which means Yolo prioritizes persons experiencing chronic homelessness for PSH.

The County's HMIS Analyst and Data Subcommittee review HUD's System Performance Measure Report and monitor progress.

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)

From 2015 to 2016, Yolo experienced a 0% change in the rate at which persons exited to permanent housing and a 3% increase in the rate at which persons retained permanent housing.

To improve such rates, Yolo focused on expanding its housing navigation services. Within the last year, the CoC added two housing navigators dedicated to seeking low cost rentals, maintaining a list of affordable housing options, building relationships with landlords, and providing aftercare.

Recently, the County also created a Housing Program Coordinator position to provide system-level oversight. Per the recommendation of HUD TA consultants, a priority of the Coordinator will be to institute a multi-family homeless preference. Yolo anticipates the advent of this position will result in less fragmented services and ultimately improve effectiveness as well as efficiency.

The County's HMIS Analyst and Data Subcommittee review HUD's System Performance Measure Report and monitor progress.

3A-4. Performance Measure: Returns to Homelessness.

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

(limit 1000 characters)

From 2015 to 2016, Yolo experienced the following changes in its return to homelessness rates:

- 1) Less than 6 months—0% Change
- 2) 6-12 months—2% Decrease
- 3) 13 to 24 months—12% Decrease
- 4) 2 years—13% Decrease

At present, Yolo relies on conducting a quarterly review of HUD’s System Performance Measure Report to drill down in the HMIS and identify the persons who return to homelessness.

To further reduce returns, Yolo will implement the following strategies:

- 1) Connect all persons exiting with mainstream and employment services to ensure they can maintain their housing
- 2) Offer up to 12 months of case management aftercare
- 3) Provide housing navigation services for formerly homeless persons at risk of losing their housing, including landlord mediation and past due rental assistance
- 4) Assess all homeless persons for potential diversion or re-housing options

The County’s HMIS Analyst and Data Subcommittee review HUD’s Report and monitor progress.

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)

In the past year, the CoC has made multiple efforts to increase access to job and income growth, most notably, by partnering with region’s advocate resource team, called SMART-Y. SMART-Y utilizes a SOAR-like model to enroll homeless persons in mainstream benefits. Due to face-to-face interviews with determination representatives, more than 60% of claimants are awarded benefits.

The County’s Employment Division works closely with the CoC to assist persons in securing mainstream employment. Services include application and resume assistance, skills training, as well as interview preparation. In addition, the County is hiring a Homeless Employment Specialist to not only further assist with job search activities, but also develop and cultivate relationships with more employers to make for an easier matching and job placement process.

The County’s HMIS Analyst and Data Subcommittee review HUD’s Report and monitor progress.

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) 06/05/2017

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.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	46	35	-11

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

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	35
Total	35

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	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>

Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder)	<input checked="" type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

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)

To rapidly rehouse families within 30 days of becoming homeless, the CoC is utilizing the following strategies:

- 1) Strengthen coordinated entry participation among RRH providers
- 2) Rely on progressive engagement to continually re-assess the level of assistance a household needs to end their current homelessness and prevent future episodes of homelessness

Both of these strategies are effective because they reduce system inefficiencies. Linking households with coordinated entry simplifies the intake process, while progressive engagement maximizes the number of households served.

While the CoC strives to rehouse all families with children within 30 days of becoming homeless, HMIS data for RRH project types in the last year suggests the average length of time homeless is 282 days.

The County’s Homeless Program Coordinator, in collaboration with the CoC’s Strategic Plan to End Homelessness Commission, is responsible for overseeing this RRH strategy.

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

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	1	26	25

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)

In accordance with HUD’s Equal Access Rules, the CoC revised and readopted an anti-discriminatory policy in November 2016. Reaffirming the CoC’s commitment to equal access, Yolo strengthened language within the policy prohibiting agencies from denying admission to, or separating family members when, they enter shelter or housing.

Further underscoring its commitment, the CoC convened a training on the Equal Access Rules and outlined its expectations for agencies to:

- 1) Develop written policies and procedures ensuring compliance with the rules
- 2) Update staff, volunteer, and contractor trainings to comply with the written policies and procedures
- 3) Educate clients on the agency’s commitment to comply with the Equal Access Final Rule
- 4) Make the agency’s policies and procedures readily available to the clients including posting a notice in a public location

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

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

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

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input checked="" type="checkbox"/>

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)

To prevent and end youth homelessness, the CoC is utilizing the following strategies:

- 1) Conduct outreach and in-reach to identify all unaccompanied youth experiencing homelessness
- 2) Forge partnerships with other large systems including the public school system, the criminal justice system, and the child welfare system, in which the CoC recently garnered a RRH grant to facilitate reunification for child welfare involved families experiencing homelessness
- 3) Implement prevention and diversion strategies such as connecting and/or reunifying with family members or other natural supports whenever possible
- 4) Utilize coordinated entry to link all youth experiencing homelessness to housing and service solutions that are tailored to their needs

The CoC monitors the effectiveness of such strategies by comparing the inflow and outflow of homeless youth in HMIS. Specifically, the CoC analyzes the number of youth assessed to the number of youth actively enrolled in an HMIS project, to the number of youth exiting an HMIS project. When comparing the data over time, the CoC hopes to see a reduction in the inflow and an increase in the outflow to permanent housing.

The CoC believes these measures are appropriate because they rely on data to inform future systems planning efforts.

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

The CoC and youth education providers collaborate in the following ways:

- 1) Education liaisons attend CoC meetings
- 2) Education liaisons participate in multi-disciplinary meetings to develop family case plans

In terms of formal partnerships, Empower Yolo has an MOU with First 5 Yolo to offer a series of play school experiences throughout the community. The project gives parents, caregivers, and children the opportunity for meaningful interaction through play. Empower Yolo also has an MOU with Help Me Grow, another agency that offers preventative and therapeutic mental health care.

All agencies are aware of the educational requirements outlined in the McKinney-Vento Act. The CoC’s local policy is every time a household with minor children presents to an agency, staff must inform the family of their educational rights. Staff must then collaborate with the education liaisons to ensure the family has access to the appropriate educational services.

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

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	Yes
Head Start	Yes	No
Early Head Start	No	No
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	Yes
Birth to 3	No	Yes
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

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

Veterans enter the homeless system in Yolo by (1) presenting for services at a provider, (2) being contacted by an outreach team, or (3) being referred from the local veteran’s services. All persons entering Yolo’s homeless system are asked multiple questions during intake regarding their veteran status. If an individual is determined to be a veteran, the CoC takes several steps to connect them with services:

- 1) Determine whether the individual is already receiving veteran’s benefits and help address any issues
- 2) Place them on the waitlist for HUD-VASH
- 3) Provide a direct referral and warm hand-off to the SSVF provider, VAMC, and the local veteran’s services office
- 4) Ensure that the veteran has transportation to the closest VA office if needed

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? No

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

homelessness?

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

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

Instructions:

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

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

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

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)

1) Increasing self sufficiency for clients is a primary goal of the CoC's Strategic Plan. The CoC coordinates closely with the primary provider of mainstream benefits (the Yolo County Health and Human Services Agency (HHSA)) to ensure that homeless individuals have access to all mainstream benefits. HHSA provides mainstream benefits in community-based settings to improve access, including sending Benefits staff to local provider sites, conducting outreach at the local university, and participating in street outreach efforts with local homeless outreach workers.

2) The County provides training and educational materials for the CoC regarding mainstream benefit. Benefits staff also attend CoC meetings to provide updates regarding changes to mainstream benefits programs and send

regular updates to the CoC email distribution list.

3) The Service Center Branch within HHSA is the lead organization responsible for ensuring access to mainstream benefits for homeless persons.

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)	6.00
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.	6.00
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).	6.00
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.	6.00
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)

1) The CoC has a street outreach team that covers 100% of the CoC, including the 4 cities and unincorporated areas. Outreach is a multi-disciplinary effort that includes homeless outreach workers, police officers, animal services, mainstream benefits staff and clinicians. Outreach teams focus on relationship building, assessing vulnerability, enrollment in coordinated entry and linkage to services.

2) Each jurisdiction has at least one full time dedicated outreach worker. Additionally, multi-disciplinary teams conduct joint outreach to unsheltered individuals in each jurisdiction at least weekly.

3) Outreach teams utilize multiple engagement strategies, including: Using multi-disciplinary teams with expertise in trauma informed practices; Law enforcement identification of encampments; Conducting intensive outreach that involves multiple visits per week for as long as needed; Offering mobile health services; and employing outreach workers who speak Spanish and Russian.

4A-5. Affirmative Outreach

Specific strategies the CoC has implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.

Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

By preparing for the launch of coordinated entry, the CoC has implemented several strategies that further fair housing. The first strategy is the launch of a comprehensive marketing campaign. Consisting of various printed and electronic materials, the campaign’s goal is affirmative marketing and outreach. As such, the CoC strives to provide reasonable accommodations for persons with disabilities and those with limited English proficiency. Examples of reasonable accommodations include having printed materials available in Braille, in audio, and in Yolo County’s threshold languages of Spanish and Russian.

Another strategy is incorporating affirmative outreach into the CoC’s coordinated entry training curriculum. This includes reviewing various scenarios and conducting group discussions on appropriate actions. The training also teaches staff how to utilize the Universal Language Line when a bilingual colleague or a client-selected interpreter is not available.

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

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	1	77	76

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

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

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	CA 521- Evidence ...	09/07/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	CA-521-CoC Rating...	08/30/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	CA 521- CoC's Rat...	08/30/2017
05. CoCs Process for Reallocating	Yes	CA 521- CoCs Proc...	08/30/2017
06. CoC's Governance Charter	Yes	CA-521-Governance...	08/29/2017
07. HMIS Policy and Procedures Manual	Yes	CA-521-HMIS Polic...	08/29/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	CA-521-PHA Admini...	08/30/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No	CA-521-HMIS MOU	08/29/2017
11. CoC Written Standards for Order of Priority	No	CA-521-CoC Writte...	08/29/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	CA-521-HDX System...	08/29/2017
14. Other	No	CA-521- HDX FY 20...	08/29/2017
15. Other	No	CA-521-Full CoC P...	08/29/2017

Attachment Details

Document Description: CA 521- Evidence of Communications to Rejected Participants

Attachment Details

Document Description:

Attachment Details

Document Description: CA-521-CoC Rating and Review Procedure

Attachment Details

Document Description: CA 521- CoC's Rating and Review Procedures: Public Posting Evidence

Attachment Details

Document Description: CA 521- CoCs Process for Reallocating

Attachment Details

Document Description: CA-521-Governance Charter

Attachment Details

Document Description: CA-521-HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: CA-521-PHA Administration Plan

Attachment Details

Document Description: CA-521-HMIS MOU

Attachment Details

Document Description: CA-521-CoC Written Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: CA-521-HDX System Performance Measures

Attachment Details

Document Description: CA-521- HDX FY 2017 CoC Competition Report

Attachment Details

Document Description: CA-521-Full CoC Polices and Procedures Manual

Submission Summary

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

Page	Last Updated
1A. Identification	08/29/2017
1B. Engagement	08/29/2017
1C. Coordination	Please Complete
1D. Discharge Planning	08/29/2017
1E. Project Review	08/29/2017
2A. HMIS Implementation	09/05/2017
2B. PIT Count	08/29/2017
2C. Sheltered Data - Methods	09/08/2017
3A. System Performance	09/15/2017
3B. Performance and Strategic Planning	09/11/2017
4A. Mainstream Benefits and Additional Policies	09/08/2017
4B. Attachments	Please Complete

FY2017 CoC Application	Page 38	09/19/2017
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Submission Summary

No Input Required

From: Tracey Dickinson

Sent: Thursday, September 07, 2017 10:18 AM

To: Bill Pride (billpride-dcm@sbcglobal.net); Joan Planell (joanmplanell@gmail.com)

Cc: Ginger Hashimoto

Subject: City of Davis/Davis Community Meals and Housing FY 2017 CoC Local Competition Notification

Hello there,

Thank you for submitting a project application to HPAC's FY 2017 CoC local competition.

I am writing to inform you that HPAC officially accepted your Transitional Housing project application during its meeting on September 7, 2017. Therefore, HPAC will submit your project as part of its CoC Consolidated Application. Per the table below, HPAC ranked your project third within Tier 1 for the total requested amount of \$66,282.

Rank	Applicant	Project	Amount	Score
TIER 1				
1	City of Woodland/ 4th and Hope	PSH Consolidated	\$89,159	74.4
2	Yolo Community Care Continuum	SHP	\$144,028	74.2
3	City of Davis/ Davis Community Meals	Transitional Housing	\$66,282	67.5
4	City of Woodland/ 4th and Hope	PSH 2015	\$145,535	71.7
TIER 2				
			\$4,320	
5	City of Woodland/ 4th and Hope	PSH Bonus 2016	\$24,085	71.4
6	City of Woodland/ 4th and Hope	PSH Bonus 2017	\$29,473	71.1
		TOTAL COST:	\$502,882	

If you believe HPAC denied your agency the opportunity to participate in the local competition and HPAC unfairly rejected or reallocated your project, pursuant to 24 CFR 578.35(c) you may appeal directly to HUD by submitting as a Solo Applicant prior to the application deadline of September 28, 2017 by 7:59:59 p.m. eastern time.

Thank you.

Tracey Dickinson

Communications and Strategy Manager

Homeless Manager

Yolo County Health and Human Services Agency

Office: (530)666-8559

Cell: (530)650-5870

From: Tracey Dickinson

Sent: Thursday, September 07, 2017 10:15 AM

To: Dan Sokolow (Dan.Sokolow@cityofwoodland.org); dzeck@fourthandhope.org; Amara Pickens (apickens@fourthandhope.org)

Cc: Ginger Hashimoto

Subject: City of Woodland/Fourth and Hope FY 2017 CoC Local Competition Notification

Hello there,

Thank you for submitting a project application to HPAC's FY 2017 CoC local competition.

I am writing to inform you that HPAC officially accepted your PSH Consolidated, PSH 2015, PSH Bonus 2016, and PSH Bonus 2017 project applications during its meeting on September 7, 2017. Therefore, HPAC will submit all four projects as part of its CoC Consolidated Application. Per the table below, HPAC ranked your projects in Tiers 1 and 2 accordingly for the total requested amount of \$292,572.

Rank	Applicant	Project	Amount	Score
TIER 1				
1	City of Woodland/ 4th and Hope	PSH Consolidated	\$89,159	74.4
2	Yolo Community Care Continuum	SHP	\$144,028	74.2
3	City of Davis/ Davis Community Meals	Transitional Housing	\$66,282	67.5
4	City of Woodland/ 4th and Hope	PSH 2015	\$145,535	71.7
TIER 2				
			\$4,320	
5	City of Woodland/ 4th and Hope	PSH Bonus 2016	\$24,085	71.4
6	City of Woodland/ 4th and Hope	PSH Bonus 2017	\$29,473	71.1
TOTAL COST:			\$502,882	

If you believe HPAC denied your agency the opportunity to participate in the local competition and HPAC unfairly rejected or reallocated your project, pursuant to 24 CFR 578.35(c) you may appeal directly to HUD by submitting as a Solo Applicant prior to the application deadline of September 28, 2017 by 7:59:59 p.m. eastern time.

Thank you.

Tracey Dickinson

Communications and Strategy Manager

Homeless Manager

Yolo County Health and Human Services Agency

Office: (530)666-8559

Cell: (530)650-5870

From: Tracey Dickinson

Sent: Thursday, September 07, 2017 10:21 AM

To: Michele Kellogg (mkellogg@y3c.org); James McLeod (jmcLeod@y3c.org)

Cc: Ginger Hashimoto

Subject: Yolo Community Care Continuum FY 2017 CoC Local Competition Notification

Hello there,

Thank you for submitting a project application to HPAC's FY 2017 CoC local competition.

I am writing to inform you that HPAC officially accepted your Supportive Housing Program application during its meeting on September 7, 2017. Therefore, HPAC will submit your project as part of its CoC Consolidated Application. Per the table below, HPAC ranked your project second within Tier 1 for the total requested amount of \$144,028.

Rank	Applicant	Project	Amount	Score
TIER 1				
1	City of Woodland/ 4th and Hope	PSH Consolidated	\$89,159	74.4
2	Yolo Community Care Continuum	SHP	\$144,028	74.2
3	City of Davis/ Davis Community Meals	Transitional Housing	\$66,282	67.5
4	City of Woodland/ 4th and Hope	PSH 2015	\$145,535	71.7
TIER 2				
			\$4,320	
5	City of Woodland/ 4th and Hope	PSH Bonus 2016	\$24,085	71.4
6	City of Woodland/ 4th and Hope	PSH Bonus 2017	\$29,473	71.1
TOTAL COST:			\$502,882	

If you believe HPAC denied your agency the opportunity to participate in the local competition and HPAC unfairly rejected or reallocated your project, pursuant to 24 CFR 578.35(c) you may appeal directly to HUD by submitting as a Solo Applicant prior to the application deadline of September 28, 2017 by 7:59:59 p.m. eastern time.

Thank you.

Tracey Dickinson

Communications and Strategy Manager

Homeless Manager

Yolo County Health and Human Services Agency

Office: (530)666-8559

Cell: (530)650-5870



- Healthcare Preparedness Coalition
- Healthy Yolo
- Homeless and Poverty Action Coalition (HPAC)**
 - HPAC Meeting Schedule, Agendas and Minutes
 - Continuum of Care (CoC) Funding Competition
 - Emergency Solutions Grant (ESG)
- Local Mental Health Board
- MCAH Advisory Board
- Perinatal Mental Health Collaborative
- Provider Stakeholder Work Group
- Yolo County Tobacco Prevention Coalition
- Yolo County's Anti-Tobacco Youth Coalition
- Children & Youth
- Employment Services
- Families
- Mental Health
- Providers & Partners
- Substance Abuse
- Welfare
- Child Support Services

FY 2017 CoC Competition

The United States Department of Housing and Urban Development (HUD) released its Notice of Funding Availability (NOFA) for the 2017 Continuum of Care (CoC) Competition on July 14, 2017. You can access additional information regarding the CoC Program and the 2017 NOFA on the HUD website ([LINK HERE](#)).

For information regarding how the local CoC funding competition will be implemented in Yolo, please see the FY 2017 Notice of Funding for the Davis/Woodland/Yolo County CoC (CA-521) ([LINK HERE](#)). This document provides important information regarding available funding, eligibility requirements and timelines.

The Homeless and Poverty Action Coalition (HPAC) formally adopted a Project Reallocation, Ranking and Selection Process for the FY 2017 CoC Competition on August 4, 2017 ([LINK HERE](#)). Interested applicants should review the process to learn more about how their applications will be ranked in the local competition.

Rank and Tier Placements

Per the *Project Reallocation, Ranking and Selection Process* that HPAC adopted on 8/4/17, all applicants interested in receiving CoC funding in the FY 17 local competition had to submit their project applications by 8/23/17. For the FY 17 CoC funding year the Yolo CoC received 6 project applications totaling \$502,882. This is the exact amount of funding available from HUD in 2017, which means that we will not be rejecting any projects, though all projects still have to be ranked and placed in either Tier 1 or Tier 2.

The Project Selection Subcommittee has spent the week of August 25-30, 2017 reviewing the applications, and met on 8/31/17 to develop a recommendation regarding the rank and tier placement of each project. The notes from that meeting are available to the public ([LINK HERE](#)). The recommended rank and tier placement are provided below.

Rank	Applicant	Project	Amount	Score
TIER 1				
1	City of Woodland/ 4th and Hope	PSH Consolidated	\$89,159	74.4
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TOTAL COST:			\$502,882	

HPAC held a public hearing to consider and approve the rank and tier placement during a special HPAC meeting on September 7, 2017. Additional details regarding the meeting are available in the Public Hearing Notice ([LINK HERE](#)). The public hearing included a a brief presentation from the Project Selection Subcommittee regarding their recommendations, followed by an open public comment period, then a discussion and vote of the non-conflicted HPAC member agencies. HPAC voted to adopt the recommended rank and tier placement provided in the table above during a special meeting of its full membership, following the public hearing on September 7, 2017.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

PROJECT SELECTION SUBCOMMITTEE

During the FY 2017 CoC competition HPAC will establish an objective Project Selection Subcommittee to develop a recommendation regarding which project applications should be sent to HUD for funding in the FY17 CoC competition. The Subcommittee will include:

- Representatives from non-conflicted CoC member agencies and stakeholders
- A minimum of 5 members, maximum of 10 members
- Membership representing both public and private agencies
- Membership representing all geographic areas within the HPAC jurisdiction
- No more than one representative from each member agency

The Homeless Coordinator will act as staff to committee, but will not participate in ranking or voting.

PROJECT REALLOCATION, RANKING AND SELECTION PROCEDURE

SUBMISSION OF PROJECT APPLICATIONS

All project applications must be submitted in e-snaps by **August 23, 2017 at 11:59pm**.

- Applications received late, but within 8 hours of the due date/time will receive a 5-point score reduction.
- Projects received after 7:59am on 8/24/17 may receive an additional point reduction, to be determined by the Ranking Subcommittee.
- It is recommended that applicants take a screenshot of their Submissions List and Project Summaries after submitting. In the event that the e-snaps system has issues, this can be used as evidence that the project was submitted on-time.
- If an applicant is having issues with submitting the application in e-snaps by the deadline due to system error they may submit a PDF version of the application, along with evidence that the e-snaps system was not working.

For renewal projects, the Annual Performance Report (APR) from the Homeless Management Information System (HMIS) should be submitted directly to the Homeless Coordinator by **August 23, 2017 at 11:59pm**. Victim service providers should submit APR data from a comparable database to HMIS.

In addition to the application in e-snaps, project applicants may submit a supplementary response (no longer than 5 pages) directly to the Homeless Coordinator to address any areas where they believe members of the Project Selection Subcommittee may require additional information or explanations. These responses will be distributed to Subcommittee members along with the project applications. Project applicants may also participate in a brief in-person interview with the Project Selection Subcommittee prior to their cumulative ranking process to answer questions and address any areas of concern.

PREPARATION FOR REVIEW PROCESS

Minimum Threshold Review



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

8/24-8/25: Homeless Coordinator conducts a minimal threshold review on new projects to ensure that projects meet minimum requirements as described below. Per guidance from HUD, all renewal projects will be assumed to meet the threshold requirements.

- Project type is eligible for CoC funding
- Project serves CoC service area
- Project meets 25% match requirements
- Project meets HUD project quality threshold (as described on page 24 of the Notice of Funding Availability)

If a project does not meet the threshold requirements the Project Selection Subcommittee will be notified. Depending on the severity of the issue, the Subcommittee may reject the project for funding, or work with the applicant on addressing the issue.

Distribution of Application Scoring Packets

8/25: Homeless Coordinator prepares and distributes application packets to the members of the Project Selection Subcommittee.

SCORING

8/26-9/1: Members of the Project Selection Subcommittee independently review and score all renewal projects¹ and new projects² (out of 75 possible points). **Separate scoring sheets will be used for renewal and new projects. Renewal projects that have been in operation for less than 1 year, and have not completed an Annual Performance Report (APR), will be scored using the new project rubric. Victim service providers will be evaluated using the same scoring sheets as other projects, but should submit APR data from a database comparable to HMIS.**

REALLOCATION, RANKING AND PROJECT SELECTION

9/1: Members of the Project Selection Subcommittee meet to complete the following tasks:

- Interview project applicants to address any outstanding questions
- Assign a cumulative score to each new and renewal project
- Consider reallocation of under-performing projects
- Select new projects
- Assign a rank to each project application

¹ **Renewal Projects:** Projects currently funded by the CoC program with an expiration date in 2018

² **New Projects:**

- Any new project proposal for a:
 - *Permanent supportive housing projects dedicated to chronically homeless*
 - *Permanent supportive housing projects meeting the definition of DedicatedPLUS*
 - *Rapid re-housing projects*
 - *Joint Transitional Housing and Rapid Re-Housing projects*
 - *Supportive Services Only (SSO) projects for coordinated entry*
 - *HMIS project (only HMIS lead can apply)*
- Permanent Housing Bonus projects

Note to HUD:
Process for evaluating projects submitted by victim service providers



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Minutes will be recorded at the meeting, provided at the subsequent HPAC meeting with the ranking results, and made available to the public.

Cumulative Scoring of Renewal and New Projects

The Subcommittee's first task will be to develop a cumulative score for each project by aggregating the scores assigned to each project by each individual member of the Subcommittee.

Reallocation of Under-Performing Projects

Next, the Subcommittee will consider whether reallocation³ of under-performing renewal projects is necessary.

- The Subcommittee will recommend reallocation of any projects not meeting a minimum scoring threshold of 45 points (60% of total available points).
- The Subcommittee will recommend development of a Corrective Action Plan for any projects scoring between 45 to 55 points (60-73% of total available points).
 - ✓ Projects recommended for corrective action must develop and share a Corrective Action Plan with HPAC by November 1, 2017. The Homeless Coordinator will assist projects with development of the Plan, and will provide technical assistance as needed. Additionally, HPAC will continually monitor the Plan and provide ongoing assistance with improvement efforts. If project has not demonstrated improvement before FY18 CoC process (as demonstrated by improved score), the project may be recommended for reallocation.

Selection of Renewal and New Projects

After considering all renewal projects and determining the need for reallocation of under-performing projects the Project Selection Subcommittee will recommend all remaining renewal projects for funding in the FY17 CoC competition. After renewals have been reviewed and recommended for funding, the Subcommittee will determine the amount of funding available for new projects using the formula provided below.

STEP 1:	\$458,394	<i>Annual Renewal Demand</i>
	+ \$24,085	<i>Permanent Housing Bonus</i>
	= \$482,479	Total Available Funds
STEP 2:	\$482,479	<i>Total Available Funds</i>
	- \$xxx,xxx	<i>Cost of Recommended Renewals</i>
	= \$xxx,xxx	Balance Available for New Projects

The Subcommittee will review the new project proposals, giving consideration to the score of each project, the geographic disbursement of projects, and whether the project addresses a critical community need that is currently unmet. The Subcommittee will select projects for funding until the available funding runs out. All remaining new projects will be rejected for funding.⁴

³ **Reallocation:** When funds are shifted from an existing renewal project to create new projects

⁴ Projects **selected for funding** will be recommended to HUD for funding in the FY17 CoC competition.

Projects **rejected for funding** will not be recommended to HUD for funding in the FY17 COC competition.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Ranking of New and Renewal Projects

Once the Subcommittee has selected all new and renewal projects that will be recommended for funding, the Subcommittee will assign a rank⁵ and tier⁶ to each project. Projects will be placed in order from highest to lowest based on cumulative score, and assigned a rank in that order.

TIER 1:	\$445,004	94% of Annual Renewal Demand
TIER 2:	+ \$57,878	6% of Annual Renewal Demand, and Permanent Housing Bonus
	<hr/>	
	\$531,287	Total Available Funding

The Subcommittee retains the right to alter the initial ranking and tier placement for strategic reasons, if initial scoring is likely to result in any critical services gaps, including lack of services in a community or lack of services for a priority population.

PUBLIC MEETING AND HPAC ADOPTION

9/7: The Project Selection Subcommittee will bring its final recommendation regarding project reallocation, selection, rejection, and rank/tier to the full HPAC membership at a special public meeting on September 7, 2017. The draft recommendation will be posted on the HPAC website and emailed to the membership a minimum of 48-hours prior to the public meeting. The meeting will be publicly advertised on the HPAC website and through a press release to local media organizations. All members of the public and local agencies will be invited to provide public comment during the meeting.

Following public comment, the HPAC membership will make a final determination regarding which projects will be recommended to HUD for funding, and will hold a vote of all non-conflicted member organizations.

NOTIFICATION TO APPLICANTS

9/8: The Homeless Coordinator will send an email to each project applicant explaining whether their project was accepted or rejected. If rejected, the letter will explain the reason for the rejection. If accepted, the letter will explain the rank and tier assignment. In addition, all applicants may request copies of the scoring materials associated with their project, or a debrief with the Homeless Coordinator.

SOLO APPLICATIONS TO HUD

Eligible project applicants that attempted to participate in the CoC planning process in the CA-521 Davis/Woodland/Yolo County Continuum of Care, that believe they were denied the right to participate in a reasonable manner may submit an application to HUD and may be awarded a grant from HUD by following the procedure found in 24 CFR 578.35. Solo applicants must submit their project application to HUD by 7:59:59 p.m. eastern time, September 28, 2017 which must include notification of rejection of the project in the local competition as attachment to the Solo Application's project application.

⁵ **Project Rank:** Once selected for funding, all projects must be placed in order of preference or "ranked".

⁶ **Project Tier:** Once ranked, projects must be placed in two tiers. Projects in tier 1 will be conditionally selected by HUD for funding. Projects in tier 2 will be selected by HUD in order of CoC score and project score until no more funds are available.



Note to HUD:
Objective Review and Rating Criteria for Renewal Projects

Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Yolo CoC Scoring Rubric: Renewal Projects			
PROGRAM DESIGN			
Type of Project	Does the type of project (PSH, RRH, TH, SSO, HMIS) meet HUD priorities and demonstrate the ability to meet a local community need?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Low Barriers	Does the project plan to operate using a low barriers model, by minimizing service participation requirements and preconditions (meaning that they do not screen out potential participants based on clients possessing (1) too little income, (2) active or history of substance use, (3) criminal record, with exception of state mandated restrictions, and (4) history of domestic violence)?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Serving Priority and Vulnerable Populations	If PSH, does project serve exclusively the chronically homeless ⁷ , or prioritize the chronically homeless for beds as they turn over? <hr/> If not PSH, does the project serve high rates of highly vulnerable populations (including veterans, people with a history of victimization or abuse, people with mental illness or substance use disorder, people with a criminal history, unaccompanied minors and/or transition aged-youth)?	5	5 Pts: Prioritizes chronically homeless with bed turnover 3Pts: Demonstrates in recent APR that a minimum of 50% of clients were chronically homeless 0 Pts: Does not prioritize chronically homeless Consider rates of each population served according to HMIS data. Also consider plan for outreach and engagement with vulnerable populations. 5 Pts: Excellent 4Pts: Strong 3Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 25
PROGRAM PERFORMANCE <i>(Answers should be based on FY 15/16 HMIS data)</i>			
Housing Stability and Exits	If permanent supportive housing, do at least 80% of participants remain housed or exit to another permanent housing destination?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding

Note to HUD: Scoring Factor Related to Housing Outcomes

⁷ A person or household who is “chronically homeless” according to HUD includes an unaccompanied homeless individual with a disabling condition who has either (1) been homeless continuously for a year or more, or (2) has had at least four episodes of homelessness in the past three years. A disabling condition may include (1) a diagnosis of substance use disorder, (2) a serious mental illness, (3) a development disability, (4) a chronic physical illness, and (5) the co-occurrence of two or more of the previously mentioned conditions.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

	If transitional housing, do at least 80% of homeless persons exit to permanent housing?		performance issues, Yolo County housing market, affordable housing availability and local vacancy rates. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Income	Does project demonstrate that at least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Mainstream Benefits	Does the project demonstrate success in connecting participants with and ensuring participants mainstream resources (including Food Stamps, General Assistance, SSI, TANF, Unemployment, Veterans Benefits, Veterans Healthcare and Workforce Investment Act)?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Bed Utilization	Does the project routinely operate at 85% capacity according to quarterly bed utilization reports from previous funding year?	5	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 35
GRANT MANAGEMENT (20 Points)			

**Note to HUD:
Method for evaluating
proposals from victim
service provider**



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

<p>HPAC Participation</p>	<p>Did agency (or sub recipient) staff participate in HPAC meetings (all HPAC and technical) and HPAC subcommittees during the past year? If new to the community, has the agency demonstrated a commitment to HPAC participation and partner engagement in the future?</p>	<p>10</p>	<p>Consider HPAC participation levels and supplemental responses. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
<p>Drawdown Rates and Fund Utilization</p>	<p>In the previous funding year, did the project draw down at least 95% of funds within 90 days of the project's expiration date? <i>(determined using supplemental information from HUD)</i></p>	<p>5</p>	<p>Consider data from HUD. Also consider supplemental responses from applicant regarding any performance issues. 5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible</p>
<p style="text-align: right;">Points Sub-Total: 15</p>			<p style="text-align: right;">TOTAL AVAILABLE POINTS: 75</p>



Note to HUD:

Objective Review and Rating Criteria for New Projects

Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Yolo CoC Scoring Rubric: New Projects

PROGRAM DESIGN

Type of Project	Does the type of project (PSH, RRH, TH, SSO, HMIS) meet HUD priorities and demonstrate the ability to meet a local community need?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Low Barriers	Does the project plan to operate using a low barriers model, by minimizing service participation requirements and preconditions (meaning that they do not screen out potential participants based on clients possessing (1) too little income, (2) active or history of substance use, (3) criminal record, with exception of state mandated restrictions, and (4) history of domestic violence)?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Serving Priority and Vulnerable Populations	If PSH, will project serve exclusively the chronically homeless, or prioritize the chronically homeless for beds as they turn over? If not PSH, does the project serve high rates of highly vulnerable populations (including veterans, people with a history of victimization or abuse, people with mental illness or substance use disorder, people with a criminal history, unaccompanied minors and/or transition aged-youth)?	5	5 Pts: Serves exclusively chronically homeless 3Pts: Prioritizes chronically homeless with bed turnover 0 Pts: Does not prioritize chronically homeless Consider rates of each population served according to HMIS data. Also consider plan for outreach and engagement with vulnerable populations. 5 Pts: Excellent 4Pts: Strong 3Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 25
PROGRAM PERFORMANCE			
Housing Stability and Exits	If permanent supportive housing, how does the project plan to retain participants or ensure that they exit to permanent housing? <i>HUD Standard: 80% of participants remain housed or exit to another</i>	10	Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard: 10 Pts: Excellent 8 Pts: Strong

Note to HUD:
Consideration of severity of needs and vulnerable populations



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

	<p><i>permanent housing destination</i></p> <hr/> <p>If rapid re-housing, how does the project plan to rapidly move participants into permanent housing? <i>HUD Standard: 80% of participants remain housed or exit to permanent housing</i></p>		<p>6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Income	<p>How does the project plan to increase income for participants? <i>HUD Standard: At least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured</i></p>	10	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Mainstream Benefits	<p>How does the project plan to assist participants in accessing mainstream benefits (including Food Stamps, General Assistance, SSI, TANF, Unemployment, Veterans Benefits, Veterans Healthcare and Workforce Investment Act)? <i>HUD Standard: At least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured</i></p>	10	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Bed Utilization	<p>How does the project plan to quickly fill vacancies? <i>HUD Standard: Projects operate at 85% capacity</i></p>	5	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible</p>
			Points Sub-Total: 35
GRANT MANAGEMENT			



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

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HPAC Participation	Did agency (or sub recipient) staff participate in HPAC meetings (all HPAC and technical) and HPAC subcommittees during the past year? If new to the community, has the agency demonstrated a commitment to HPAC participation and partner engagement in the future?	10	Consider HPAC participation levels and supplemental responses. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Experience & Readiness	Does the applicant have experience with managing similar projects and with successful grant administration for federal funds? Will the project be able to begin drawing funds in a timely manner?	5	5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 75
			TOTAL AVAILABLE POINTS: 75

↑ County of Yolo webpage where FY 2017 CoC documents were

YOLO COUNTY

70° Sunny

- Residents
- Business
- Visitors
- Health & Human Services
- Community Services
- Law & Justice
- General Government

Adult & Aging

- Adult Protective Services
- Adult Specialty Mental Health Services
- Adult Wellness Center
- Crisis Services
- Forensic Services
- Forms and Documents
- Full Service Partnership (FSP) Services

Homeless Services

- Bridge to Housing Pilot Project

Homeless and Poverty Action Coalition (HPAC)

- HPAC Meeting Schedule, Agendas and Minutes
- Continuum of Care (CoC) Funding Competition
- Emergency Solutions Grant (ESG)
- Community Services Action Board
- In Home Support Services
- Local Mental Health Board
- Medication Management
- Older Adult Outreach & Assessment Programs
- Prevention & Early Intervention Trainings (MHSA)
- Provider & Community Partner Information
- Senior Peer Counselor

Health & Human Services » Adult & Aging » Homeless Services » Homeless and Poverty Action Coalition (HPAC)

CONTINUUM OF CARE (COC) FUNDING COMPETITION

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Continuum of Care (CoC) Notice of Funding Availability (NOFA)

Each year the United State Department of Housing and Urban Development (HUD) releases a NOFA for its CoC program. The CoC program is designed to provide funding for nonprofit providers and local governments to quickly rehouse individuals and families experiencing homelessness while minimizing the trauma and dislocation caused by homelessness.

FY 2017 CoC Competition

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Public posting of local FY 2017 Notice of Funding for the CoC Competition

Public posting of FY 2017 Project Reallocation, Ranking and Selection

Date of Posting ↓

County of Yolo website



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition Project Reallocation, Ranking and Selection Process Adopted August 4, 2017



Project Reallocation,
Ranking and Selection
Process posted on Yolo
County website

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PREPARATION FOR REVIEW PROCESS

Minimum Threshold Review



From: Tracey Dickinson

Sent: Wednesday, August 09, 2017 11:41 AM

Final Project Reallocation, Ranking and Selection Process sent to full CoC

Body (AKA, HPAC) on August 9, 2017

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Subject: FW: EMAIL VOTE- Adoption of CoC Project Reallocation, Ranking and Selection Process for FY 2017

Hi all,

The attached Project Reallocation, Ranking and Selection Process for the FY 17 CoC Competition was officially adopted by HPAC on August 4, 2017 at 5pm. The final version is also posted online ([LINK HERE](#)).

Please let me know if you are willing to participate on the Project Selection Subcommittee. You will need to be available to score the projects during the week of August 26th to September 1st, and meet with the other scorers to make final ranking decisions on August 31st or September 1st. I don't have enough people signed up yet!

Tracey

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Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

PROJECT SELECTION SUBCOMMITTEE

During the FY 2017 CoC competition HPAC will establish an objective Project Selection Subcommittee to develop a recommendation regarding which project applications should be sent to HUD for funding in the FY17 CoC competition. The Subcommittee will include:

- Representatives from non-conflicted CoC member agencies and stakeholders
- A minimum of 5 members, maximum of 10 members
- Membership representing both public and private agencies
- Membership representing all geographic areas within the HPAC jurisdiction
- No more than one representative from each member agency

The Homeless Coordinator will act as staff to committee, but will not participate in ranking or voting.

PROJECT REALLOCATION, RANKING AND SELECTION PROCEDURE

SUBMISSION OF PROJECT APPLICATIONS

All project applications must be submitted in e-snaps by **August 23, 2017 at 11:59pm**.

- Applications received late, but within 8 hours of the due date/time will receive a 5-point score reduction.
- Projects received after 7:59am on 8/24/17 may receive an additional point reduction, to be determined by the Ranking Subcommittee.
- It is recommended that applicants take a screenshot of their Submissions List and Project Summaries after submitting. In the event that the e-snaps system has issues, this can be used as evidence that the project was submitted on-time.
- If an applicant is having issues with submitting the application in e-snaps by the deadline due to system error they may submit a PDF version of the application, along with evidence that the e-snaps system was not working.

For renewal projects, the Annual Performance Report (APR) from the Homeless Management Information System (HMIS) should be submitted directly to the Homeless Coordinator by **August 23, 2017 at 11:59pm**. Victim service providers should submit APR data from a comparable database to HMIS.

In addition to the application in e-snaps, project applicants may submit a supplementary response (no longer than 5 pages) directly to the Homeless Coordinator to address any areas where they believe members of the Project Selection Subcommittee may require additional information or explanations. These responses will be distributed to Subcommittee members along with the project applications. Project applicants may also participate in a brief in-person interview with the Project Selection Subcommittee prior to their cumulative ranking process to answer questions and address any areas of concern.

PREPARATION FOR REVIEW PROCESS

Minimum Threshold Review



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

8/24-8/25: Homeless Coordinator conducts a minimal threshold review on new projects to ensure that projects meet minimum requirements as described below. Per guidance from HUD, all renewal projects will be assumed to meet the threshold requirements.

- Project type is eligible for CoC funding
- Project serves CoC service area
- Project meets 25% match requirements
- Project meets HUD project quality threshold (as described on page 24 of the Notice of Funding Availability)

If a project does not meet the threshold requirements the Project Selection Subcommittee will be notified. Depending on the severity of the issue, the Subcommittee may reject the project for funding, or work with the applicant on addressing the issue.

Distribution of Application Scoring Packets

8/25: Homeless Coordinator prepares and distributes application packets to the members of the Project Selection Subcommittee.

SCORING

8/26-9/1: Members of the Project Selection Subcommittee independently review and score all renewal projects¹ and new projects² (out of 75 possible points). Separate scoring sheets will be used for renewal and new projects. Renewal projects that have been in operation for less than 1 year, and have not completed an Annual Performance Report (APR), will be scored using the new project rubric. Victim service providers will be evaluated using the same scoring sheets as other projects, but should submit APR data from a database comparable to HMIS.

REALLOCATION, RANKING AND PROJECT SELECTION

9/1: Members of the Project Selection Subcommittee meet to complete the following tasks:

- Interview project applicants to address any outstanding questions
- Assign a cumulative score to each new and renewal project
- Consider reallocation of under-performing projects
- Select new projects
- Assign a rank to each project application

¹ **Renewal Projects:** Projects currently funded by the CoC program with an expiration date in 2018

² **New Projects:**

- Any new project proposal for a:
 - *Permanent supportive housing projects dedicated to chronically homeless*
 - *Permanent supportive housing projects meeting the definition of DedicatedPLUS*
 - *Rapid re-housing projects*
 - *Joint Transitional Housing and Rapid Re-Housing projects*
 - *Supportive Services Only (SSO) projects for coordinated entry*
 - *HMIS project (only HMIS lead can apply)*
- Permanent Housing Bonus projects



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Minutes will be recorded at the meeting, provided at the subsequent HPAC meeting with the ranking results, and made available to the public.

Cumulative Scoring of Renewal and New Projects

The Subcommittee's first task will be to develop a cumulative score for each project by aggregating the scores assigned to each project by each individual member of the Subcommittee.

Reallocation of Under-Performing Projects

Next, the Subcommittee will consider whether reallocation³ of under-performing renewal projects is necessary.

- The Subcommittee will recommend reallocation of any projects not meeting a minimum scoring threshold of 45 points (60% of total available points).
- The Subcommittee will recommend development of a Corrective Action Plan for any projects scoring between 45 to 55 points (60-73% of total available points).
 - ✓ Projects recommended for corrective action must develop and share a Corrective Action Plan with HPAC by November 1, 2017. The Homeless Coordinator will assist projects with development of the Plan, and will provide technical assistance as needed. Additionally, HPAC will continually monitor the Plan and provide ongoing assistance with improvement efforts. If project has not demonstrated improvement before FY18 CoC process (as demonstrated by improved score), the project may be recommended for reallocation.

Selection of Renewal and New Projects

After considering all renewal projects and determining the need for reallocation of under-performing projects the Project Selection Subcommittee will recommend all remaining renewal projects for funding in the FY17 CoC competition. After renewals have been reviewed and recommended for funding, the Subcommittee will determine the amount of funding available for new projects using the formula provided below.

STEP 1:	\$458,394	<i>Annual Renewal Demand</i>
	+ \$24,085	<i>Permanent Housing Bonus</i>
	= \$482,479	Total Available Funds
STEP 2:	\$482,479	<i>Total Available Funds</i>
	- \$xxx,xxx	<i>Cost of Recommended Renewals</i>
	= \$xxx,xxx	Balance Available for New Projects

The Subcommittee will review the new project proposals, giving consideration to the score of each project, the geographic disbursement of projects, and whether the project addresses a critical community need that is currently unmet. The Subcommittee will select projects for funding until the available funding runs out. All remaining new projects will be rejected for funding.⁴

³ **Reallocation:** When funds are shifted from an existing renewal project to create new projects

⁴ Projects **selected for funding** will be recommended to HUD for funding in the FY17 CoC competition.

Projects **rejected for funding** will not be recommended to HUD for funding in the FY17 COC competition.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Ranking of New and Renewal Projects

Once the Subcommittee has selected all new and renewal projects that will be recommended for funding, the Subcommittee will assign a rank⁵ and tier⁶ to each project. Projects will be placed in order from highest to lowest based on cumulative score, and assigned a rank in that order.

TIER 1:	\$445,004	94% of Annual Renewal Demand
TIER 2:	+ \$57,878	6% of Annual Renewal Demand, and Permanent Housing Bonus
	<hr/>	
	\$531,287	Total Available Funding

The Subcommittee retains the right to alter the initial ranking and tier placement for strategic reasons, if initial scoring is likely to result in any critical services gaps, including lack of services in a community or lack of services for a priority population.

PUBLIC MEETING AND HPAC ADOPTION

9/7: The Project Selection Subcommittee will bring its final recommendation regarding project reallocation, selection, rejection, and rank/tier to the full HPAC membership at a special public meeting on September 7, 2017. The draft recommendation will be posted on the HPAC website and emailed to the membership a minimum of 48-hours prior to the public meeting. The meeting will be publicly advertised on the HPAC website and through a press release to local media organizations. All members of the public and local agencies will be invited to provide public comment during the meeting.

Following public comment, the HPAC membership will make a final determination regarding which projects will be recommended to HUD for funding, and will hold a vote of all non-conflicted member organizations.

NOTIFICATION TO APPLICANTS

9/8: The Homeless Coordinator will send an email to each project applicant explaining whether their project was accepted or rejected. If rejected, the letter will explain the reason for the rejection. If accepted, the letter will explain the rank and tier assignment. In addition, all applicants may request copies of the scoring materials associated with their project, or a debrief with the Homeless Coordinator.

SOLO APPLICATIONS TO HUD

Eligible project applicants that attempted to participate in the CoC planning process in the CA-521 Davis/Woodland/Yolo County Continuum of Care, that believe they were denied the right to participate in a reasonable manner may submit an application to HUD and may be awarded a grant from HUD by following the procedure found in 24 CFR 578.35. Solo applicants must submit their project application to HUD by 7:59:59 p.m. eastern time, September 28, 2017 which must include notification of rejection of the project in the local competition as attachment to the Solo Application's project application.

⁵ **Project Rank:** Once selected for funding, all projects must be placed in order of preference or "ranked".

⁶ **Project Tier:** Once ranked, projects must be placed in two tiers. Projects in tier 1 will be conditionally selected by HUD for funding. Projects in tier 2 will be selected by HUD in order of CoC score and project score until no more funds are available.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Yolo CoC Scoring Rubric: Renewal Projects			
PROGRAM DESIGN			
Type of Project	Does the type of project (PSH, RRH, TH, SSO, HMIS) meet HUD priorities and demonstrate the ability to meet a local community need?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Low Barriers	Does the project plan to operate using a low barriers model, by minimizing service participation requirements and preconditions (meaning that they do not screen out potential participants based on clients possessing (1) too little income, (2) active or history of substance use, (3) criminal record, with exception of state mandated restrictions, and (4) history of domestic violence)?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Serving Priority and Vulnerable Populations	<p>If PSH, does project serve exclusively the chronically homeless⁷, or prioritize the chronically homeless for beds as they turn over?</p> <hr/> <p>If not PSH, does the project serve high rates of highly vulnerable populations (including veterans, people with a history of victimization or abuse, people with mental illness or substance use disorder, people with a criminal history, unaccompanied minors and/or transition aged-youth)?</p>	5	<p>5 Pts: Prioritizes chronically homeless with bed turnover 3Pts: Demonstrates in recent APR that a minimum of 50% of clients were chronically homeless 0 Pts: Does not prioritize chronically homeless</p> <hr/> <p>Consider rates of each population served according to HMIS data. Also consider plan for outreach and engagement with vulnerable populations. 5 Pts: Excellent 4Pts: Strong 3Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible</p>
			Points Sub-Total: 25
PROGRAM PERFORMANCE (Answers should be based on FY 15/16 HMIS data)			
Housing Stability and Exits	If permanent supportive housing, do at least 80% of participants remain housed or exit to another permanent housing destination?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding

⁷ A person or household who is “chronically homeless” according to HUD includes an unaccompanied homeless individual with a disabling condition who has either (1) been homeless continuously for a year or more, or (2) has had at least four episodes of homelessness in the past three years. A disabling condition may include (1) a diagnosis of substance use disorder, (2) a serious mental illness, (3) a development disability, (4) a chronic physical illness, and (5) the co-occurrence of two or more of the previously mentioned conditions.



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

	If transitional housing, do at least 80% of homeless persons exit to permanent housing?		performance issues, Yolo County housing market, affordable housing availability and local vacancy rates. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Income	Does project demonstrate that at least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Mainstream Benefits	Does the project demonstrate success in connecting participants with and ensuring participants mainstream resources (including Food Stamps, General Assistance, SSI, TANF, Unemployment, Veterans Benefits, Veterans Healthcare and Workforce Investment Act)?	10	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Bed Utilization	Does the project routinely operate at 85% capacity according to quarterly bed utilization reports from previous funding year?	5	Consider HMIS data, as compared to other local projects. For victim service providers, consider data for a comparable database. May also consider supplemental responses from applicant regarding performance issues. 5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 35
GRANT MANAGEMENT (20 Points)			



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

<p>HPAC Participation</p>	<p>Did agency (or sub recipient) staff participate in HPAC meetings (all HPAC and technical) and HPAC subcommittees during the past year? If new to the community, has the agency demonstrated a commitment to HPAC participation and partner engagement in the future?</p>	<p>10</p>	<p>Consider HPAC participation levels and supplemental responses. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
<p>Drawdown Rates and Fund Utilization</p>	<p>In the previous funding year, did the project draw down at least 95% of funds within 90 days of the project's expiration date? <i>(determined using supplemental information from HUD)</i></p>	<p>5</p>	<p>Consider data from HUD. Also consider supplemental responses from applicant regarding any performance issues. 5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible</p>
<p style="text-align: right;">Points Sub-Total: 15</p>			<p style="text-align: right;">TOTAL AVAILABLE POINTS: 75</p>



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

Yolo CoC Scoring Rubric: New Projects

PROGRAM DESIGN

Type of Project	Does the type of project (PSH, RRH, TH, SSO, HMIS) meet HUD priorities and demonstrate the ability to meet a local community need?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Low Barriers	Does the project plan to operate using a low barriers model, by minimizing service participation requirements and preconditions (meaning that they do not screen out potential participants based on clients possessing (1) too little income, (2) active or history of substance use, (3) criminal record, with exception of state mandated restrictions, and (4) history of domestic violence)?	10	10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Serving Priority and Vulnerable Populations	If PSH, will project serve exclusively the chronically homeless, or prioritize the chronically homeless for beds as they turn over? If not PSH, does the project serve high rates of highly vulnerable populations (including veterans, people with a history of victimization or abuse, people with mental illness or substance use disorder, people with a criminal history, unaccompanied minors and/or transition aged-youth)?	5	5 Pts: Serves exclusively chronically homeless 3Pts: Prioritizes chronically homeless with bed turnover 0 Pts: Does not prioritize chronically homeless Consider rates of each population served according to HMIS data. Also consider plan for outreach and engagement with vulnerable populations. 5 Pts: Excellent 4Pts: Strong 3Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 25
PROGRAM PERFORMANCE			
Housing Stability and Exits	If permanent supportive housing, how does the project plan to retain participants or ensure that they exit to permanent housing? <i>HUD Standard: 80% of participants remain housed or exit to another</i>	10	Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard: 10 Pts: Excellent 8 Pts: Strong



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

	<p><i>permanent housing destination</i></p> <hr/> <p>If rapid re-housing, how does the project plan to rapidly move participants into permanent housing? <i>HUD Standard: 80% of participants remain housed or exit to permanent housing</i></p>		<p>6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Income	<p>How does the project plan to increase income for participants? <i>HUD Standard: At least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured</i></p>	10	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Mainstream Benefits	<p>How does the project plan to assist participants in accessing mainstream benefits (including Food Stamps, General Assistance, SSI, TANF, Unemployment, Veterans Benefits, Veterans Healthcare and Workforce Investment Act)? <i>HUD Standard: At least 20% of participants experience an increase in financial resources at project exit, or from project entry to end of period measured</i></p>	10	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible</p>
Bed Utilization	<p>How does the project plan to quickly fill vacancies? <i>HUD Standard: Projects operate at 85% capacity</i></p>	5	<p>Consider the information provided in the application to determine the likelihood that the project will meet the HUD standard:</p> <p>5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible</p>
			Points Sub-Total: 35
GRANT MANAGEMENT			



Yolo County Homeless and Poverty Action Coalition (HPAC)

FY 2017 Continuum of Care (CoC) Competition

Project Reallocation, Ranking and Selection Process

Adopted August 4, 2017

HPAC Participation	Did agency (or sub recipient) staff participate in HPAC meetings (all HPAC and technical) and HPAC subcommittees during the past year? If new to the community, has the agency demonstrated a commitment to HPAC participation and partner engagement in the future?	10	Consider HPAC participation levels and supplemental responses. 10 Pts: Excellent 8 Pts: Strong 6 Pts: Fair 4 Pts: Needs Work 2 Pts: Poor 0 Pts: Terrible
Experience & Readiness	Does the applicant have experience with managing similar projects and with successful grant administration for federal funds? Will the project be able to begin drawing funds in a timely manner?	5	5 Pts: Excellent 4 Pts: Strong 3 Pts: Fair 2 Pts: Needs Work 1 Pts: Poor 0 Pts: Terrible
			Points Sub-Total: 75
			TOTAL AVAILABLE POINTS: 75



Yolo County Homeless and Poverty Action Coalition (HPAC)
Governance Charter

Davis/Woodland/Yolo County Continuum of Care (CA-521)

Re-Adopted June 28, 2017

Overview

In accordance with the 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule, this document shall serve as the governance charter for the Davis/Woodland/Yolo County Continuum of Care (CA-521), hereafter known as the Homeless and Poverty Action Coalition (HPAC). The charter includes information regarding HPAC's tenets, membership, meetings, leadership structure, code of conduct, Homeless Management Information System (HMIS) designation, and Collaborative Applicant designation. HPAC's Policies and Procedures Manual contains all other relevant information required by 24 CFR Part 578 Subpart B.

Tenets

- Mission:** Provide leadership on homelessness and poverty in Yolo County.
- Vision:** Create and sustain a comprehensive, coordinated, and balanced array of human services for homeless and low-income individuals and families within Yolo County.
- Coordination:** Achieve a synergistic relationship with the Yolo County 10 Year Plan Commission to achieve all of the goals in the Yolo County 10 Year Plan and to address issues of homelessness and poverty countywide.

Membership

HPAC membership is open to all parties interested in issues of homelessness and poverty in Yolo County. Relevant parties include, but are not limited to nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement agencies, organizations that serve veterans, people experiencing homelessness, and formerly homeless individuals.

HPAC shall invite new members by posting an annual public notice on its website in the month of November, but shall accept new members all year. Interested parties may join at any time, but members who would like to obtain voting rights must complete a membership application and meet the criteria specified in the Board of Voting Members section below.

Meetings

HPAC shall convene eight (8) meetings of the full membership each year in rotating locations among Davis, West Sacramento, and Woodland. HPAC shall also establish two subcommittees, including a data subcommittee and a technical subcommittee. HPAC may also convene ad hoc committees on an as-needed basis per the recommendation of the full HPAC body. All meetings and subcommittee meetings shall be open to the public.

- HPAC Full Membership:** Shall meet on eight (8) occasions during the course of the year. Shall focus on community-wide homeless issues, new requirements from the federal or state government, discussion of best practices, and coordination across providers. All decisions requiring a vote shall be made at meetings of the full membership.
- Data Subcommittee:** Shall meet on a quarterly basis, for a total of four (4) meetings each year. Shall be responsible for monitoring and addressing issues related to the local HMIS system, and for reviewing any countywide data to be used for public information and/or grant writing purposes.

Technical Subcommittee: Shall meet on a quarterly basis, for a total of four (4) meetings each year. Shall focus on federal funding issues pertaining to the Continuum of Care (CoC) and Emergency Solutions Grant (ESG).

The Homeless Coordinator shall create the meeting schedule, in coordination with the HPAC leadership team. The HPAC voting membership shall approve the meeting schedule for the following year at the October meeting.

Leadership

HPAC leadership shall consist of an elected Chair, Vice-Chair, and Secretary, as well as a Board of Voting Members. The County's Homeless Coordinator shall act as staff to HPAC.

HPAC shall hold elections in October with newly elected officers serving a one (1) year term from November 1 through October 31. If an elected officer needs to vacate the position prior to the expiration of his or her term, HPAC shall convene a special election at the next regularly scheduled general meeting.

Chair: The Chair shall serve as HPAC's primary spokesperson. The Chair shall facilitate all meetings in accordance with Robert's Rules of Order. The Chair may also convene executive committee meetings prior to general meetings to prepare agendas. The Chair shall provide feedback on the selection and performance of the Homeless Coordinator.

Vice-Chair: In the Chair's absence, the Vice-Chair shall assume meeting facilitation duties and assist with meeting preparation.

Secretary: The Secretary shall record minutes and submit them for approval at the following meeting. The Secretary is also responsible for verifying the voting status for eligible members. In the Chair and Vice Chair's absence, the Secretary shall assume meeting facilitation duties and assist with meeting preparation.

Homeless Coordinator: The Homeless Coordinator shall act as staff to HPAC, and shall be a non-elected and non-voting member of the group. The Coordinator shall staff the body by coordinating all meetings, conducting research and analysis, and presenting findings. A full description of the Coordinator's tasks and responsibility can be found on the County of Yolo website.

Board of Voting Members: In addition to the four positions listed above, HPAC leadership shall also consist of a board of voting members. HPAC shall transact business using majority rule. HPAC may conduct electronic votes when failure to act would prevent or substantially impair HPAC's compliance with governing regulations and/or funding.

To obtain voting rights, a member must attend at least fifty (50) percent of the general meetings in the last year and participate on at least one (1) standing or ad hoc subcommittee in the last year. Voting members must also represent one of the following parties:

- Community based organizations whose mission pertains to issues of homelessness and poverty;
- The County of Yolo;
- Cities within the County of Yolo;
- Homeless and/or formerly homeless persons; and
- Private companies whose interests pertain to issues of homelessness and poverty.

In the event that more than one representative from a given agency/government entity regularly participates in HPAC meetings, the agency's leader may delegate one primary voting representative and one secondary representative as the voting member for their agency/government entity. HPAC only authorizes the secondary representative to vote should the primary representative not be present. If no representatives are present, the agency forfeits their vote. Homeless and/or formerly homeless persons can retain their individual voting status.

Other HPAC advisors that shall provide valuable input, but may not necessarily be voting members include:

- Elected officials representing participating jurisdictions; and
- Members of the County of Yolo 10 Year Plan Commission.

Code of Conduct

HPAC officers and voting board members shall abide by the following stipulations.

Conflict of Interest and Recusal Policy: No HPAC officer or voting board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents. It is the responsibility of HPAC officers and voting board members to recuse themselves from the evaluation and decision-making process when a personal or organizational conflict of interest exists. In addition, HPAC prohibits officers and voting board members from the acceptance of personal gifts that provide benefit in excess of nominal value (less than \$15) from persons, organizations, or corporations with a stake in the outcome of HPAC decisions. As long as the nominal gifts are unsolicited and do not occur more than twice annually, a conflict of interest does not exist.

Termination Policy: HPAC reserves the right to temporarily ban or terminate an officer or voting board member who does not comply with the stipulations described above. HPAC must receive majority approval before taking any disciplinary action.

Homeless Management Information System (HMIS) Designation

HPAC shall designate Sacramento Steps Forward (SSF) as the region's HMIS System Administrator; Yolo Community Care Continuum (YCCC) as the region's HMIS Lead Agency; and the County of Yolo as the region's HMIS Daily Operator.

HMIS System Administrator: As the HMIS System Administrator, SSF will serve as the primary liaison between the HMIS software provider and the partner agencies. SSF will also oversee all technical aspects of HMIS administration including issuing new user accounts and passwords.

HMIS Lead Agency: As the HMIS Lead Agency, YCCC will serve as the primary liaison between the U.S. Department of Housing and Urban Development (HUD) and the partner agencies. YCCC will also manage all HMIS-related invoicing and payment processing.

HMIS Daily Operator: As the HMIS Daily Operator, the County of Yolo will serve as the primary liaison between SSF and the partner agencies. The County of Yolo will also convene quarterly users meetings and provide technical support related to HMIS daily usage.

In collaboration with each other, the three agencies shall provide system administration to ensure the viability and success of HMIS.


Collaborative Applicant Designation

HPAC shall annually designate an eligible legal entity to complete HUD's Continuum of Care (CoC) Program application, referred to as the Collaborative Applicant. The Collaborative Applicant is responsible for collecting

and submitting the application on behalf of HPAC. The Collaborative Applicant is the only organization eligible to apply for HUD planning funds to support HPAC in carrying out all of its responsibilities. The Collaborative Applicant must seek final approval from HPAC prior to submitting the final CoC Program application.

Provisions to Amend and Ratification

HPAC, in consultation with the HMIS Lead, the HMIS Daily Operator, and the Collaborative Applicant, shall review, amend as necessary, and re-ratify this governance charter every October upon a majority vote of all members present during the scheduled meeting.



Doug Zeck, HPAC Chair

6/28/17

Date



Yolo County Homeless and Poverty Action Coalition (HPAC)

Homeless Management Information System (HMIS)
Policies and Procedures Manual

Davis/Woodland/Yolo County Continuum of Care (CA-521)

Adopted August 24, 2016

Table of Contents

Overview.....	3
Introduction.....	3
What is HMIS.....	3
Who Uses HMIS.....	3
Why HMIS is Important.....	4
Section 1: HMIS Governance Structure.....	5
HMIS System Administrator.....	5
Software.....	5
Technical.....	5
Privacy and Security.....	5
HMIS Lead Agency.....	6
General.....	6
HMIS Daily Operator.....	6
General.....	6
Technical.....	6
HPAC Data Subcommittee.....	6
Section 2: General Operating Policies and Procedures.....	8
How to Add an Agency.....	8
How to Add a New Project.....	8
How to Add a User.....	8
How to Discontinue an Agency.....	9
How to Discontinue a Project.....	9
How to Discontinue a User.....	9
How to Request Technical Assistance.....	10
How to Request a Merging of Two Records.....	10
How to Request a Password Reset.....	10
How to Submit a Data Request.....	10
Section 3: HMIS Data Quality Plan.....	12
HMIS Data Standards.....	12
Universal Data Elements.....	12

Program-Specific Data Elements	13
Project Descriptor Data Elements	13
Goals and Benchmarks.....	14
Timeliness	14
Completeness	15
Bed/Unit Utilization Rates	17
Bed Coverage Rates	18
Service-Volume Coverage Rates	18
Other Important Data Quality Practices	18
Annual Verifications	19
Accuracy.....	19
Monitoring	19
Monitoring Roles and Responsibilities	19
Monitoring Schedule	20
Section 4: HMIS Privacy and Security Plan	21
HMIS Data and Technical Standards	21
Privacy Statement.....	21
Consumer Notice	23
List of Participating Agencies.....	23
Informed Consent and Release of Information Authorization	23
Privacy and Security Safeguards	24
Physical Safeguards	24
Technical Safeguards	24
Disaster Recovery Policy.....	26
Workforce Security Policy.....	26
Background Check Policy	26
Monitoring	27
Roles and Responsibilities	27
Security Officers.....	28
New HMIS Partner Agency Site Security Assessment	29
Semiannual Partner Agency Self-Audits	29
Annual Security Audits.....	30
Reporting Security Incidents.....	30

Overview

Pursuant to 24 Code of Federal Regulations (CFR) Parts 91, 576, 580, and 583 Interim Rule¹, this document shall serve as the Homeless Management Information System (HMIS) Policies and Procedures Manual for the Davis/Woodland/Yolo County Continuum of Care (CA-521), hereafter known as the Homeless and Poverty Action Coalition (HPAC).

As a counterpart to HPAC's Policies and Procedures Manual, this document shall be reviewed, revised, and re-ratified every October with the general manual and governance charter upon a majority vote of all voting members present during the scheduled meeting.

Introduction

Given the volume of information included, the manual is divided into four sections:

- Section 1 describes HPAC's HMIS governance structure and the various roles and responsibilities of each entity
- Section 2 reviews several general operating policies and procedures such as how to add a user and how to request technical assistance
- Section 3 features HPAC's Data Quality Plan including local goals and benchmarks for timeliness, completeness, bed/unit utilization, bed coverage rates, and service-volume coverage rates
- Section 4 outlines HPAC's Security and Privacy Plan and the provisions in place to protect the privacy and security of the information collected and stored in HMIS

What is HMIS

HMIS is a local information technology system used to collect data on the provision of housing and services to persons and families experiencing homelessness as well as persons and families at risk of experiencing homelessness.

Who Uses HMIS

The U.S. Department of Housing and Urban Development (HUD) requires the use of HMIS for projects funded by the Continuum of Care (CoC) program, Emergency Solutions Grants (ESG) program, and Housing Opportunities for Persons with AIDS (HOPWA) program.

In 2010, the U.S. Interagency Council on Homelessness (USICH) affirmed HMIS as the official method of measuring outcomes in its Opening Doors: Federal Strategic Plan to Prevent and End Homelessness. Since then many federal agencies that provide homeless services funding have joined together and are working with HUD to coordinate the effort.

As of 2016, the U.S. Department of Veterans Affairs (VA) requires the use of HMIS for projects funded by the Supportive Service for Veteran Families (SSVF) program. The U.S. Department of Health and Human Services (HHS) requires the use of HMIS for projects funded by the Runaway and Homeless Youth (RHY) program and Projects for Assistance in Transition from Homelessness (PATH) program. In addition, many state and local government programs also require HMIS usage.

¹ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

An important exception to the aforementioned entities is victim service providers. Pursuant to 24 CFR Part 578.57², providers assisting victims of domestic violence, dating violence, human trafficking, sexual assault, and stalking victims are prohibited from using HMIS. Rather such providers must use a comparable database.

Why HMIS is Important

HMIS is a valuable resource because of its capacity to integrate and de-duplicate data across projects in a designated service area. Communities can use aggregate HMIS data to understand the size, characteristics, and needs of the homeless population at multiple levels: project, system, local, state, and national. The Annual Homeless Assessment Report (AHAR) is HUD's annual report that provides Congress with detailed data on individuals and families experiencing homelessness across the country each year. HUD could not write this report if communities were not able to provide reliable, aggregate data on the clients they serve.

² 24 CFR Part 578.57 Homeless Management Information System:

http://www.ecfr.gov/cgi24bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

Section 1: HMIS Governance Structure

HPAC's HMIS governance structure features a tripartite composition of the following roles:

- System Administrator
- Lead Agency
- Daily Operator

Pursuant to HPAC's Governance Charter, Sacramento Steps Forward (SSF) serves as the region's HMIS System Administrator; Yolo Community Care Continuum (YCCC) serves as the region's HMIS Lead Agency; and the County of Yolo serves as the region's HMIS Daily Operator.

HMIS System Administrator

As the HMIS System Administrator, SSF:

Software

- Selects the HMIS software provider
- Serves as primary liaison between the HMIS software provider and the Partner Agencies
- Contracts with the HMIS software provider to administer and maintain central backup server operations including security procedures and daily system backup to prevent the loss of data

Technical

- Issues new user accounts and passwords
- Prompts users to periodically change their passwords for security purposes
- Inactivates user accounts after a specified period of inactivity
- Notifies agencies of HMIS failures and/or system errors immediately upon discovery
- Facilitates the initial software training for all new HMIS users
- Provides training materials, including user manuals with definitions and instructions to each individual who attends the initial training

Privacy and Security

- Maintains all client-identifying information in the strictest of confidence, using the latest available technology
- Monitors access to HMIS in order to detect violations of information security protocols
- Maintains accurate logs of all changes made to the information contained within the database for inspection purposes
- Investigates suspected breaches of confidentiality and suspends HMIS access accordingly
- Develops privacy and security protocols as it pertains to system safety and data integrity

HMIS Lead Agency

As the HMIS Lead Agency, YCCC:

General

- Serves as the primary liaison for any HUD-related requirements including submitting the CoC Consolidated Application and the CoC Planning Grant
- Manages and administers all HMIS-related invoicing and payment processing

HMIS Daily Operator

As the HMIS Daily Operator, the County of Yolo:

General

- Informs HPAC of key HUD and SSF policies related to HMIS
- Facilitates quarterly HPAC Data Subcommittee meetings to discuss system wide challenges
- Attends SSF HMIS meetings including their HMIS End-Users Meetings and their HMIS and Data Committee Meetings
- Shares relevant/important information from SSF HMIS meetings as needed
- Coordinates the collection of data for HUD reports
- Submits reports to HUD as required
- Assists Partner Agencies with HUD or other funding reports and grant applications as needed
- Promotes HMIS usage among all homeless service providers regardless of funding source
- Provides all other reasonably expected activities regarding the day-to-day implementation and operation of HMIS

Technical

- Serves as the primary liaison between the Partner Agencies and SSF
- Ensures that HPAC is compliant with the latest HMIS data standards as prescribed by HUD and SSF
- Programs new projects according to HUD's latest HMIS Data Standards
- Initiates and maintains interagency data sharing options in HMIS
- Provides refresher trainings as needed, including one-on-one trainings
- Resets usernames and passwords as needed
- Merges duplicate records as needed
- Visits agency sites to learn about/resolve issues as needed
- Provides help desk service by responding within 48 hours of an inquiry
- Works with SSF to develop, implement, and maintain written HMIS policies and procedures including a security and privacy plan as well as a data quality plan in accordance with HUD's final rulings
- Identifies potential data quality issues and recommends actions for improvement

HPAC Data Subcommittee

Another component of HPAC's HMIS governance structure is the Data Subcommittee. Serving as an advisory group to the full HPAC body, the Data Subcommittee makes critical recommendations about issues related to HMIS.

The Data Subcommittee's tasks include working with the HMIS System Administrator, HMIS Lead Agency, and HMIS Daily Operator to:

- Annually review this manual and any other HMIS policies and procedures required by HUD and provide recommendations to the full HPAC body for final approval
- Develop and implement a plan for monitoring HMIS to ensure that:
 - HMIS is satisfying the requirements of all regulations and notices issued by HUD
 - The HMIS System Administrator, HMIS Lead Agency, and HMIS Daily Operator are fulfilling the obligations outlined in the HPAC Governance Charter, in the HPAC Policies and Procedures Manual, and in this HPAC HMIS Policies and Procedures Manual
 - Agencies adhere to HPAC's data quality as well as privacy and security standards, which includes reviewing project reports and/or audits and developing technical assistance plans
- Review and approve the final submission of the following counts and reports:
 - Sheltered and Unsheltered Point-In-Time Counts (PIT)
 - Housing Inventory Count (HIC)
 - Annual Homeless Assessment Report (AHAR)
 - Annual HUD System Performance Measures Report

Comprised of at least one representative from each HMIS Partner Agency, the Data Subcommittee meets on a quarterly basis, on the third Wednesday of January, April, July and October from 8:30 to 9:30 a.m. among rotating locations in Davis, West Sacramento, and Woodland. The County of Yolo's Homeless Analyst staffs the Data Subcommittee by scheduling the meetings, creating the agendas, facilitating the discussions, recording the minutes, and sharing recommendations with the full HPAC body.

Section 2: General Operating Policies and Procedures

The following subsections describe several of HPAC's general HMIS operating policies and procedures.

How to Add an Agency

To add an agency to HPAC's HMIS, the agency under consideration must complete the following steps and/or agree to the following stipulations:

1. Contact the HMIS Daily Operator
2. Read the following HPAC documents:
 - HPAC Governance Charter
 - HPAC Policies and Procedures Manual
 - HPAC HMIS Policies and Procedures Manual
3. Complete and submit the following forms to the HMIS Daily Operator:
 - SSF New Project Agency Add Form
 - HPAC HMIS Agency Partner Agreement
 - HPAC Interagency HMIS Data Sharing Agreement
4. Adopt either HPAC's standard Privacy Statement (provided by the Homeless Analyst) or your own agency-specific Privacy Statement that satisfies all of the criteria listed in the 2004 HMIS Data and Technical Standards (see Section 4: HMIS Privacy and Security—Privacy Statement)
5. Post the Privacy Statement, along with the Consumer Notice and List of Participating Agencies (provided by the Homeless Analyst) at your intake desk(s) or comparable location(s)
6. If your agency maintains an agency website, post a link to the Privacy Statement on the homepage of the agency's website
7. Agree to ensure that hard copies of the Privacy Statement, Consumer Notice, and List of Participating Agencies are available upon a client's request
8. Agree to the cost/invoicing process as explained below:
 - As the HMIS Lead Agency, YCCC oversees the cost/invoicing process. As such, YCCC invoices on a quarterly basis during the months of January, April, July, and October. All payments are due to YCCC upon receipt of the invoice. An HMIS Lead Agency cannot fund HMIS utilization on behalf of any other agency.
 - The cost breakdown for each agency is based on:
 - A one-time user activation fee of \$175 per user
 - A CoC fee of \$5,400 divided equally among the number of Partner Agencies
 - A user fee of \$30 per user per month

How to Add a New Project

To add a new project to an already existing agency:

1. Contact the HMIS Daily Operator
2. Read, complete, and submit the following form to the HMIS Daily Operator:
 - SSF New Project Add Form
 - Please note the form does not need to be complete upon submittal. Typically, programming a new project is an iterative process that requires several revisions to ensure accurate tracking of outcomes

How to Add a User

To add a user to an already existing agency:

1. Contact the HMIS Daily Operator
2. Read, complete, and submit the following forms to the HMIS Daily Operator for each new user:
 - SSF HMIS User Account Request Form
 - SSF HMIS User’s Agreement
 - Please note this form requires a Human Resources representative or Executive Director to sign the agreement, attesting that the agency conducted a criminal background check on the new user(s)
 - The HMIS System Administrator will deny HMIS access to any potential new users who pleaded no contest or were convicted of any fraud (including identity theft) or stalking related felony crimes punishable by imprisonment of one year or more in any state (see Section 4: HMIS Privacy and Security—Background Check)
 - The HMIS Daily Operator will forward the completed paperwork to SSF by emailing hmis@sacstepsforward.org and copying the new user(s)
3. Signup for a New End-User Training by visiting <https://sac.clarityhs.com/login> and completing the online RSVP form
 - As the HMIS System Administrator, SSF facilitates all new user trainings and requires participation in the training prior to receiving access to the local HMIS
 - At the training, the new user(s) will receive his or her username(s) and password(s)
 - SSF typically schedules the trainings on the third Friday of every month

How to Discontinue an Agency

To discontinue an agency:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Reason for discontinuation
 - Official date agency wishes to discontinue use
 - Prior to contacting the HMIS Daily Operator, please ensure that your agency exited all active clients for each project(s). To do so, run a “Program Roster” report and select the “Active” status for each project(s)
2. The HMIS Daily Operator will then share the message with the HMIS Lead Agency
 - Together, the agency, the HMIS Lead Agency, and the HMIS Daily Operator will determine the appropriate final payment amount and agree upon a final date for discontinued use
 - As the cost/invoicing process is on a quarterly schedule, agencies may have to wait until the end of a quarter to discontinue use

How to Discontinue a Project

To discontinue a project:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Name of project to be discontinued
 - Reason for discontinuation
 - Official date project ended
 - Prior to contacting the HMIS Daily Operator, please ensure that your agency exited all active clients for each project. To do so, run a “Program Roster” report and select the “Active” status

How to Discontinue a User

To discontinue a user:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Name of user to be discontinued
 - Reason for discontinuation
 - If applicable, date of separation to ensure activation is not terminated preemptively

How to Request Technical Assistance

To request technical assistance:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Detailed summary of the issue
 - If applicable, client unique ID number(s)
 - Call back number
 - Please indicate if the issue is urgent e.g. need to submit a report by a particular deadline
 - The HMIS Daily Operator will respond to your request within 48 hours of receipt unless it is a county-recognized holiday and/or the agency receives an out of office reply

How to Request a Merging of Two Records

To request a merging of two records:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Name
 - Client unique ID numbers of the records to be merged
 - Please indicate which record the user thinks should be the surviving record
 - Please indicate if the issue is urgent e.g. need to submit a report by a particular deadline
 - The HMIS Daily Operator will respond to your request within 48 hours of receipt unless it is a county-recognized holiday and/or the agency receives an out of office reply

How to Request a Password Reset

To request a password reset:

2. Send a message to the HMIS Daily Operator containing the following information:
 - Name
 - Please indicate if the issue is urgent e.g. need to submit a report by a particular deadline
 - The HMIS Daily Operator will respond to your request within 48 hours of receipt unless it is a county-recognized holiday and/or the agency receives an out of office reply
 - The HMIS Daily Operator will respond with a username and a temporary password. Upon logging in, the system will prompt the user to enter a new password

How to Submit a Data Request

To submit a data request:

1. Send a message to the HMIS Daily Operator containing the following information:
 - Detailed summary of data request including:
 - Purpose of the data request
 - Authority who approved this request
 - Requested report period
 - Preferred format for the data file
 - Indicate if this is a system wide report, if not, what project types should be included e.g. only HUD-funded projects

- Indicate what data elements need to be included
 - Indicate if you would like unduplicated data or all records collected
 - Due date
- Call back number
- Please indicate if the issue is urgent e.g. need to submit a report by a particular deadline
 - The HMIS Daily Operator will respond to your request within 48 hours of receipt unless it is a county-recognized holiday and/or the agency receives an out of office reply

Section 3: HMIS Data Quality Plan

This section describes HPAC's HMIS Data Quality Plan. Developed by the HPAC Data Subcommittee in coordination with the HMIS System Administrator, HMIS Lead Agency, and HMIS Daily Operator, the Plan represents a system-level document that enhances HPAC's ability to achieve statistically valid and reliable data. As such, the Plan:

- Establishes specific data quality benchmarks for timeliness, completeness, bed/unit utilization, bed coverage rates, and service-volume coverage rates
- Describes the procedures for implementing the plan and monitoring progress toward meeting the benchmarks

As stated at the beginning of this manual, HPAC will review, revise, and re-ratify its HMIS Data Quality Plan every October upon a majority vote of all voting members present during the scheduled meeting. Prior to HPAC's vote, the Data Subcommittee will recommend updates to the full HPAC body according to HUD's latest HMIS Data Standards and locally developed performance plans.

HMIS Data Standards

Published in 2014, HUD's HMIS Data Standards serve as the basis for HPAC's Data Quality Plan. Since HUD is responsible for setting forth guidelines regarding HMIS usage, the Standards outline the minimum participation and reporting requirements.

The Standards include three primary components: (1) Universal Data Elements, (2) Program-Specific Data Elements, and (3) Project Descriptor Data Elements.

Universal Data Elements

The Universal Data Elements establish the baseline collection requirements for all agencies entering data into HMIS. In this way, the Universal Data Elements provide the foundation for producing unduplicated estimates of the number of homeless persons receiving services, basic demographic information, and patterns of use such as the length of project stays, exits to permanent housing, chronicity, and the number of homeless episodes over time.

The required Universal Data Elements include:

- 3.1 Name
- 3.2 Social Security Number
- 3.3 Date of Birth
- 3.4 Race
- 3.5 Ethnicity
- 3.6 Gender
- 3.7 Veteran Status
- 3.8 Disabling Condition
- 3.9 Residence Prior to Project Entry
- 3.10 Project Entry Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.13 Personal ID
- 3.14 Household ID
- 3.15 Relationship to Head of Household
- 3.16 Client Location

- 3.17 Length of Time on Street, in an Emergency Shelter or Safe Haven

Program-Specific Data Elements

Program-Specific Data Elements differ from Universal Data Elements in that no one project must collect every single element in this subsection. Which data elements are required is dictated by the reporting requirements set forth by the project funder.

Many of these data elements represent transactions or information that may change over time. Most agencies capture Program-Specific Data Elements at project entry and exit, but a few must be captured at project entry, exit, and on an annual basis.

The required Program-Specific Data Elements include:

- 4.1 Housing Status
- 4.2 Income and Sources
- 4.3 Non-Cash Benefits
- 4.4 Health Insurance
- 4.5 Physical Disability
- 4.6 Developmental Disability
- 4.7 Chronic Health Condition
- 4.8 HIV/AIDS
- 4.9 Mental Health Condition
- 4.10 Substance Abuse
- 4.11 Domestic Violence
- 4.12 Contact
- 4.13 Date of Engagement
- 4.14 Services Provided
- 4.15 Financial Assistance Provided
- 4.16 Referrals Provided
- 4.17 Residential Move-In Date
- 4.18 Housing Assessment Disposition
- 4.19 Housing Assessment at Exit

Project Descriptor Data Elements

Project Descriptor Data Elements contain basic information about projects participating in a region's HMIS and help ensure HMIS is the central repository of information about homelessness. The Project Descriptor Data Elements very much represent the building blocks of HMIS. They enable the system to:

- Associate client-level records with the various projects that a client will enroll in across a service area
- Clearly define the type of project the client is associated with the entire time he or she received housing and/or services
- Identify which federal partner programs are providing funding to the project
- Track bed and unit inventory and other information, by project, which is relevant for:
 - Sheltered and Unsheltered Point-In-Time Counts (PIT)
 - Housing Inventory Count (HIC)
 - Annual Homeless Assessment Report (AHAR)
 - Data Quality Monitoring Reports
 - System Performance Measures Report

The HMIS Daily Operator and/or HMIS System Administrator, not the agency or user, generally enters and manages Project Descriptor Data Elements. As such, the HMIS Daily Operator and/or HMIS System Administrator enter this information upon project setup, but will conduct an annual verification of the information and update the information as needed (see Other Important Data Quality Practices—Annual Verifications).

The required Project Descriptor Data Elements include:

- 2.1 Organization Identifiers
- 2.2 Project Identifiers
- 2.3 Continuum of Care Code
- 2.4 Project Type
- 2.5 Method for Tracking Emergency Shelter
- 2.6 Federal Partner Funding Sources
- 2.7 Bed and Unit Inventory Information
- 2.8 Site Information - Optional
- 2.9 Target Population

Goals and Benchmarks

Timeliness

Timeliness refers to how much time elapses from when a user collects data from a client to when a user inputs the data into HMIS. Thus, the system compares the difference between the project entry/exit date specified for the client and the date the user enters the information into HMIS. For example, if a user inputted a project entry date of April 4 (the date of the client’s intake assessment), but the current date is April 9, then there would be a five (5) day lag time in entering the data.

There are numerous reasons why timely data entry is important. First, it minimizes the likelihood of human error that can occur when too much time has passed between the data collection and the data entry. Timely data entry also ensures that the data is readily accessible, whether for monitoring purposes or for meeting funding requirements. Lastly, timeliness is a critical component of coordinated entry as it relies on up-to-date bed/unit availability in order to make referrals.

While HPAC highly encourages live data entry, HPAC acknowledges that there are circumstances when live data entry may not be possible. As such, HPAC set the following goal and corresponding benchmarks for each project type:

Goal	At least 95% of all data entry should fall within the specified timeliness benchmarks
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Project Type	Benchmark
Emergency Shelter	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit
Transitional Housing	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit
Permanent Housing	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit

Permanent Supportive Housing	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit
Prevention and Rapid Re-Housing	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit
Street Outreach	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit
Supportive Services Only	Agency to enter all Universal Data Elements and Project-Specific Data Elements within three (3) days of intake and/or exit

It is important to note that users cannot back enter or edit data to fix timeliness. Rather users can only strive to improve data timeliness for future entries.

Completeness

Completeness refers to the number of “Missing/Data Not Collected” and “Client Doesn’t Know/Client Refused” responses collected for both the required Universal Data Elements and Project-Specific Data Elements.

Complete data is key to assisting clients end their homelessness. Not only does incomplete data hinder an agency’s ability to provide comprehensive care, but incomplete data also negatively affects HPAC’s ability to identify service deficiencies and devise effective strategies for improvement. In addition, HMIS data quality is a component of most federal funding applications and low HMIS data quality scores may affect renewal funding as well as future funding requests. Given its importance, HPAC set the following goal and corresponding benchmarks for each project type and data element.

Goal	At least 95% of all data entry should fall within the specified completeness benchmarks
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Universal Data Element	Benchmark					
	Emergency Shelter and Non-HUD Supportive Services Only		HUD Supportive Services Only, Transitional Housing, Permanent Housing, Permanent Supportive Housing, Prevention, and Rapid Re-Housing		Street Outreach	
	Missing/Data Not Collected	Client Doesn’t Know/Client Refused	Missing/Data Not Collected	Client Doesn’t Know/Client Refused	Missing/Data Not Collected	Client Doesn’t Know/Client Refused
3.1 Name	0%	0%	0%	0%	0%	0%
3.2 Social Security Number	0%	0%	0%	5%	0%	5%
3.3 Date of Birth	0%	0%	0%	5%	0%	5%

3.4 Race	0%	0%	0%	5%	0%	5%
3.5 Ethnicity	0%	0%	0%	5%	0%	5%
3.6 Gender	0%	0%	0%	0%	0%	0%
3.7 Veteran Status	0%	0%	0%	5%	0%	5%
3.8 Disabling Condition	0%	0%	0%	5%	0%	5%
3.9 Residence Prior to Project Entry	0%	0%	0%	0%	0%	0%
3.10 Project Entry Date	0%	0%	0%	0%	0%	0%
3.11 Project Exit Date	0%	0%	0%	0%	0%	0%
3.12 Destination	5%	5%	5%	5%	15%	5%
3.15 Relationship to Head of Household	0%	0%	0%	0%	0%	0%
3.16 Client Location	0%	0%	0%	0%	0%	0%
3.17 Length of Time on Street or in an Emergency Shelter	0%	0%	0%	0%	0%	0%
Program-Specific Data Element	Benchmark					
	Emergency Shelter and Non-HUD Supportive Services Only		HUD Supportive Services Only, Transitional Housing, Permanent Housing, Permanent Supportive Housing, Prevention, and Rapid Re-Housing		Street Outreach	
	Missing/Data Not Collected	Client Doesn't Know/Client Refused	Missing/Data Not Collected	Client Doesn't Know/Client Refused	Missing/Data Not Collected	Client Doesn't Know/Client Refused
4.1 Housing Status	0%	0%	0%	0%	0%	0%
4.2 Income and Sources	0%	0%	0%	0%	0%	0%
4.3 Non-Cash Benefits	0%	0%	0%	0%	0%	0%
4.4 Health Insurance	0%	0%	0%	0%	0%	0%
4.5 Physical Disability	0%	0%	0%	0%	0%	0%
4.6 Developmental	0%	0%	0%	0%	0%	0%

Disability						
4.7 Chronic Health Condition	0%	0%	0%	0%	0%	0%
4.8 HIV/AIDS	0%	0%	0%	0%	0%	0%
4.9 Mental Health Problem	0%	0%	0%	0%	0%	0%
4.10 Substance Use	0%	0%	0%	0%	0%	0%
4.11 Domestic Violence	0%	0%	0%	0%	0%	0%
4.12 Contact	N/A	N/A	N/A	N/A	0%	0%
4.26 Employed	0%	0%	5%	5%	5%	5%

Unlike timeliness, users can fix completeness by back entering or editing data. Thus, HPAC highly encourages users to routinely monitor completeness and update any records that exceed the benchmarks listed above. In some circumstances, this may require staff to re-review paper intake forms or even re-contact the client.

Bed/Unit Utilization Rates

Bed/unit utilization rates compare the number of occupied beds/units to the project’s entire bed/unit inventory. Thus, the rates are equal to the number of occupied beds/units divided by the number of total beds/units available.

A core feature of HMIS is its ability to record the number of nights a client stays at a residential housing project. When an agency admits a client into a residential project, HMIS assigns the client a housing service. Named “Housed with—name of the project or funding source,” the housing service remains active until the agency exits the client from the project.

Thus, a project’s bed/unit utilization rate is an excellent barometer of data quality. A low utilization rate could reflect low occupancy, but it could also indicate that an agency is not entering data into HMIS for every client served. A high utilization rate could reflect that the project is over capacity, but it could also indicate that an agency has not properly exited clients from the project in HMIS. More specifically, bed utilization can legitimately exceed 105% for two main reasons. First, the project offers overflow beds—e.g. cots or mattresses—sporadically throughout the year to accommodate high-demand nights, which results in a larger count of persons than the average number of year-round beds reported on the Housing Inventory Count. Second, the project serves a family with more children than the beds reported as part of the year’s Housing Inventory Count. A third reason, related to a data quality issue, is that the project operator is not entering accurate project entry or exit dates, which causes an overlap in stays.

Using HUD’s Annual Homeless Assessment Report (AHAR) guidelines, HPAC set the following goal and benchmarks for all residential housing projects.

Goal	100% of all data entry should fall within the specified utilization benchmarks
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Project Type	Benchmark
Emergency Shelter	65 to 105%
Transitional Housing	65 to 105%
Permanent Supportive Housing	65 to 105%

Similar to completeness, users can fix bed/unit utilization rates by back entering or editing data. HPAC highly encourages users to routinely monitor bed/unit utilization rates to ensure true occupancy rates are accurately reflected within HMIS. In addition, HPAC recognizes that new projects may require time to reach their projected occupancy numbers and will not expect them to meet the utilization benchmark during the first six months of operation.

Bed Coverage Rates

Bed coverage rates compare the total number of beds in HMIS divided by the total bed inventory. The bed coverage rate should account for all HPAC beds in the community, including both HUD and non-HUD funded beds.

This is an important rate to calculate to ensure that HPAC meets HUD’s minimum threshold of at least 50% to be eligible for the Annual Homeless Assessment Report (AHAR). Without meeting the 50% threshold, HUD is unable to project estimates for non-HMIS projects with reasonable statistical confidence.

Despite the 50% threshold, HPAC will strive to achieve an even higher standard of 85% as prescribed in HUD’s CoC application. The HMIS Daily Operator will calculate these rates annually for the CoC application as well as in preparation for the AHAR.

Goal	At least 85% bed coverage rate for all project types
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Service-Volume Coverage Rates

Service-volume coverage rates compare the number of persons served annually by any given project that participates in HMIS divided by the number of persons served annually by all HPAC projects in the community.

This is an important rate to calculate to ensure that HPAC meets HUD’s minimum threshold of at least 50% to be eligible for the Annual Homeless Assessment Report (AHAR). Without meeting the 50% threshold, HUD is unable to project estimates for non-HMIS projects with reasonable statistical confidence.

Despite the 50% threshold, HPAC will strive to achieve an even higher standard of 85% as prescribed in HUD’s CoC application. The HMIS Daily Operator will calculate these rates annually for the CoC application as well as in preparation for the AHAR.

Goal	At least 85% service-volume coverage rate for all project types
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Other Important Data Quality Practices

HPAC will implement two other important practices as part of its HMIS Data Quality Plan. The practices involve an annual verification of Project Descriptor Data Elements and residential housing projects as well as establishing local standards regarding accuracy.

Annual Verifications

Every year prior to the Annual Homeless Assessment Report (AHAR), the HMIS Daily Operator will request agencies to verify their Project Descriptor Data Elements (see Section 3: HMIS Data Quality Plan—Project Descriptor Data Elements) as well as their inventory of residential housing projects.

This practice will ensure that bed/unit utilization rates are accurate and therefore AHAR reporting is accurate. Collecting such information will also be helpful for the numerous annual reports required by HUD including the Point-In-Time Count (PIT), the Housing Inventory Count (HIC), and the System Performance Measure Report.

Accuracy

HMIS data needs to accurately represent the clients served and the services provided. The best way to measure accuracy is to compare the HMIS data with primary sources such as a social security card, birth certificate, or driver's license. To ensure the most up-to-date and complete data, HPAC recommends internal data quality monitoring on a monthly basis.

Another important aspect of maintaining data integrity is collecting and entering data in a common and consistent manner across all projects. To that end, the HPAC Data Subcommittee will regularly review best practices and discuss common problems.

Some important things to note regarding accuracy include:

- All Universal Data Elements and Program Specific Data Elements must be obtained from each adult and unaccompanied youth who apply for services
- Most Universal Data Elements are also required for children age 17 years and under
- Most Universal Data Elements and Program-Specific Data Elements include a “Client Doesn’t Know” or “Client Refused” response category. HUD considers these valid responses if the client does not know or the client refuses to respond to the question. It is not the intention of HUD, or any other funders who require HMIS usage, to have agencies deny clients assistance if they refuse or are unable to supply the information. However, some information may be required by projects or public or private funders to determine eligibility for housing or services, or to assess needed services.
- Agencies should not use the “Client Doesn’t Know” or “Client Refused” responses to indicate that the case manager or data entry staff member does not know the client’s response
- Since HPAC’s HMIS requires a response to all data fields before saving a record, the agency should use the “Data not collected” response to indicate missing data

Monitoring

The purpose of monitoring is to ensure that agencies are meeting or are as close as possible to meeting the agreed-upon data quality goals and benchmarks. Monitoring will also help agencies quickly identify and ideally resolve data quality issues.

The following subsections review the roles and responsibilities of each entity in the monitoring process and establish a monitoring schedule.

Monitoring Roles and Responsibilities

HMIS System Administrator

The HMIS System Administrator is responsible for the ongoing maintenance of the existing data quality report, which includes working with the HMIS software vendor to update the report to reflect HUD’s latest HMIS Data Standards. The HMIS System Administrator is also responsible for providing initial training to new users, teaching best practices for HMIS data entry.

HMIS Daily Operator

The HMIS Daily Operator is responsible for providing technical assistance to Partner Agencies that need help addressing data quality issues. The HMIS Daily Operator is also responsible for providing ongoing training beyond the initial training provided by the HMIS System Administrator.

HPAC Data Subcommittee

The HPAC Data Subcommittee is responsible for reviewing each project's data quality on a quarterly basis. The Data Subcommittee will work to identify issues that do not comply with the agreed-upon goals and benchmarks. Based from the Data Subcommittee's assessment, the HMIS Daily Operator will offer individualized support and develop specialized trainings as necessary.

HMIS Partner Agency

The HMIS Partner Agency is responsible for pulling data quality reports and correcting data entry errors for each project within HMIS.

Monitoring Schedule

As stated above, the HPAC Data Subcommittee will monitor the data quality of all active projects within HMIS on a quarterly basis. The Data Subcommittee meets on a quarterly basis, on the third Wednesday of January, April, July and October from 8:30 to 9:30 a.m. among rotating locations among Davis, West Sacramento, and Woodland. The County of Yolo's Homeless Analyst, who staffs the Data Subcommittee, will prepare data quality reports prior to the quarterly meetings.

Section 4: HMIS Privacy and Security Plan

This section describes HPAC's HMIS Privacy and Security Plan. Developed by the HPAC Data Subcommittee in coordination with the HMIS System Administrator, HMIS Lead Agency, and HMIS Daily Operator, the Plan represents a system-level document that enhances HPAC's ability to protect the privacy and security of the information collected and stored in HMIS. As such, the Plan:

- Addresses federal regulations related to HMIS privacy and security
- Delineates specific roles and responsibilities for the HMIS System Administrator, the HMIS Daily Operator, the HMIS Partner Agency, and the HMIS End User
- Establishes system security safeguards
- Describes the procedures for implementing the plan and monitoring for compliance

As stated at the beginning of this manual, HPAC will review, revise, and re-ratify the HMIS Privacy and Security Plan every October upon a majority vote of all voting members present during the scheduled meeting. Prior to HPAC's vote, the Data Subcommittee will recommend updates to the full HPAC body according to HUD's latest HMIS standards.

It is important to note that the Plan complies with HUD's 2004 HMIS Data and Technical Standards Final Notice³ as well as state and local laws regulating the confidentiality of personal information. Yet, at the time of writing this Plan, HUD has not yet released a final notice regarding HMIS security. Given this, the Plan contains preliminary security safeguards; however, HPAC anticipates updating the safeguards upon receiving final guidance from HUD.

It is also important to note that HPAC wrote the Plan in support of an open HMIS system, where data sharing occurs amongst agencies who opted to be part of the HPAC Data Sharing Agreement. While HPAC recognizes that individual agencies serve clients, HPAC equally recognizes that the region's entire homeless services system serves clients.

HMIS Data and Technical Standards

The core tenets of HPAC's Privacy and Security Plan are the requirements specified in the 2004 HMIS Data and Technical Standards Final Notice⁴. The following subsections explain each requirement and HPAC's standards for compliance.

Privacy Statement

The Privacy Statement describes how an agency collects, uses, and discloses client information. The Privacy Statement must also describe how a client can access his or her information. HPAC requires that each agency either adopt HPAC's standard Privacy Statement or adopt their own agency-specific Privacy Statement, which meets all of the minimum requirements set forth in HUD's 2004 HMIS Data and Technical Standards Final Notice⁵ (see Additional Information about the Privacy Statement).

³ 2004 HMIS Data and Technical Standards Final Notice:

<https://www.hudexchange.info/resources/documents/2004HUDDataandTechnicalStandards.pdf>

⁴ 2004 HMIS Data and Technical Standards Final Notice:

<https://www.hudexchange.info/resources/documents/2004HUDDataandTechnicalStandards.pdf>

⁵ 2004 HMIS Data and Technical Standards Final Notice:

<https://www.hudexchange.info/resources/documents/2004HUDDataandTechnicalStandards.pdf>

In addition to having a Privacy Statement, HPAC requires that HMIS Partner Agencies, who have a website, post a link to the Privacy Statement online. HPAC also requires that Partner Agencies post the Privacy Statement at each intake desk(s) or a comparable location(s). Lastly, HPAC requires that all staff have access to hard copies of the Privacy Statement when out in the field.

Additional Information about the Privacy Statement

As stated above, every HMIS Partner Agency must have a Privacy Statement that describes how and when the agency will use and disclose a client's Protected Personal Information (PPI). PPI includes name, Social Security Number (SSN), date of birth, zip code, project entry and/or exit date.

Partner Agencies may be required to collect a client's PPI by law or by funders. Partner Agencies also collect PPI to monitor project operations, to better understand the needs of persons experiencing homelessness, and to improve services for persons experiencing homelessness. HPAC only permits agencies to collect PPI with a client's written consent.

Partner Agencies may use and disclose PPI to:

- Verify eligibility for services
- Provide clients with and/or refer clients to services that meet their needs
- Manage and evaluate the performance of programs
- Report about program operations and outcomes to funders and/or apply for additional funding to support agency programs
- Collaborate with other local agencies to improve service coordination, reduce gaps in services, and develop community-wide strategic plans to address basic human needs
- Participate in research projects to better understand the needs of people served

Partner Agencies may also be required to disclose PPI for the following reasons:

- When the law requires it
- When necessary to prevent or respond to a serious and imminent threat to health or safety
- When a judge, law enforcement or administrative agency orders it

Partner Agencies are obligated to limit disclosures of PPI to the minimum necessary to accomplish the purpose of the disclosure. Uses and disclosures of PPI not described above may only be made with a client's written consent. Clients have the right to revoke consent at any time by submitting a request in writing.

Clients also have the right to request in writing:

- A copy of all PPI collected
- An amendment to any PPI used to make decisions about the client's care and services (this request may be denied at the discretion of the agency, but the client's request should be noted in the project records)
- An account of all disclosures of client PPI
- Restrictions on the type of information disclosed to outside partners
- A current copy of the agency's Privacy Statement

Partner Agencies may reserve the right to refuse a client's request for inspection or copying of PPI in the following circumstances:

- Information compiled in reasonable anticipation of litigation or comparable proceedings
- The record includes information about another individual (other than a health care or homeless provider)

- The information was obtained under a promise of confidentiality (other than a promise from a health care or homeless provider) and a disclosure would reveal the source of the information
- The Partner Agency believes that disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual

If an agency denies a client's request, the client should receive a written explanation for the denial. The client has the right to appeal the denial by following the established HPAC Partner Agency Agreement grievance procedure. Regardless of the outcome of the appeal, the client will have the right to add to his or her project records a concise statement of disagreement. The agency must disclose the statement of disagreement whenever it discloses the disputed PPI.

All individuals with access to PPI are required to complete formal training in privacy requirements at least annually.

Partner Agencies can amend their Privacy Statements at any time. Amendments may affect information obtained by the agency before the date of the change. An amendment to the Privacy Statement regarding use or disclosure will be effective with respect to information processed before the amendment, unless otherwise stated. The agency must make available a record of all amendments to the Privacy Statement upon a client's request.

As stated previously, a Privacy Statement must reflect, at a minimum, the baseline requirements outlined within HUD's 2004 HMIS Data and Technical Standards Final Notice. In any instance where an agency's Privacy Statement is not consistent with HUD standards, HUD standards will take precedence.

Consumer Notice

The Consumer Notice explains the reason for asking for personal information and notifies the client of the Privacy Statement. HPAC requires that agencies either adopt HPAC's standard Consumer Notice or adopt their own Consumer Notice, which meets all of the minimum requirements set forth in HUD's 2004 HMIS Data and Technical Standards Final Notice⁶.

In addition to having a Consumer Notice, HPAC requires that participating HMIS agencies post the Consumer Notice at each intake desk(s) or a comparable location(s). Lastly, HPAC requires that all staff have access to hard copies of the Consumer Notice when out in the field.

List of Participating Agencies

The List of Participating Agencies names all current HMIS using providers, which allows clients to see which organizations have access to their information. The HMIS Daily Operator will provide updated lists when necessary.

HPAC requires that participating HMIS agencies post the List of Participating Agencies at each intake desk(s) or a comparable location(s). Lastly, HPAC requires that all staff have access to hard copies of the List of Participating Agencies when out in the field.

Informed Consent and Release of Information Authorization

The Informed Consent and Release of Information Authorization must be signed by all adult clients and unaccompanied youth. This gives the client the opportunity to refuse the sharing of his or her information to

⁶ 2004 HMIS Data and Technical Standards Final Notice:
<https://www.hudexchange.info/resources/documents/2004HUDDataandTechnicalStandards.pdf>

other agencies within the system. HPAC requires client signatures prior to inputting their information in HMIS. HPAC also requires agencies to update Informed Consent and Release of Information Authorization forms every five years.

Privacy and Security Safeguards

This section describes the various safeguards in place to protect the privacy and security of the information collected and stored in HMIS. It is important to note that all agency executive directors or program managers are responsible for understanding these safeguards and effectively communicating these safeguards to individuals responsible for privacy and security at their agency.

It is also important to underscore that all HMIS Partner Agencies must apply the safeguards explained below. Additionally, HPAC expects that agencies apply the safeguards to all networked devices. This includes, but is not limited to, networks, desktops, laptops, mobile devices, tablets, mainframes, and servers.

Physical Safeguards

In order to protect client privacy, agencies must implement the following physical safeguards. For the purposes of this section, HPAC defines authorized users as HMIS End Users who have received the New End User Training and have signed New End User Agreements on file with the HMIS System Administrator.

Computer Location

A computer used as an HMIS workstation must be in a secure location where only authorized staff members have access. The workstation must not be accessible to clients, the public, or volunteers. HPAC also requires that any computer accessing HMIS enable a password protected automatic screensaver.

Printer Location

HPAC requires that users send HMIS documents to a printer located in a secure location where only authorized staff members have access.

Monitor

Non-authorized users should not be able to see an HMIS workstation screen. HPAC advises users to turn monitors away from the public view and utilize visibility filters to protect client privacy.

Mobile Device

A mobile device and/or tablet used to access and enter information into HMIS must use a password or other user authentication on the lock screen to prevent an unauthorized person from accessing it. In addition, the device and/or tablet should be set to automatically lock after a set period of inactivity. HPAC also recommends that users download a remote wipe and/or remote disable option onto the device.

Technical Safeguards

Workstation Security

To promote the security of HMIS and the confidentiality of the data contained therein, HPAC will only allow access to HMIS through approved workstations. To ensure compliance, the HMIS System Administrator will enlist the use of an IP Address Whitelist or another suitably secure method to identify approved workstations, in compliance with Public Access baseline requirement in the HUD Data Standards (4.3.1 System Security). Users will be required to submit the IP Address of their workstation to the HMIS System Administrator to be registered into the system and will notify the System Administrator should this number need to be changed.

Establishing HMIS User IDs and Access Levels

HPAC prohibits the sharing of usernames and passwords by or among more than one end user. To that end, the HMIS System Administrator will assign the most restrictive access level, while still allowing the end user to efficiently and effectively perform his or her duties.

User Authentication

- Usernames are individual and passwords are confidential. No individual should ever use or allow use of a username that is not assigned to that individual and passwords should never be shared or communicated in any format
- The system requires users to change temporary passwords upon first use. Passwords must be a minimum of six (6) characters long and must contain a combination of upper case and lower case letters, a number, and a symbol
- End users will be prompted by the software to change their password every ninety (90) days
- End Users must immediately notify the HMIS System Administrator if they have reason to believe that someone else has gained access to their password
- Three consecutive unsuccessful attempts to login will disable the username until the HMIS Daily Operator resets the password
- End users must log out from the HMIS application and either lock or log off their respective workstation if they leave. If the user logged into HMIS and the period of inactivity in HMIS exceeds 45minutes, the user will be logged off the HMIS system automatically

Rescinding User Access

- The Partner Agency will notify the HMIS System Administrator at least 24-hours if an end user no longer requires access to perform his or her assigned duties due to a change of job duties or termination of employment.
- The HMIS System Administrator reserves the right to terminate end user licenses that are inactive for 60 days or more
- The HMIS System Administrator will attempt to contact the Partner Agency for the end user in question prior to termination of the user's license
- In the event of suspected or demonstrated noncompliance by an end user with the HMIS End User Agreement or any other HMIS plans, forms, standards or governance documents, the Partner Agency Security Officer must notify the HMIS System Administrator to deactivate the user's license while the Partner Agency Security Office conducts an internal agency investigation
- Any user found to have misappropriated client data (identity theft, releasing personal client data to any unauthorized party) will have his or her HMIS privileges revoked
- HPAC is empowered to permanently revoke a Partner Agency's access to HMIS for substantiated noncompliance with the provisions of this Plan that resulted in a release of PPI

Disposing Electronic, Hardcopies, Etc.

- Computer: All technology equipment (including computers, printers, copiers and fax machines) used to access HMIS and which will no longer be used to access HMIS will have their hard drives reformatted multiple times. If the device is now non-functional, it must have the hard drive pulled, destroyed and disposed of in a secure fashion
- Hardcopies: For paper records, shredding, burning, pulping, or pulverizing the records so that PPI is rendered essentially unreadable, indecipherable, and otherwise cannot be reconstructed
- Mobile Devices: Use software tools that will thoroughly delete/wipe all information on the device and return it to the original factory state before discarding or reusing the device

Other Technical Safeguards

- HPAC requires that each HMIS Partner Agency develop and implement procedures for managing new, retired, and compromised local system account credentials
- HPAC requires that each HMIS Partner Agency develop and implement procedures that will prevent unauthorized users from connecting to private agency networks
- Unencrypted PPI may not be stored or transmitted in any fashion—including sending file attachments by email or downloading reports including PPI to a flash drive, to the End User’s desktop or to an agency shared drive. All downloaded files containing PPI must be deleted from the workstation temporary files and the “Recycling Bin” emptied before the End User leaves the workstation

Disaster Recovery Policy

The HMIS System Administrator is responsible for facilitating recovery from a disaster with support from the HMIS software vendor as needed. As such, the System Administrator must:

- Be aware of and be trained to complete any tasks or procedures for which they are responsible in the event of a disaster
- Have a plan for restoring local computing capabilities and internet connectivity for the HMIS System Administrator’s facilities
- Maintain a readily accessible list of account numbers and contact information for its internet service provider, support contracts, and equipment warranties
- Maintain a list of the computer and network equipment required to restore minimal access to HMIS and to continue providing services to HMIS Partner Agencies
- Maintain documentation of the configuration settings required to restore local user accounts and internet access

Workforce Security Policy

HMIS Access to Active Clients

HPAC has an open HMIS system and most HMIS Users have access to client’s current or past history from other agencies. With the goal of protecting the security and integrity of the HMIS system and safeguarding the personal information contained therein, HPAC will no longer give HMIS access to individuals who are actively receiving services from any HMIS partner agency with an active record in either the HPAC or Sacramento CoC HMIS.

- The HMIS System Administrator will search the individual in HMIS before issuing HMIS access
- The HMIS System Administrator will deny access to individuals who are active in HMIS

Background Check Policy

HMIS End User Background Check Requirements

HPAC recognizes the sensitivity of the data in HMIS, and therefore requires that the individuals responsible for managing HMIS be subject to a criminal background check.

The HMIS System Administrator will deny access to HMIS if a staff member’s background check reveals a history of any of the following crimes:

- Bank Fraud: To engage in an act or pattern of activity where the purpose is to defraud a bank of funds
- Blackmail: A demand for money or other consideration under threat to do bodily harm, to injure property, to accuse of a crime, or to expose secrets

- Bribery: When an individual offers money, goods, services, information or anything else of value with intent to influence the actions, opinions, or decisions of the taker. You may be charged with bribery whether you offer the bribe or accept it
- Computer fraud: Where computer hackers steal information sources contained on computers such as: bank information, credit cards, and proprietary information
- Credit Card Fraud: The unauthorized use of a credit card to obtain goods of value
- Extortion: Occurs when one person illegally obtains property from another by actual or threatened force, fear, or violence, or under cover of official right
- Forgery: When a person passes a false or worthless instrument such as a check or counterfeit security with the intent to defraud or injure the recipient
- Health Care Fraud: Where an unlicensed health care provider provides services under the guise of being licensed and obtains monetary benefit for the service
- Larceny/Theft: When a person wrongfully takes another person's money or property with the intent to appropriate, convert or steal it
- Money Laundering: The investment or transfer of money from racketeering, drug transactions or other embezzlement schemes so that it appears that its original source either cannot be traced or is legitimate
- Telemarketing Fraud: Actors operate out of boiler rooms and place telephone calls to residences and corporations where the actor requests a donation to an alleged charitable organization or where the actor requests money up front or a credit card number up front, and does not use the donation for the stated purpose
- Welfare Fraud: To engage in an act or acts where the purpose is to obtain benefits (i.e. Public Assistance, Food Stamps, or Medicaid) from the State or Federal Government

In order to comply with this safeguard, HMIS Partner Agencies must have a policy regarding conducting background checks and hiring individuals with criminal justice histories. The policy should require that all end users have a background check prior to requesting HMIS access.

Monitoring

HPAC will monitor adherence to the Plan using the following structure and measures.

Roles and Responsibilities

HMIS System Administrator

As the HMIS System Administrator, SSF:

- Prevents degradation of the system resulting from viruses, intrusion, or other factors within the System Administrator's control
- Prevents inadvertent release of confidential client-specific information through physical or electronics access to system servers

HMIS Daily Operator

As the HMIS Daily Operator, the County of Yolo:

- Provides technical assistance to agencies and users who need assistance complying with HPAC's Privacy and Security Plan

HPAC Data Subcommittee

As an advisory group to the full HPAC body, the Data Subcommittee:

- Makes annual recommendations to the full HPAC body regarding revisions to the Plan

- Monitors agencies and users to ensure adherence to the roles and responsibilities delineated within HPAC's Privacy and Security Plan
- Develops technical assistance, action and/or compliance plans for agencies that the Data Subcommittee finds to be in violation of HPAC's Privacy and Security Plan

HMIS Partner Agency

The HMIS Partner Agency:

- Prevents degradation of the HMIS resulting from viruses, intrusion, or other factors within the agency's control and prevents the inadvertent release of confidential client-specific information through physical, electronic or visual access to user workstations
- Ensures the agency meets the privacy and security requirements detailed in the HUD HMIS Data and Technical Standards
- Adopts and upholds a Privacy Statement, which meets or exceeds all minimum standards including substance use providers covered by 24 CFR Part 2, HIPPA covered agencies
 - Modifications to HPAC's standard Privacy Statement must be approved by the HPAC Data Subcommittee
- Ensures that all clients are aware of the adopted Privacy Statement and have access to it
 - If the agency has a website, the agency must publish the Privacy Statement on their website
- Makes reasonable accommodations for persons with disabilities, language barriers, or education barriers
- Ensures that anyone working with clients covered by the Privacy Statement can meet the user responsibilities
- Designates at least one Security Officer that has been trained to technologically uphold the adopted Privacy Statement

HMIS End User

HPAC defines an HMIS end user as a person that has direct interaction with a client and/or his or her data including but not limited to PPI. Therefore, an end user:

- Reads and understands his or her agency's Privacy Statement
- Has the ability to explain his or her agency's Privacy Statement to clients
- Adheres to his or her agency's Privacy Statement
- Knows where to refer a client if he or she cannot answer a question
- Completes an Informed Consent and Release of Information Authorization with a client prior to collecting and inputting HMIS data
- Presents his or her agency's Privacy Statement to a client before collecting any information
- Upholds a client's privacy in HMIS

Security Officers

To further assist with the monitoring, all HMIS Partner Agencies must designate a Partner Agency Security Officer to ensure adherence to HPAC's Privacy and Security Plan.

Lead Security Officer

- May be the HMIS System Administrator or another employee, volunteer or contractor designated by SSF who has completed HMIS Privacy and Security training and is adequately skilled to assess HMIS security compliance
- Assesses security measures in place prior to establishing access to HMIS for a new Agency

- Reviews and maintains file of Partner Agency annual compliance certification checklists
- Conducts annual security audit of all Partner Agencies

Partner Agency Security Officer

- May be the Partner Agency HMIS Agency Administrator or another Partner Agency employee, volunteer or contractor who has completed HMIS Privacy and Security training and is adequately skilled to assess HMIS security compliance,
- Conducts a security audit for any workstation that will be used for HMIS purposes
 - No less than semiannually for all agency HMIS workstations
 - Prior to issuing a User ID to a new HMIS End User
 - Any time an existing user moves to a new workstation
- Continually ensures each workstation within the Partner Agency used for HMIS data collection or entry is adequately protected by a firewall and antivirus software (per Technical Safeguards–Workstation Security)
- Completes the semiannual Compliance Certification Checklist, and forwards the Checklist to the Lead Security Officer

Upon request, the HMIS Lead Agency may be available to provide Security support to Partner Agencies who do not have the staff capacity or resources to fulfill the duties assigned to the Partner Agency Security Officer.

- Partner Agency Security Officer will confirm that any workstation accessing HMIS shall have antivirus software with current virus definitions (updated at minimum every 24 hours) and frequent full system scans (at minimum weekly)
- Partner Agency Security Officer will confirm that any workstation accessing HMIS has and uses a hardware or software firewall; either on the workstation itself if it accesses the internet through a modem or on the central server if the workstation(s) accesses the internet through the server

New HMIS Partner Agency Site Security Assessment

Prior to establishing access to HMIS for a new Partner Agency, the Lead Security Officer will assess the security measures in place at the Partner Agency to protect client data (see Technical Safeguards–Workstation Security). The Lead Security Officer or other HMIS System Administrator will meet with the Partner Agency Executive Director (or executive-level designee) and Partner Agency Security Officer to review the Partner Agency’s information security protocols prior to countersigning the HMIS Memorandum of Understanding. This security review shall in no way reduce the Partner Agency’s responsibility for information security, which is the full and complete responsibility of the Partner Agency, its Executive Director, and its HMIS Agency Security Officer.

Semiannual Partner Agency Self-Audits

- The Partner Agency Security Officer will use the Compliance Certification Checklist to conduct semiannually security audits of all Partner Agency HMIS End User workstations.
- The Partner Agency Security Officer will audit for inappropriate remote access by End-Users by associating User login date/times with employee time sheets. End Users must certify that they will not remotely access HMIS from a workstation (i.e. personal computer) that is not subject to the Partner Agency Security Officer’s regular audits.
- If areas are identified that require action due to noncompliance with these standards or any element of the HPAC HMIS Policies and Procedures, the Partner Agency Security Officer will note these on the Checklist, and the Partner Agency Security Officer and/or HMIS Agency Administrator will work to resolve the action item(s) within fifteen (15) days

- Any Checklist that includes one or more findings of noncompliance and/or action items will not be considered complete until all action items have been resolved. The findings, action items, and resolution summary must be reviewed and signed by the Agency's Executive Director or other empowered officer prior to being forwarded to the Lead Security Officer
- The Partner Agency Security Officer must turn in a copy of the Checklist to the Lead Security Officer on a semiannual basis

Annual Security Audits

- The Lead Security Officer will schedule the annual security audit in advance with the Partner Agency Security Officer
- The Lead Security Officer will use the Compliance Certification Checklist to conduct security audits
- The Lead Security Officer must randomly audit at least 10% of the workstations used for HMIS data entry for each HMIS Partner Agency. In the event that an agency has more than one project site, at least one workstation per project site must be audited
- If areas are identified that require action due to noncompliance with these standards or any element of the HPAC HMIS Policies and Procedures, the Lead Security Officer will note these on the Checklist, and the Partner Agency Security Officer and/or HMIS Agency Administrator will work to resolve the action item(s) within fifteen (15) days
- Any Checklist that includes one or more findings of noncompliance and/or action items will not be considered complete until all action items have been resolved and the findings, action items, and resolution summary has been reviewed and signed by the Agency's Executive Director or other empowered officer and forwarded to the HMIS Lead Security Officer

Reporting Security Incidents

While HPAC intends for the monitoring to prevent, to the greatest degree possible, any security incidents, should a security incident occur, an agency should comply with the following reporting procedures:

- Any user who becomes aware of or suspects a compromise in HMIS security and/or client privacy must immediately report the concern to their agency's Security Officer.
- In the event of a suspected security or privacy concern, the agency Security Officer should complete an internal investigation
- If the suspected security or privacy concern resulted from a user's suspected or demonstrated noncompliance with the HMIS End User Agreement, the Security Officer should have the HMIS System Administrator deactivate the user's account until the internal investigation has been completed
- Following the internal investigation, the Security Officer should notify the Lead Security Officer of any substantiated incidents that may have compromised HMIS system security and/or client privacy whether or not a release of client PPI is definitively known to have occurred
- If the security or privacy concern resulted from demonstrated noncompliance by a user with a signed HMIS End User Agreement, the Lead Security Officer reserves the right to permanently deactivate the user account for the user in question
- Within one business day after the Lead Security Officer receives notice of the security or privacy concern, the Lead Security Officer and Partner Agency Security Officer will jointly establish an action plan to analyze the source of the security or privacy concern and actively prevent such future concerns
- The user or agency must implement the action plan as soon as possible, and the total term of the plan must not exceed thirty (30) days

- If the user or agency is not able to meet the terms of the action plan within the time allotted, the HMIS System Administrator, in consultation with the full HPAC body, may elect to terminate the agency's access to HMIS
- The agency may appeal to HPAC for reinstatement to HMIS following completion of the requirements of the action plan
- In the event of a substantiated release of PPI in noncompliance with the provisions of the HPAC's Privacy and Security Plan, this manual, or the Privacy Statement, the Security Officer will make a reasonable attempt to notify all impacted individual(s)
- The Lead Security Officer must approve of the method of notification and the agency Security Officer must provide the Lead Security Officer with evidence of the agency's notification attempt(s)
- If the Lead Security Officer is not satisfied with the agency's efforts to notify impacted individuals, the Lead Security Officer will attempt to notify impacted individuals at the agency's expense
- The HMIS System Administrator will notify HPAC of any substantiated release of PPI in noncompliance with the provisions of HPAC's Privacy and Security Plan, this manual, or the Privacy Statement
- The HMIS System Administrator will maintain a record of all substantiated releases of PPI in noncompliance with the provisions of HPAC's Privacy and Security Plan, this manual, or the Privacy Statement for 7 years
- HPAC reserves the right to permanently revoke an agency's access to HMIS for substantiated noncompliance with the provisions of HPAC's Privacy and Security Plan, this manual, or the Privacy Statement that resulted in a release of PPI



Yolo County Homeless and Poverty Action Coalition (HPAC)

Davis/Woodland/Yolo County Continuum of Care (CA-521)

The Housing Authority of Yolo County (the only housing authority serving the jurisdiction of the CA-5210 Davis/Woodland/Yolo County CoC) does not offer a limited homeless preference.



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**Homeless Management Information System (HMIS)
Memorandum of Understanding (MOU)
between
Sacramento Steps Forward
and
Yolo County Homeless and Poverty Action Coalition
(Yolo County Continuum of Care)**

Section 1: Purpose and Scope

The purpose of this Memorandum of Understanding is to confirm agreements between Sacramento Steps Forward, the CoC Lead Agency and the HMIS Lead Agency for the Sacramento County Continuum of Care, hereafter known as SSF, and the Continuum of Care for Yolo County, hereafter known as HPAC or Yolo in connection with the Yolo County Homeless and Poverty Action Coalition.

SSF has offered to assist HPAC with the implementation of a quality HMIS for Yolo County. Each CoC has an MOU with the HMIS partners in its respective county. As such, this Memorandum of Understanding sets forth the general understandings, and specific responsibilities of each party, relating to key aspects of the HMIS collaborative partnership between the two CoCs.

This agreement is effective on July 1, 2013. Both SSF and HPAC shall abide by the terms and conditions outlined in this MOU until terminated. Both SSF and HPAC shall abide by the agreements listed in *Section 5: Data Access and Management and Sharing of Data* in perpetuity.

Section 2: Background

HMIS is a computerized data collection application designed to capture information about homeless people and homeless programs over time. HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) under the HEARTH Act for all communities and agencies receiving HUD Continuum of Care (CoC) and Emergency Solutions Grants (ESG) homeless assistance funds.

HMIS is essential to efforts to streamline consumer services and inform public policy. Through HMIS, homeless consumers benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness within our respective counties.



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Analysis may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy.

The parties to this Memorandum of Understanding (MOU) share a common interest in collaborating to successfully implement and operate an HMIS.

Section 3: General Understandings

1. SSF will act as the HMIS Systems Administrator for the Yolo County HMIS. It will manage the technical requirements of the HMIS, will ensure that the HMIS is compliant with the latest HMIS Data Standards, and will inform HPAC of key HUD policies related to HMIS.
2. SSF will not serve as the HMIS Lead Agency for the Yolo CoC and will not be responsible for the implementation of HMIS within Yolo County except as set forth below.
3. SSF is not charging HPAC for its services. Thus, it is imperative that HPAC acts in such a way as to not cause SSF to incur extra costs beyond what is covered in this MOU.
4. HPAC will retain the ultimate responsibility for the development, implementation, and maintenance of the HMIS within Yolo County, including data quality.
5. The Continuums of Care retain responsibility for their own strategic HMIS planning. Each Continuum of Care is ultimately responsible for the deployment of the system within its respective communities.
6. The Yolo CoC retains responsibility of ensuring that all HMIS Partner Agencies sign the *HMIS Agency Participation Agreement* and strictly adhere to all policies and procedures contained in the *HMIS Agency Participation Agreement* and *HMIS Policy and Procedure Manual* as it may be amended from time to time, and all of its appendices.
7. The HMIS Lead Agency for the Yolo County CoC will be the Yolo Community Care Continuum, hereafter known as YCCC.
8. The main HPAC HMIS contacts will be Janice Critchlow, the Yolo CoC Coordinator, and Amara Pickens, Analyst for Fourth and Hope.
9. Relationship with Silver Spur/Bit Focus: Bit Focus is providing Yolo County a financial discount on user fees because of the collaborative relationship between SSF and HPAC. Therefore,
 - a. SSF will manage the relationship with Bit Focus.
 - b. HPAC will generally not contact Bit Focus directly but rather will work through SSF. In the rare event that direct communication is needed, HPAC will send courtesy copies of all communications to SSF.
 - c. HPAC will have a contract directly with Bit Focus and will pay invoices directly to Bit Focus. YCCC may contact Bit Focus directly about those issues.



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10. SSF, HPAC, and YCCC will communicate as frequently as necessary to resolve any issues that arise from Yolo's participation in the HMIS. Candor and forthrightness are required so that the joint project works well for both SSF and HPAC.

Section 4: Specific Responsibilities

1. Compliance with HMIS Standards

SSF will operate the HMIS Project in compliance with HUD HMIS Technical Standards, HUD HMIS Data Standards, and other applicable laws. The parties agree to update this MOU, other HMIS Project operational documents, and HMIS Project practices and procedures in order to comply with any updates to these standards established in notices or other guidance, within the HUD- specified timeframe for such changes.

SSF will alert HPAC to needed changes but it will be HPAC's responsibility to implement them.

2. System Administration

SSF will:

- Oversee the day-to-day administration of the HMIS.
- Ensure HMIS software meets the minimum data and technical functionality requirements established by HUD in rule or notice, including unduplication, data collection, maintenance of historical data, reporting (including HUD-required reports and data quality reports and audit reports), and any other requirements established by HUD.
- Ensure HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data and the maintenance of privacy, security, and confidentiality protections.
- Develop standard reports and queries of HMIS data (e.g., data quality report, COC required report, etc.).
- Oversee and relate small- and large-scale changes to the HMIS System through coordination with Silver Spur Systems LLC/Bit Focus, the Data Management Committee, Contributing HMIS Organizations, and HMIS administrators, if applicable.
- Facilitate User Group meetings on a regular basis.

End User Group Meetings

SSF will provide three Yolo-specific End User Group meetings to facilitate system start-up. The meetings shall be scheduled jointly but will occur within the first 4 months of this MOU. Subsequently, Yolo HMIS users will attend SSF's regularly scheduled meetings.



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3. Local Operational Policies and Agreements

SSF will share its agreements, policies, and procedures with HPAC. These agreements, policies and procedures include, but are not limited to, an operating policies and procedures manual for use and management of the data warehouse (including procedures for ensuring the security of data, disaster recovery, and data quality assurance), privacy policies and notices, data collection and technical standards for participating agencies, Participation Agreements, and End User Agreements.

HPAC will adapt these policies and procedures as necessary for use within Yolo County. HPAC will provide SSF courtesy copies of all adapted documents.

4. HUD/HMIS Steering Committee

SSF and the Sacramento CoC have a HUD/HMIS Steering Committee that includes CoC and ESG representation, local leaders and the Lead Agency HMIS staff. When appropriate, SSF will invite HPAC staff to participate in this Committee. SSF will inform HPAC of any major HMIS changes under consideration and invite feedback. HPAC will attend as possible.

The HPAC Technical Committee and the Ten Year Plan's Implementation Task Force will oversee the development, implementation, and maintenance of the HMIS within Yolo County.

5. Staffing, Reporting, and Training

Staffing: SSF will provide staffing for operation of the HMIS Project and HMIS System.

Reporting: SSF will not be responsible for Yolo's data reports but will assist HPAC staff in their generation. SSF will assist with the preparation of the following data reports and provide technical assistance to HPAC staff.

- Provide the necessary information to HPAC so that the HMIS Section of the CoC Consolidated Application may be submitted in an accurate and timely fashion.
- At least annually, a point-in-time unduplicated count of clients served in the HMIS (for sheltered PIT Count and AHAR, or as required).
- Annually, an unduplicated count of clients served in the HMIS over the course of one year (for AHAR).
- At least annually, an accounting of lodging units in the HMIS (for HIC, PIT and AHAR, or as required).
- SSF will determine the length of time that records must be maintained for inspection and monitoring purposes per HUD standards and ensure compliance with these standards.



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Training: Within two months of the signing of this agreement, two trainings will be held to train HPAC's End-Users. After that, new users will be trained by SSF HMIS during an ongoing monthly scheduled training.

6. End User Administration

SSF will:

- Provide or coordinate technical assistance and support.
- Document technical issues experienced by providers.
- Develop and deliver a comprehensive training curriculum and protocol, including accompanying tools and resources that includes, but is not limited to: data entry requirements and techniques, client confidentiality and privacy requirements, data security, data quality, and Silver Spur Systems LLC/Bit Focus's Clarity Human Services Software data entry.

Section 5: Data Access and Management and Sharing of Data

SSF's authorized staff shall manage the data that is maintained in the Clarity Human Services Software and will have access to all data entered by Yolo County agencies for the sole purpose of performing its duties under this MOU. However, Sacramento CCoC staff will not have access to aggregated and/or otherwise de-identified data that have met quality assurance standards as stipulated by SSF HMIS staff, except with the express permission of HPAC.

Each Continuum of Care, and their respective agencies, holds in trust any and all data entered into the HMIS system on behalf of the clients served with their CoC. Each Continuum of Care owns responsibility to ensure that appropriate policies and procedures are in place governing the access, use, and dissemination of data stored in the system.

In the interest of improving regional approaches to addressing homelessness, either CoC may choose to share its aggregated data with the other CoC.

Section 6: Amendment/Notices

This MOU may be amended in writing by either party. Notices shall be emailed, mailed or delivered to:

SSF:

Email addresses: Michele Watts, mwatts@sacstepsforward.org, Manjit Kaur, mkaur@sacstepsforward.org

Mailing and delivery address: 1331 Garden Highway, Suite 100, Sacramento, CA 95833



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HPAC:

Email addresses: Michele Kellogg, main@y3c.org, Bill Pride, billpride-dcm@sbcglobal.net, Janice Critchlow, jcritchlow@sbcglobal.net, Amara Pickens, apickens@fourthandhope.org

Mailing address: YCCC, P.O. Box 1101, Davis, CA 95617

Delivery address: 168 College Street, Woodland, CA 95695

Section 7: Termination

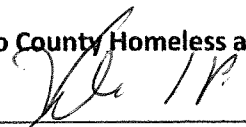
Either party may terminate this MOU at a date prior to the renewal date specified in this MOU by giving sixty (60) days written notice to the other parties. If the funds relied upon to undertake activities described in this MOU are withdrawn or reduced, or if additional conditions are placed on such funding, any party may terminate this MOU within thirty (30) days by providing written notice to the other parties. The termination shall be effective on the date specified in the notice of termination.

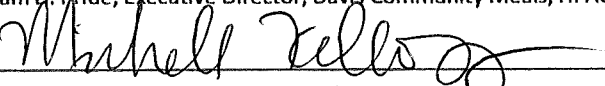
This MOU will commence upon the signature of the parties.

Section 8: Signatures

The parties hereto have executed this MOU as of the day and year first set forth above.

Sacramento Steps Forward
By  August 30, 2013
Ben Burton, Executive Director Date

Yolo County Homeless and Poverty Action Coalition
By  9/17/13
William D. Pride, Executive Director, Davis Community Meals, HPAC Chairperson Date

By  9/25/13
Michele Kellogg, Executive Director, Yolo Community Care Continuum, Yolo CoC Collaborative Applicant Date



Yolo County Homeless and Poverty Action Coalition (HPAC)

Policies and Procedures Manual

Davis/Woodland/Yolo County Continuum of Care (CA-521)

Re-Adopted November 30, 2016

Table of Contents

Table of Contents	1
Overview.....	2
Coordinated Entry	3
HPAC Election Procedure	5
Service Standards	6
Definitions of Homelessness.....	7
Recordkeeping and Reporting Requirements.....	9
Prevention.....	9
Street Outreach (SO).....	10
Emergency Shelter (ES).....	11
Rapid Re-Housing (RRH).....	13
Transitional Housing (TH).....	15
Permanent Supportive Housing (PSH)	16
Minimum Services Standards for all Project Types.....	19

Overview

Pursuant to 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule¹, this document shall serve as the policies and procedures manual for the Davis/Woodland/Yolo County Continuum of Care (CA-521), hereafter known as the Homeless and Poverty Action Coalition (HPAC). As a counterpart to HPAC's Governance Charter, this manual shall be reviewed, revised, and re-ratified with the Governance Charter every October upon a majority vote of all voting members present during the scheduled meeting.

This manual shall contain most relevant information required by 24 CFR Part 578 Subpart B that is not included in HPAC's Governance Charter. The only exception is information pertinent to the region's local Homeless Management Information System (HMIS). HPAC's HMIS Policies and Procedures Manual shall contain this information, which includes a privacy, security, and data quality plan.

About HPAC

HPAC is a local planning body that provides leadership and coordination on the issues of homelessness and poverty in Yolo County. HPAC serves numerous roles and responsibilities, many of which fulfill federal, state and local government mandates. Such activities include, but are not limited to:

- Implementing the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act
- Implementing the region's Homeless Management Information System (HMIS)
- Maintaining a coordinated response among service providers to ensure continuity of services
- Assessing needs and identifying gaps in services for persons facing homelessness in Yolo County on an ongoing basis
- Supporting the planning, funding, and development of services to meet prioritized needs within Yolo County
- Planning, developing, and sustaining options to meet the housing needs of people facing homelessness
- Promoting access to and effective utilization of mainstream human services programs

¹ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

Coordinated Entry

HPAC is currently in the process of conducting a comprehensive community engagement process to design its permanent coordinated entry system. In the meantime, HPAC has implemented an interim coordinated entry system that is intended to quickly connect households with the most appropriate type of housing and services. The interim system will serve as a pilot, with successful components of the interim solution being integrated into the permanent coordinated entry system.

Points of Entry

HPAC has selected a “no wrong door” approach to its interim coordinated entry system. All local providers of homeless services are eligible to participate as a point of entry to the system, as long as they meet the following minimum requirements:

- Have access to HMIS or a comparable database as permitted by the United States Department of Housing and Urban and Development (HUD) for domestic violence, dating violence, human trafficking, sexual assault, and stalking victim service providers
- Opt-in to the HPAC Data Sharing Agreement
- Receive training on use of the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT)

Assessment, Referral and Placement Process

Each point of entry to the interim system uses the following three steps to assist homeless individuals and families in connecting with appropriate services based on their unique needs and vulnerability.

1. **Assessment:** Each homeless individual and family is assessed using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT). The VI-SPDAT is used to (1) determine the chronicity and vulnerability of homeless individuals (including critical health and safety needs), and (2) identify which type of permanent housing solution (permanent supportive housing, rapid re-housing or affordable housing) is most appropriate. Each individual receives a score based on the assessment, with a higher VI-SPDAT score indicating that the individual or family is more vulnerable. For individuals who receive a lower VI-SPDAT score and indicate that they have other safe and appropriate housing options or resources, HPAC shall link them to homeless prevention assistance as needed and available. This may also include linkage to other appropriate services from various providers based on individual need.
2. **Referral:** HPAC uses the results from the VI-SPDAT to refer the individual or family to the most appropriate type of housing and services. In the permanent coordinated entry system, it is HPAC’s hope to establish a community queue, where HPAC maintains and prioritizes all referrals on one list.
3. **Placement:** Those individuals or families who have the highest VI-SPDAT scores (meaning they are the most vulnerable) are prioritized first for housing and services as slots become available. Individuals or families who cannot immediately be placed in permanent housing continue to receive services from outreach workers or other providers while they wait for a bed.

Process for Victims of Domestic Violence, Dating Violence, Human Trafficking, Sexual Assault, and Staking

Pursuant to 24 CFR Subpart B Section 578.7², HPAC shall implement a separate coordinated entry process for victims of domestic violence, dating violence, human trafficking, sexual assault, staking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family.

To protect the safety and maintain the confidentiality of such survivors, HPAC prohibits victim service providers from using HMIS. Rather, HPAC requires that victim service providers use a comparable database as permitted by HUD.

To ensure that homeless survivors receive the same opportunities afforded by the region's coordinated entry system as all others, HPAC implements the following process:

1. If an individual or family experiencing homelessness presents to a non-victim service provider and either self-identifies herself, himself or a family member as a victim or reveals any information that implies dangerous or life-threatening conditions that relate to violence, the provider must refer the individual or family to a victim service provider.
2. Upon connecting, the victim service provider shall perform an intake assessment of the individual or family to determine if the survivor is eligible for shelter entry based on lethality as well as bed availability.
3. If the victim service provider deems that the individual or family does not have adequate resources to exit homelessness on her, his or their own, the provider shall conduct a VI-SPDAT.
4. Once complete, the provider shall send an anonymous VI-SPDAT to the County Homeless Program Coordinator. The only personal identifying information shall be the unique identification number indicating the appropriate record within the victim service provider's comparable database.
5. HPAC will then integrate the anonymous victim service referrals into its community queue. In addition, HPAC shall require training specifically related to this process. In particular, HPAC shall train coordinated entry staff on the confidentiality and privacy rights of survivors protected by the Health Insurance Portability and Accountability Act (HIPAA) as well as the Violence Against Women Act (VAWA).

² 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

HPAC Election Procedure

Pursuant to its Governance Charter, HPAC shall hold an election each year in October with newly elected officers serving a one (1) year term from November 1 through October 31. The election shall include HPAC's three officer positions of Chair, Vice-Chair, and Secretary. HPAC shall use the following election process:

Election Process

1. At the August or September meeting, convene a Nominating Subcommittee consisting of volunteer members who do not wish to seek an elected position.
 - a. The Subcommittee shall be composed of a minimum of three (3) volunteers from three (3) different member organizations. The Homeless Coordinator shall also participate as a non-voting member.
 - b. The role of Nominating Subcommittee members will be to assist the Homeless Coordinator in accepting nominations and answering candidate questions .
 - c. If the Nominating Subcommittee does not receive at least one (1) nomination for each position, it is also the role of Nominating Subcommittee members to recruit candidates.
2. Establish, announce, and publicize a process and timeline for how and when the Nominating Subcommittee will accept nominations.
 - a. Nominations shall be accepted for at least a minimum of seven (7) days.
 - b. Both self-nominations and nominations of others shall be accepted.
 - c. Nominations shall be accepted in both a public and private setting. Nomination period will open during the September HPAC meeting, where nominations will be accepted publicly. Following the meeting, nominations will be accepted privately via email, phone, or in-person.
 - d. Individuals may choose to run for more than one (1) position
 - e. Nominees must be affiliated with an active HPAC member. If the individual is not designated on the HPAC member application as the primary or secondary voting representative for their organization, the individual must seek approval from their organization's leadership prior to nomination.
3. Following the nomination period, the Nominations Subcommittee shall create and disseminate an online poll for any positions with more than one (1) nominee.
 - a. The poll shall be made available for at least a minimum of seven (7) days.
 - b. Pursuant to its Governance Charter, member agencies have voting status if they have a representative present during at least six (6) full HPAC meetings in the current year (November through October) and had a representative participate in at least one HPAC subcommittee.
 - c. Each member agency with voting status may cast one (1) vote for their preferred candidate in each position. Votes must be cast by one of the two voting representatives designated on the agency's HPAC membership application.
 - d. The candidate with the highest number of votes in each position shall be recommended for the position.
 - i. In the event of a tie, voting shall be opened to HPAC member agencies that do not have voting status, so long as they sent a representative to at least two (2) general HPAC meeting in the previous year.
 - e. Each member agency with voting status shall be asked to identify themselves during the poll to ensure that all votes come from eligible member agencies.
 - f. However, the poll shall remain confidential and no information regarding individual votes shall be shared outside of the Nominating Subcommittee.

4. Once the poll is complete, the Nominating Subcommittee shall determine the recommended officer slate (based on the results of the poll) and seek a simple majority approval from member agencies with voting status who are present during the October meeting.

Early Vacation of Term Procedure

Pursuant to its Governance Charter, if an elected officer needs to vacate the position prior to the expiration of his or her term, the officer shall submit a written resignation to the Homeless Coordinator and other HPAC Officers.

Upon receiving the written resignation, the Coordinator shall inform the full HPAC body. HPAC shall then convene a special election at the next regularly scheduled general meeting. HPAC shall use the election process established in the previous section for the special election.

Prior to the special election, any vacant positions shall be filled as follows:

- Chair: The Vice Chair shall assume the duties of Chair until after the special election.
- Vice-Chair: The Secretary shall assume the responsibilities of Vice Chair until after the special election.
- Secretary: The Homeless Coordinator shall assume the responsibilities of Secretary until after the special election.

Election Grievance Policy

HPAC encourages candidates and/or member agencies to report grievances using the following procedure without fear of reprisal.

1. Submit a written grievance to the Homeless Coordinator and Nominating Subcommittee.
 - a. The Nominating Subcommittee shall respond within seven (7) days of receiving the written grievance.
2. If the Nominating Subcommittee is unable to resolve the grievance, the candidates and/or member agencies shall submit a written grievance to the full HPAC body.
 - a. The full HPAC body shall consider the matter at the next meeting of the full membership, and determine any necessary actions through a simple majority vote of all member agencies with voting status who are present during the meeting.

Service Standards

This section of the manual shall define HPAC's expected service standards for local projects receiving funding from HUD, including projects funded by the Continuum of Care (CoC) and/or Emergency Solutions Grant (ESG) programs. This section shall define the different categories of homelessness as well as define the recordkeeping and reporting requirements and shall provide written standards for applicable projects providing services in any of the following areas:

- Prevention
- Street Outreach
- Emergency Shelter
- Rapid Re-Housing
- Transitional Housing
- Permanent Supportive Housing

Definitions of Homelessness

HPAC shall expect all CoC and/or ESG funded programs to use the following definitions of homelessness, as determined by 24 CFR Parts 91, 578, 582, and 583³ and ⁴. The definitions are also pursuant to federal ESG regulations 24 CFR Subpart A Section 576.2⁵.

<p><i>Literally Homeless</i></p>	<p>An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> • Unsheltered Homelessness: The individual or family has a primary nighttime residence that is a public or private place not meant for human habitation; • Sheltered Homelessness: The individual or family is living in a publicly or privately operated shelter designated to provide temporary living arrangements—including congregate shelters and hotels and motels paid for by charitable organizations or by federal, state, and local government programs; or • Institutional Homelessness: The individual is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
<p><i>Imminent Risk of Homelessness</i></p>	<p>An individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> • The individual or family has an annual income below 30 percent of the median family income for the geographic area; and • The individual or family has insufficient resources or support networks immediately available to attain housing stability <p>In addition, the individual or family must also meet one of the following risk factors:</p> <ul style="list-style-type: none"> • Has moved two or more times during the 60 days immediately preceding the application for homelessness prevention assistance because of economic reasons; • Is living in the home of another because of economic hardship; • Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; • Lives in a hotel or motel not paid for by federal, state, or local

³ 24 CFR Parts 91, 582, and 583 Final Rule on Homeless Definitions:

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

⁴ 24 CFR Parts 91 and 578 Final Rule on Chronically Homeless Definition:

<https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

⁵ 24 CFR Parts 91 and 576 Homeless Emergency Assistance and Rapid Transition to Housing: Emergency Solutions Grants Program and Consolidation Plan Conforming Amendments:

https://www.hudexchange.info/resources/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

	<p>government programs for low-income individuals or charitable organizations;</p> <ul style="list-style-type: none"> • Lives in a single-room occupancy or efficiency apartment unit in which more than two persons, on average, reside or another type of housing in which there reside more than 1.5 persons per room as defined by the U.S. Census Bureau; • Is exiting a publicly funded institution or system of care, such as a healthcare facility, mental health facility, foster care, or other you facility, or correction program or institution; or • Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness
<p><i>Homeless under other Federal Statutes</i></p>	<p>Unaccompanied youth under 25 years of age or families with children and youth, who do not otherwise qualify as homeless under the definition stated above, but who:</p> <ul style="list-style-type: none"> • Are defined as homeless under the other listed federal statutes; • Have not signed a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; • Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and • Can be expected to continue in such status for an extended period of time due to special needs or barriers
<p><i>Fleeing/Attempting to Flee Domestic Violence</i></p>	<p>An individual or family who:</p> <ul style="list-style-type: none"> • Is fleeing or is attempting to flee domestic violence; • Has no other residence; and • Lacks the resources or support networks to obtain other permanent housing
<p><i>Chronically Homeless</i></p>	<p>An individual or family who:</p> <ul style="list-style-type: none"> • Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and • Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least one year or on at least four separate occasions in the last three years, where the cumulative total of the four occasions is at least one year. Stays in institutions of 90 days or less will not constitute as a break in homelessness, but rather such stays are included in the cumulative total; and • Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance

	<p>Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or</p> <ul style="list-style-type: none"> • An individual who has been residing in an institutional care facility, including a jail, substance use or mental health treatment facility, hospital, or other similar facility for fewer than 90 days and met all of the criteria listed in paragraph 1 before entering the facility; or <p>A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria listed in paragraph 1 including a family whose composition has fluctuated while the head of household has been homeless</p>
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Recordkeeping and Reporting Requirements

Pursuant to 24 CFR Parts 91 and 576 Section 576.500 (b-e) ⁶, HPAC shall expect that all CoC and/or ESG funded projects comply with federal recordkeeping and reporting requirements.

HPAC shall require that agencies upload the documentation specified in 24 CFR Parts 91 and 576, Section 576.500 (b-e) ⁷ into the region’s HMIS. Described in more detail within HPAC’s HMIS Policies and Procedures Manual, the HMIS Daily Operator shall monitor and ensure compliance with such requirements on a quarterly basis.

Prevention

HPAC defines prevention as services that are necessary to prevent an individual or family from becoming homeless. These services include various housing relocation and stabilization services as well as short to medium term rental assistance.

At present, HPAC does not permit prevention using ESG funds as a stand-alone activity. Rather, prevention must be provided in conjunction with rapid re-housing and/or emergency shelter. For rapid re-housing, HPAC’s intention is to facilitate preventing homelessness of a previously assisted individual or family who is experiencing instability after rapid re-housing assistance has ended. For emergency shelter, HPAC’s intention is to facilitate shelter diversion.

Prevention Eligibility

In order to be eligible for prevention services, an individual or at least one family member must:

- Meet the definition for imminent risk of homelessness

Prevention Prioritization

⁶ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

⁷ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

Of the eligible individuals and families, HPAC designates the following as priority populations pursuant to 25 California Code of Regulations 8409 Core Practices⁸:

- Individuals or families who are at the greatest risk of becoming literally homeless without an intervention and are at greatest risk of experiencing a longer time in shelter or on the street should they become homeless

Prevention Minimum Service Standards

HPAC designates the following as minimum service standards for programs offering prevention services:

- Must either assist the individual or family to regain stability in their current housing or move into other permanent housing and achieve stability in that housing
- For project participants who receive prevention assistance in conjunction with rapid re-housing, providers must conduct a 3-month evaluation
- Services may include, but are not limited to:
 - Rental assistance (such as paying all or a portion of the client's rent)
 - Other financial assistance (such as rental application fees, security and utility deposits, utility payments, last month's rent, rent in arrears, and moving costs)
 - Housing placement and retention assistance (such as search and placement, case management, landlord mediation, tenant legal services, credit repair, financial coaching, bills, and arrears)
- Meet the minimum services standards for all project types, as described at the end of this chapter

Street Outreach (SO)

HPAC defines street outreach (SO) as services that engage individuals or families experiencing unsheltered homelessness and assist in improving the health and well-being of the individual or family.

SO Eligibility

In order to be eligible for SO services, an individual or at least one family member must:

- Meet the definition for literally homeless
- Live in unsheltered homelessness at the time of first contact

SO Prioritization

Pursuant to 25 California Code of Regulations 8409 Core Practices⁹, SO projects shall use the VI-SPDAT as an assessment tool to prioritize the individuals and families with the most urgent and severe needs. This includes:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings

⁸ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

⁹ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

This practice aligns with HPAC’s envisioned permanent coordinated entry system and shall ensure access to assistance regardless of where an individual or family is located within HPAC’s service region.

In general, HPAC expects that using the VI-SPDAT will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness’ (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

SO Minimum Service Standards

HPAC designates the following as minimum services standards for projects offering street outreach services:

- Participants and staff understand that the primary goals of street outreach are to:
 - Provide access to emergency shelter and services
 - Re-house participants in permanent housing as quickly as possible, regardless of other personal issues or concerns
- Conduct outreach to engage unsheltered homeless individual or families
- Link unsheltered homeless individual or families to the region’s coordinated entry system
- Accept triage referrals through HPAC’s coordinated entry system
- Meet the minimum services standards for all project types, as described at the end of this chapter

Emergency Shelter (ES)

HPAC defines emergency shelter (ES) as a living arrangement that provides temporary shelter and supportive services, without a standard lease agreement.

ES Eligibility

In order to be eligible for ES projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Fleeing/attempting to flee domestic violence, dating violence, human trafficking, sexual assault, staking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family

HPAC allows shelters to serve a specific sub-population (such as persons with mental illness or victims of domestic violence, dating violence, human trafficking, sexual assault and/or stalking) within the definitions above, depending on organizational missions and goals.

ES Prioritization

Of the eligible individuals and families, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹⁰, this includes but is not limited to those who:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings
- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (meaning an individual or family member age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

ES Minimum Standards

HPAC designates the following as minimum service standards for projects providing emergency shelter services:

- Participants and staff must understand that the primary goals of the emergency shelter are to:
 - Provide temporary accommodation that is safe, respectful, and responsive to individual needs
 - Re-house participants in permanent housing as quickly as possible, regardless of other personal issues or concerns
- No minimum or maximum length of stay for project participants; however, providers may determine a target length of stay for participants (such as 90 days), at which point the participant's case may be re-assessed to determine whether a longer stay is appropriate.
- No leases or occupancy agreements

¹⁰ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Meet the minimum services standards for all project types, as described at the end of this chapter

Rapid Re-Housing (RRH)

HPAC defines rapid re-housing (RRH) as housing that provides short to medium term move-in and rental assistance, as well as assistance with housing identification and supportive services.

RRH Eligibility

In order to be eligible for RRH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Imminent risk of homelessness (only if the individual or at least one family member qualifies for prevention per HPAC's standards)
- Fleeing/attempting to flee domestic violence, dating violence, human trafficking, sexual assault, stalking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family

In addition, individuals or at least one member of the family must:

- Earn enough income to pay at least 30% of their monthly rent or at least 30% of their monthly income, whichever is lower
 - HPAC considers monthly income to consist of:
 - Earned income
 - Self-employment/business income
 - Interest and dividend income
 - Pension/retirement income
 - Unemployment and disability income
 - Temporary Assistance for Needy Families (TANF)/public assistance
 - Alimony, child support, and foster care income
 - Armed forces income
 - While generally expecting households to pay at least 30% of their monthly rent or monthly income, HPAC permits RRH project managers to authorize lesser contributions under extraordinary circumstances
 - At times, this may include paying the entire rent on behalf of households that have no current income
- Meet any funder-specific eligibility requirements

RRH Prioritization

Of the eligible individuals and families, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹¹, this includes but is not limited to those who:

¹¹ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings
- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

In general, HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

For projects using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) as an assessment tool, HPAC designates the following as priority populations:

- Individuals who receive a VI-SPDAT-Single score of 4 to 7; or
- Families who receive a VI-SPDAT-Family score of 4 to 8

RRH Minimum Service Standards

HPAC designates the following as minimum service standards:

- Participants and staff must understand that the primary goals of RRH are to:
 - End homelessness
 - Move participants to permanent housing as quickly as possible, regardless of personal issues
- No maximum monetary amount for rental assistance; however, individual assistance may not exceed 24 months during a 3-year period
- For project participants who receive rental assistance, providers must conduct an annual evaluation to determine continued eligibility
 - At the time of evaluation, if a participant's income has changed, the amount of rental assistance will be adjusted to meet the 30% threshold
- For participants who receive prevention assistance, providers must conduct a 3-month evaluation
- For project-based assistance, providers must ensure a one-year lease

- All individuals or families that are literally homeless who cannot quickly secure housing on their own or with another form of assistance are screened for and offered rapid re-housing assistance, to the extent they are eligible and assistance is available
- Housing identification efforts must consider, within the limits of the participant's income, where the individual or family wants to live and if the individual or family feels safe
- Project providers must use a fair, yet flexible approach when determining the duration of assistance
- Project providers must use a fair, yet flexible approach when determining what qualifies as an extraordinary circumstance (whereas project participants do not need to meet the 30% threshold)
- Supportive services must be provided throughout the entire time that rental assistance is provided
- Must ensure that data on all persons served and all activities provided are entered into HMIS (or a comparable database if the agency is a domestic violence, dating violence, human trafficking, sexual assault, and stalking victims service provider) pursuant to HUD and local standards.
- Meet the minimum services standards for all project types, as described at the end of this chapter

Transitional Housing (TH)

HPAC defines transitional housing (TH) as housing that provides temporary housing and supportive services, as an interim solution toward securing permanent housing. Unlike emergency shelter, transitional housing participants must enter into a lease agreement.

TH Eligibility

In order to be eligible for TH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Imminent risk of homelessness
- Homeless under other Federal Statutes (if the project(s) received approval from HUD to serve this category)
- Fleeing/attempting to flee domestic violence

In addition, individuals or at least one member of the family must:

- Meet any funder-specific eligibility requirements

TH Prioritization

Of the eligible households, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹², this includes but is not limited to those who:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings

¹² California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Have experienced the longest amount of time homeless
- Have multiple service needs that inhibit their ability to identify and secure housing independently

HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

TH Minimum Service Standards

HPAC designates the following as minimum service standards:

- Project participation cannot exceed 24 months
- Supportive services must be provided throughout the entire length of stay
- Supportive services may be provided to former residents of transitional housing and current residents of permanent housing who were homeless in the prior 6 months, for no more than 6 months after leaving transitional housing or homelessness, respectively, to assist their adjustment to independent living
- Project providers must offer assistance in transitioning toward securing permanent housing
- Project participants must enter into a lease agreement for a term of at least one month
- The lease agreement must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months
- Meet the minimum services standards for all project types, as described at the end of this chapter

Permanent Supportive Housing (PSH)

HPAC defines permanent supportive housing (PSH) as housing that provides indefinite leasing or rental assistance and supportive services.

PSH Eligibility

In order to be eligible for PSH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Fleeing/attempting to flee domestic violence

In addition, individuals or at least one member of the family must:

- Have a disability
 - Evidence of diagnosis with one or more of the following conditions:

- Substance use disorder
 - Serious mental illness
 - Developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance Bill of Rights Acts of 2000 (42 U.S.C. 15002))
 - Post-traumatic stress disorder
 - Cognitive impairments resulting from brain injury
 - Chronic physical illness or disability
- Meet any funder-specific eligibility requirements

PSH Prioritization

For CoC-funded PSH beds dedicated or prioritized for occupancy by persons experiencing chronic homelessness, HPAC requires the projects use the following order of priority, pursuant to Notice CPD-16-11¹³, which supersedes Notice CPD-14-012¹⁴:

- Persons experiencing chronic homeless with the longest length of time in which an individual or family has resided in a place not meant for human habitation, a safe haven, or an emergency shelter
- Persons with the most severe service needs

For projects using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) as an assessment tool, HPAC designates the following as priority populations:

- Individuals who receive a VI-SPDAT-Single score of 8 or greater; or
- Families who receive a VI-SPDAT-Family score of 9 or greater

In addition, consistent with Notice CPD 16-11, HPAC shall only allow PSH dedicated projects to serve other homeless individuals and families, when no persons within the designated service area meet the specified criteria listed above. If this occurs and there is a vacant dedicated PSH bed available, the provider may then follow the order of priority for non-dedicated PSH beds listed below. The bed will continue to be a dedicated bed, however, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no persons who meet that criterion within the designated service area. Regardless of if this occurs or not, the provider must continue to report the dedicated PSH beds as “Chronically Homeless” beds on HPAC’s Housing Inventory Count (HIC).

For CoC-funded PSH beds not dedicated or not prioritized for persons experiencing chronic homeless, HPAC designates the following as priority populations pursuant to Notice CPD-16-11¹⁵, which supersedes Notice CPD-14-012¹⁶:

¹³ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

¹⁴ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <http://portal.hud.gov/hudportal/documents/huddoc?id=14-12cpdn.pdf>

¹⁵ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

¹⁶ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <http://portal.hud.gov/hudportal/documents/huddoc?id=14-12cpdn.pdf>

- **First priority:** Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who has experienced at least four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs
- **Second priority:** Homeless individuals and families with a disability with severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing persons that meet this order of priority, but there is not a minimum length of time required
- **Third priority:** Homeless individuals and families with a disability coming from places not meant for human habitation, a safe haven, or an emergency shelter without severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing persons that meet this order of priority, but there is not a minimum length of time required
- **Fourth priority:** Homeless individuals and families with a disability coming from transitional housing
 - An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in a safe haven, or in an emergency shelter. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, a safe haven, or an emergency shelter prior to entry in the transitional housing

Also pursuant to Notice CPD-16-11, HPAC requires that all CoC-funded PSH projects accept referrals only through a single prioritized waiting list, created through the coordinated entry process.

PSH Minimum Service Standards

HPAC designates the following as minimum service standards:

- No designated length of stay
- Supportive services must be provided throughout the entire length of stay
- Project participants must enter into a lease, sublease, or occupancy agreement for a term of at least one year, with the agreement automatically renewing upon expiration for a term of at least one month
 - While generally expecting compliance with the terms stated above, HPAC permits PSH project managers to exercise discretion when executing lease, sublease, or occupancy agreements, particularly regarding terminable causes
- Meet the minimum services standards for all project types, as described at the end of this chapter

Minimum Services Standards for all Project Types

Domestic Violence, Dating Violence, Human Trafficking, Sexual Assault, and Stalking Victims

HPAC prohibits all victim service providers from using HMIS. HPAC hopes that these provisions shall protect the safety and maintain the confidentiality of victims.

Housing First

All CoC and ESG-funded projects must use a Housing First approach, which focuses on assisting people experiencing homelessness by securing housing as quickly as possible, and then providing supportive services as needed to promote housing stability and individual well-being. Pursuant to 25 California Code of Regulations 8409 Core Practices,¹⁷ this includes:

- Ensuring low-barrier, easily accessible assistance to all people, including but not limited to people with no income or income history, and people with active substance use or mental health issues
- Helping participants quickly identify and resolve barriers to obtaining and maintaining housing
- Providing linkage to financial assistance for move-in and stabilization costs as well as housing case management
- Seeking to quickly resolve the housing crisis before focusing on other non-housing related services
- Allowing participants to choose the services and housing that meets their needs, within practical limitations, understanding that housing may cost greater than 30% of income and be precarious
- Preventing exits into homelessness whenever possible, even when program rules are violated:
 - People who pose an imminent risk of harm to themselves or others may be exited to more appropriate assistance, such as a more intensive program or hospital
- Allowing participants currently in emergency shelter or transitional housing to only move to other emergency shelter or transitional housing when:
 - They desire and choose
 - It is more appropriate to meet their health and safety needs (e.g., persons in early recovery; domestic violence survivors; those who need special accommodations)
 - No permanent housing solution (with or without supportive services) is currently available that is a similar or better match for their preferences and needs
- Connecting participants to appropriate support and services available in the community that foster long-term housing stability
- Assisting participants create and update individualized Housing Plans designed to re-house and stabilize participants as quickly as possible
- Ensuring all staff helping to house participants know how to access an array of housing options directly or through HPAC's coordinated entry system to help participants achieve their Housing Plan goals

¹⁷ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Ensuring all staff are aware of and know how to access other community resources that can help participants achieve their Housing Plan goals
- Ensuring all participants and staff are aware that participation in services unrelated to obtaining permanent housing is voluntary

HMIS

All CoC and ESG-funded projects must ensure that data on all persons served and all activities provided are entered into HMIS (or a comparable database if the agency is a domestic violence, dating violence, human trafficking, sexual assault, and stalking victims service provider) pursuant to HUD and local standards.

Preventing Involuntary Family Separation

HPAC prohibits all CoC and ESG-funded projects from denying admission or involuntarily separating a family unless the health and/or well-being of a family member is at immediate risk. Pursuant to HUD, HPAC's defines a family as any group of persons who presents for assistance together and identifies themselves as a family.

Progressive Engagement and Assistance

Another local priority is implementing progressive engagement and assistance practices. Pursuant to 25 California Code of Regulations 8409 Core Practices,¹⁸ this includes:

- Offering financial assistance and services in a way that offers a minimum amount of assistance initially
- Adding more assistance over time if needed to quickly resolve a housing crisis by either ending homelessness or avoiding an immediate return to literal homelessness
 - The type, duration, and amount of assistance offered shall be based on an individual assessment of the household, and the availability of other resources or support systems to resolve their housing crisis and stabilize them in housing

Nondiscrimination Provisions

Pursuant to civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Title II and III of the Americans with Disabilities Act, all CoC and ESG-funded projects must comply with federal nondiscrimination provisions.

This includes Attorney General Order No. 2353-2001, 66 Fed. Reg. 3616¹⁹, which states that agencies should not withhold certain services based on immigration status when the services are necessary to protect life and/or safety.

This also includes HUD's final rule, "Equal Access in Accordance with an Individual's Gender Identity,"²⁰ which states that agencies must ensure equal access to HUD programs regardless of gender identity. The rule is

¹⁸ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:

[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

¹⁹ U.S. Department of Justice, U.S. Department of Health and Human Services, and U.S. Department of Housing and Urban Development Joint Letter Regarding Immigration Access to Housing and Services: <https://www.hudexchange.info/resources/documents/HUD-HHS-DOJ-Letter-Regarding-Immigrant-Access-to-Housing-and-Services.pdf>

particularly pertinent to projects serving one sex or projects separating dormitories by sex, whereby agencies must provide all individuals, including transgender and other individuals who do not identify with the sex they were assigned at birth, with access to projects, benefits, services, and accommodations in accordance with their gender identity without being subject to intrusive questioning or being asked to provide documentation.

Equal Access: Gender Identity

Pursuant to 24 CFR Part 5: Equal Access in Accordance with an Individual's Gender Identify in Community Planning and Development Programs²¹, HPAC ensures equal access to individuals in accordance with their gender identity. More specifically, HPAC shall strive to uphold the following general provisions stated within the Final Rule:

- All CoC and ESG funded projects must recognize that a difference may exist between an individual's gender identity and their sex assigned at birth
- All CoC and ESG funded projects must recognize that a difference may exist between an individual's actual gender identify and perceived gender identity
- All CoC and ESG funded projects may not deny access to a single-sex emergency shelter or facility because the provider possesses identity documents indicating a sex different from the gender with which the resident or potential client identifies
- All CoC and ESG funded projects may not consider the resident or potential resident ineligible for an emergency shelter or other facility because their appearance or behavior does not conform to gender stereotypes
- All CoC and ESG funded projects may not ask questions or otherwise seek information or documentation concerning a person's anatomy or medical history related to their gender identity or expression

In addition, HPAC shall expect that all CoC and ESG funded agencies complete the following in order to ensure compliance with the Final Rule:

- Develop written policies and procedures ensuring compliance with the rule
- Update staff, volunteer, and contractor trainings to comply with the written policies and procedures
- Educate clients on the agency's/project's commitment to comply with the Equal Access Final Rule
- Make the agency's/project's policies and procedures readily available to the clients

²⁰ HUD Final Rule "Equal Access in Accordance with an Individual's Gender Identity": <https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf>

²¹ 24 CFR Part 5: Equal Access in Accordance with an Individual's Gender Identify in Community Planning and Development Programs: <https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf>

Measure 1a: Length of Time Persons Remain Homeless (do not include data from element 3.17.1.A)

	Previous FY Universe (Persons)	Current FY Universe (Persons)	Previous FY Average LOT Homeless	Current FY Average LOT Homeless	Difference	Previous FY Median LOT Homeless	Current FY Median LOT Homeless	Difference
Persons in ES and SH	0	345	0	60	60	0	43	43
Persons in ES and SH and TH	0	517	0	102	102	0	77	77

Measure 1b: Length of Time Persons Remain Homeless (include data from element 3.17.1.A)

	Previous FY Universe (Persons)	Current FY Universe (Persons)	Previous FY Average LOT Homeless	Current FY Average LOT Homeless	Difference	Previous FY Median LOT Homeless	Current FY Median LOT Homeless	Difference
Persons in ES and SH	0	345	0	116	116	0	70	70
Persons in ES and SH and TH	0	517	0	152	152	0	108	108

Measure 2a and 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)

	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Exit was from SO	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Exit was from ES	90	7	7.78%	6	6.67%	9	10.00%	22	24.44%
Exit was from TH	156	10	6.41%	10	6.41%	5	3.21%	25	16.03%
Exit was from SH	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

HUD System Performance Measures

CA-521

Date Range: 10/01/2015 AND 09/30/2016

Exit was from PH	78	0	0.00%	1	1.28%	2	2.56%	3	3.85%
TOTAL Returns to Homelessness	324	17	5.25%	17	5.25%	16	4.94%	50	15.43%

Measure 3: Number of Homeless Persons

Metric 3.1 Change in PIT counts of sheltered and unsheltered homeless persons

	Previous FY PIT Count	Current FY PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons			
Emergency Shelter Total			
Safe Haven Total			
Transitional Housing Total			
Total Sheltered Count			
Unsheltered Count			

Metric 3.2 Change in annual counts of sheltered homeless persons in HMIS

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	664	519	-145
Emergency Shelter Total	412	347	-65
Safe Haven Total	0	0	0
Transitional Housing Total	304	189	-115

Measure 4: Employment and Income Growth for Homeless Persons in CoC Programfunded Projects

Metric 4.1 Change in earned income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	1	8	7
Number of adults with increased earned income	0	1	1
Percentage of adults who increased earned income	0.00%	12.50%	12.50%

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	1	8	7
Number of adults with increased non-employment cash income	0	0	0
Percentage of adults who increased non-employment cash income	0.00%	0.00%	0.00%

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

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)	1	8	7
Number of adults with increased total income	0	1	1
Percentage of adults who increased total income	0.00%	12.50%	12.50%

Metric 4.4 Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	23	28	5
Number of adults who exited with increased earned income	7	6	-1
Percentage of adults who increased earned income	30.43%	21.43%	-9.01%

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

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	23	28	5
Number of adults who exited with increased non-employment cash income	3	2	-1
Percentage of adults who increased non-employment cash income	13.04%	7.14%	-5.90%

Metric 4.6 Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)	23	28	5
Number of adults who exited with increased total income	9	8	-1
Percentage of adults who increased total income	39.13%	28.57%	-10.56%

Measure 5: Number of Persons who Become Homeless for the First Time

Metric 5.1 Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	577	390	-187
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.	117	83	-34
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)	460	307	-153

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

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	647	503	-144
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.	120	111	-9
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)	527	392	-135

Measure 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 of HUDs Homeless Definition in CoC Program-funded Projects

Metrics 6a.1 and 6b.1 Returns to ES, SH, TH, and PH projects after exits to permanent housing destinations within 6 and 12 months (and 24 months in a separate calculation)

	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Exit was from SO									
Exit was from ES									
Exit was from TH	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Exit was from SH	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Exit was from PH	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
TOTAL Returns to Homelessness	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Metric 6c.1 Change in exits to permanent housing destinations

	Previous FY	Current FY	Difference
Universe: Cat. 3 SH, TH and PH-RRH system leavers	0	0	0
Of the persons above, those who exited to permanent housing destinations	0	0	0
% Successful exits	0.00%	0.00%	0.00%

Metric 6c.2 Change in exit to or retention of permanent housing

	Previous FY	Current FY	Difference
Universe: Cat.3 PH-PSH system stayers and leavers	0	0	0
Of persons above, those who remained in PH-PSH projects and those who exited to permanent housing destinations	0	0	0
% Successful exits/retention	0.00%	0.00%	0.00%

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 Change in exits to permanent housing destinations

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach	0	5	5
Of persons above, those who exited to temporary & some institutional destinations	0	1	1
Of the persons above, those who exited to permanent housing destinations	0	3	3
% Successful exits	0.00%	80.00%	0.00%

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

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	498	460	-38
Of the persons above, those who exited to permanent housing destinations	278	259	-19
% Successful exits	55.82%	56.30%	0.48%

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

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	63	61	-2
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	58	58	0
% Successful exits/retention	92.06%	95.08%	3.02%

Programs
Davis Community Meals and Housing-Yolo
<i>Transitional Housing</i>
Transitional Housing for Men and Women
<i>Street Outreach</i>
PATH Outreach
<i>Services Only</i>
Pathways to Employment
<i>PH - Housing with Services (no disability required)</i>
PATH CCP
Empower Yolo
<i>Homeless Prevention</i>
YFRC-ESG Homeless Prevention
<i>PH - Rapid Re-Housing</i>
YFRC-ESG Rapid Re-Housing
Fourth and Hope-Yolo
<i>Emergency Shelter</i>
Emergency Shelter
<i>Transitional Housing</i>
DO NOT USE: Housing - Singles TH (DRC, Self-Pay, ELMO, Probation)
DO NOT USE: TH - HUD CoC - Family TH & WH Singles TH (1267/1271 E.Oak #A-D; WH; 165 4th St.)
<i>PH - Permanent Supportive Housing (disability required)</i>
GAP
Housing - HUD CoC - PSH 2012 Reallocation (938 North #C; 925 North #3)
Housing - HUD CoC - PSH 2013 Reallocation (1275 E.Oak #C)
Housing - HUD CoC - PSH 2014 Reallocation
Housing - HUD CoC - PSH Families (586 CA #6; 932 North #B)
Housing - HUD CoC - PSH Singles (586 CA #9)
PSH Bonus 2016

Programs
<i>PH - Permanent Supportive Housing (disability required)</i>
PSH Consolidation 2016
PSH Reallocation 2015
<i>Street Outreach</i>
Bridge to Health and Housing
Extended Hope Project (CABHI)
<i>New Pathways-Yolo</i>
<i>Emergency Shelter</i>
New Pathways
<i>Shores of Hope-Yolo</i>
<i>Transitional Housing</i>
Family Transitional Housing Program
<i>Yolo Community Care Continuum</i>
<i>PH - Permanent Supportive Housing (disability required)</i>
Supportive Housing Program-HUD

2017 HDX Competition Report

PIT Count Data for CA-521 - Davis/Woodland/Yolo County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	532	459
Emergency Shelter Total	189	204
Safe Haven Total	0	0
Transitional Housing Total	150	46
Total Sheltered Count	339	250
Total Unsheltered Count	193	209

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	89	174
Sheltered Count of Chronically Homeless Persons	45	27
Unsheltered Count of Chronically Homeless Persons	44	147

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	68	39
Sheltered Count of Homeless Households with Children	65	38
Unsheltered Count of Homeless Households with Children	3	1

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	50	29	28
Sheltered Count of Homeless Veterans	14	13	10
Unsheltered Count of Homeless Veterans	36	16	18

2017 HDX Competition Report

HIC Data for CA-521 - Davis/Woodland/Yolo County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	184	35	54	36.24%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	52	0	10	19.23%
Rapid Re-Housing (RRH) Beds	77	0	3	3.90%
Permanent Supportive Housing (PSH) Beds	101	0	35	34.65%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	414	35	102	26.91%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	46	35

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

Households with Children	2016 HIC	2017 HIC
RRH units available to serve families on the HIC	1	26

2017 HDX Competition Report

HIC Data for CA-521 - Davis/Woodland/Yolo County CoC

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC
RRH beds available to serve all populations on the HIC	1	77

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for CA-521 - Davis/Woodland/Yolo County CoC

For each measure enter results in each table from the System Performance Measures report generated out of your CoCs HMIS System. There are seven performance measures. Each measure may have one or more “metrics” used to measure the system performance. Click through each tab above to enter FY2016 data for each measure and associated metrics.

RESUBMITTING FY2015 DATA: If you provided revised FY 2015 data, the original FY2015 submissions will be displayed for reference on each of the following screens, but will not be retained for analysis or review by HUD.

ERRORS AND WARNINGS: If data are uploaded that creates selected fatal errors, the HDX will prevent the CoC from submitting the System Performance Measures report. The CoC will need to review and correct the original HMIS data and generate a new HMIS report for submission.

Some validation checks will result in warnings that require explanation, but will not prevent submission. Users should enter a note of explanation for each validation warning received. To enter a note of explanation, move the cursor over the data entry field and click on the note box. Enter a note of explanation and “save” before closing.

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY2015	Revised FY2015	Current FY	Submitted FY2015	Revised FY2015	Current FY	Difference	Submitted FY2015	Revised FY2015	Current FY	Difference
1.1 Persons in ES and SH	410	407	345	44	44	60	16	35	35	43	8
1.2 Persons in ES, SH, and TH	757	656	517	106	88	102	14	65	54	77	23

b.

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

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	345	-	116		-	70	
1.2 Persons in ES, SH, and TH	-	517	-	152		-	108	

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

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

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

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY2015	# of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	Revised FY2015	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0	0	0		0	0		0	0		0	
Exit was from ES	31	90	0	7	8%	2	6	7%	3	9	10%	22	24%
Exit was from TH	97	156	6	10	6%	7	10	6%	20	5	3%	25	16%
Exit was from SH	0	0	0	0		0	0		0	0		0	
Exit was from PH	4	78	0	0	0%	0	1	1%	0	2	3%	3	4%
TOTAL Returns to Homelessness	132	324	6	17	5%	9	17	5%	23	16	5%	50	15%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

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

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	498	532	34
Emergency Shelter Total	163	189	26
Safe Haven Total	0	0	0
Transitional Housing Total	142	150	8
Total Sheltered Count	305	339	34
Unsheltered Count	193	193	0

Metric 3.2 – Change in Annual Counts

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	771	664	519	-145
Emergency Shelter Total	417	412	347	-65
Safe Haven Total	0	0	0	0
Transitional Housing Total	414	304	189	-115

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	2	1	8	7
Number of adults with increased earned income	0	0	1	1
Percentage of adults who increased earned income	0%	0%	13%	13%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	2	1	8	7
Number of adults with increased non-employment cash income	0	0	0	0
Percentage of adults who increased non-employment cash income	0%	0%	0%	0%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults (system stayers)	2	1	8	7
Number of adults with increased total income	0	0	1	1
Percentage of adults who increased total income	0%	0%	13%	13%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	27	23	28	5
Number of adults who exited with increased earned income	14	7	6	-1
Percentage of adults who increased earned income	52%	30%	21%	-9%

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

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	27	23	28	5
Number of adults who exited with increased non-employment cash income	5	3	2	-1
Percentage of adults who increased non-employment cash income	19%	13%	7%	-6%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY2015	Revised FY2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	27	23	28	5
Number of adults who exited with increased total income	16	9	8	-1
Percentage of adults who increased total income	59%	39%	29%	-10%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	641	577	390	-187
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.	131	117	83	-34
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)	510	460	307	-153

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	698	647	503	-144
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.	131	120	111	-9
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.)	567	527	392	-135

2017 HDX Competition Report
FY2016 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in the FY2016 Resubmission reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons who exit Street Outreach	0	0	5	5
Of persons above, those who exited to temporary & some institutional destinations	0	0	1	1
Of the persons above, those who exited to permanent housing destinations	0	0	3	3
% Successful exits			80%	

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

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	596	498	460	-38
Of the persons above, those who exited to permanent housing destinations	315	278	259	-19
% Successful exits	53%	56%	56%	0%

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

	Submitted FY 2015	Revised FY2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	53	63	61	-2
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	49	58	58	0
% Successful exits/retention	92%	92%	95%	3%

2017 HDX Competition Report

FY2016 - SysPM Data Quality

CA-521 - Davis/Woodland/Yolo County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports in order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2017 HDX Competition Report FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	72	64	65	151	215	207	178	169	131	82	89	107		48	7	1				
2. Number of HMIS Beds	59	61	61	56	167	159	145	147	72	31	57	36		48	7	1				
3. HMIS Participation Rate from HIC (%)	81.94	95.31	93.85	37.09	77.67	76.81	81.46	86.98	54.96	37.80	64.04	33.64		100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	112	347	416	347	255	337	324	193	44	61	71	63	12	100	75	202	2	2	34	53
5. Total Leavers (HMIS)	72	291	362	286	149	249	224	180	4	18	25	14	1	100	1	72	0	0	2	4
6. Destination of Don't Know, Refused, or Missing (HMIS)	9	6	32	4	6	36	50	13	0	0	4	0	0	0	0	2	0	0	0	0
7. Destination Error Rate (%)	12.50	2.06	8.84	1.40	4.03	14.46	22.32	7.22	0.00	0.00	16.00	0.00	0.00	0.00	0.00	2.78			0.00	0.00

2017 HDX Competition Report

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/23/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	4/29/2017	Yes
2017 HIC Count Submittal Date	4/29/2017	Yes
2016 System PM Submittal Date	6/5/2017	Yes



Yolo County Homeless and Poverty Action Coalition (HPAC)

Policies and Procedures Manual

Davis/Woodland/Yolo County Continuum of Care (CA-521)

Re-Adopted November 30, 2016

Table of Contents

Table of Contents	1
Overview.....	2
Coordinated Entry	3
HPAC Election Procedure	5
Service Standards	6
Definitions of Homelessness.....	7
Recordkeeping and Reporting Requirements.....	9
Prevention.....	9
Street Outreach (SO).....	10
Emergency Shelter (ES).....	11
Rapid Re-Housing (RRH).....	13
Transitional Housing (TH).....	15
Permanent Supportive Housing (PSH)	16
Minimum Services Standards for all Project Types.....	19

Overview

Pursuant to 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule¹, this document shall serve as the policies and procedures manual for the Davis/Woodland/Yolo County Continuum of Care (CA-521), hereafter known as the Homeless and Poverty Action Coalition (HPAC). As a counterpart to HPAC's Governance Charter, this manual shall be reviewed, revised, and re-ratified with the Governance Charter every October upon a majority vote of all voting members present during the scheduled meeting.

This manual shall contain most relevant information required by 24 CFR Part 578 Subpart B that is not included in HPAC's Governance Charter. The only exception is information pertinent to the region's local Homeless Management Information System (HMIS). HPAC's HMIS Policies and Procedures Manual shall contain this information, which includes a privacy, security, and data quality plan.

About HPAC

HPAC is a local planning body that provides leadership and coordination on the issues of homelessness and poverty in Yolo County. HPAC serves numerous roles and responsibilities, many of which fulfill federal, state and local government mandates. Such activities include, but are not limited to:

- Implementing the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act
- Implementing the region's Homeless Management Information System (HMIS)
- Maintaining a coordinated response among service providers to ensure continuity of services
- Assessing needs and identifying gaps in services for persons facing homelessness in Yolo County on an ongoing basis
- Supporting the planning, funding, and development of services to meet prioritized needs within Yolo County
- Planning, developing, and sustaining options to meet the housing needs of people facing homelessness
- Promoting access to and effective utilization of mainstream human services programs

¹ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

Coordinated Entry

HPAC is currently in the process of conducting a comprehensive community engagement process to design its permanent coordinated entry system. In the meantime, HPAC has implemented an interim coordinated entry system that is intended to quickly connect households with the most appropriate type of housing and services. The interim system will serve as a pilot, with successful components of the interim solution being integrated into the permanent coordinated entry system.

Points of Entry

HPAC has selected a “no wrong door” approach to its interim coordinated entry system. All local providers of homeless services are eligible to participate as a point of entry to the system, as long as they meet the following minimum requirements:

- Have access to HMIS or a comparable database as permitted by the United States Department of Housing and Urban and Development (HUD) for domestic violence, dating violence, human trafficking, sexual assault, and stalking victim service providers
- Opt-in to the HPAC Data Sharing Agreement
- Receive training on use of the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT)

Assessment, Referral and Placement Process

Each point of entry to the interim system uses the following three steps to assist homeless individuals and families in connecting with appropriate services based on their unique needs and vulnerability.

1. **Assessment:** Each homeless individual and family is assessed using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT). The VI-SPDAT is used to (1) determine the chronicity and vulnerability of homeless individuals (including critical health and safety needs), and (2) identify which type of permanent housing solution (permanent supportive housing, rapid re-housing or affordable housing) is most appropriate. Each individual receives a score based on the assessment, with a higher VI-SPDAT score indicating that the individual or family is more vulnerable. For individuals who receive a lower VI-SPDAT score and indicate that they have other safe and appropriate housing options or resources, HPAC shall link them to homeless prevention assistance as needed and available. This may also include linkage to other appropriate services from various providers based on individual need.
2. **Referral:** HPAC uses the results from the VI-SPDAT to refer the individual or family to the most appropriate type of housing and services. In the permanent coordinated entry system, it is HPAC’s hope to establish a community queue, where HPAC maintains and prioritizes all referrals on one list.
3. **Placement:** Those individuals or families who have the highest VI-SPDAT scores (meaning they are the most vulnerable) are prioritized first for housing and services as slots become available. Individuals or families who cannot immediately be placed in permanent housing continue to receive services from outreach workers or other providers while they wait for a bed.

Process for Victims of Domestic Violence, Dating Violence, Human Trafficking, Sexual Assault, and Staking

Pursuant to 24 CFR Subpart B Section 578.7², HPAC shall implement a separate coordinated entry process for victims of domestic violence, dating violence, human trafficking, sexual assault, staking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family.

To protect the safety and maintain the confidentiality of such survivors, HPAC prohibits victim service providers from using HMIS. Rather, HPAC requires that victim service providers use a comparable database as permitted by HUD.

To ensure that homeless survivors receive the same opportunities afforded by the region's coordinated entry system as all others, HPAC implements the following process:

1. If an individual or family experiencing homelessness presents to a non-victim service provider and either self-identifies herself, himself or a family member as a victim or reveals any information that implies dangerous or life-threatening conditions that relate to violence, the provider must refer the individual or family to a victim service provider.
2. Upon connecting, the victim service provider shall perform an intake assessment of the individual or family to determine if the survivor is eligible for shelter entry based on lethality as well as bed availability.
3. If the victim service provider deems that the individual or family does not have adequate resources to exit homelessness on her, his or their own, the provider shall conduct a VI-SPDAT.
4. Once complete, the provider shall send an anonymous VI-SPDAT to the County Homeless Program Coordinator. The only personal identifying information shall be the unique identification number indicating the appropriate record within the victim service provider's comparable database.
5. HPAC will then integrate the anonymous victim service referrals into its community queue. In addition, HPAC shall require training specifically related to this process. In particular, HPAC shall train coordinated entry staff on the confidentiality and privacy rights of survivors protected by the Health Insurance Portability and Accountability Act (HIPAA) as well as the Violence Against Women Act (VAWA).

² 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

HPAC Election Procedure

Pursuant to its Governance Charter, HPAC shall hold an election each year in October with newly elected officers serving a one (1) year term from November 1 through October 31. The election shall include HPAC's three officer positions of Chair, Vice-Chair, and Secretary. HPAC shall use the following election process:

Election Process

1. At the August or September meeting, convene a Nominating Subcommittee consisting of volunteer members who do not wish to seek an elected position.
 - a. The Subcommittee shall be composed of a minimum of three (3) volunteers from three (3) different member organizations. The Homeless Coordinator shall also participate as a non-voting member.
 - b. The role of Nominating Subcommittee members will be to assist the Homeless Coordinator in accepting nominations and answering candidate questions .
 - c. If the Nominating Subcommittee does not receive at least one (1) nomination for each position, it is also the role of Nominating Subcommittee members to recruit candidates.
2. Establish, announce, and publicize a process and timeline for how and when the Nominating Subcommittee will accept nominations.
 - a. Nominations shall be accepted for at least a minimum of seven (7) days.
 - b. Both self-nominations and nominations of others shall be accepted.
 - c. Nominations shall be accepted in both a public and private setting. Nomination period will open during the September HPAC meeting, where nominations will be accepted publicly. Following the meeting, nominations will be accepted privately via email, phone, or in-person.
 - d. Individuals may choose to run for more than one (1) position
 - e. Nominees must be affiliated with an active HPAC member. If the individual is not designated on the HPAC member application as the primary or secondary voting representative for their organization, the individual must seek approval from their organization's leadership prior to nomination.
3. Following the nomination period, the Nominations Subcommittee shall create and disseminate an online poll for any positions with more than one (1) nominee.
 - a. The poll shall be made available for at least a minimum of seven (7) days.
 - b. Pursuant to its Governance Charter, member agencies have voting status if they have a representative present during at least six (6) full HPAC meetings in the current year (November through October) and had a representative participate in at least one HPAC subcommittee.
 - c. Each member agency with voting status may cast one (1) vote for their preferred candidate in each position. Votes must be cast by one of the two voting representatives designated on the agency's HPAC membership application.
 - d. The candidate with the highest number of votes in each position shall be recommended for the position.
 - i. In the event of a tie, voting shall be opened to HPAC member agencies that do not have voting status, so long as they sent a representative to at least two (2) general HPAC meeting in the previous year.
 - e. Each member agency with voting status shall be asked to identify themselves during the poll to ensure that all votes come from eligible member agencies.
 - f. However, the poll shall remain confidential and no information regarding individual votes shall be shared outside of the Nominating Subcommittee.

4. Once the poll is complete, the Nominating Subcommittee shall determine the recommended officer slate (based on the results of the poll) and seek a simple majority approval from member agencies with voting status who are present during the October meeting.

Early Vacation of Term Procedure

Pursuant to its Governance Charter, if an elected officer needs to vacate the position prior to the expiration of his or her term, the officer shall submit a written resignation to the Homeless Coordinator and other HPAC Officers.

Upon receiving the written resignation, the Coordinator shall inform the full HPAC body. HPAC shall then convene a special election at the next regularly scheduled general meeting. HPAC shall use the election process established in the previous section for the special election.

Prior to the special election, any vacant positions shall be filled as follows:

- Chair: The Vice Chair shall assume the duties of Chair until after the special election.
- Vice-Chair: The Secretary shall assume the responsibilities of Vice Chair until after the special election.
- Secretary: The Homeless Coordinator shall assume the responsibilities of Secretary until after the special election.

Election Grievance Policy

HPAC encourages candidates and/or member agencies to report grievances using the following procedure without fear of reprisal.

1. Submit a written grievance to the Homeless Coordinator and Nominating Subcommittee.
 - a. The Nominating Subcommittee shall respond within seven (7) days of receiving the written grievance.
2. If the Nominating Subcommittee is unable to resolve the grievance, the candidates and/or member agencies shall submit a written grievance to the full HPAC body.
 - a. The full HPAC body shall consider the matter at the next meeting of the full membership, and determine any necessary actions through a simple majority vote of all member agencies with voting status who are present during the meeting.

Service Standards

This section of the manual shall define HPAC's expected service standards for local projects receiving funding from HUD, including projects funded by the Continuum of Care (CoC) and/or Emergency Solutions Grant (ESG) programs. This section shall define the different categories of homelessness as well as define the recordkeeping and reporting requirements and shall provide written standards for applicable projects providing services in any of the following areas:

- Prevention
- Street Outreach
- Emergency Shelter
- Rapid Re-Housing
- Transitional Housing
- Permanent Supportive Housing

Definitions of Homelessness

HPAC shall expect all CoC and/or ESG funded programs to use the following definitions of homelessness, as determined by 24 CFR Parts 91, 578, 582, and 583³ and ⁴. The definitions are also pursuant to federal ESG regulations 24 CFR Subpart A Section 576.2⁵.

<p><i>Literally Homeless</i></p>	<p>An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> • Unsheltered Homelessness: The individual or family has a primary nighttime residence that is a public or private place not meant for human habitation; • Sheltered Homelessness: The individual or family is living in a publicly or privately operated shelter designated to provide temporary living arrangements—including congregate shelters and hotels and motels paid for by charitable organizations or by federal, state, and local government programs; or • Institutional Homelessness: The individual is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
<p><i>Imminent Risk of Homelessness</i></p>	<p>An individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> • The individual or family has an annual income below 30 percent of the median family income for the geographic area; and • The individual or family has insufficient resources or support networks immediately available to attain housing stability <p>In addition, the individual or family must also meet one of the following risk factors:</p> <ul style="list-style-type: none"> • Has moved two or more times during the 60 days immediately preceding the application for homelessness prevention assistance because of economic reasons; • Is living in the home of another because of economic hardship; • Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; • Lives in a hotel or motel not paid for by federal, state, or local

³ 24 CFR Parts 91, 582, and 583 Final Rule on Homeless Definitions:

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

⁴ 24 CFR Parts 91 and 578 Final Rule on Chronically Homeless Definition:

<https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

⁵ 24 CFR Parts 91 and 576 Homeless Emergency Assistance and Rapid Transition to Housing: Emergency Solutions Grants Program and Consolidation Plan Conforming Amendments:

https://www.hudexchange.info/resources/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

	<p>government programs for low-income individuals or charitable organizations;</p> <ul style="list-style-type: none"> • Lives in a single-room occupancy or efficiency apartment unit in which more than two persons, on average, reside or another type of housing in which there reside more than 1.5 persons per room as defined by the U.S. Census Bureau; • Is exiting a publicly funded institution or system of care, such as a healthcare facility, mental health facility, foster care, or other you facility, or correction program or institution; or • Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness
<i>Homeless under other Federal Statutes</i>	<p>Unaccompanied youth under 25 years of age or families with children and youth, who do not otherwise qualify as homeless under the definition stated above, but who:</p> <ul style="list-style-type: none"> • Are defined as homeless under the other listed federal statutes; • Have not signed a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; • Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and • Can be expected to continue in such status for an extended period of time due to special needs or barriers
<i>Fleeing/Attempting to Flee Domestic Violence</i>	<p>An individual or family who:</p> <ul style="list-style-type: none"> • Is fleeing or is attempting to flee domestic violence; • Has no other residence; and • Lacks the resources or support networks to obtain other permanent housing
<i>Chronically Homeless</i>	<p>An individual or family who:</p> <ul style="list-style-type: none"> • Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and • Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least one year or on at least four separate occasions in the last three years, where the cumulative total of the four occasions is at least one year. Stays in institutions of 90 days or less will not constitute as a break in homelessness, but rather such stays are included in the cumulative total; and • Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance

	<p>Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or</p> <ul style="list-style-type: none"> • An individual who has been residing in an institutional care facility, including a jail, substance use or mental health treatment facility, hospital, or other similar facility for fewer than 90 days and met all of the criteria listed in paragraph 1 before entering the facility; or <p>A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria listed in paragraph 1 including a family whose composition has fluctuated while the head of household has been homeless</p>
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Recordkeeping and Reporting Requirements

Pursuant to 24 CFR Parts 91 and 576 Section 576.500 (b-e) ⁶, HPAC shall expect that all CoC and/or ESG funded projects comply with federal recordkeeping and reporting requirements.

HPAC shall require that agencies upload the documentation specified in 24 CFR Parts 91 and 576, Section 576.500 (b-e) ⁷ into the region’s HMIS. Described in more detail within HPAC’s HMIS Policies and Procedures Manual, the HMIS Daily Operator shall monitor and ensure compliance with such requirements on a quarterly basis.

Prevention

HPAC defines prevention as services that are necessary to prevent an individual or family from becoming homeless. These services include various housing relocation and stabilization services as well as short to medium term rental assistance.

At present, HPAC does not permit prevention using ESG funds as a stand-alone activity. Rather, prevention must be provided in conjunction with rapid re-housing and/or emergency shelter. For rapid re-housing, HPAC’s intention is to facilitate preventing homelessness of a previously assisted individual or family who is experiencing instability after rapid re-housing assistance has ended. For emergency shelter, HPAC’s intention is to facilitate shelter diversion.

Prevention Eligibility

In order to be eligible for prevention services, an individual or at least one family member must:

- Meet the definition for imminent risk of homelessness

Prevention Prioritization

⁶ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

⁷ 24 Code of Federal Regulations (CFR) Part 578 Continuum of Care Program Interim Rule: http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5d030234903ffc25ad85a1fe4656bff7&mc=true&n=pt24.3.578&r=PART&ty=HTML#se24.3.578_165

Of the eligible individuals and families, HPAC designates the following as priority populations pursuant to 25 California Code of Regulations 8409 Core Practices⁸:

- Individuals or families who are at the greatest risk of becoming literally homeless without an intervention and are at greatest risk of experiencing a longer time in shelter or on the street should they become homeless

Prevention Minimum Service Standards

HPAC designates the following as minimum service standards for programs offering prevention services:

- Must either assist the individual or family to regain stability in their current housing or move into other permanent housing and achieve stability in that housing
- For project participants who receive prevention assistance in conjunction with rapid re-housing, providers must conduct a 3-month evaluation
- Services may include, but are not limited to:
 - Rental assistance (such as paying all or a portion of the client's rent)
 - Other financial assistance (such as rental application fees, security and utility deposits, utility payments, last month's rent, rent in arrears, and moving costs)
 - Housing placement and retention assistance (such as search and placement, case management, landlord mediation, tenant legal services, credit repair, financial coaching, bills, and arrears)
- Meet the minimum services standards for all project types, as described at the end of this chapter

Street Outreach (SO)

HPAC defines street outreach (SO) as services that engage individuals or families experiencing unsheltered homelessness and assist in improving the health and well-being of the individual or family.

SO Eligibility

In order to be eligible for SO services, an individual or at least one family member must:

- Meet the definition for literally homeless
- Live in unsheltered homelessness at the time of first contact

SO Prioritization

Pursuant to 25 California Code of Regulations 8409 Core Practices⁹, SO projects shall use the VI-SPDAT as an assessment tool to prioritize the individuals and families with the most urgent and severe needs. This includes:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings

⁸ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

⁹ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

This practice aligns with HPAC’s envisioned permanent coordinated entry system and shall ensure access to assistance regardless of where an individual or family is located within HPAC’s service region.

In general, HPAC expects that using the VI-SPDAT will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness’ (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

SO Minimum Service Standards

HPAC designates the following as minimum services standards for projects offering street outreach services:

- Participants and staff understand that the primary goals of street outreach are to:
 - Provide access to emergency shelter and services
 - Re-house participants in permanent housing as quickly as possible, regardless of other personal issues or concerns
- Conduct outreach to engage unsheltered homeless individual or families
- Link unsheltered homeless individual or families to the region’s coordinated entry system
- Accept triage referrals through HPAC’s coordinated entry system
- Meet the minimum services standards for all project types, as described at the end of this chapter

Emergency Shelter (ES)

HPAC defines emergency shelter (ES) as a living arrangement that provides temporary shelter and supportive services, without a standard lease agreement.

ES Eligibility

In order to be eligible for ES projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Fleeing/attempting to flee domestic violence, dating violence, human trafficking, sexual assault, staking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family

HPAC allows shelters to serve a specific sub-population (such as persons with mental illness or victims of domestic violence, dating violence, human trafficking, sexual assault and/or stalking) within the definitions above, depending on organizational missions and goals.

ES Prioritization

Of the eligible individuals and families, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹⁰, this includes but is not limited to those who:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings
- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (meaning an individual or family member age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

ES Minimum Standards

HPAC designates the following as minimum service standards for projects providing emergency shelter services:

- Participants and staff must understand that the primary goals of the emergency shelter are to:
 - Provide temporary accommodation that is safe, respectful, and responsive to individual needs
 - Re-house participants in permanent housing as quickly as possible, regardless of other personal issues or concerns
- No minimum or maximum length of stay for project participants; however, providers may determine a target length of stay for participants (such as 90 days), at which point the participant's case may be re-assessed to determine whether a longer stay is appropriate.
- No leases or occupancy agreements

¹⁰ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Meet the minimum services standards for all project types, as described at the end of this chapter

Rapid Re-Housing (RRH)

HPAC defines rapid re-housing (RRH) as housing that provides short to medium term move-in and rental assistance, as well as assistance with housing identification and supportive services.

RRH Eligibility

In order to be eligible for RRH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Imminent risk of homelessness (only if the individual or at least one family member qualifies for prevention per HPAC's standards)
- Fleeing/attempting to flee domestic violence, dating violence, human trafficking, sexual assault, stalking, and any other dangerous or life-threatening conditions that relate to violence against a homeless individual or family

In addition, individuals or at least one member of the family must:

- Earn enough income to pay at least 30% of their monthly rent or at least 30% of their monthly income, whichever is lower
 - HPAC considers monthly income to consist of:
 - Earned income
 - Self-employment/business income
 - Interest and dividend income
 - Pension/retirement income
 - Unemployment and disability income
 - Temporary Assistance for Needy Families (TANF)/public assistance
 - Alimony, child support, and foster care income
 - Armed forces income
 - While generally expecting households to pay at least 30% of their monthly rent or monthly income, HPAC permits RRH project managers to authorize lesser contributions under extraordinary circumstances
 - At times, this may include paying the entire rent on behalf of households that have no current income
- Meet any funder-specific eligibility requirements

RRH Prioritization

Of the eligible individuals and families, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹¹, this includes but is not limited to those who:

¹¹ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings
- Have experienced the longest amount of time homeless
- Have multiple and severe service needs that inhibit their ability to quickly identify and secure housing on their own

In general, HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

For projects using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) as an assessment tool, HPAC designates the following as priority populations:

- Individuals who receive a VI-SPDAT-Single score of 4 to 7; or
- Families who receive a VI-SPDAT-Family score of 4 to 8

RRH Minimum Service Standards

HPAC designates the following as minimum service standards:

- Participants and staff must understand that the primary goals of RRH are to:
 - End homelessness
 - Move participants to permanent housing as quickly as possible, regardless of personal issues
- No maximum monetary amount for rental assistance; however, individual assistance may not exceed 24 months during a 3-year period
- For project participants who receive rental assistance, providers must conduct an annual evaluation to determine continued eligibility
 - At the time of evaluation, if a participant's income has changed, the amount of rental assistance will be adjusted to meet the 30% threshold
- For participants who receive prevention assistance, providers must conduct a 3-month evaluation
- For project-based assistance, providers must ensure a one-year lease

- All individuals or families that are literally homeless who cannot quickly secure housing on their own or with another form of assistance are screened for and offered rapid re-housing assistance, to the extent they are eligible and assistance is available
- Housing identification efforts must consider, within the limits of the participant's income, where the individual or family wants to live and if the individual or family feels safe
- Project providers must use a fair, yet flexible approach when determining the duration of assistance
- Project providers must use a fair, yet flexible approach when determining what qualifies as an extraordinary circumstance (whereas project participants do not need to meet the 30% threshold)
- Supportive services must be provided throughout the entire time that rental assistance is provided
- Must ensure that data on all persons served and all activities provided are entered into HMIS (or a comparable database if the agency is a domestic violence, dating violence, human trafficking, sexual assault, and stalking victims service provider) pursuant to HUD and local standards.
- Meet the minimum services standards for all project types, as described at the end of this chapter

Transitional Housing (TH)

HPAC defines transitional housing (TH) as housing that provides temporary housing and supportive services, as an interim solution toward securing permanent housing. Unlike emergency shelter, transitional housing participants must enter into a lease agreement.

TH Eligibility

In order to be eligible for TH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Imminent risk of homelessness
- Homeless under other Federal Statutes (if the project(s) received approval from HUD to serve this category)
- Fleeing/attempting to flee domestic violence

In addition, individuals or at least one member of the family must:

- Meet any funder-specific eligibility requirements

TH Prioritization

Of the eligible households, HPAC shall prioritize those with the most urgent and severe needs. Pursuant to 25 California Code of Regulations 8409 Core Practices¹², this includes but is not limited to those who:

- Are unsheltered and living in places not designed for human habitation, such as cars, parks, bus stations, and abandoned buildings

¹² California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=document&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=document&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Have experienced the longest amount of time homeless
- Have multiple service needs that inhibit their ability to identify and secure housing independently

HPAC expects that doing so will concurrently prioritize the target subpopulations identified in the Yolo County 10-Year Plan to End Homelessness and the United States Interagency Council on Homelessness' (USICH) Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness. These target subpopulations include:

- Individuals or families with a history of chronic homelessness
- Families with a history of homelessness
- Transition age youth with a history of homelessness (age 18 to 24)
- Unaccompanied youth with a history homelessness (meaning an individual under the age of 18 with no family member over the age of 18 in the household)
- Veterans with a history of homelessness (meaning an individual or family member who has served in active United States military duty)

TH Minimum Service Standards

HPAC designates the following as minimum service standards:

- Project participation cannot exceed 24 months
- Supportive services must be provided throughout the entire length of stay
- Supportive services may be provided to former residents of transitional housing and current residents of permanent housing who were homeless in the prior 6 months, for no more than 6 months after leaving transitional housing or homelessness, respectively, to assist their adjustment to independent living
- Project providers must offer assistance in transitioning toward securing permanent housing
- Project participants must enter into a lease agreement for a term of at least one month
- The lease agreement must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months
- Meet the minimum services standards for all project types, as described at the end of this chapter

Permanent Supportive Housing (PSH)

HPAC defines permanent supportive housing (PSH) as housing that provides indefinite leasing or rental assistance and supportive services.

PSH Eligibility

In order to be eligible for PSH projects, individuals or at least one family member must meet the definition for one of the following categories:

- Literally homeless
- Fleeing/attempting to flee domestic violence

In addition, individuals or at least one member of the family must:

- Have a disability
 - Evidence of diagnosis with one or more of the following conditions:

- Substance use disorder
 - Serious mental illness
 - Developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance Bill of Rights Acts of 2000 (42 U.S.C. 15002))
 - Post-traumatic stress disorder
 - Cognitive impairments resulting from brain injury
 - Chronic physical illness or disability
- Meet any funder-specific eligibility requirements

PSH Prioritization

For CoC-funded PSH beds dedicated or prioritized for occupancy by persons experiencing chronic homelessness, HPAC requires the projects use the following order of priority, pursuant to Notice CPD-16-11¹³, which supersedes Notice CPD-14-012¹⁴:

- Persons experiencing chronic homeless with the longest length of time in which an individual or family has resided in a place not meant for human habitation, a safe haven, or an emergency shelter
- Persons with the most severe service needs

For projects using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) as an assessment tool, HPAC designates the following as priority populations:

- Individuals who receive a VI-SPDAT-Single score of 8 or greater; or
- Families who receive a VI-SPDAT-Family score of 9 or greater

In addition, consistent with Notice CPD 16-11, HPAC shall only allow PSH dedicated projects to serve other homeless individuals and families, when no persons within the designated service area meet the specified criteria listed above. If this occurs and there is a vacant dedicated PSH bed available, the provider may then follow the order of priority for non-dedicated PSH beds listed below. The bed will continue to be a dedicated bed, however, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no persons who meet that criterion within the designated service area. Regardless of if this occurs or not, the provider must continue to report the dedicated PSH beds as “Chronically Homeless” beds on HPAC’s Housing Inventory Count (HIC).

For CoC-funded PSH beds not dedicated or not prioritized for persons experiencing chronic homeless, HPAC designates the following as priority populations pursuant to Notice CPD-16-11¹⁵, which supersedes Notice CPD-14-012¹⁶:

¹³ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

¹⁴ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <http://portal.hud.gov/hudportal/documents/huddoc?id=14-12cpdn.pdf>

¹⁵ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

¹⁶ HUD Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons: <http://portal.hud.gov/hudportal/documents/huddoc?id=14-12cpdn.pdf>

- **First priority:** Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who has experienced at least four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs
- **Second priority:** Homeless individuals and families with a disability with severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing persons that meet this order of priority, but there is not a minimum length of time required
- **Third priority:** Homeless individuals and families with a disability coming from places not meant for human habitation, a safe haven, or an emergency shelter without severe service needs
 - An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing persons that meet this order of priority, but there is not a minimum length of time required
- **Fourth priority:** Homeless individuals and families with a disability coming from transitional housing
 - An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in a safe haven, or in an emergency shelter. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, a safe haven, or an emergency shelter prior to entry in the transitional housing

Also pursuant to Notice CPD-16-11, HPAC requires that all CoC-funded PSH projects accept referrals only through a single prioritized waiting list, created through the coordinated entry process.

PSH Minimum Service Standards

HPAC designates the following as minimum service standards:

- No designated length of stay
- Supportive services must be provided throughout the entire length of stay
- Project participants must enter into a lease, sublease, or occupancy agreement for a term of at least one year, with the agreement automatically renewing upon expiration for a term of at least one month
 - While generally expecting compliance with the terms stated above, HPAC permits PSH project managers to exercise discretion when executing lease, sublease, or occupancy agreements, particularly regarding terminable causes
- Meet the minimum services standards for all project types, as described at the end of this chapter

Minimum Services Standards for all Project Types

Domestic Violence, Dating Violence, Human Trafficking, Sexual Assault, and Stalking Victims

HPAC prohibits all victim service providers from using HMIS. HPAC hopes that these provisions shall protect the safety and maintain the confidentiality of victims.

Housing First

All CoC and ESG-funded projects must use a Housing First approach, which focuses on assisting people experiencing homelessness by securing housing as quickly as possible, and then providing supportive services as needed to promote housing stability and individual well-being. Pursuant to 25 California Code of Regulations 8409 Core Practices,¹⁷ this includes:

- Ensuring low-barrier, easily accessible assistance to all people, including but not limited to people with no income or income history, and people with active substance use or mental health issues
- Helping participants quickly identify and resolve barriers to obtaining and maintaining housing
- Providing linkage to financial assistance for move-in and stabilization costs as well as housing case management
- Seeking to quickly resolve the housing crisis before focusing on other non-housing related services
- Allowing participants to choose the services and housing that meets their needs, within practical limitations, understanding that housing may cost greater than 30% of income and be precarious
- Preventing exits into homelessness whenever possible, even when program rules are violated:
 - People who pose an imminent risk of harm to themselves or others may be exited to more appropriate assistance, such as a more intensive program or hospital
- Allowing participants currently in emergency shelter or transitional housing to only move to other emergency shelter or transitional housing when:
 - They desire and choose
 - It is more appropriate to meet their health and safety needs (e.g., persons in early recovery; domestic violence survivors; those who need special accommodations)
 - No permanent housing solution (with or without supportive services) is currently available that is a similar or better match for their preferences and needs
- Connecting participants to appropriate support and services available in the community that foster long-term housing stability
- Assisting participants create and update individualized Housing Plans designed to re-house and stabilize participants as quickly as possible
- Ensuring all staff helping to house participants know how to access an array of housing options directly or through HPAC's coordinated entry system to help participants achieve their Housing Plan goals

¹⁷ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:
[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

- Ensuring all staff are aware of and know how to access other community resources that can help participants achieve their Housing Plan goals
- Ensuring all participants and staff are aware that participation in services unrelated to obtaining permanent housing is voluntary

HMIS

All CoC and ESG-funded projects must ensure that data on all persons served and all activities provided are entered into HMIS (or a comparable database if the agency is a domestic violence, dating violence, human trafficking, sexual assault, and stalking victims service provider) pursuant to HUD and local standards.

Preventing Involuntary Family Separation

HPAC prohibits all CoC and ESG-funded projects from denying admission or involuntarily separating a family unless the health and/or well-being of a family member is at immediate risk. Pursuant to HUD, HPAC's defines a family as any group of persons who presents for assistance together and identifies themselves as a family.

Progressive Engagement and Assistance

Another local priority is implementing progressive engagement and assistance practices. Pursuant to 25 California Code of Regulations 8409 Core Practices,¹⁸ this includes:

- Offering financial assistance and services in a way that offers a minimum amount of assistance initially
- Adding more assistance over time if needed to quickly resolve a housing crisis by either ending homelessness or avoiding an immediate return to literal homelessness
 - The type, duration, and amount of assistance offered shall be based on an individual assessment of the household, and the availability of other resources or support systems to resolve their housing crisis and stabilize them in housing

Nondiscrimination Provisions

Pursuant to civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Title II and III of the Americans with Disabilities Act, all CoC and ESG-funded projects must comply with federal nondiscrimination provisions.

This includes Attorney General Order No. 2353-2001, 66 Fed. Reg. 3616¹⁹, which states that agencies should not withhold certain services based on immigration status when the services are necessary to protect life and/or safety.

This also includes HUD's final rule, "Equal Access in Accordance with an Individual's Gender Identity,"²⁰ which states that agencies must ensure equal access to HUD programs regardless of gender identity. The rule is

¹⁸ California Department of Housing and Community Development (HCD) Core Practices (25 CCR 8409 Core Practices) for Emergency Solutions Grants Program:

[https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/calregs/Document/I53153D4C91CC4E299A97467973BF1606?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

¹⁹ U.S. Department of Justice, U.S. Department of Health and Human Services, and U.S. Department of Housing and Urban Development Joint Letter Regarding Immigration Access to Housing and Services: <https://www.hudexchange.info/resources/documents/HUD-HHS-DOJ-Letter-Regarding-Immigrant-Access-to-Housing-and-Services.pdf>

particularly pertinent to projects serving one sex or projects separating dormitories by sex, whereby agencies must provide all individuals, including transgender and other individuals who do not identify with the sex they were assigned at birth, with access to projects, benefits, services, and accommodations in accordance with their gender identity without being subject to intrusive questioning or being asked to provide documentation.

Equal Access: Gender Identity

Pursuant to 24 CFR Part 5: Equal Access in Accordance with an Individual's Gender Identify in Community Planning and Development Programs²¹, HPAC ensures equal access to individuals in accordance with their gender identity. More specifically, HPAC shall strive to uphold the following general provisions stated within the Final Rule:

- All CoC and ESG funded projects must recognize that a difference may exist between an individual's gender identity and their sex assigned at birth
- All CoC and ESG funded projects must recognize that a difference may exist between an individual's actual gender identify and perceived gender identity
- All CoC and ESG funded projects may not deny access to a single-sex emergency shelter or facility because the provider possesses identity documents indicating a sex different from the gender with which the resident or potential client identifies
- All CoC and ESG funded projects may not consider the resident or potential resident ineligible for an emergency shelter or other facility because their appearance or behavior does not conform to gender stereotypes
- All CoC and ESG funded projects may not ask questions or otherwise seek information or documentation concerning a person's anatomy or medical history related to their gender identity or expression

In addition, HPAC shall expect that all CoC and ESG funded agencies complete the following in order to ensure compliance with the Final Rule:

- Develop written policies and procedures ensuring compliance with the rule
- Update staff, volunteer, and contractor trainings to comply with the written policies and procedures
- Educate clients on the agency's/project's commitment to comply with the Equal Access Final Rule
- Make the agency's/project's policies and procedures readily available to the clients

²⁰ HUD Final Rule "Equal Access in Accordance with an Individual's Gender Identity": <https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf>

²¹ 24 CFR Part 5: Equal Access in Accordance with an Individual's Gender Identify in Community Planning and Development Programs: <https://www.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf>