# 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-500 - Winston Salem/Forsyth County CoC |
| **1A-2 Collaborative Applicant Name:** | City of Winston-Salem |
| **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?** Bi-Monthly

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

**IB-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? Select all that apply.** Outreach, Advisor, Volunteer, Organizational employee, Community Advocate

**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?** | Yes |
| **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?** | Yes |

# 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** | Winston-Salem/Forsyth County Council on Services for the Homeless and Council Executive Board | The Council oversees all CoC work and meets to discuss homeless issues, coordinate services, and eliminate duplications. The Council Executive Board addresses current needs, reviews committee work, and sets full Council agendas. The full Council votes on official business of the CoC, including the CoC application, project monitoring, and project submissions/priorities recommended by the Project Rating Panel. The Council leads efforts to carry out requirements of the Act, CoC interim rule, and local Action Plan.  Recent successes include expansion of RRH, implementation of the CIC and its Coordinated Assessment Team, and adoption of housing first by CoC-funded PSH projects. The CoC governance charter guides Council work (see 1B & attached). | Monthly | David Harold (chair); City of Winston-Salem, United Way, Veterans Affairs, Winston-Salem Rescue Mission, Salvation Army, Bethesda Center, Samaritan Ministries, Family Services, Experiment in Self-Reliance, Next Step, & others. |
| **1C-1.2** | HMIS Committee | The HMIS Committee reports to the Council and meets to facilitate quality and integrity of data including data completeness, accuracy and congruity. Performance measurement also is addressed.  The group is responsible for point-in-time counting procedures, documentation of beds for the HIC, and AHAR reporting.  The committee identifies issues to address with the HMIS Administrator agency, which is the Carolina Homeless Information Network.  Training needs are identified and technical assistance is provided. | Monthly | John Gladman, Salvation Army (chair); representatives of CenterPoint Human Services, Salvation Army, Bethesda Center, Samaritan Ministries, Family Services, Experiment in Self-Reliance, Next Step, & others. |

| | | | | |
|---|---|---|---|---|
| **1C-1.3** | Ten-Year Plan (TYP) Commission on Homelessness | The TYP Commission meets to discuss TYP efforts and progress. Members are appointed by the City Council and County Commissioners, with staff from United Way, the City and County. Its mission is to provide solutions and services to eliminate chronic homelessness and improve the system for all homeless persons. Some members and staff are shared with the CoC's Housing Committee, and the TYPC takes the lead in support of selected housing projects.  The Commission supports the CoC's efforts to develop coordinated intake, better serve homeless veterans, increase rapid rehousing, and expand use of SOAR. | Monthly | Chris Henson, Chair, Branch Banking & Trust; representatives from homeless council, Hanesbrands, City Council; Mental Health Agency; County Social Services, County Commissioners, University Health System, Realtor |
| **1C-1.4** | Shelter Providers Committee | The Shelter Providers Committee reports directly to the Council and meets to discuss issues relating to shelters and their homeless clients. This group also enables shelter staff, law enforcement and service providers an opportunity to collaborate. The Overflow Emergency Shelter Sub-Committee reports to the Shelter Providers Committee and is responsible for the community's annual plan to shelter homeless clients during the cold weather season. The Overflow Emergency Shelter Sub-Committee seeks funds, identifies a facility, and organizes volunteers and transportation for the annual implementation of a winter Overflow Emergency Shelter, which includes an extensive outreach effort. | Monthly | Winston-Salem Rescue Mission, Salvation Army, Bethesda Center, Samaritan Ministries, Family Services, Experiment in Self-Reliance , Next Step, Anthony's Plot & others. |
| **1C-1.5** | Outreach and Assessment Committee | This group meets to discuss homeless outreach efforts, to coordinate the point-in-time street and shelter counts and quarterly health screenings, and to collaborate with other community organizations. A consumer representative participates regularly in these committee meetings. In 2012, the CoC conducted a more rigorous street and service-based count of unsheltered homeless persons, in coordination with the vulnerability index survey administration as part of the CoC's participation in the 100,000 Homes Campaign. In 2013, the CoC participated in the USICH Youth Count! initiative. | Monthly | Obie Johnson, Empowerment (locally funded - formerly PATH), Wake Forest Baptist Medical Center; Teri Hairston, United Way of Forsyth County; & others. |

**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, subcommitees, and workgroups.**
 **(limit 750 characters)**

A full range of opinions are always considered. CoC-wide committees, subcommittees, and workgroups have diverse, active representation. The successfully implemented 2012 reallocation, including coordinated intake and rapid rehousing, required buy-in at every level and included new subrecipient/partners. Homeless persons, providers, officials and advocates have supported this new model at every step. Other evidence includes regular meetings of the Homeless Caucus, coordination with the county library to serve homeless patrons, and the grassroots, congregationally-operated winter shelter. Data shows that WS/FC is on track to end chronic homelessness, which has been facilitated by the broad engagement of individuals and organizations.

# 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)**

The unbiased Rating Panel reviews proposals against performance standards and threshold criteria, including APR performance, HMIS data quality, and monitoring results. The Panel evaluates completeness/accuracy, capacity, role in CoC, strategic priority, project design, cost effectiveness/prior spending, and timeliness, using a Scoring Guide. The CA collects and reviews match/leverage letters. Final ranking is based on application review, performance rubric (attached), & CoC Strategic Planning. Attached is documentation of making the ranking publicly available on 1/17/2014 and posting to the web the CoC Consolidated Application on 1/31/14, which was advertised by email to the CoC and on cable TV-13 and in English and Spanish newspapers.

**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)**

Projects are ranked based on an analysis of APR data which considers % of persons  in TH who exited to PH during operating year; % of PH clients who achieving housing stability; Increases in Total Income; % of Clients with 1+ Source of Cash Income at Exit; % of Clients with Employment Income at Exit; % of Clients with 1+ Sources of Non-Cash Income at Exit; whether the project serves 100% chronically homeless clients; HMIS Project Data Quality; cost per TH or PH housing success.  Housing success is used as a tie-breaker.  Severity of barriers faced by participants was considered in the CoC ranking process, resulting in PSH and associated supports being priority categories for funding.

**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 Collaborative Applicant (CA), the City of Winston-Salem, works with all entities that express an interest in HUD funds. The CA coordinates the open solicitation process. Availability of funds is advertised by newspaper, television, website and email distribution to CoC members. The CA schedules meetings with organizations that inquire about CoC funding. The successful system-wide reallocation, which took place in 2012 and included new entities, is evidence of the CoC's open process and responsiveness to new developments and priorities in the CoC program. The CA staffs the CoC's Project Rating Panel and communicates recommendations and application feedback to entities seeking HUD funds. The CA also is a CDBG,HOME and ESG entitlement jurisdiction and helps entities to access other funding sources in addition to CoC funds.

**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.**

01/17/2014

**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)**

This is not applicable.

**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)**

This is not applicable.

# 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)**

HMIS is a statewide implementation in North Carolina.  The 12 CoCs in NC have established a statewide HMIS Governance Committee that oversees HMIS administration and ensures compliance with the CoC Program interim rule, current data standards, and HUD notices through enactment of policies and procedures.  Our CoC actively participates in the HMIS Governance Committee and related sub-committees and working groups, as appropriate.

This year the Governance Committee finalized and signed an MOU between CoCs and the HMIS Administrator, Carolina Homeless Information Network (CHIN), that outlines roles and responsibilities to be in compliance with the interim rule.  In our CoC, the Collaborative Applicant (City of Winston-Salem) serves as HMIS Lead, with CHIN as the HMIS Administrator. Our CoC has a point person at the HMIS Administrator agency to address questions and concerns about HMIS implementation.  HMIS Administrator agency staff participate in CoC meetings, as applicable.  The NC 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 current HMIS standard operating policies and procedures, which govern privacy, security and data quality were approved by the HMIS Governance Committee.  The Governance Committee has representatives from each participating CoC, who are empowered to make decisions regarding HMIS on behalf of the CoC.  In our CoC, the Collaborative Applicant (City of Winston-Salem) serves as HMIS Lead, with CHIN as the HMIS Administrator; and the City of Winston-Salem (HMIS Lead) is an active member of the Governance Committee.

The operating policies and procedures are reviewed at least once a year by HMIS Administrator agency staff and the HMIS Governance Committee.  The HMIS Administrator agency staff is developing Privacy, Security and Data Quality Plans based on the existing policies as well as the HMIS interim rule.  The plans will be revised and updated based on feedback from the CoCs, before being submitted to the HMIS Governance Committee for final approval.

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

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

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

# 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-504 - Greensboro/High Point CoC, NC-500 - Winston Salem/Forsyth County 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** | $127,318 |
| **ESG** | $0 |
| **CDBG** | $13,051 |
| **HOME** | $0 |
| **HOPWA** | $0 |
| **Federal - HUD - Total Amount** | $140,369 |

## 2B-3.2 Funding Type: Other Federal

| Funding Source | Funding |
|---|---|
| **Department of Education** | $0 |
| **Department of Health and Human Services** | $12,851 |
| **Department of Labor** | $0 |
| **Department of Agriculture** | $0 |
| **Department of Veterans Affairs** | $0 |

| | |
|---|---|
| **Other Federal** | $0 |
| **Other Federal - Total Amount** | $12,851 |

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

| Funding Source | Funding |
|---|---|
| City | $0 |
| County | $0 |
| State | $500 |
| **State and Local - Total Amount** | $500 |

## 2B-3.4 Funding Type: Private

| Funding Source | Funding |
|---|---|
| Individual | $17,264 |
| Organization | $120,292 |
| **Private - Total Amount** | $137,556 |

## 2B-3.5 Funding Type: Other

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

| | |
|---|---|
| **2B-3.6 Total Budget for Operating Year** | $291,276 |

**2B-4 How was the HMIS Lead selected by the CoC?**   Agency was Appointed

**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** | 65-75% |
| * **Safe Haven (SH) beds** | Housing type does not exist in CoC |
| * **Transitional Housing (TH) beds** | 65-75% |
| * **Rapid Re-Housing (RRH) beds** | 86%+ |
| * **Permanent Supportive Housing (PSH) beds** | 65-75% |

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

**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)**

This is not applicable.

**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)**

This is not applicable.

# 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** | 39 |
| **Transitional Housing** | 5 |
| **Safe Haven** | 0 |
| **Permanent Supportive Housing** | 29 |
| **Rapid Re-housing** | 3 |

### 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** | 0% |
| **Date of birth** | 0% |
| **Ethnicity** | 0% |
| **Race** | 0% |
| **Gender** | 0% |
| **Veteran status** | 1% |
| **Disabling condition** | 1% |
| **Residence prior to program entry** | 2% |
| **Zip Code of last permanent address** | 1% |
| **Housing status** | 2% |
| **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)

HMIS generates all HUD required reports, including the APR, CAPER and AHAR. We use the HMIS to generate data for the AHAR and CoC application. We require APR data submitted to HUD to match the data found in HMIS. The HMIS Administrator created a report to assist the CoC with improving data quality for the AHAR. All CoC APRs are generated from HMIS, except for APRs for victim service providers, which are generated from agency databases. The HMIS also is used to generate ESG reporting data for the CAPER. CoC APR data also is reported in the CAPER. We compare hard-copy sheltered PIT data against the HMIS and reconcile differences. We also use HMIS data to rank CoC projects and to report to officials and stakeholders.

**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)**

The CoC's HMIS Committee assesses data quality (DQ)--completeness, accuracy and congruity. It reports to the CoC monthly. The HMIS Lead staffs it, the HMIS Administrator participates, and DQ is a monthly agenda item. The meeting site has a large computer screen to pull, review and discuss reports. Ten Year Plan staff is drafting a CoC DQ policy with the committee. An HMIS Administrator point person helps with all HMIS issues including DQ. The HMIS Lead identifies organizations with DQ challenges and requires data corrections or a DQ improvement plan. Providers may be required to seek T/A or training from the HMIS Administrator, which provides a monthly newsletter with tips and information on changes to the HMIS and provides on-line reports and tip sheets to improve DQ. The latest report is the Data Completeness Report Card. Key times DQ is reviewed are for the AHAR, PIT, NOFA and APRs.

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

# 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** | Quarterly |
| * **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.)** | Monthly |

# 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)**

Page 35, Section "PUB C-4: Data Collection Purpose and Limitation" (Participant entry/exit and data are accurately recorded.)
Page 31, Section "PUB C2: Participating Agency Executive Director" (ED assumes responsibility.)

**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:**  04/26/2013

**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% | 100% | 60% |
| Transitional Housing | 0% | 100% | 100% | 63% |
| 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 point-in-time counts decreased from 2012 to 2013.  The Winston-Salem/Forsyth County CoC (NC500) worked diligently in 2012 to house homeless persons, particularly chronically homeless, long-term and vulnerable homeless persons. This is the primary reason for the decrease.

# 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:** | X |
| **HMIS:** | X |
| **Extrapolation:** | |
| **Other:** | |

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

 This is not applicable.

**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)**

The CoC distributes a PIT survey, which includes instructions/training, to all providers. This survey collects data on all Homeless Population and Subpopulation categories. The providers conducted the count on 1/30/13, used case management records of clients and their expertise to complete the survey and properly count all homeless persons, and validated survey data against HMIS data. Survey results were submitted to the City of Winston-Salem, where they were checked for accuracy and inconsistencies. Homeless population data were reconciled with the housing inventory. After data was confirmed, the City (CA/HMIS Lead) compiled and submitted it to NCCEH and HUD HDX.  Shelter providers also submitted a list of chronically homeless persons, which was reconciled with survey data to produce an unduplicated list of chronically homeless persons.

# 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:** | X |
| **HMIS plus extrapolation:** | |
| **Sample of PIT interviews plus extrapolation:** | |
| **Sample strategy:**<br>**(if Sample of PIT interviews plus extrapolation**<br>**is selected)** | |
| **Provider expertise:** | X |
| **Interviews:** | |
| **Non-HMIS client level information:** | X |
| **Other:** | |

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

This is not applicable.

**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)**

The Collaborative Applicant (City of Winston-Salem) distributed and collected a survey (i.e., data collection form) that was completed by experienced providers, who compared it to their HMIS client data and client records for accuracy. Each agency's data was entered into a spreadsheet, and compiled into a CoC-wide PIT count report.

More specifically, the 2013 PIT survey, which includes instructions and training, collects data in all of the CoC Sheltered Homeless Population and Subpopulation categories.  Experienced providers are trained each year in the subpopulation categories and their definitions.  Survey data is crosschecked with HMIS data and other non-HMIS client level information to ensure accuracy. The City also has several data consistency checks in place to ensure accuracy.

# 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:** | X |
| **Follow-up** | X |
| **HMIS:** | X |
| **Non-HMIS de-duplication :** | X |
| **Other:** | |

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

 This is not applicable.

**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)**

 Shelter providers received training via meeting and follow-up instructions via email on completing the PIT Count form, developed in coordination with the NCCEH and BOS CoC. The final form is sent out the week prior to the actual count. One day prior to the count, a reminder is sent. Data is requested to be returned within 3 business days. Follow-up occurs on the fourth day. All shelter providers are requested to check a box on the PIT count form, indicating data has been verified against HMIS. Data on survey forms are compared to shelter censuses and HMIS reports, and client identifiers are used in de-duplication. Non-HMIS de-duplication of chronically homeless persons is done by having agencies provide a list of chronically homeless persons by HMIS identifier.

# 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:** 04/26/2013

**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)**

There was a decrease in the unsheltered count from 2012 to 2013.  As a participant in the 100,000 homes campaign, the Winston-Salem/Forsyth County CoC (NC 500) used the 2012 PIT count to identify the most vulnerable homeless persons and house them.  Although there were heavy rains on the evening of the 2013 PIT, which may account for some of the decrease in the unsheltered count, the sheltered count also decreased, further indicating the impact of housing homeless persons in 2012.

# 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:** | |
| **Public places count with interviews on the night of the count:** | X |
| **Public places count with interviews at a later date:** | |
| **Service-based count:** | X |
| **HMIS:** | |
| **Other:** | |

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

This is not applicable.

**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)**

Trained teams were assigned to discrete areas and conducted searches on the PIT night. Teams kept logs of location and gender of persons found. Most unsheltered persons agreed to participate in a short interview recorded by a volunteer, who assigned unique codes to each person based on personal information and interview results. During the analysis of forms, codes were reviewed to ensure an unduplicated count of unsheltered persons. Survey forms were based on the 100,000 Homes approach to collect data to build a vulnerability index of homeless persons needing housing.

For the service-based count, persons were asked where they slept the evening before and whether or not they were interviewed. If persons slept in a place not meant for human habitation, then similar techniques were used (i.e., unique codes given at interview).

# 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)**

 This is not applicable.

# 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:** | X |
| **"Blitz" count:** | X |
| **Unique identifier:** | X |
| **Survey question:** | X |
| **Enumerator observation:** | |
| **Other:** | |

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

 This is not applicable.

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

The Outreach and Assessment Committee conducted 2013 PITC training for the CoC's "blitz" street count on the evening of 1/30/13.  PITC teams were assigned to discrete areas (i.e., known locations where homeless persons can be found) to prevent duplication. Teams kept logs of location and gender of persons found. Most unsheltered persons agreed to participate in a short interview recorded by a volunteer, who assigned unique codes to each person based on personal information and interview results. The "blitz" street count is followed the next day by a service-based count at the only soup kitchen. Homeless persons were asked where they slept the evening before and whether or not they were interviewed. If persons slept in a place not meant for human habitation, then similar techniques were used (i.e., unique codes given at interview).

# 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.** |  | 206 | 206 | 206 |
| **3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.** | 118 | 128 | 128 | 128 |
| **3A-1.1c  Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.** |  | 75 | 75 | 75 |
| **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.** |  | 100% | 100% | 100% |
| **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)**

By improving access to housing FOR ALL HOMELESS PERSONS through coordinated intake and prioritizing housing for chronically homeless persons, combined with rapid rehousing for all homeless persons, the CoC will gradually reduce the number of long-time homeless persons in shelters and on the streets. The CoC intends to continue to identify CH persons and prioritize them for housing placement and stabilization services. Segregation of disabled persons will continue to be minimized by use of scattered site TRA and rapid rehousing.  One planned strategy is to increase the number of public housing units prioritized to chronically homeless persons and to provide supportive services with the incremental units. The Collaborative Applicant and its partners will continue to review and update CoC Action Plans and monitor strategy implementation in an effort to obtain the national goal.

**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 CoC's Housing Committee is responsible for implementing the goals of increasing the number of permanent supportive housing beds for persons experiencing chronic homelessness.  Past successes of the Housing Committee include development of the "HAWS Collaborative" project which continues to make public housing units available to chronically homeless households.

# 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?**   Yes

### 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:** | 355 | 237 | 237 |
| **3A-2.2b Enter the total number of participants that remain in CoC-funded 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.** | 328 | 205 | 205 |
| **3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.** | 92% | 86% | 86% |

**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)**

Supportive services are key in the CoC's two-year plan. Most PH beds are funded through CoC rental assistance with case management for housing stability.  Other funding, including HOME TBRA, VASH, SSVF and public housing, is used for PSH with funding from CoC,  CDBG and other sources for services.  2012 reallocations being implemented are planned to increase PH retention, especially PH case management and rapid rehousing projects. The CA and its partners will continue to monitor impacts on CoC performance. The CA runs quarterly reports to assess progress and provide feedback for the CoC. PSH providers have an excellent record in housing stability performance, but the CoC will continue to look at innovative practices to best utilize PSH as part of a system to resolve housing crises and ensure housing stability.  PSH was partially reallocated to fund rapid rehousing in 2012. Thus, numeric achievements for 2014 and 2015 are based on project application performance measures and are lower than 2013.  Also, the CoC expects APRs in the 2014 and 2015 CoC NOFA periods to have lower numbers than this current application.

**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 CoC's Housing Committee will plan for increases in the rate of housing stability.  Implementation will be through the Coordinated Assessment Team of the Forsyth Rapid Rehousing Collaborative (FRRC), which makes housing stability the central goal of every client's Housing Stabilization Action Plan. Case management programs participating in FRRC include those operated by Goodwill Industries, Bethesda Center, Experiment in Self-Reliance, Family Services, Samaritan Ministries and the Salvation Army.  These programs collectively will case manage the majority of rapid rehousing and permanent supportive housing placements accomplished through coordinated intake, assessment and placement.  The Collaborative Applicant will run quarterly reports to assess progress and provide feedback to providers.  The Housing Committee and the Community Intake Center report monthly to the CoC.

# 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:** 1267

### 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?** | 4% | 5% | 6% |
| **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?** | 3% | 4% | 5% |

**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** | 432 | 34.10 | % |
| **Unemployment Insurance** | 34 | 2.68 | % |
| **SSI** | 225 | 17.76 | % |

| | | | |
|---|---|---|---|
| **SSDI** | 118 | 9.31 | % |
| **Veteran's disability** | 11 | 0.87 | % |
| **Private disability insurance** | 2 | 0.16 | % |
| **Worker's compensation** | 0 | | % |
| **TANF or equivalent** | 224 | 17.68 | % |
| **General Assistance** | 87 | 6.87 | % |
| **Retirement (Social Security)** | 11 | 0.87 | % |
| **Veteran's pension** | 2 | 0.16 | % |
| **Pension from former job** | 4 | 0.32 | % |
| **Child support** | 95 | 7.50 | % |
| **Alimony (Spousal support)** | 1 | 0.08 | % |
| **Other Source** | 15 | 1.18 | % |
| **No sources** | 313 | 24.70 | % |

**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)**

Data shows that 75.3% of adults in CoC-funded projects have sources of cash income, and 34.1% of these adults have earned income.  Case management programs participating in the Forsyth Rapid Rehousing Collaborative (FRRC) make total income increases a part of every client's Housing Stabilization Action Plan.  Five main case management programs handle housing and case management placements through coordinated intake and assessment.  Case plans include plans to help participants access non-employment such as SSI, disability payments, TANF and child support.  Persons needing SOAR services are referred to one of 3 SOAR staff in the CoC, which facilitates participants abilities to increase incomes quickly.  The CA will run quarterly reports to assess progress, provide feedback to programs and report to the CoC.  As needed, training and technical assistance will be arranged by the CoC to improve the ability of projects to help participants to increase incomes, including non-employment incomes.

**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)**

In 2013, the CoC decided to locate the coordinated intake and assessment services at the Career Placement and Prosperity Center, because of access to income supporting services, including employment. Housing location and case management services also are delivered through the center. As needed, participants attend the Financial Literacy classes and Tenant Education Clinic offered through the center. Housing Stability Action Plans are developed with each participant and include actions to increase employment income. Persons also may be referred to employment training programs through Goodwill Industries, a key member of the CoC. The Urban League conducts job fairs and employment training, which assist homeless veterans. The CoC expects that over the long-term opportunities for participants' employment will improve as a result of the local economy improving and/or CoC job-seeking/job-training for participants increases in sophistication. The CA and its partners in the CoC continue to monitor the impact of this approach on performance.

**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)**

Case management programs participating in the Forsyth Rapid Rehousing Collaborative (FRRC) are responsible for making total income increases a part of every client's Housing Stabilization Action Plan. The main case management programs associated with FRRC are operated by Goodwill Industries, Bethesda Center, Experiment in Self-Reliance, Family Services, Samaritan Ministries and the Salvation Army. These programs collectively will case manage the majority of rapid rehousing and permanent supportive housing placements accomplished through coordinated intake, assessment and placement. The Collaborative Applicant will run quarterly reports to assess progress and provide feedback. This information will be provided to the CoC. As needed, training and technical assistance will be arranged by the CoC and CA to improve the ability of projects to help participants to increase incomes.

# 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-funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.**    1267

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

|  | 2013 Actual<br>Numeric Achievement<br>and Baseline | 2014 Proposed<br>Numeric Achievement | 2015 Proposed<br>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.** | 62% | 63% | 65% |

### 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<br>Participating Adults | Percentage of<br>Total in 3A-4.1 |
|---|---|---|
| **Supplemental nutritional assistance program** | 735 | 58.01 % |
| **MEDICAID health insurance** | 364 | 28.73 % |
| **MEDICARE health insurance** | 31 | 2.45 % |
| **State children's health insurance** | 1 | 0.08 % |
| **WIC** | 24 | 1.89 % |

| | | | |
|---|---|---|---|
| **VA medical services** | 5 | 0.39 | % |
| **TANF child care services** | 60 | 4.74 | % |
| **TANF transportation services** | 144 | 11.37 | % |
| **Other TANF-funded services** | 144 | 11.37 | % |
| **Temporary rental assistance** | 7 | 0.55 | % |
| **Section 8, public housing, rental assistance** | 18 | 1.42 | % |
| **Other Source** | 6 | 0.47 | % |
| **No sources** | 281 | 22.18 | % |

**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 new Community Intake Center (centralized and coordinated intake and assessment) or CIC uses a single application for intake that collects information on participants' needs and current use of services. Weekly multi-disciplinary team assessments will facilitate enrollment in mainstream programs. The CoC will work with CHIN to develop HMIS reports that evaluate efforts to obtain mainstream benefits for participants, and identify best practices and increase efficiency in the application process. SOAR has greatly increased the number of households with disability income. The CoC, a Bronze level SOAR certified community, plans to continue its use and possibly expand SOAR during the next year. The CA and its partners in the CoC continue to monitor the impact of these approaches on performance, in order to determine the most effective investment of resources.

**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)**

Case management programs participating in the Forsyth Rapid Rehousing Collaborative (FRRC) make access to mainstream benefits a part of every client's Housing Stabilization Action Plan.  The main case management programs associated with FRRC are operated by Goodwill Industries, Bethesda Center, Experiment in Self-Reliance, Family Services, Samaritan Ministries and the Salvation Army.  These programs collectively will case manage the majority of rapid rehousing and permanent supportive housing placements accomplished through coordinated intake, assessment and placement.  The Collaborative Applicant will run quarterly reports to assess progress and provide feedback.  This information will be provided to the CoC.  As needed, training and technical assistance will be arranged by the CoC and CA to improve the ability of projects to help participants to access mainstream benefits.

# 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 | 10 |
| **3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.** | 1 | 7 | 10 |
| **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.** | 1 | 3 | 5 |

**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 Forsyth Rapid Rehousing Collaborative (FRRC) serves chronically homeless and other homeless persons with rehousing.  One FRRC project, REACH (Rapidly Ending All Chronic Homelessness) specifically serves the community's chronically homeless population with rapid rehousing.  The Salvation Army shelter focuses on serving families with children, & its staff were among the first trained and doing rapid rehousing as FRRC collaborators.  The largest allocations of City and State ESG funds and CoC funds are provided by the CA for rapid rehousing through the FRRC, and agencies serving households with children have been key collaborators in this effort.   The Collaborative Applicant runs quarterly reports to assess progress and provide feedback.   Information on progress will be provided to the CoC.  As needed, training and technical assistance will be arranged by the CoC and CA to improve the ability of projects to help homeless households with children to be rapidly rehoused.

**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)**

Andrea Kurtz, Senior Director of Housing Strategies for the United Way of Forsyth County oversees the Forsyth Rapid Rehousing Collaborative (FRRC), which is the overarching initiative for all RRH efforts in the Winston-Salem/Forsyth  County CoC geographic area.  The FRRC is staffed by a RRH Program Manager and a Housing Coordinator, who organize and coordinate collaborative case management and housing coordination planning and implementation to meet needs in the CoC.  The CoC's Housing Committee plans and evaluates efforts to increase housed families.  The implementing entity is the Coordinated Assessment Team which reviews cases and facilitates placement into housing and service programs.

**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)**

The CoC adopted these priorities for housing assistance:  (1) Chronically homeless or highly vulnerable; (2) unaccompanied youth or families with children; (3) Other disabled households; and (4) Other homeless households. The written assistance procedure requires case management, requires assistance be needed to obtain housing, allows households to receive 100% housing assistance for the first 3 months, allows staff to provide extensions for 3 more months if needed with assistance based on income, provides for additional housing assistance extensions up to 12 months total if approved by the Coordinated Assessment Team, and allows case management for up to 24 months but no more than 6 months after housing assistance ends.

**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)**

Case management is provided at least monthly; however, in most cases, particularly immediately after program entry, case management services are provided weekly.  As participants become more stable, frequency of case management is gradually decreased.  Since this year our CoC is prioritizing services to the chronically homeless and most vulnerable, case management is projected to average three times per month per participant from entry to exit.


**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)**

Yes, follow up is conducted at 3, 6 and 12 months after exit.

# 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 mandated by the State, the CoC, or other?**   State Mandated Policy

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

The DSS LINKS program requires Emancipation Plan meetings occur within 90 days of a teen's 18th birthday. During this time DSS discusses the teen signing a CARS agreement, which allows them to remain in a foster home if in school or a vocational training program full time. LINKS discusses what living arrangements will be if they do not sign a CARS and what the back-up plan will be if the original plan fails. Youth know, if these plans don't work, they can return to DSS to request a CARS where available.

**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)**

The Youth in Transition Community Initiative of Forsyth County is a comprehensive community plan designed to improve the youths' chances of connecting with the necessary supports and services to successfully transition into adulthood.

A governing committee, representing diverse Forsyth County individuals and organizations, and a Youth Leadership Board, comprised of previous and current youth in foster care, have worked together to research existing programs, identify service gaps, and bring together beneficial services to meet the needs of these youth in our community.

Program support has also been provided by the Jim Casey Youth Opportunities Initiative, a leader in working with communities throughout the U.S. to improve outcomes for youth in foster care. Goodwill Industries of Northwest North Carolina has been chosen as the lead agency for the program, utilizing their experience and existing resources to implement supportive programs such as Youth Opportunities Coaches, mentoring programs, housing support and financial literacy training.

**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)**

The Division of Social Services is responsible for discharge planning in the foster care system. Currently, the State is focused on discharge from private settings such as adult care homes and family care homes that are affected by CMS and other federal factors, such as assessments for IMD status and changes in qualification for personal care services (PCS). Because additional intervention is necessary to prevent persons leaving foster care from becoming homeless, a multi-agency effort in the CoC has resulted in development of the Youth in Transition Program, for which Goodwill Industries was chosen as the lead agency.

# 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)**

The Joint Commission on Accreditation of Health Care Organizations (JCAHO) has required hospitals to practice discharge planning since 2003. However, while the CoC works in partnership with hospitals, health care providers have been unwilling to execute any document saying persons leaving hospitals will not become homeless. However, hospital social workers work with CoC members to identify respite and housing settings for discharged persons.

**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)**

The CoC works diligently to ensure that persons are not routinely discharged to homelessness. Programs such as Supportive Services for Veterans Families (SSVF) and other prevention programs similar to HPRP have been used to prevent discharge to homelessness.

**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)**

Wake Forest Baptist Medical Center and Forsyth Medical Center are key healthcare stakeholders in the CoC. Wake Forest Baptist Medical Center is actively involved in the CoC, as the Department of Psychiatry & Behavioral Medicine operates both the Empowerment program  (formerly PATH program) and the Homeless Opportunities and Treatment (HOT) project.

Although health care providers have been unwilling to execute any document saying persons leaving hospitals will not become homeless, hospital social workers have been willing to work with CoC members to identify respite and housing settings for many discharged persons.

# 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 mandated by the State, the CoC, or other?**   State Mandated Policy

**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 1 full-time SOAR worker 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. 3.3% of individuals discharged from State hospitals in 2013 went to homeless shelters. While 76.07% of those discharged returned to permanent housing: family, a Targeted Unit (a state program that provides affordable housing for people with disabilities), permanent supportive housing programs, their own rental housing, and 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, Forsyth County SOAR Work Group, 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.

The County executed a Discharge Plan with the CoC not to discharge persons from the jail to homelessness. While NC has no corrections discharge policy, NC ICCHP includes representatives from Dept. of Public Safety, who have participated in the Discharge Planning Workgroup for 6+ years. ICCHP contracts with Socialserve.org to provide NCHousingSearch.com, a listing/search service for landlords/tenants, as well as prison staff planning discharges. The State contracts with NCCEH to provide SOAR training for discharge caseworkers.

**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) who have been participating in the Discharge Planning Workgroup for over 6 years. 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 several SOAR caseworkers who may work with individuals after they are discharged from corrections. The Forsyth County SOAR Work Group invite jail staff to participate in regular meetings & have created programs to educate offenders about housing before they are discharged from jail. Jails 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 ICCHP, Office of Housing and Homelessness within the Division of Aging and Adult Services, CoC and Forsyth County SOAR Work Group 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**   Yes
**jurisdiction(s)**
**within the CoC's geography include the**
**CoC's strategic**
**plan goals for addressing and ending**
**homelessness?**

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

Goal 3 of the 2014-2018 ConPlan includes strategies specific to homelessness, including Strategy 3.1 which includes: (1) using TBRA for rapid rehousing, TH and PSH; (2) provision of case management and other services; (3) coordinated intake and assessment; (4) ES and TH facilities; and (5) PSH development. Goal 3 strategies also address system component coordination, funding agency responsibilities and HMIS, as well as expansion of equal access to housing for all members of the community.  Goal 4 provides for expansion of economic opportunities, which will have a role in increasing total incomes of homeless persons.  Goal 2 includes housing production which will facilitate housing opportunities, including for homeless persons.  Goal 5 is to expand coordination, accountability and partnerships and is applicable to homeless programs.  The ConPlan and CoC cover the same geography and these strategies apply to 100% of the CoC's geographic area.

**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 Collaborative Applicant, the City of Winston-Salem, is also the entitlement jurisdiction for ESG funds, as well as the recipient of state ESG funds allocated to local agencies. The City is very active in the CoC, as are current ESG subrecipients. The CoC's rating process is used for allocation of ESG funds. The CoC appointed a Rating Panel which makes CoC and ESG funding recommendations.  Since enactment of the HEARTH Act, CoC members, particularly the ESG recipient and subrecipients, have worked closely together to begin to use ESG funds for rapid rehousing.  ESG reporting and evaluation in the CAPER is accomplished using HMIS data.

**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)**

Of the current year allocations of entitlement and state ESG funds totaling $366,824, the amount of $118,695 is being provided for rapid rehousing, which is 32% of ESG funds. No ESG funds are allocated to homelessness prevention in our CoC.

**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)**

ConPlan Strategy 3.2 addresses homelessness prevention and applies to 100% of the CoC's geographic area. The CoC uses a network of Emergency Assistance providers to prevent homelessness. Per the CAPER, in FY13, $4,061,742 was provided in 18,075 prevention cases. Housing placement staff help clients access services of the substantially equivalent fair housing agency to address barriers noted in the Analysis of Impediments (AI). Many individuals who experience homelessness are in protected classes under fair housing law. Also, a local ordinances caps shelter capacity and the disabled are disproportionately represented among the homeless, so the ordinance was amended to allow requests for reasonable accommodation. The AI also addresses barriers such as differences in language and culture, as well as LGBTQIA issues. A partnership with Legal Aid and Family Services educates victims of domestic violence and housing providers on HUD's domestic violence and fair housing requirements.

**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)**

AIDS Care Services, a CDBG and CoC subrecipient of the CA, manages HOPWA funds. Case management referrals from coordinated intake are assessed for TANF assistance from the county Department of Social Services. Transitional services supported by Runaway and Homeless Youth (RHY) funds are available in our region through Youth Focus. The Head Start Program is operated by Family Services, a CoC subrecipient. The Kate B. Reynolds Charitable Trust funds programs for most CoC subrecipients, including a collaborative project with the PHA to serve chronically homeless persons in public housing. The Winston-Salem Foundation funds CoC activities and is part of a Funders Collaborative with the CA. Veterans Affairs funds SSVF, VASH and per diem programs. Title I education funds support services for homeless students by Project HOPE, a CoC subrecipient and program of the public schools. The CoC coordinates with state entitles e.g. NCHFA and DHHS for project and program funding.

**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)**

Since 1994, the PHA has administered CoC-wide HOME TBRA and S+C programs. This involves accepting referrals from CoC providers—the providers refer their homeless clients, do APRs, track match, and provide services, while the PHA provides housing assistance. Also, the PHA adopted a preference in public housing for the chronically homeless, with the foundation-funded services provided by a CoC/ESG subrecipient. The PHA has a representative on the coordinated assessment team, which greatly facilitates housing placements. Our PHA also agreed to administer CoC-wide rapid rehousing, which began in January 2014. The PHA also has helped to move people off of S+C to other vouchers when they no longer need regular services, so that additional persons may access S+C. Often, those leaving S+C enter PHA voucher or public housing programs. The CoC applauds the dedicated efforts of its PHA, the Winston-Salem Housing Authority, and is grateful for its contributions to ending homelessness.

**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)**

CoC-wide rapid rehousing is the main tool being implemented. In the rapid rehousing agreement recently developed by the CoC, the PHA agreed not to deny assistance based on based on eligibility criteria or background checks. In the rapid rehousing collaborative, two housing coordination staff also help participants to develop relationships with landlords and provide service assurances to encourage landlords to provide housing to clients—even those without clean background checks. In some cases, an advance payment of the last month's rent may be provided to the landlord, in addition to the security deposit and payment of first month's rent to facilitate housing placement. Recently, CoC partners worked together to develop a fund to help clients obtain ID's, which greatly facilitates housing placement.

**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 used reallocation in 2012 to develop a housing crisis resolution system centered on coordinated intake and assessment. Rapid rehousing and Shelter Plus Care assistance are administered collaboratively through this centralized system. Case management is provided by agencies that reallocated staff funding from TH case management to PH housing stabilization case management. These case management programs do coordinated intake and send referrals to the coordinated assessment team, which in turn sends referrals to case management programs, along with a referral for housing. Of CoC funded PSH in this system, 100% use Housing First and it covers the CoC's entire geographic area. It is designed to house people quickly and keep them stable.

**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)**

Our system is called the Community Intake Center (CIC).  It covers 100% of the CoC geographic area.  It is made accessible by having CIC-trained intake specialists at agency locations serving all homeless subpopulations, plus a walk-in central location.  A mobile unit (bus) is used to increase accessibility. The system is advertised through CoC-member agencies and the regional 211 service.  The standardized assessment tool is a comprehensive package that provides information to the applicant, obtains consent, and collects demographic, financial, and personal information needed to make an assessment for an appropriate housing and service placement.  Assessment is conducted by a Coordinated Assessment Team with representatives from local CoC providers representing all subpopulations.  All persons in shelter 16 or more days are referred to CIC for housing and stabilization services.  The CoC has adopted priorities for housing placement that are centrally administered by CIC.

**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)**

Affirmative marketing provides housing program information at events such as Project Homeless Connect and the Fair and Affordable Housing Summit. Program materials display the Equal Opportunity Housing logo. The Collaborative Applicant is a HUD substantially equivalent fair housing (FH) agency, which produces fair housing commercials on TV & sponsors an annual Fair and Affordable Housing Summit for consumers and housing professionals on fair housing.  It conducts an FH training for landlords, etc. monthly.  A Tenant Education Clinic teaches clients about rights and remedies. Minority owned/operated media are used to promote availability of funds and opportunities to participate in planning and decision-making. Because of the numbers of youth leaving foster care who become homeless, the CoC has conducted affirmative outreach to bring these persons into housing.  The CA also identified LGBTQIA persons as needing affirmative outreach.

**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)**

Project HOPE of the public school system is a CoC-funded SSO in place since 1996.  It coordinates with all shelter providers to serve all homeless families with children in school.   The lead coordinator serves as the school system's Homeless Liaison.  It is represented on the CoC Executive Committee and helps set policy for the CoC. The availability and use of Project HOPE greatly facilitates all programs in meeting HEARTH education requirements and helps to ensure that children remain stable in school.  The CA requires that those referred from coordinated intake for CoC and ESG-funded housing and the staff serving them sign an acknowledgment that children in the household are appropriately enrolled in school and connected to early childhood programs such as Head Start and appropriate services.  The CA requires each CoC/ESG recipient or subrecipient to designate staff to ensure that children are enrolled in school and receive appropriate educational services.

**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)**

Project HOPE of the public school system is a CoC-funded SSO in place since 1996.  It coordinates with all shelter providers to serve all homeless families with children in school.   The lead coordinator serves as the school system's Homeless Liaison.  It is represented on the CoC Executive Committee and helps set policy for the CoC.  The availability and use of Project HOPE greatly facilitates all programs in meeting HEARTH education requirements at subtitle B of title VII of the Act (42 U.S.C. 11432 et seq.). The CA requires that those referred from coordinated intake for CoC and ESG-funded housing and the staff serving them sign an acknowledgment that children in the household are appropriately enrolled in school and connected to early childhood programs such as Head Start and appropriate services.  The CA requires each CoC/ESG recipient or subrecipient to designate staff to ensure that children are enrolled in school and receive appropriate educational services.

**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)**

Subrecipient agreements for CoC or ESG funds between the Collaborative Applicant and agencies will specify that funded agencies must ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing.  The CoC will develop a written policy that projects serving families that receive funding under the CoC and ESG Programs may not deny admission to any family with a child under the age of 18 or deny admission to any member of the family (e.g., the 15-year old boy).

**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)**

Persons in rapid rehousing, permanent supportive housing or transitional housing, including families, participate in case management at least monthly, with services recorded in HMIS. The case manager monitors housing stability and is aware before a return to homelessness occurs. A written protocol allows extension of rapid rehousing assistance if necessary. In cases where case management is necessary after housing assistance ends, the case can remain active in the HMIS for up to 6 more months and therefore an exit to homelessness is captured in quarterly and annual reports. After exit, case managers conduct follow-up communication with the household to gauge continued housing stability. Households that return to homelessness are identified if they seek assistance again through the Community Intake Center (CIC), which reports to the CoC monthly.

**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)**

This is not applicable.

**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?**   No

**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)**

This is not applicable.

# 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's plan is based on Opening Doors and ends chronic homelessness by providing permanent housing with stabilization services. Housing placement services help remove barriers to housing entry and case management facilitates housing stability. Barriers also were addressed by creating a fund for obtaining ID's and getting the PHA to agree not to deny any rapid rehousing cases. For Veterans, the CoC opened a per diem project, an SSVF program and added VASH vouchers. The CoC reallocation in 2012 benefitted families, youth & children—some PSH was reallocated to RRH. Our path to ending all homelessness is the system change exhibited by reallocation—we retooled as a Housing Crisis Resolution System. Our efforts are targeted to house the most vulnerable, increase employment, increase access to mainstream services, increase healthcare access through ACA, help youth aging out of foster care and return people to housing quickly—all based on a collaborative systems approach.

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

Families with children are a high priority for housing assistance in our adopted prioritization policy, second only to the chronically homeless. We reallocated CoC funds in 2012 to better serve families, youth & children—we sacrificed some PSH to increase RRH for all populations. Increased outreach has come from a broad-based congregational initiative to provide overflow shelter. Both families and individuals have been highly engaged by this initiative, such that those who previously remained hidden are now seeking ES and as a result getting into the coordinated intake/rapid rehousing pipeline. Standard prevention efforts also continue through a network of Emergency Financial Assistance providers and our CoC's Project HOPE, operated by the school system.

**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 has 2 safe houses with 35 beds, funded by ESG and private funds totaling $650,000 in operating costs each year.  A DOJ funded transition in place project for victims of violence also exists. DV agencies have received CoC funds since 1995.  In 2012, CoC funds were reallocated to serve up to 120 DV victims per year with case management in permanent housing, working with coordinated intake and assessment to provide RRH and PSH for DV victims. Since 2005, Safe on Seven, a one-stop-shop for DV victims, originally funded by the Federal Office for Victims of Crime, has provided services from Family Services, the Clerk of Court,  the District Attorney's Office, the Sheriff's Office, Legal Aid, Department of Social Services, Winston-Salem Police Department, NC Department of Community Corrections, the Winston-Salem State University Center for Community Safety, and other providers.

**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)**

Youth in Transition (YIT) helps youth connect with supports to transition into adulthood.  Partners are major foundations and service providers.  It serves all youth but focuses on youth aging out of foster care, ages 18-24.  A Community Partnership Board and a Youth Leadership Board, of previous and current youth in foster care, have researched existing programs to identify service gaps and bring together services for these youth in our community.  Goodwill Industries is the lead agency, with supportive programs, such as Youth Opportunities Coaches, mentoring, housing support, and financial literacy training. Project HOPE of the public schools also works to ensure services for unaccompanied homeless youth, particularly those ages 16-18, who are working toward graduation from high schools.  The CoC was one of nine communities in the U.S. participating in Youth Count! in 2013 and continues to offer "YouthSpot" on PIT count night as a location for homeless youth to gather.

**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)**

Increased outreach has come from a broad-based congregational initiative to provide overflow shelter to ensure no one has to sleep outside. Both families and individuals have been highly engaged by this initiative, such that those who previously remained hidden in camps are now seeking ES and as a result getting into the coordinated intake/rapid rehousing pipeline. The leadership of this congregational effort routinely seeks out persons who are staying in remote, unsheltered locations. Also, the Empowerment Program of Wake Forest Baptist Medical Center (formerly HHS-funded PATH street outreach) continues to engage the unsheltered homeless and bring them into shelter and into coordinated intake to seek rapid rehousing and PSH.

**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)**

To end Veterans homelessness, the CoC opened the Veterans Helping Veterans Heal per diem project and a large regional SSVF program, which provides prevention, rapid rehousing, and other assistance. The number of VASH vouchers also was increased last year, which is a valuable PSH resource. CoC/ESG-funded rapid rehousing, PSH, and SSVF are offered through the CoC's collaborative coordinated intake system, so that resources can be matched to needs. SSVF is operated from within our CoC for a multi-county region and is helping the whole region to end Veterans homelessness. Our CoC reallocation in 2012 provides rapid rehousing and PSH resources to serve veterans who are ineligible for assistance through the VA.

# 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)**

The CoC conducted a very successful reallocation process in 2012.

**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 Collaborative Applicant (CA) conducts on-site compliance and performance monitoring at least annually and conducts desk monitoring monthly.  The monitoring schedule is a risk-based schedule that is submitted to HUD with the Annual Action Plan.  On behalf of the CoC, the CA monitors results based on performance measures quarterly using HMIS reports.  Aggregate performance by component is posted to an on-line system.  Performance by project is reported to the CoC annually as part of the project review and ranking process.

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

Performance goals are incorporated into subrecipient funding agreements.  Results are reviewed by the Collaborative Applicant (CA) quarterly.  Low performers must consult with the CA and develop strategies for improvement.  The CoC and the CA provide information and technical assistance at monthly HMIS Committee meetings, as the ultimate goal of HMIS is to demonstrate successful performance.  The major measures are ending chronic homelessness, increasing housing stability, increase project participants income, increase participants obtaining mainstream benefits, and use of rapid rehousing to reduce homelessness.

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

Before funding projects, the Collaborative Applicant (CA) assists the CoC in evaluating the capacity of project applicants to operate projects and manage grants.  Applicants must provide information about experience and capacity, which is evaluated by the CoC Rating Panel.  Once a project is implemented, the CoC requires timely entry of HMIS data so that performance may be monitored.  During a grant's operating year, the CA receives monthly reports and provides feedback and technical assistance.  Based on annual monitoring results, underperforming projects are required by the CA to develop a written response including a plan for improvement.

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

The CoC reallocated CoC funds to coordinated intake, rapid rehousing and housing stabilization services in 2012 to help reduce length of time homeless. A strategy of progressive engagement is used so that intensive assistance is used only when less intensive intervention fails to meet a need. Rapid rehousing in coordination with the PHA began in January 2014, to serve both chronically homeless and families with children. Rapid rehousing assistance is structured to use short-term rental assistance (up to 3 months) initially in all cases, so that only the "lightest touch" of intervention with CoC or ESG funds is used. Therefore, more homeless persons can be housed. CoC policy allows for progressive extensions of assistance when needed. Our goal is to become a housing crisis resolution system, rather than a system that is content to serve people while they are homeless. As to results, the emergency shelter length of stay decreased from 60 days in 2012 to 39 days in 2013.

**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)**

To reduce returns to homelessness in the CoC's entire geographic area ,persons in rapid rehousing, permanent supportive housing or transitional housing, including families, participate in case management at least monthly, with services recorded in HMIS. The case manager monitors housing stability and is aware before a return to homelessness occurs. A written protocol allows extension of rapid rehousing assistance if necessary. In cases where case management is necessary after housing assistance ends, the case can remain active in the HMIS for up to 6 more months and therefore an exit to homelessness is captured in quarterly and annual reports. After exit, case managers conduct follow-up communication with the household to gauge continued housing stability. Households that return to homelessness are identified if they seek assistance again through the Community Intake Center (CIC), which reports to the CoC monthly. One role of the CIC is to expedite rehousing.

**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)**

One CoC member, the Empowerment Program of Wake Forest Baptist Medical Center (formerly HHS-funded PATH street outreach), continues to engage the unsheltered homeless and bring them into shelter and into coordinated intake to seek rapid rehousing and PSH. It has its roots in street outreach and continues to focus on the population with disabilities. The CoC also increased outreach this year through a broad-based congregational initiative to provide overflow shelter. Both families and individuals have been engaged by this initiative, such that those who previously remained hidden are now seeking ES and as a result getting into the coordinated intake/rapid rehousing pipeline. The CoC continues to publish written brochures with service information on behalf of member providers, and most members use these brochures to inform clients and potential clients.

# 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)**

This is not applicable.

**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. | 86% |
| * Homeless assistance providers use a single application form for four or more mainstream programs. | 21% |
| * Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received. | 79% |

**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 member Experiment in Self-Reliance provided 2 ACA forums on 10/27/13 and 11/2/13 to educate agencies and clients to access healthcare under ACA, with 141 persons attending.  These forums were advertised to CoC member agencies and clients.  In NC, the Department of Health and Human Services has advised social service departments, including in our county, to facilitate application for health benefits, so that there is no wrong door in applying. Also, over 140 healthcare navigators serve our region, including 2 agencies which are CoC members.

**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 continues to focus CoC and ESG resources on housing.  As a result, project sponsors must seek other funding for services.  As information on service funding sources is obtained, the CoC provides it to project sponsors. CoC project sponsors have been resourceful in leveraging funds from other sources, such as private funders, Community Services Block Grant (HHS), education funding, mental health funding and other sources.

# Attachments

| Document Type | Required? | Document Description | Date Attached |
|---|---|---|---|
| Certification of Consistency with the Consolidated Plan | Yes | NC-500 Certificat... | 01/25/2014 |
| CoC Governance Agreement | No | NC-500 Governance... | 01/27/2014 |
| CoC-HMIS Governance Agreement | No | NC-500 HMIS Gover... | 01/28/2014 |
| CoC Rating and Review Document | No | NC-500 Rating and... | 01/29/2014 |
| CoCs Process for Making Cuts | No | NC-500 Process fo... | 01/29/2014 |
| FY2013 Chronic Homeless Project Prioritization List | No | NC-500 FY2013 CH ... | 01/29/2014 |
| FY2013 HUD-approved Grant Inventory Worksheet | Yes | NC-500 FY2013 HUD... | 12/28/2013 |
| FY2013 Rank (from Project Listing) | No | NC-500 Project Pr... | 01/29/2014 |
| Other | No | 2F-1. CHIN Policy... | 01/27/2014 |
| Other | No | NC-500 Public Not... | 01/31/2014 |
| Other | No | | |
| Projects to Serve Persons Defined as Homeless under Category 3 | No | | |
| Public Solicitation | No | NC-500 Public Sol... | 01/29/2014 |

# Attachment Details

**Document Description:**   NC-500 Certification of Consistency with Consolidated Plan

# Attachment Details

**Document Description:**   NC-500 Governance Agreement

# Attachment Details

**Document Description:**   NC-500 HMIS Governance MOU

# Attachment Details

**Document Description:**   NC-500 Rating and Review Document 2013

# Attachment Details

**Document Description:**   NC-500 Process for Making Cuts

# Attachment Details

**Document Description:**   NC-500 FY2013 CH Project Prioritization List

# Attachment Details

**Document Description:**   NC-500 FY2013 HUD-approved GIW

# Attachment Details

**Document Description:**   NC-500 Project Priority Listing 2013

# Attachment Details

**Document Description:**   2F-1. CHIN Policy and Procedures

# Attachment Details

**Document Description:**   NC-500 Public Notification

# Attachment Details

**Document Description:**

# Attachment Details

**Document Description:**

# Attachment Details

**Document Description:**   NC-500 Public Solicitation

# Submission Summary

| Page | Last Updated |
|---|:---:|
| **1A. Identification** | No Input Required |
| **1B. CoC Operations** | 01/22/2014 |
| **1C. Committees** | 01/30/2014 |
| **1D. Project Review** | 01/31/2014 |
| **1E. Housing Inventory** | 01/22/2014 |
| **2A. HMIS Implementation** | 01/27/2014 |
| **2B. HMIS Funding Sources** | 01/30/2014 |
| **2C. HMIS Beds** | 01/22/2014 |
| **2D. HMIS Data Quality** | 01/30/2014 |
| **2E. HMIS Data Usage** | 01/22/2014 |
| **2F. HMIS Policies and Procedures** | 01/27/2014 |
| **2G. Sheltered PIT** | 01/27/2014 |
| **2H. Sheltered Data - Methods** | 01/22/2014 |
| **2I. Sheltered Data - Collection** | 01/27/2014 |
| **2J. Sheltered Data - Quality** | 01/27/2014 |
| **2K. Unsheltered PIT** | 01/27/2014 |
| **2L. Unsheltered Data - Methods** | 01/27/2014 |
| **2M. Unsheltered Data - Coverage** | 01/27/2014 |
| **2N. Unsheltered Data - Quality** | 01/27/2014 |
| **Objective 1** | 01/30/2014 |
| **Objective 2** | 01/30/2014 |
| **Objective 3** | 01/30/2014 |
| **Objective 4** | 01/22/2014 |
| **Objective 5** | 01/30/2014 |
| **3B. CoC Discharge Planning:  Foster Care** | 01/23/2014 |
| **3B. CoC Discharge Planning:  Health Care** | 01/23/2014 |

| | |
|---|---|
| **3B. CoC Discharge Planning:  Mental Health** | 01/22/2014 |
| **3B. CoC Discharge Planning:  Corrections** | 01/22/2014 |
| **3C. CoC Coordination** | 01/30/2014 |
| **3D. Strategic Plan Goals** | 01/31/2014 |
| **3E. Reallocation** | 01/22/2014 |
| **4A. Project Performance** | 01/30/2014 |
| **4B. Employment Policy** | 01/22/2014 |
| **4C. Resources** | 01/31/2014 |
| **Attachments** | 01/31/2014 |
| **Submission Summary** | 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 Con    solidated Plan.
(Type or clearly print the following information:)

Applicant Name:   City of Winston-Salem for Winston-Salem/Forsyth County CoC NC-500

Project Name:   Continuum of Care Program

Location of the Project:   Winston-Salem/Forsyth County NC

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

Name of
Certifying Jurisdiction:   City of Winston-Salem, Winston-Salem/Forsyth Housing Consortium

Certifying Official
of the Jurisdiction
Name:   Lee Garrity

Title:   City Manager

Signature:   _[signature]_

Date:   January 22, 2014

| **NC-500 Project List for HUD-2991, 2013 Continuum of Care** |
|---|---|---|---|---|
| **No.** | **Applicant** | **Agency** | **Project Name** | **Amount** |
| 1 | City | All agencies | HMIS 2 | $101,842 |
| 2 | City | All agencies | HMIS | $25,476 |
| 3 | City | United Way | Community Intake Center | $48,115 |
| 4 | City | HAWS, United Way | Forsyth Rapid Re-housing Collaborative | $364,548 |
| 5 | City | HAWS, United Way | REACH | $62,116 |
| 6 | City | Experiment in Self-Reliance | ESR-PH Case Management | $102,593 |
| 7 | City | Salvation Army | SAWS-PH Case Management | $100,088 |
| 8 | City | Bethesda Center | BC-PH Case Management | $60,000 |
| 9 | City | Family Services | FS-PH Case Management | $47,000 |
| 10 | City | Samaritan Ministries | SM-PH Case Management | $40,000 |
| 11 | City | Bethesda Center, HAWS | Shelter Plus Care 4 | $28,041 |
| 12 | City | AIDS Care Service, HAWS | HIV Shelter Plus Care | $90,307 |
| 13 | City | Salvation Army, HAWS | Shelter Plus Care 2 | $133,583 |
| 14 | CPHS | CenterPoint, HAWS | Project New Hope | $35,479 |
| 15 | CPHS | CenterPoint, HAWS | CPHS Shelter Plus Care TRA | $83,913 |
| 16 | CPHS | CenterPoint, HAWS | CPHS SPC | $161,179 |
| 17 | City | Bethesda Center, HAWS | Shelter Plus Care 1 | $135,142 |
| 18 | CPHS | CenterPoint, HAWS | Project Homemaker | $35,479 |
| 19 | City | Bethesda Center | BC Case Management | $20,000 |
| 20 | City | Samaritan Ministries | Project Cornerstone | $25,000 |
| 21 | NSM | Next Step Ministries, Kernersville | Supportive Services | $32,130 |
| 22 | City | Experiment in Self-Reliance, HAWS | Shelter Plus Care 3 | $28,383 |
| 23 | City | WS/FC Schools | Project HOPE | $44,120 |
| 24 | City | City of Winston-Salem | Planning | $21,297 |
| | | | TOTAL | $1,825,831 |

## Notes to Governance Charter
## Winston-Salem/Forsyth County Continuum of Care, NC-500

The attached draft Governance Charter was provided to CoC members for review in November, 2013. A retreat to finalize the charter and the board structure will be held in March, 2014. Items which currently have placeholders in the draft charter will be completed prior to the retreat. The CoC anticipates that the final charter will be adopted during the retreat.

The draft charter incorporates the written policies and procedures referenced in question 1B-5 of the Collaborative Application, as shown below:

| Question | Item | Page(s) in Charter |
|---|---|---|
| 1B-5.1 | Written agendas of CoC meetings | 3 |
| 1B-5.2 | Centralized or Coordinated Assessment System | 4 |
| 1B-5.3 | Process for Monitoring Outcomes of ESG Recipients | 4 |
| 1B-5.4 | CoC policies and procedures | 4 |
| 1B-5.5 | Written process for board selection | 4 |
| 1B-5.6 | Code of conduct for board members that includes a recusal process | 3 |
| 1B-5.7 | Written standards for administering assistance | 4 |

**FORSYTH COUNTY CONTINUUM OF CARE**
**GOVERNANCE CHARTER**

This Governance Charter (the "Charter") is effective as of [Insert Commencement Date]. The Charter formalizes the "Forsyth County Continuum of Care (NC-500)," hereinafter referred to as the "Forsyth County CoC." The Forsyth County CoC shall operate as follows:

## I. BACKGROUND AND OBJECTIVES

**Section 1:** The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (the "HEARTH Act") is an amendment to the McKinney-Vento Homeless Assistance Act that consolidates three formerly separate homeless assistance programs into a single grant program. Those three formerly separate homeless assistance programs are: the Supportive Housing program; the Shelter Plus Care program; and the Moderate Rehabilitation/Single Room Occupancy program. The new, consolidated grant program is known as the "Continuum of Care Program."

**Section 2:** Pursuant to the HEARTH Act, the U.S. Department of Housing and Urban Development ("HUD") has promulgated regulations for the Continuum of Care Program. These regulations, codified at 24 C.F.R. § 578 et seq., are known as the "interim rule." In the interim rule, HUD has set forth a framework for establishing a "local" continuum of care.

**Section 3:** HUD defines a local continuum of care as a geographically based group of representatives that carries out the planning responsibilities of the Continuum of Care Program. A local continuum of care 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.

**Section 4:** Now, as a requirement of the receipt of federal funding from HUD under the Continuum of Care Program, and pursuant to the HEARTH Act, this Charter formalizes the local continuum of care established for Forsyth County, North Carolina and sets forth its governance structure. This local continuum of care shall be known as the "Forsyth County Continuum of Care (NC-500)," hereinafter referred to as the "Forsyth County CoC."

**Section 5:** The Forsyth County CoC shall be a county-based homeless assistance planning network designed to promote communitywide commitment to the goal of ending homelessness, which will be achieved when individuals or families who loose their housing are able to reenter a permanent housing situation within 30 days of losing housing. It is also designed to: (1) advise funding decisions made within the community for efforts to serve homeless individuals and families by nonprofit providers, State and local governments, and others; (2) determine service priorities for limited resources; (3) promote access to and effective utilization of mainstream programs by homeless individuals and families; and (4) optimize self-sufficiency among individuals and families experiencing homelessness.

## II. Definitions

**Administrator:** The City of Winston-Salem, North Carolina or its representative.

**Applicant:** An eligible entity designated by the Forsyth County CoC to apply for assistance on behalf of the Forsyth County CoC. Applicants shall be responsible for carrying out the projects that the Forsyth County CoC identifies through its planning responsibilities.

**Collaborative Applicant:** A particular eligible applicant that has been designated by the Forsyth County CoC to apply for a grant from HUD on behalf of the Forsyth County CoC.

**Eligible Applicant:** Any private nonprofit organization, State, local government, or instrumentality of State and local government.

**Mass Shelter:** [Insert Definition].

**Participant:** An individual or family who is assisted with Forsyth County CoC funds.

**Recipient:** An applicant that signs a grant agreement with HUD.

[Insert Other Terms].

## III. The Executive Board

**Section 1:** An "Executive Board" shall be established as the decision-making body authorized to act on behalf of the Forsyth County CoC.

**Section 2:** A volunteer "Chairperson" shall preside over the Executive Board. The Chairperson shall be a member of the Forsyth County community selected by the Administrator to serve a [three] year term [with an option of one renewal].

**Section 3:** The membership of the Executive Board shall include the following representatives by right of position: [(1) the Chairperson of the Executive Board; (2) the Administrator of the Forsyth County CoC or its representative; (3) the Director of the Forsyth County Ten Year Plan to End Chronic Homelessness; (4) at least one homeless or formerly homeless individual; (5) representatives from the Collaborative Applicant; and (6) representatives from all Mass Shelters].

**Section 4:** The remaining "at-large" members of the Executive Board shall be representative of the relevant organizations and projects serving homeless subpopulations. For reference, the remaining members of the Executive Board may include the following: [(1) representatives from the Empowerment Project; (2) representatives from the City of Winston-Salem and/or Forsyth County; (3) representatives from the VA; (4) representatives from any provider of homeless related services, such as housing and shelter providers; and (5) [Insert Any Additional Sample Members]].

**Section 5:** In total, there shall be [25] Executive Board members. [Insert Process for Selection of "At-large" Executive Board Members]. This selection process shall be reviewed,

updated, and approved by the full membership of the Forsyth County CoC at least once every five years.

Section 6: [Insert Executive Board Member Code of Conduct].

Section 7: [Insert Executive Board Member Conflict of Interest Policy].

Section 8: [The Executive Board shall hold at least one meeting per month].

Section 9: [Insert Policy on Attendance at Meetings]. [Insert Policy on Who May be a Proxy for an Executive Board Member at Meetings].

Section 10: [Insert Process for Executive Board Member Removal or Resignation].

## IV. FORSYTH COUNTY CoC MEMBERSHIP

Section 1: The full Forsyth County CoC shall be composed of "Members." Members of the Forsyth County CoC may be nonprofit agencies, including homeless service providers; victim service providers; faith-based organizations; government entities; businesses; advocates; public housing agencies; school districts; social service providers, mental health agencies; hospitals; universities; affordable housing developers; law enforcement; and organizations that serve veterans and homeless and formerly homeless individuals, to the extent such groups are represented within the Forsyth County geographic area and are available to participate.

Section 2: Initially, those organizations or individuals who sign onto this Charter shall become "Charter Members" of the Forsyth County CoC. However, additional members may join the Forsyth County CoC by [Insert Written Procedure/Criteria for Selecting CoC Members].

Section 3: [Insert Procedure for Removal/Withdrawal of Members].

## V. FORSYTH COUNTY CoC RESPONSIBILITIES

Section 1: The Executive Board shall hold meetings of the full membership of the Forsyth County CoC, with published agendas, in [January, March, May, September, and November].

Section 2: The Executive Board shall make an invitation for new members to join the Forsyth County CoC publicly available at least annually.

Section 3: The Executive Board may appoint additional committees, subcommittees, or workgroups to assist the Forsyth County CoC in fulfilling its mission.

Section 4: The Executive Board shall, in consultation with the Collaborative Applicant and the HMIS Lead, follow and annually update this Charter.

Section 5: The Executive Board shall consult with recipients and sub-recipients of federal funding for homeless programs to establish performance measures and targets

appropriate for the population and program type. The Executive Board, in partnership with the CoC Administrator, shall also monitor recipient and sub-recipient performance on these measures, evaluate outcomes, and develop performance improvement plans for those programs which are underperforming on the established targets.

**Section 6:** The Executive Board, in partnership with the CoC Administrator, shall evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care Program, and report to HUD.

**Section 7:** The Executive Board shall, in consultation with recipients of Emergency Solutions Grants program funds within Forsyth County, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The Executive Board shall also develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers.

**Section 8:** The Executive Board shall develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers.

**Section 9:** The Executive Board shall establish and follow written standards for system wide prioritization of supportive housing services. These standards shall include: (1) policies and procedures for evaluating individuals' and families' eligibility for assistance; (2) policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance; (3) policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance; (4) standards for determining what percentage or amount of rent each program participant shall pay while receiving rapid rehousing assistance; and (5) policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.

**Section 10:** The Executive Board shall develop a written plan that includes: (1) coordinating the implementation of a housing and service system within Forsyth County that meets the needs of the homeless individuals and families; (2) planning for and conducting, at least biennially, a point-in-time count of homeless persons within Forsyth County; (3) conducting an annual gaps analysis of the homeless needs and services available within Forsyth County; (4) providing information required to complete the Consolidated Plan(s) within Forsyth County; and (5) consulting with State and local government Emergency Solutions Grants program recipients within Forsyth County on the plan for allocating Emergency Solutions Grants program funds and reporting on and evaluating the performance of Emergency Solutions Grants program recipients and sub-recipients.

## VI. THE HOMELESS MANAGEMENT INFORMATION SYSTEM

**Section 1:** The Executive Board shall designate a Homeless Management Information System ("HMIS"). This system shall be a single HMIS for Forsyth County. The Executive Board shall also designate an eligible applicant to manage the Forsyth County CoC's HMIS. This eligible applicant shall be known as the "HMIS Lead."

**Section 2:** The Executive Board shall review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS. The Executive Board shall also ensure consistent participation of recipients and sub-recipients in the HMIS, and ensure the HMIS is administered in compliance with requirements prescribed by HUD.

**Section 3:** The Executive Board shall, in partnership with local domestic violence service providers, support their participation in a data base which meets the HUD standards for an HMIS system, but is secure and separate from the general community HMIS system.

## VII. THE COMMUNITY RATINGS PANEL

**Section 1:** A "Community Ratings Panel" shall be established to review funding applications by Forsyth County CoC applicants. The Community Ratings Panel shall be responsible for making funding recommendations to the Executive Board.

**Section 2:** [Insert Community Ratings Panel Members].

**Section 3:** [Insert Written Procedure for Community Ratings Panel to Make Funding Recommendations].

**Section 4:** [Insert Conflict of Interest Policy for Community Ratings Panel].

## VIII. GRIEVANCE PROCEDURE FOR APPLICANTS

**Section 1:** [Insert Written Grievance Procedure for Forsyth County CoC Applicants].

## IX. LIABILITY

**Section 1:** [Insert Liability Posture. Options Include Insurance, Indemnification, and Policies to Avoid Liability].

## X. AMENDMENTS

**Section 1:** [Insert Charter Amendment Process].

## XI. RATIFICATION

NOW, THEREFORE, the parties have caused their duly authorized representatives to execute this Charter effective on its commencement date.

**Chairperson of the Forsyth County**
**Continuum of Care Executive Board**

DATE: _____
TITLE: _____
SIGNATURE: _____

**Winston-Salem/Forsyth County**
**Council On Services to the**
**Homeless:**

DATE: _____
TITLE: _____
SIGNATURE: _____

**United Way of Forsyth County**

DATE: _____
TITLE: _____
SIGNATURE: _____

**City of Winston-Salem,**
**North Carolina:**

DATE: _____
TITLE: _____

SIGNATURE: _____

**Forsyth County, North Carolina**

DATE: _____
TITLE: _____
SIGNATURE: _____

This Memorandum of Understanding ("Memorandum") made and entered into this _____23$^{rd}$_____ day of _____Jan._____, 2014 by and between the North Carolina Housing Coalition ("HMIS Administrator"),Winston-Salem/Forsyth County Council on Services for the Homeless, on behalf of the Winston-Salem/Forsyth County Continuum of Care—NC-500 ("CoC") and City of Winston-Salem ("HMIS Lead"). 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 Continua of Care (CoC), and the responsibilities of the HMIS Lead and HMIS Administrator agencies.

## 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, 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;

> (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.

### 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 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 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.

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

*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

## 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
- 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

**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 and HMIS Administrator on general administration as it relates to federal and state government guidelines and the preferences of the Continua 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 Continua of Care as designated by HUD as of the date of this Memorandum:

- Asheville/Buncombe County
- Chapel Hill/Orange County
- Charlotte/Mecklenburg County
- Durham/Durham County
- Fayetteville/Cumberland County
- Gastonia/Cleveland/Gaston/Lincoln Counties

- Greensboro/High Point/Guilford County
- Northwest NC CoC
- Raleigh/Wake County
- Wilmington/Brunswick/New Hanover/Pender Counties
- Winston-Salem/Forsyth County
- North Carolina Balance of State

<u>Homeless Management Information System (HMIS)</u>- 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.

<u>Interagency Council for Coordinating Homeless Programs (ICCHP)</u>, 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.

<u>North Carolina Coalition to End Homelessness (NCCEH)</u> – 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.

<u>North Carolina Housing Coalition (NCHC)</u> – 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 Administrator Agency for this project.

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

**Signature Page**

For <u>Winston-Salem/Forsyth County Continuum of Care (NC-500)</u>

Signature: _____

Printed Name: <u>David Harold</u>

Title: <u>Chairperson, Winston-Salem/Forsyth County Council on Services for the Homeless</u>

Address: 33100 South Main St, Winston-Salem NC 27127

Phone: 336-409-7686

Signature: _____

Printed Name: <u>Lee Garrity</u>                    **ATTEST**

Title: <u>City Manager, City of Winston-Salem</u>

Address: <u>P.O. Box 2511, Winston-Salem, NC 27102</u>        Melanie Johnson, Deputy City Secretary

Phone: <u>(336) 747-7380</u>

North Carolina Housing Coalition: _____

Title: Ex. Dir.

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

Phone: 919-881-0707

Approved as to form and legality.
This 21st day of January 2014
By _____ Attorney

**CoC Rating and Review Document, Project Priority Notifications, Public Solicitation, And Process for Making Cuts**

The attached information documents:

1. Notification of project priority listings;
2. The CoC's rating and review documents;
3. The CoC's public solicitation of projects; and
4. The CoC's process* for making cuts.

*There were no cuts, and renewal projects are proposed for the eligible amounts listed on HUD's Grant Inventory Worksheet. One new proposal was not recommended for funding.

# Memorandum

**TO:** Members of the Winston-Salem/Forsyth County Council on
Services for the Homeless
**FROM:** D. Ritchie Brooks, Director

**DATE:** January 17, 2014
**SUBJECT:** 2013 HUD Continuum of Care Grants
**CC:** Mellin L. Parker, Planning Senior Project Supervisor

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects. The information on the process, ranking factors and the ranked project list are posted on the City of Winston-Salem's web page at:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

If you have any questions, please contact me at 734-1250 or ritchieb@cityofws.org or Mellin L. Parker at 734-1310 or mellinp@cityofws.org.

Thank you,

D. Ritchie Brooks
Director

**CityLink**
your link to city services
**727-8000**
citylink@cityofws.org

> request a service   > report a problem
> make a suggestion

**City Council:** Mayor Allen Joines; Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Denise D. Adams, North Ward; Dan Besse, Southwest Ward; Robert C. Clark, West Ward; Molly Leight, South Ward; Wanda Merschel, Northwest Ward; Derwin L Montgomery, East Ward; James Taylor, Jr., Southeast Ward; City Manager: Lee D. Garrity

*City of*
# WINSTON-SALEM
## NORTH CAROLINA

HOME     DEPARTMENTS     COMMUNITY AND BUSINESS DEVELOPMENT     PLANNING

# Reports

## Reports

### FY15 REQUEST FOR PROPOSALS

The Community and Business Development Department of the City of Winston-Salem is accepting proposals for program and project funding for the year beginning July 1, 2014. Both renewal and first-time funding proposals will be considered. Proposals must be submitted to the City by **5:00 p.m. on Friday, February 7, 2014.** Two separate Requests for Proposals (RFPs) are available:

### Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME)

This RFP covers requests for funding that will be derived from Federal Fiscal Year 2014 allocations from the federal CDBG and HOME entitlement programs. Proposals must be consistent with the objectives and requirements of the funding program, namely, the development of viable communities by the provision of decent housing, a suitable living environment and expanded economic opportunities, principally for persons of low- and moderate-income.

Subgrantee RFP

Subgrantee Application

### Emergency Solutions Grant (ESG)

This RFP covers requests for funding for City ESG funds for the year beginning July 1, 2014 and State ESG funds for the year beginning October 1, 2014. Project applications will be considered for emergency shelter/street outreach, rapid re-housing, coordinated intake and assessment and homeless management information systems costs. Existing transitional housing projects may request renewal, but proposals for new transitional housing projects will not be considered.

ESG RFP [pdf]

ESG Project Application [pdf]

ESG Budget-Leverage [pdf]

State ESG Budget [pdf]

Please read all materials carefully. Contact Diane Greer at (336) 734-1314 or     dianemg@cityofws.org for Word/Excel versions of the RFP documents.

### 2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN

2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN [pdf/4mb/240p]

Entitlement cities receiving Community Development Block Grant, HOME Investment Partnership and Emergency Solutions Grants program funds are required to develop a five-year plan. The Five-Year Consolidated Plan summarizes conditions and needs in Forsyth County as they relate to housing, community development, homelessness, and economic development and sets forth long-term goals and strategies to address those needs.

- Final 2014-2013 ConPlan Process Report [pdf/5mb/66p]
- Asset & Opportunity Profile Winston-Salem & Forsyth County [pdf/2mb/12p]

## Annual Action Plan

2013-2014 Annual Action Plan [pdf/623kb/26p]

The Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2013-2014 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

2012-2013 Annual Action Plan Draft [pdf/4mb/76p]

The Draft Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2012-2013 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

## ANNUAL PERFORMANCE REPORT

DRAFT Annual Performance Report for 2012-2013 [pdf/2mb/40p]

A Consolidated Performance and Evaluation Report (CAPER) is prepared and submitted to the U.S. Department of Housing and Urban Development each Fall, no later than September 28.

## Ten-Year Plan to End Chronic Homelessness

- The Winston-Salem/Forsyth County Ten-Year Plan to End Chronic Homelessness [pdf/4.2mb/44p]
- Ten-Year Plan Executive Summary [pdf]
- Services for the Homeless brochure [pdf]

## Continuum of Care

The purpose of HUD Continuum of Care Homeless Assistance Programs is to reduce the incidence of homelessness in communities by assisting homeless individuals and families to move to self-sufficiency and permanent housing. The City of Winston-Salem, in cooperation with Winston-Salem/Forsyth County Council on Services for the Homeless and its member agencies, coordinates annual Continuum of Care submissions.

- Continuum of Care Grant Application [pdf/260kb/11p]
- Continuum of Care Request for Proposals [pdf/194kb/6p]
- 2012 Continuum of Care Exhibit 1 [pdf/2mb/128p]

Continuum of Care Grants

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects.

1.    Minutes—Homeless Council 1 9 14 CoC Priorities Vote [pdf/179kb/1p]

2.    Rating Factors 2013 Rubric [pdf/90kb/1p]

3.    2013 Prioritized HUD CoC Projects 1 9 2014 Homeless Council [pdf/123kb/1p]

Planning
is a division of
Community and Business Development Department
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27101

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**Tim West**

*To WS/FC Council on Services for the Homeless Members:*

RE:  HUD Continuum of Care Grants

Please note the attached memorandum.

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects.  As of January 15, 2014, the information on the process, ranking factors and the ranked project list are posted on the City of Winston-Salem's web page at:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

Thank you.

Tim West, Planning Program Supervisor
Community & Business Development Dept.
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27102
phone (336) 734-1305
fax (336) 747-9312
timw@cityofws.org.

http://www.cityofws.org/departments/community-and-business-development/plannin   City of Winst

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2.    Rating Factors 2013 Rubric [pdf/90kb/1p]

3.    2013 Prioritized HUD CoC Projects 1 9 2014 Homeless Council [pdf/123kb/1p]

Planning
is a division of
Community and Business Development Department
City of Winston-Salem

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**From:** david harold [mailto:david.harold@gmail.com]
**Sent:** Wednesday, January 08, 2014 2:21 PM
**To:** david harold; dwillia428@aol.com; pgoodine64@yahoo.com; voncomer@yahoo.com; Andy Vuong; Artetta McKinney; Becky DuBois; Calvin Bridges; Carlton Carpenter; Carol Jones; Cathy Potter; Ciat Shabazz; Dennis Gayda; Deshanna Johnson; Deshanna Mason; Edgar Wallace; Eric Aft; Eric Glenn; George Aldhiser; George Cleland; Jackie Hundt; Jackie Powell; Jain Umesh; Jennie Thompson; Jesse Duncan; Johnnie Johnson; Jose PEREZ; Josie Phillips; Kay Justice; Keisha Spivey; Kristin O'Leary; Laurie Coker; Lisa Carter; Liz Arnold; Liza Baron; LynnGarms; Marvin Chavis; Melissa Hamilton; Melissa Ledbetter; Michael Ackerman; Nancy Dominick; Nancy VanNorman; Obie Johnson; Pam Hairston; Patrice Toney; Patricia Murray; Patricia Pike; Peggy Galloway; Rebecca Saiter; Richard Cassidy; Robert England; Ron Connor; Ron Hairston; Ronnie Abernaty; Russ May; Sandra Sherrill; Sarah Howell; Sonjia Kurosky; Sophia Foster; Steven Miller; Sylvia

Hubbard; Tammy Caudill; Teri Hairston; Thom Elmore; Tim West; Tracy Nicholson; Twana Wellman; Vanessia Bond; Wanda Brendle Moss; Wanda Nichols; Whole Man Ministries; Willis Miller; Yvette Stackhouse
**Subject:** Reminder: Special Homeless Council meeting Thursday, 10:15 AM, 2nd Floor City Hall

Hi Everyone,

Just a reminder that as many of us a can, need to meet tomorrow to look again at our ratings panel recommendations.

Come in the Main Street entrance of City Hall.  Parking is in the lot just north of City Hall, or on the street.  We should be finished by 11:00.

Blessing,.

David


--
David Harold, M.Div, LCSW
Peaceable Arts LLC, and Three Treasures Tai Chi:  www.threetreasures.org
336-409-7686 cell
Fax: 336-760-9699
david.harold@gmail.com

**Winston-Salem/Forsyth County Council on Services for the Homeless**
**2013 WS/FC HUD Continuum of Care Project Ranking/Review Process**
**January 9, 2014, 10:15 a.m.**
**MINUTES**

In Attendance:

David Harold (Chair), Jackie Hundt (Consultant), Mellin Parker, Tim West, and Wanda Nichols (City of Winston-Salem), Rochelle Smith (Bethesda Center), Monique Freeney (Salvation Army), Tracy Nicholson (Legal Aid), Romonda Gaston (Housing Authority), Johnnie Johnson (Experiment in Self-Reliance), Lynne Garms (Next Step Ministries), Melissa Ledbetter (WSFC Schools Project HOPE), Kenneth Holly (Whole Man Ministries of NC), Ken Bower (Fellowship Home), Thom Elmore (The Fellowship Home), Marvin Chavis (United Way), Ciat Shabazz (HARRY VCOS), Sonjia Kurosky (Samaritan Ministries), Calvin Bridges (Homeless Caucus), Brenda Evans, Florence Corpening, and Ron Hairston.

David Harold convened the group. After a moment of silence, a summary of the process to date was presented by Tim West and Jackie Hundt, including:

- August 15, 2013, 2013 Continuum of Care Request for Proposals was issued by City of Winston-Salem
- September 13, 2013, CoC proposals were due to the City
- September 19, 2013, CoC Rating Panel reviewed proposals and developed a recommended list of ranked projects
- September 20, 2013, Executive Committee of Winston-Salem/Forsyth County Council on Services for the Homeless and Ten Year Plan Commission on Homelessness reviewed and approved the recommended list of ranked projects
- September 24, 2013, Winston-Salem/Forsyth County Council on Services for the Homeless approved the recommended list of ranked projects
- October 28, 2013, Mayor and Winston-Salem City Council approved recommended list of projects for submission to HUD by the Collaborative Applicant (City of Winston-Salem)

Mr. West and Ms. Hundt presented the following additional information:

A. At the 9/24/13 vote, HUD had not yet published the grant notice or "tiering" amounts.
B. The grant notice and tiering amounts now have been published by HUD.
C. Project categories are recommended to remain prioritized as in September vote. Table 1 below illustrates the prioritized project categories.
D. Within categories, projects with performance data are recommended to be ranked by performance using the rubric adopted by the Homeless Council for prior years and updated to reflect current CoC performance measures and APR questions/data. The 2013 Renewal Project Performance Rating Factors Rubric is attached, which was applied to all renewal projects with performance data in categories 5 and 6 referenced in Table 1 below.

E. Projects must be ranked in two tiers. Tier 1 is the amount of renewal demand, less 5 percent. Tier 2 is the balance of funds, plus funds for a planning grant.

F. Tier 1 projects are most assured of funding. The national "competition" is for Tier 2 projects – any funds not spent on Tier 1 are awarded to highest scoring CoCs.

G. The CoC's score in 2013 will be used again by HUD in 2014.

H. The CoC application will lose 2 points if any "Supportive Service Only" projects other than coordinated intake are ranked in Tier 1.

I. The CoC application score will be higher if performance is a part of the ranking process.

J. HUD will select projects "horizontally" across all CoC's, so our rankings indicate to HUD our community's priorities for serving homeless persons.

K. Communities scoring higher have a greater chance of having Tier 2 projects funded by HUD.

L. In consideration of the policy priorities set forth in the NOFA, in September, 2013, the WS/FC CoC determined the following system-wide priorities for ranking CoC projects.

## Table 1: Priorities by Project Category

1. System Information (HMIS—required by HUD for all agencies receiving HUD funding)
2. System Coordination (Coordinated Intake and Assessment now required by HUD)
3. Rapid Re-Housing (a major HUD emphasis)
4. Housing Stabilization Services in permanent housing—namely case management
5. Permanent supportive housing for the disabled homeless—rental assistance
6. Other supportive and transitional services
7. Projects falling below HUD's Tier 1 financial threshold
8. Planning project (excluded from tiering)

As described in Item D above, projects with performance data are ranked within their project categories. A prioritized list approved by the Project Rating Panel, which ranks projects by category (Table 1) and performance, where applicable, was presented to the Council. Marvin Chavis moved that the 2013 HUD Continuum of Care Grant Funding Prioritized List of projects dated January 9, 2014, be approved for submission to HUD. The motion was seconded by Monique Freeney and approved unanimously.

There was discussion of the key role of Project HOPE of the Winston-Salem/Forsyth County Schools. Although it is recommended to be ranked in Tier 2, based on HUD's information on scoring of "supportive service only" projects in the Notice of Funding Availability, homeless council members emphasized the critical role Project HOPE plays in the local Continuum of Care. Project HOPE serves homeless children and their families and is instrumental in the work of many other agencies that serve homeless families.

Sonjia Kurosky moved that these minutes be accepted, which was seconded by Tracy Nicholson and approved unanimously.

Submitted by Wanda Nichols/Tim West, January 9, 2014
Approved January 9, 2014

## 2013 Renewal Project Performance Rating Factors Rubric

*The Renewal Project Performance Rating Factors Rubric was adopted by the Homeless Council for use in prior CoC competitions and updated in 2013 to reflect current CoC performance measures and APR questions/data.*

| Rating Factor | Explanation of Rating Factor | Points | | | |
|---|---|---|---|---|---|
| | | 0 | 1 | 2 | 3 |
| 1a. Housing Performance -- TH projects: % of persons who exited to PH during operating year | Actual # of persons exiting to permanent housing divided by the total # of persons served by the program during the operating year (CoC Project Performance Measure, APR item 36b, Measure 1) | <10% | 10-39% | 40-65% | >65% |
| 1b. Housing Performance -- PH projects: % of clients achieving housing stability | [# who remained in PSH + # who exited to other PH] divided by [# of participants who exited PH project + # of participants who did not leave the project (i.e., total # served in operating year)] (CoC Project Performance Measure, APR item 36a, Measure 1; CoC Objective 2) | <80% | 80-89% | 90-99% | 100% |
| 2. Increase Total Income | TH: The % of persons age 18 or older who increased their total income (from all sources) as of the end of the operating year or program exit. (CoC Project Performance Measure, APR item 36b, Measure 2a) PH: The % of persons age 18 or older who maintained or increased their total income (from all sources) as of the end of the operating year or program exit. (CoC Project Performance Measure, APR item 36a, Measure 2a) | <20% | 20-40% | 41-60% | >60% |
| 3. % of Clients with 1+ Source of Cash Income at Exit | # of adults with 1+ source of cash income at exit divided by # adults who left program (APR Q25a1-2) | <60% | 60-79.99% | 80-99.99% | 100% |
| 4. % of Clients with Employment Income at Exit | # of adults with employment income at exit divided by # adults who left program (APR Q25a1-2) | <15% | 15-33% | 34-59% | >59% |
| 5. % of Clients with 1+ Sources of Non-Cash Income at Exit | # of adults with 1+ source of non-cash income at exit divided by # adults who left program (APR Q26a1-2) | <41% | 41-61% | 62-85% | >85% |
| 6. Project Serves 100% CH clients | CH Dedicated Projects | No | Yes | | |
| 7. HMIS Project Data Quality (THDV projects excluded) | Rating of data quality from CHIN Report for CoC Project Application | <80% | 80-90.99% | 91-97.49% | >97.5% |
| 8a. Cost per PH Success - TH | TH: Grant dollars/PH Exit (i.e., # of persons exiting to PH from 1a) | >$5,000 | $2,000-5,000 | $1,000-1,999 | <$1000 |
| 8b. Cost per PH Success – PH | PH: Grants dollars/PH Success (i.e., # of persons achieving housing stability – from 1b) | >$9,000 | $6,001-9,000 | $3,000-6,000 | <$3,000 |

Scores are out of 22 maximum points for TH and PH; and out of 19 maximum points for THDV. **Total Scores are converted to 100-point scale.**
**Tiebreakers: Projects with a higher Housing Performance Outcome (Rating Factor 1a and 1b) get ranked higher.**
(TH: Transitional Housing; PH: Permanent Housing; THDV: Transitional Housing Domestic Violence)

## 2013 Priorities for Ranking Renewal Projects

Renewal project rankings were based on these priorities:

| | |
|---|---|
| 1 | System Information (HMIS—required by HUD for all agencies receiving HUD funding) |
| 2 | System Coordination (Coordinated Intake and Assessment now required by HUD) |
| 3 | Rapid Re-Housing (a major HUD emphasis) |
| 4 | Housing Stabilization Services in permanent housing—namely case management |
| 5 | Permanent supportive housing for the disabled homeless—rental assistance |
| 6 | Other supportive and transitional services |
| 7 | Projects which may be duplicates of project types listed above |
| 8 | Planning project (excluded from tiering) |

| Priority | Applicant | Agency | Project Name | Description | Amount | Cumulative |
|---|---|---|---|---|---|---|
| | | | | 2013 HUD Continuum of Care Grant Funding (Prioritized List)--JANUARY 9, 2014 VOTE | | |
| 1 | City | All agencies | HMIS 2 | Software licensing; staffing | $101,842 | $101,842 |
| 2 | City | All agencies | HMIS | Software licensing; staffing | $25,476 | $127,318 |
| 3 | City | United Way | Community Intake Center | Intake, assessment | $48,115 | $175,433 |
| 4 | City | United Way, HAWS, Goodwill and collaborative partners | Forsyth Rapid Re-housing Collaborative | Rapid Rehousing | $364,548 | $539,981 |
| 5 | City | United Way, HAWS, Goodwill and collaborative partners | REACH | Rapid Rehousing | $62,116 | $602,097 |
| 6 | City | Experiment in Self-Reliance | ESR-PH Case Management | Case mgt in permanent housing | $102,593 | $704,690 |
| 7 | City | Salvation Army | SAWS-PH Case Management | Case mgt in permanent housing | $100,088 | $804,778 |
| 8 | City | Bethesda Center | BC-PH Case Management | Case mgt in permanent housing | $60,000 | $864,778 |
| 9 | City | Family Services | FS-PH Case Management | Case mgt in permanent housing | $47,000 | $911,778 |
| 10 | City | Samaritan Ministries | SM-PH Case Management | Case mgt in permanent housing | $40,000 | $951,778 |
| 11 | City | Bethesda Center, HAWS | Shelter Plus Care 4 | Rental assistance, disabled homeless | $28,041 | $979,819 |
| 12 | City | AIDS Care Service, HAWS | HIV Shelter Plus Care | Rental assistance, disabled homeless | $90,307 | $1,070,126 |
| 13 | City | Salvation Army, HAWS | Shelter Plus Care 2 | Rental assistance, disabled homeless | $133,583 | $1,203,709 |
| 14 | CPHS | CenterPoint, HAWS | Project New Hope | Rental assistance, disabled homeless | $35,479 | $1,239,188 |
| 15 | CPHS | CenterPoint, HAWS | CPHS Shelter Plus Care TRA | Rental assistance, disabled homeless | $83,913 | $1,323,101 |
| 16 | CPHS | CenterPoint, HAWS | CPHS SPC | Rental assistance, disabled homeless | $161,179 | $1,484,280 |
| 17 | City | Bethesda Center, HAWS | Shelter Plus Care 1 | Rental assistance, disabled homeless | $135,142 | $1,619,422 |
| 18 | CPHS | CenterPoint, HAWS | Project Homemaker | Rental assistance, disabled homeless | $35,479 | $1,654,901 |
| 19 | City | Bethesda Center | BC Case Management | Transitional case management | $20,000 | $1,674,901 |
| 20 | City | Samaritan Ministries | Project Cornerstone | Transitional help for substance abusers | $25,000 | $1,699,901 |
| 21 | NSM | Next Step Ministries, Kernersville | Supportive Services | Transitional services for DV victims | $32,130 | $1,732,031 |
| 22 | City | Experiment in Self-Reliance, HAWS | Shelter Plus Care 3 | Rental assistance, disabled homeless | $28,383 | $1,760,414 |
| 23 | City | WS/FC Schools | Project HOPE | Educational services for homeless families | $44,120 | $1,804,534 |
| 24 | City | City of Winston-Salem | Planning | Planning, evaluation & CoC application costs | $21,297 | $1,825,831 |
| | | | | Total Requests: | $1,825,831 | |
| | | | | Published Tier 1 Amount: | $1,734,539 | |

**Request for Proposals for**
**CONTINUUM OF CARE HOMELESS ASSISTANCE GRANTS**

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Homeless Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.

## Request for Proposals for
## CONTINUUM OF CARE HOME-LESS ASSISTANCE GRANTS

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Home-less Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.

Proof of ad which ran in The Winston-Salem Chronicle on August 15, 2013.

## INTRODUCTION

As the Collaborative Applicant for the Winston-Salem/Forsyth County Continuum of Care, the Community and Business Development Department of the City of Winston-Salem (City), in coordination with the WS/FC Council on Services for the Homeless, is accepting proposals for Continuum of Care Homeless Assistance program funding from the U.S. Department of Housing and Urban Development (HUD).

The Annual Renewal Demand is expected to be approximately $1,837,678, based upon existing projects projected to seek renewal. Current information indicates that this amount may be decreased by up to 7% by HUD, resulting in funding availability of approximately $1,709,041. These amounts are estimates, and all funding is subject to funding availability from HUD. Renewal and new projects will compete for the funds available. In addition, in prior years, HUD has accepted applications for bonus funds for permanent supportive housing projects for disabled, homeless households. The amount of the housing bonus typically has been in the range of $100,000. It is unknown at this time whether HUD will make the housing bonus application available in 2013.

## DEADLINE

Proposals must be submitted to the City by **5:00 p.m. on Friday, September 13, 2013.** Submission procedures are described below.

## BACKGROUND

HUD publishes a CoC Notice of Funding Availability (NOFA) annually. The 2013 NOFA is expected to be published in September, 2013. To allow time to prepare and review proposals, the City is publishing this RFP in advance of the NOFA. The City reserves the right to publish additional information subject to NOFA publication.

A single, consolidated submission of all selected projects in Winston-Salem/Forsyth County will be submitted to HUD by the City of Winston-Salem. HUD will not consider separate applications from single agencies. Funding will be derived from Federal Fiscal Year 2013 allocations of HUD funds and is subject to funding availability under the NOFA. The City reserves the right to request that applicant organizations submit adjusted project funding requests based on the amount of available funding indicated by HUD.

## NEW & RENEWAL PROJECT REQUIREMENTS

    a. New & Renewal Project Threshold Requirements -- All projects must meet the threshold criteria shown in the attached Appendix B – Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects.

b. Requirements that should be emphasized:

1) Proposed funding for new projects cannot supplant funding from other sources.
2) Eligible activities under the CoC regulations include acquisition of property, rehabilitation of property, new construction, leasing, rental assistance, supportive services, operating costs, homeless management information system (HMIS) costs, project administrative costs, relocation costs and indirect costs.
3) Consistent with the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission, there is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and which support or utilize the Homeless Management Information System.
4) Permanent supportive housing projects may serve families or individuals. The adult participants served in the program must be disabled, whether they are an individual or the head of a family. Having a disabled child in a family does not qualify the household for assistance under the permanent supportive housing component.
5) Projects may not charge participants program fees in any program.
6) Transitional housing or services and outreach are eligible system components, but are low priorities. Emergency shelter and services are not eligible for funding under the CoC Program.
7) All eligible funding costs except leasing must be matched with no less than a 25 percent cash or in-kind match. Leasing costs are not required to be matched. All projects will be limited to requests for one year of assistance, unless a different term is required by HUD. Upon expiration, projects may be renewed subject to HUD requirements, local funding priorities, satisfactory performance and availability of funds.
8) Collaborative efforts by community agencies are encouraged. As an example of collaborative initiatives, the CoC is implementing a centralized/coordinated intake and assessment system as required by HUD for the CoC program.
9) Subject to availability under the NOFA, one project may receive bonus funding. It is anticipated that any project to receive bonus funding under the HUD NOFA must be permanent supportive housing for disabled homeless persons or families. The amount of possible bonus funding is estimated at $100,000. Projects seeking these bonus funds should clearly indicate the portion of the proposal that is for the bonus funds.

**PROJECT RATING PROCESS**--Projects will be reviewed through a multi-stage process including review by the Continuum of Care Rating Panel, Winston-Salem/Forsyth County Council on Services for the Homeless, Ten-Year Plan Commission and Winston-Salem City Council. The CoC Homeless Assistance Grant Application package indicates the points available for the different sections of the application. Selection of new and renewal projects will be based on the following factors:

- Threshold Criteria as described in Appendix B of the Request for Proposal.

- Experience and capacity to provide the housing or services proposed.
- Type of activity proposed and the need for the activity in the local system.
- Extent to which the project furthers the objectives of the Ten-Year Plan to End Chronic Homelessness and the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission. There is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and homeless management information system (HMIS) costs.
- The homeless subpopulation proposed to be served and the need for the housing or services proposed.
- Extent to which positive, reasonable and attainable outcomes are proposed.
- Past performance and HMIS data quality of the organization in the proposed project or other CoC projects.
- Quality of the proposed project and overall project design.
- Cost-effectiveness, matching funds, and information supporting likelihood of timely implementation.
- Consistency with the strategic priority factors described in Exhibit A.

## ADDITIONAL INFORMATION

The regulations for the Continuum of Care Program may be found at:

https://www.onecpd.info/resource/2033/hearth-coc-program-interim-rule/

All parties intending to apply for funding are strongly encouraged to read these materials, including those organizations that have previously been funded under the prior CoC regulations. Proposals which do not conform to the regulations will not be considered for funding.

Please contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336)734-1305 or timw@cityofws.org with questions about HUD programs.

## SUBMISSION PROCEDURE

Please use the CoC Homeless Assistance Grant Application to the City of Winston-Salem form to prepare and submit a new project proposal, and provide complete but concise responses. Renewal projects have the option of updating the prior project proposal, which is available from the City. The City may request additional information for any project, if needed pursuant to the CoC NOFA or related materials.

Submit one hard copy of the Grant Application form with **a cover letter signed by the organization's authorized representative** to:

| By Mail: | By Delivery: |
|---|---|
| Mellin L. Parker | Mellin Parker |
| Planning Sr. Project Supervisor | Planning Sr. Project Supervisor |
| Community and Business Development | Community and Business Development |
| P. O. Box 2511 | Bryce A. Stuart Municipal Building |
| Winston-Salem, NC 27102-2511 | 100 East First Street (Corner of Church Street) |
| | Winston-Salem, NC 27102-2511 |

*In addition to hard copy submission, please email the completed Grant Application form and its attachments to timw@cityofws.org.*

Please direct any questions to Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336) 734-1305 or timw@cityofws.org.

**NOTICE:** If your project is selected for submission to HUD, you will be requested to provide additional information within a timeframe to be specified by the City of Winston-Salem.

## HUD NOTICE

The information provided in this RFP is subject to amendment, based on information provided in the HUD Continuum of Care Notice of Funding Availability (NOFA), once the NOFA is published by HUD.

## AWARD OF FUNDS

Once awarded by HUD, grant funds are expected to be available by **summer 2014**.

## Appendix A
## Summary of Strategic Priority Factors
## For Rating ESG and Continuum of Care Projects

I. **WS/FC Consolidated Housing and Community Development Plan**
   A. **GOAL 3: EXPANDING ACCESS AND OPPORTUNITIES.**

The 2014-2018 Five-Year Consolidated Plan may be found at:
http://www.cityofws.org/departments/community-and-business-development/housing-development/reports (Strategies related to homelessness begin on page II-104 of the Consolidated Plan.)

The WS/FC Ten Year Plan to End Chronic Homelessness also is found at this page.

II. **USICH Federal Strategic Plan Goals (FSP Goals)**
   A. Finish the job of ending chronic homelessness in 5 years
   B. Prevent and end homelessness among Veterans in 5 years
   C. Prevent and end homelessness for families, youth, and children in 10 years
   D. Set a path to ending all types of homelessness

Opening Doors: the Federal Strategic Plan to Prevent and End Homelessness may be found at:
http://www.usich.gov/

III. **HEARTH Act CoC Performance Measures (HEARTH PMs)**

   A. Reduce average length of time persons are homeless
   B. Reduce returns to homelessness
   C. Improve outreach to ensure program coverage of homeless persons
   D. Reduce number of families and individuals who are homeless
   E. Improve employment rate and income amount of families and individuals who are homeless
   F. Reduce number of families and individuals who become homeless (first time homeless)
   G. Prevent homelessness and achieve independent living in permanent housing for families and youth defined as homeless under other Federal statutes

The HEARTH Act is found at the following address (section 427 has the performance measures):
http://www.hudhre.info/index.cfm?do=viewResource&ResourceID=4025

IV. **WS/FC Continuum of Care Action Plan** (adopted by WS/FC Council on Services for the Homeless and WS/FC Ten Year Plan Commission on Homelessness on March 27, 2012)

Program Priorities of this Action Plan include:
   A. HMIS;
   B. Coordinated Intake Staff;
   C. Rapid Rehousing Client Funds;
   D. Shelter Plus Care/Permanent Housing; and
   E. Housing Stabilization Staff.

The Action Plan is found at:
http://www.cityofws.org/Home/Departments/CBD/HousingDevelopment/Articles/Reports

**Appendix B**
**Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects**

I. Criteria for Continuum of Care Grant Participation

- Must have served HUD-eligible homeless persons or families in some official capacity for at least twelve months as of the application deadline.
- Must propose an eligible activity for an eligible homeless population, pursuant to HUD requirements.
- Must be an eligible contractor for HUD funds per https://www.sam.gov/, must have a current tax exempt status as verified by the IRS and must not owe any overdue tax debts, as documented on IRS 990 submissions to the IRS.
- Must not propose to use HUD funds to supplant current funding.
- Must identify matching funds prior to application submission and must show evidence of communication from these potential sources of matching funds. Matching funds requirements are described in the Request for Proposals.
- Must provide the information listed below in Sections II and III and must have satisfactory organizational status, experience and capacity to submit, implement and operate the proposed project.

II. Information on Organizational Status    Sponsors of CoC projects must provide the following items to the City for review, unless the organization has already submitted these items to the City (See Section 7 of Grant Application form.):

- Signed Cover Letter Authorizing Request for CoC Funding
- Most recent IRS 990, as submitted to the IRS
- Most recent audit report and auditor's management letter
- By-Laws
- Articles of Incorporation
- IRS 501(c)3 designation letter (status in place for at least one year prior to application deadline)
- Current Board roster
- Copies of budgets for last year, current year and next year (if available)
- Copies of Code of Conduct, Personnel Policies, Procurement Policies, and Accounting Procedures for the Organization (as applicable)

III. Application Completeness/Responsiveness    Sponsors of CoC projects must complete the Grant Application, providing detailed responses to all questions. Sponsors must provide all attachments as requested and applicable.   In addition to the documents requested in the Application, sponsors of CoC projects must provide, as applicable: a) Chart of Organization's Programs; b) Organizational Chart (management & staffing); and c) Resumes of Key Personnel and/or Job Descriptions as requested in the Grant Application.

**CoC Rating and Review Document, Project Priority Notifications, Public Solicitation, And Process for Making Cuts**

The attached information documents:

1. Notification of project priority listings;
2. The CoC's rating and review documents;
3. The CoC's public solicitation of projects; and
4. The CoC's process* for making cuts.

*There were no cuts, and renewal projects are proposed for the eligible amounts listed on HUD's Grant Inventory Worksheet. One new proposal was not recommended for funding.

# Memorandum

**TO:** Members of the Winston-Salem/Forsyth County Council on Services for the Homeless

**FROM:** D. Ritchie Brooks, Director

**DATE:** January 17, 2014

**SUBJECT:** 2013 HUD Continuum of Care Grants

**CC:** Mellin L. Parker, Planning Senior Project Supervisor

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects. The information on the process, ranking factors and the ranked project list are posted on the City of Winston-Salem's web page at:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

If you have any questions, please contact me at 734-1250 or ritchieb@cityofws.org or Mellin L. Parker at 734-1310 or mellinp@cityofws.org.

Thank you,

D. Ritchie Brooks
Director

**CityLink**
your link to city services
**727-8000**
citylink@cityofws.org

> request a service  > report a problem
> make a suggestion

**City Council:** Mayor Allen Joines; Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Denise D. Adams, North Ward; Dan Besse, Southwest Ward; Robert C. Clark, West Ward; Molly Leight, South Ward; Wanda Merschel, Northwest Ward; Derwin L Montgomery, East Ward; James Taylor, Jr., Southeast Ward; City Manager: Lee D. Garrity

*City of*
# WINSTON-SALEM
## NORTH CAROLINA

# Reports

## Reports

### FY15 REQUEST FOR PROPOSALS

The Community and Business Development Department of the City of Winston-Salem is accepting proposals for program and project funding for the year beginning July 1, 2014. Both renewal and first-time funding proposals will be considered. Proposals must be submitted to the City by **5:00 p.m. on Friday, February 7, 2014.** Two separate Requests for Proposals (RFPs) are available:

### Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME)

This RFP covers requests for funding that will be derived from Federal Fiscal Year 2014 allocations from the federal CDBG and HOME entitlement programs. Proposals must be consistent with the objectives and requirements of the funding program, namely, the development of viable communities by the provision of decent housing, a suitable living environment and expanded economic opportunities, principally for persons of low- and moderate-income.

   Subgrantee RFP

   Subgrantee Application

### Emergency Solutions Grant (ESG)

This RFP covers requests for funding for City ESG funds for the year beginning July 1, 2014 and State ESG funds for the year beginning October 1, 2014. Project applications will be considered for emergency shelter/street outreach, rapid re-housing, coordinated intake and assessment and homeless management information systems costs. Existing transitional housing projects may request renewal, but proposals for new transitional housing projects will not be considered.

   ESG RFP [pdf]

   ESG Project Application [pdf]

   ESG Budget-Leverage [pdf]

   State ESG Budget [pdf]

Please read all materials carefully. Contact Diane Greer at (336) 734-1314 or       dianemg@cityofws.org for Word/Excel versions of the RFP documents.

### 2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN

   2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN [pdf/4mb/240p]

Entitlement cities receiving Community Development Block Grant, HOME Investment Partnership and Emergency Solutions Grants program funds are required to develop a five-year plan. The Five-Year Consolidated Plan summarizes conditions and needs in Forsyth County as they relate to housing, community development, homelessness, and economic development and sets forth long-term goals and strategies to address those needs.

- Final 2014-2013 ConPlan Process Report [pdf/5mb/66p]
- Asset & Opportunity Profile Winston-Salem & Forsyth County [pdf/2mb/12p]

## Annual Action Plan

2013-2014 Annual Action Plan [pdf/623kb/26p]

The Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2013-2014 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

2012-2013 Annual Action Plan Draft [pdf/4mb/76p]

The Draft Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2012-2013 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

## ANNUAL PERFORMANCE REPORT

DRAFT Annual Performance Report for 2012-2013 [pdf/2mb/40p]

A Consolidated Performance and Evaluation Report (CAPER) is prepared and submitted to the U.S. Department of Housing and Urban Development each Fall, no later than September 28.

## Ten-Year Plan to End Chronic Homelessness

- The Winston-Salem/Forsyth County Ten-Year Plan to End Chronic Homelessness [pdf/4.2mb/44p]
- Ten-Year Plan Executive Summary [pdf]
- Services for the Homeless brochure [pdf]

## Continuum of Care

The purpose of HUD Continuum of Care Homeless Assistance Programs is to reduce the incidence of homelessness in communities by assisting homeless individuals and families to move to self-sufficiency and permanent housing. The City of Winston-Salem, in cooperation with Winston-Salem/Forsyth County Council on Services for the Homeless and its member agencies, coordinates annual Continuum of Care submissions.

- Continuum of Care Grant Application [pdf/260kb/11p]
- Continuum of Care Request for Proposals [pdf/194kb/6p]
- 2012 Continuum of Care Exhibit 1 [pdf/2mb/128p]

Continuum of Care Grants

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects.

1. Minutes—Homeless Council 1 9 14 CoC Priorities Vote [pdf/179kb/1p]

2. Rating Factors 2013 Rubric [pdf/90kb/1p]

3. 2013 Prioritized HUD CoC Projects 1 9 2014 Homeless Council [pdf/123kb/1p]

Planning
is a division of
Community and Business Development Department
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27101

Get Adobe Reader  These documents require the Adobe Reader; a free download.

**Tim West**

*To WS/FC Council on Services for the Homeless Members:*

RE:  HUD Continuum of Care Grants

Please note the attached memorandum.

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects.  As of January 15, 2014, the information on the process, ranking factors and the ranked project list are posted on the City of Winston-Salem's web page at:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

Thank you.

Tim West, Planning Program Supervisor
Community & Business Development Dept.
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27102
phone (336) 734-1305
fax (336) 747-9312
timw@cityofws.org.

1

http://www.cityofws.org/departments/community-and-business-development/plannin | City of Winst

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**Ten-Year Plan to End Chronic Homelessness**

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**Continuum of Care**

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Continuum of Care Grants

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, t Continuum of Care Prioritized Project List was approved, including final rankings for all projects.

1.   Minutes—Homeless Council 1 9 14 CoC Priorities Vote [pdf/179kb/1p]

2.   Rating Factors 2013 Rubric [pdf/90kb/1p]

3.   2013 Prioritized HUD CoC Projects 1 9 2014 Homeless Council [pdf/123kb/1p]

Planning
is a division of
Community and Business Development Department
City of Winston-Salem

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**From:** david harold [mailto:david.harold@gmail.com]
**Sent:** Wednesday, January 08, 2014 2:21 PM
**To:** david harold; dwillia428@aol.com; pgoodine64@yahoo.com; voncomer@yahoo.com; Andy Vuong; Artetta McKinney; Becky DuBois; Calvin Bridges; Carlton Carpenter; Carol Jones; Cathy Potter; Ciat Shabazz; Dennis Gayda; Deshanna Johnson; Deshanna Mason; Edgar Wallace; Eric Aft; Eric Glenn; George Aldhiser; George Cleland; Jackie Hundt; Jackie Powell; Jain Umesh; Jennie Thompson; Jesse Duncan; Johnnie Johnson; Jose PEREZ; Josie Phillips; Kay Justice; Keisha Spivey; Kristin O'Leary; Laurie Coker; Lisa Carter; Liz Arnold; Liza Baron; LynnGarms; Marvin Chavis; Melissa Hamilton; Melissa Ledbetter; Michael Ackerman; Nancy Dominick; Nancy VanNorman; Obie Johnson; Pam Hairston; Patrice Toney; Patricia Murray; Patricia Pike; Peggy Galloway; Rebecca Saiter; Richard Cassidy; Robert England; Ron Connor; Ron Hairston; Ronnie Abernaty; Russ May; Sandra Sherrill; Sarah Howell; Sonjia Kurosky; Sophia Foster; Steven Miller; Sylvia

Hubbard; Tammy Caudill; Teri Hairston; Thom Elmore; Tim West; Tracy Nicholson; Twana Wellman; Vanessia Bond; Wanda Brendle Moss; Wanda Nichols; Whole Man Ministries; Willis Miller; Yvette Stackhouse
**Subject:** Reminder: Special Homeless Council meeting Thursday, 10:15 AM, 2nd Floor City Hall

Hi Everyone,

Just a reminder that as many of us a can, need to meet tomorrow to look again at our ratings panel recommendations.

Come in the Main Street entrance of City Hall.  Parking is in the lot just north of City Hall, or on the street.  We should be finished by 11:00.

Blessing,.

David


--
David Harold, M.Div, LCSW
Peaceable Arts LLC, and Three Treasures Tai Chi:  www.threetreasures.org
336-409-7686 cell
Fax: 336-760-9699
david.harold@gmail.com

**Winston-Salem/Forsyth County Council on Services for the Homeless
2013 WS/FC HUD Continuum of Care Project Ranking/Review Process
January 9, 2014, 10:15 a.m.
MINUTES**

In Attendance:

David Harold (Chair), Jackie Hundt (Consultant), Mellin Parker, Tim West, and Wanda Nichols (City of Winston-Salem), Rochelle Smith (Bethesda Center), Monique Freeney (Salvation Army), Tracy Nicholson (Legal Aid), Romonda Gaston (Housing Authority), Johnnie Johnson (Experiment in Self-Reliance), Lynne Garms (Next Step Ministries), Melissa Ledbetter (WSFC Schools Project HOPE), Kenneth Holly (Whole Man Ministries of NC), Ken Bower (Fellowship Home), Thom Elmore (The Fellowship Home), Marvin Chavis (United Way), Ciat Shabazz (HARRY VCOS), Sonjia Kurosky (Samaritan Ministries), Calvin Bridges (Homeless Caucus), Brenda Evans, Florence Corpening, and Ron Hairston.

David Harold convened the group. After a moment of silence, a summary of the process to date was presented by Tim West and Jackie Hundt, including:

- August 15, 2013, 2013 Continuum of Care Request for Proposals was issued by City of Winston-Salem
- September 13, 2013, CoC proposals were due to the City
- September 19, 2013, CoC Rating Panel reviewed proposals and developed a recommended list of ranked projects
- September 20, 2013, Executive Committee of Winston-Salem/Forsyth County Council on Services for the Homeless and Ten Year Plan Commission on Homelessness reviewed and approved the recommended list of ranked projects
- September 24, 2013, Winston-Salem/Forsyth County Council on Services for the Homeless approved the recommended list of ranked projects
- October 28, 2013, Mayor and Winston-Salem City Council approved recommended list of projects for submission to HUD by the Collaborative Applicant (City of Winston-Salem)

Mr. West and Ms. Hundt presented the following additional information:

A. At the 9/24/13 vote, HUD had not yet published the grant notice or "tiering" amounts.
B. The grant notice and tiering amounts now have been published by HUD.
C. Project categories are recommended to remain prioritized as in September vote. Table 1 below illustrates the prioritized project categories.
D. Within categories, projects with performance data are recommended to be ranked by performance using the rubric adopted by the Homeless Council for prior years and updated to reflect current CoC performance measures and APR questions/data. The 2013 Renewal Project Performance Rating Factors Rubric is attached, which was applied to all renewal projects with performance data in categories 5 and 6 referenced in Table 1 below.

E. Projects must be ranked in two tiers. Tier 1 is the amount of renewal demand, less 5 percent. Tier 2 is the balance of funds, plus funds for a planning grant.
F. Tier 1 projects are most assured of funding. The national "competition" is for Tier 2 projects – any funds not spent on Tier 1 are awarded to highest scoring CoCs.
G. The CoC's score in 2013 will be used again by HUD in 2014.
H. The CoC application will lose 2 points if any "Supportive Service Only" projects other than coordinated intake are ranked in Tier 1.
I. The CoC application score will be higher if performance is a part of the ranking process.
J. HUD will select projects "horizontally" across all CoC's, so our rankings indicate to HUD our community's priorities for serving homeless persons.
K. Communities scoring higher have a greater chance of having Tier 2 projects funded by HUD.
L. In consideration of the policy priorities set forth in the NOFA, in September, 2013, the WS/FC CoC determined the following system-wide priorities for ranking CoC projects.

## Table 1:  Priorities by Project Category

1. System Information (HMIS—required by HUD for all agencies receiving HUD funding)
2. System Coordination (Coordinated Intake and Assessment now required by HUD)
3. Rapid Re-Housing (a major HUD emphasis)
4. Housing Stabilization Services in permanent housing—namely case management
5. Permanent supportive housing for the disabled homeless—rental assistance
6. Other supportive and transitional services
7. Projects falling below HUD's Tier 1 financial threshold
8. Planning project (excluded from tiering)

As described in Item D above, projects with performance data are ranked within their project categories.   A prioritized list approved by the Project Rating Panel, which ranks projects by category (Table 1) and performance, where applicable, was presented to the Council.  Marvin Chavis moved that the 2013 HUD Continuum of Care Grant Funding Prioritized List of projects dated January 9, 2014, be approved for submission to HUD.  The motion was seconded by Monique Freeney and approved unanimously.

There was discussion of the key role of Project HOPE of the Winston-Salem/Forsyth County Schools.  Although it is recommended to be ranked in Tier 2, based on HUD's information on scoring of "supportive service only" projects in the Notice of Funding Availability, homeless council members emphasized the critical role Project HOPE plays in the local Continuum of Care.  Project HOPE serves homeless children and their families and is instrumental in the work of many other agencies that serve homeless families.

Sonjia Kurosky moved that these minutes be accepted, which was seconded by Tracy Nicholson and approved unanimously.

Submitted by Wanda Nichols/Tim West, January 9, 2014
Approved January 9, 2014

## 2013 Renewal Project Performance Rating Factors Rubric

*The Renewal Project Performance Rating Factors Rubric was adopted by the Homeless Council for use in prior CoC competitions and updated in 2013 to reflect current CoC performance measures and APR questions/data.*

| Rating Factor | Explanation of Rating Factor | Points | | | |
|---|---|---|---|---|---|
| | | **0** | **1** | **2** | **3** |
| 1a. Housing Performance -- TH projects: % of persons who exited to PH during operating year | Actual # of persons exiting to permanent housing divided by the total # of persons served by the program during the operating year (CoC Project Performance Measure, APR item 36b, Measure 1) | <10% | 10-39% | 40-65% | >65% |
| 1b. Housing Performance -- PH projects: % of clients achieving housing stability | [# who remained in PSH + # who exited to other PH] divided by [# of participants who exited PH project + # of participants who did not leave the project (i.e., total # served in operating year)] (CoC Project Performance Measure, APR item 36a, Measure 1; CoC Objective 2) | <80% | 80-89% | 90-99% | 100% |
| 2. Increase Total Income | TH: The % of persons age 18 or older who increased their total income (from all sources) as of the end of the operating year or program exit. (CoC Project Performance Measure, APR item 36b, Measure 2a)<br><br>PH: The % of persons age 18 or older who maintained or increased their total income (from all sources) as of the end of the operating year or program exit. (CoC Project Performance Measure, APR item 36a, Measure 2a) | <20% | 20-40% | 41-60% | >60% |
| 3. % of Clients with 1+ Source of Cash Income at Exit | # of adults with 1+ source of cash income at exit divided by # adults who left program (APR Q25a1-2) | <60% | 60-79.99% | 80-99.99% | 100% |
| 4. % of Clients with Employment Income at Exit | # of adults with employment income at exit divided by # adults who left program (APR Q25a1-2) | <15% | 15-33% | 34-59% | >59% |
| 5. % of Clients with 1+ Sources of Non-Cash Income at Exit | # of adults with 1+ source of non-cash income at exit divided by # adults who left program (APR Q26a1-2) | <41% | 41-61% | 62-85% | >85% |
| 6. Project Serves 100% CH clients | CH Dedicated Projects | No | Yes | | |
| 7. HMIS Project Data Quality (THDV projects excluded) | Rating of data quality from CHIN Report for CoC Project Application | <80% | 80-90.99% | 91-97.49% | >97.5% |
| 8a. Cost per PH Success - TH | TH: Grant dollars/PH Exit (i.e., # of persons exiting to PH from 1a) | >$5,000 | $2,000-5,000 | $1,000-1,999 | <$1000 |
| 8b. Cost per PH Success – PH | PH: Grants dollars/PH Success (i.e., # of persons achieving housing stability – from 1b) | >$9,000 | $6,001-9,000 | $3,000-6,000 | <$3,000 |

Scores are out of 22 maximum points for TH and PH; and out of 19 maximum points for THDV. **Total Scores are converted to 100-point scale.**

**Tiebreakers: Projects with a higher Housing Performance Outcome (Rating Factor 1a and 1b) get ranked higher.**

(TH: Transitional Housing; PH: Permanent Housing; THDV: Transitional Housing Domestic Violence)

## 2013 Priorities for Ranking Renewal Projects

Renewal project rankings were based on these priorities:

| | |
|---|---|
| 1 | System Information (HMIS—required by HUD for all agencies receiving HUD funding) |
| 2 | System Coordination (Coordinated Intake and Assessment now required by HUD) |
| 3 | Rapid Re-Housing (a major HUD emphasis) |
| 4 | Housing Stabilization Services in permanent housing—namely case management |
| 5 | Permanent supportive housing for the disabled homeless—rental assistance |
| 6 | Other supportive and transitional services |
| 7 | Projects which may be duplicates of project types listed above |
| 8 | Planning project (excluded from tiering) |

## 2013 HUD Continuum of Care Grant Funding (Prioritized List)--JANUARY 9, 2014 VOTE

| Priority | Applicant | Agency | Project Name | Description | Amount | Cumulative |
|---|---|---|---|---|---|---|
| 1 | City | All agencies | HMIS 2 | Software licensing; staffing | $101,842 | $101,842 |
| 2 | City | All agencies | HMIS | Software licensing; staffing | $25,476 | $127,318 |
| 3 | City | United Way | Community Intake Center | Intake, assessment | $48,115 | $175,433 |
| 4 | City | United Way, HAWS, Goodwill and collaborative partners | Forsyth Rapid Re-housing Collaborative | Rapid Rehousing | $364,548 | $539,981 |
| 5 | City | United Way, HAWS, Goodwill and collaborative partners | REACH | Rapid Rehousing | $62,116 | $602,097 |
| 6 | City | Experiment in Self-Reliance | ESR-PH Case Management | Case mgt in permanent housing | $102,593 | $704,690 |
| 7 | City | Salvation Army | SAWS-PH Case Management | Case mgt in permanent housing | $100,088 | $804,778 |
| 8 | City | Bethesda Center | BC-PH Case Management | Case mgt in permanent housing | $60,000 | $864,778 |
| 9 | City | Family Services | FS-PH Case Management | Case mgt in permanent housing | $47,000 | $911,778 |
| 10 | City | Samaritan Ministries | SM-PH Case Management | Case mgt in permanent housing | $40,000 | $951,778 |
| 11 | City | Bethesda Center, HAWS | Shelter Plus Care 4 | Rental assistance, disabled homeless | $28,041 | $979,819 |
| 12 | City | AIDS Care Service, HAWS | HIV Shelter Plus Care | Rental assistance, disabled homeless | $90,307 | $1,070,126 |
| 13 | City | Salvation Army, HAWS | Shelter Plus Care 2 | Rental assistance, disabled homeless | $133,583 | $1,203,709 |
| 14 | CPHS | CenterPoint, HAWS | Project New Hope | Rental assistance, disabled homeless | $35,479 | $1,239,188 |
| 15 | CPHS | CenterPoint, HAWS | CPHS Shelter Plus Care TRA | Rental assistance, disabled homeless | $83,913 | $1,323,101 |
| 16 | CPHS | CenterPoint, HAWS | CPHS SPC | Rental assistance, disabled homeless | $161,179 | $1,484,280 |
| 17 | City | Bethesda Center, HAWS | Shelter Plus Care 1 | Rental assistance, disabled homeless | $135,142 | $1,619,422 |
| 18 | CPHS | CenterPoint, HAWS | Project Homemaker | Rental assistance, disabled homeless | $35,479 | $1,654,901 |
| 19 | City | Bethesda Center | BC Case Management | Transitional case management | $20,000 | $1,674,901 |
| 20 | City | Samaritan Ministries | Project Cornerstone | Transitional help for substance abusers | $25,000 | $1,699,901 |
| 21 | NSM | Next Step Ministries, Kernersville | Supportive Services | Transitional services for DV victims | $32,130 | $1,732,031 |
| 22 | City | Experiment in Self-Reliance, HAWS | Shelter Plus Care 3 | Rental assistance, disabled homeless | $28,383 | $1,760,414 |
| 23 | City | WS/FC Schools | Project HOPE | Educational services for homeless families | $44,120 | $1,804,534 |
| 24 | City | City of Winston-Salem | Planning | Planning, evaluation & CoC application costs | $21,297 | $1,825,831 |
| | | | | **Total Requests:** | $1,825,831 | |
| | | | | **Published Tier 1 Amount:** | $1,734,539 | |

**Request for Proposals for**
**CONTINUUM OF CARE HOMELESS ASSISTANCE GRANTS**

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Homeless Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.

## Request for Proposals for
## CONTINUUM OF CARE HOME-LESS ASSISTANCE GRANTS

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Homeless Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.

Proof of ad which ran in The Winston-Salem Chronicle on August 15, 2013.

## INTRODUCTION

As the Collaborative Applicant for the Winston-Salem/Forsyth County Continuum of Care, the Community and Business Development Department of the City of Winston-Salem (City), in coordination with the WS/FC Council on Services for the Homeless, is accepting proposals for Continuum of Care Homeless Assistance program funding from the U.S. Department of Housing and Urban Development (HUD).

The Annual Renewal Demand is expected to be approximately $1,837,678, based upon existing projects projected to seek renewal. Current information indicates that this amount may be decreased by up to 7% by HUD, resulting in funding availability of approximately $1,709,041. These amounts are estimates, and all funding is subject to funding availability from HUD. Renewal and new projects will compete for the funds available. In addition, in prior years, HUD has accepted applications for bonus funds for permanent supportive housing projects for disabled, homeless households. The amount of the housing bonus typically has been in the range of $100,000. It is unknown at this time whether HUD will make the housing bonus application available in 2013.

## DEADLINE

Proposals must be submitted to the City by **5:00 p.m. on Friday, September 13, 2013.** Submission procedures are described below.

## BACKGROUND

HUD publishes a CoC Notice of Funding Availability (NOFA) annually. The 2013 NOFA is expected to be published in September, 2013. To allow time to prepare and review proposals, the City is publishing this RFP in advance of the NOFA. The City reserves the right to publish additional information subject to NOFA publication.

A single, consolidated submission of all selected projects in Winston-Salem/Forsyth County will be submitted to HUD by the City of Winston-Salem. HUD will not consider separate applications from single agencies. Funding will be derived from Federal Fiscal Year 2013 allocations of HUD funds and is subject to funding availability under the NOFA. The City reserves the right to request that applicant organizations submit adjusted project funding requests based on the amount of available funding indicated by HUD.

## NEW & RENEWAL PROJECT REQUIREMENTS

a. New & Renewal Project Threshold Requirements -- All projects must meet the threshold criteria shown in the attached Appendix B – Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects.

b. Requirements that should be emphasized:

1) Proposed funding for new projects cannot supplant funding from other sources.

2) Eligible activities under the CoC regulations include acquisition of property, rehabilitation of property, new construction, leasing, rental assistance, supportive services, operating costs, homeless management information system (HMIS) costs, project administrative costs, relocation costs and indirect costs.

3) Consistent with the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission, there is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and which support or utilize the Homeless Management Information System.

4) Permanent supportive housing projects may serve families or individuals. The adult participants served in the program must be disabled, whether they are an individual or the head of a family. Having a disabled child in a family does not qualify the household for assistance under the permanent supportive housing component.

5) Projects may not charge participants program fees in any program.

6) Transitional housing or services and outreach are eligible system components, but are low priorities. Emergency shelter and services are not eligible for funding under the CoC Program.

7) All eligible funding costs except leasing must be matched with no less than a 25 percent cash or in-kind match. Leasing costs are not required to be matched. All projects will be limited to requests for one year of assistance, unless a different term is required by HUD. Upon expiration, projects may be renewed subject to HUD requirements, local funding priorities, satisfactory performance and availability of funds.

8) Collaborative efforts by community agencies are encouraged. As an example of collaborative initiatives, the CoC is implementing a centralized/coordinated intake and assessment system as required by HUD for the CoC program.

9) Subject to availability under the NOFA, one project may receive bonus funding. It is anticipated that any project to receive bonus funding under the HUD NOFA must be permanent supportive housing for disabled homeless persons or families. The amount of possible bonus funding is estimated at $100,000. Projects seeking these bonus funds should clearly indicate the portion of the proposal that is for the bonus funds.

**PROJECT RATING PROCESS**--Projects will be reviewed through a multi-stage process including review by the Continuum of Care Rating Panel, Winston-Salem/Forsyth County Council on Services for the Homeless, Ten-Year Plan Commission and Winston-Salem City Council. The CoC Homeless Assistance Grant Application package indicates the points available for the different sections of the application. Selection of new and renewal projects will be based on the following factors:

- Threshold Criteria as described in Appendix B of the Request for Proposal.

- Experience and capacity to provide the housing or services proposed.
- Type of activity proposed and the need for the activity in the local system.
- Extent to which the project furthers the objectives of the Ten-Year Plan to End Chronic Homelessness and the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission. There is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and homeless management information system (HMIS) costs.
- The homeless subpopulation proposed to be served and the need for the housing or services proposed.
- Extent to which positive, reasonable and attainable outcomes are proposed.
- Past performance and HMIS data quality of the organization in the proposed project or other CoC projects.
- Quality of the proposed project and overall project design.
- Cost-effectiveness, matching funds, and information supporting likelihood of timely implementation.
- Consistency with the strategic priority factors described in Exhibit A.

## ADDITIONAL INFORMATION

The regulations for the Continuum of Care Program may be found at:

https://www.onecpd.info/resource/2033/hearth-coc-program-interim-rule/

All parties intending to apply for funding are strongly encouraged to read these materials, including those organizations that have previously been funded under the prior CoC regulations. Proposals which do not conform to the regulations will not be considered for funding.

Please contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336)734-1305 or timw@cityofws.org with questions about HUD programs.

## SUBMISSION PROCEDURE

Please use the CoC Homeless Assistance Grant Application to the City of Winston-Salem form to prepare and submit a new project proposal, and provide complete but concise responses. Renewal projects have the option of updating the prior project proposal, which is available from the City. The City may request additional information for any project, if needed pursuant to the CoC NOFA or related materials.

Submit one hard copy of the Grant Application form with **a cover letter signed by the organization's authorized representative** to:

By Mail:

Mellin L. Parker
Planning Sr. Project Supervisor
Community and Business Development
P. O. Box 2511
Winston-Salem, NC 27102-2511

By Delivery:

Mellin Parker
Planning Sr. Project Supervisor
Community and Business Development
Bryce A. Stuart Municipal Building
100 East First Street (Corner of Church Street)
Winston-Salem, NC 27102-2511

*In addition to hard copy submission, please email the completed Grant Application form and its attachments to timw@cityofws.org.*

Please direct any questions to Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336) 734-1305 or timw@cityofws.org.

**NOTICE:** If your project is selected for submission to HUD, you will be requested to provide additional information within a timeframe to be specified by the City of Winston-Salem.

**HUD NOTICE**

The information provided in this RFP is subject to amendment, based on information provided in the HUD Continuum of Care Notice of Funding Availability (NOFA), once the NOFA is published by HUD.

**AWARD OF FUNDS**

Once awarded by HUD, grant funds are expected to be available by **summer 2014**.

**Appendix A**
**Summary of Strategic Priority Factors**
**For Rating ESG and Continuum of Care Projects**

I.  **WS/FC Consolidated Housing and Community Development Plan**
    A.  **GOAL 3: EXPANDING ACCESS AND OPPORTUNITIES.**

The 2014-2018 Five-Year Consolidated Plan may be found at:
http://www.cityofws.org/departments/community-and-business-development/housing-development/reports  (Strategies related to homelessness begin on page II-104 of the Consolidated Plan.)

The WS/FC Ten Year Plan to End Chronic Homelessness also is found at this page.

II.  **USICH Federal Strategic Plan Goals (FSP Goals)**
    A.  Finish the job of ending chronic homelessness in 5 years
    B.  Prevent and end homelessness among Veterans in 5 years
    C.  Prevent and end homelessness for families, youth, and children in 10 years
    D.  Set a path to ending all types of homelessness

Opening Doors: the Federal Strategic Plan to Prevent and End Homelessness may be found at:
http://www.usich.gov/

III.  **HEARTH Act CoC Performance Measures (HEARTH PMs)**

    A.  Reduce average length of time persons are homeless
    B.  Reduce returns to homelessness
    C.  Improve outreach to ensure program coverage of homeless persons
    D.  Reduce number of families and individuals who are homeless
    E.  Improve employment rate and income amount of families and individuals who are homeless
    F.  Reduce number of families and individuals who become homeless (first time homeless)
    G.  Prevent homelessness and achieve independent living in permanent housing for families and youth defined as homeless under other Federal statutes

The HEARTH Act is found at the following address (section 427 has the performance measures):
http://www.hudhre.info/index.cfm?do=viewResource&ResourceID=4025

IV.  **WS/FC Continuum of Care Action Plan** (adopted by WS/FC Council on Services for the Homeless and WS/FC Ten Year Plan Commission on Homelessness on March 27, 2012)

Program Priorities of this Action Plan include:
    A.  HMIS;
    B.  Coordinated Intake Staff;
    C.  Rapid Rehousing Client Funds;
    D.  Shelter Plus Care/Permanent Housing; and
    E.  Housing Stabilization Staff.

The Action Plan is found at:
http://www.cityofws.org/Home/Departments/CBD/HousingDevelopment/Articles/Reports

**Appendix B**
**Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects**

I. Criteria for Continuum of Care Grant Participation

- Must have served HUD-eligible homeless persons or families in some official capacity for at least twelve months as of the application deadline.
- Must propose an eligible activity for an eligible homeless population, pursuant to HUD requirements.
- Must be an eligible contractor for HUD funds per https://www.sam.gov/, must have a current tax exempt status as verified by the IRS and must not owe any overdue tax debts, as documented on IRS 990 submissions to the IRS.
- Must not propose to use HUD funds to supplant current funding.
- Must identify matching funds prior to application submission and must show evidence of communication from these potential sources of matching funds. Matching funds requirements are described in the Request for Proposals.
- Must provide the information listed below in Sections II and III and must have satisfactory organizational status, experience and capacity to submit, implement and operate the proposed project.

II. Information on Organizational Status    Sponsors of CoC projects must provide the following items to the City for review, unless the organization has already submitted these items to the City (See Section 7 of Grant Application form.):

- Signed Cover Letter Authorizing Request for CoC Funding
- Most recent IRS 990, as submitted to the IRS
- Most recent audit report and auditor's management letter
- By-Laws
- Articles of Incorporation
- IRS 501(c)3 designation letter (status in place for at least one year prior to application deadline)
- Current Board roster
- Copies of budgets for last year, current year and next year (if available)
- Copies of Code of Conduct, Personnel Policies, Procurement Policies, and Accounting Procedures for the Organization (as applicable)

III. Application Completeness/Responsiveness    Sponsors of CoC projects must complete the Grant Application, providing detailed responses to all questions. Sponsors must provide all attachments as requested and applicable.   In addition to the documents requested in the Application, sponsors of CoC projects must provide, as applicable: a) Chart of Organization's Programs; b) Organizational Chart (management & staffing); and c) Resumes of Key Personnel and/or Job Descriptions as requested in the Grant Application.

# Ending Chronic Homelessness

## NC500 Chronically Homeless Bed Prioritization of CoC-Funded PSH Programs in 2013 CoC Application

| Organization Name | Program Name | CH Dedicated Beds | CH Dedicated Units | # of Non-Dedicated CH Beds | # of Non-Dedicated CH Units | % of Non-Dedicated Beds/Units Prioritized for CH |
|---|---|---|---|---|---|---|
| AIDS Care Service, Inc./Housing Authority of the City of Winston-Salem | HIV Shelter Plus Care (1996) | 0 | 0 | 16 | 11 | 100% |
| Bethesda Center for the Homeless, Inc./Housing Authority of the City of Winston-Salem | Shelter Plus Care 1 (2001) | 11 | 6 | 16 | 10 | 100% |
| CenterPoint Human Services | CPHS Shelter Plus Care TRA (2002) | 6 | 3 | 13 | 6 | 100% |
| CenterPoint Human Services | CPHS SPC | 15 | 10 | 15 | 10 | 100% |
| The Salvation Army/Housing Authority of the City of Winston-Salem | Shelter Plus Care 2 (2003) | 0 | 0 | 26 | 16 | 100% |

Note: Annual turnover figures are provided in Section 3A-1.1 of the CoC Application.

## NC500 Chronically Homeless Dedicated CoC-Funded PSH Programs in 2013 CoC Application

| Organization Name | Program Name | Dedicated CH Bed Count | Dedicated CH Unit Count | % of Dedicated Beds/Units for CH |
|---|---|---|---|---|
| Bethesda Center for the Homeless, Inc./Housing Authority of the City of Winston-Salem | Shelter Plus Care 4 (2008) | 4 | 4 | 100% |
| CenterPoint Human Services | Project Homemaker | 5 | 5 | 100% |
| CenterPoint Human Services | Project New Hope | 5 | 5 | 100% |
| Experiment in Self-Reliance, Inc. | ESR Shelter Plus Care PRA (2009) | 3 | 3 | 100% |
| Experiment in Self-Reliance, Inc. | ESR-5th St II | 2 | 2 | 100% |
| Experiment in Self-Reliance, Inc. | Shelter Plus Care 3 (2006) | 4 | 4 | 100% |
| Experiment in Self-Reliance, Inc. | Shelter Plus Care--Fifth Street | 11 | 11 | 100% |
| Experiment in Self-Reliance, Inc. | Veterans Shelter Plus Care (2010) | 3 | 3 | 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 s 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:**   City of Winston-Salem

# 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.** | X |

|  |  |
|---|---|
| **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 |
|---|---|---|---|---|---|---|
| Forsyth Rapid Reh... | 2014-01-26 21:07:... | 1 Year | City of Winston-S... | $364,548 | W4 | PH |
| SAWS-PH Case Mana... | 2014-01-26 21:18:... | 1 Year | City of Winston-S... | $100,088 | W7 | PH |
| ESR-PH Case Manag... | 2014-01-26 21:06:... | 1 Year | City of Winston-S... | $102,593 | W6 | PH |
| BC-PH Case Manage... | 2014-01-26 21:04:... | 1 Year | City of Winston-S... | $60,000 | W8 | PH |
| SM-PH Case Manage... | 2014-01-26 21:25:... | 1 Year | City of Winston-S... | $40,000 | W10 | PH |
| CPHS SPC | 2014-01-26 21:30:... | 1 Year | CenterPoint Human... | $161,179 | W16 | PH |

| | | | | | | |
|---|---|---|---|---|---|---|
| FS-PH Case Manage... | 2014-01-26 21:09:... | 1 Year | City of Winston-S... | $47,000 | W9 | PH |
| CPHS Shelter Plus... | 2014-01-26 21:28:... | 1 Year | CenterPoint Human... | $83,913 | W15 | PH |
| REACH | 2014-01-26 21:17:... | 1 Year | City of Winston-S... | $62,116 | W5 | PH |
| Homeless Manageme... | 2014-01-26 21:11:... | 1 Year | City of Winston-S... | $25,476 | W2 | HMIS |
| Shelter Plus Care... | 2014-01-26 21:23:... | 1 Year | City of Winston-S... | $28,041 | W11 | PH |
| Supportive Services | 2014-01-26 21:27:... | 1 Year | Next Step Ministr... | $32,130 | W21 | TH |
| Project Cornerstone | 2014-01-26 21:14:... | 1 Year | City of Winston-S... | $25,000 | W20 | TH |
| Shelter Plus Care... | 2014-01-26 21:20:... | 1 Year | City of Winston-S... | $135,142 | W17 | PH |
| Project HOPE | 2014-01-26 21:16:... | 1 Year | City of Winston-S... | $44,120 | W23 | SSO |
| Shelter Plus Care... | 2014-01-26 21:21:... | 1 Year | City of Winston-S... | $133,583 | W13 | PH |
| Project New Hope | 2014-01-26 21:34:... | 1 Year | CenterPoint Human... | $35,479 | W14 | PH |
| Project Homemaker | 2014-01-26 21:33:... | 1 Year | CenterPoint Human... | $35,479 | W18 | PH |
| Shelter Plus Care... | 2014-01-26 21:22:... | 1 Year | City of Winston-S... | $28,383 | W22 | PH |
| HIV Shelter Plus ... | 2014-01-26 21:10:... | 1 Year | City of Winston-S... | $90,307 | W12 | PH |
| BC Case Management | 2014-01-26 21:03:... | 1 Year | City of Winston-S... | $20,000 | W19 | TH |
| Homeless Manageme... | 2014-01-26 21:12:... | 1 Year | City of Winston-S... | $101,842 | W1 | HMIS |
| Community Intake ... | 2014-01-26 21:05:... | 1 Year | City of Winston-S... | $48,115 | W3 | SSO |

# 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 |
|---|---|---|---|---|---|---|---|
| NC500 CoC Planning | 2014-01-26 21:13:... | -- | City of Winston-S... | $21,297 | 1 Year | C24 | CoC Planning Proj... |

# 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** | $1,804,534 |
| **New Amount** | |
| **Reallocated Amount** | |
| **CoC Planning Amount** | $21,297 |
| **UFA Costs** | |
| **Rejected Amount** | $0 |
| **TOTAL CoC REQUEST** | $1,825,831 |

## Maximum CoC project planning amount: $22,823

# Submission Summary

| Page | Last Updated |
|------|--------------|
| **Before Starting** | No Input Required |
| **1A. Identification** | 01/26/2014 |
| **2A. CoC New Project Listing** | No Input Required |
| **2B. CoC Renewal Project Listing** | 01/27/2014 |
| **4A. CoC Planning Project Listing** | 01/27/2014 |
| **Submission Summary** | No Input Required |

# Policy and Procedures

# Glossary

**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.

# 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)

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

| | |
|---|---|
| **DESCRIPTION** | **A. Role as a Coordinator**<br>- 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.<br>- CHIN reserves the right to create HMIS regional and statewide staff positions to coordinate program development, operations and support.<br>- CHIN will facilitate the work of the Advisory Committee and its sub-committees.<br>- CHIN will serve as coordinating point of contact for agencies and continua wishing to participate in the Collaborative.<br>- CHIN will provide education to communities about the concept of HMIS.<br><br>**B. Role as a Data Manager**<br>- CHIN will collect data elements from all participating agencies at a central server.<br>- 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.<br>- CHIN will have a clear understanding of the value and intended use of HMIS information.<br>- CHIN will be responsible for overseeing that all data output is in an objective, non-skewed format.<br>- CHIN will produce professional reports on data as requested by HUD officials and/or by CHIN Advisory Committee.<br>- 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.<br>- 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.<br>- CHIN may provide copying, binding, and mailing of data reports as requested by the CHIN Advisory Committee.<br>- CHIN will assist Steering Committee in identifying potential appropriate uses of data at local and state level.<br><br>**CONTINUED ON NEXT PAGE** |

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

| POLICY | CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative. | | |
|---|---|---|---|
| SCOPE | CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff | | |
| DATE APPROVED | June 29, 2005 | DATE(S) REVISED | August 18, 2010 Sept 11, 2006 |
| DESCRIPTION | **C. Role as an Educator**<br>▪ CHIN will network with regional agencies and provide technical assistance on an ongoing basis to these agencies.<br>▪ CHIN will train and/or monitor the training of End Users for local agencies and continua.<br>▪ CHIN will maintain records of user training.<br><br>**D. Role as a Technician**<br>▪ 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.<br>▪ 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.<br>▪ 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).<br>▪ CHIN will work collaboratively with agencies for data conversion implementation with communities that choose to utilize a software different than the Collaborative.<br>▪ CHIN may assist agencies in the preparation of daily procedural backups of HMIS data systems.<br>▪ 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.<br>▪ CHIN will coordinate and implement HMIS software upgrades as they become available.<br>▪ CHIN will monitor HUD developments concerning HMIS and related matters, and advise agencies on relevant issues**.**<br><br>**CONTINUED ON NEXT PAGE** |

## PUB A.1: CHIN Contractual Requirements (Part 3)

| POLICY | CHIN will serve as an independent contractor for the agencies of the North Carolina HMIS Statewide Collaborative. | | |
|---|---|---|---|
| SCOPE | CHIN Steering Committee, CHIN Lead Agencies, CHIN Staff | | |
| DATE APPROVED | June 29, 2005 | DATE(S) REVISED | August 18, 2010<br>Sept 11, 2006 |
| DESCRIPTION | **E. Role as a Fiscal Agent**<br>▪ Prepare and administer all statewide and regional HMIS grants in which CHIN is the recipient;<br>▪ Maintain up-to-date and accurate financial records;<br>▪ Produce financial reports upon request of grantors and/or CHIN Advisory Committee and the Steering Committee, NC Housing Coalition;<br>▪ Collect and track dues/licensing fees from all participating agencies; and<br>▪ Provide annual independent financial audit reports to the CHIN Advisory Committee and the Steering Committee, NC Housing Coalition.<br><br>**F. Role as a Monitor**<br>▪ CHIN will develop a system in which they are able to control and monitor access/use of the software and statewide network.<br>▪ CHIN will monitor difficulties/successes of system and provide recommendations as part of a monthly report to the CHIN Advisory Committee. | | |

# 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**

| POLICY | CHIN Steering Committee will provide policy oversight.  Lead Agencies will provide oversight for operations. | | |
|---|---|---|---|
| **SCOPE** | CHIN Steering Committee, CHIN Advisory Committee, and CHIN Lead Agency | | |
| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | March 8, 2012<br>August 18, 2010<br>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.<br><br>**A. CHIN Steering Committee Responsibilities**<br>▢    determining the guiding principles for implementation based on recommendations of the CHIN Advisory Committee;<br><br>**B. CHIN Advisory Committee Responsibilities**<br>▢    Make recommendations to the CHIN Steering Committee:<br>    ▢    determining the guiding principles for implementation;<br>    ▢    selecting minimum data requirements; defining criteria, standards, and parameters for the release of aggregate data; and<br>    ▢    ensuring adequate privacy protection provisions in project implementation and administration.<br>**C. CHIN Lead Agency Responsibilities**<br>▢    assuming all operational and financial roles;<br>▢    securing contracts with the software vendor, including ongoing communications;<br>▢    overseeing technical infrastructure;<br>▢    planning, scheduling, and meeting project objectives; and<br>▢    monitoring the use of the system to ensure full participation and compliance.<br>The NC Housing Coalition (NCHC) is the CHIN Lead Agency. NCHC will be the fiscal agent and will provide guidance on operations and policies. |

# 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-3: CHIN Staff**

| POLICY | CHIN staff will provide administrative and technical support for the success of the HMIS project. | | |
|---|---|---|---|
| SCOPE | CHIN Staff | | |
| DATE APPROVED | June 29, 2005 | DATE(S) REVISED | 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.

The label **DESCRIPTION** appears in the left margin.

- 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, Continua 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.

# 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-4: Financial Management of CHIN Funds**

| POLICY | The receipt and expenditure of CHIN funds will be conducted in accordance with NCHC policies and procedures | | |
|---|---|---|---|
| **SCOPE** | NCHC and CHIN | | |
| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | August 18, 2010 |
| **DESCRIPTION** | The following guidelines are created to define the receipt and expenditure of CHIN funds in accordance with NCHC policies and procedures. <br><br> A.  Use of CHIN funds should be for authorized purposes only. <br> B.  It is the responsibility of CHIN staff to comply with all NCHC, State and Federal accounting policies and procedures. <br> C.  CHIN will have access to two types of funding: Agency and Grant accounts: <br><br> ▪ 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. <br> ▪ 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. | | |

# Standard Operating Policies

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

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

| | |
|---|---|
| **POLICY** | CHIN Steering Committee has the right to define acceptable and appropriate use(s) of CHIN services. |
| **SCOPE** | All project stakeholders. |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | 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.

## 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-6: Right to Grant, Deny, or Limit System Access

| POLICY | CHIN Steering Committee has the right to grant, deny, or limit access to the HMIS. | | |
|---|---|---|---|
| SCOPE | All project stakeholders. | | |
| DATE APPROVED | June 29, 2005 | DATE(S) REVISED | August 18, 2010 |
| DESCRIPTION | 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.<br><br>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. | | |

# 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-7: Non-Discrimination Policy

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|---|---|
| **POLICY** | 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. |
| **SCOPE** | All project stakeholders. |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | August 18, 2010 |
|---|---|---|---|

| | |
|---|---|
| **DESCRIPTION** | 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.<br><br>Content in violation of this policy will be removed immediately by CHIN personnel without notice.<br><br>Individuals and agencies found to be in violation of this policy will be notified by the CHIN Staff and/or the CHIN Advisory Committee. |

# 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-8: Bowman Systems, Inc. Requirements

| | |
|---|---|
| **POLICY** | Bowman Systems, Inc. staff will develop, implement, and maintain all components of operations of the system including a data security program. |
| **SCOPE** | 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. |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | August 18, 2010 |
|---|---|---|---|

| | |
|---|---|
| **DESCRIPTION** | 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. |

# 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-9: Encryption

| | |
|---|---|
| **POLICY** | All client identifiable information will be stored on the server at the HMIS vendor. |
| **SCOPE** | System wide. |
| **DATE APPROVED** | June 29, 2005 |

| **DATE(S) REVISED** | August 18, 2010 <br> March 24, 2006 |
|---|---|

| **DESCRIPTION** | ServicePoint™ provides cell level encryption program that encrypts at the field level. Client identifying information that will be encrypted includes: <br> ▪ *Profile* – name, social security number, drivers license, telephone, and emergency contact information; <br> ▪ *Household Relationships* – name, social security number; <br> ▪ *Medical* – health provider name and address, description and explanation of health/mental health/substance abuse problems, notes; <br> ▪ *Employment, Skills, and Income* – employer, supervisor name and address; and <br> ▪ *Case Notes*. |
|---|---|

# 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-10: Committee Structure

| POLICY | CHIN has Four standing committees; Advisory Committee, Executive Committee, Operations Sub-Committee and Reports Sub-Committee | | |
|---|---|---|---|
| SCOPE | CHIN committee structure and responsibilities | | |
| DATE APPROVED | | DATE(S) REVISED | 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.

# Standard Operating Policies

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

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 B-1: Planned Technical Support

| | |
|---|---|
| **POLICY** | CHIN staff will offer a standard technical support package to all Participating Agencies. |
| **SCOPE** | Participating Agencies |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | March 8, 2012<br>August 18, 2010 |
|---|---|---|---|

| | |
|---|---|
| **DESCRIPTION** | CHIN staff will provide technical assistance to Participating Agencies on use of the system.<br><br>Issues for which CHIN is available include:<br>• Implementation Support;<br>• Technical Support;<br>• Reporting Support;<br>• Certification and Post-certification Training;<br>• Running, reading and evaluating Reports;<br>• Raw Data Analysis;<br>• Production of Published Reports; and<br>• Systems Conversion.<br><br>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 |

# Standard Operating Policies

Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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 C-1: Participating Agencies**

| POLICY | 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. | | |
|---|---|---|---|
| **SCOPE** | All Participating Agencies. | | |
| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | August 18, 2010<br>September 11, 2006 |
| **DESCRIPTION** | 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:<br>▪ provide or supervise direct services to homeless or at risk individuals;<br>▪ regularly provide data;<br>▪ attend trainings as required by CHIN;<br>▪ provide CHIN with an email address and phone number for all designated End Users;<br>▪ designate and have trained and certified all users; and<br>▪ use the HMIS to keep records accurate and up-to date. | | |

# Standard Operating Policies

Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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 C-2: Participating Agency Executive Director

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|---|---|
| **POLICY** | 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. |
| **SCOPE** | Executive Directors of Participating Agencies |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | August 18, 2010 <br> September 11, 2006 |
|---|---|---|---|

| | |
|---|---|
| **DESCRIPTION** | 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. <br><br> The Executive Director also oversees the implementation of data security policies and standards and will: <br> ▪ assume responsibility for integrity and protection of client-level data entered into the system; <br> ▪ establish business controls and practices to ensure organizational adherence to the HMIS policies and procedures; <br> ▪ communicate control and protection requirements to End-Users; <br> ▪ authorize data access to agency staff and assign responsibility for custody of data; and <br> ▪ monitor compliance with CHIN and individual agency regulations. |

# Standard Operating Policies

Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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 C-3: Users**

| | |
|---|---|
| **POLICY** | 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. |
| **SCOPE** | System wide |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | 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.<br><br>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.<br><br>Security precautions include:<br><ul><li>never leaving a monitor with the HMIS open and unattended;</li><li>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;</li><li>never permitting individuals and clients to view another client's record without prior permission from the clients being viewed;</li><li>never permitting individuals to enter data using a different username;</li><li>entering only accurate and relevant information;</li><li>securing all hard copies and destroying unneeded paper records; and</li><li>reporting security breaches to the CHIN Offices – 919-827-4500.</li></ul> |

# Standard Operating Policies

Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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

| | |
|---|---|
| **POLICY** | 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. |
| **SCOPE** | System wide |

| **DATE APPROVED** | June 29, 2005 | **DATE(S) REVISED** | September 5, 2012<br>September 7, 2011<br>August 18, 2010<br>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:<br><br>• Client level data will be entered only with the express knowledge and written consent of the individual.<br><br>• Participating Agencies do not need to collect client level data beyond what is required for HMIS by HUD.<br><br>• Only relevant client level information will be collected.<br><br>• 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.<br><br>• Client level information should be accurate and as complete as allowed by the client.<br><br>• 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.)<br><br>• 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.<br><br>• Any forms printed from the HMIS should be shredded if the client is not still active in the agency after seven (7) years. |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation 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 D-1: Participation Requirements

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

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| **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).<br>**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.<br>**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.<br>**D.**     **Interview Protocols:** Agencies must identify which data elements they wish to collect in addition to the minimum required data elements established by CHIN.<br>**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.<br>**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. |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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

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|---|---|---|---|
| **POLICY** | Participating Agencies that collect client data for use in the HMIS must develop and have in place minimum information security protocols. | | |
| **SCOPE** | Participating Agencies. | | |
| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010 |
| **DESCRIPTION** | At minimum, a Participating Agency must develop internal rules, protocols, or procedures to address each of the following: <br><br> ▪ assignment of user accounts; <br> ▪ unattended workstations; <br> ▪ physical access to workstations; <br> ▪ account sharing; <br> ▪ client record disclosure; <br> ▪ report generation, disclosure, and storage; and <br> ▪ destruction of paper records. | | |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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

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

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| **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:<br><br>**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.<br><br>**B.      Internet Connection:** CHIN staff members are not responsible for troubleshooting problems with Internet connections and/or non-system software.<br><br>**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.<br><br>**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. |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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

| POLICY | Participating Agencies will collect and enter the Shared Data Elements as allowed by the client consent and agency procedures | | |
|---|---|---|---|
| SCOPE | Participating Agencies | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010<br>November 5, 2008<br>March 24, 2006 |
| DESCRIPTION | 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.<br><br>The Universal Data Elements are defined in the HUD Data Standards:<br>http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf | | |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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## PUB D-5: Client Consent Procedure

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| 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 |

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| **DESCRIPTION** | 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.<br><br>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.<br><br>The client consent procedure must include:<br>ƒ    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.<br>ƒ    privacy Policies and Client Consent form or paragraph given and verbally explained to each client;<br>ƒ    the use of interpreters and interpretation services when necessary;<br>ƒ    the availability of the CHIN Client Consent Form and the CHIN Statement pf Privacy Practices in languages other than English that are common in the community;<br>ƒ    a witness to the process of explaining the form to the client;<br>ƒ    clear acknowledgement that service to the client CANNOT be denied for client's refusal to allow information to be shared; and<br>ƒ    explanation that only aggregate (de-identified) information will be shared with agencies that are not participating in the system |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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

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

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| **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.<br><br>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.<br><br>Sample script elements:<br>■ The CHIN System is a web-based information system that homeless service agencies use to capture information about the persons that they serve.<br>■ 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.<br>■ Only those who work directly with clients or who have administrative responsibilities will have access to your information.<br>■ 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.<br>■ 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. |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies

Participation Requirements

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

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

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| **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.<br><br>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.<br><br>If a correction is accepted by the Agency's Executive Director, the agency that receives the request may make changes to the file.<br><br>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.<br><br>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.<br>APPEALS PROCESS<br>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.<br>2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.<br>3-Client may appeal the request to the Participating Agency's Executive Director.<br>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.<br>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.<br>NOTE: The appeals process will not continue beyond step 5 |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
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## PUB D-8: Client Requests for Removal from the System

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| **POLICY** | 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. |
| **SCOPE** | Participating Agencies & CHIN |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>September 11, 2006<br>March 24, 2006 |
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| **DESCRIPTION** | 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.<br><br>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. |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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## PUB D-9: Reporting Suspected Privacy Violations

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| **POLICY** | All clients have the right to report suspected privacy violations.  End Users have the responsibility to report suspected privacy violations. | | |
| **SCOPE** | Participating Agencies & CHIN | | |
| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010 September 11, 2006 |

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|---|---|
| **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:<br><br>▪ Date of report<br>▪ Name & contact information of person filing report<br>▪ Date of suspected violation<br>▪ Nature of suspected violation<br>▪ Evidence of suspected violation<br>▪ Affected client file(s)<br><br>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:<br><br>▪ A formal letter of reprimand;<br>▪ Suspension of related user privileges & license for 2 weeks<br>▪ Suspension of related user privileges & license for 1 month<br>▪ Revocation of related user license<br>▪ Suspension of all Agency licenses<br>▪ Revocation of all Agency licenses<br>▪ Criminal prosecution<br><br>If the client is not satisfied with the results, the client may appeal the decision one time.<br><br>**APPEALS PROCESS**<br>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.<br>2-Agency's Executive Director reviews the request and accepts or denies it, making a note in the client's file of the request.<br>3-Client may appeal the request to the Participating Agency's Executive Director.<br>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.<br>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.<br>NOTE: The appeals process will not continue beyond step 5 |

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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**PUB D-10: CHIN Requests of Participating Agencies**

| POLICY | 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. | | |
|---|---|---|---|
| SCOPE | CHIN Staff and Participating Agency system users | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010<br>September 11, 2006 |

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| **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 tp apply sanctions that may include:
  - o Formal letter of reprimand
  - o Temporary suspension of access to the system
  - o Revocation of access to the system
  - o Criminal prosecution

# Standard Operating Policies

Section IIID – Policies: Participating Agencies
Participation Requirements

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**PUB D-11: Sharing Client Level Data**

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| **POLICY** | 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. |
| **SCOPE** | Participating Agencies. |

| **EFFECTIVE DATES** | Oct 10, 2005 | **REVISED DATE(S):** | March 8, 2012<br>August 18, 2010 |
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| **DESCRIPTION** | The data for programs of participating agencies is shared though out the agency and may be accessed by the Continua 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.<br><br>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. |

# Standard Operating Policies

Section IIIE – Policies: Participating Agencies
Access to Data

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**PUB E-1: Access Privileges to System Software**

| POLICY | Participating Agencies will apply the user access privilege conventions set forth in this procedure. | | |
|---|---|---|---|
| SCOPE | Participating Agencies. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010 <br> Sept 11, 2006 <br> Mar 24, 2006 |

| | |
|---|---|
| **DESCRIPTION** | User Access Privileges to the system<br>**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.<br><br>**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.<br><br>**C.    Passwords:**<br>1. *Creation*: CHIN staff will create a temporary password and will communicate the password to the user via email.<br><br>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.<br><br>3. *Expiration*: Passwords expire every 45 days.<br><br>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. |

# Standard Operating Policies

Section IIIE – Policies: Participating Agencies
Access to Data

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**PUB E-2: Access Levels for System Users**

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| **POLICY** | The Participating Agency agrees to apply the proper designation of user accounts and manage the use of these accounts by agency staff. |
| **SCOPE** | Participating Agencies. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>Sept 11, 2006<br>Mar 24, 2006 |
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| **DESCRIPTION** | Designation of ServicePoint™ Users<br>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.<br>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.<br>**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.<br>**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.<br>**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.<br>**D.    Case Manager 2:** Same as C above, with access to health module. This is the default system access level for End Users.<br>**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.<br>**F.    Agency Executive Director:** Same as Agency Administrator above with the ability to delete Agency Administrator accounts.<br>**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.<br>**H.    System Administrator II:** Full access to the system, supervises the System Administrator I. |

# Standard Operating Policies

Section IIIE – Policies: Participating Agencies
Access to Data

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**PUB E-3: Unique User ID and Password**

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|---|---|
| **POLICY** | Authorized users will be granted a unique user ID and password. |
| **SCOPE** | System wide. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>Sept 11, 2006<br>Mar 24, 2006<br>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.<br><br>**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.<br><br>**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.<br><br>**D.** **Responsibility for User Accounts:**<br>▪ CHIN is responsible for establishing, reviewing, and maintaining all user accounts.<br>▪ Ensuring ethical use of End User accounts are the responsibility of the End User and their Agency Executive Directors.<br><br>**E.** **User Authentication**<br>• Passwords may not be stored or displayed in any publicly accessible location.<br>• Users may not log onto more than one workstation at a time.<br>• 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**

| POLICY | Participating Agencies must agree to enforce the user access privileges to system data as stated below. | | |
|---|---|---|---|
| SCOPE | Participating Agencies. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | 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.<br><br>**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.<br><br>**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.<br><br>**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. |

# Standard Operating Policies
Section IIIE – Policies: Participating Agencies
Access to Data

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**PUB E-5: Client Paper Records**

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| **POLICY** | Participating Agencies will establish procedures to handle access to client paper records. |
| **SCOPE** | Participating Agencies. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010 |
|---|---|---|---|

| | |
|---|---|
| **DESCRIPTION** | The Participating Agencies agree to establish the following procedures regarding which staff has access to client paper records:<br><br>▪ apply all related HUD and legal standards to access and security of client records<br>▪ 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;<br>▪ identify how and where client paper records are stored;<br>▪ develop policy regarding length of storage and disposal procedure of paper records; and<br>▪ develop policies on disclosure of information contained in client paper records. |

# Standard Operating Policies

Section IIIE – Policies: Participating Agencies
Access to Data

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**PUB E-6: Hardware Security**

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| **POLICY** | 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. |
| **SCOPE** | System wide. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>Sept 11, 2006 |
|---|---|---|---|

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|---|---|
| **DESCRIPTION** | **A. Access to Computing Facilities and Equipment**<br>- 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.<br>- 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.<br>**B. Media and Hardcopy Protection, Transportation and Destruction**<br>- Printed versions of confidential data should not be copied or left unattended and open to unauthorized access.<br>- 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.<br>- Reasonable care should be used, and media should be secured when left unattended.<br>- 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.<br>- Degaussing and overwriting are acceptable methods of destroying data.<br>- Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained.<br>- 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**

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| **POLICY** | 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. |
| **SCOPE** | System wide. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>Sept 11, 2006<br>Mar 24, 2006 |
|---|---|---|---|

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|---|---|
| **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**) |

# Standard Operating Policies

Section IIIE – Policies: Participating Agencies
Access to Data

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## PUB E-8: Data Integrity, Storage, and Transmission

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|---|---|
| **POLICY** | 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. |
| **SCOPE** | System wide. |

| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>Mar 24, 2006 |
|---|---|---|---|
| **DESCRIPTION** | 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.<br><br>Participating Agencies should develop policies for the manipulation, custody, and transmission of client-identifying data sets stored on local computers.<br><br>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. | | |

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**PUB E-9: Auditing / Monitoring System Use and Violations**

| POLICY | CHIN staff will monitor access to all systems that could potentially reveal a violation of information security protocols. | | |
|---|---|---|---|
| SCOPE | System wide. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010 <br> Sept 11, 2006 |

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| **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.<br>**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.<br>     As part of the monitoring process the following guidelines apply:<br>▪ CHIN staff will monitor compliance with the data security standards.<br>▪ All users are obligated to report suspected instances of noncompliance.<br>▪ The CHIN staff will review standards violations and recommend corrective and disciplinary actions as stated below.<br>▪ Users should report security violations to CHIN staff<br>**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:<br>▪ A formal letter of reprimand;<br>▪ Suspension of related user privileges & license(s) for 2 weeks<br>▪ Suspension of related user privileges & license(s) for 1 month<br>▪ Revocation of related user license(s)<br>▪ Suspension of all Agency licenses<br>▪ Revocation of all Agency licenses<br>▪ Criminal prosecution<br>**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**

| POLICY | All data will be handled according to the classifications below. | | |
|---|---|---|---|
| SCOPE | System wide. | | |
| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010<br>October 7, 2008<br>June 23, 2008<br>May 7, 2008 |

| | |
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| **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.<br><br>**A. Classifications:**<br>▪ *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.<br>▪ *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.<br>▪ *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.<br>▪ *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.<br><br>**B. Procedures for transmission and storage of data:**<br>▪ *Public* : Security controls are not required.  Accompanying analysis from NCHC may be required.<br>▪ *Community*: Security controls are not required.  Accompanying analysis from NCHC may be required.<br>▪ *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.<br>▪ *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.<br><br>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.<br><br>**C. Release of data principles:**<br>▪ 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.

# Standard Operating Policies

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**PUB E-11: Right to Deny Access to Client-Identifying and/or Aggregated Information**

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|---|---|
| **POLICY** | CHIN retains authority to deny access to all identifying client information contained within the system. |
| **SCOPE** | System wide. |
| **EFFECTIVE DATES** | July 22, 2005 | **REVISED DATE(S):** | August 18, 2010 |
| | | | October 7, 2008 |
| **DESCRIPTION** | 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.<br><br>When a person or organization requests data, the requestor must submit an HMIS ART Report Request Form including:<br>▪ agency's name;<br>▪ data requested;<br>▪ time period data should cover;<br>▪ intended use of data; and<br>▪ a list of any publications and organizations that may receive a report based on the requested data.<br><br>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. |

# Standard Operating Policies
Section IIIF – Policies: Participating Agencies
Implementation

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## PUB F-1: Initial Training

| POLICY | A Participating Agency must complete Initial Training. | | |
|---|---|---|---|
| SCOPE | System wide. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010 <br> Sept 11, 2006 |
| DESCRIPTION | 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. <br><br> The Participating Agency must complete all readiness forms and initial certification training before moving on to Full Implementation. <br><br> **A.    Definition:** 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. <br><br> **B.    Requirements to Enter Start-Up and Initial Training:** 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. | | |

# Standard Operating Policies

Section IIIF – Policies: Participating Agencies
Implementation

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## PUB F-2: Complete Implementation

| POLICY | A Participating Agency must sustain Full Integration. | | |
|---|---|---|---|
| SCOPE | System wide. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010 Sept 11, 2006 |
| DESCRIPTION | 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. <br><br>**A.    Definition:** 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. <br><br>**B.    Requirements to Enter Full Integration:** Completion of Initial Training. | | |

# Standard Operating Policies
Section IIIF – Policies: Participating Agencies
Implementation

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 F-3: Advanced Training**

| POLICY | A Participating Agency may apply for Advanced Training. | | |
|---|---|---|---|
| SCOPE | System wide. | | |
| EFFECTIVE DATES | July 22, 2005 | REVISED DATE(S): | August 18, 2010<br>Sept 11, 2006 |
| DESCRIPTION | 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.<br><br>**A.      Definition:** Advanced Training may be offered to End Users.  The training will cover report generation, trouble shooting, and data analysis.<br><br>**B.      Requirements to Enter Full Integration:** 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. | | |

## NC-500 Public Notification

Attached is documentation of public notification that the CoC Consolidated Application is available for review on the Collaborative Applicant's web site as of January 31, 2014. The Collaborative Applicant notified CoC members, project applicants and other stakeholders by email on January 31, 2014, that the CoC Consolidated Application is available for review on the Collaborative Applicant's web site. As of January 31, 2014, the Collaborative Applicant (City of Winston-Salem) also has published a billboard message to run for two weeks on its local cable TV-13 channel, that the CoC Consolidated Application is available for review. Notifications also will run in local English and Spanish language newspapers. On January 17, 2014, the Collaborative Applicant posted project rankings on its web site and notified project applicants and other stakeholders of the availability of the information.

# Memorandum

**Winston-Salem**

**Community and Business Development Department**

P.O. Box 2511
Winston-Salem, NC 27102
CityLink 336.727.8000
Fax 336.727.2878

**TO:** Members of the Winston-Salem/Forsyth County Council on Services for the Homeless
**FROM:** D. Ritchie Brooks, Director
**DATE:** January 31, 2014
**SUBJECT:** Posting of HUD Continuum of Care (CoC) Consolidated Application
**CC:**

On January 17, 2014, we notified you that the 2013 Continuum of Care Prioritized Project List, which had been approved at the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, had been posted to our web site. The CoC Consolidated Application now has been posted as well. The location is as follows:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

If you have any questions, please contact me at 734-1250 or ritchieb@cityofws.org or Mellin L. Parker at 734-1310 or mellinp@cityofws.org.

Thank you,

D. Ritchie Brooks
Director

C: Mellin L. Parker, Planning Senior Project Supervisor

**CityLink**
your link to city services
**727-8000**
citylink@cityofws.org

> request a service   > report a problem
> make a suggestion

**City Council:** Mayor Allen Joines; Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Denise D. Adams, North Ward; Dan Besse, Southwest Ward; Robert C. Clark, West Ward; Molly Leight, South Ward; Wanda Merschel, Northwest Ward; Derwin L Montgomery, East Ward; James Taylor, Jr., Southeast Ward; City Manager: Lee D. Garrity

*City of*
# WINSTON-SALEM
## NORTH CAROLINA

# Reports

## Reports

### FY15 REQUEST FOR PROPOSALS

The Community and Business Development Department of the City of Winston-Salem is accepting proposals for program and project funding for the year beginning July 1, 2014. Both renewal and first-time funding proposals will be considered. Proposals must be submitted to the City by **5:00 p.m. on Friday, February 7, 2014.** Two separate Requests for Proposals (RFPs) are available:

### Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME)

This RFP covers requests for funding that will be derived from Federal Fiscal Year 2014 allocations from the federal CDBG and HOME entitlement programs. Proposals must be consistent with the objectives and requirements of the funding program, namely, the development of viable communities by the provision of decent housing, a suitable living environment and expanded economic opportunities, principally for persons of low- and moderate-income.

Subgrantee RFP

Subgrantee Application

### Emergency Solutions Grant (ESG)

This RFP covers requests for funding for City ESG funds for the year beginning July 1, 2014 and State ESG funds for the year beginning October 1, 2014. Project applications will be considered for emergency shelter/street outreach, rapid re-housing, coordinated intake and assessment and homeless management information systems costs. Existing transitional housing projects may request renewal, but proposals for new transitional housing projects will not be considered.

ESG RFP [pdf]

ESG Project Application [pdf]

ESG Budget-Leverage [pdf]

State ESG Budget [pdf]

Please read all materials carefully. Contact Diane Greer at (336) 734-1314 or      dianemg@cityofws.org for Word/Excel versions of the RFP documents.

### 2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN

2014 - 2018 FIVE-YEAR CONSOLIDATED PLAN [pdf/4mb/240p]

Entitlement cities receiving Community Development Block Grant, HOME Investment Partnership and Emergency Solutions Grants program funds are required to develop a five-year plan. The Five-Year Consolidated Plan summarizes conditions and needs in Forsyth County as they relate to housing, community development, homelessness, and economic development and sets forth long-term goals and strategies to address those needs.

- Final 2014-2013 ConPlan Process Report [pdf/5mb/66p]
- Asset & Opportunity Profile Winston-Salem & Forsyth County [pdf/2mb/12p]

## Annual Action Plan

2013-2014 Annual Action Plan [pdf/623kb/26p]

The Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2013-2014 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

2012-2013 Annual Action Plan Draft [pdf/4mb/76p]

The Draft Consolidated Housing and Community Development (CHCD) Plan serves as a single grant submission to HUD for Community Development Block Grant, HOME Investment Partnership, and Emergency Solutions Grant program funds for 2012-2013 and contains proposed activities and proposed expenditures within the context of the Five-Year Plan.

## ANNUAL PERFORMANCE REPORT

DRAFT Annual Performance Report for 2012-2013 [pdf/2mb/40p]

A Consolidated Performance and Evaluation Report (CAPER) is prepared and submitted to the U.S. Department of Housing and Urban Development each Fall, no later than September 28.

## Ten-Year Plan to End Chronic Homelessness

- The Winston-Salem/Forsyth County Ten-Year Plan to End Chronic Homelessness [pdf/4.2mb/44p]
- Ten-Year Plan Executive Summary [pdf]
- Services for the Homeless brochure [pdf]

## Continuum of Care

The purpose of HUD Continuum of Care Homeless Assistance Programs is to reduce the incidence of homelessness in communities by assisting homeless individuals and families to move to self-sufficiency and permanent housing. The City of Winston-Salem, in cooperation with Winston-Salem/Forsyth County Council on Services for the Homeless and its member agencies, coordinates annual Continuum of Care submissions.

- Continuum of Care Grant Application [pdf/260kb/11p]
- Continuum of Care Request for Proposals [pdf/194kb/6p]

Continuum of Care Grants

At the January 9, 2014 meeting of the Winston-Salem/Forsyth County Council on Services for the Homeless, the 2013 Continuum of Care Prioritized Project List was approved, including final rankings for all projects. Below are links to information from the 2013 process, including the 2013 COC Consolidated Application.

1.     Minutes—Homeless Council 1 9 14 CoC Priorities Vote [pdf/179kb/1p]

2.     Rating Factors 2013 Rubric [pdf/90kb/1p]

3.     2013 Prioritized HUD CoC Projects 1 9 2014 Homeless Council [pdf/123kb/1p]

4.

2013 CoC Consolidated Application [pdf/15mb/216p]

Planning
is a division of
Community and Business Development Department
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27101

Get Adobe
Reader·

These documents require the Adobe Reader;
a free download.

| | |
|---|---|
| **From:** | Tim West |
| **Sent:** | Friday, January 31, 2014 3:58 PM |
| **To:** | david harold; dwillia428@aol.com; pgoodine64@yahoo.com; voncomer@yahoo.com; Andy Vuong; Artetta McKinney; Becky DuBois; Calvin Bridges; Carlton Carpenter; Carol Jones; Cathy Potter; Ciat Shabazz; Dennis Gayda; Deshanna Johnson; Deshanna Mason; Edgar Wallace; Eric Aft; Eric Glenn; George Aldhiser; George Cleland; Jackie Hundt; Jackie Powell; Jain Umesh; Jennie Thompson; Jesse Duncan; Johnnie Johnson; Jose PEREZ; Josie Phillips; Kay Justice; Keisha Spivey; Kristin O'Leary; Laurie Coker; Lisa Carter; Liz Arnold; Liza Baron; LynnGarms; Marvin Chavis; Melissa Hamilton; Melissa Ledbetter; Michael Ackerman; Nancy Dominick; Nancy VanNorman; Obie Johnson; Pam Hairston; Patrice Toney; Patricia Murray; Patricia Pike; Peggy Galloway; Rebecca Saiter; Richard Cassidy; Robert England; Ron Connor; Ron Hairston; Ronnie Abernaty; Russ May; Sandra Sherrill; Sarah Howell; Sonjia Kurosky; Sophia Foster; Steven Miller; Sylvia Hubbard; Tammy Caudill; Teri Hairston; Thom Elmore; Tracy Nicholson; Twana Wellman; Vanessia Bond; Wanda Brendle Moss; Wanda Nichols; Whole Man Ministries; Willis Miller; Yvette Stackhouse |
| **Cc:** | Wellman-Roebuck, Twana; 'Peggy Galloway'; Kurtz, Andrea; Kurosky, Sonjia; Durell, Karen; Garms, Lynne; Bob Feikema; Shepherd, Joetta; James_Allison@uss.salvationarmy.org; Lisa.Parrish@uss.salvationarmy.org; monique.freeney@uss.salvationarmy.org; Gladman, John; Ritchie Brooks; Stephanie Stimpson; Mellin Parker; Diane Greer; Wanda Nichols; Carol Cummins |
| **Subject:** | RE: 2013 HUD Continuum of Care Grants |
| **Attachments:** | Memo of HUD CoC Grant Application Posting.pdf |

*To: Members of the Winston-Salem/Forsyth County Council on Services for the Homeless and other Interested Parties*

The 2013 HUD Continuum of Care Consolidated Application has been posted to the City of Winston Salem's web page at:

http://www.cityofws.org/departments/community-and-business-development/planning/reports

Thanks to everyone for the ongoing work you do to assist homeless persons.

Tim West, Planning Program Supervisor
Community and Business Development Department
City of Winston-Salem
PO Box 2511
Winston-Salem, NC 27102
Phone (336) 734-1305
Fax (336) 747-9312
timw@cityofws.org
www.cityofws.org

<center>

**Request for Proposals (RFP)**
**HUD Continuum of Care (CoC) Homeless Assistance**
**August 15, 2013**

</center>

## INTRODUCTION

As the Collaborative Applicant for the Winston-Salem/Forsyth County Continuum of Care, the Community and Business Development Department of the City of Winston-Salem (City), in coordination with the WS/FC Council on Services for the Homeless, is accepting proposals for Continuum of Care Homeless Assistance program funding from the U.S. Department of Housing and Urban Development (HUD).

The Annual Renewal Demand is expected to be approximately $1,837,678, based upon existing projects projected to seek renewal. Current information indicates that this amount may be decreased by up to 7% by HUD, resulting in funding availability of approximately $1,709,041. These amounts are estimates, and all funding is subject to funding availability from HUD. Renewal and new projects will compete for the funds available. In addition, in prior years, HUD has accepted applications for bonus funds for permanent supportive housing projects for disabled, homeless households. The amount of the housing bonus typically has been in the range of $100,000. It is unknown at this time whether HUD will make the housing bonus application available in 2013.

## DEADLINE

Proposals must be submitted to the City by **5:00 p.m. on Friday, September 13, 2013.** Submission procedures are described below.

## BACKGROUND

HUD publishes a CoC Notice of Funding Availability (NOFA) annually. The 2013 NOFA is expected to be published in September, 2013. To allow time to prepare and review proposals, the City is publishing this RFP in advance of the NOFA. The City reserves the right to publish additional information subject to NOFA publication.

A single, consolidated submission of all selected projects in Winston-Salem/Forsyth County will be submitted to HUD by the City of Winston-Salem. HUD will not consider separate applications from single agencies. Funding will be derived from Federal Fiscal Year 2013 allocations of HUD funds and is subject to funding availability under the NOFA. The City reserves the right to request that applicant organizations submit adjusted project funding requests based on the amount of available funding indicated by HUD.

## NEW & RENEWAL PROJECT REQUIREMENTS

    a. New & Renewal Project Threshold Requirements -- All projects must meet the threshold criteria shown in the attached Appendix B – Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects.

<center>1</center>

b.  Requirements that should be emphasized:

1)  Proposed funding for new projects cannot supplant funding from other sources.
2)  Eligible activities under the CoC regulations include acquisition of property, rehabilitation of property, new construction, leasing, rental assistance, supportive services, operating costs, homeless management information system (HMIS) costs, project administrative costs, relocation costs and indirect costs.
3)  Consistent with the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission, there is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and which support or utilize the Homeless Management Information System.
4)  Permanent supportive housing projects may serve families or individuals. The adult participants served in the program must be disabled, whether they are an individual or the head of a family. Having a disabled child in a family does not qualify the household for assistance under the permanent supportive housing component.
5)  Projects may not charge participants program fees in any program.
6)  Transitional housing or services and outreach are eligible system components, but are low priorities. Emergency shelter and services are not eligible for funding under the CoC Program.
7)  All eligible funding costs except leasing must be matched with no less than a 25 percent cash or in-kind match. Leasing costs are not required to be matched. All projects will be limited to requests for one year of assistance, unless a different term is required by HUD. Upon expiration, projects may be renewed subject to HUD requirements, local funding priorities, satisfactory performance and availability of funds.
8)  Collaborative efforts by community agencies are encouraged. As an example of collaborative initiatives, the CoC is implementing a centralized/coordinated intake and assessment system as required by HUD for the CoC program.
9)  Subject to availability under the NOFA, one project may receive bonus funding. It is anticipated that any project to receive bonus funding under the HUD NOFA must be permanent supportive housing for disabled homeless persons or families. The amount of possible bonus funding is estimated at $100,000. Projects seeking these bonus funds should clearly indicate the portion of the proposal that is for the bonus funds.

**PROJECT RATING PROCESS**--Projects will be reviewed through a multi-stage process including review by the Continuum of Care Rating Panel, Winston-Salem/Forsyth County Council on Services for the Homeless, Ten-Year Plan Commission and Winston-Salem City Council. The CoC Homeless Assistance Grant Application package indicates the points available for the different sections of the application. Selection of new and renewal projects will be based on the following factors:

- Threshold Criteria as described in Appendix B of the Request for Proposal.

- Experience and capacity to provide the housing or services proposed.
- Type of activity proposed and the need for the activity in the local system.
- Extent to which the project furthers the objectives of the Ten-Year Plan to End Chronic Homelessness and the CoC Action Plan, approved by the WS/FC Council on Services for the Homeless and Ten-Year Plan Commission. There is a preference for projects that provide permanent supportive housing (rental assistance and/or leasing), coordinated intake, rapid re-housing (client financial assistance), housing stabilization case management, and homeless management information system (HMIS) costs.
- The homeless subpopulation proposed to be served and the need for the housing or services proposed.
- Extent to which positive, reasonable and attainable outcomes are proposed.
- Past performance and HMIS data quality of the organization in the proposed project or other CoC projects.
- Quality of the proposed project and overall project design.
- Cost-effectiveness, matching funds, and information supporting likelihood of timely implementation.
- Consistency with the strategic priority factors described in Exhibit A.

## ADDITIONAL INFORMATION

The regulations for the Continuum of Care Program may be found at:

https://www.onecpd.info/resource/2033/hearth-coc-program-interim-rule/

All parties intending to apply for funding are strongly encouraged to read these materials, including those organizations that have previously been funded under the prior CoC regulations. Proposals which do not conform to the regulations will not be considered for funding.

Please contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336)734-1305 or timw@cityofws.org with questions about HUD programs.

## SUBMISSION PROCEDURE

Please use the CoC Homeless Assistance Grant Application to the City of Winston-Salem form to prepare and submit a new project proposal, and provide complete but concise responses. Renewal projects have the option of updating the prior project proposal, which is available from the City. The City may request additional information for any project, if needed pursuant to the CoC NOFA or related materials.

Submit one hard copy of the Grant Application form with **a cover letter signed by the organization's authorized representative** to:

By Mail:

Mellin L. Parker
Planning Sr. Project Supervisor
Community and Business Development
P. O. Box 2511
Winston-Salem, NC 27102-2511

By Delivery:

Mellin Parker
Planning Sr. Project Supervisor
Community and Business Development
Bryce A. Stuart Municipal Building
100 East First Street (Corner of Church Street)
Winston-Salem, NC 27102-2511

*In addition to hard copy submission, please email the completed Grant Application form and its attachments to timw@cityofws.org.*

Please direct any questions to Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim West at (336) 734-1305 or timw@cityofws.org.

**NOTICE:** If your project is selected for submission to HUD, you will be requested to provide additional information within a timeframe to be specified by the City of Winston-Salem.

## HUD NOTICE

The information provided in this RFP is subject to amendment, based on information provided in the HUD Continuum of Care Notice of Funding Availability (NOFA), once the NOFA is published by HUD.

## AWARD OF FUNDS

Once awarded by HUD, grant funds are expected to be available by **summer 2014**.

**Appendix A**
**Summary of Strategic Priority Factors**
**For Rating ESG and Continuum of Care Projects**

I.  **WS/FC Consolidated Housing and Community Development Plan**
   A. **GOAL 3: EXPANDING ACCESS AND OPPORTUNITIES**.

The 2014-2018 Five-Year Consolidated Plan may be found at:
http://www.cityofws.org/departments/community-and-business-development/housing-development/reports (Strategies related to homelessness begin on page II-104 of the Consolidated Plan.)

The WS/FC Ten Year Plan to End Chronic Homelessness also is found at this page.

II. **USICH Federal Strategic Plan Goals (FSP Goals)**
   A. Finish the job of ending chronic homelessness in 5 years
   B. Prevent and end homelessness among Veterans in 5 years
   C. Prevent and end homelessness for families, youth, and children in 10 years
   D. Set a path to ending all types of homelessness

Opening Doors:  the Federal Strategic Plan to Prevent and End Homelessness may be found at:
http://www.usich.gov/

III. **HEARTH Act CoC Performance Measures (HEARTH PMs)**

   A. Reduce average length of time persons are homeless
   B. Reduce returns to homelessness
   C. Improve outreach to ensure program coverage of homeless persons
   D. Reduce number of families and individuals who are homeless
   E. Improve employment rate and income amount of families and individuals who are homeless
   F. Reduce number of families and individuals who become homeless (first time homeless)
   G. Prevent homelessness and achieve independent living in permanent housing for families and youth defined as homeless under other Federal statutes

The HEARTH Act is found at the following address (section 427 has the performance measures):
http://www.hudhre.info/index.cfm?do=viewResource&ResourceID=4025

IV. **WS/FC Continuum of Care Action Plan** (adopted by WS/FC Council on Services for the Homeless and WS/FC Ten Year Plan Commission on Homelessness on March 27, 2012)

Program Priorities of this Action Plan include:
   A. HMIS;
   B. Coordinated Intake Staff;
   C. Rapid Rehousing Client Funds;
   D. Shelter Plus Care/Permanent Housing; and
   E. Housing Stabilization Staff.

The Action Plan is found at:
http://www.cityofws.org/Home/Departments/CBD/HousingDevelopment/Articles/Reports

**Appendix B**
**Threshold Criteria for CoC Project Sponsors and CoC New & Renewal Projects**

I. Criteria for Continuum of Care Grant Participation

- Must have served HUD-eligible homeless persons or families in some official capacity for at least twelve months as of the application deadline.
- Must propose an eligible activity for an eligible homeless population, pursuant to HUD requirements.
- Must be an eligible contractor for HUD funds per https://www.sam.gov/, must have a current tax exempt status as verified by the IRS and must not owe any overdue tax debts, as documented on IRS 990 submissions to the IRS.
- Must not propose to use HUD funds to supplant current funding.
- Must identify matching funds prior to application submission and must show evidence of communication from these potential sources of matching funds. Matching funds requirements are described in the Request for Proposals.
- Must provide the information listed below in Sections II and III and must have satisfactory organizational status, experience and capacity to submit, implement and operate the proposed project.

II. Information on Organizational Status   Sponsors of CoC projects must provide the following items to the City for review, unless the organization has already submitted these items to the City (See Section 7 of Grant Application form.):

- Signed Cover Letter Authorizing Request for CoC Funding
- Most recent IRS 990, as submitted to the IRS
- Most recent audit report and auditor's management letter
- By-Laws
- Articles of Incorporation
- IRS 501(c)3 designation letter (status in place for at least one year prior to application deadline)
- Current Board roster
- Copies of budgets for last year, current year and next year (if available)
- Copies of Code of Conduct, Personnel Policies, Procurement Policies, and Accounting Procedures for the Organization (as applicable)

III. Application Completeness/Responsiveness   Sponsors of CoC projects must complete the Grant Application, providing detailed responses to all questions. Sponsors must provide all attachments as requested and applicable.   In addition to the documents requested in the Application, sponsors of CoC projects must provide, as applicable: a) Chart of Organization's Programs; b) Organizational Chart (management & staffing); and c) Resumes of Key Personnel and/or Job Descriptions as requested in the Grant Application.

# Request for Proposals for
# CONTINUUM OF CARE HOMELESS ASSISTANCE GRANTS

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Homeless Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.

Proof of ad which ran in The Winston-Salem Chronicle on August 15, 2013.

**Request for Proposals for**
**CONTINUUM OF CARE HOMELESS ASSISTANCE GRANTS**

The City of Winston-Salem seeks proposals for funding to be available under the Continuum of Care Homeless Assistance Grants Program. Proposals are due by 5:00 p.m. on September 13, 2013. The full Request for Proposals with detailed information is available at http://www.cityofws.org/departments/community-and-business-development/housing-development/reports. For more information, contact Mellin Parker at (336) 734-1310 or mellinp@cityofws.org.