

## Before Starting the CoC Application

The CoC Consolidated Application is made up of three parts: the CoC Application, the Project Listing, and the Project Applications. The Collaborative Applicant is responsible for submitting two of these sections. In order for the CoC Consolidated Application to be considered complete, each of these two sections **REQUIRES SUBMISSION**:

- CoC Application
- Project Listing

Please Note:

- Review the FY2013 CoC Program NOFA in its entirety for specific application and program requirements.
- Use the CoC Application Detailed Instructions while completing the application in e-snaps. The detailed instructions are designed to assist applicants as they complete the application forms in e-snaps.
- As a reminder, CoCs are not able to import data from the 2012 application due to significant changes to the CoC Application questions. All parts of the application must be fully completed.
- All questions marked with an asterisk (\*) are mandatory and must be completed in order to submit the application.

For Detailed Instructions click [here](#).

## 1A. Continuum of Care (CoC) Identification

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1A-1 CoC Name and Number:** NC-503 - North Carolina Balance of State CoC

**1A-2 Collaborative Applicant Name:** NC Department of Health and Human Services

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

## 1B. Continuum of Care (CoC) Operations

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1B-1 How often does the CoC conduct meetings of the full CoC membership?** Monthly

**1B-2 How often does the CoC invite new members to join the CoC through a publicly available invitation?** Monthly

**1B-3 Does the CoC include membership of a homeless or formerly homeless person?** Yes

**1B-4 For members who are homeless or formerly homeless, what role do they play in the CoC membership?** Outreach, Advisor, Volunteer, Organizational employee, Community Advocate  
**Select all that apply.**

**1B-5 Does the CoC’s governance charter incorporate written policies and procedures for each of the following:**

1B-5.1 Written agendas of CoC meetings?	Yes
1B-5.2 Centralized or Coordinated Assessment System?	No
1B-5.3 Process for Monitoring Outcomes of ESG Recipients?	Yes
1B-5.4 CoC policies and procedures?	Yes
1B-5.5 Written process for board selection?	Yes
1B-5.6 Code of conduct for board members that includes a recusal process?	Yes
1B-5.7 Written standards for administering assistance?	No

## 1C. Continuum of Care (CoC) Committees

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1C-1 Provide information for up to five of the most active CoC-wide planning committees, subcommittees, and/or workgroups, including a brief description of the role and the frequency of meetings. Collaborative Applicants should only list committees, subcommittees and/or workgroups that are directly involved in CoC-wide planning, and not the regular delivery of services.**

	Name of Group	Role of Group (limit 750 characters)	Meeting Frequency	Names of Individuals and/or Organizations Represented
1C-1.1	Steering Committee	The Steering Committee coordinates statewide activities on homelessness across all agencies and jurisdictions in the Balance of State CoC geographic area (79 out of 100 counties in North Carolina). Each Regional Committee elects a Regional Lead and official alternate to serve on the Steering Committee. The Steering Committee approves and amends the CoC governance charter, determines strategic planning goals, oversees requirements for CoC and ESG grantees, oversees the CoC and ESG application process, coordinates the HMIS Lead Agency and stays in dialogue with the other eleven CoCs in North Carolina to collaborate on statewide homeless and housing issues.	Monthly	Elected Regional Leads from each Regional Committee
1C-1.2	Regional Committees	The Balance of State's work in local communities is organized by Regional Committees. The 27 Regional Committees are comprised of stakeholders responsible for coordinating local housing and services. Regional Committees hold regular, public meetings and coordinate with the BoS Steering Committee to achieve strategic planning goals.	Monthly	Homeless service providers, community funding organizations, homeless education liaisons, law enforcement, housing specialists, social services staff, public housing authorities, elected officials, community members, current/formerly homeless people

1C-1.3	Programmatic Subcommittees & Workgroups	<p>The CoC had 2 workgroups &amp; 2 programmatic subcommittees in 2013. Workgroups: the Coordinated Assessment Workgroup &amp; the Data Usage Workgroup meet monthly or as needed. Both workgroups are composed of volunteers from the Steering Committee. The Coordinated Assessment Workgroup is creating a plan for coordinated assessment in the CoC for approval by the Steering Committee. The Data Usage Workgroup is making a plan to allocate HMIS licenses &amp; set data standards for the CoC.</p> <p>Programmatic subcommittees: the Permanent Supportive Housing Subcommittee &amp; the Rapid Re-Housing Subcommittee meet quarterly. The PSH and RRH Subcommittees are composed of providers and discuss best practices, review APR performance, and set performance goals.</p>	Monthly	RRH providers, PSH providers, housing specialists, homeless service providers
1C-1.4	Data Quality Subcommittee	<p>The Data Quality Subcommittee is composed of ESG and CoC grantees and other interested providers and works with our HMIS Lead Agency to ensure a high level of data accuracy, completeness and congruency. The subcommittee reviews the monthly data quality scores and works with agencies to improve.</p>	Bi-Monthly	ESG and CoC grantees, HMIS users
1C-1.5	Scorecard Committee & Project Review Committee	<p>The Scorecard Committee creates a scorecard for reviewing project applications with threshold criteria and an incentivized point structure. The Project Review Committee uses the scorecard to review, rank and tier CoC project applications. The CoC uses this process to fund organizations that have the capacity to run effective programs, fund projects that meet the CoC's priorities for funding, incentivize agencies to be good partners, reward Regional Committees who strengthen their performance and capacity, and ensure that funded projects are good stewards of CoC funding while performing to NC BoS CoC standards.</p>	Semi-Annually	1 volunteer per Regional Committee for Scorecard Committee; 1 volunteer per Regional Committee for Project Review Committee (grantees up for renewal are not eligible to serve on this committee)

**1C-2 Describe how the CoC considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area when establishing the CoC-wide committees, subcommittees, and workgroups.  
(limit 750 characters)**

The Steering Committee conducts widely publicized public meetings, held on the same day/time each month, with published agendas and minutes. Participants can ask questions and make comments at any point during the meeting. The CoC actively recruits participants who may represent a different point of view and ensures that all committees, subcommittees, and workgroups represent diverse views and opinions. While the CoC has a voting procedure, it often resembles a consensus model as CoC staff offer extended discussion, incorporate divergent viewpoints into all decisions, strive to be welcoming and inclusive, and encourage participants to bring concerns forward.

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

## Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1D-1 Describe the specific ranking and selection process the CoC uses to make decisions regarding project application review and selection, based on objective criteria. Written documentation of this process must be attached to the application along with evidence of making the information publicly available. (limit 750 characters)**

Two committees, composed of community representatives & CoC staff, assist in rating & ranking project applications. The Scorecard Committee creates a scorecard that is used by an unbiased Project Review Committee to score & rank projects. Project applicants cannot serve on the Project Review Committee. The scorecard is publicized before the application & throughout the year. It includes measures for performance, participation, HUD priorities, spending, & targeting. Applicants must meet threshold criteria & a minimum score. Scores and CoC funding priorities are used to determine project priority & ranking. The BoS Steering Committee approves the final list of projects based on the Project Review Committee's recommendations.

**1D-2 Describe how the CoC reviews and ranks projects using periodically collected data reported by projects, conducts analysis to determine each project's effectiveness that results in participants rapid return to permanent housing, and takes into account the severity of barriers faced by project participants. Description should include the specific data elements and metrics that are reviewed to do this analysis. (limit 1000 characters)**

The CoC uses APR data to assess project performance on the scorecard. The Scorecard Committee significantly increased the possible points for APR measures this year to reflect the CoC's focus on performance as the key basis for project selection. APR measures on the scorecard include utilization rate, exits to PH, length of stay in PH programs, employment and mainstream benefits, and data quality. The scorecard also incentivizes grants that target people with high barriers to housing, including people with disabilities, veterans, and chronically homeless people; grantees receive points for targeting these populations. The CoC also collects quarterly progress reports (QPRs) from grantees to track performance throughout the year. QPRs include a year-to-date APR and measures for performance in key HUD goals, grant spending rates, and an area for grantees to explain extenuating circumstances such as participants with severe barriers.

**1D-3 Describe the extent in which the CoC is open to proposals from entities that have not previously received funds in prior Homeless Assistance Grants competitions. (limit 750 characters)**

The CoC is open to proposals from all eligible entities regardless of whether they've received prior funding. The CoC has an open call for application inquiries. Interested applicants are asked to complete an Intent to Apply Form that's posted on the CoC website. After receiving a form, CoC staff assesses the proposed project and applicant for eligibility based on HUD's CoC rules. CoC staff email interested applicants outlining whether the project is eligible for CoC funding and why. Applicants are also referred to the CoC's scorecard to assess how the project would compete. If the project and applicant are eligible, CoC staff consults with the applicant, offering guidance & technical assistance in developing the project application.

**1D-4 On what date did the CoC post on its website all parts of the CoC Consolidated Application, including the Priority Listings with ranking information and notified project applicants and stakeholders the information was available? Written documentation of this notification process (e.g., evidence of the website where this information is published) must be attached to the application.** 01/16/2014

**1D-5 If there were changes made to the ranking after the date above, what date was the final ranking posted?**

**1D-6 Did the CoC attach the final GIW approved by HUD either during CoC Registration or, if applicable, during the 7-day grace period following the publication of the CoC Program NOFA without making changes?** Yes

**1D-6.1 If no, briefly describe each of the specific changes that were made to the GIW (without HUD approval) including any addition or removal of projects, revisions to line item amounts, etc. For any projects that were revised, added, or removed, identify the applicant name, project name, and grant number. (limit 1000 characters)**



**1D-7 Were there any written complaints received by the CoC in relation to project review, project selection, or other items related to 24 CFR 578.7 or 578.9 within the last 12 months?** No

**1D-7.1 If yes, briefly describe the complaint(s), how it was resolved, and the date(s) in which it was resolved. (limit 750 characters)**

## 1E. Continuum of Care (CoC) Housing Inventory

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**1E-1 Did the CoC submit the 2013 HIC data in Yes  
the HDX by April 30, 2013?**

## **2A. Homeless Management Information System (HMIS) Implementation**

**Intructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)**

North Carolina has a statewide HMIS that covers 12 CoCs. The Balance of State CoC has 4 representatives on the statewide Governance Committee that oversees HMIS administration and ensures compliance with the CoC Program interim rule, current data standards, and HUD notices. This year the Governance Committee finalized and signed an MOU between CoCs and the HMIS Lead that outlines roles and responsibilities to be in compliance with the interim rule. HMIS Lead staff participate in Balance of State Steering Committee meetings on a monthly basis, and CoC staff have a point person at the HMIS Lead Agency to address questions and concerns about HMIS implementation. Our HMIS conforms with the 2010 data standards and all related HUD Notices.

**2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? If yes, a copy must be attached.** Yes

**2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)**

The existing Privacy Plan, Security Plan, and Data Quality Plan were all developed by the HMIS Lead Agency. The Privacy and Security plans are reviewed on an annual basis. CoC staff review the data quality plans on a monthly basis with the HMIS Lead Agency and are currently in the process of revising all three plans with an expected completion date of July 2014.

**2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead? Applicant will enter the HMIS software name (e.g., ABC Software).** ServicePoint

**2A-5 What is the name of the HMIS vendor?  
Applicant will enter the name of the vendor  
(e.g., ESG Systems).** Bowman Systems Inc.

**2A-6 Does the CoC plan to change the HMIS  
software within the next 18 months?** No

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

**2B-1 Select the HMIS implementation coverage area:**      Statewide

**2B-2 Select the CoC(s) covered by the HMIS: (select all that apply)**

- NC-501 - Asheville/Buncombe County CoC, NC-502 - Durham City & County CoC, NC-503 - North Carolina Balance of State CoC, NC-500 - Winston Salem/Forsyth County CoC, NC-504 - Greensboro/High Point CoC, NC-505 - Charlotte/Mecklenburg County CoC, NC-506 - Wilmington/Brunswick, New Hanover, Pender Counties CoC, NC-507 - Raleigh/Wake County CoC, NC-509 - Gastonia/Cleveland, Gaston, Lincoln Counties CoC, NC-511 - Fayetteville/Cumberland County CoC, NC-513 - Chapel Hill/Orange County CoC, NC-516 - Northwest North Carolina CoC

**2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.**

### 2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$519,299
ESG	\$0
CDBG	\$0
HOME	\$0
HOPWA	\$0
<b>Federal - HUD - Total Amount</b>	<b>\$519,299</b>

### 2B-3.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0

Other Federal	\$0
Other Federal - Total Amount	\$0

**2B-3.3 Funding Type: State and Local**

Funding Source	Funding
City	\$0
County	\$0
State	\$0
State and Local - Total Amount	\$0

**2B-3.4 Funding Type: Private**

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

**2B-3.5 Funding Type: Other**

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

2B-3.6 Total Budget for Operating Year	\$519,299
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**2B-4 How was the HMIS Lead selected by the Agency Applied CoC?**

**2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.  
(limit 750 characters)**

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

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:**

* Emergency shelter	76-85%
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	51-64%
* Rapid Re-Housing (RRH) beds	86%+
* Permanent Supportive Housing (PSH) beds	86%+

**2C-2 How often does the CoC review or assess its HMIS bed coverage?**      Semi-Annually

**2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)**

The NC Coalition to End Homelessness, which staffs the CoC, has hired a full-time data analyst who is monitoring data quality and providing outreach to agencies. HMIS lead agency staff are working with CoC Regional Committees and agencies to provide training and specific technical assistance to help agencies enter their beds in the inventory. Current TH bed coverage is low due to the high number of small, non-HUD funded, volunteer-run programs in the CoC that do not have the financial resources or staff capacity to participate in HMIS. Our HMIS fee structure changed from a user fee to a CoC-wide fee for HMIS licenses, so licenses can be provided at no cost to agencies that can't pay themselves. The CoC is engaged in a process to target available licenses to agencies not currently using HMIS. The CoC is also investigating funding for regional staff that could provide data entry for agencies without their own staff.

**2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage. (limit 750 characters)**

The CoC has continued to educate Regional Committees & agencies about the importance of using HMIS data for program and system-wide planning and decision-making. However, some small non-HUD-funded, volunteer-run agencies continue to resist putting funds or time into HMIS. The CoC's Data Usage Workgroup has begun an HMIS license allocation plan that targets no-cost licenses to these non-participating agencies. NCCEH hired a full-time data analyst in July 2013 who has greatly increased the CoC's capacity to monitor and assess data and address existing gaps in coverage. Agencies have been offered the data analyst's assistance with entering and correcting data as an incentive to encourage understaffed agencies to join HMIS.



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

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".**

Type of Housing	Average Length of Time in Housing
Emergency Shelter	2
Transitional Housing	10
Safe Haven	0
Permanent Supportive Housing	25
Rapid Re-housing	2

**2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.**

Universal Data Element	Percentage
Name	0%
Social security number	1%
Date of birth	1%
Ethnicity	1%
Race	0%
Gender	0%
Veteran status	4%
Disabling condition	4%
Residence prior to program entry	4%
Zip Code of last permanent address	5%
Housing status	7%
Head of household	0%

**2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)**

The CoC's HMIS lead agency uses Bowman Systems as the HMIS software provider. Bowman's HMIS software is compliant with all HUD data standards and HUD issued updates, and Bowman develops required reports with guidance from HUD. With the use of this software, the CoC's HMIS lead can generate all HUD-required reports, including the APR, PIT, HIC, AHAR, and CAPER. HMIS data is also used to generate reports for the submission of the CoC application. The CoC requires that reports submitted to HUD are generated from HMIS and accurately reflect the data that is in HMIS.

**2D-4 How frequently does the CoC review the data quality in the HMIS of program level data?** Monthly

**2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges. (Limit 1000 characters)**

Data quality (DQ) is monitored through reports that are available to individual agencies and the CoC. Agencies are encouraged to review these reports and make corrections on a monthly basis and contact the HMIS lead agency for assistance. All users are encouraged to attend a monthly training on DQ monitoring. Our CoC has a point person at the HMIS lead agency who works with us to monitor overall HMIS implementation throughout the year, including data quality. The HMIS lead agency provides our CoC a monthly report on all issues handled in the prior month, including data quality. When a significant DQ issue is identified, the lead agency works with CoC and agency staff to put in place an improvement plan, with specific steps and timelines designed to address the issue. The plan may include ensuring the appropriate intake process is used, training on data entry and DQ monitoring, lead agency assistance in correcting data, and assistance from CoC staff with capacity issues.

**2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data?** Semi-Annually

## 2E. Homeless Management Information System (HMIS) Data Usage and Coordination

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

### 2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

* Measuring the performance of participating housing and service providers	Bi-Monthly
* Using data for program management	Monthly
* Integration of HMIS data with data from mainstream resources	Never
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Never

## 2F. Homeless Management Information System (HMIS) Policies and Procedures

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached.** Yes

**2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)**

In the Policy and Procedures manual: Page 35, Section "PUB C-4: Data Collection Purpose and Limitation" & Page 31, Section "PUB C2: Participating Agency Executive Director"

**2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)?** Yes

## 2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy):** 01/30/2013

**2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD?** Not Applicable

**2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX:** 04/23/2013

**2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:**

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters	0%	100%	0%	0%
Transitional Housing	0%	100%	0%	0%
Safe Havens	0%	0%	0%	0%

**2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)**

The sheltered count increased by 9%, or 201 people (from 2266 to 2467). This increase is partly due to an increase of 229 beds in the bed inventory: because more beds were counted, more people occupying the beds were counted. Additionally, the CoC has had to contend with continuing economic hardship and lack of employment, which delays homeless people from exiting the homeless system. 90% of the CoC's counties have unemployment rates above 9%; 35% have rates between 10.6-12.5%; 29% have rates between 12.6-20.5%. Also, while the CoC has invested heavily in rapid re-housing through ESG, most programs were not operational yet at the time of the PIT, reducing opportunities to move people from the homeless system into housing.

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

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**\* 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:**

Survey providers:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Extrapolation:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2H-2 If other, provide a detailed description. (limit 750 characters)**

n/a

**2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)**

NC Coalition to End Homelessness (NCCEH) staff provided training to agencies on acceptable data collection methods, using the HUD Guide for Counting Sheltered People, other HUD guidance, & assistance from HUD TA providers.

Survey providers: Agencies used client surveys to determine the number & subpopulation of sheltered clients. NCCEH collected a standard form from all agencies that included the number of sheltered homeless people, subpopulation information, & housing inventory. NCCEH followed up with agencies to ensure correctness of reported data.

HMIS: Participating agencies used HMIS to obtain their data and/or to verify manual counts. NCCEH compared the CoC's HMIS PIT report to the forms submitted by agencies to ensure data quality.

## 2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**\* 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

HMIS:	<input checked="" type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)	
Provider expertise:	<input type="checkbox"/>
Interviews:	<input checked="" type="checkbox"/>
Non-HMIS client level information:	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

**2I-2 If other, provide a detailed description.  
(limit 750 characters)**

**2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.  
(limit 750 characters)**

Interviews: Agencies conducted interviews using a client Demographic & Needs Survey to collect subpopulation information. This survey was designed with HUD TA provider assistance.

HMIS: Participating agencies used HMIS to generate their subpopulation count and/or verify counts obtained through surveys.

Non-HMIS client-level info: Non-HMIS-participating agencies used case files to verify subpopulation counts obtained through surveys.

The NC Coalition to End Homelessness (NCCEH) collected standard forms from all participating agencies in the CoC and provided follow-up to ensure accuracy of reported data.

## 2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

### \* 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:

Training:	<input checked="" type="checkbox"/>
Follow-up	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication :	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>

### 2J-2 If other, provide a detailed description. (limit 750 characters)

n/a

### 2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

NCCEH staff provided training on PIT rules, definitions, & methods using the HUD Guide to Counting Sheltered People & guidance from HUD TA providers. NCCEH held a CoC-wide webinar training & held TA calls with individual agencies. Instructions & definitions were printed on the forms that agencies used to report PIT data. Agencies used a combination of HMIS data, case files, & client surveys to de-duplicate their counts. NCCEH collected forms with population & subpopulation data from all participating agencies. NCCEH staff followed up with agencies that did not submit timely forms to ensure the maximum response rate. NCCEH staff also verified reported data with agency staff & compared manual counts to HMIS data to ensure accuracy.



## 2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2K-1 Indicate the date of the most recent unsheltered point-in-time count:** 01/30/2013

**2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD?** Not Applicable

**2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX:** 04/23/2013

**2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change. (limit 750 characters)**

From 2012 to 2013, the unsheltered count increased by 77%, or 502 people (from 656 to 1158). Most of this change is due to increased participation: 16 communities that hadn't previously conducted an unsheltered count did so in 2013, accounting for 375 additional people. Because the CoC is relatively young (formed in 2006), participation has increased each year as more areas become actively involved. In addition, experienced communities expand their coverage every year by involving more agencies in services-based counts and covering more ground in street counts. Communities reported that more collaboration, extended planning, and better training contributed to locating more unsheltered people in 2013.

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

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**\* 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:**

Public places count:	<input checked="" type="checkbox"/>
Public places count with interviews on the night of the count:	<input checked="" type="checkbox"/>
Public places count with interviews at a later date:	<input type="checkbox"/>
Service-based count:	<input checked="" type="checkbox"/>
HMIS:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2L-2 If other, provide a detailed description. (limit 750 characters)**

n/a

**2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)**

Street counts both canvassed designated areas & targeted locations unsheltered people are known to stay. Geographic areas were pre-defined to avoid double-counting the same area. On the days after the PIT, communities held services-based counts at agencies where unsheltered homeless persons are likely to receive services. People were only counted if they reported sleeping in a place not meant for human habitation on PIT night. During both street and services counts, surveys were used to collect accurate data from people being counted. People were asked if they had already been interviewed and, if they had, were not re-counted. Surveys included unique identifiers to help communities de-duplicate when calculating their region's total count.

## 2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count:** A Combination of Locations

**2M-2 If other, provide a detailed description. (limit 750 characters)**

n/a

## 2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

### Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**\* 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	<input checked="" type="checkbox"/>
"Blitz" count:	<input checked="" type="checkbox"/>
Unique identifier:	<input checked="" type="checkbox"/>
Survey question:	<input checked="" type="checkbox"/>
Enumerator observation:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

**2N-2 If other, provide a detailed description. (limit 750 characters)**

n/a

**2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here. (limit 750 characters)**

Training: The NC Coalition to End Homelessness provided training to agencies and volunteers using HUD PIT guides and TA.

Blitz count: Street count enumerators worked in teams that covered pre-designated areas to avoid multiple counts in common areas.

Survey question: Interviews during street and services counts were conducted using surveys created with HUD TA assistance. Homeless people were asked if they'd already been interviewed, and if so, were not re-counted. Local areas printed surveys on colored paper; homeless persons were asked if they recognized the colored form.

Unique identifier: Surveys included initials, gender, & birthdate to help regions de-duplicate when compiling their count.

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

#### Objective 1: Increase Progress Towards Ending Chronic Homelessness

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). The first goal in Opening Doors is to end chronic homelessness by 2015. Creating new dedicated permanent supportive housing beds is one way to increase progress towards ending homelessness for chronically homeless persons. Using data from Annual Performance Reports (APR), HMIS, and the 2013 housing inventory count, complete the table below.

#### 3A-1.1 Objective 1: Increase Progress Towards Ending Chronic Homelessness

	Proposed in 2012 CoC Application	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-1.1a For each year, provide the total number of CoC-funded PSH beds not dedicated for use by the chronically homeless that are available for occupancy.		1,079	1,079	1,042
3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.	149	143	143	178
3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.		203	203	168
3A-1d Indicate the percentage of the CoC-funded PSH beds not dedicated to the chronically homeless made available through annual turnover that will be prioritized for use by the chronically homeless over the course of the year.		75%	90%	90%
3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?		0	0	0

**3A-1.2 Describe the CoC's two year plan (2014-2015) to increase the number of permanent supportive housing beds available for chronically homeless persons and to meet the proposed numeric goals as indicated in the table above. Response should address the specific strategies and actions the CoC will take to achieve the goal of ending chronic homelessness by the end of 2015. (limit 1000 characters)**

PSH grantees are increasing their capacity to serve CH persons. Nine PSH renewals have changed non-dedicated beds to dedicated CH beds in this application, resulting in the inventory shift the CoC projects in 2015. Also, all PSH grantees have committed to prioritize 85-100% of their turnover units to CH. The Steering Committee adopted a policy formalizing this CH prioritization & laying guidelines for providers. In areas with a high CH population, PSH programs already prioritize CH & many programs are exclusively serving CH. Providers meet regularly to review referrals & target open units to CH consumers most in need. Because most grants are already PSH (48 PSH & 6 TH grants in 79-county CoC), there is limited opportunity to reallocate from TH to PSH. The CoC will focus on maximizing current inventory through prioritization, better targeting, & creating turnover by graduating clients as appropriate to other PH through relationships with local landlords & PHAs.

**3A-1.3 Identify by name the individual, organization, or committee that will be responsible for implementing the goals of increasing the number of permanent supportive housing beds for persons experiencing chronic homelessness. (limit 1000 characters)**

The Balance of State Steering Committee is ultimately responsible for increasing the number of PSH beds for CH. The Steering Committee has charged the BoS Permanent Supportive Housing Subcommittee with recommending strategies and policies. This committee is composed of the CoC's PSH grantees and is staffed by the NC Coalition to End Homelessness. The committee will set methods and guidelines for adherence to the CH prioritization policy adopted by the Steering Committee, local review of PSH referrals and improved targeting of open PSH units to chronically homeless consumers, and PSH graduation processes for participants who can exit to another PH destination.

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

### Objective 2: Increase Housing Stability

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Achieving housing stability is critical for persons experiencing homelessness. Using data from Annual Performance Reports (APR), complete the table below.**

**3A-2.1 Does the CoC have any non-HMIS projects for which an APR should have been submitted between October 1, 2012 and September 30, 2013?** No

#### 3A-2.2 Objective 2: Increase Housing Stability

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-2.2a Enter the total number of participants served by all CoC-funded permanent supportive housing projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013:	1151	1158	1108
3A-2.2b Enter the total number of participants that remain in CoC-funded PSH projects at the end of the operating year PLUS the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination.	1070	1089	1053
3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.	93%	94%	95%

**3A-2.3 Describe the CoC's two year plan (2014-2015) to improve the housing stability of project participants in CoC Program-funded permanent supportive housing projects, as measured by the number of participants remaining at the end of an operating year as well as the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit to 1000 characters)**

In 2013, the CoC achieved 93% housing stability. To increase this percentage the CoC will focus on improving data quality and program evaluation. In 2012, the CoC learned that over 30% of exits from CoC-funded projects were to unknown destinations or missing. The CoC identified programs with missing exit data and targeted them for technical assistance. This work increased the number of known exit destinations reported and the CoC's rate of exits to permanent destinations. The CoC will continue to target programs with missing exit destination data. To monitor progress towards its 2014-2015 proposed achievements, the CoC will collect data on a quarterly basis from grantees. The CoC will identify programs with poor performance and work with programs to develop performance improvement plans. These plans will include mentorship from other programs, education on best practices, and information about ways to achieve CoC and HUD goals. The CoC will also connect grantees to resources and trainings from HUD, the National Alliance to End Homelessness, and the USICH.

**3A-2.4 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of housing stability in CoC-funded projects. (limit 1000 characters)**

The Balance of State Steering Committee is ultimately responsible for increasing the rate of housing stability in all CoC-funded PSH projects. The Steering Committee has charged the BoS Permanent Supportive Housing Subcommittee with recommending strategies to increase the rate of housing stability that are based on best practices and benchmarks. This subcommittee is composed of PSH program providers within the Balance of State as well as other community stakeholders. The grantees of CoC-funded projects are responsible for implementing a housing first model that promotes housing stability, connecting program participants to the supports needed to ensure housing retention, facilitating connection to permanent housing upon exiting, and recording all participant exit information in HMIS.



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

### Objective 3: Increase project participants income

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to increase income is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.**

**3A-3.1 Number of adults who were in CoC- funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013: 900**

#### 3A-3.2 Objective 3: Increase project participants income

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-3.2a Enter the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to program exit?	3%	7%	9%
3A-3.2b Enter the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to program exit?	8%	13%	15%

**3A-3.3 In the table below, provide the total number of adults that were in CoC-funded projects with each of the cash income sources identified below, as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.**

Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-3.1	
Earned Income	163	18.11	%
Unemployment Insurance	18	2.00	%
SSI	211	23.44	%

SSDI	90	10.00	%
Veteran's disability	3	0.33	%
Private disability insurance	0		%
Worker's compensation	1	0.11	%
TANF or equivalent	24	2.67	%
General Assistance	12	1.33	%
Retirement (Social Security)	9	1.00	%
Veteran's pension	2	0.22	%
Pension from former job	3	0.33	%
Child support	51	5.67	%
Alimony (Spousal support)	2	0.22	%
Other Source	13	1.44	%
No sources	385	42.78	%

**3A-3.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes from non-employment sources from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table (3A-3.2) above. (limit 1000 characters)**

The CoC will focus on addressing data quality issues, program evaluation, providing information about benefits to grantees, and expanding the SOAR program.

Poor data quality may negatively impact the rate of increase in income from non-employment sources. The CoC will target programs with poor data for technical assistance.

To inform the CoC of its progress towards its goals, programs will be evaluated. The CoC will collect performance data on a quarterly basis from grantees. The CoC will use this data to identify poor performers, provide technical assistance, and develop performance improvement plans with grantees to address the low rate of increase in income from non-employment sources.

The CoC currently provides SOAR training and encourages programs to develop dedicated SOAR caseworker positions that will connect participants who are homeless with SSI/SSDI benefits. The CoC will continue to expand the SOAR program and inform grantees about other sources of non-employment income including eligibility criteria and how participants can apply.

**3A-3.5 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes through employment from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)**

The CoC will focus on improving reporting, addressing data quality on income reporting, evaluating programs, and providing information about employment programs to grantees.

Poor data quality may negatively impact the rate of increase in income from employment. The CoC will target programs with poor data for technical assistance.

To inform the CoC of its progress towards its goals, programs will be evaluated. The CoC will collect data on a quarterly basis from grantees. The CoC will use this data to identify poor performers, provide technical assistance, and develop a performance improvement plan with the grantee to address the low rate of increase in income from employment.

The CoC will encourage programs to connect their participants to employment programs in their communities including Vocational Rehabilitation and other supported employment programs. NC Department of Mental Health recently created a new supported employment program that is targeted at adults with mental health impairments and will serve a total of 750 individuals by 2015.

**3A-3.6 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit. (limit 1000 characters)**

The Balance of State Steering Committee is ultimately responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit. The Steering Committee has charged the BoS Permanent Housing and Rapid Rehousing Subcommittees with recommending strategies to increase the rate of income that are based on best practices and benchmarks. These subcommittees are composed of PSH, TH, and RRH program providers within the Balance of State as well as other community stakeholders. CoC grantees are responsible for ensuring that program participants are connected to mainstream employment programs, such as TANF, WFD, and North Carolina’s Supported Employment program and that any changes in program participants’ income are reflected in HMIS.

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

**Objective 4: Increase the number of participants obtaining mainstream benefits**

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to obtain mainstream benefits is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

**3A-4.1 Number of adults who were in CoC- 900 funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.**

**3A-4.2 Objective 4: Increase the number of participants obtaining mainstream benefits**

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-4.2a Enter the percentage of participants in ALL CoC-funded projects that obtained non-cash mainstream benefits from entry date to program exit.	65%	66%	67%

**3A-4.3 In the table below, provide the total number of adults that were in CoC-funded projects that obtained the non-cash mainstream benefits from entry date to program exit, as reported on APRs submitted during the period between October 1, 2013 and September 30, 2013.**

Non-Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-4.1
Supplemental nutritional assistance program	525	58.33 %
MEDICAID health insurance	225	25.00 %
MEDICARE health insurance	7	0.78 %
State children's health insurance	2	0.22 %
WIC	27	3.00 %

VA medical services	5	0.56	%
TANF child care services	11	1.22	%
TANF transportation services	2	0.22	%
Other TANF-funded services	0		%
Temporary rental assistance	0		%
Section 8, public housing, rental assistance	11	1.22	%
Other Source	36	4.00	%
No sources	258	28.67	%

**3A-4.4 Describe the CoC's two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that access mainstream benefits from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)**

The CoC will focus on improving data quality, program evaluation, providing information, and strengthening relationships with stakeholders. Poor data quality may negatively impact the rate of mainstream benefit receipt. The CoC will target programs with data challenges for technical assistance. To inform the CoC of its progress towards its goals, programs will be evaluated and monitored. The CoC will collect data on a quarterly basis from grantees. This data will be used to identify poor performers, provide technical assistance, and develop a performance improvement plan with the grantee to address the low percentage of participants that access mainstream benefits in their program. CoC leadership will work with the state's Interagency Council on Homeless Programs to strengthen the relationship between the NC Division of Social Services and grantees. This relationship will assist programs in enrolling eligible participants into mainstream benefit programs. The CoC will also provide information about under-utilized mainstream benefit programs including eligibility criteria and how participants can apply.

**3A-4.5 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that that access non-cash mainstream benefits from entry date to program exit. (limit 1000 characters)**

The Balance of State Steering Committee is ultimately responsible for increasing the number of participants in all CoC-funded projects that obtain mainstream benefits. The Steering Committee has charged the BoS Permanent Housing and Rapid Rehousing Subcommittees with recommending strategies to increase the rate of participants that obtain non-cash benefits that are based on best practices and benchmarks. These Subcommittees are comprised of PSH, TH, and RRH program providers within the Balance of State as well as other community stakeholders. CoC grantees are responsible for ensuring that eligible program participants are connected to mainstream benefit programs, such as SNAP, Medicaid, and VA medical services, and updating HMIS to reflect any changes in participants' mainstream benefit receipt.

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

#### Objective 5: Using Rapid Re-Housing as a method to reduce family homelessness

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Rapid re-housing is a proven effective housing model. Based on preliminary evidence, it is particularly effective for households with children. Using HMIS and Housing Inventory Count data, populate the table below.

#### 3A-5.1 Objective 5: Using Rapid Re-housing as a method to reduce family homelessness.

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-5.1a Enter the total number of homeless households with children per year that are assisted through CoC-funded rapid re-housing projects.	0	0	0
3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.	21	80	85
3A-5.1c Enter the total number of households with children that are assisted through rapid re-housing projects that do not receive McKinney-Vento funding.	0	20	60

**3A-5.2 Describe the CoC's two year plan (2014-2015) to increase the number homeless households with children assisted through rapid re-housing projects that are funded through either McKinney-Vento funded programs (CoC Program, and Emergency Solutions Grants program) or non-McKinney-Vento funded sources (e.g., TANF). Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)**

The CoC will encourage agencies to prioritize ESG funds for RRH over other ESG-eligible activities. BoS provides technical assistance & oversight for the ESG application process. RRH providers will be given guidance on shortening length of stay without sacrificing housing stability in order to serve more households. BoS will also form a committee to look at options for CoC funds. Several TH grantees want to convert their transition-in-place projects to RRH, but are unable to change because of the funding gap it would create. Regional Committees are identifying possible non-McKinney sources of funds that can be used for RRH. BoS staff will make connections between Regional Committees & SSVF programs operating in their geographic areas. BoS agencies plan to apply for new 2014 SSVF funds. The CoC will continue to advocate for CDBG to be used for housing stability services. Some Regional Committees are securing RRH funds from private & community foundations, HOME funds & other sources.

**3A-5.3 Identify by name the individual, organization, or committee that will be responsible for increasing the number of households with children that are assisted through rapid re-housing in the CoC geographic area. (limit 1000 characters)**

The BoS Steering Committee is ultimately responsible for increasing the number of households with children that are assisted with RRH. The Steering Committee has charged the Rapid Rehousing Subcommittee, made up of RRH program providers within the CoC, to serve as a programmatic expert advisory committee and to draft policies and procedures for Steering Committee approval. The Balance of State Regional Committees and rapid re-housing program managers work with the RRH Subcommittee to implement policies.

**3A-5.4 Describe the CoC’s written policies and procedures for determining and prioritizing which eligible households will receive rapid re-housing assistance as well as the amount or percentage of rent that each program participant must pay, if applicable. (limit 1000 characters)**

Current written standards for RRH allow for flexibility at the local level across the CoC's 79 counties. ESG applications are a collaborative community process done at the local level and more specific policies and procedures may be adopted locally, but must reviewed by the ESG office. The Rapid Rehousing Subcommittee of the Balance of State CoC will review RRH program performance through HMIS data to determine best practices for North Carolina. If there are clear high performers that appear to be based on these type of practices, the committee will draft policies and procedures that will govern RRH assistance for CoC and ESG recipients in 2014. These policies will include guidelines for determining and prioritizing which eligible households receive RRH funds and the amount or percentage of rent each program participant must pay. These policies will be presented to the CoC Steering Committee and ESG office for further discussion and adoption.

**3A-5.5 How often do RRH providers provide case management to households residing in projects funded under the CoC and ESG Programs?  
(limit 1000 characters)**

RRH providers within the CoC vary with regard to the frequency that they provide case management. Some providers determine the frequency on a case-by-case basis depending on client need. Others provide case management on a schedule that is the same for each client. RRH providers within public housing authorities provide one year of case management. The NC ESG program requires case management at least one time per month in its regulations. RRH providers within BoS generally exceed this requirement by a large margin. In general, most providers check in by phone one time per week and have at least one face-to-face meeting each month. Case managers assess when households are ready to end RRH assistance on a case-by-case basis using the progressive engagement model.

**3A-5.6 Do the RRH providers routinely follow up with previously assisted households to ensure that they do not experience additional returns to homelessness within the first 12 months after assistance ends?  
(limit 1000 characters)**

RRH providers within the CoC routinely follow up with previously assisted households, and clients similarly contact agencies when troubles arise. Methods for follow-up vary from provider to provider. Most providers conduct follow-up through phone calls to former clients. 3, 6, 9 and 12 months post exit are the most common timeframes for follow-up. To formalize the follow-up process the BoS Steering Committee passed the Rapid Rehousing Participant Follow-Up Policy in January 2014 which reads: NC Balance of State CoC recommends that all Rapid Rehousing programs operating within our 79-county geographic area follow up with households previously assisted with Rapid Rehousing funds within 12 months after assistance ends to evaluate returns to homelessness. This follow-up will help agencies evaluate one of the important aspects of program performance. Case managers will re-assess families who are at risk of returning to homelessness and offer assistance as available and appropriate.



## 3B. Continuum of Care (CoC) Discharge Planning: Foster Care

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3B-1.1 Is the discharge policy in place Other mandated by the State, the CoC, or other?**

**3B-1.1a If other, please explain. (limit 750 characters)**

There is not a State mandated policy regarding discharge planning from the foster care system. However, the NC Division of Social Services offers the NC Links program that provides services and resources to all youth in foster care age 16-18 and to those young adults between the ages of 18-21 who have Contractual Agreements for Residential Care (CARS). Counties are strongly encouraged to provide services to youth ages 13-15 and to youth and young adults who were discharged from their custody as teens.

**3B-1.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)**

Foster care programs are implemented at the local level through the Division of Social Services (DSS). Regional Committees coordinate with DSS to ensure that children are not discharged into homelessness and have access to NC Links, which provides funding for up to 3 years of housing and vocational supports. Youth are eligible for scholarship assistance to pay the cost of in-state universities or any NC community college, credit repair, and Medicaid coverage until their 21st birthday. Regional Committees have school liaisons and DSS staff represented at meetings to plan appropriate discharges, and some committees have subgroups that focus on youth homelessness, including foster care. Balance of State staff work closely with the NC Homeless Education Program at the SERVE Center to strengthen collaboration between schools and committees. Youth may enter rental housing through a short or long term subsidy. Some who need more support may enter a treatment program or transitional house. Still others who need a higher level of support may be discharged to a licensed facility.

**3B-1.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)**

DSS is responsible for discharge planning in the foster care system and linking youth to the NC Links program, Medicaid, scholarship support, and other services available to them. Other key stakeholders involved are CoC leadership, Regional Committee leadership, the NC Interagency Council on Coordinating Homeless Programs, local homeless school liaisons, the SERVE Center, homeless shelter and service providers, youth service agencies, local mental health agencies, and the juvenile justice system.

## **3B. Continuum of Care (CoC) Discharge Planning: Health Care**

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3B-2.1 Is the discharge policy in place Other mandated by the State, the CoC, or other?**

**3B-2.1a If other, please explain. (limit 750 characters)**

Partnerships with hospitals and health care discharge planning happen at the local level. Regional Committees have representatives from local hospitals and health care providers at meetings to address discharge issues. Some agencies within the Balance of State have attempted to get MOAs with local health care systems to assist in taking referrals from local hospitals and planning discharges, and some agencies have hospital liaisons that help to coordinate discharge planning for homeless patients.

**3B-2.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)**

Efforts to coordinate discharges from health care systems take place at the local level. Representatives from health care providers and hospitals participate in Regional Committees, and some Regional Committees have a formal referral system in place and liaisons with local hospitals. One Regional Committee received a grant from a local hospital foundation to provide transportation to outpatient medical appointments and to get medications in order to treat chronic illnesses and prevent hospitalizations. Some Regional Committees report that homeless agencies and public housing authorities are opening medical clinics in order to increase access to medical services. Those discharged may enter rental housing through a short or long term subsidy. Some who need more support may enter a treatment program or transitional house. Still others who need a higher level of support may be discharged to a licensed facility for care.

**3B-2.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)**

Balance of State leadership and staff and Regional Committee leadership play a primary role in addressing health care discharges. Other key stakeholders include local hospitals and health systems, local health care providers, public health departments, Local Mental Health Managed Care Organizations, mental health provider agencies, substance use treatment providers, community SOAR caseworkers, and Community Care of North Carolina (CCNC). CCNC provides care coordination and linkage to primary care for Medicaid eligible individuals.

## **3B. Continuum of Care (CoC) Discharge Planning: Mental Health**

### **Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3B-3.1 Is the discharge policy in place State Mandated Policy mandated by the State, the CoC, or other?**

**3B-3.1a If other, please explain. (limit 750 characters)**

**3B-3.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)**

The Division of Facility Services requested that all hospitals sign agreements that patients will not be discharged to homeless shelters and monitored the process. The State contracts with the NC Coalition to End Homelessness to provide SOAR training for staff at state hospitals and mental health agencies. The CoC has 6.5 dedicated full-time SOAR workers targeting individuals with mental illness. The State created a TBRA program for persons who have serious and persistent mental illness with 3,000 housing slots that include rental assistance and services. Some slots are available to individuals who are homeless in State hospitals and those seeking admission to Adult Care Homes. In 2013, 3.3% of individuals discharged from State hospitals went to homeless shelters, while 76.07% of those discharged returned to permanent housing: either to family, a Targeted Unit (a state program that provides affordable housing for people with disabilities), permanent supportive housing programs, their own rental housing, or licensed settings such as adult care homes and family care homes.

**3B-3.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)**

The Division of Mental Health is responsible for discharge planning in the mental health system. Other key stakeholders include the Division of State Operated Facilities, the Office of Housing and Homelessness in the Division of Aging and Adult Services, local Mental Health Managed Care Organizations, State hospital staff, mental health provider agencies, CoC leadership, Regional Committees, local shelter and homeless service providers and housing program providers.

### 3B. Continuum of Care (CoC) Discharge Planning: Corrections

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3B-4.1 Is the discharge policy in place Other mandated by the State, the CoC, or other?**

**3B-4.1a If other, please explain. (limit 750 characters)**

There is no discharge policy in place for corrections. Prisons across NC are not allowed to sign MOAs with local CoCs; instead all MOAs must be coordinated with the Department of Public Safety itself.

**3B-4.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)**

The NC Interagency Council on Coordinating Homeless Programs (ICCHP) includes representatives from the Department of Public Safety (DPS). Prison staff use NCHousingSearch.org, a service for landlords that makes housing more accessible for persons with criminal histories, extensively to plan discharges. The CoC has 8 full-time SOAR caseworkers who may work with individuals after they are discharged from corrections. Regional Committees invite jail staff to participate in regular meetings & have created programs to educate offenders about housing before they are discharged from jail. Jail liaisons assist those discharged with housing. Persons exiting the corrections system are discharged to halfway houses & recovery programs. Individuals who also need mental health services can be referred to Targeted Units, a state program that provides affordable housing for people with disabilities and other PSH programs. Persons may enter market rate housing by renting an apartment or room in a boarding house.

**3B-4.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)**

The Department Public Safety (DPS) is responsible for discharge planning in the corrections system. DPS has sought State funding for step-down programs, or Corrections Transitional Housing, but those funds have not been appropriated. Other key stakeholders include the Interagency Council on Coordinating Homeless Programs, the Office of Housing and Homelessness within the Division of Aging and Adult Services, CoC and Regional Committee leadership, local shelter and homeless service providers, housing providers, local jail staff, and local law enforcement officials.

### 3C. Continuum of Care (CoC) Coordination

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3C-1 Does the Consolidated Plan for the jurisdiction(s) within the CoC’s geography include the CoC’s strategic plan goals for addressing and ending homelessness?** No

**3C-1.1 If yes, list the goals in the CoC strategic plan. (limit 1000 characters)**

**3C-2 Describe the extent in which the CoC consults with State and local government Emergency Solutions Grants (ESG) program recipients within the CoC’s geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients. (limit 1000 characters)**

The State ESG office requires agencies to submit ESG applications through the CoC. This allows for improved coordination between agencies and the CoC and gives the CoC meaningful oversight regarding funding. The CoC sets funding priorities and works with the BoS Steering Committee to establish funding recommendations. Regional Committees select a Lead Agency to submit the regional ESG application. The CoC consults with each ESG recipient through the Regional Committees, which create and implement the local process for allocating an equitable distribution of funds free from conflict of interest. CoC staff work with the state ESG office to improve the ESG application process and procedures. CoC staff are also working with ESG staff to develop an HMIS report which will report on and evaluate ESG program recipients and subrecipients.

**3C-3 Describe the extent in which ESG funds are used to provide rapid re-housing and homelessness prevention. Description must include the percentage of funds being allocated to both activities. (limit 1000 characters)**



The CoC has worked to increase its investment in RRH through ESG funds. 26% of ESG funds in the CoC were allocated to rapid re-housing and 2% were designated for prevention in 2012 program year (October 2012 – September 2013). 47% of ESG funds in the CoC are allocated to rapid re-housing and 5% are allocated for prevention in 2013 program year (October 2013 – September 2014). The CoC does not have CoC-funded rapid re-housing projects and currently prioritizes CoC funds for PSH programs. The CoC prioritizes ESG funding to expand rapid re-housing capacity within our 79-county geographic area. The Steering Committee approved ESG Funding Principles that provide the rationale for Regional Committees to make funding allocation decisions. The ESG Funding Principles emphasize a statewide system, working with partner agencies, rapid yet stable exits to permanent housing, and creating cost-effective programs that focus on permanent housing.

**3C-4 Describe the CoC's efforts to reduce the number of individuals and families who become homeless within the CoC's entire geographic area. (limit 1000 characters)**

Recognizing that prevention is important, \$85,517 of ESG funding is designated for prevention activities within the CoC from October 2013-September 2014. The CoC does not prioritize prevention, however – we direct our limited funding towards evidenced-based models such as PSH and rapid rehousing. The 2011-2015 NC Consolidated Plan identifies the State ESG program to address homelessness prevention and the NC Housing Finance Agency to address foreclosure prevention. The Con Plan identifies four impediments to fair housing: insufficient system capacity, discrimination, lending market constraints, & land-use policies. The CoC will use a prevention and diversion screen as part of Coordinated Assessment to prevent and divert system entries. This will prioritize shelter and housing for those most vulnerable. CoC staff will stay abreast of research on homelessness prevention looking for effective outcomes.

**3C-5 Describe how the CoC coordinates with other Federal, State, local, private and other entities serving the homeless and those at risk of homelessness in the planning and operation of projects. (limit 1000 characters)**

The CoC coordinates with state level housing and services initiatives at the NC DHHS (ESG, TANF, Head Start, HOPWA, DOJ Transitions to Community Living, MFP), the Dept. of Veterans Affairs, the Div. of Community Assistance (CDBG), and the Housing Finance Agency (HOME, Tax Credits & Housing Trust Fund). CoC staff serves on the NC Interagency Council for Coordinating Homeless Programs & the NC Housing Coordination & Policy Council. We have partnered with foundations and other local funders to help them understand and align their funding with HEARTH measures. We are also partnering with the VA and PHAs to coordinate GPD, SSVF, HUD-VASH, Section 8, and PHA housing units. Due to advocacy efforts, CoC staff is regularly called upon to educate these partners on the CoC & how resources should be targeted and aligned with the Federal Strategic Plan. Regional Committees regularly solicit participation in their local meetings from all parties working and/or interested in homelessness and housing.

**3C-6 Describe the extent in which the PHA(s) within the CoC's geographic area are engaged in the CoC efforts to prevent and end homelessness. (limit 1000 characters)**

The CoC encourages working with Public Housing Authorities to end homelessness. In some areas of the CoC, PHA staff are active members and leaders in Regional Committees. CoC staff compiled a list of the 104 PHAs operating within our 79 county area with PHA contact information and counties served. CoC staff directed Regional Committees to contact all the PHAs operating within their geographical area and provide them with a copy of HUD Notice PIH 2013-15 (HA) which gives guidance on housing people who are homeless through public housing and the Housing Choice Voucher program. Some Regional Committees have preferences where homeless individuals and families are prioritized for turnover units and vouchers. Three PHAs have CoC-funded PSH projects. Other regions partner with PHAs to administer PSH grants and complete inspections and rental checks. In 2014, the CoC will work to strengthen partnerships with PHAs and increase preferences.

**3C-7 Describe the CoC's plan to assess the barriers to entry present in projects funded through the CoC Program as well as ESG (e.g. income eligibility requirements, lengthy period of clean time, background checks, credit checks, etc.), and how the CoC plans to remove those barriers. (limit 1000 characters)**

Assessing barriers to entry at the project level is imperative to increasing program performance & outcomes to ultimately end homelessness. Programs must report on entrance requirements & program rules in their ESG & CoC funding applications and in CoC quarterly reports. The CoC currently supports and educates members about housing first philosophy in a number of ways: ongoing technical assistance in subcommittees, direct TA to programs and Regional Committees, training opportunities such as our upcoming webinar series about housing first, and ongoing discussions at the Steering & Regional Committees. We help program managers understand how to reduce and remove rules not required by HUD. We plan to adopt entry barrier assessment into ongoing project performance evaluation and the ranking scorecard. We will also use data from Coordinated Assessment to reveal and reduce barriers to entry while increasing coordination among local agencies and universally adopting housing first principles.

**3C-8 Describe the extent in which the CoC and its permanent supportive housing recipients have adopted a housing first approach. (limit 1000 characters)**

The CoC promotes the housing first approach and has provided training and resources for all grantees. The CoC incentivizes housing first through the scorecard used to rate and rank projects. Some PSH providers have fully integrated housing first components such as reducing barriers in the application processes, harm reduction methods, & no conditions of tenancy beyond those included in standard lease agreements. Other grantees are committed to incorporating housing first principles into existing programs and are taking steps to do so. CoC staff will provide assistance to programs to change program models to include housing first measures in at least 75% of permanent supportive housing programs. This assistance includes a planned webinar series about housing first in the spring of 2014. CoC staff will also share best practices from housing first programs with the PSH and RRH Subcommittees. CoC staff will continue to educate program managers, front line staff and community leaders on the evidenced-based efficacy of how housing first programs end homelessness.

**3C-9 Describe how the CoC's centralized or coordinated assessment system is used to ensure the homeless are placed in the appropriate housing and provided appropriate services based on their level of need. (limit 1000 characters)**

The CoC plans a decentralized Coordinated Assessment system (CAS) covering 100% of the geographical area. The system will be administered by Regional Committees with standards and governance from the Steering Committee. As each area of the CoC differs in available resources, it is important to have local control of the CAS. The parameters that each local system must adhere to will include a toolkit to give guidance on local systems as well as practical items including: a vision statement, guiding principles, a menu of 2 Coordinated Assessment models for Regional Committees to choose from, a common assessment tool with component pieces that Regional Committees can assemble based on locally available services, and sample MOUs. The system will be accessible for people seeking housing and services & will be well advertised to the public. The assessment tool will include questions that allow Regional Committees to triage and prioritize access to shelter and housing programs. The toolkit will also include a Partnership Packet designed to get all area homelessness and housing agencies to the table.

**3C-10 Describe the procedures used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to request housing or services in the absence of special outreach. (limit 1000 characters)**

The CoC promotes broad advertisement of and access to programs to all consumers, regardless of their race, color, national origin, religion, sex, age, familial status or disability. CoC programs report on vacancies and their referral processes at Regional Committee meetings attended by homeless service agencies, DSS, homeless education liaisons, mental health agencies, and other community leaders. Regional Committees determine who is underserved in their community and how to outreach these populations including youth and unsheltered people. Programs serve those who need housing and services using a “no wrong door” model. Communities hold special events like Project Homeless Connect and Veterans’ Stand Down to increase outreach. The CoC also partners with the NC Justice Center’s Fair Housing Project to promote fair access to housing opportunities. Complaints or allegations of discrimination can be brought to the Steering Committee. For those not accessing shelter, one Regional Committee has a PATH team and another plans to start a new street outreach program in 2014. Others use PATH teams in nearby communities and law enforcement officials for outreach training and services.

**3C-11 Describe the established policies that are currently in place that require all homeless service providers to ensure all children are enrolled in early childhood education programs or in school, as appropriate, and connected to appropriate services within the community. (limit 1000 characters)**

The CoC requires that CoC and ESG providers ensure that homeless children in their programs are enrolled in school in accordance with state law and the McKinney-Vento Act and requires that CoC and ESG providers link these children to all the appropriate services in the community for which they are eligible. To make sure these requirements are met, the CoC recommends providers designate a staff member to oversee educational and service needs of homeless children. Staff duties include working with the homeless education liaison to assist in the identification of homeless children, coordinating the provision of services and coordinating with parents and/or guardians to acquire the necessary documentation to facilitate enrollment in school and services. In 2013, the CoC formed a partnership with the NC Homeless Education Program to ensure all children are enrolled in school and connected to services. Recognizing confusion on both sides about roles, responsibilities and definitions, homeless school liaisons and CoC members were cross-trained on Dept. of Ed and HUD programs.

**3C-12 Describe the steps the CoC, working with homeless assistance providers, is taking to collaborate with local education authorities to ensure individuals and families who become or remain homeless are informed of their eligibility for McKinney-Vento educational services. (limit 1000 characters)**

In 2013, the state-level partnership between the CoC and NC Homeless Education Program led to an increase in homeless education liaisons participating in CoC Regional Committees. Liaisons attend monthly meetings and report on homeless levels in schools as well as add their expertise to the ESG and CoC funding process. These partnerships facilitate ongoing communication between LEAs & homeless service providers as we work together to address homelessness, albeit with different definitions of target populations. When a child enters a homeless program or service, case managers contact school education liaisons to coordinate documentation for school enrollment and access to services. In some regions, school social workers periodically visit shelters to ensure children are enrolled in school and receiving all needed education services. School liaisons also play an active role during the annual Point-in-Time count, identifying homeless & at-risk children and reporting this data to the CoC.

**3C-13 Describe how the CoC collaborates, or will collaborate, with emergency shelters, transitional housing, and permanent housing providers to ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing. (limit 1000 characters)**

CoC emergency shelter, TH and PSH providers know HEARTH prohibits federally funded programs from denying entry to families or separating children from parents due to age or gender of children. Programs in the CoC have staff who oversee the process of keeping families together and who serve families in separate areas of shelters from households without children. While the CoC is unable to require non-HUD funded programs to change programs to adopt the HUD rule, the CoC's coordinated assessment will work to ensure family units remain intact. The CoC prioritizes rapid re-housing for ESG funds and encourages providers to convert resources to rapid re-housing, which reduces these limitations that shelters and transitional housing providers face when serving families because of congregate living. The CoC will develop a written policy in 2014 and work with the ESG office to ensure that providers are not refusing admission or separating families.

**3C-14 What methods does the CoC utilize to monitor returns to homelessness by persons, including, families who exited rapid re-housing? Include the processes the CoC has in place to ensure minimal returns to homelessness. (limit 1000 characters)**

The CoC firmly supports the HEARTH goal of reducing returns to homelessness. The CoC regularly reviews program exit destinations with grantees during PSH and RRH Subcommittee calls. The CoC will incorporate exit destination analysis using HMIS data into future program performance evaluation. The CoC will offer targeted technical assistance to programs with repeated returns to homelessness or other data that indicate lack of progress on HEARTH goals. The CoC has a policy recommending Rapid Rehousing programs monitor participants for 12 months post exit to assess returns to homelessness and program effectiveness. Currently, CoC staff reviews APR detail information in HMIS of low performing programs (large numbers of don't know/missing/refused destinations) and high performers (lots of leavers to PH destinations) to observe what happens to leavers within 2 years. The CoC expects a system-wide report regarding returns to homelessness to come online in 2014 from the statewide HMIS system in NC.

**3C-15 Does the CoC intend for any of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes?** No

**3C-15.1 If yes, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan. (limit 1000 characters)**

**3C-16 Has the project been impacted by a major disaster, as declared by President Obama under Title IV of the Robert T. Stafford Act in the 12 months prior to the opening of the FY 2013 CoC Program Competition?** Yes

**3C-16.1 If 'Yes', describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD. (limit 1500 characters)**

The CoC was regionally impacted by two natural disasters in the 12 months prior to the opening of the FY2013 CoC Program Competition. Both events were severe storms, flooding, landslides and mudslides limited to the western part of our state in July 2013. Seven counties within the CoC were affected by the two events. The impact of these natural disasters included a destroyed retaining wall at a domestic violence shelter in Caldwell County. This shelter will pay \$10,000 to remedy the problem from general funds in their budget as the insurance claim was denied. This is money directly diverted from homeless programs and services. Other programs were not largely affected by the natural disasters, with victims assisted through Red Cross programs and no large scale impact on homeless services.

### 3D. Continuum of Care (CoC) Coordination with Strategic Plan Goals

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**In 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP).**

**3D-1 Describe how the CoC is incorporating the goals of Opening Doors in local plans established to prevent and end homelessness and the extent in which the CoC is on target to meet these goals. (limit 1000 characters)**

The CoC has adopted Opening Doors as its strategic plan. NC BoS encourages Regional Committees to adopt or adapt Opening Doors in lieu of creating new 10-year plans. The CoC works to increase PSH options, target chronically homeless and veterans, retool our crisis response system, shorten length of stay homeless, & reduce returns to homelessness. The CoC will work with shelters and TH programs to focus on housing outcomes for clients exiting programs. The CoC prioritizes ESG resources for RRH programs, is prioritizing PSH units for chronically homeless & working with the VA to reduce length of stay in our system. The CoC is developing a local coordinated assessment process that will allow Regional Committees & the CoC to monitor these goals more closely. The CoC is also improving HMIS reporting to use this data to monitor goals. Families served in our CoC transition-in-place TH programs could be counted as housed if these grants could be transitioned to RRH without a funding gap.

**3D-2 Describe the CoC's current efforts, including the outreach plan, to end homelessness among households with dependent children. (limit 750 characters)**

Access to permanent housing and services is key to ending family homelessness. The CoC is retooling the crisis response system for families with dependent children to emphasize rapid rehousing and housing stabilization, including retooling ESG and CoC funding. CoC and ESG staffs provide ongoing technical support to providers and share best practices and training for RRH programs. The CoC works with local Dept. of Social Services and homeless school liaisons to assist one another in outreaching and serving families with dependent children who are in need of housing and services. Regional Committees and local agencies coordinate to identify, refer and serve families.



**3D-3 Describe the CoC's current efforts to address the needs of victims of domestic violence, including their families. Response should include a description of services and safe housing from all funding sources that are available within the CoC to serve this population. (limit 1000 characters)**

The CoC currently has 61 providers with 800 shelter beds and 55 transitional beds that are targeted for survivors of domestic violence. Of these programs, 29 programs receive McKinney-Vento funding (ESG), while others receive support through different funding streams. Domestic violence programs provide case management, legal services, counseling, job training, and permanent housing services for survivors and their families. DV programs are active participants in CoC Regional Committees and most DV programs either receive ESG resources to provide rapid rehousing services or have strong partnerships to make referrals to ESG rapid rehousing programs. Those served by DV programs are not entered into HMIS as prohibited, and the CoC will incorporate policies in its coordinated assessment system to ensure that DV survivors have access to all housing and services resources in a way that ensures safety and privacy. DV survivors are not limited to DV-specific programs and are eligible for all ESG and CoC housing and services when HUD eligibility is met.

**3D-4 Describe the CoC's current efforts to address homelessness for unaccompanied youth. Response should include a description of services and housing from all funding sources that are available within the CoC to address homelessness for this subpopulation. Indicate whether or not the resources are available for all youth or are specific to youth between the ages of 16-17 or 18-24. (limit 1000 characters)**

The CoC has aligned with the Federal Strategic Plan's goal of preventing and ending homelessness for youth by 2020. Regional Committees collaborate with local foster care service providers and Departments of Social Services to ensure that youth transition into housing and not homelessness through the NC Links program. NC Links provides services and resources to all youth in foster care age 16-18 and to those young adults between 18- 21 who have Contractual Agreements for Residential Care. Counties are encouraged to provide services to youth ages 13-15 and to youth/young adults who were discharged from their custody as teens. Regional Committees include school homeless liaisons, DSS staff, and youth service providers to coordinate services and some have subcommittees that target youth homelessness. The 2013 PIT count identified 22 unaccompanied youth across 79 counties. As they are identified, Regional Committees assess individual needs and provide appropriate housing and services. Unaccompanied youth who are old enough to live independently are eligible for RRH and PSH programs.

**3D-5 Describe the efforts, including the outreach plan, to identify and engage persons who routinely sleep on the streets or in other places not meant for human habitation. (limit 750 characters)**

The CoC has numerous agencies that provide street outreach, including a PATH team, ACT teams, local DSS, & outreach teams from rescue missions, shelters & first responders. The CoC uses the annual Point-in-Time count as one opportunity to identify and outreach unsheltered persons. During the PIT count, volunteers work with police & fire departments, staff at retailers with large parking lots & other partners to locate unsheltered persons. Many Regional Committees also hold Project Homeless Connect & VA Stand-Down events for outreach. Regional Committees develop outreach plans that address their regional geographic barriers. The CoC is implementing a housing first approach to make it more appealing for these persons to accept assistance.

**3D-6 Describe the CoC’s current efforts to combat homelessness among veterans, particularly those are ineligible for homeless assistance and housing through the Department of Veterans Affairs programs (i.e., HUD-VASH, SSVF and Grant Per Diem). Response should include a description of services and housing from all funding sources that exist to address homelessness among veterans. (limit 1000 characters)**

CoC staff partnered with the VA to coordinate a statewide summit on ending veterans’ homelessness, and 3 Stand Downs were held within the CoC in 2013. The CoC coordinates HUD-VASH, GPD & HCHV with the VA & other veterans’ service/advocacy groups. The CoC is increasing its PSH inventory to house homeless veterans not served through HUD-VASH. The project scoring and review process incentivizes projects to serve veterans. Veteran service organizations that provide housing, job training, and case management are represented on Regional Committees, and Regional Committees are pursuing housing for veterans funded by local municipalities, counties & the NC Housing Finance Agency. The CoC has increased its SSVF resources this year and now has 5 grantees. Non-profit and faith based agencies provide outreach, disability advocacy, counseling, life skills and job training regardless of veterans’ eligibility for VA services. The Employment Security Commission and JobLink Career Services provide education, training and job search services. SOAR caseworkers assist disabled veterans to apply for SSI/SSDI benefits.

### 3E. Reallocation

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**3E-1 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new permanent supportive housing projects dedicated to chronically homeless persons?** No

**3E-2 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new rapid re-housing project for families?** No

**3E-2.1 If the CoC is planning to reallocate funds to create one or more new rapid re-housing project for families, describe how the CoC is already addressing chronic homelessness through other means and why the need to create new rapid re-housing for families is of greater need than creating new permanent supportive housing for chronically homeless persons.  
(limit 1000 characters)**

**3E-3 If the CoC responded 'Yes' to either of the questions above, has the recipient of the eligible renewing project being reallocated been notified?** Not Applicable

## 4A. Continuum of Care (CoC) Project Performance

### Instructions

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

#### 4A-1 How does the CoC monitor the performance of its recipients on HUD-established performance goals? (limit 1000 characters)

The CoC monitors performance on HUD goals through reports generated by the CoC's HMIS. Each month CoC and HMIS lead agency staff review reports and identify low performing programs and programs with poor data quality. The CoC also requires grantees to self-report on outcomes using the Quarterly Progress Report throughout the year. CoC staff work closely with low performing programs to develop plans and timelines for performance improvement and/or data cleaning. The plans include assistance from the HUD field office, mentorship from a successful program, education on best practices, information about ways to achieve HUD goals and additional monitoring. The CoC also monitors performance during quarterly Permanent Supportive Housing and Rapid Rehousing Subcommittee meetings where CoC-specific data and performance targets are presented. CoC staff review Regional Committee meeting minutes to track discussions on grantee performance issues and follow up to ensure such issues are addressed.

#### 4A-2 How does the CoC assist project recipients to reach HUD-established performance goals? (limit 1000 characters)

The CoC assists projects to reach HUD-established goals in a number of ways. CoC staff regularly provide best practice information and strategies during the quarterly Permanent Supportive Housing Subcommittee and Rapid Rehousing Subcommittee meetings. CoC staff also present de-identified performance data during these meetings to show recipients how they are performing compared to other CoC grantees. The CoC publicizes resources and trainings to grantees from HUD, National Alliance to End Homelessness, USICH and NC Coalition to End Homelessness to further grantee professional development and provide a means to achieve HUD-established goals. The CoC also partners well-performing programs grounded in housing first components with low-performing programs for hands-on mentoring. The CoC continually monitors grantee performance through HMIS data and quarterly performance reports submitted by grantees and addresses performance concerns on an ongoing basis.

#### 4A-3 How does the CoC assist recipients that are underperforming to increase capacity? (limit 1000 characters)

The CoC regularly identifies underperforming programs through reports generated by HMIS and performance data submitted quarterly by grantees. CoC staff collaborate with the HMIS lead and the HUD field office when appropriate to develop plans for performance improvement with timelines. CoC staff use evidenced-based best practices for housing and homelessness and housing first principles to inform performance improvement plans. Plans may include any combination of these elements: visit and review by CoC staff, education regarding best practices and strategies to achieve HUD-established goals, partnering the program with a similar and successful program, technical assistance from the HMIS lead agency, & technical assistance from the HUD field office. CoC staff work with the HMIS lead agency to implement performance improvement plans. The CoC will continue to support underperforming programs by providing one-on-one technical assistance to increase capacity.

**4A-4 What steps has the CoC taken to reduce the length of time individuals and families remain homeless?  
(limit 1000 characters)**

The current average length of time homeless is 2 months in emergency shelter & 10 months in transitional housing. The CoC is committed to reducing length of time homeless & monitors the average length of stay (LOS) by program type using statewide HMIS. The CoC is creating CoC-wide and agency-specific performance dashboards that include LOS data to help providers monitor LOS. The CoC is improving exit data quality which should result in a shortened LOS. The CoC set a policy to prioritize chronically homelessness people for all PSH beds to help reduce the length of time they are homeless. The CoC is investing in programs that shorten length of time homeless, prioritizing funding for RRH over TH, & encouraging a housing first approach. The CoC will form a reallocation committee in 2014 to make a plan to transition CoC funds from TH programs to RRH programs. Training is being provided to practitioners on factors that impact LOS & interventions that reduce length of time homeless.

**4A-5 What steps has the CoC taken to reduce returns to homelessness of individuals and families in the CoC’s geography?  
(limit 1000 characters)**

The NC Balance of State is committed to exiting clients to permanent housing and making sure those exits “stick.” The CoC supports strategies to reduce returns to homelessness such as linking families to housing that costs no more than 30% of income and providing optional supportive services to increase stability. The CoC is working with the HMIS lead agency and a private consulting firm to develop reports to track returns to homelessness. The CoC will use this report to identify cause and effect relationships of these returns as well as “hot spot” geographic areas or individual programs that contribute the most number of returns. CoC staff will make plans for tailored technical assistance for Regional Committees or individual programs to reduce returns to homelessness. Because NC BoS is a large geographic area, consisting of 79 of North Carolina’s 100 counties, CoC staff will also work with the other 11 CoCs to collaborate on statewide solutions.

**4A-6 What specific outreach procedures has the CoC developed to assist homeless service providers in the outreach efforts to engage homeless individuals and families?  
(limit 1000 characters)**

Because the CoC is largely rural, our unsheltered homelessness differs from larger communities. The CoC has numerous agencies and faith-based groups, including PATH teams, ACT teams, and local nonprofits, that outreach and engage individuals living on the streets, in wooded areas or other places unfit for human habitation. These teams engage individuals not already linked to CoC housing and services. Outreach team members report to Regional Committees and in turn receive updates from housing and services providers on referral processes and availability. Regional Committees also coordinate with local DSS staff, mental health agencies, jails, and other key stakeholders to ensure that homeless individuals and families who use these agencies are also outreach and engaged in housing and service programs. The CoC is in the process of developing a coordinated assessment process to assist with outreach and expedite linking homeless individuals and families with housing.

## 4B. Section 3 Employment Policy

### Instructions

\*\*\* TBD \*\*\*\*

**4B-1 Are any new proposed project applications requesting \$200,000 or more in funding?** No

**4B-1.1 If yes, which activities will the project(s) undertake to ensure employment and other economic opportunities are directed to low or very low income persons?  
(limit 1000 characters)**

**4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions?** No

**4B-2.1 If yes, which activities will the project undertake to ensure employment and other economic opportunities are directed to low or very low income persons:**

## 4C. Accessing Mainstream Resources

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**4C-1 Does the CoC systematically provide information about mainstream resources and training on how to identify eligibility and program changes for mainstream programs to provider staff?** Yes

**4C-2 Indicate the percentage of homeless assistance providers that are implementing the following activities:**

* Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.	53%
* Homeless assistance providers use a single application form for four or more mainstream programs.	16%
* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.	58%

**4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually?** Yes

**4C-3.1 If yes, indicate the most recent training date:** 12/03/2013

**4C-4 Describe how the CoC is preparing for implementation of the Affordable Care Act (ACA) in the state in which the CoC is located. Response should address the extent in which project recipients and subrecipients will participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options. (limit 1000 characters)**



CoC staff are members of the NC Health Access Coalition, which provides updates about enrollment activities, navigator grants, and ongoing advocacy to expand Medicaid to everyone below 138% FPL. CoC staff provided information on their website about Benefit Exchanges and programs that are available in North Carolina through the Benefits Exchange. Regional Committees are coordinating with their local navigator agencies to provide information about enrollment and eligibility to homeless service provider staff and consumers. Regional Committees report that numerous community events were held to advertise the Affordable Care Act and Regional Committees assisted in promoting those events. North Carolina has decided not to expand the Medicaid program at this point, but Regional Committees and agencies continue to outreach and enroll individuals in Medicaid who are eligible under current program rules.

**4C-5 What specific steps is the CoC taking to work with recipients to identify other sources of funding for supportive services in order to reduce the amount of CoC Program funds being used to pay for supportive service costs?  
(limit 1000 characters)**

The CoC does not fund any SSO grants and prioritizes CoC funding for housing over services. CoC leadership encourages all projects to link participants to mainstream benefits. Project performance evaluation includes linkages to mainstream benefits and renewal projects are scored on their ability to use mainstream resources and the ratio of HUD dollars used for housing to dollars used for services. Projects who currently use CoC funding to provide services must submit a plan to the CoC on how they will increase other funding, including use of mainstream resources, to fund these services. CoC leadership is advocating for the NC DHHS to complete a housing gaps analysis study to investigate how current Medicaid service definitions can be used for supportive housing services. This gaps analysis will allow the state to see the definitions that closely match tenancy supports, assess how housing may impact Medicaid costs, and develop a plan for funding supportive services with Medicaid in NC.

## Attachments

Document Type	Required?	Document Description	Date Attached
Certification of Consistency with the Consolidated Plan	Yes	NC-503 State and ...	01/31/2014
CoC Governance Agreement	No	NC Balance of Sta...	12/06/2013
CoC-HMIS Governance Agreement	No	HMIS Governance A...	01/24/2014
CoC Rating and Review Document	No	NC Balance of Sta...	12/06/2013
CoCs Process for Making Cuts	No	NC-503 Process fo...	01/30/2014
FY2013 Chronic Homeless Project Prioritization List	No	List of Projects ...	01/27/2014
FY2013 HUD-approved Grant Inventory Worksheet	Yes	NC-503 2013 GIW	12/04/2013
FY2013 Rank (from Project Listing)	No	NC-503 Project Ra...	01/31/2014
Other	No	HMIS Policy and P...	12/20/2013
Other	No		
Other	No		
Projects to Serve Persons Defined as Homeless under Category 3	No		
Public Solicitation	No	Public Solicitati...	01/22/2014

## Attachment Details

**Document Description:** NC-503 State and Local Consolidated Plan Certifications

## Attachment Details

**Document Description:** NC Balance of State CoC 503\_Governance Charter

## Attachment Details

**Document Description:** HMIS Governance Agreement, NC BoS 503 and CHIN

## Attachment Details

**Document Description:** NC Balance of State CoC 503\_Rating and Review Document

## Attachment Details

**Document Description:** NC-503 Process for Making Cuts & Public Ranking

## Attachment Details

**Document Description:** List of Projects Prioritizing Chronically Homeless\_NC 503 Balance of State

## **Attachment Details**

**Document Description:** NC-503 2013 GIW

## **Attachment Details**

**Document Description:** NC-503 Project Ranking

## **Attachment Details**

**Document Description:** HMIS Policy and Procedures Manual

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** Public Solicitation for New Projects

## Submission Summary

Page	Last Updated
<b>1A. Identification</b>	No Input Required
<b>1B. CoC Operations</b>	01/27/2014
<b>1C. Committees</b>	01/31/2014
<b>1D. Project Review</b>	01/31/2014
<b>1E. Housing Inventory</b>	01/22/2014
<b>2A. HMIS Implementation</b>	01/31/2014
<b>2B. HMIS Funding Sources</b>	01/31/2014
<b>2C. HMIS Beds</b>	01/31/2014
<b>2D. HMIS Data Quality</b>	01/31/2014
<b>2E. HMIS Data Usage</b>	01/24/2014
<b>2F. HMIS Policies and Procedures</b>	01/29/2014
<b>2G. Sheltered PIT</b>	01/27/2014
<b>2H. Sheltered Data - Methods</b>	01/27/2014
<b>2I. Sheltered Data - Collection</b>	01/27/2014
<b>2J. Sheltered Data - Quality</b>	01/31/2014
<b>2K. Unsheltered PIT</b>	01/29/2014
<b>2L. Unsheltered Data - Methods</b>	01/22/2014
<b>2M. Unsheltered Data - Coverage</b>	01/22/2014
<b>2N. Unsheltered Data - Quality</b>	01/27/2014
<b>Objective 1</b>	01/31/2014
<b>Objective 2</b>	01/31/2014
<b>Objective 3</b>	01/31/2014
<b>Objective 4</b>	01/31/2014
<b>Objective 5</b>	01/31/2014
<b>3B. CoC Discharge Planning: Foster Care</b>	01/31/2014
<b>3B. CoC Discharge Planning: Health Care</b>	01/31/2014

<b>3B. CoC Discharge Planning: Mental Health</b>	01/31/2014
<b>3B. CoC Discharge Planning: Corrections</b>	01/31/2014
<b>3C. CoC Coordination</b>	01/31/2014
<b>3D. Strategic Plan Goals</b>	01/31/2014
<b>3E. Reallocation</b>	01/23/2014
<b>4A. Project Performance</b>	01/31/2014
<b>4B. Employment Policy</b>	01/22/2014
<b>4C. Resources</b>	01/31/2014
<b>Attachments</b>	01/31/2014
<b>Submission Summary</b>	No Input Required

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: See attached list of Applicants

Project Name: See attached list of Project Names

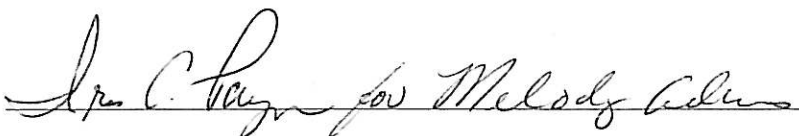
Location of the Project: See attached list of Project Locations

Name of the Federal  
Program to which the  
applicant is applying: Continuum of Care Homeless Assistance Program

Name of  
Certifying Jurisdiction: State of North Carolina

Certifying Official  
of the Jurisdiction  
Name: Melody Adams

Title: Director, Community Assistance, NC Dept of Commerce

Signature: 

Date: 1/31/2014

*\*The signature is contingent upon our receipt of the individual applicant original Determination of Certification documentation by February 17, 2014*



**NC Balance of State Continuum of Care Project Applications**

<b>Applicant Name</b>	<b>Project Name</b>	<b>Component</b>	<b>Location</b>	<b>Amount Requested</b>
Burlington Development Corporation	HOPE 2013 Funding Opp.	PH	133 N. Ireland St. Burlington, NC 27216-2380	\$76,979
Burlington Development Corporation	STEPS 2013 Funding Opp.	TH	133 N. Ireland St. Burlington, NC 27216-2380	\$51,760
Cardinal Innovations- Piedmont Community Operations Center	PBH-2012 Renewal PSH FY 2013	PH	4855 Milestone Avenue Kannapolis, NC 28081	\$188,024
Cardinal Innovations- Piedmont Community Operations Center	PBH 2007 PH Renewal FY2013	PH	4855 Milestone Avenue Kannapolis, NC 28081	\$106,418
Cardinal Innovations- Five County Community Operations Center	Kerr-Tar PH 2013	PH	4855 Milestone Avenue Kannapolis, NC 28081	\$378,649
Cardinal Innovations- Five County Community Operations Center	Kerr-Tar PH 4 Renewal 2013	PH	4855 Milestone Ave. Kannapolis, NC 28081	\$100,583
Cardinal Innovations- Five County Community Operations Center	SPC Chronic Renewal 2013	PH	4855 Milestone Ave. Kannapolis, NC 28081	\$99,882
Cardinal Innovations- Alamance Caswell Community Operations Center	Shelter Plus Care Renewal 1 NC0031L4F031205	PH	4855 Milestone Ave. Kannapolis, NC 28081	\$211,809
Cardinal Innovations- Alamance Caswell Community Operations Center	Shelter Plus Care Renewal 2 NC19C703002- 2013	PH	4855 Milestone Ave. Kannapolis, NC 28081	\$28,618
Christians United Outreach Center	CUOC SHP Renewal 2013	TH	930 South Fayetteville St. Asheboro, NC 27204	\$83,894
Community Link, Programs of Travelers Aid	Community Link-PRC TH Renewal 2013	TH	601 E. 5 <sup>th</sup> St., Suite 220 Charlotte, NC 28202	\$273,457
Community Link, Programs of Travelers Aid	Community Link-PRC PSH 2013	PH	601 E. 5 <sup>th</sup> St., Suite 220 Charlotte, NC 28202	\$176,333
East Carolina Behavioral Health	East Carolina Behavioral Health PSH #1 FY2013	PH	405 Middle St. New Bern, NC 28563	\$462,658
Eastpointe Human Services	Eastpointe Shelter Plus Care Renewal	PH	100 South James St., Box B Goldsboro, NC 27530	\$98,834
Greenville Community Shelters, Inc.	Solid Ground	PH	207 Manhattan Ave. Greenville, NC 27834	\$62,820
Homeward Bound of Western North Carolina	Pathways to Permanent Housing Henderson County	PH	19 N. Ann Street Asheville, NC 28801	\$85,492

**NC Balance of State Continuum of Care Project Applications**

<b>Applicant Name</b>	<b>Project Name</b>	<b>Component</b>	<b>Location</b>	<b>Amount Requested</b>
Homeward Bound of Western North Carolina	Pathways to Permanent Housing Henderson County 2	PH	19 N. Ann Street Asheville, NC 28801	\$90,951
Housing Authority of the City of Greenville	Cornerstone Renewal FY2013	PH	1103 Broad St. Greenville, NC 27834	\$98,473
New Reidsville Housing Authority	2013 Renewal TNRHA - NC0258L4F031201	PH	924 Third Ave. Reidsville, NC 27320	\$129,958
New Reidsville Housing Authority	2013 Renewal TNRHA - NC0176L4F031203	PH	924 Third Ave. Reidsville, NC 27320	\$121,081
North Carolina Housing Coalition	2013 CHIN Renewal-Balance of State	HMIS	118 St. Mary's St. Raleigh, NC 27605	\$519,299
Partners Behavioral Health Management-Central Region	Partners-Central MHP Renewal	PH	1985 Tate Blvd., Suite 529 Hickory, NC 28602	\$28,839
Partners Behavioral Health Management-Northern Region	SHP Leasing 2013	PH	200 Elkin Business Park Dr. Elkin, NC 28621	\$53,042
Residential Treatment Services of Alamance	Alamance Women's Permanent Housing	PH	125 Glendale Ave. Burlington, NC 27215	\$60,226
Rockingham County Help For Homeless, Inc.	TH Grant 2013 Renewal (NC1074L4F031203)	TH	108 N. Franklin St. Madison, NC 27025	\$191,198
Rockingham County Help For Homeless, Inc.	PH Grant 2013 Renewal (NC0198B4F031000)	PH	108 N. Franklin St. Madison, NC 27025	\$231,580
Sandhills Community Action Program, Inc.	Project Homeward Bound Transitional Housing	TH	103 Saunders St. Carthage, NC 28327	\$167,954
Sandhills Community Action Program, Inc.	Project Homeward Bound Shelter Plus Care	PH	103 Saunders St. Carthage, NC 28327	\$3,722
Smoky Mountain Center-Southern Region	Shelter Plus Care Southern Region	PH	44 Bonnie Lane Sylva, NC 28779	\$254,335
Smoky Mountain Center-Central Region	SPC Central HELP for Chronically Homeless Initiative	PH	825 Wilkesboro Blvd. SE Lenoir, NC 28645	\$42,154
Smoky Mountain Center-Central Region	Shelter Plus Care Central HELP Initiative	PH	825 Wilkesboro Blvd. SE Lenoir, NC 28645	\$53,260
Surry Homeless and Affordable Housing Coalition	SHAHC PH Renewal 2013	PH	501-B S. South St. Mt. Airy, NC 27030	\$107,195

**NC Balance of State Continuum of Care Project Applications**

<b>Applicant Name</b>	<b>Project Name</b>	<b>Component</b>	<b>Location</b>	<b>Amount Requested</b>
United Community Ministries	UCM TH Bassett Center Renewal 2013	TH	916 Branch St. Rocky Mount, NC 27801	\$89,880
United Community Ministries	UCM Permanent Housing Renewal 2013	PH	916 Branch St. Rocky Mount, NC 27801	\$90,798

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Burlington Development Corporation

Project Name: STEPS

Location of the Project: Alamance County

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: City of Burlington

Certifying Official of the Jurisdiction Name: Rennie K. Wall

Title: Mayer

Signature: 

Date: 12/19/13

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Burlington Development Corporation

Project Name: HOPE

Location of the Project: Alamance County  
\_\_\_\_\_  
\_\_\_\_\_

Name of the Federal Program to which the applicant is applying: Continuum of Care Program

Name of Certifying Jurisdiction: City of Burlington

Certifying Official of the Jurisdiction Name: Rennie K. Wall

Title: Mayor

Signature: 

Date: 12/19/13

**Certification of Consistency  
with the Consolidated Plan****U.S. Department of Housing  
and Urban Development**

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Healthcare Solutions--Alamance-CaswellProject Name: Permanent Supportive Housing/Shelter Plus CareLocation of the Project: Alamance County2451 South Church StreetBurlington, NC 27215Name of the Federal  
Program to which the  
applicant is applying: HUD - Permanent Supportive HousingName of  
Certifying Jurisdiction: City of BurlingtonCertifying Official  
of the Jurisdiction  
Name: David R. HuffmanTitle: Mayor Pro TemSignature: Date: 1/2/14

**Certification of Consistency  
with the Consolidated Plan**

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Cardinal Innovations Health Care Solutions

Project Name: Permanent Supportive Housing


Location of the Project: Cabarrus, Stanly, Union, Davidson and Rowan

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Homeless Assistance Programs

Name of Certifying Jurisdiction: Concord & Cabarrus / Iredell / Rowan Counties - Salisbury and Kannapolis

Certifying Official of the Jurisdiction Name: W. Brian Haitt

Title: City Manager, Concord

Signature: 

Date: 12/20/13

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information.)

**Applicant Name:** Community Link, Programs of Travelers Aid Society of Central Carolinas

**Project Name:** PRC Permanent Supportive Housing

**Location of the Project:** Cabarrus, Davidson, Stanly, Rowan, Union Counties

**Name of the Federal Program to which the applicant is applying:** HUD Continuum of Care Homeless Assistance Programs

**Name of Certifying Jurisdiction:** Concord & Cabarrus/ Iredell/Rowan Counties -Salisbury and Kannapolis

**Certifying Official of the Jurisdiction Name:** W. Brian Halt

**Title:** City Manager, Concord

**Signature:** W. B. Halt

**Date:** 12/20/13



# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Community Link, Programs of Travelers Aid Society of Central Carolinas

Project Name: PRC Casework and Supportive Housing- Transitional Housing

Location of the Project: Cabarrus, Davidson, Stanly, Rowan, Union Counties

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care Homeless Assistance Programs

Name of Certifying Jurisdiction: Concord & Cabarrus/ Iredell/Rowan Counties -Salisbury and Kannapolis

Certifying Official of the Jurisdiction Name: W. Brian Hault

Title: City Manager, Concord

Signature: W. B. Hault

Date: 12/20/13

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Eastpointe Human Service, L.M.E.

Project Name: Eastpointe Shelter Plus Care Renewal

Location of the Project: 100 South James Street  
Goldsboro, NC 27530

Name of the Federal Program to which the applicant is applying: Shelter Plus Care Program

Name of Certifying Jurisdiction: City of Goldsboro

Certifying Official of the Jurisdiction Name: Shycole Simpson-Carter

Title: Community Development Administrator

Signature: 

Date: December 23, 2013

**Certification of Consistency  
with the Consolidated Plan****U.S. Department of Housing  
and Urban Development**

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: East Carolina Behavioral Health LMEProject Name: East Carolina Behavioral Health PSH #1Location of the Project: East Carolina Behavioral Health  
1708 East Arlington Blvd.  
Greenville, NC 27858Name of the Federal  
Program to which the  
applicant is applying: HUD Continuum of CareName of  
Certifying Jurisdiction: City of Greenville, North CarolinaCertifying Official  
of the Jurisdiction  
Name: Barbara LipscombTitle: City ManagerSignature: Date: December 4, 2013

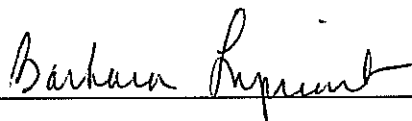
**Certification of Consistency  
with the Consolidated Plan**U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Greenville Community Shelters, Inc.Project Name: Solid GroundLocation of the Project: 207 Manhattan Avenue  
Greenville, NC 27834Name of the Federal  
Program to which the  
applicant is applying: HUD Defined CoC - NC Balance of State CoCName of  
Certifying Jurisdiction: City of GreenvilleCertifying Official  
of the Jurisdiction  
Name: Barbara LipscombTitle: City ManagerSignature: *Barbara Lipscomb*Date: Dec 6, 2013

**Certification of Consistency  
with the Consolidated Plan**U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Housing Authority of the City of GreenvilleProject Name: Open Door ProjectLocation of the Project: 1103 Broad Street  
Greenville, North Carolina 27834Name of the Federal  
Program to which the  
applicant is applying: HUD- Continuum of CareName of  
Certifying Jurisdiction: City of GreenvilleCertifying Official  
of the Jurisdiction  
Name: Barbara LipscombTitle: City ManagerSignature: Date: 12/19/2013

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Homeward Bound of Western North Carolina, Inc.

Project Name: Pathways to Permanent Housing Henderson County

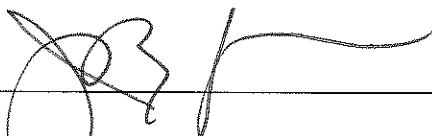
Location of the Project: 218 Patton Avenue  
Asheville, NC 28801

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: City of Asheville

Certifying Official of the Jurisdiction Name: Jeff Staudinger

Title: Director, Community Development

Signature: 

Date: December 20, 2013

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Homeward Bound of Western North Carolina, Inc.

Project Name: Pathways to Permanent Housing Henderson County 2

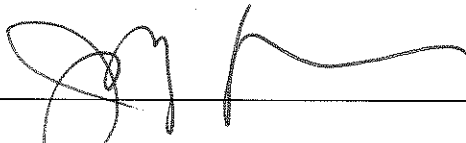
Location of the Project: 218 Patton Avenue  
Asheville, NC 28801

Name of the Federal Program to which the applicant is applying: Continuum of Care

Name of Certifying Jurisdiction: City of Asheville

Certifying Official of the Jurisdiction Name: Jeff Staudinger

Title: Director, Community Development

Signature:   
Date: December 20, 2013

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Partners Behavioral Health Management

Project Name: Partners - Central MHP Renewal

Location of the Project: Catawba County

Name of the Federal Program to which the applicant is applying: HUD Continuum of Care

Name of Certifying Jurisdiction: City of Hickory, North Carolina

Certifying Official of the Jurisdiction Name: Mick Berry

Title: City Manager

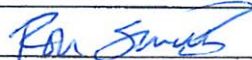
Signature: 

Date: 12/20/13



**Certification of Consistency  
with the Consolidated Plan**U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: Partners Behavioral Health ManagementProject Name: Scattered Lease 2014Location of the Project: Various Sites in Iredell CountyName of the Federal  
Program to which the  
applicant is applying: Continuum of Care Homeless Assistance ProgramName of  
Certifying Jurisdiction: City of Concord & The Cabarrus/Iredell/Rowan HOME ConsortiumCertifying Official  
of the Jurisdiction  
Name: Ron SmithTitle: County ManagerSignature: Date: 12/18/2013

## Certification of Consistency with the Consolidated Plan

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.

(Type or clearly print the following information:)

Applicant Name:

Residential Treatment of Alamance, Inc.

Project Name:

Alamance Women's Permanent Housing Program

Location of the Project:

608 S. Mebane St., Burlington, NC 27215

Name of the Federal Program to which the applicant is applying:

2013 Continuum of Care Program

Name of Certifying Jurisdiction:

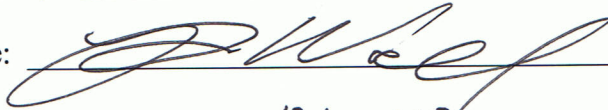
City of Burlington

Certifying Official of the Jurisdiction

Name: Ronnie K. Wall

Title: Mayor

Signature:



Date:

12/19/13

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information.)

Applicant Name: United Community Ministries

Project Name: Bassett Center- House The Children Program

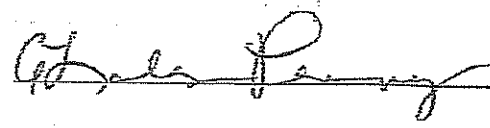
Location of the Project: 916 Branch Street  
Rocky Mount, NC 27801

Name of the Federal Program to which the applicant is applying: Supportive Housing Program

Name of Certifying Jurisdiction: City of Rocky Mount

Certifying Official of the Jurisdiction Name: Charles Penny

Title: City Manager

Signature: 

Date: 12/4/13

# Certification of Consistency with the Consolidated Plan

U.S. Department of Housing  
and Urban Development

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: United Community Ministries

Project Name: UCM Permanent Housing Voucher Program

Location of the Project: Scattered Site Locations

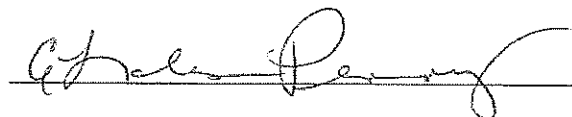
Rocky Mount, NC 27801

Name of the Federal Program to which the applicant is applying: Supportive Housing Program

Name of Certifying Jurisdiction: City of Rocky Mount

Certifying Official of the Jurisdiction Name: Charles Penny

Title: City Manager

Signature: 

Date: 12/4/13

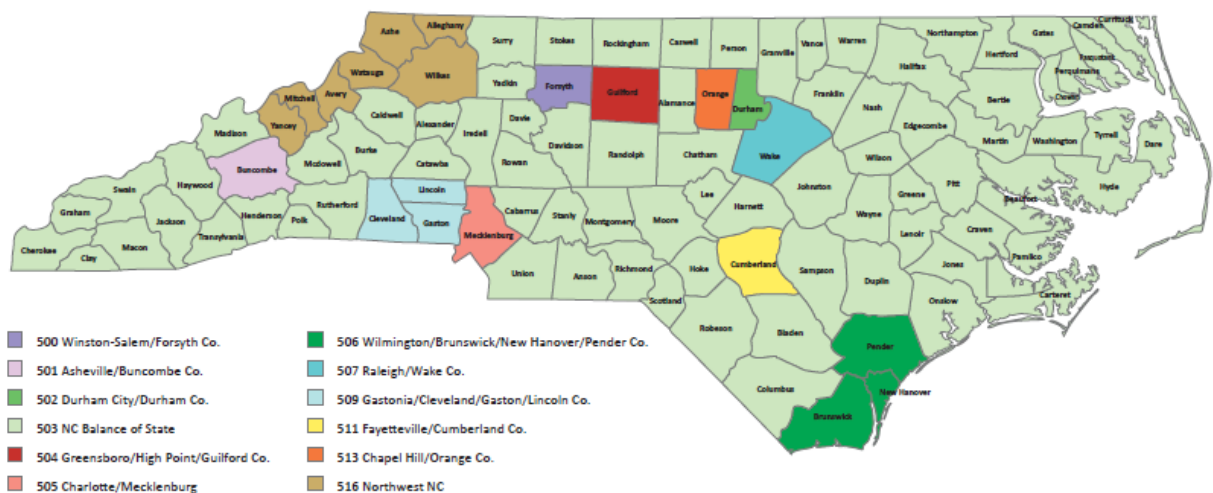
## SECTION I. BACKGROUND

In 1995, the U.S. Department of Housing and Urban Development (HUD) originally developed the concept of a Continuum of Care (CoC). The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 says that a CoC “is composed of representatives of organizations, including nonprofit homeless 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, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate.” The HEARTH Interim Rule states “a CoC is the coordinating body for homeless services and homelessness prevention activities across the geographic area.” (24 CFR Part 578)

The NC Balance of State Continuum of Care (NC BoS) is one of 12 CoCs in North Carolina. NC BoS includes 79 of North Carolina’s 100 counties.

NC BoS counties: Alamance, Alexander, Anson, Beaufort, Bertie, Bladen, Burke, Cabarrus, Caldwell, Camden, Carteret, Caswell, Catawba, Chatham, Cherokee, Chowan, Clay, Columbus, Craven, Currituck, Dare, Davidson, Davie, Duplin, Edgecombe, Franklin, Gates, Graham, Granville, Greene, Halifax, Harnett, Haywood, Henderson, Hertford, Hoke, Hyde, Iredell, Jackson, Johnston, Jones, Lee, Lenoir, Macon, Madison, Martin, McDowell, Montgomery, Moore, Nash, Northampton, Onslow, Pamlico, Pasquotank, Perquimans, Person, Pitt, Polk, Randolph, Richmond, Robeson, Rockingham, Rowan, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Transylvania, Tyrell, Union, Vance, Warren, Washington, Wayne, Wilson, and Yadkin.

**North Carolina Continuum of Care (CoC) Primary Areas**



NC BoS was formed by the Interagency Council for Coordinating Homeless Programs (ICCHP) and submitted its first application as a CoC in 2006. The new NC BoS included counties that were previously smaller CoCs and counties that had never before applied for CoC funding.

NC BoS was initially coordinated through the NC Department of Health and Human Services (NC DHHS). NC DHHS remains the Lead Agency and Collaborative Applicant for the NC BoS. In 2009, NC DHHS contracted with the NC Coalition to End Homelessness (NCCEH) to coordinate the NC BoS. NCCEH continues in that role today through an annual contract.

## **SECTION II. PURPOSE**

### **a. Vision**

To ensure that individuals and families who become homeless return to permanent housing within 30 days.

### **b. Mission**

The North Carolina Balance of State Continuum of Care, composed of a 79-county region, uses evidenced-based strategies to implement solutions to prevent and end homelessness in the most efficient, effective and ethical manner.

### **c. Overall**

NC BoS coordinates and implements a comprehensive system to address homeless issues in its 79 county area. As a CoC, NC BoS is responsible for four main areas:

1. Administering NC BoS governance and working committees
2. Submitting funding applications
3. Coordinating data collection and assessment
4. Planning for the future of the CoC

## **SECTION III. COMMITTEE STRUCTURE**

### **a. BoS STEERING COMMITTEE**

#### **1. Purpose**

The BoS Steering Committee serves as the primary decision-making body and board for NC BoS. The Steering Committee is responsible for all matters pertaining to the structure, purpose, performance, and activities of NC BoS.

## 2. Structure

Each Regional Committee elects one Regional Lead who serves on the NC BoS governing body, the Steering Committee. The Regional Committee should also elect an alternate to fill in for the Regional Lead when needed. Regional Committees should select Regional Leads and alternates at the local level using local criteria each January. Regional Leads and alternates serve for one year, and their election must be reflected in Regional Committee meeting minutes. The Steering Committee meets monthly, normally via conference call and at least one time per year in person. All meetings are public meetings, open to any interested party with meeting agendas and minutes posted on the internet in a timely manner. This process was formally established by NC BoS in August 2013 and will be reviewed at least every five years.

## 3. Roles & Responsibilities

The Steering Committee is staffed and led by NCCEH.

The Steering Committee is responsible for:

- Promoting communitywide commitment to the goal of ending homelessness
- Providing funding for efforts to quickly rehouse homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness
- Promoting access to and effective utilization of mainstream programs by homeless individuals and families
- Providing direction on funding priorities and project application review criteria
- Creating a network of providers for:
  - Outreach, engagement, assessment
  - Shelter, housing, & supportive services for persons experiencing a housing crisis
  - Homelessness prevention services
- Consulting with recipients of Emergency Solutions Grants funds regarding:
  - Allocation of funds
  - Reporting & evaluating performance
- Monitoring recipient and subrecipient performance, evaluating outcomes, and taking action against poor performers
- Establishing performance targets appropriate for population and program type in consultation with recipients and subrecipients
- Establishing and operating a coordinated assessment system, in consultation with the recipients of Emergency Solutions Grants program funds
- Establishing and consistently following written standards for providing CoC assistance, in consultation with the recipients of Emergency Solutions Grants program funds

Regional Leads are responsible for:

- Representing their Regional Committees in all matters pertaining to NC BoS
- Regularly attending monthly Steering Committee and other NC BoS meetings. Regional Leads, or their official designated alternates or stand-ins must attend at least 75% of Steering Committee meetings in order for their Regional Committee to be eligible to apply for CoC funds. If the Regional Lead or official alternate are unable to attend the meeting, the Regional Lead should email NCCEH with contact information for a stand-in attendee.

#### **4. Avoiding Conflict of Interest**

In order to maintain high ethical standards, HUD requires Regional Leads and alternates to comply with Conflict of Interest requirements. Regional Leads and alternates may not participate or influence any discussions or decision regarding an award of financial benefit to an organization that s/he represents. Regional Leads and alternates complete and sign a Conflict of Interest Information Form (APPENDIX 2) each year with updated information about organizations that s/he represents as an employee, donor, volunteer, member, board member, trustee, or any other affiliation.

#### **5. Voting & Quorums**

Each Regional Committee gets one vote in voting matters. Regional Leads can vote, make motions and second motions on matters before the Steering Committee. Official elected alternates can also make or second motions and vote for the Regional Committee if the Regional Lead is not present or recuses him/herself. In the case a Regional Lead is also the alternate for a second Regional Committee and needs to register a vote, this person will get a vote for each Regional Committee.

Official elected alternates count for Steering Committee attendance and towards reaching a quorum in the absence of the Regional Lead. In the event that the Regional Lead or the alternate cannot represent their Regional Committee at a Steering Committee meeting, another person may attend as a stand-in and count for Steering Committee attendance, but cannot make or second motions, vote for the Regional Committee if the Regional Lead or alternate is not present or recuses him/herself. Stand-ins do not count towards reaching a quorum.

A quorum within the Steering Committee membership must be present to hold a vote at regular Steering Committee meetings. A quorum is the minimum number of eligible voting members (51%). According to Robert's Rules of Order Newly Revised, Tenth Edition, the "requirement for a quorum is protection against totally unrepresentative action in the name of the body by an unduly small number of persons." If a quorum is not present, votes cannot be conducted. Subcommittee meetings and working groups do not require a quorum.



## **b. REGIONAL COMMITTEES**

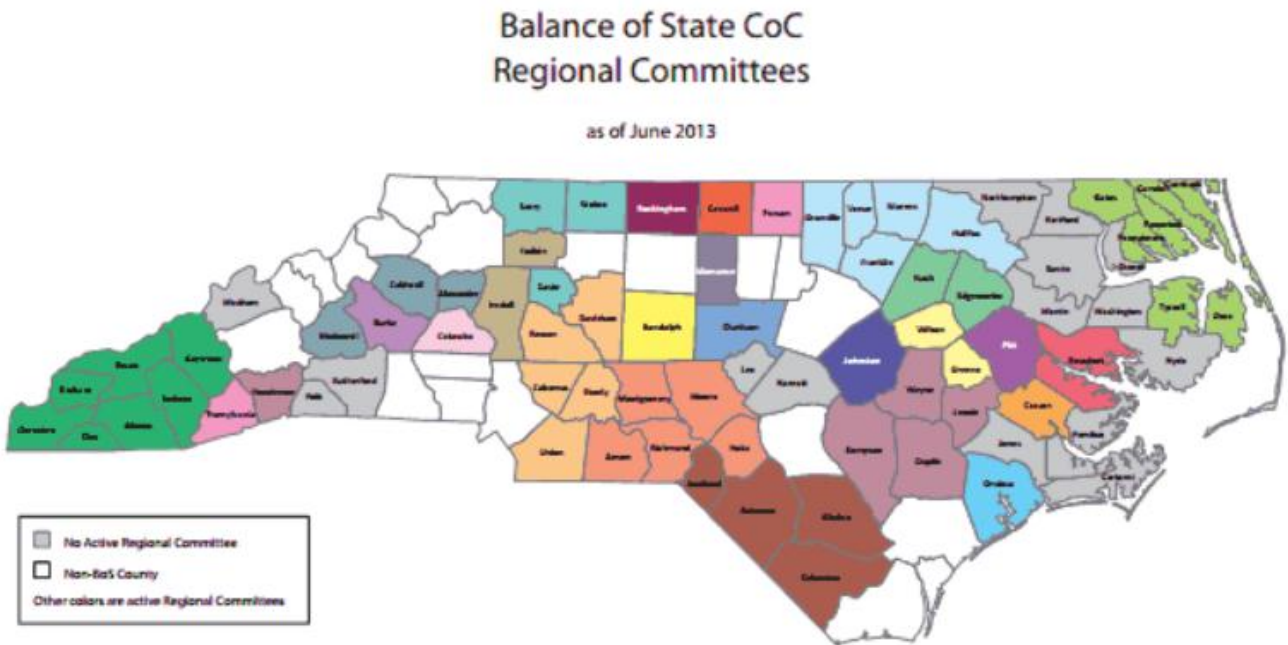
### **1. Purpose**

NC BoS is broken down into local Regional Committees, which represent the totality of homeless services and providers in a given area. Regional Committees serve as a community resource for coordination and networking on the local level.

### **2. Structure**

As of August 2013, there are 27 Regional Committees within NC BoS. They are:

- AHRMM (Anson, Hoke, Moore, Montgomery, Richmond)
- Alamance County
- Beaufort County
- Burke County
- Caswell County
- Catawba County
- Chatham County
- Craven County
- Down East (Duplin, Lenoir, Sampson, Wayne)
- Foothills (Alexander, Caldwell, McDowell)
- Henderson County
- Iredell/Yadkin County
- Johnston County
- Kerr-Tar (Franklin, Granville, Halifax, Vance, Warren)
- Onslow County
- Northeast (Camden, Currituck, Dare, Gates, Pasquotank, Perquimans, Tyrrell)
- Person County
- Piedmont (Cabarrus, Davidson, Rowan, Stanly, Union)
- Pitt County
- Randolph County
- Rockingham County
- Southeast (Bladen, Columbus, Robeson, Scotland)
- Southwest (Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain)
- Surry/Davie/Stokes County
- Transylvania County
- Twin County (Edgecombe, Nash)
- Wilson/Greene County



### 3. Formation of an NC BoS Regional Committee

NC BoS Steering Committee votes to approve new Regional Committees in order for them to be formally recognized within NC BoS. All Regional Committees of NC BoS (new and ongoing) must:

- Have a regular meeting time and place(s)
- Publish notices of their meeting agendas and minutes and open meetings to any interested party
- Have participation from a large swath of providers, stakeholders, and subpopulations from each county within the physical bounds of the proposed Regional Committee
- Submit meeting agendas and minutes to NC BoS staff on a timely basis
- Annually elect a Regional Lead during January to represent the Regional Committee on the NC BoS Steering Committee

#### 4. Roles & Responsibilities

Regional Committees are responsible for annually appointing:

- A Regional Lead to the Steering Committee (more on this above, Section V.(a) BoS Steering Committee)
- An official elected alternate
- One representative to the CoC Scorecard Committee
- One representative to the CoC Project Review Committee (keeping in mind conflict of interest restrictions, *i.e.*, that a member of this committee cannot also represent an agency applying for funding)
- Representatives to working groups as necessary

NC BoS Regional Committees must also provide accurate and complete information on an annual basis, including:

- Point-in-Time population count and bed inventory from each member agency
- Listing of member agencies and services provided

Regional Committees encourage broad-based community stakeholder participation in their meetings. They also promote data quality among their members to include submitting timely and accurate:

- Quarterly Performance Reports (QPRs) to NC BoS
- Annual Performance Reports (APR) to HUD
- High-quality data within CHIN HMIS

Regional Committees are also responsible for:

- Coordinating the region's Emergency Solutions Grants program
- Encouraging Regional Committee members to participate in NC BoS Subcommittees
- Coordinating local temporary and permanent housing, services, and other resources
- Ensuring adequate HMIS bed coverage
- Supporting priorities set by the NC BoS Steering Committee

### **c. SUBCOMMITTEES**

#### **1. Purpose**

The Steering Committee currently has three standing working group subcommittees which are open to any interested party. The subcommittees review performance measures, assess progress, and discuss best practices.

#### **2. Permanent Supportive Housing Subcommittee**

- Meets quarterly
- Reviews performance of agencies receiving HUD CoC Permanent Supportive Housing funding
- Encourages high APR and HMIS performance by agencies receiving HUD CoC Permanent Supportive Housing funding
- Discusses evidence-based and best practices in Permanent Supportive Housing

#### **3. Rapid Re-Housing Subcommittee**

- Meets Quarterly
- Reviews performance of agencies receiving HUD Rapid Re-Housing funding
- Encourages high APR and HMIS performance by agencies receiving HUD Rapid Re-Housing funding
- Discusses evidence-based and best practices in Rapid Re-Housing

#### **4. Data Quality Subcommittee**

- Meets bimonthly
- Discusses and sets standards for CHIN HMIS data quality
- Educates members about reports and tools available from HMIS

### **d. FUNDING APPLICATION COMMITTEES**

The Steering Committee currently has two standing subcommittees that inform the CoC's funding decisions. These committees meet on an as-needed basis.

#### **1. Scorecard Committee**

- Comprised of one representative from each NC BoS Regional Committee
- Determines criteria and scoring guidelines for new and renewal project scorecards

#### **2. Project Review Committee**

- Comprised of one representative from each NC BoS Regional Committee (members cannot be from agencies applying for funding)

- Reviews and rates each project application according to the current scorecard
- Recommends ranked list of project applications for CoC collaborative application to the Steering Committee

**e. WORKING GROUPS**

The Steering Committee forms short-term, outcome-focused working groups on an as-needed basis. The scope of work and proposed group duration will be determined by the Steering Committee. Working Group membership will vary depending on the particular needs of the group, but generally should represent the totality of the Steering Committee (region, subpopulation, etc.) as feasible.

**SECTION IV. FUNDING APPLICATIONS**

The NC BoS is responsible for preparing and overseeing the application process for HUD CoC grants (applied to HUD by CoC) and HUD ESG grants (applied to NC DHHS by Regional Committees). The NC BoS does this by establishing funding priorities via a transparent and inclusive process and designing, operating and following a collaborative process. The NC BoS encourages all eligible applicants to submit project applications.

**a. CoC GRANTS**

NC DHHS is the designated collaborative applicant that submits the CoC grant application and manages the application process at the CoC level. NC BoS Steering Committee, staff, project applicants, and funding application committees work together to prepare and submit the Collaborative Application. Project applicants are responsible for individual project applications. Each year the application timeline is contingent on HUD.

**b. ESG GRANTS**

HUD provides block grant funds to each state for the Emergency Solutions Grants program (hereafter ESG). The State of North Carolina, through DHHS, Division of Aging and Adult Services, Adult Services Section determines and distributes ESG money to each CoC in North Carolina and to Regional Committees within NC BoS. Regional Committees manage the project application process for ESG. The NC BoS has the authority to review and approve ESG applications.

## **SECTION V. DATA COLLECTION & ASSESSMENT**

### **a. HMIS**

The NC BoS is responsible for the Homeless Management Information System (HMIS). NC BoS has designated the Carolina Homeless Information Network (CHIN), a project of the NC Housing Coalition, as its HMIS lead to administer the database. CHIN is the HMIS for 12 CoCs in North Carolina. Oversight is provided by the CHIN Governance Committee, which includes four representatives from NC BoS. Through this Governance Committee, NC BoS ensures compliance with all HUD rules and regulations, including reviewing, revising, and approving three key data documents: a privacy plan, a security plan, and a data quality plan. NC BoS will further ensure local agency participation in HMIS.

NC BoS uses a portion of its pro rata as an HMIS grant to fund the CoC's CHIN HMIS fee and other data work.

### **b. Point in Time Count**

NC BoS plans and conducts an annual Point-in-Time Count (PIT) that counts and collects data on homeless people who are both unsheltered and sheltered within emergency shelters and transitional housing. NC BoS will provide training, forms, and instruction for Regional Committees on conducting this count. Normally, the PIT is held on the last Wednesday in January. The PIT will comply with any additional HUD requirements.

### **c. Housing Inventory Chart (HIC)**

NC BoS completes the annual Housing Inventory Chart (HIC), which includes a bed inventory of all emergency shelters, transitional housing programs, rapid re-housing programs, and permanent supportive housing programs in the CoC, as well as the CoC's Point-in-Time Count data and an assessment of the CoC's unmet need for homeless programs. The HIC is submitted to HUD through the Homeless Data Exchange in accordance with the deadline set by HUD.

### **d. Annual Homeless Assessment Report (AHAR)**

In conjunction with CHIN, NC BoS completes the Annual Homeless Assessment Report, which includes both point-in-time and year-round HMIS data on homeless clients enrolled in the CoC's emergency shelter, transitional housing, and permanent supportive housing programs. The AHAR is submitted to HUD through the Homeless Data Exchange in accordance with the deadline set by HUD.

## **SECTION VI. STAFF ROLES**

Since 2009, NC BoS is staffed by the NC Coalition to End Homelessness through an annual contract with the NC DHHS. NC BoS staff is responsible for:

### **a. COORDINATION**

NCCEH staff manage the overall coordination of NC BoS, including:

- Coordinate and staff NC BoS Steering Committee
- Provide technical support and capacity building to local BoS communities and project applicants
- Support grantees
- Manage BoS website, email lists, and other communications
- Coordinate and conduct subcommittee calls (see above Section V. (c) Subcommittees)
- Coordinate Balance of State approval process for regional ESG program applicants

### **b. COC APPLICATION PREPARATION**

- Prepare and validate Grant Inventory Worksheet and complete the CoC registration process
- Coordinate scoring and ranking of applications
- Complete and submit CoC collaborative application (formerly Exhibit One)
- Assist new and renewal applicants in completing project applications (formerly Exhibit Twos) by providing technical assistance and feedback
- Submit AHAR data
- Prepare pre-application forms and instructions
- Track and review pre-applications and provide consultations and technical assistance to applicants
- Collaborate with BoS Regional Committees to gather and compile Point-in-Time Count and Housing Inventory Chart data. Complete HIC and submit with PIT to HUD Homeless Data Exchange.

## **SECTION VII. GOVERNANCE CHARTER**

### **a. RATIFICATION**

NC BoS Governance Charter was formally adopted by a unanimous vote of the Steering Committee on August 6, 2013. The Charter may be thereafter amended at a regular Steering Committee meeting by a simple majority (at least 51%) affirmative vote of the members present and determined eligible to vote.

**b. PROCESS FOR AMENDING THE CHARTER**

Proposed amendments must be in written form and distributed to Steering Committee members prior to the presentation and vote. The Governance Charter may be fully revised to include agreed-upon changes, or an Amended Article may be added for insertion into the existing document.

**c. ANNUAL REVIEW & UPDATES**

NC BoS Steering Committee will formally review and update the NC BoS Charter annually, making changes as necessary.



## APPENDIX 1: ABBREVIATIONS

AHAR	Annual Homeless Assessment Report
APR	Annual Progress Report
CHIN	Carolina Homeless Information Network
CoC	Continuum of Care
ESG	Emergency Solutions Grant (formerly Emergency Shelter Grant)
HEARTH	Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009
HIC	Housing Inventory Chart
HMIS	Homeless Management Information System
HUD	Federal Department of Housing and Urban Development
ICCHP	Interagency Council for Coordinating Homeless Programs
NC BoS	North Carolina Balance of State Continuum of Care
NC DHHS	North Carolina Department of Health and Human Services
NCCEH	North Carolina Coalition to End Homelessness
NOFA	Notification of Funding Availability
PIT	Point in Time count
QPR	Quarterly Progress Report

## APPENDIX 2: CONFLICT OF INTEREST FORM

# North Carolina Balance of State Continuum of Care

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bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

### NC BoS Steering Committee Conflict of Interest Policy & Disclosure Form

#### Policy

The standard of behavior at the North Carolina Balance of State (NC BoS) Continuum of Care is that all staff and Steering Committee members scrupulously avoid any conflict between their personal, professional, and business interests and the interests of NC BoS. This includes avoiding actual conflicts of interest as well as perceptions of conflicts of interest.

The purposes of this policy are to:

- comply with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 and the Continuum of Care Program, Interim Final Rule (24 CFR Part 578),
- protect the integrity of NC BoS Steering Committee's decision-making process,
- enable our constituencies to have confidence in our integrity, and
- safeguard the integrity and reputation of Steering Committee members.

Upon election to the NC BoS Steering Committee, members submit a full written disclosure of their interests, relationships, and holdings that could potentially result in a conflict of interest. This written disclosure will be kept on file and updated annually.

The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) requires NC BoS CoC Steering Committee members to disclose any conflicts of interests that arise in the course of meetings or activities. These include transactions, discussions or decisions in which members (or their business or other nonprofit affiliations), their families and/or significant others, employers, or close associates will receive a benefit or gain. Members also disclose any family relationship, either by consanguinity or marriage, between themselves and an agent or employee of NC BoS who will be directly affected by a transaction or decision. After disclosure, members recuse themselves from participating in the transaction, discussion or decision.

This policy is meant to be a supplement to good judgment – Steering Committee members will respect its spirit as well as its wording.

**Disclosure Form**

<b>Personal Data</b>
Name:
Current Employer or Business Affiliation:
Position:
<b>Other Business Activities</b>
Please disclose any other employment, business, or financial interest which you or a member of your immediate family may have as an officer, director, trustee, partner, employee, or agent which might give a rise to a possible conflict of interest with NC BoS.
<b>Charitable or Civic Involvement</b>
Please disclose all official positions which you or any member of your immediate family may have as a director, trustee, or officer of any charitable, civic, or community organization as well as any unofficial roles such as significant donor, volunteer, advocate, or advisor which might give rise to a possible conflict of interest with NC BoS.
<i>REMINDER: If at any time there is a matter under consideration that may constitute a direct or indirect conflict of interest not listed on this form, it is your obligation to disclose the facts to the Steering Committee.</i>

I do hereby affirm that I have received and read the policy and I will adhere to the document's spirit, principles, and practices.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Memorandum of Understanding between North Carolina's Continuum of Care and the North Carolina Housing Coalition

This Memorandum of Understanding ("Memorandum") made and entered into this \_\_\_ first \_\_\_ day of \_\_\_ January \_\_\_, 2014 by and between the North Carolina Housing Coalition ("NCHC"), and \_\_\_ the NC-503 North Carolina Balance of State Continuum of Care \_\_\_\_\_. The purpose of this Memorandum is to set out the membership and responsibilities of the Carolina Homeless Information Network (CHIN) Governance Committee, the responsibilities of the contributing Continuum of Care (CoC), and the responsibilities of the HMIS Lead or HMIS Administrator Agency.

## Background

The Carolina Homeless Information Network (CHIN) was created in 2004 through an agreement between the State of North Carolina, the North Carolina Housing Coalition, and the North Carolina Coalition to End Homelessness for the purposes of meeting the Department of Housing and Urban Development's (HUD) requirement that all federally-funded homeless programs participate in a Homeless Management Information System (HMIS);

The North Carolina Housing Coalition (NCHC) agreed at the creation of the CHIN project to serve as the administrative home for the collaborative project;

Whereas the parties to this agreement have agreed to support one statewide HMIS program to meet the HUD requirements for a data collection system for all HUD-funded homeless programs; and

Whereas NCHC has operated the CHIN program since 2004, and all North Carolina CoCs are currently participating in this program; and

Whereas the HUD regulations require, that, the Continuum of Care must:

(5) In consultation with the collaborative applicant and the HMIS Lead or HMIS Administrator, develop, follow, and update annually a governance charter, which will include all procedures and policies needed to comply with subpart B of this part and with HMIS requirements as prescribed by HUD

(b) Designating and operating an HMIS. The Continuum of Care must:

(1) Designate a single Homeless Management Information System (HMIS) for the geographic area;

(2) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead or HMIS Administrator;

(3) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;

(4) Ensure consistent participation of recipients and sub-recipients in the HMIS; and

(5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

Federal Register / Vol. 77, No. 147 / Tuesday, July 31, 2012 / Rules and Regulations Subpart B—Establishing and Operating a Continuum of Care § 578.7 Responsibilities of the Continuum of Care

Therefore, the parties to this Memorandum agree to the following:

The CHIN Governance Committee shall be responsible for representing the North Carolina's CoCs in their responsibilities for oversight of the state-wide HMIS system.

# Memorandum of Understanding between North Carolina's Continua of Care and the North Carolina Housing Coalition

## Membership in the CHIN Governance Committee

Membership of the CHIN Governance Committee shall comprise no more than 22 members, including:

- One Representative from each CoC to include Balance of State CoC (12)
- Representatives from Balance of State CoC (3)
- Representative from Interagency Council for Coordinating Homeless Programs (1)
- Representative from North Carolina Housing Coalition (1)
- Representative from North Carolina Coalition to End Homelessness (1)
- Up to 4 "at large" representatives (4)

## Qualifications

The qualifications of Governance Committee membership are:

- CoC participant
- HMIS user or knowledgeable about HMIS
- Familiarity with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, CoC Rule, Annual Homeless Assessment Report (AHAR), and other federal regulations that govern homeless programs
- Willingness to think about CHIN and HMIS from CoC, CHIN, and statewide perspectives
- Ability and means to communicate key information back to the CoC
- CoC representatives must be empowered to make decisions on behalf of the CoC
- Able to attend monthly/bi-monthly meetings

## Selection criteria and term lengths

Governance Committee members representing CoCs are chosen by their Continua of Care. CoC minutes should be submitted to the Governance Committee as proof of selection by their CoC. At-large seats are nominated and voted on by the Governance Committee members on an annual basis. NCHC, NCCEH and ICCHP representatives are designated by their respective agencies. The term lengths are one year, from July 1 through June 30.

## Governance Committee Responsibilities\*

- Determine the guiding principles and vision for CHIN HMIS project implementation, including scope of work for staff and strategic planning
- Make decisions on: planning, participation, coordination of resources, coordination of data integration, determination of long-term policies and procedures, and project budget priorities
- Review, advise, and approve project budget priorities
- Select HMIS Lead or HMIS Administrator Agency
- Review, revise, and approve all policies and plans
- Review, revise, and approve the cost structure
- Evaluate, propose, and approve modifications to project priorities
- Evaluate, propose, and approve modifications to scope of work
- Select minimum data requirements; define criteria, standards, and parameters for the release of aggregate data
- Ensure adequate privacy protection provisions in project implementation and administration
- Advise on and review HMIS trainings
- Select software
- Set and evaluate performance standards for HMIS Lead or HMIS Administrator Agency
- Elect Executive Committee, whose responsibilities include:
  - Meets every other month on the off-months for the full committee and as needed. Meets in person at least twice per year.
  - Creates agendas for the full Governance Committee meetings.

## Memorandum of Understanding between North Carolina's Continua of Care and the North Carolina Housing Coalition

- Makes recommendations on HMIS procedures, policies, and membership to the full Governance Committee.
- Considers appeals and propose responses to the Governance Committee.

\*[https://www.onecpd.info/resources/documents/HMISGrantAdmin\\_GovernanceModels\\_Handout.pdf](https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf)

### CoC Responsibilities\*

- Ensure active representation on the CHIN Governance Committee by chosen representative or alternate
- Support HMIS participation standards set by CHIN Governance Committee through funding considerations when deciding funding for CoC and ESG programs (e.g. scorecard)
- Ensure that the CoC's share of CHIN's cost is paid
- Secure, in partnership with other participating CoCs, adequate funding for the CHIN project
- Regularly review data quality and other reporting from CHIN
- Regularly review data quality and other reporting from CHIN with member agencies and end users to ensure that local agencies are maintaining both complete and accurate data in the system
- Regularly monitor HMIS Lead or HMIS Administrator Agency and participating agencies for compliance
- Ensure CoC's CHIN participating agencies are collecting all necessary data to produce required reporting and that agencies meet minimum data quality standards
- Ensure CoC CHIN participating agencies participation and investment in HMIS
- Ensure CoC CHIN participating agencies work with CHIN staff to ensure the accuracy of all data in the CHIN system, to include, but not limited to the data which populates both the of CoC NOFA and AHAR reporting

\*[https://www.onecpd.info/resources/documents/HMISGrantAdmin\\_GovernanceModels\\_Handout.pdf](https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf)

### HMIS Lead or HMIS Administrator Agency Responsibilities\*

- Respond to CHIN Governance Committee directives and concerns
- Oversee the day-to-day administration of the CHIN project
- Provide staffing for operation of HMIS
- Develop project budget for CHIN to be approved by both the Governance committee and the NCHC Board of Directors
- Secure and manage contracts with the software vendor; responsible for ongoing communications with software vendor
- Ensure system integrity and availability
- Provide effective training on software and related issues, and including ethics and client confidentiality
- Provide technical support to participating agencies and CoCs
- Regularly review data quality and provide reports to CoCs and CHIN Governance Committee
- Ensure HMIS software is capable of producing required reporting
- Ensure accurate reporting from the HMIS
- Provide support to CoC Leadership to enhance their participation in the CHIN project
- Ensure compliance and maintain and increase knowledge on all HUD requirements for HMIS standards, and ensure system compatibility with said standards with HUD requirements, including data standards

# Memorandum of Understanding between North Carolina's Continuum of Care and the North Carolina Housing Coalition

- Maintain knowledge about program components and data usage in order to guide end users on program design to ensure the most efficient accurate data is collected
- Staff the CHIN Governance Committee

\*[https://www.onecpd.info/resources/documents/HMISGrantAdmin\\_GovernanceModels\\_Handout.pdf](https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf)

## Termination

This Memorandum is effective from the date it is signed by NCHC and each Individual CoC until December 31, 2014. The termination of this Memorandum between NCHC and an individual CoC does not alter the validity or terms of this Memorandum between the remaining parties of this agreement.

## Definitions

For the purposes of this Memorandum of Understanding, the following definitions apply:

Balance of State Continuum of Care (BoS CoC) – was developed in recognition that many of North Carolina's rural areas did not have the capacity to submit local-only applications, and that by combining resources all of the communities had a better chance at receiving significant funding. NC Department of Health and Human Services is the Lead Agency and Collaborative Applicant for the BoS CoC and contracts with NCCEH to staff the CoC.

Carolina Homeless Information Management Network (CHIN) – The HMIS system designated by CoCs in NC to administer a statewide HMIS database

Carolina Homeless Information Network (CHIN) Governance Committee is the body responsible for providing guidance to the Homeless Management Information System (HMIS) Lead Agency on general administration as it relates to federal and state government guidelines and the preferences of the Continuum of Care of North Carolina.

Continuum of Care (CoC)- A "Continuum of Care" is an organization made up of homeless service providers and other community stakeholders which is responsible for planning and coordination of homeless services in a geographically defined area. The responsibilities of the Continuum of Care program, are set out in the CoC Program Interim Rule under the U.S. Department of Housing and Urban Development's HEARTH Act, and include but are not limited to selection and oversight over the HMIS system

The following comprise the NC Continuum of Care as designated by HUD as of the date of this Memorandum:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Asheville/Buncombe County</li><li>• Chapel Hill/Orange County</li><li>• Charlotte/Mecklenburg County</li><li>• Durham/Durham County</li><li>• Fayetteville/Cumberland County</li><li>• Gastonia/Cleveland/Gaston/Lincoln Counties</li></ul> | <ul style="list-style-type: none"><li>• Greensboro/High Point/Guilford County</li><li>• Northwest NC CoC</li><li>• Raleigh/Wake County</li><li>• Wilmington/Brunswick/New Hanover/Pender Counties</li><li>• Winston-Salem/Forsyth County</li><li>• North Carolina Balance of State</li></ul> |
|---|--|

Homeless Management Information System (HMIS)- a computerized data collection application that facilitates the collection of information on homeless individuals and families using residential or other homeless assistance service agencies, and stores that data in a centralized database for analysis.

## Memorandum of Understanding between North Carolina's Continuum of Care and the North Carolina Housing Coalition

Interagency Council for Coordinating Homeless Programs (ICCHP), its successors or assignees (ICCHP) – is a State committee which advises the governor and the secretary of the North Carolina Department of Health and Human Services on issues affecting people who are homeless or at risk of becoming homeless. Members of the Committee are appointed by the Governor of North Carolina. The committee is staffed by DHHS employees.

North Carolina Coalition to End Homelessness (NCCEH) – a North Carolina 501(c)(3) non-profit corporation, its successors or assignees. NCCEH is a statewide advocacy organization focused on ending homelessness in North Carolina's one-hundred counties. This agency provides training, support and advocacy on Federal, State, and local issues pertaining to homelessness.

North Carolina Housing Coalition (NCHC) – a North Carolina 501(c)(3) non-profit corporation, its successors or assignees. NCHC operates CHIN. Through this agreement NCHC is designated as the HMIS Lead or HMIS Administrator Agency for this project.



Memorandum of Understanding between North Carolina's Continuum of Care and the  
North Carolina Housing Coalition

IN WITNESS WHEREOF, the parties hereto have caused this Memorandum to be executed as of the  
date first referenced above.

Signature Page

For \_\_\_\_ NC-503 North Carolina Balance of State \_\_\_\_ Continuum of Care

Signature: Martha Are

Printed Name: MARTHA ARE

Title: Housing & Homeless Unit Manager

Address: MSC 2101, Raleigh, NC 27699-2101

Phone: 919-855-4994

North Carolina Housing Coalition: 

Title: Executive Director

Address: 118 N. St. Mary's St Raleigh NC 27605

Phone: 919-881-0707

Applicant Agency:

Reviewer's Name:

Project Name & Type:

# North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

## 2013 Scorecard for CoC Funds: Renewal Projects

This scorecard will be used by the Balance of State Project Review Committee to score applications for renewal projects.

This scorecard has five goals:

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

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

### CORRECTNESS OF APPLICATION: 15 Points

Minimum: 10 Points

Accuracy and Appropriateness of Responses	Possible Score	Project Score
Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
Are the standard performance measures completed? Are the goals appropriate for the project? If the applicant chose to complete additional performance measures, are they appropriate for the project? Are the descriptions complete? <i>[Proj. App: 6A &amp; 6B]</i>	4	
Is the overall application complete, accurate, and error-free?	2	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

<b>HUD PRIORITIES: 71 Points</b>		
<b>Minimum: 42 Points</b>		
<b>Targeting People with Disabilities</b>		
What percentage of the <b>adults</b> served by the project are expected to be people with disabilities? <i>[Proj. App: 5A]</i>	<b>Possible Score</b>	<b>Project Score</b>
Less than 100%	0	
100%	8	
<b>Targeting Veterans</b>		
What percentage of the <b>adults</b> served by the project are expected to be veterans? <i>[Proj. App: 5B]</i>	<b>Possible Score</b>	<b>Project Score</b>
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
<b>Targeting People Who Are Chronically Homeless</b>		
What percentage of the people ( <b>adults and children</b> ) served by the project are expected to be chronically homeless? <i>[Proj. App: 5B]</i>	<b>Possible Score</b>	<b>Project Score</b>
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
<b>Permanent Housing</b>		
Is this a permanent supportive housing (PSH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5; 7I]</i>	<b>Possible Score</b>	<b>Project Score</b>
Yes	10	
No	0	
<b>Best Practice Models</b>		
Is this a transitional housing (TH) project that operates a transition-in-place model? <i>[Proj. App: 3A, 3B]</i>	<b>Possible Score</b>	<b>Project Score</b>
Yes	5	
No	0	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

<p>If this project is a Permanent Supportive Housing project, does it include the following key elements of Permanent Supportive Housing?</p>	<p><b>Possible Score</b></p>	<p><b>Project Score</b></p>
<ul style="list-style-type: none"> <li>• Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability.</li> <li>• Participation in services is voluntary and tenants cannot be evicted for rejecting services.</li> <li>• House rules, if any, are similar to those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community.</li> <li>• Housing is not time-limited, and the lease is renewable at tenants' and owners' option.</li> <li>• Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences.</li> <li>• As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.</li> </ul>	<p>Threshold (yes, no)</p>	
<p><b>Energy Star</b></p>	<p><b>Possible Score</b></p>	<p><b>Project Score</b></p>
<p>Does the project use Energy Star appliances? <i>[Proj. App: 3A, question 6]</i></p>	<p>1</p>	
<p><b>Housing Over Services</b></p>		
<p>Total \$ request for housing activities (acquisition, rehab, construction, leasing, rental assistance): <i>[Proj. App.: 7I]</i></p>		
<p>Total \$ assistance request (<b>not</b> including match): <i>[Proj. App.: 7I, line 11]</i></p>		
<p>Percentage of total budget devoted to housing activities (housing activities request/total request x 100):</p>	<p><b>Possible Score</b></p>	<p><b>Project Score</b></p>
<p>Less than 35%</p>	<p>0</p>	
<p>Between 35% and 54.9%</p>	<p>5</p>	
<p>Between 55% and 74.9%</p>	<p>10</p>	
<p>Between 75% and 84.9%</p>	<p>15</p>	
<p>Between 85% and 100%</p>	<p>20</p>	
<p>Projects requesting supportive services funding must submit a justification statement that explains why the project is asking for CoC services funding. The statement should include what other funding sources the project utilizes or has worked to secure. The statement should also include a plan for when the project will reduce its use of CoC funds for services.</p>	<p>Threshold (yes, no, n/a)</p>	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

## **STAFF SECTION ONLY**

Because Project Review Committee members from the community do not have access to documents needed to score the criteria below, the following sections will be scored only by staff of NCCEH.

### **CORRECTNESS OF APPLICATION: Loss of 25 Points**

**Minimum: Must not lose more than 10 points**

<b>Application Budget</b>	<b>Possible Score</b>	<b>Project Score</b>
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
<b>Meeting of Deadlines</b>	<b>Possible Score</b>	<b>Project Score</b>
If the on-line application via esnaps was NOT completed correctly and in a timely manner, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published. Late applications may be held until the following year.)	-10	
If required accompanying documents are NOT turned in on time, subtract up to 10 points.	-10	

### **MATCH & LEVERAGE : 8 Points**

**Minimum: Threshold**

<b>Documentation of Match</b>	<b>Possible Score</b>	<b>Project Score</b>
Do match letters sufficiently document the required match for the project type?	Threshold (yes, no)	
<b>Leverage</b>		
Total leverage: <i>[Proj. App: 7J]</i>		
Total \$ request from HUD: <i>[Proj. App: 7I]</i>		
<b>Ratio of leverage to request (leverage/request):</b>	<b>Possible Score</b>	<b>Project Score</b>
Ratio at least 1.5:1	Threshold	
Ratio 1.5 to 1.99:1	4	
Ratio 2:1 or more	8	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

<b>ANNUAL PERFORMANCE REPORT DATA: 85 or Loss of 20 Points</b>		
<b>Minimum: 50 Points</b>		
<b>Project Performance</b>		
What is the program's unit utilization rate?	<b>Possible Score</b>	<b>Project Score</b>
95% or higher	5	
80-94%	0	
0-79%	-5	
Did 100% of program participants enter the program from an eligible homeless situation?	<b>Possible Score</b>	<b>Project Score</b>
Yes	5	
No	0	
<b>Transitional Housing Programs:</b> what percentage of program participants exited to a permanent housing destination? (points are awarded for meeting each goal)	<b>Possible Score</b>	<b>Project Score</b>
Performance met HUD Goal: At least 65%	5	
Performance met BoS Goal: At least 82%	10	
<b>Permanent Supportive Housing Programs:</b> what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points is automatically awarded)	<b>Possible Score</b>	<b>Project Score</b>
80% or higher	10	
What percentage of program participants exited to a known destination?	<b>Possible Score</b>	<b>Project Score</b>
95% or higher	5	
80-94%	0	
0-79%	-5	
What percentage of program participants were employed at program exit? (points are awarded for meeting each goal)	<b>Possible Score</b>	<b>Project Score</b>
Performance met HUD Goal: At least 20%	5	
Performance met BoS Goal: At least 28%	10	
What percentage of program participants were receiving mainstream benefits at program exit? (points are awarded for meeting each goal)	<b>Possible Score</b>	<b>Project Score</b>
Performance met HUD Goal: At least 20%	5	
Performance met BoS Goal: At least 75%	10	
<b>Permanent Supportive Housing programs:</b> what percentage of program participants remained in the program for 6 months or longer? (points are awarded for meeting each goal)	<b>Possible Score</b>	<b>Project Score</b>
Performance met HUD Goal: At least 80%	5	
Performance met BoS Goal: At least 87%	10	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

<b>HMIS Participation</b> <b>(Per federal law - does not apply to domestic violence programs.)</b>		
HMIS Data Completeness: <i>[CHIN report]</i>	<b>Possible Score</b>	<b>Project Score</b>
81-100%	5	
80%	0	
below 80%	-10	
If the agency has additional beds (not a part of this project application), are those beds also being entered into the system? <i>[CHIN report; HIC]</i>	<b>Possible Score</b>	<b>Project Score</b>
Yes	5	
No	0	
Does the agency commit to enter 100% of the beds into the system (with client consent)? <i>[Will be yes unless data quality is significantly problematic]</i>	Threshold (yes, no)	
Does the APR that has been submitted to HUD match the APR as pulled from CHIN?	5	
<b>HUD Monitoring Findings</b>		
Are there any HUD monitoring findings currently associated with any of the agency's projects? If so, findings must be resolved or explained to the satisfaction of the Review Committee for the application to meet threshold. <i>[Interview with agency]</i>	Yes/No	
<b>Previous Project Spending Rates</b>		
Has this grantee requested extensions or not spent all of their funding for this project? If yes, the applicant must submit an explanation of spending and a plan for improving spending and show a good faith effort to maximize use of current funds. <i>[Interview with agency]</i>	Threshold (yes, no)	
<b>AGENCY'S RELATIONSHIP TO COMMUNITY: 5 or Loss of 8 Points</b>		
<b>Minimum: Must not lose more than 3 points</b>		
<b>Participation in Regional Committee Activities</b>		
Does the agency submitting the project application actively participate in local Regional Committee activities? <i>[Conversation with RC lead; RC minutes]</i>	<b>Possible Score</b>	<b>Project Score</b>
Actively participate in Regional Committee meetings (75% of meetings in past 6 months)	Threshold	
Presented application to Regional Committee to be reviewed	Threshold	
Participated in regional ESG application process	Threshold	
The agency has existing project and does not present a project update to RC on a quarterly basis	-2	
Agency does not have open community referral process for existing project	-2	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

<b>Participation in Balance of State Activities</b>		
	<b>Possible Score</b>	<b>Project Score</b>
Does the agency actively participate in the following BoS activities?		
Participate in BoS Steering Committee	1	
Participate in subcommittee meetings (Permanent Supportive Housing, Rapid Re-Housing, Data Quality)	2	
Participated in at least ½ of one subcommittee's meetings	Threshold	
Did not submit Point-in-Time and Housing Inventory data by deadline	-2	
Does not submit reports for existing projects in a timely manner	-2	
<b>Participation in Other Community Coordination Activities</b>		
	<b>Possible Score</b>	<b>Project Score</b>
Are there other housing/homeless related coalitions or partnerships within the region in which the agency participates? <i>[Interview with agency]</i>		
Consolidated Plan	1	
Other	1	
<b>REGIONAL PERFORMANCE: 14 or Loss of 2 Points</b>		
<b>Minimum: Threshold</b>		
<b>Regional Committee Participation in BoS Activities</b>		
	<b>Possible Score</b>	<b>Project Score</b>
Does the agency's Regional Committee regularly submit minutes from their meetings?	2	
What percentage of 2013 Steering Committee meetings has the Regional Committee Lead or official alternate participated in?	<b>Possible Score</b>	<b>Project Score</b>
75% (9 of 12)	Threshold	
75-99% (10-11 of 12)	2	
100% (12 of 12)	4	
Percentage of regions' beds covered and reported in HMIS: <i>[HIC]</i>	<b>Possible Score</b>	<b>Project Score</b>
0- 49%	-2	
50-75%	0	
75-100%	8	

<b>PROJECT QUALITY THRESHOLD</b>		
Minimum Threshold Requirement	Renewal projects must receive a minimum score in each section above. If the minimum is not met, further review will be triggered. After further review, the project may be ineligible for inclusion in final BoS CoC application.	<b>Maximum Score Possible: 198</b>  <b>Project Score:</b>



# Balance of State CoC Application Information

## Current CoC Application

The 2013 Continuum of Care application cycle is now open. HUD released the CoC NOFA on November 22, 2013.

The charts below contain resources for Balance of State project applicants. Please contact [NCCEH staff](#) with any questions.

## 2013 Application Materials

Document	View
<p><b>2013 Project Applicant Instructions</b></p> <p>This document outlines all application materials that must be submitted to NCCEH and the deadlines for submission.</p>	<a href="#">pdf</a>
<p><b>Determination of Certification with State Consolidated Plan</b></p> <p>ALL applicants must complete this form. It is submitted to the State to determine whether projects are consistent with the goals of the State Consolidated Plan.</p> <p>Public Housing Authorities should fill out the "Form for PHAs." All other agencies should fill out the "Form for non-PHAs."</p>	<a href="#">Form for PHAs</a>  <a href="#">Form for non-PHAs</a>
<p><b>Certification of Consistency with Local Consolidated Plan</b></p> <p>Only agencies in a jurisdiction with a local consolidated plan need to complete this form.</p>	<a href="#">HUD-2991 online form</a>
<p><b>2013 Grant Inventory Worksheet (GIW)</b></p> <p>The GIW lists all projects eligible for renewal in the 2013 application. Agencies may only renew for the budget amounts and/or unit configurations listed in the GIW.</p>	<a href="#">GIW</a>
<p><b>2013 Scorecard</b></p> <p>Each year, the Scorecard Committee creates a scorecard that the Project Review Committee uses to score project applications. <i>(updated 12.9.13 with references on where to find answers in the project application)</i></p>	<a href="#">Renewal Scorecard</a>

Applicant Agency:

Reviewer's Name:

Project Name & Type:

**North Carolina**  
**Balance of State Continuum of Care**  


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 bos@ncceh.org      919.755.4393      www.ncceh.org/BoS

**2013 Scorecard for CoC Funds: Renewal Projects**

This scorecard will be used by the Balance of State Project Review Committee to score applications for renewal projects.

This scorecard has five goals:

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

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

<b>CORRECTNESS OF APPLICATION: 15 Points</b> Minimum: 10 Points		
Accuracy and Appropriateness of Responses	Possible Score	Project Score
Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
Are the standard performance measures completed? Are the goals appropriate for the project? If the applicant chose to complete additional performance measures, are they appropriate for the project? Are the descriptions complete? <i>[Proj. App: 6A &amp; 6B]</i>	4	
Is the overall application complete, accurate, and error-free?	2	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

HUD PRIORITIES: 71 Points		
Minimum: 42 Points		
<b>Targeting People with Disabilities</b>		
What percentage of the adults served by the project are expected to be people with disabilities? <i>[Proj. App: 5A]</i>	Possible Score	Project Score
Less than 100%	0	
100%	8	
<b>Targeting Veterans</b>		
What percentage of the adults served by the project are expected to be veterans? <i>[Proj. App: 5B]</i>	Possible Score	Project Score
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
<b>Targeting People Who Are Chronically Homeless</b>		
What percentage of the people (adults and children) served by the project are expected to be chronically homeless? <i>[Proj. App: 5B]</i>	Possible Score	Project Score
Less than 25%	0	
Between 25% and 49%	4	
Between 50% and 74%	8	
Between 75% and 99%	12	
100%	16	
<b>Permanent Housing</b>		
Is this a permanent supportive housing (PSH) project that is requesting any funds for housing? <i>[Proj. App: 3A, question 5; 7J]</i>	Possible Score	Project Score
Yes	10	
No	0	
<b>Best Practice Models</b>		
Is this a transitional housing (TH) project that operates a transition-in-place model? <i>[Proj. App: 3A, question 5; 3B, question 1]</i>	Possible Score	Project Score
Yes	5	
No	0	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

If this project is a Permanent Supportive Housing project, does it include the following key elements of Permanent Supportive Housing? [Proj. App: 3B]	Possible Score	Project Score
<ul style="list-style-type: none"> <li>Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability.</li> <li>Participation in services is voluntary and tenants cannot be evicted for rejecting services.</li> <li>House rules, if any, are similar to those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community.</li> <li>Housing is not time-limited, and the lease is renewable at tenants' and owners' option.</li> <li>Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences.</li> <li>As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes.</li> </ul>	Threshold (yes, no)	
<b>Energy Star</b>		
Does the project use Energy Star appliances? [Proj. App: 3A, question 6]	1	
<b>Housing Over Services</b>		
Total \$ request for housing activities (leased units, leased structures, rental assistance): [Proj. App.: 7J]		
Total \$ assistance request (not including match): [Proj. App.: 7J, line 9]		
Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):	Possible Score	Project Score
Less than 35%	0	
Between 35% and 54.9%	5	
Between 55% and 74.9%	10	
Between 75% and 84.9%	15	
Between 85% and 100%	20	
Projects requesting supportive services funding must submit a justification statement that explains why the project is asking for CoC services funding. The statement should include what other funding sources the project utilizes or has worked to secure. The statement should also include a plan for when the project will reduce its use of CoC funds for services.	Threshold (yes, no, n/a)	

Applicant Agency: \_\_\_\_\_ Reviewer's Name: \_\_\_\_\_  
 Project Name & Type: \_\_\_\_\_

**STAFF SECTION ONLY**

Because Project Review Committee members from the community do not have access to documents needed to score the criteria below, the following sections will be scored only by staff of NCCEH.

**CORRECTNESS OF APPLICATION: Loss of 25 Points**  
 Minimum: Must not lose more than 10 points

Application Budget	Possible Score	Project Score
If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
Meeting of Deadlines	Possible Score	Project Score
If the on-line application via esnaps was NOT completed correctly and in a timely manner, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published. Late applications may be held until the following year.)	-10	
If required accompanying documents are NOT turned in on time, subtract up to 10 points.	-10	

**MATCH & LEVERAGE : 8 Points**  
 Minimum: Threshold

Documentation of Match	Possible Score	Project Score
Do match letters sufficiently document the required match for the project type?	Threshold (yes, no)	
Leverage		
Total leverage: [Proj. App: 7I]		
Total \$ request from HUD: [Proj. App: 7J, line 9]		
Ratio of leverage to request (leverage/request):	Possible Score	Project Score
Ratio at least 1.5:1	Threshold	
Ratio 1.5 to 1.99:1	4	
Ratio 2:1 or more	8	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

ANNUAL PERFORMANCE REPORT DATA: 85 or Loss of 20 Points		
Minimum: 50 Points		
Project Performance		
What is the program's unit utilization rate?	Possible Score	Project Score
95% or higher	5	
80-94%	0	
0-79%	-5	
Did 100% of program participants enter the program from an eligible homeless situation?	Possible Score	Project Score
Yes	5	
No	0	
Transitional Housing Programs: what percentage of program participants exited to a permanent housing destination? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 65%	5	
Performance met BoS Goal: At least 82%	10	
Permanent Supportive Housing Programs: what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points is automatically awarded)	Possible Score	Project Score
80% or higher	10	
What percentage of program participants exited to a known destination?	Possible Score	Project Score
95% or higher	5	
80-94%	0	
0-79%	-5	
What percentage of program participants were employed at program exit? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 20%	5	
Performance met BoS Goal: At least 28%	10	
What percentage of program participants were receiving mainstream benefits at program exit? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 20%	5	
Performance met BoS Goal: At least 75%	10	
Permanent Supportive Housing programs: what percentage of program participants remained in the program for 6 months or longer? (points are awarded for meeting each goal)	Possible Score	Project Score
Performance met HUD Goal: At least 80%	5	
Performance met BoS Goal: At least 87%	10	

Applicant Agency:

Reviewer's Name:

Project Name & Type:

HMIS Participation (Per federal law - does not apply to domestic violence programs.)		
HMIS Data Completeness: [CHIN report]	Possible Score	Project Score
81-100%	5	
80%	0	
below 80%	-10	
If the agency has additional beds (not a part of this project application), are those beds also being entered into the system? [CHIN report; HIC]	Possible Score	Project Score
Yes	5	
No	0	
Does the agency commit to enter 100% of the beds into the system (with client consent)? [Will be yes unless data quality is significantly problematic]	Threshold (yes, no)	
Does the APR that has been submitted to HUD match the APR as pulled from CHIN?	5	
HUD Monitoring Findings		
Are there any HUD monitoring findings currently associated with any of the agency's projects? If so, findings must be resolved or explained to the satisfaction of the Review Committee for the application to meet threshold. [Interview with agency]	Yes/No	
Previous Project Spending Rates		
Has this grantee requested extensions or not spent all of their funding for this project? If yes, the applicant must submit an explanation of spending and a plan for improving spending and show a good faith effort to maximize use of current funds. [Interview with agency]	Threshold (yes, no)	
AGENCY'S RELATIONSHIP TO COMMUNITY: 5 or Loss of 8 Points Minimum: Must not lose more than 3 points		
Participation in Regional Committee Activities		
Does the agency submitting the project application actively participate in local Regional Committee activities? [Conversation with RC lead; RC minutes]	Possible Score	Project Score
Actively participate in Regional Committee meetings (75% of meetings in past 6 months)	Threshold	
Presented application to Regional Committee to be reviewed	Threshold	
Participated in regional ESG application process	Threshold	
The agency has existing project and does not present a project update to RC on a quarterly basis	-2	
Agency does not have open community referral process for existing project	-2	

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Inbox (9) - n... Daily List - ... 2013 BoS Pr... Balance of S... http:....pdf x December 2... 22 North Carol... BoS App 20... 2013 Project... 2014 BoS PL... 2013 BoS E

www.ncceh.org/media/files/page/ec914342/2013\_Renewal\_Scorecard-11.8.13.pdf

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7 / 7 69.1%

Tools Sign Comment

Applicant Agency:

Reviewer's Name:

Project Name & Type:

Participation in Balance of State Activities		
	Possible Score	Project Score
Does the agency actively participate in the following BoS activities?		
Participate in BoS Steering Committee	1	
Participate in subcommittee meetings (Permanent Supportive Housing, Rapid Re-Housing, Data Quality)	2	
Participated in at least 1/2 of one subcommittee's meetings	Threshold	
Did not submit Point-in-Time and Housing Inventory data by deadline	-2	
Does not submit reports for existing projects in a timely manner	-2	
Participation in Other Community Coordination Activities		
Are there other housing/homeless related coalitions or partnerships within the region in which the agency participates? <i>[Interview with agency]</i>	Possible Score	Project Score
Consolidated Plan	1	
Other	1	
REGIONAL PERFORMANCE: 14 or Loss of 2 Points		
Minimum: Threshold		
Regional Committee Participation in BoS Activities		
	Possible Score	Project Score
Does the agency's Regional Committee regularly submit minutes from their meetings?	2	
What percentage of 2013 Steering Committee meetings has the Regional Committee Lead or official alternate participated in?	Possible Score	Project Score
75% (9 of 12)	Threshold	
75-99% (10-11 of 12)	2	
100% (12 of 12)	4	
Percentage of regions' beds covered and reported in HMIS: <i>[HIC]</i>	Possible Score	Project Score
0- 49%	-2	
50-75%	0	
75-100%	8	

PROJECT QUALITY THRESHOLD		
Minimum Threshold Requirement	Renewal projects must receive a minimum score in each section above. If the minimum is not met, further review will be triggered. After further review, the project may be ineligible for inclusion in final BoS CoC application.	Maximum Score Possible: 198  Project Score:



From: NC Balance of State CoC <[bos@ncceh.org](mailto:bos@ncceh.org)>

Date: Thu, Jan 16, 2014 at 2:50 PM

Subject: Written Notice - 2013 CoC Funding, NC Balance of State

To:

Hello,

This message provides official notice of the funding decisions for the North Carolina Balance of State 2013 Continuum of Care Program Competition.

The attached document *NC Balance of State\_2013 CoC Project Ranking.pdf* lists the project applications that will be included in the Balance of State CoC application submission and the approved ranking for those project applications. The BoS Project Review Committee crafted and proposed these funding recommendations. The BoS Steering Committee approved this list of ranked and tiered projects on January 16, 2014 in its role as the decision-making body of NC BoS CoC. NCCEH will use this ranking in the Project Priority Listings when submitting the CoC Consolidated Application. Via a separate email, NCCEH will communicate with the agencies submitting project applications recommended for funding cuts with further explanation and options.

As always we welcome questions and discussion - please contact NCCEH for further conversation.

Thank you for your participation in the 2013 CoC competition and for your work to end homelessness across North Carolina.

Best regards,

Denise Neunaber, Executive Director  
Corey Root, Project Specialist and BoS Coordinator  
Tia Sanders-Rice, Data Analyst  
Emily Carmody, Project Specialist and SOAR Coordinator  
Nancy Holochwost, Operations Manager

North Carolina Coalition to End Homelessness  
(919) 755-4393

[www.ncceh.org/bos](http://www.ncceh.org/bos)

[bos@ncceh.org](mailto:bos@ncceh.org)

NCCEH is contracted by the NC DHHS to staff the NC Balance of State Continuum of Care



Rank	Agency	Project Name	Project Description	Project Status
1	...	...	...	...
2	...	...	...	...
3	...	...	...	...
4	...	...	...	...
5	...	...	...	...

 NC Balance of Sta...



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# North Carolina Coalition to End Homelessness

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## Practice

- Continua of Care
- Balance of State CoC
- CHIN
- NC SOAR Initiative
- Point-in-Time Count Resources

## Balance of State CoC Agendas and Minutes

### Meeting Minutes, Conference Call Notes and Related Documents

Date	Documents	Topics
1.16.14	<ul style="list-style-type: none"> <li><a href="#">Steering Committee Agenda</a></li> <li><a href="#">Presentation</a></li> <li><a href="#">CHIN MOU</a></li> <li><a href="#">Proposed RRH Policy</a></li> <li><a href="#">Project Application Scores &amp; Ranking</a></li> </ul>	CHIN MOU, CoC Collaborative Application input, CoC project application approval and ranking
1.7.14	<ul style="list-style-type: none"> <li><a href="#">Steering Committee Agenda</a></li> <li><a href="#">Presentation</a></li> <li><a href="#">Proposed CH Prioritization Policy</a></li> </ul>	CoC application scoring, Collaborative Application input, Point-in-Time Count update, AHAR wrap-up, Regional Leads and Alternates, subcommittees

## 4: CoC Funding, Ranking

Tier	Rank	Score	Agency	Grant	Project Type
1	1	N/A	NC Housing Coalition	Carolina Homeless Information Network (CHIN)	HMIS
1	2	135.25	Cardinal-PBH	PBH 2007 Renewal (12 units)	PH
1	3	127	Smoky Mtn Ctr - Southern	Shelter Plus Care Southern Region	PH
1	4	123.25	Partners BHM - Northern	SHP Leasing 2013	PH
1	5	121.75	Christians United Outreach Center	CUOC SHP Renewal	TH
1	6	115	SHAHC	PH Renewal 2013 [consolidated]	PH
1	7	115	Smoky Mtn Ctr - Central	SPC Central HELP for Chronically Homeless	PH
1	8	114	Partners BHM - Central	Partners-Central MHP Renewal	PH
1	9	113	Greenville HA	Cornerstone	PH



## 4: CoC Funding, Ranking

Tier	Rank	Score	Agency	Grant	Project Type
1	10	112.75	United Community Ministries	UCM Permanent Housing Renewal	PH
1	11	112.25	SCAP	Project Homeward Bound Shelter Plus Care	PH
1	12	112	ECBH	PSH #1	PH
1	13	108.5	Rockingham Help for Homeless	TH Grant 2013 Renewal	TH
1	14	108.25	New Reidsville HA	S+C (17 units) [consolidated grant]	PH
1	15	106.5	Greenville Community Shelter	Solid Ground	PH
1	16	105.75	Community Link	PRC PSH 2013	PH
1	17	104.25	Cardinal-PBH	PBH-2012 Renewal (22 units)	PH
1	18	103.5	Cardinal-Five County	Kerr-Tar PH 4 (11 units)	PH



## 4: CoC Funding, Ranking

Tier	Rank	Score	Agency	Grant	Project Type
1	19	103	Smoky Mtn Ctr - Central	Shelter Plus Care Central HELP Initiative	PH
1	20	99	Eastpointe	Shelter Plus Care Renewal	PH
1	21	96.25	New Reidsville HA	2013 Renewal TNRHA - NC0258L4F031201	PH
1	22	92.75	Rockingham Help for Homeless	PH Grant 2013 Renewal	PH
1	23	91.75	Cardinal-Five County	SPC Chronic (14 units)	PH
1	24	89.75	Community Link	PRC TH Renewal 2013	TH
1	25	87.5	United Community Ministries	UCM TH Bassett Center Renewal	TH
1	26	87.25	RTSA	Alamance Women's Permanent Housing	PH
1	27	83.5	Burlington Development Corp.	HOPE PH	PH

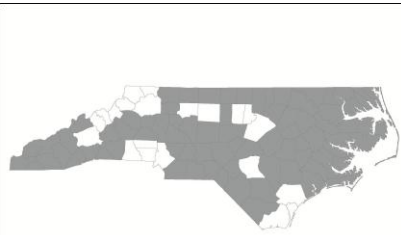


## 4: CoC Funding, Ranking

Tier	Rank	Score	Agency	Grant	Project Type
1	28	79.5	Cardinal-Five County	Kerr-Tar PH (45 units)	PH
1	29	76	Homeward Bound	Pathways to Permanent Housing 2	PH
1	30	71	Homeward Bound	Pathways to Permanent Housing	PH
1	31	67.25	Burlington Development Corp.	STEPS	TH
1	32	55.75	Cardinal-Alamance Caswell	S+C Renewal 2 (4 units)	PH
1	33	55.5	Cardinal-Alamance Caswell	S+C Renewal 1 (25 units)	PH
1	34	41	SCAP	Project Homeward Bound Transitional Housing	TH

- **Action Needed:** Approve final list of projects with tiering and ranking





# North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

## Chronically Homeless Prioritization for Permanent Supportive Housing

Agencies within the North Carolina Balance of State CoC agree to prioritize clients who are chronically homeless for the Permanent Supportive Housing beds not already dedicated to chronically homeless within our CoC that become available through turnover, such that:

- Agencies will hold turnover beds open for a period of 15 days while searching for clients who are chronically homeless
- Search methods can include consulting existing waiting lists and coordinated assessment information, polling community partners and/or any other methods currently in practice
- Agencies will make efforts to help clients who are chronically homeless address program requirement barriers that might otherwise exclude them from qualifying
- If an individual or family who is chronically homeless cannot be found within the 15-day time period, the turnover bed will be filled by the normal agency process
- Agencies are encouraged to use the sample form below for documentation

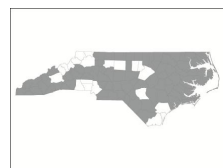
### Documentation Form

Unit number/CHIN number/Other Identifying Info		
Date Bed Became Available		
Search Timeframe (Above Date + 15 Days)		
Number of Chronically Homeless in Most Recent Point in Time Count (Counties Covered by Grant)	INDIVIDUALS	FAMILIES
Method(s) of Search for Chronically Homeless		
Result		
Bed Filled by Chronically Homeless?	YES	NO
Date Bed Filled		

**PSH projects that commit to prioritizing PSH units specifically for the chronically homeless as PSH units are vacated by existing participants**

**Chronically homeless grants**

<b>Agency</b>	<b>Project Name</b>	<b>% units available through turnover prioritize for CH in 2014</b>	<b>% units available through turnover prioritize for CH in 2015?</b>
Burlington Development Corporation	HOPE	100	100
Coastal Care	Shelter Plus Housing	100	100
Community Link, Programs of Travelers Aid	PRCoC Permanent Supportive Casework & Housing FY 11	100	100
East Carolina Behavioral Health	East Carolina Behavioral Health PSH #1	85	85
East Carolina Behavioral Health	ECBH S+C #4	85	85
Eastpointe Human Services	Eastpointe Shelter Plus Care Renewal	100	100
Eastpointe Human Services	Eastpointe Shelter Plus Care New	100	100
Eastpointe Human Services	Shelter Plus Care III	100	100
Eastpointe Human Services	Beacon Center Shelter Plus Care New	100	100
Graham Housing Authority	2012-2013 Shelter Plus Care Renewal NC0041C4F031104	85	85
Homeward Bound of Asheville, Inc.	Pathways to Permanent Housing Henderson County	85	85

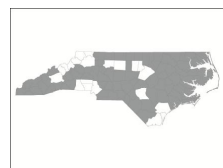




**PSH projects that commit to prioritizing PSH units specifically for the chronically homeless as PSH units are vacated by existing participants, continued**

**Chronically homeless grants**

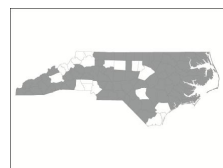
<b>Agency</b>	<b>Project Name</b>	<b>% units available through turnover prioritize for CH in 2014</b>	<b>% units available through turnover prioritize for CH in 2015?</b>
Homeward Bound of Asheville, Inc.	Pathways to Permanent Housing Henderson County 2	85	85
Housing Authority of the City of Greenville	Cornerstone	85	85
Housing Authority of the City of Greenville	Seeds of Change	85	85
Housing Authority of the City of Greenville	Project Hope	85	85
Partners Behavioral Health Management - Central Region	Partners -Central MHP Renewal	85	85
Partners Behavioral Health Management - Central Region	Safe at Home	85	85
Partners Behavioral Health Management-Northern	SHP Leasing 2013	85	85
Partners Behavioral Health Management-Northern	Shelter Plus Care Crossroads 2009	85	85



**PSH projects that commit to prioritizing PSH units specifically for the chronically homeless as PSH units are vacated by existing participants, continued**

**Chronically homeless grants**

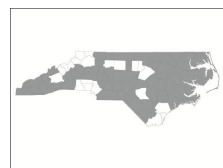
<b>Agency</b>	<b>Project Name</b>	<b>% units available through turnover prioritize for CH in 2014</b>	<b>% units available through turnover prioritize for CH in 2015?</b>
PBH--Alamance-Caswell Community Operations Center	Shelter Plus Care Renewal NC0031C4F031104 Grant #1 Combined	85	85
PBH--Alamance-Caswell Community Operations Center	2013-2014 Shelter Plus Care Renewal NC19C703002	85	85
Piedmont Behavioral Health - Five County	Kerr- Tar PH Renewal 2012	85	85
Piedmont Behavioral Health - Five County	Kerr- Tar PH 4 Renewal 2012	85	85
Piedmont Behavioral Health - Five County	SPC Chronic Renewal 2012	100	100
Piedmont Behavioral Health - Five County	Kerr-Tar Permanent Housing Project #2	85	85
Piedmont Behavioral Health - Five County	Kerr-Tar New SPC Project 2010	85	85
Piedmont Behavioral Health - Five County	FCMHA SPC New 2011	85	85
Piedmont Behavioral Healthcare (PBH)	PBH-2012 Renewal PSH	85	85



**PSH projects that commit to prioritizing PSH units specifically for the chronically homeless as PSH units are vacated by existing participants, continued**

**Chronically homeless grants**

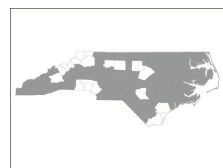
<b>Agency</b>	<b>Project Name</b>	<b>% units available through turnover prioritize for CH in 2014</b>	<b>% units available through turnover prioritize for CH in 2015?</b>
Piedmont Behavioral Healthcare (PBH)	PBH 2007 PH Renewal FY2012	85	85
Piedmont Behavioral Healthcare (PBH)	PBH 2009 Shelter Plus Care Program	85	85
Piedmont Behavioral Healthcare (PBH)	PBH 2010 Shelter Plus Care Program	85	85
Piedmont Behavioral Healthcare (PBH)	PBH 2011 Shelter Plus Care Program	85	85
Residential Treatment Services of Alamance, Inc.	Alamance Women's Permanent Housing Program 2009	85	85
Rockingham County Help For Homeless, Inc.	SHP-PH 2010 Grant	85	85
Sandhills Community Action Program, Inc.	Shelter Plus Care Renewal 2013	100	100
Sanford Hosuing Authority S+C 2012	SHA S+C Renewal 2012	85	85



**PSH projects that commit to prioritizing PSH units specifically for the chronically homeless as PSH units are vacated by existing participants, continued**

**Chronically homeless grants**

<b>Agency</b>	<b>Project Name</b>	<b>% units available through turnover prioritize for CH in 2014</b>	<b>% units available through turnover prioritize for CH in 2015?</b>
Smoky Mountain Center LME	Shelter Plus Care	100	100
Smoky Mountain Center LME (Central Region)	S+C HELP for Chronically Homeless Initiative	100	100
Smoky Mountain Center LME (Central Region)	HELP - Caldwell Initiative	100	100
Surry Homeless and Affordable Housing Coalition	SHAHC PH Renewal Grant 2 2012 (consolidated with 1)	100	100
The Greenville Community Shelters, Inc.	Solid Ground	85	85
The Greenville Community Shelters, Inc.	SHP-PH Project Stable Solutions	85	85
The New Reidsville Housing Authority	2012 - Reidsville Housing "3023" Renewal	85	85
The New Reidsville Housing Authority	2012 - Reidsville Housing "31102" Renewal	85	85
United Community Ministries	UCM Permanent Housing Renewal 2012	100	100



## Before Starting the Project Listings for the CoC Priority Listing

Collaborative Applicants must rank or reject all Project Applications –new projects created through reallocation, renewal projects, CoC planning projects, and UFA Costs projects - submitted through e-snaps from project applicants prior to submitting the CoC Project Listings.

Additional training resources are available online on the CoC Training page of the OneCPD Resource Exchange at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/> .

### Things to Remember

- There are four separate forms in e-snaps that make up the Priority Listings, which lists the new projects created through reallocation, renewal, CoC planning, and UFA Costs project applications that the Collaborative Applicant intends to submit on behalf of the CoC. The Priority Listing ranks the projects in order of priority and identifies any project applications rejected by the CoC. All renewal and new projects created through reallocation, CoC planning, and UFA Costs project applications must be accepted and ranked or rejected by the Collaborative Applicant. Ranking numbers must be unique for each project application submitted.
- Collaborative Applicants are strongly encouraged to list all project applications on the FY2013 CoC Ranking Tool located on the OneCPD Resource Exchange to ensure a ranking number is used only once. The FY 2013 CoC Ranking Tool will assist the Collaborative Applicant during the ranking process among the four Project Listings.
- Any project applications rejected by the Collaborative Applicant must select the reason for rejection.
- Collaborative Applicants are required to notify all project applicants no later than 15 days before the application deadline regarding whether their project applications would be included as part of the CoC Consolidated Application submission.
- If the Collaborative Applicant needs to amend a project for any reason after ranking has been completed, the ranking of other projects will not be affected; however, the Collaborative Applicant must be sure to rank the amended project once it is returned to the Project Listing and verify that the rank number assigned has not been assigned to another project on a different Project Listing.
- Only 1 CoC Planning project can be ranked on the CoC Planning Project Listing.
- Only 1 UFA cost project can be ranked on the UFA Cost Project Listing.

**The Collaborative Applicant MUST submit both this CoC Project Listing AND the CoC Application by the HUD submission deadline in order for the CoC Consolidated Application submission to be considered complete**

## 1A. Continuum of Care (CoC) Identification

### Instructions:

The fields on this screen are read only and reference the information entered during the CoC Registration process. Updates cannot be made at this time. If the information on this screen is not correct, contact the One CPD Resource Exchange Ask A Question at <https://www.onecpd.info/ask-a-question/>.

**Collaborative Applicant Name:** NC Department of Health and Human Services

# Continuum of Care (CoC) New Project Listing

## Instructions:

Prior to starting the CoC New Project Listing, Collaborative Applicants should carefully review the "CoC Priority Listing Instructions" and the "CoC Project Listing" training module, both of which are available at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/>

To upload all new project applications that were created through reallocation and have been submitted to this CoC Project Listing, click on the "Update List" button. This process may take a few minutes based upon the number of new projects created through reallocation that need to be located in the e-snaps system. The Collaborative Applicant may update each of the Project Listings simultaneously. The Collaborative Applicant can wait for the Project Listings to be updated or can log out of e-snaps and come back later to view the updated list(s). To review a project on the New Project Listing, click on the magnifying glass next to each project to view project details. To view the actual project application, click on the orange folder. If there are errors identified by the Collaborative Applicant, the project can be amended back to the project applicant to make the necessary changes by clicking on the amend icon.

### EX1\_Project\_List\_Status\_field

Project Name	Date Submitted	Grant Term	Applicant Name	Budget Amount	Rank	Comp Type
This list contains no items						

## Continuum of Care (CoC) Renewal Project Listing

**Instructions:**

Prior to starting the CoC Renewal Project Listing, Collaborative Applicants should carefully review the "CoC Priority Listing Instructions" and the "CoC Project Listing" training module, both of which are available at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/>

To upload all renewal project applications that have been submitted to this CoC Project Listing, click on the "Update List" button. This process may take a few minutes based upon the number of renewal projects that need to be located in the e-snaps system. The Collaborative Applicant may update each of the Project Listings simultaneously. The Collaborative Applicant can wait for the Project Listings to be updated or can log out of e-snaps and come back later to view the updated list(s). To review a project on the Renewal Project Listing, click on the magnifying glass next to each project to view project details. To view the actual project application, click on the orange folder. If there are errors identified by the Collaborative Applicant, the project can be amended back to the project applicant to make the necessary changes by clicking on the amend icon.

**The Collaborative Applicant certifies that there is a demonstrated need for all renewal permanent supportive housing and rapid re-housing projects listed on the Renewal Project Listing.**

**The Collaborative Applicant does not have any renewal permanent supportive housing or rapid re-housing renewal projects.**

**EX1\_Project\_List\_Status\_field**

Project Name	Date Submitted	Grant Term	Applicant Name	Budget Amount	Rank	Comp Type
SPC Central HELP ...	2014-01-22 09:10:...	1 Year	Smoky Mountain Ce...	\$42,154	W7	PH
2013 Renewal TNRH...	2014-01-21 16:55:...	1 Year	The New Reidsvill...	\$129,958	W21	PH
2013 Renewal TNRH...	2014-01-21 16:56:...	1 Year	The New Reidsvill...	\$121,081	W14	PH
Kerr- Tar PH Rene...	2014-01-21 23:45:...	1 Year	Cardinal Innovati...	\$378,649	W28	PH
HOPE 2013 Funding...	2014-01-22 10:55:...	1 Year	Burlington Develo...	\$76,979	W27	PH
Partners - Centra...	2014-01-21 20:00:...	1 Year	Partners Behavior...	\$28,839	W8	PH



Shelter Plus Care...	2014-01-21 18:05:...	1 Year	Smoky Mountain Ce...	\$254,335	W3	PH
East Carolina Beh...	2014-01-21 13:44:...	1 Year	East Carolina Beh...	\$462,658	W12	PH
Community Link-PR...	2014-01-22 09:50:...	1 Year	Community Link, P...	\$176,333	W16	PH
Shelter Plus Care...	2014-01-22 09:22:...	1 Year	Smoky Mountain Ce...	\$53,260	W19	PH
Solid Ground	2014-01-21 14:43:...	1 Year	The Greenville Co...	\$62,820	W15	PH
Pathways to Perma...	2014-01-21 19:59:...	1 Year	Homeward Bound of...	\$90,951	W29	PH
Pathways to Perma...	2014-01-21 19:58:...	1 Year	Homeward Bound of...	\$85,492	W30	PH
SPC Chronic renew...	2014-01-21 23:51:...	1 Year	Cardinal Innovati...	\$99,882	W23	PH
Eastpointe Shelte...	2014-01-22 10:25:...	1 Year	Eastpointe Human ...	\$98,834	W20	PH
Ker-Tar PH 4 Rene...	2014-01-21 23:48:...	1 Year	Cardinal Innovati...	\$100,583	W18	PH
SHP Leasing 2013	2014-01-21 20:01:...	1 Year	Partners Behavior...	\$53,042	W4	PH
UCM TH Bassett Ce...	2014-01-22 17:11:...	1 Year	United Community ...	\$89,880	W25	TH
PH Grant 2013 Ren...	2014-01-22 17:52:...	1 Year	Rockingham County...	\$231,580	W22	PH
CUOC SHP renewal ...	2014-01-22 11:57:...	1 Year	Christians United...	\$83,894	W5	TH
Shelter Plus Care...	2014-01-22 14:43:...	1 Year	Cardinal Innovati...	\$28,618	W32	PH
UCM Permanent Hou...	2014-01-22 17:10:...	1 Year	United Community ...	\$90,798	W10	PH
Shelter Plus Care...	2014-01-22 14:42:...	1 Year	Cardinal Innovati...	\$211,809	W33	PH
TH Grant 2013 Ren...	2014-01-22 17:53:...	1 Year	Rockingham County...	\$191,198	W13	TH
PBH 2007 PH Renew...	2014-01-23 13:25:...	1 Year	Cardinal Innovati...	\$106,418	W2	PH
PBH-2012 Renewal ...	2014-01-23 13:26:...	1 Year	Cardinal Innovati...	\$188,024	W17	PH
Cornerstone Renew...	2014-01-23 12:49:...	1 Year	Housing Authority...	\$98,473	W9	PH
Alamance Women's ...	2014-01-23 13:04:...	1 Year	Residential Treat...	\$60,226	W26	PH
Project Homeward ...	2014-01-23 17:35:...	1 Year	Sandhills Communi...	\$3,722	W11	PH
Community Link-PR...	2014-01-23 17:06:...	1 Year	Community Link, P...	\$273,457	W24	TH

SHAHC PH Renewal ...	2014-01-23 14:46:...	1 Year	Surry Homeless an...	\$107,195	W6	PH
STEPS 2013 Fundin...	2014-01-24 11:57:...	1 Year	Burlington Develo...	\$51,760	W31	TH
2013 CHIN Renewal...	2014-01-24 16:11:...	1 Year	North Carolina Ho...	\$519,299	W1	HMIS
Project Homeward ...	2014-01-24 17:46:...	1 Year	Sandhills Communi...	\$167,954	W34	TH

# Continuum of Care (CoC) Planning Project Listing

## Instructions:

Prior to starting the CoC Planning Project Listing, Collaborative Applicants should carefully review the "CoC Priority Listing Instructions" and the "CoC Project Listing" training module, both of which are available at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/>

To upload the CoC planning project application that has been submitted to this CoC Project Listing, click on the "Update List" button. This process may take a few minutes as the project will need to be located in the e-snaps system. The Collaborative Applicant may update each of the Project Listings simultaneously. The Collaborative Applicant can wait for the Project Listings to be updated or can log out of e-snaps and come back later to view the updated list(s). To review the CoC Planning Project Listing, click on the magnifying glass next to view the project details. To view the actual project application, click on the orange folder. If there are errors identified by the Collaborative Applicant, the project can be amended back to the project applicant to make the necessary changes by clicking on the amend icon.

If more than one CoC planning project was submitted, the Collaborative Applicant can only approve one CoC planning project (which must be submitted by the Collaborative Applicant) and reject all other CoC planning projects.

### EX1\_Project\_List\_Status\_field

Project Name	Date Submitted	Project Type	Applicant Name	Budget Amount	Grant Term	Rank	Comp Type
This list contains no items							

# Funding Summary

## Instructions

For additional information, carefully review the "CoC Priority Listing Instructions" and the "CoC Priority Listing" training guide, both of which are available at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/>.

This page contains the total budget summaries for each of the project listings for which the Collaborative Applicant approved and ranked or rejected project applications. The Collaborative Applicant must review this page to ensure the totals for each of the categories is accurate. The "Total CoC Request" indicates the total funding request amount the Collaborative Applicant will submit to HUD for funding consideration. As stated previously, 1 UFA Cost project and only 1 CoC Planning project can be submitted and only the Collaborative Applicant is eligible to request these funds.

Title	Total Amount
Renewal Amount	\$4,820,155
New Amount	
Reallocated Amount	
CoC Planning Amount	
UFA Costs	
Rejected Amount	\$0
<b>TOTAL CoC REQUEST</b>	<b>\$4,820,155</b>

**Maximum CoC project planning amount: \$109,041**

## Submission Summary

Page	Last Updated
<b>Before Starting</b>	No Input Required
<b>1A. Identification</b>	01/22/2014
<b>2A. CoC New Project Listing</b>	No Input Required
<b>2B. CoC Renewal Project Listing</b>	01/27/2014
<b>4A. CoC Planning Project Listing</b>	No Input Required
<b>Submission Summary</b>	No Input Required



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**CAROLINA HOMELESS INFORMATION NETWORK**

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# Policy and Procedures

# Glossary

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**Advisory Committee**--The CHIN Advisory Committee is a twenty-one member committee, comprised of member agencies, CoCs, and representative end users. The Advisory Committee makes recommendations to the CHIN Steering Committee with regards to determining the guiding principles for implementation; selecting minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data; and ensuring adequate privacy protection provisions in project implementation and administration.

**AHAR (Annual Homeless Assessment Report)** – annual report that HUD sends to Congress with information about the number and characteristics of individuals and families seeking homeless assistance services and the programs serving those individuals and families

**APR / CoC APR / formerly HUD 40118 APR – Annual Performance Report** – required of programs that receive HUD McKinney-Vento funding for homeless services

**CHIN (Carolina Homeless Information Network)** -- CHIN is a program of the NC Housing Coalition. It is not a program of HUD or the NC Coalition to End Homelessness.

**Client Level Data** – Data which can be attributed to an individual client, including but not limited to Universal Data Elements.

**CoC (Continuum of Care)** – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. HUD funds many homeless programs and HMIS implementations through Continuums of Care grants. There are 12 CoC in NC.

**ESG (Emergency Solutions Grant)** – provides funding for emergency shelter, rapid rehousing, and homeless prevention services. The ESG program is administered by NC DHHS and funded through HUD.

**HEARTH Act – Homeless Emergency Assistance and Rapid Transition to Housing** – 2009 reauthorization of the McKinney-Vento act that provides funding for homeless services

**HIC (Housing Inventory Chart)** – lists of emergency, transitional, safe haven, permanent supportive, and rapid rehousing beds in a CoC

**HMIS** – Homeless Management Information Network - Computerized data collection tool designed to capture client-level information over time on the characteristics and service needs of men, women, and children experiencing homelessness.

**HUD** – Housing and Urban Development - The Federal agency responsible for national policy and programs that address America's housing needs that improve and develop the Nation's communities, and enforce fair housing laws.

**ICCHP** – Interagency Council for Coordinating Homeless Programs, staffed by NC Dept of Health and Human Services, Division of Aging and Adult Services

**Lead Agency** -- The central organization that will house those individuals who will be directly involved in implementing and providing operational, training, technical assistance, and technical support to participating agencies. CHIN's lead agency is the North Carolina Housing Coalition.

**NCCEH** – North Carolina Coalition to End Homelessness

**NCHC (North Carolina Housing Coalition)**– parent agency for CHIN serving as the lead organization.

**NOFA (Notice of Funding Availability)** – the federal government’s announcement of funding availability. The CoCs submit applications for funding for CoC and individual homeless service programs

**Participating Agency** -- All human service agencies meeting Participating Agency requirements and signing the Participating Agency Agreement will be granted, upon approval by the CHIN Steering Committee, Participating Agency status.

**S+C (Shelter Plus Care)** - A program that provides grants for rental assistance for homeless persons with disabilities through four component programs: Tenant, Sponsor, Project, and Single Room Occupancy (SRO) Rental Assistance.

**SHP (Supportive Housing Program)** -- A program that provides housing, including housing units and group quarters that has a supportive environment and includes a planned service component.

**SSO (Supportive Services Only)** - Projects that address the service needs of homeless persons. Projects are classified as this component only if the project sponsor is not also providing housing to the same persons receiving the services. SSO projects may be in a structure or operated independently of a structure, such as street outreach or mobile vans for health care.

**Steering Committee**-- North Carolina Housing Coalition Board of Directors and provides organizational oversight and leadership on all funding, operational and policy issues related to the Carolina Homeless Information Network. The Steering Committee receives recommendations from the CHIN Advisory Committee.

**UDE (Universal Data Element)** - Data required to be collected from all clients serviced by homeless assistance programs using an HMIS. These data elements include date of birth, gender, race, ethnicity, veteran’s status, and Social Security Number (SSN). These elements are needed for CoCs to understand the basic dynamics of homelessness in their community and for HUD to meet the Congressional directive to support AHAR.





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### Standard Operating Policies

#### Section IIA – Policies: Carolina Homeless Information Network Contractual Roles and Requirements

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

#### PUB A.1: CHIN Contractual Requirements (part 1)

<b>POLICY</b>	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
<b>SCOPE</b>	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 Sept 11, 2006

**DESCRIPTION**

**A. Role as a Coordinator**

- CHIN will establish/maintain contract with HMIS software vendor. Vendor will be selected by CHIN Advisory Committee and approved by the Steering Committee, NC Housing Coalition Board.
- CHIN reserves the right to create HMIS regional and statewide staff positions to coordinate program development, operations and support.
- CHIN will facilitate the work of the Advisory Committee and its sub-committees.
- CHIN will serve as coordinating point of contact for agencies and continua wishing to participate in the Collaborative.
- CHIN will provide education to communities about the concept of HMIS.

**B. Role as a Data Manager**

- CHIN will collect data elements from all participating agencies at a central server.
- CHIN will have an appreciation for the sensitivity of the data elements being collected and the need for strict confidentiality in the management of the information.
- CHIN will have a clear understanding of the value and intended use of HMIS information.
- CHIN will be responsible for overseeing that all data output is in an objective, non-skewed format.
- CHIN will produce professional reports on data as requested by HUD officials and/or by CHIN Advisory Committee.
- CHIN will produce a monthly report on data received during that month as well as year-to-date data and make that available to CHIN Advisory Committee.
- CHIN will support/assist local agencies and Continua in the production of required reports, including the HUD Annual Performance Report, the Emergency Solutions Grant and HUD HPRP Reports.
- CHIN may provide copying, binding, and mailing of data reports as requested by the CHIN Advisory Committee.
- CHIN will assist Steering Committee in identifying potential appropriate uses of data at local and state level.

**CONTINUED ON NEXT PAGE**

**PUB A.1: CHIN Contractual Requirements (Part 2)**

<b>POLICY</b>	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
<b>SCOPE</b>	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 Sept 11, 2006

<b>DESCRIPTION</b>	<p><b>C. Role as an Educator</b></p> <ul style="list-style-type: none"> <li>▪ CHIN will network with regional agencies and provide technical assistance on an ongoing basis to these agencies.</li> <li>▪ CHIN will train and/or monitor the training of End Users for local agencies and continua.</li> <li>▪ CHIN will maintain records of user training.</li> </ul> <p><b>D. Role as a Technician</b></p> <ul style="list-style-type: none"> <li>▪ CHIN will work with HMIS software vendor to ensure that the software effectively and efficiently allows the input of needed data elements as determined by HUD guidelines and by the Statewide CHIN Advisory Committee.</li> <li>▪ CHIN will work with HMIS software vendor to ensure that the software effectively and efficiently outputs reports of needed data as determined by HUD guidelines and by the Statewide CHIN Advisory Committee.</li> <li>▪ CHIN will provide technical assistance to regional agencies in regards to any difficulties in the operation of hardware or software in relation to the HMIS system. This assistance may take place over the telephone, email, or may require travel for on-site assistance (as needed).</li> <li>▪ CHIN will work collaboratively with agencies for data conversion implementation with communities that choose to utilize a software different than the Collaborative.</li> <li>▪ CHIN may assist agencies in the preparation of daily procedural backups of HMIS data systems.</li> <li>▪ CHIN will develop standardized quality control measures for HMIS data and provide these to the CHIN Advisory Committee for review and approval. Agency will agree to three reviews of these quality control measures during the first year and annual reviews after the first year.</li> <li>▪ CHIN will coordinate and implement HMIS software upgrades as they become available.</li> <li>▪ CHIN will monitor HUD developments concerning HMIS and related matters, and advise agencies on relevant issues.</li> </ul> <p><b>CONTINUED ON NEXT PAGE</b></p>		
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**PUB A.1: CHIN Contractual Requirements (Part 3)**

<b>POLICY</b>	CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative.		
<b>SCOPE</b>	CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 Sept 11, 2006
<b>DESCRIPTION</b>	<p><b>E. Role as a Fiscal Agent</b></p> <ul style="list-style-type: none"> <li>▪ Prepare and administer all statewide and regional HMIS grants in which CHIN is the recipient;</li> <li>▪ Maintain up-to-date and accurate financial records;</li> <li>▪ Produce financial reports upon request of grantors and/or CHIN Advisory Committee and the Steering Committee, NC Housing Coalition;</li> <li>▪ Collect and track dues/licensing fees from all participating agencies; and</li> <li>▪ Provide annual independent financial audit reports to the CHIN Advisory Committee and the Steering Committee, NC Housing Coalition.</li> </ul> <p><b>F. Role as a Monitor</b></p> <ul style="list-style-type: none"> <li>▪ CHIN will develop a system in which they are able to control and monitor access/use of the software and statewide network.</li> <li>▪ CHIN will monitor difficulties/successes of system and provide recommendations as part of a monthly report to the CHIN Advisory Committee.</li> </ul>		



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**Standard Operating Policies**

Section IIA – Policies: Carolina Homeless Information Network  
Contractual Roles and Requirements

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

**PUB A-2: CHIN Governance**

<b>POLICY</b>	CHIN Steering Committee will provide policy oversight. Lead Agencies will provide oversight for operations.		
<b>SCOPE</b>	CHIN Steering Committee, CHIN Advisory Committee, and CHIN Lead Agency		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	March 8, 2012 August 18, 2010 Sept 11, 2006

**DESCRIPTION**

The Steering Committee is the North Carolina Housing Coalition and provides organizational oversight and leadership on all funding, operational and policy issues related to the Carolina Homeless Information Network. The Steering Committee receives recommendations from the CHIN Advisory Committee which works closely with the Lead Agency and staff to comply with goals, objectives and reporting requirements. The Steering Committee will consider all organizational matters and appoint committees as necessary to guarantee the successful operation of CHIN. The CHIN Advisory Committee provides guidance to the CHIN staff and is responsible for making recommendations to the Steering Committee on all policy decisions and HMIS software selection. The Lead Agencies are responsible for all contractual agreements with Participating Agencies and oversight of all day-to-day operations.

**A. CHIN Steering Committee Responsibilities**

- ☐ determining the guiding principles for implementation based on recommendations of the CHIN Advisory Committee;

**B. CHIN Advisory Committee Responsibilities**

- ☐ Make recommendations to the CHIN Steering Committee:
  - ☐ determining the guiding principles for implementation;
  - ☐ selecting minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data; and
  - ☐ ensuring adequate privacy protection provisions in project implementation and administration.

**C. CHIN Lead Agency Responsibilities**

- ☐ assuming all operational and financial roles;
- ☐ securing contracts with the software vendor, including ongoing communications;
- ☐ overseeing technical infrastructure;
- ☐ planning, scheduling, and meeting project objectives; and
- ☐ monitoring the use of the system to ensure full participation and compliance.

The NC Housing Coalition (NCHC) is the CHIN Lead Agency. NCHC will be the fiscal agent and will provide guidance on operations and policies.



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#### PUB A-3: CHIN Staff

<b>POLICY</b>	CHIN staff will provide administrative and technical support for the success of the HMIS project.		
<b>SCOPE</b>	CHIN Staff		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 Sept 11, 2006

The CHIN staff is responsible for the long-term viability of the project and day-to-day operations of the system.

**A. CHIN Staff Responsibilities**

- managing the implementation of the HMIS;
- serving as the point-of-contact between the software vendor and Participating Agencies;
- providing technical support for the use of the HMIS to Participating Agencies; and
- staffing the CHIN Steering Committee.

**B: CHIN Program Analysis and Development Director**

- Oversees and monitors all aspects of CHIN's report and statistics generation and distribution, training and membership management; including recruiting, training, supervising, and evaluating CHIN staff working in these areas.
- Markets CHIN to existing and potential stakeholders to promote network development.
- Along with Program Operations Director, serves as the principal advisor to the North Carolina Housing Coalition and the CHIN Advisory Committee on all matters relating to HMIS, HUD Data and Technical Standards, and network administration.
- Works with partner organizations in the analysis of data.
- Supervises the Training Coordinator, Reports Administrator, and other employees working in Program Analysis and Development.
- Develops, builds, evaluates and implements custom reports.
- Runs and evaluates reports for member agency and Continua of Care to assure acceptable standards of usage of the CHIN HMIS.
- Provides technical assistance, training, and support to CHIN member agencies and Continua of Care to understand and maximize their reporting potential.
- Ensures timely production and distribution of all custom built reports.
- Serves as a technical point-of-contact and CHIN ombudsman for reports and statistics.
- Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
- Meets with agency representatives and facilitates regional meetings to gather information to assist in the continuous improvement of CHIN reports and statistics, as needed.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; and public awareness presentations.
- Assures CHIN compliance with HUD's Data and Technical Assistance Standards for HMIS reporting.
- Assist in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assists in covering e-mail and telephone technical support and assistance as needed.

**DESCRIPTION**



- Works with other CHIN staff, as needed, to address all agency and network concerns.
- This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

**C: CHIN Program Operations Director**

- Oversees and monitors all aspects of CHIN's operations in the Help Desk and Advanced Technical Support areas, including recruitment, training, supervision, and evaluation of staff working in these areas.
- Oversight of program budget.
- Monitors technical assistance to member agencies on the appropriate use of HMIS.
- Monitors system testing and data quality control activities.
- Arbitrates network concerns with CHIN staff, HUD, Continuum of Care, and member agencies.
- Maintains and runs centralized office functions in Raleigh, NC.
- Serves as CHIN's administrative point-of-contact to external constituencies.
- Serves as main point of contact with the HMIS software provider on all issues other than reports.
- Along with the Program Analysis and Development Director, serves as the principal advisor to the North Carolina Housing Coalition and the CHIN Advisory Committee on all matters relating to HMIS, HUD Data and Technical Standards, and network administration.
- Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation and routine maintenance.
- Serves as a technical point-of-contact and CHIN ombudsman on technical support issues.
- Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
- Meets with agency representatives and facilitates regional meetings to gather information to assist in the continuous improvement of CHIN technical operations.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
- Implements and monitors HUD's Data and Technical Assistance Standards for HMIS.
- Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assist in covering e-mail and telephone technical support and assistance as needed.
- Works with other CHIN staff, as needed, to address all agency and network concerns.

- Other duties as assigned to fulfill the core function of CHIN.
- This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

**D: CHIN Coordinator(s) Responsibilities:**

- Membership Management Coordinator
  - Responsible for all technical and support communications including but not limited to regular and required network news and updates, web-page maintenance and development, and membership database and contact information.
  - Administer provider and end user account setup in the HMIS to ensure consistent and efficient structure.
  - Inter-departmental liaison between CHIN Program Operations, Program Analysis & Development and Program Contracts to ensure reconciliation of contracts, membership contacts and daily technical operations of the network.
  - Serve as liaison to NC Office of Economic Opportunity in the collection and organization of data from Emergency Shelter Grant recipients.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.
- Training Coordinator
  - Schedule and Coordinate training for programs across the State
  - Maintain Training Schedule on website
  - Maintain Attendance Records for trainings
  - Develop and Update Training Materials for all programs
  - Markets CHIN to existing and potential stakeholders to promote network

development

- Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Serves as a technical point-of-contact and CHIN ombudsman to assigned regional agencies.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Meets with agency representatives and facilitate regional meetings to gather information to assist in the continuous improvement of CHIN technical support, services and training.
  - Improves agency performance by developing, implementing and evaluating training programs to meet statewide operational requirements.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.
- **Help-Desk Coordinator**
    - Provides daily oversight of all technical assistance requests routed to the CHIN Help Desk including but not limited to: ensuring appropriate staffing of the Help Desk, monitoring response time and response accuracy, alerting appropriate CHIN staff about potential training/technical issues.
    - Recruits, trains, supervise and evaluates Help Desk Operators.
    - Along with Advanced Technical Support Coordinator, handles Help Desk technical assistance requests that are more complex or require in-depth investigation.
    - Serves as main point of contact with the Help Desk software provider. Trains CHIN staff on the use of the Help Desk software.
    - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
    - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is

- required.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
- Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
- Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assists in covering e-mail and telephone technical support and assistance as needed.
- Works with other CHIN staff, as needed, to address all agency and network concerns.
- This position reports to the CHIN Program Operations Director.
  
- **Advanced Technical Support Coordinator**
  - Reviews monthly data quality reports and assists low scoring agencies improving their data quality.
  - Along with Help Desk Coordinator, handles Help Desk technical assistance requests that are more complex or require in-depth investigation.
  - Serves as primary backup for Help Desk.
  - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, report generation, and routine maintenance.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
  - Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
  - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Operations Director.

#### **E. CHIN Bookkeeping and Contracts Staff**

- Program Contracts Manager
  - Manage and/or coordinate the processing of: Grant Applications/Renewals; Contracts; HUD Annual Progress Reports; Grant/Contract Reimbursements; BOS Quarterly Progress Reports; Budget Co-ordination; Policies and Procedures as related to governance ; Agency Agreements and Billings
  - Recruits, trains, supervise, and evaluate Bookkeeping Assistant
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - Other duties as assigned to fulfill the core function of CHIN.
  - This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.
  
- Bookkeeping Assistant
  - Preparation of CHIN agency participation agreements, subscription fee invoicing and collections in coordination with the CHIN Program Contracts Manager.
  - Maintain CHIN membership database based on information provided by CHIN Membership Manager.
  - Assist in the processing of documentation required for grant approvals and renewals.
  - Assist in the allocation of programs and administrative expenses as approved by the NCHC Executive Director and in accordance with GAAP for nonprofit organizations.
  - Track and produce reports for Federal and State contracts and/or grants as required.
  - Assist in the completion of Annual and Quarterly Progress Reports and other required reports as requested.
  - Assist in the preparation of CHIN's annual budget and various HMIS program budgets.
  - Assist in the preparation of monthly statements of financial position and related reports and schedules.
  - Assist in the preparation of necessary documents and coordinate with auditors for annual financial statement audit and review.
  - Assist NCHC Bookkeeper with routine accounting activities to include but not limited to, accounts payable, accounts receivable, payroll reporting etc. and act as backup when required.
  - Perform other general office duties as required.
  - Provide advice and feedback on issues related to finance and accounting areas.
  - Answer phone when required and refer clients to appropriate staff.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Contracts Manager.

#### **F. Other CHIN Support and Auxiliary Staff**

- Reports Administrator
  - Develops, builds, evaluates and implements custom reports to augment standard reports available through CHIN's vendor.
  - Runs and evaluates reports for member agency and Continua of Care to assure acceptable standards of usage of the CHIN HMIS.
  - Provides technical assistance, training, and support to CHIN member agencies

- and Continua of Care to understand and maximize their reporting potential.
  - Runs and distributes all HUD required reports to agencies in a timely manner.
  - Serves as a technical point-of-contact for reports and statistics.
  - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
  - Uses the internet for internal and external communications, research, and training.
  - Develops positive relationships with both technical and non-technical users.
  - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
  - Assists in covering e-mail and telephone technical support and assistance as needed.
  - Works with other CHIN staff, as needed, to address all agency and network concerns.
  - This position reports to the CHIN Program Analysis and Development Director.
- Help-Desk Operator
    - Answer incoming help desk calls and email
    - Provide limited support to CHIN users who call/email the help desk, including: Password resets; Answering basic data entry questions; Routing complex technical support issues to the appropriate coordinator and Assisting users to navigate CHIN's online self service center.
    - Create detailed incident tickets for each and every contact with CHIN users
    - Work in a dynamic environment with a fluid schedule not to go beyond 8:30am until 5pm, Monday through Friday.
    - Provides technical assistance and hardware/software support to CHIN agencies including agency account set-up, system monitoring, troubleshooting, and routine maintenance.
    - Adheres to industry best practices, and CHIN information and equipment security protocols, to protect agency and client confidentiality. Familiarity with the Health Insurance Portability and Accountability Act (HIPAA) is required.
    - Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
    - Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
    - Uses the internet for internal and external communications, research, and training.
    - Develops positive relationships with both technical and non-technical users.
    - Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
    - Assists in covering e-mail and telephone technical support and assistance as needed.
    - Works with other CHIN staff, as needed, to address all agency and network concerns.
    - This position reports to the CHIN Help Desk Coordinator.





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**CAROLINA HOMELESS INFORMATION NETWORK**

118 St. Mary's Street | Raleigh, NC 27605 | 877.703.3176 (Help Desk) | 919.881.0350 (FAX)

**Standard Operating Policies**

Section IIA – Policies: Carolina Homeless Information Network  
Contractual Roles and Requirements

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**PUB A-4: Financial Management of CHIN Funds**

<b>POLICY</b>	The receipt and expenditure of CHIN funds will be conducted in accordance with NCHC policies and procedures		
<b>SCOPE</b>	NCHC and CHIN		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010
<b>DESCRIPTION</b>	<p>The following guidelines are created to define the receipt and expenditure of CHIN funds in accordance with NCHC policies and procedures.</p> <ul style="list-style-type: none"> <li>A. Use of CHIN funds should be for authorized purposes only.</li> <li>B. It is the responsibility of CHIN staff to comply with all NCHC, State and Federal accounting policies and procedures.</li> <li>C. CHIN will have access to two types of funding: Agency and Grant accounts: <ul style="list-style-type: none"> <li>▪ Agency accounts are designed to receipt monies from external invoices, receipts for services and membership. These funds are unrestricted which allow for operating expenses (including employees), entertainment, gifts and other NCHC approved expenditures.</li> <li>▪ Grant accounts are designed for the receipt of funds from private and public foundations that are distinguished as a nonprofit according the Internal Revenue Services. Expenditures of these funds must adhere to the guidelines set forth from the granting agency and follow the scope of the grant.</li> </ul> </li> </ul>		





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#### **PUB A-5: Acceptable Use of the CHIN Systems, Services, and Information Resources (Part 1)**

<b>POLICY</b>	CHIN Steering Committee has the right to define acceptable and appropriate use(s) of CHIN services.		
<b>SCOPE</b>	All project stakeholders.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010

**DESCRIPTION**

The following are guiding principles for the acceptable use of computer systems, networks, and information services owned and/or operated by CHIN Staff, the CHIN Advisory Committee and the North Carolina Housing Coalition on behalf of the CHIN Steering Committee. Access to these resources carry specific responsibilities and obligations and is granted only through specific CHIN policies, and Local, State, and Federal laws. Acceptable use is always ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals' rights to privacy and to freedom from intimidation and harassment.

The following guidelines are created to define acceptable and appropriate use(s) of CHIN services. These guidelines are not intended to supersede Local, State, and/or Federal laws.

**DESCRIPTION**

- Use of CHIN resources should be for authorized purposes.
- It is the user's responsibility to protect an assigned username and password. All activity using this access is the user's responsibility. Unauthorized and inappropriate activity will not be tolerated.
- Access is granted to assigned areas. Unauthorized access is considered a serious violation and will result in revocation of access privileges.
- Excessive demands on the system and resources of CHIN may be grounds for revocation of access privileges. Violators will be contacted by a member of the CHIN staff or Advisory Committee to review usage demands.
- Users should not use another person's system, files, or data without expressed permission. Individuals may not use another person's username or password.
- Illegal access gained through any measure, including circumventing or subverting system or network security measures, will result in immediate revocation of privileges. Further, any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files or making unauthorized modifications to CHIN data will be considered unlawful and violators will be reported to appropriate law enforcement agencies.
- CHIN is an informational and educational resource, therefore commercial and partisan political use of the system and services is prohibited.
- CHIN will not make or use illegal copies of copyrighted materials or software, or transmit them over CHIN networks.
- Spamming and other forms of mail and messaging abuse are prohibited. Abuse includes mail that harasses or intimidates another person.
- CHIN will meet or exceed all U. S. Department of Housing and Urban Development standards for security and privacy.
- CHIN will assist agencies in fulfilling HIPAA requirements as they relate to HMIS.



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**PUB A-6: Right to Grant, Deny, or Limit System Access**

<b>POLICY</b>	CHIN Steering Committee has the right to grant, deny, or limit access to the HMIS.		
<b>SCOPE</b>	All project stakeholders.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010
<b>DESCRIPTION</b>	<p>The CHIN Steering Committee has empowered the CHIN staff to grant access to the HMIS. If CHIN staff has concerns about granting full access to an agency or program, the CHIN Steering Committee will review the situation and make a determination. Agencies or programs may be granted limited access or denied access to the system if the purpose of the program is counter to the guiding principles of CHIN and/or if there is historical evidence to suggest the agency or program may not fully comply with all policies and procedures stated in this document.</p> <p>If an agency or program is granted limited access or denied access to the system, the agency or program has 30 days to respond to the CHIN Steering Committee with a written appeal. The CHIN Steering Committee will make the final decision within 30 days of receipt of that appeal. All Participating Agencies will be notified before any new agency is granted access to the system.</p>		



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**PUB A-7: Non-Discrimination Policy**

<b>POLICY</b>	CHIN will not discriminate against, nor tolerate any harassment of or disrespect for, persons because of age, sex, color, ethnicity, race, religion, creed, national origin, sexual orientation, political belief, or affiliation, disability, veteran status, marital status or membership in any organization.		
<b>SCOPE</b>	All project stakeholders.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010
<b>DESCRIPTION</b>	<p>The CHIN Steering Committee reserves the right to remove any content that does not comply with CHIN’s non-discrimination policy unless otherwise superseded by HIPAA guidelines or the US Department of Housing and Urban Development’s standards for data security and privacy.</p> <p>Content in violation of this policy will be removed immediately by CHIN personnel without notice.</p> <p>Individuals and agencies found to be in violation of this policy will be notified by the CHIN Staff and/or the CHIN Advisory Committee.</p>		



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**PUB A-8: Bowman Systems, Inc. Requirements**

<b>POLICY</b>	Bowman Systems, Inc. staff will develop, implement, and maintain all components of operations of the system including a data security program.		
<b>SCOPE</b>	Server hardware physical security (locked office); server software security (location access controls and username accounts); and client data security, net server administration, and monitoring function, speed and database backup procedures.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010
<b>DESCRIPTION</b>	Access to areas containing equipment, data, and software will be secured using all reasonable measures. All client-identifying information will be strictly safeguarded in accordance with the latest technology available. Data will be securely protected to the maximum extent possible.		



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**PUB A-9: Encryption**

<b>POLICY</b>	All client identifiable information will be stored on the server at the HMIS vendor.		
<b>SCOPE</b>	System wide.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 March 24, 2006
<b>DESCRIPTION</b>	ServicePoint™ provides cell level encryption program that encrypts at the field level. Client identifying information that will be encrypted includes: <ul style="list-style-type: none"> <li>▪ <i>Profile</i> – name, social security number, drivers license, telephone, and emergency contact information;</li> <li>▪ <i>Household Relationships</i> – name, social security number;</li> <li>▪ <i>Medical</i> – health provider name and address, description and explanation of health/mental health/substance abuse problems, notes;</li> <li>▪ <i>Employment, Skills, and Income</i> – employer, supervisor name and address; and</li> <li>▪ <i>Case Notes</i>.</li> </ul>		



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#### **PUB A-10: Committee Structure**

<b>POLICY</b>	CHIN has Four standing committees; Advisory Committee, Executive Committee, Operations Sub-Committee and Reports Sub-Committee		
<b>SCOPE</b>	CHIN committee structure and responsibilities		
<b>DATE APPROVED</b>		<b>DATE(S) REVISED</b>	May 9, 2011

DESCRIPTION

The standing committees of the CHIN project, Advisory Committee, Operations Sub-committee, and Reports Sub-Committee, serve continuously to perform their stated responsibilities. Each committee will hold regular meetings. As committees are essential to the continued operation and success of the project, membership in a committee is seen as a serious responsibility. Failure to meet responsibility of committee membership may result in committee recommendation for membership removal and replacement, sub-committee membership recommendations will be made to the Advisory Committee while Advisory Committee membership recommendations will be made by the member organization or CoC.

**A. CHIN Advisory Committee Make-up and Responsibilities (See also A-2)**

Chair: Elected from general membership for a term of one year, beginning in April of each year. The chair may serve no more than three consecutive terms.

Membership: Comprised of 21 members, including:

- NCHC Representative
- ICCHP Representative
- NCCEH Representative
- Balance of State Staff Representative
- One Representative from each non-BOS CoC
- 3 Representatives from BOS Regional Committees
- 2- 4 "At-Large" representatives to keep consistent membership of 21.

Representative members are to be chosen by representative organization. "At-Large" seats are nominated and voted on by the other Advisory Committee members on an annual basis.

Meeting: Meets every other month and as needed determined by Executive Committee (Electronic voting is allowed for voting issues which occur in a time-frame which is not conducive to waiting until the next regularly scheduled meeting.)

- Make recommendations to the CHIN Steering Committee:
- Determine the guiding principles for implementation;
- Select minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data;
- Ensure adequate privacy protection provisions in project implementation and administration.

**B. CHIN Executive Committee Make-up and Responsibilities**

Chair: CHIN Advisory Committee Chair

Membership: Advisory Committee Chair, Advisory Committee Vice-Chair, CHIN Operations Director, CHIN Analysis and Development Director, NCHC Advisory Committee Representative, ICCHP Advisory Committee Representative, NCCEH Advisory Committee Representative

Meeting: Meets every other month, off months for Advisory Committee and as needed.

- Sets priorities for Advisory Committee
- Reviews and approves agenda for Advisory Committee

**C. CHIN Operations Sub-Committee Make-up and Responsibilities**

Chair: CHIN Operations Director

Membership: Open membership to network members (Committee voting privileges are reserved for committee members who have served for two or more consecutive months,)

Meeting: Monthly

- Make recommendations to the advisory committee:
- Evaluate software implementation;
- Assess technical operations and maintenance;
- Review network security and data privacy;
- Review end-user training;
- Review network policy and procedures.



**D. CHIN Reports Sub-Committee Make-up and Responsibilities**

Chair: CHIN Program Analysis and Development Director

Membership: Open membership to network members (Committee voting privileges are reserved for committee members who have served for two or more consecutive months,)

Meeting: Monthly

- Make recommendations to the advisory committee:
  - Review requests for new reports;
  - Approve or deny report request;
  - Formulate all policies and procedures for the distribution of CHIN reports.
-



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Section IIB – Policies: Carolina Homeless Information Network  
Training and Technical Support

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**PUB B-1: Planned Technical Support**

<b>POLICY</b>	CHIN staff will offer a standard technical support package to all Participating Agencies.		
<b>SCOPE</b>	Participating Agencies		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	March 8, 2012 August 18, 2010
<b>DESCRIPTION</b>	<p>CHIN staff will provide technical assistance to Participating Agencies on use of the system.</p> <p>Issues for which CHIN is available include:</p> <ul style="list-style-type: none"> <li>• Implementation Support;</li> <li>• Technical Support;</li> <li>• Reporting Support;</li> <li>• Certification and Post-certification Training;</li> <li>• Running, reading and evaluating Reports;</li> <li>• Raw Data Analysis;</li> <li>• Production of Published Reports; and</li> <li>• Systems Conversion.</li> </ul> <p>CHIN staff are available 8:30 AM to 5:00 PM, ET, Monday through Friday, excluding city, state, and federal holidays. On-call staff will be available in the event of an identified disaster according to disaster recovery plans as outlined in this document</p>		



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Section IIIC – Policies: Participating Agencies  
Contractual Requirements and Roles

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**PUB C-1: Participating Agencies**

<b>POLICY</b>	All human service agencies meeting Participating Agency requirements and signing the Participating Agency Agreement will be granted, upon approval by the CHIN Steering Committee, Participating Agency status.		
<b>SCOPE</b>	All Participating Agencies.		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 September 11, 2006
<b>DESCRIPTION</b>	<p>To become a Participating Agency, an organization must complete the Participating Agency Agreement and the CHIN HMIS Preparatory Document and conscientiously use the system. As defined in the Participating Agency Agreement, all participating organizations must:</p> <ul style="list-style-type: none"> <li>▪ provide or supervise direct services to homeless or at risk individuals;</li> <li>▪ regularly provide data;</li> <li>▪ attend trainings as required by CHIN;</li> <li>▪ provide CHIN with an email address and phone number for all designated End Users;</li> <li>▪ designate and have trained and certified all users; and</li> <li>▪ use the HMIS to keep records accurate and up-to date.</li> </ul>		



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**PUB C-2: Participating Agency Executive Director**

<b>POLICY</b>	The Executive Director or the Chief Executive Officer of each Participating Agency will be responsible for oversight of all agency staff that generate or have access to client-level data stored in the HMIS to ensure adherence to the standard operating procedures outlined in this document.		
<b>SCOPE</b>	Executive Directors of Participating Agencies		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 September 11, 2006
<b>DESCRIPTION</b>	<p>The Participating Agency’s Executive Director is responsible for all activity associated with agency staff access and use of the system. This person is responsible for establishing and monitoring agency procedures that meet the criteria for access to the system, as detailed in this document. The Executive Director will be held liable for any misuse of the software system by his/her designated staff. The Executive Director agrees to allow access to the system only for those shelter staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.</p> <p>The Executive Director also oversees the implementation of data security policies and standards and will:</p> <ul style="list-style-type: none"> <li>▪ assume responsibility for integrity and protection of client-level data entered into the system;</li> <li>▪ establish business controls and practices to ensure organizational adherence to the HMIS policies and procedures;</li> <li>▪ communicate control and protection requirements to End-Users;</li> <li>▪ authorize data access to agency staff and assign responsibility for custody of data; and</li> <li>▪ monitor compliance with CHIN and individual agency regulations.</li> </ul>		



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**PUB C-3: Users**

<b>POLICY</b>	All individuals at CHIN and at Participating Agencies who require legitimate access, either in direct service with clients or in an administrative function, to the system will be granted such access.		
<b>SCOPE</b>	System wide		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	August 18, 2010 September 11, 2006 March 24, 2006

**DESCRIPTION**

CHIN agrees to authorize use of the system only to users who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration, data entry, or other essential activities associated with carrying out the HMIS related responsibilities.

Participating Agencies agree to authorize use of the system for data processing services. Agencies must be aware of the sensitive nature of the data and take appropriate measures to prevent unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with relevant CHIN policies and procedures. They are accountable for their actions and for any actions undertaken with their usernames.

Security precautions include:

- never leaving a monitor with the HMIS open and unattended;
- protecting user passwords – passwords should not be written, displayed, or otherwise stored in an area accessible to others, passwords should not be “remembered” by computer programs;
- never permitting individuals and clients to view another client’s record without prior permission from the clients being viewed;
- never permitting individuals to enter data using a different username;
- entering only accurate and relevant information;
- securing all hard copies and destroying unneeded paper records; and
- reporting security breaches to the CHIN Offices – 919-827-4500.



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### Standard Operating Policies

#### Section IIIC – Policies: Participating Agencies Contractual Requirements and Roles

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#### PUB C-4: Data Collection Purpose and Limitation

<b>POLICY</b>	All individuals using the HMIS to collect client information must limit the collection of information to that which is relevant to services and must inform the client of the purpose and intention for data collection.		
<b>SCOPE</b>	System wide		
<b>DATE APPROVED</b>	June 29, 2005	<b>DATE(S) REVISED</b>	September 5, 2012 September 7, 2011 August 18, 2010 September 11, 2006

**DESCRIPTION**

All Participating Agencies and system users agree to collect client level data only when it is appropriate to the purposes for which the information is obtained or when required by law and agree to inform the client of the purpose and intention for the data collection. The following guidelines apply to use of data for the HMIS:

- Client level data will be entered only with the express knowledge and written consent of the individual.
- Participating Agencies do not need to collect client level data beyond what is required for HMIS by HUD.
- Only relevant client level information will be collected.
- For all HUD McKinney-Vento/Hearth, HPRP, ESG and Veteran programs entry and exit dates should be recorded upon any program entry or exit on all clients. Entry dates should record the first day of service in a new program or for each period/episode of service. Exit dates should record the last day of residence in a program's housing before the client leaves the shelter or the last day a service was provided.
- Client level information should be accurate and as complete as allowed by the client.
- Client information should be entered as soon as is feasible after collection. (Domestic violence agencies may establish policies that allow the entering of data after a certain amount of time has passed.)
- Client level information will not be disclosed directly or indirectly to any government agency for inclusion in a national homeless database that contains protected personal information unless required by statute.
- Any forms printed from the HMIS should be shredded if the client is not still active in the agency after seven (7) years.





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### Standard Operating Policies

#### Section IIID – Policies: Participating Agencies

##### Participation Requirements

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#### PUB D-1: Participation Requirements

<b>POLICY</b>	CHIN staff will communicate requirements for participation. All requirements for participation are outlined in this document.		
<b>SCOPE</b>	System wide		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 September 11, 2006

**DESCRIPTION**

- A. Internet Connection:** It is recommended that CHIN and all Participating Agencies have high speed Internet connection greater than 56k/v90, either DSL, cable, etc. Participating Agencies are responsible for troubleshooting problems with their internet connection(s).
- B. Training / Meetings:** Commitment of designated staff persons to attend training(s) prior to accessing the system as well as meetings for topic specific and refresher trainings periodically.
- C. Client Consent Forms:** All Participating Agencies must obtain consent from a client, using the client consent procedures developed by CHIN, before allowing the client's information to be entered into the system and shared electronically with other Participating Agencies through the system where applicable.
- D. Interview Protocols:** Agencies must identify which data elements they wish to collect in addition to the minimum required data elements established by CHIN.
- E. Privacy Process:** Agencies must agree to follow CHIN's Privacy Policies as applicable. CHIN will periodically review the Agency's compliance with the CHIN Privacy Policies. Violations will be noted and may result in sanctions as described in PUB E-9.
- F. Participating Agency Agreement:** Agencies are required to sign a Participating Agency Agreement stating their commitment to effective use of the system and proper collaboration with the HMIS. This legally binding agreement includes a commitment to enter information on a representative portion of clients served within the agencies' participating programs and refers to all laws relating to privacy protections and information sharing of client specific information.



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**PUB D-2: Information Security Protocols**

<b>POLICY</b>	Participating Agencies that collect client data for use in the HMIS must develop and have in place minimum information security protocols.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010
<b>DESCRIPTION</b>	<p>At minimum, a Participating Agency must develop internal rules, protocols, or procedures to address each of the following:</p> <ul style="list-style-type: none"> <li>▪ assignment of user accounts;</li> <li>▪ unattended workstations;</li> <li>▪ physical access to workstations;</li> <li>▪ account sharing;</li> <li>▪ client record disclosure;</li> <li>▪ report generation, disclosure, and storage; and</li> <li>▪ destruction of paper records.</li> </ul>		



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#### **PUB D-3: Maintenance of Onsite Computer Equipment**

<b>POLICY</b>	Participating Agencies commit to a reasonable program of data and equipment maintenance in order to sustain an efficient level of system operation.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010

**DESCRIPTION**

The Executive Director of the Participating Agency will be responsible for the maintenance and disposal of onsite computer equipment and data used for participation in the HMIS including the following:

- A. Backup:** The Participating Agency is responsible for supporting a backup procedure for any CHIN System related data stored on an Agency's computer. A backup procedure may include archival of old data and other general backups of user documents and files.
- B. Internet Connection:** CHIN staff members are not responsible for troubleshooting problems with Internet connections and/or non-system software.
- C. Data Storage:** The Participating Agency agrees to download and store data only in a secure format. Participating Agencies should use password protection and encryption procedures when storing non-aggregated data from the system.
- D. Data Disposal:** The Participating Agency agrees to dispose of documents that contain identifiable client level data by shredding paper records, deleting any information from diskette before disposal, and deleting any copies of client level data from the hard drive of any machine before transfer or disposal of property. Records of inactive client files should be securely stored and then destroyed after 7 years of inactivity. CHIN recommends using a bonded vendor for destruction of non-paper media.



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**PUB D-4: Shared Data Elements**

<b>POLICY</b>	Participating Agencies will collect and enter the Shared Data Elements as allowed by the client consent and agency procedures		
<b>SCOPE</b>	Participating Agencies		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 November 5, 2008 March 24, 2006
<b>DESCRIPTION</b>	<p>The Shared Data Elements (SDE) will be collected and shared (as allowed by the client consent and agency procedures) throughout the system. This protects the client from inadvertent disclosure of the type of services they have received and will reduce the creation of duplicate files.</p> <p>The Universal Data Elements are defined in the HUD Data Standards:  <a href="http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf">http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf</a></p>		



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**PUB D-5: Client Consent Procedure**

POLICY	All Participating Agencies must post and distribute the CHIN Statement of Privacy Practices document and receive the client’s signature on a agency consent form with the CHIN consent paragraph on it or on the CHIN Client Consent for Release of General Information before electronic data sharing is to take place.		
SCOPE	Participating Agencies wishing to share client records.		
EFFECTIVE DATES	July 22, 2005	REVISED DATE(S):	August 18, 2010 March 24, 2006

The CHIN Statement of Privacy Practices and the CHIN Client Consent procedures are protections for the client and provide permission for the agency to share client information. The client has the right to deny the sharing of their information. If the client chooses not to participate in the system, the agency will need to make arrangements for tracking that client and manually adding the client's information to reports. If the client chooses to participate in the system, universal data elements and service items will be entered and shared based on the sharing restrictions established as determined by the client and the agency. Additional information may be shared based on the client's consent and the agency's interagency arrangements.

All CHIN Client Consent forms must expire one (1) year or less from the date the client signs the form. Exceptions to this policy will be reviewed by the CHIN Advisory Committee and may be approved.

**DESCRIPTION**

The client consent procedure must include:

- f* posting of signs at the intake desk and waiting area and on the Participating Agency's website stating the availability of the Statement of Privacy Practices. In addition, the Privacy Policies must be posted in a general area, online, and must be given to the client prior to data collection.
- f* privacy Policies and Client Consent form or paragraph given and verbally explained to each client;
- f* the use of interpreters and interpretation services when necessary;
- f* the availability of the CHIN Client Consent Form and the CHIN Statement of Privacy Practices in languages other than English that are common in the community;
- f* a witness to the process of explaining the form to the client;
- f* clear acknowledgement that service to the client CANNOT be denied for client's refusal to allow information to be shared; and
- f* explanation that only aggregate (de-identified) information will be shared with agencies that are not participating in the system





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#### **PUB D-6: Interview Protocol & Data Collection**

<b>POLICY</b>	Participating Agencies that collect client data for use in the HMIS must use an appropriate interview protocol.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010

**DESCRIPTION**

The interview protocol is a tool used to structure the process of data collection. Participating Agencies will develop interview protocol to comply with minimum data collection requirements for use in aggregate analysis. The Participating Agency agrees to enter this level of information into the system on a regular basis. The Participating Agency will submit a written version of their interview protocol to CHIN.

By signing the Participation Agreement, the Participating Agency agrees to the data collection commitment and is responsible for updating on a daily or as needed basis all information for all clients who have received services.

Sample script elements:

- The CHIN System is a web-based information system that homeless service agencies use to capture information about the persons that they serve.
- Agencies use the HMIS to understand their client’s needs, help the programs plan to have appropriate resources for the people they serve, and inform public policy in an attempt to end homelessness.
- Only those who work directly with clients or who have administrative responsibilities will have access to your information.
- Your privacy is protected through a requirement not to release information without your consent, allowing you to know who has added, deleted, or edited information in your record, allowing you to refuse to give your consent, encrypting the information, and using a secure Internet connection to transmit data. You are encouraged to review your decision to allow or deny sharing of your information each time you interact with agency staff.
- You will benefit from participation because the case manager can tell you what services are offered on site or by referral through the assessment process and you and the case manager can use the information to obtain resources that will help you find and keep permanent housing.



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#### **PUB D-7: Client Requests for File Copies and Corrections and Appeals Process**

<b>POLICY</b>	Participating Agencies must respond to client requests for corrections. Participating Agencies will notify CHIN of all such requests.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 September 11, 2006

**DESCRIPTION**

Clients have the right to view, copy, and request corrections to their file. Participating Agencies will make a note of all client requests in the client's HMIS electronic file.

Participating Agencies are only responsible for providing the client a copy of the information they entered into the system. The client may make a request at each Participating Agency they have visited or they may submit a request for a summary copy of their file and the audit trail to CHIN.

If a correction is accepted by the Agency's Executive Director, the agency that receives the request may make changes to the file.

An agency may deny the client access if the information is needed for legal proceedings, contains information about another individual, is obtained under the promise of confidentiality from a non-participating agency, could endanger the life or safety of another individual. If a client is denied access to their file the Participating Agency denying access will give the client a written statement explaining the reason for denying access and will submit a copy of that statement to CHIN.

If a client feels that inaccurate information has been included in their file or that their privacy has been violated in some way they may follow the appeals process outlined below.

**APPEALS PROCESS**

1-Client submits a written request to the Participating Agency for a change in the information in their file or to appeal a privacy violation.

2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.

3-Client may appeal the request to the Participating Agency's Executive Director.

4-If the Participating Agency's Executive Director denies the request, the agency will note the denial and, at the client's request, will submit the request to the CHIN System Administrator.

5-The CHIN System Administrator will review the request and may seek guidance from the CHIN Steering Committee or approved subcommittee. If the CHIN System Administrator accepts the request, the Participating Agency will make the requested change or begin the sanctions process. If the CHIN System Administrator denies the request, the response will be noted in the client's file.

NOTE: The appeals process will not continue beyond step 5



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**PUB D-8: Client Requests for Removal from the System**

<b>POLICY</b>	Participating Agencies must submit all client requests for removal from the system to CHIN. CHIN System Administrators will be responsible for deleting the relevant client information.		
<b>SCOPE</b>	Participating Agencies & CHIN		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 September 11, 2006 March 24, 2006
<b>DESCRIPTION</b>	<p>If a client would like to have their information removed from the system the client should complete a CHIN Request for Removal form and submit it to a Participating Agency's Executive Director. The Executive Director will then forward the request to CHIN. CHIN System Administrators will review the request, review the client file, and take appropriate measures to remove the client from the system.</p> <p>NOTE: Bowman Systems, Inc. will not be required to remove the client's information from archival records. Should the archival records be needed to repopulate the CHIN system, CHIN System Administrators will then remove the client from the repopulated system. Refer to section A for details on Bowman Systems, Inc. storage facility.</p>		



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#### **PUB D-9: Reporting Suspected Privacy Violations**

<b>POLICY</b>	All clients have the right to report suspected privacy violations. End Users have the responsibility to report suspected privacy violations.		
<b>SCOPE</b>	Participating Agencies & CHIN		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 September 11, 2006

## DESCRIPTION

If a client or a user feels there has been a violation of a client's privacy, that individual will report the suspected violation and violator to a CHIN System Administrator. (Clients may either submit the report to a Participating Agency and the agency will forward the report to CHIN or the client may submit the report directly to CHIN.)

The report should include:

- Date of report
- Name & contact information of person filing report
- Date of suspected violation
- Nature of suspected violation
- Evidence of suspected violation
- Affected client file(s)

The CHIN staff will review the report and the affected file(s) and may consult the CHIN Advisory Committee or approved subcommittee. If the CHIN Advisory Committee or approved subcommittee decides that a violation has occurred, sanctions may be applied. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license for 2 weeks
- Suspension of related user privileges & license for 1 month
- Revocation of related user license
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

If the client is not satisfied with the results, the client may appeal the decision one time.

### **APPEALS PROCESS**

1-Client submits a written request to the Participating Agency for a change in the information in their file or to appeal a privacy violation.

2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.

3-Client may appeal the request to the Participating Agency's Executive Director.

4-If the Participating Agency's Executive Director denies the request, the agency will note the denial and, at the client's request, will submit the request to the CHIN System Administrator.

5-The CHIN System Administrator will review the request and may seek guidance from the CHIN Steering Committee. If the CHIN System Administrator accepts the request, the Participating Agency will make the requested change or begin the sanctions process. If the CHIN System Administrator denies the request, the response will be noted in the client's file.

NOTE: The appeals process will not continue beyond step 5



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**PUB D-10: CHIN Requests of Participating Agencies**

<b>POLICY</b>	CHIN Directors or Coordinators will administer the use of the system and may make requests of the Participating Agencies. Participating Agencies will respond to the requests in a timely manner.		
<b>SCOPE</b>	CHIN Staff and Participating Agency system users		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 September 11, 2006



**DESCRIPTION**

In maintaining the system, the CHIN Directors and Coordinators may need to request action by or information from Participating Agencies. Those requests may include but are not limited to requests for information on hardware and software at the agency, transfer of data from a duplicate file to an original file, to provide refresher training to end-users, to reset passwords, and to add or delete steps in the data entry process. The procedure for requests follows:

- CHIN staff requests, in writing, information, action, or change in procedure from the Participating Agency
- Participating Agency complies with the request and replies, in writing, to the CHIN staff
- OR
- Participating Agency Executive Director responds in writing of the Participating Agency's objection to the request within 15 days of receipt of the original request
- CHIN Advisory Committee or approved subcommittee accepts the objection
- OR
- CHIN Advisory Committee makes recommendation to the NC Housing Coalition Board to apply sanctions that may include:
  - Formal letter of reprimand
  - Temporary suspension of access to the system
  - Revocation of access to the system
  - Criminal prosecution



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#### **PUB D-11: Sharing Client Level Data**

<b>POLICY</b>	Participating Agencies that collect client data for use in the HMIS must develop a plan for sharing client level data and must include the disclosure statement with any HMIS data shared outside the HMIS.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	Oct 10, 2005	<b>REVISED DATE(S):</b>	March 8, 2012 August 18, 2010
<b>DESCRIPTION</b>	<p>The data for programs of participating agencies is shared though out the agency and may be accessed by the Continuum of Care (CoC) to which it is a member. Participating Agencies must develop a plan that identifies with which other Participating Agencies the original Participating Agency will share information. CHIN recommends using a Qualified Service Organization Business Associate Agreement (QSOBA) for this purpose. CHIN will provide Participating Agencies with a QSOBA template.</p> <p>If a Participating Agency shares client level information using non-HMIS means (paper records, faxes, verbal reports, etc) the Participating Agency must have the client's permission for the disclosure. In addition, the Participating Agency must include a written statement that the information disclosed is protected by Federal law and that the recipient may not make any further disclosure unless permitted by the regulations.</p>		



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# Standard Operating Policies

## Section III E – Policies: Participating Agencies

### Access to Data

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#### **PUB E-1: Access Privileges to System Software**

<b>POLICY</b>	Participating Agencies will apply the user access privilege conventions set forth in this procedure.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006 Mar 24, 2006

**DESCRIPTION**

User Access Privileges to the system

**A. User Access:** End User access levels will be set to the system default as determined by CHIN staff. Agencies must submit a written request, with justification/explanation, to have user access rights expanded. CHIN staff may determine the need for advanced, or Power User, access and grant that access as needed.

**B. User Name Format:** CHIN staff will create all usernames using the First Initial of First Name and Last Name, whenever possible. Example John Doe's username would be JDoe. In the case where there are two people with the same first initial and last name, a username that uses a combination of initials and names will be used, ex. JohnD or doej or jdoe1.

**C. Passwords:**

1. *Creation:* CHIN staff will create a temporary password and will communicate the password to the user via email.

2. *Use of:* The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters, contain at least 2 numbers, and contain at least 1 capital letter.

3. *Expiration:* Passwords expire every 45 days.

4. *Termination or Extended Leave from Employment:* The Participating Agency's Executive Director will notify CHIN staff to terminate the rights of a user immediately upon termination from their current position. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 5 business days of the start of their leave. CHIN staff is responsible for removing users from the system. CHIN staff must update the access list on a regular basis.



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#### PUB E-2: Access Levels for System Users

<b>POLICY</b>	The Participating Agency agrees to apply the proper designation of user accounts and manage the use of these accounts by agency staff.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006 Mar 24, 2006

## DESCRIPTION

### Designation of ServicePoint™ Users

User Levels: There are many levels of access to ServicePoint™. Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. Below is a list of the most common access levels, see the help section of ServicePoint™ for a description of all the levels.

Most users will be assigned the Case Manager 2 access level. Advanced access levels will be assigned based on CHIN Staff Recommendations. Participating Agency may request additional access rights as described in PUB E.1.

**A. Agency Volunteer:** Access to ResourcePoint™, limited access to ClientPoint™, and limited access to service records. A volunteer can view or edit basic demographic information about clients (the profile screen), but is restricted from all other screens in ClientPoint™. A volunteer can enter new clients, make referrals, or check-in/ out a client from a shelter. A volunteer does not have access to the “Services Provided” tab in ServicePoint™. Normally, this access level is designed to allow a volunteer to do the intake and then refer the client to agency staff.

**B. Agency Staff:** Access to ResourcePoint™, limited access to ClientPoint™, full access to service records. Agency staff has access to most functions in ServicePoint™. However, agency staff can only access basic demographic data on clients (profile screen). All other screens are restricted. Full access to service records is provided. Agency Staff can also add news items to the newswire feature. No reporting access.

**C. Case Manager:** Access to ServicePoint™ features, excluding administrative functions. Case managers have access to all screens within ClientPoint™ and full access to ServicePoint™. Full reporting access.

**D. Case Manager 2:** Same as C above, with access to health module. This is the default system access level for End Users.

**E. Agency Administrator:** Access to all ServicePoint™ features, including agency level administrative functions. This level can add/remove users from their agency and edit their agency and program data. Full reporting access.

**F. Agency Executive Director:** Same as Agency Administrator above with the ability to delete Agency Administrator accounts.

**G. System Administrator I:** Access to ClientPoint™, ServicePoint™, or ShelterPoint™. Has access to the administrative functions. The System Administrator I can setup new agencies, add new users, reset passwords, and access other system-level options. The System Administrator I seeks to maintain the system. The System Administrator I can order additional user licenses and modify the allocation of licenses.

**H. System Administrator II:** Full access to the system, supervises the System Administrator I.



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#### PUB E-3: Unique User ID and Password

<b>POLICY</b>	Authorized users will be granted a unique user ID and password.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006 Mar 24, 2006 Oct 10, 2005

**DESCRIPTION**

**A. Discretionary Password Reset:** Initially each user will be given a password for one time use only. The initial or reset password will be randomly generated by the system and issued to the Participating Agency's End Users by a CHIN System Administrator. NOTE: The system will prompt the user to change the initial or reset password.

**B. Forced Password Change (FPC):** FPC will occur every forty-five (45) days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

**C. Unsuccessful Logon:** If a User unsuccessfully attempts to logon three times, the User ID will be "locked out", access permission revoked and unable to gain access until their password is reset in the manner stated above.

**D. Responsibility for User Accounts:**

- CHIN is responsible for establishing, reviewing, and maintaining all user accounts.
- Ensuring ethical use of End User accounts are the responsibility of the End User and their Agency Executive Directors.

**E. User Authentication**

- Passwords may not be stored or displayed in any publicly accessible location.
- Users may not log onto more than one workstation at a time.
- Passwords must be at least eight (8) characters long, include at least two (2) numbers and one (1) capital letter, not include the user's name, the HMIS name, the Participating Agency's name, or the vendor's name, and not consist entirely of words, spelled forwards or backwards, found in a common dictionary.





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#### **PUB E-4: Access to Data**

<b>POLICY</b>	Participating Agencies must agree to enforce the user access privileges to system data as stated below.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010

**DESCRIPTION**

**A. User Access:** Users will be able to view the data entered by their agency and data, authorized by the client to be shared, that was entered by another Participating Agency. Security measures exist within the system that can restrict agencies from viewing each other's programmatic data.

**B. Raw Data:** Users who have been granted access to the system's ad hoc reporting tool have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the system in raw format to an agency's computer, these data then become the responsibility of the agency. A participating Agency should develop protocol regarding the handling of data downloaded.

**C. Agency Policies Restricting Access to Data:** The Participating Agencies must establish internal access to data protocols. These policies should include who has access, for what purpose, and how they can transmit this information. Issues to be addressed include storage, transmission and disposal of these data.

**D. Request for copy of Agency Specific SQL Database from CHIN:** Participating Agencies that would like a copy of their agency's data in SQL format will be required to submit a written request to CHIN. Requests require that the agency's data be decrypted at the central server. Expense for conversion of data may be charged to the Participating Agency. Requests will only be granted under the following circumstances: 1) the agency does not wish to participate in the HMIS any longer; and 2) the agency wishes to host their own data. All other requests will be at the discretion of CHIN.



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#### **PUB E-5: Client Paper Records**

<b>POLICY</b>	Participating Agencies will establish procedures to handle access to client paper records.		
<b>SCOPE</b>	Participating Agencies.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010
<b>DESCRIPTION</b>	<p>The Participating Agencies agree to establish the following procedures regarding which staff has access to client paper records:</p> <ul style="list-style-type: none"> <li>▪ apply all related HUD and legal standards to access and security of client records</li> <li>▪ identify which staff has access to the client paper records and for what purpose. Staff should only have access to records of clients which they directly work with or for data entry purposes;</li> <li>▪ identify how and where client paper records are stored;</li> <li>▪ develop policy regarding length of storage and disposal procedure of paper records; and</li> <li>▪ develop policies on disclosure of information contained in client paper records.</li> </ul>		



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#### **PUB E-6: Hardware Security**

<b>POLICY</b>	Physical access to the system data processing areas, equipment and media must be controlled. Access must be controlled for the transportation of data processing media and other computing resources. The level of control is contingent on the level of risk and exposure to loss.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006

**DESCRIPTION**

**A. Access to Computing Facilities and Equipment**

- CHIN staff, with Participating Agencies, will determine the physical access controls appropriate for their organizational setting based on the security policies, standards and guidelines discussed in this document. The controls will include ensuring that computers in public locations are staffed, require password protected screen savers, or require the user to log off whenever leaving the workstation.
- All those granted access to an area or to data are responsible for their actions. Additionally, those granting another person access to an area, are responsible for that person's activities.

**B. Media and Hardcopy Protection, Transportation and Destruction**

- Printed versions of confidential data should not be copied or left unattended and open to unauthorized access.
- Media containing client-identifying data will not be shared with any agency other than the owner of the data for any reason. CHIN System data may be transported by authorized employees using methods deemed appropriate by the participating agency that meets the above standard.
- Reasonable care should be used, and media should be secured when left unattended.
- Magnetic media containing CHIN System data that is released and/or disposed of from the Participating Agency and CHIN should first be processed to destroy any data residing on that media.
- Degaussing and overwriting are acceptable methods of destroying data.
- Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained.
- CHIN System information in hardcopy format should be disposed of properly. This may include shredding finely enough to ensure that the information is unrecoverable.



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#### PUB E-7: Electronic Access Control

<b>POLICY</b>	Access to all of central server computing, data communications and sensitive data resources will be controlled based on the user's needs. Access control violations must be monitored, reported and resolved by End Users and/or CHIN staff.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006 Mar 24, 2006

**DESCRIPTION**

All users will be granted access to the system based on logical need (See PUB E.2). Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

Participating Agencies and CHIN staff must regularly review user access privileges and inactivate identification codes and passwords from their systems when users no longer require access. In addition, Administrators must implement discretionary access controls to limit access to the HMIS information when available and technically feasible.

All the system resources will be protected at all times by a firewall. Workstations that access the HMIS through a modem will be behind a firewall. If workstations access the internet through a central server, the central server will be behind a firewall.

Access control measures should include:

- access to computer terminals within restricted areas should be controlled through a password or through physical security measures;
- each user should have a unique identification code;
- computer terminals should have screensavers that turn on after a period of inactivity and that require the entry of a password before accessing files or programs;
- each user's identity should be authenticated through an acceptable verification process;
- passwords are the individual's responsibility, and users cannot share passwords;
- users should be able to select and change their own passwords, and must do so at least every forty-five (45) days. A password cannot be re-used until 2 password selections have expired;
- passwords should not be able to be easily guessed or found in a dictionary. The password format is alphanumeric;
- any passwords written down should be securely stored and inaccessible to other persons; and
- users should not store or use the "remembering" function to store passwords on a personal computer for easier log on.

<http://www.hud.gov/offices/cpd/homeless/rulesandregs/fr4848-n-02.pdf>



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#### **PUB E-8: Data Integrity, Storage, and Transmission**

<b>POLICY</b>	Controls must exist to ensure data remain consistent with their source, all data will be transmitted in such a way as to protect client privacy and confidentiality. Records containing identifying information that are stored within the Participating Agency's local computers are the responsibility of that Participating Agency.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Mar 24, 2006
<b>DESCRIPTION</b>	<p>Data integrity controls must comply with all HUD standards and should encompass both manual and electronic processing. Errors, duplications, omissions and intentional alterations should be discovered and investigated. Many data integrity controls and enforcement procedures are built into the system. Only authorized personnel are permitted access to authorized records. Neither CHIN staff nor Bowman Systems will make unauthorized changes to data in the back-end of the system.</p> <p>Participating Agencies should develop policies for the manipulation, custody, and transmission of client-identifying data sets stored on local computers.</p> <p>Administrators of the HMIS must be aware of access-control vulnerabilities for that data while they are in transmission within the network. Participating Agencies should be aware of the costs to implement secure engineering solutions. However, steps must be taken to ensure proper solutions for security of the data, not necessarily those of least cost. Transmission of data is vulnerable to (1) unauthorized users (2) loss of connection to Internet or the system, (3) unauthorized use by authorized users.</p>		





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#### **PUB E-9: Auditing / Monitoring System Use and Violations**

<b>POLICY</b>	CHIN staff will monitor access to all systems that could potentially reveal a violation of information security protocols.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006

DESCRIPTION

**A. Auditing:** All changes to the data contained within the system will be automatically logged and audited regularly. Any time a client page is added, edited, deleted, or viewed by a system user, that information will be logged. CHIN staff will periodically review the log of changes and investigate unusual changes.

**B. Monitoring:** CHIN will conduct a periodic programmatic review of the Participating Agency to ensure compliance with the Participating Agency Agreement. (A review may involve an HMIS audit and or site visit with special attention given to the handling of client information and security procedures.) Within two (2) weeks of any review, CHIN will, in writing, submit to the Participating Agency any problems or deficiencies and a plan of correction concerning compliance with the agreement. Should the Participating Agency fail to remedy the deficiencies within the time frame provided, CHIN may terminate this Agreement and reclaim all user licenses, providing that CHIN supplies the Participating Agency with a written notice within five (5) days.

As part of the monitoring process the following guidelines apply:

- CHIN staff will monitor compliance with the data security standards.
- All users are obligated to report suspected instances of noncompliance.
- The CHIN staff will review standards violations and recommend corrective and disciplinary actions as stated below.
- Users should report security violations to CHIN staff

**C. Violations:** Any exception to the policies and procedures not approved by CHIN is a violation, and will be reviewed for appropriate disciplinary action that could include criminal prosecution. Any user found to be in violation of security protocols will be sanctioned accordingly. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license(s) for 2 weeks
- Suspension of related user privileges & license(s) for 1 month
- Revocation of related user license(s)
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

**D. Exceptions:** All exceptions to these policies and procedures are to be requested in writing by the Executive Director of the Participating Agency and approved by the CHIN staff and CHIN Advisory Committee.



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#### **PUB E-10: Report Classification, Release, & Distribution**

<b>POLICY</b>	All data will be handled according to the classifications below.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 October 7, 2008 June 23, 2008 May 7, 2008

**DESCRIPTION**

NCHC and the CHIN Reports Subcommittee will review all requests for custom reports to approve or deny the requests, ensure that the reports are appropriately classified and that the data are handled according to the following procedures. Reports will not be shared beyond their intended audience.

**A. Classifications:**

- *Public* - Aggregated, de-identified information approved for publication by NCHC and the CHIN Reports Subcommittee. Examples include aggregate numbers, charts, and graphs designed for presentation to stakeholders. Agency specific data will NOT be included. Client identifying information will NOT be included.
- *Community* – Information not approved for external use but approved for organizations or individuals who have a contractual agreement with CHIN (Member Agencies and “Associates”). Agency/program information may be included. Client identifying information will NOT be included. Examples include Data Quality reports and summary project reports.
- *Agency* - Information not approved for publication but approved for Member Agency or CHIN use. Client identifying information may be included. Examples include data entry checks or other reports measuring data quality and identifying specific files, draft reports, fragments of data sets, or data without context. NOTE: Reports run by end-users that include client identifying information are classified as Agency and should not be distributed beyond the agency.
- *Restricted* - Information not ever scheduled for publication. Examples include data sets imported from agencies or groups not actively using the HMIS but who have entered into a QSOBA with CHIN and/or a participating CoC to import data into the CHIN HMIS.

**B. Procedures for transmission and storage of data:**

- *Public* : Security controls are not required. Accompanying analysis from NCHC may be required.
- *Community*: Security controls are not required. Accompanying analysis from NCHC may be required.
- *Agency*: Requires password protection for delivery and storage. Electronic copies must be magnetically overwritten and hard copies of the data must be destroyed. Accessible only to agency and CHIN employees.
- *Restricted* : Need to know access only. Requires auditing of access and must be stored in a secure location. There are not special requirements around destruction of these data If mailed internally must be labeled confidential; can be mailed first class.

All reports must be classified public, community, agency, or restricted. All reports must be handled according to their classification. Failure to handle reports properly is a violation of this policy.

**C. Release of data principles:**

- Agencies will be notified as soon as possible when a report that will

identify specific information about their agency or program by name has been requested. The notification will include the contact information of the organization/individual requesting the data, description of the data, copy of the final report, and release date. Confirmation of receipt of the notification is not required for the report to be produced or distributed. NOTE: Only organizations with a contractual agreement with CHIN can receive a Community level report.

- Affected agencies will receive a draft copy of a Community level report 30 days before it is released. The report will be re-generated after the 30 day waiting period and then submitted as final with the Accompanying Statement. During the review period, agencies are encouraged to correct any data entry errors for the report. NOTE: Data Quality reports are not subject to the 30 day review period.
- Aggregate data will only be released with the permission of NCHC and the CHIN Reports Subcommittee.
- Aggregate reports may be available in a password protected section of the CHIN website.
- Only de-identified, aggregate data will be classified as Public and released for general use unless special permission is given by NCHC and the CHIN Reports Subcommittee;
- There will be full access to aggregate data for all Member Agencies;
- Aggregate data will be available in the form of an aggregate report or as a raw data set;
- Aggregate data may be made available to the individuals and organizations who are not a part of CHIN with permission of NCHC and the CHIN Reports Subcommittee; and
- Parameters of the aggregate data, that is, where the data comes from and what it does and does not include will be presented with each report
- All research produced with data from the HMIS will list the NCHC as co-author.
- All publication and presentation of research produced with data from the HMIS will include NCHC.
- Organizations requesting data and assistance with reports may be charged for CHIN staff time.



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## Standard Operating Policies

### Section III E – Policies: Participating Agencies Access to Data

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

#### **PUB E-11: Right to Deny Access to Client-Identifying and/or Aggregated Information**

<b>POLICY</b>	CHIN retains authority to deny access to all identifying client information contained within the system.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 October 7, 2008
<b>DESCRIPTION</b>	<p>No client-identifying data will be released to any person, agency, or organization that is not the owner of said data without the permission of the client or the agency that entered the data and CHIN.</p> <p>When a person or organization requests data, the requestor must submit an HMIS ART Report Request Form including:</p> <ul style="list-style-type: none"> <li>▪ agency's name;</li> <li>▪ data requested;</li> <li>▪ time period data should cover;</li> <li>▪ intended use of data; and</li> <li>▪ a list of any publications and organizations that may receive a report based on the requested data.</li> </ul> <p>Any request for data from any person, agency, or organization other than the owner will be forwarded to CHIN for review. Pursuant to CHIN policy any outside entity must obtain the written consent of every client contained within the specified dataset prior to the release of the data.</p>		



A program of the North Carolina Housing Coalition

**CAROLINA HOMELESS INFORMATION NETWORK**

118 St. Mary's Street | Raleigh, NC 27605 | 877.703.3176 (Help Desk) | 919.881.0350 (FAX)

## Standard Operating Policies

### Section IIIF – Policies: Participating Agencies Implementation

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#### PUB F-1: Initial Training

<b>POLICY</b>	A Participating Agency must complete Initial Training.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006
<b>DESCRIPTION</b>	<p>Participating Agencies beginning implementation must have developed/reviewed all participation agreements and client consent protocols. In addition, the agency must also have identified email address(es) and phone number(s) for contacting End Users and have made proper arrangements for technically accessing the system.</p> <p>The Participating Agency must complete all readiness forms and initial certification training before moving on to Full Implementation.</p> <p><b>A. Definition:</b> Implementation of the HMIS and the system begins when the Participating Agency and CHIN staff meet to review all participation and client consent protocols. Following that meeting and completion of the Participating Agency Agreement and the Preparatory Document, the Agency users will receive training on privacy and ethics and the uses of the system.</p> <p><b>B. Requirements to Enter Start-Up and Initial Training:</b> Commitment to participate as demonstrated by signing the Participating Agency Agreement, payment of appropriate User License fees, acquisition of Internet connection greater than 56K/90v, and completion of the readiness forms.</p>		



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#### PUB F-2: Complete Implementation

<b>POLICY</b>	A Participating Agency must sustain Full Integration.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006
<b>DESCRIPTION</b>	<p>Participating Agencies will receive support from CHIN staff to enter and sustain Complete Implementation for the duration of their project involvement. At this point the information that has been entered into the statewide database can be used to produce an unduplicated count of clients served. Participation at this level allows for program evaluation activities including review of service delivery system, analysis of client outcomes as well as computation of actual turnover rates. Participating Agencies must complete Initial Training before moving onto Complete Implementation. Activities that must be completed include creation of User IDs and passwords by CHIN staff, demonstration of an understanding of client confidentiality and data integrity procedures, and navigation around the HMIS.</p> <p><b>A. Definition:</b> Complete Implementation begins when a program’s trained staff applies the system to support its operating and reporting requirements for designated programs as defined by the Participating Agency.</p> <p><b>B. Requirements to Enter Full Integration:</b> Completion of Initial Training.</p>		





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#### PUB F-3: Advanced Training

<b>POLICY</b>	A Participating Agency may apply for Advanced Training.		
<b>SCOPE</b>	System wide.		
<b>EFFECTIVE DATES</b>	July 22, 2005	<b>REVISED DATE(S):</b>	August 18, 2010 Sept 11, 2006
<b>DESCRIPTION</b>	<p>Participating Agencies may apply for Advanced Training. Advanced training will enable End-Users to generate meaningful reports, interpret results, and trouble shoot data entry errors. Participating Agencies must complete Full Implementation before moving on to Advanced Training. Activities that must be completed include demonstration of an understanding of client confidentiality and data integrity procedures, navigation around the HMIS, and generation of standard reports. Note: Advanced Training is only for users with a thorough understanding of the operation of an HMIS and of required reports. Intermediate to advanced computer skills are required.</p> <p><b>A. Definition:</b> Advanced Training may be offered to End Users. The training will cover report generation, trouble shooting, and data analysis.</p> <p><b>B. Requirements to Enter Full Integration:</b> Completion of Full Implementation and demonstration of an understanding of client confidentiality and data integrity procedures, navigation around the HMIS, and generation of standard reports. Note: Advanced Training is only for users with a thorough understanding of the operation of an HMIS and of required reports. Intermediate to advanced computer skills are required. Advanced Training and enhanced HMIS access will be granted upon review and approval of CHIN staff.</p>		



# North Carolina Coalition to End Homelessness

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## Practice

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## Balance of State CoC Application Information

### Current CoC Application

The CoC application cycle occurs on an annual basis. The application begins when HUD publishes the NOFA (Notice of Funding Availability) in the Federal Register.

The 2013 application is expected to be released in the early fall. Application materials will be posted on this page when they are available.

If you are interested in applying for a new project in 2013, please [fill out our Intent to Apply Form](#) and NCCEH staff will contact you to discuss application details.

### Previous CoC Applications

Materials from previous CoC applications have been archived for reference.

Previous CoC Applications	
<a href="#">2012 CoC Application Materials</a>	<a href="#">view page</a>
<a href="#">2011 CoC Application Materials</a>	<a href="#">view page</a>



## BoS CoC Intent to Apply

If you are interested in applying for Continuum of Care funds in the 2013 application cycle, please fill out this form. NCCEH staff will contact you to discuss your application. This form is only for new projects. Renewal projects do not need to complete this form.

Name of Organization \*

Agency Type \*

Non-profits only: Status Documentation

What counties will be served by this project? \*

Street Address \*

Primary Contact Name \*

Primary Contact Title \*

Primary Contact Phone \*

Primary Contact Email \*

Agency Website

Is this organization a current BoS CoC grantee? \*

Has the applicant ever received a federal grant? \*

Tax ID or EIN

DUNS Number

Project Component \*

What type of project are you interested in applying for?

New Construction \$ Request

Acquisition \$ Request

Rehabilitation \$ Request

Leasing \$ Request

Rental Assistance \$ Request

Supportive Services \$ Request

Operating \$ Costs

HMIS \$ Request

**Term (yrs) request \***

**Total \$ request \***

**Match Sources \***

**What household type(s) will this project serve? \***

**Will your project target specific sub populations? \***

**Disabled**

Check this box if your project serve disabled persons

**Chronically Homeless**

Check this box if your project serve chronically homeless persons

**Veterans**

Check this box if your project serve veterans

**Other sub population:**

Will your project serve other sub populations? If so, list here.

**Does your agency enter data into HMIS (CHIN)? \***

**What is your Regional Committee? \***

**Who is your Regional Lead? \***

**Who from your agency attends Reg. Comm. meetings? \***