

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-509 - Gastonia/Cleveland, Gaston, Lincoln Counties CoC

1A-2 Collaborative Applicant Name: Reinvestment in Communities of Gaston County, Inc. (RIC)

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? Quarterly

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

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

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

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

1B-5.1 Written agendas of CoC meetings?	Yes
1B-5.2 Centralized or Coordinated Assessment System?	No
1B-5.3 Process for Monitoring Outcomes of ESG Recipients?	Yes
1B-5.4 CoC policies and procedures?	Yes
1B-5.5 Written process for board selection?	Yes
1B-5.6 Code of conduct for board members that includes a recusal process?	Yes
1B-5.7 Written standards for administering assistance?	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	Advisory Board	Advisory Board of the CoC	Semi-Annually	25 member body comprised of elected agencies by the overall Continuum participants
1C-1.2	Housing Committee	Agencies and organizations that provide housing services to homeless, low income, disabled, and special populations	Bi-Monthly	RIC Management; Landmark Properties; Gaston DSS-LINKS; Salvation Army; Gaston Memorial Hospital; With Friends Youth Shelter; The Shelter of Gaston County; Catherine's House; As One Ministries; Family Promise; ACPD/Cornerstone Christian Ministry;
1C-1.3	CHIN Committee	Agencies and organizations that enter data into HMIS	Bi-Monthly	RIC, Partners BHM, As One, Family Promise, Salvation Army, APC, With Friends, Community Link
1C-1.4	Long Range Planning Committee	responsible for the oversight of planning and coordination of HUD priorities for ending homelessness, also leading effort to develop and implement a Coordinated Assessment and Intake program for the 3-county region	Bi-Monthly	participating agency executive directors, and community government planning staff
1C-1.5	Service Committee	responsible for PIT, I-Care tour (2014); Project Connect; (2014) Homeless Memorial Day events	Quarterly	community volunteers, and agencies

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

The CoC and the respective working committees and Ad-Hoc committees met with regularity and operate in both a roundtable discussion format and formal presentations. Business of each of the committees is forwarded to the next closest quarterly meeting of the membership or Advisory Board meeting for action. Committees are open to the public, and the CoC lead agency regularly reports to area elected officials.

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 CoC utilizes the services of a Review Committee and a technical assistance consultant to advise the committee. Agencies seeking funding are given the parameters of the grant opportunity ahead of the NOFA and participate in an Orientation Session. The Review Committee is comprised of CoC participants who are not from funded agencies and the CoC Chairperson. through the use of scorecards based on APR/QPR, and threshold, the proposed projects are scored and ranked.

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

The QPR reports that are submitted in a timely manner by the funded agencies. the effectiveness of performance reporting is what we hope to achieve through the implementation of the SPDAT use to assist those who are most eligible to receive assistance. major data element include: length of time in homeless condition(housing history); disabling condition-type and severity(wellness); risks; socialization and daily functions.

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

The CoC is always open to new agencies and proposals for projects.

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. 09/26/2013

1D-5 If there were changes made to the ranking after the date above, what date was the final ranking posted? 01/31/2014

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

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

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

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

1E. Continuum of Care (CoC) Housing Inventory

Instructions:

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

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

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

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

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

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 Lead that outlines roles and responsibilities to be in compliance with the interim rule. Each CoC has a point person at the HMIS Lead agency to address questions and concerns about HMIS implementation. HMIS lead agency staff participate in CoC meetings, as applicable. Our HMIS conforms with the 2010 data standards and all related HUD Notices.

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

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. The operating policies and procedures are reviewed at least once a year by HMIS lead agency staff and the HMIS Governance Committee. The HMIS lead 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 selected by the CoC and the HMIS Lead?
Applicant will enter the HMIS software name (e.g., ABC Software).** ServicePoint

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

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

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

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

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) NC-501 - Asheville/Buncombe County CoC, NC-502 - Durham City & County CoC, NC-503 - North Carolina Balance of State CoC, NC-500 - Winston Salem/Forsyth County CoC, NC-504 - Greensboro/High Point CoC, NC-505 - Charlotte/Mecklenburg County CoC, NC-506 - Wilmington/Brunswick, New Hanover, Pender Counties CoC, NC-507 - Raleigh/Wake County CoC, NC-509 - Gastonia/Cleveland, Gaston, Lincoln Counties CoC, NC-511 - Fayetteville/Cumberland County CoC, NC-513 - Chapel Hill/Orange County CoC, NC-516 - Northwest North Carolina CoC

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

2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$0
ESG	\$8,442
CDBG	\$0
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$8,442

2B-3.2 Funding Type: Other Federal

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

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

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	\$8,442
County	\$0
State	\$0
State and Local - Total Amount	\$8,442

2B-3.4 Funding Type: Private

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

2B-3.5 Funding Type: Other

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

2B-3.6 Total Budget for Operating Year	\$16,884
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2B-4 How was the HMIS Lead selected by the Agency Applied CoC?

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

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

Instructions:

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

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

* Emergency shelter	65-75%
* Safe Haven (SH) beds	Housing type does not exist in CoC
* Transitional Housing (TH) beds	65-75%
* Rapid Re-Housing (RRH) beds	76-85%
* Permanent Supportive Housing (PSH) beds	86%+

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

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

The Housing Committee of the CoC works in collaboration with other community collaborative groups to identify the types and severity of needs for each type of housing. the Housing committee reports this information to a Long Range Planning Committee to incorporate with the CoC Annual Goal Plans. As an agency reports low bed utilization, referral engagement is increased within the community.

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)

Last year, beds for chronic homeless were going down, and one agency recently completed a new housing complex which increased availability for chronic homeless.

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

Instructions:

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

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

Type of Housing	Average Length of Time in Housing
Emergency Shelter	2,590
Transitional Housing	9
Safe Haven	0
Permanent Supportive Housing	112
Rapid Re-housing	8

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	1%
Gender	0%
Veteran status	1%
Disabling condition	2%
Residence prior to program entry	1%
Zip Code of last permanent address	1%
Housing status	4%
Head of household	0%

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

The HMIS software can generate all HUD required reports, including the APR, CAPER and AHAR. Our CoC uses the HMIS to generate data for submission of the AHAR and NOFA application and requires that information provided in APRs matches the data found in HMIS. The HMIS lead agency created a report to assist the CoC with improving data quality for the AHAR submission.

APR generates most of our CoC data findings. We have 3 Domestic Violence Shelters that are prohibited from entering data into the CHIN/HMIS system. These agencies enter data into the NCDV database and provide manual reports that match with HUD data elements.

As a part of community engagement with the City of Gastonia Consolidated Plan we encourage programs to use CHIN-generated reports in their CAPER. We also compare data submitted to HUD from APRs to what is recorded in the CHIN system as a reconciliation tool.

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

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

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

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

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

Instructions:

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

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

* Measuring the performance of participating housing and service providers	Quarterly
* Using data for program management	Quarterly
* Integration of HMIS data with data from mainstream resources	Annually
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Annually

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, "PUB C-4: Data Collection Purpose and Limitation" – Page 31, "PUB C2: Participating Agency Executive Director" -

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

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

Instructions:

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

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

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

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/26/2013

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		69%		
Transitional Housing		31%		
Safe Havens		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)

there was a slight increase of 12 people. We had a on overflow winter shelter that was regularly housing more people than in previous years. As One Ministries averaged 42 people per night through the winter of 2013, compared to an average the prior year (2012) of 20 persons per night.

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

Instructions:

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

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

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

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

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

NC-509 utilized data report forms generated by NCCEH. Trainings were held with participating agencies to identify potential duplications. APR's and CHIN data elements were used.

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:

HMIS plus extrapolation:

Sample of PIT interviews plus extrapolation:

Sample strategy:
(if Sample of PIT interviews plus extrapolation is selected)

Provider expertise:

Interviews:

Non-HMIS client level information:

Other:

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

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

We asked that agencies use the first two letters of a person's first and last name. We also asked for a date of birth on the surveys. This helped when people stayed at one site overnight of the count, and then went to another site for a meal. Our local coordinator then crossed reference with each of the agency's submittals. We actually had two people with the same birthdate and first two letters. Those two people were then re-interviewed with a third letter attached to their name to eliminate that issue. In all cases, respondents were asked if they had been surveyed during the past 24 hr period.

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

Instructions:

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

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

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

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

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)

Training - updated documents; coded forms to identify the surveyor.
 Follow-up - where a surevey was questioned, the submitting agency was asked to verify with the person taking the survey.
 HMIS - data quality report and agencies were asked to review their CHIN reports to make sure that they had properly counted their program participants.

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)

decrease - - several agencies tha that previously participated and provided counts, did not do that this year. At least two agencies that proviced counts did not properly document homelessness according to the HUD definitions. Those individual were screened out of the count. We feel that the 2013 survey was conducted properly.

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

Instructions:

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

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

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

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

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)

Soup Kitchen lines were surveyed, and participants given a blanket as a reward. Emergency Shelter staff did interviews with persons not able to stay in the shelter due to capacity issues. Service provider agencies did follow up interviews.

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: Non-Shelter Services

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

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

Instructions:

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

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

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

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

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

Training was used to help prompt agency staff and community volunteers to screen with the question, "Have you taken a survey today about where you are sleeping tonight?"

two initials of first and last name combined with date of birth created a simple unique identifier.

Survey questions followed the guidance of the NC Coalition to End Homelessness training.

Surveyors who encountered individuals who did not wish to respond, noted approximate age, race, gender.

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.		130	153	153
3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.	63	51	57	57
3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.		88	10	10
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.		0%	0%	0%
3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?		15	4	4

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)

We have one agency in our CoC that is a developer of affordable housing is is working diligently to construct at least 4 units on an annual basis targeting chronically homeless. There a collaborative effort to seek out the chronically homeless individuals to engage in more than day shelter or winter "cold weather" shelters through street outreach by local faith-based ministries. Combining HOME Partnership funding through a TBRA program and the ESG funded programs, the agencies of the CoC are able to assist individuals for the first 24 months of the process. it is a combination of housing development, service providers, landlords, and local government departments that make the project work.

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)

Reinvestment in Communities of Gaston County (RIC) - CHDO
Partners Behavioral Health Management LME/MCO - Services Coordination and Engagement
City of Gastonia - Housing & Neighborhoods Division
Gaston Residential Services - Service provider for persons with I/DD
CoC Housing Committee
Gaston County Office of Veteran's Services
CoC Long Range Planning Committee

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:	42	45	51
3A-2.2b Enter the total number of participants that remain in CoC-funded PSH projects at the end of the operating year PLUS the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination.	36	40	45
3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.	86%	89%	89%

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)

The first step was to reallocate Supportive Services and Transitional Housing funding into programs that are dedicated to permanent housing or the development of a best practices format for Rapid Re-Housing. This is the second year of ranking or reducing TH/SSO projects under the CoC Program. Combining this effort with the development of a Coordinated Assessment and Intake procedure to identify those with highest Homeless Acuity scores and direct those persons to a permanent housing source. NC-509 has done an OK job, but the assessment tool will help us to better quantify performance measures and hold programs wishing to compete for diminishing funding to a higher result. This means for our area a need to work together at a higher level. the assessment tool, coordinating housing resources with scoring, and wrap around services where most critically needed will keep our communities pointed in the right direction.

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)

Individual Agencies receiving CoC Program and/or ESG funding:
Partners Behavioral Health Management, Family Promise, Abuse Prevention Council, With Friends Youth Shelter, As One Ministries.

Review Committee will increase efforts to oversee performance measurements to maintain alliance with federally establish priorities.

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: 197

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?	18%	20%	20%
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?	36%	50%	50%

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	18	9.14 %
Unemployment Insurance	0	%
SSI	12	6.09 %

SSDI	7	3.55	%
Veteran's disability	1	0.51	%
Private disability insurance	0		%
Worker's compensation	0		%
TANF or equivalent	6	3.05	%
General Assistance	0		%
Retirement (Social Security)	0		%
Veteran's pension	1	0.51	%
Pension from former job	0		%
Child support	6	3.05	%
Alimony (Spousal support)	1	0.51	%
Other Source	2	1.02	%
No sources	0		%

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)

Each of the projects has a primary goal of assisting participants in achievement of income from non-employment sources. These include obtaining SSI/SSDI income, registration and receiving of Food Stamps and Medicare/Medicaid as eligibility allows. It is the goal of the CoC to encourage the training of service providers in the SOAR program and have SOAR become an element of the Coordinated Assessment and Intake process as that implementation moves forward. To achieve a 20% employment measurement, the CoC remains actively engaged with the NC Department of Commerce Workforce Solutions program and frequently refer individuals to the designated counselors. When veterans are identified, the local Veteran Service office has a dedicated staff member to assist with employment opportunities. this is reported through quarterly performance reports to the CoC review committee by funded agencies.

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)

Achieving a 50% increase in non-employment benefits are a result of follow up by provider agencies to assist program participants become registered for services and maintain the services once acquired. The collaboration with the Systems of Care groups in each of the counties assist in identifying the gaps in services to client from the service provider network.

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)

This is the responsibility of funded agencies to report their efforts, and it is the responsibility of the Review Committee of the CoC to evaluate the performance of their goal achievement.

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. 197

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

	2013 Actual Numeric Achievement and Baseline	2014 Proposed Numeric Achievement	2015 Proposed Numeric Achievement
3A-4.2a Enter the percentage of participants in ALL CoC-funded projects that obtained non-cash mainstream benefits from entry date to program exit.	82%	85%	85%

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

Non-Cash Income Sources	Number of Participating Adults	Percentage of Total in 3A-4.1
Supplemental nutritional assistance program	91	46.19 %
MEDICAID health insurance	52	26.40 %
MEDICARE health insurance	6	3.05 %
State children's health insurance	0	%
WIC	7	3.55 %

VA medical services	3	1.52	%
TANF child care services	2	1.02	%
TANF transportation services	0		%
Other TANF-funded services	0		%
Temporary rental assistance	0		%
Section 8, public housing, rental assistance	0		%
Other Source	1	0.51	%
No sources	0		%

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

The CoC Housing Committee has made great strides in developing a resource connection between provider agencies and organizations. Combining with the System of Care collaborative, two Poverty Simulations will be conducted to bring awareness to the process and frustration for persons navigating the "system". This awareness helped create heightened engagement by governmental departments and community provider organizations. The strategy is to use the learning to recruit and train from the NCCEH resources of the SOAR program, individuals who will be more proficient in that needed guidance.

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)

Partners Behavioral Health Management LME/MCO is the lead agency for this process. There is oversight and reporting to the Review Committee and the results will be noted in individual agency APR reports.

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.	14	49	59
3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.	18	26	26
3A-5.1c Enter the total number of households with children that are assisted through rapid re-housing projects that do not receive McKinney-Vento funding.	0	10	20

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)

Through a combination of ESG funding and CoC program funding two specific Rapid Re-Housing (RRH) projects were created in the past year. Two smaller permanent housing projects have been reallocated to serve in the capacity of RRH. Both recipient programs specifically serve either women with children or only family units. TANF is not used in this area for housing services, but is combined in conjunction with "Work First" which awards an individual with children a stipend while they are seeking re-training or attending education programs. The Long Range Planning Committee is tasked to incorporate RRH goals into the overall CoC Community Action Plan.

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)

Family Promise; Abuse Prevention Council of Cleveland County; The Shelter of Gaston County; NC-DHHS (administrators of the ESG funding in North Carolina); CoC Review Committee which reviews performance objectives and measureable results

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 has not dictated policies or procedures for an agency's specific program. Each project is administered within its organizational mission and statement of purpose. To be funded under CoC coordinated systems, an agency must meet threshold expectations and agree to set performance measures that are in alignment with the Federal Strategic Plan to end and prevent homelessness. Each project must have a selection plan, and all agencies and organizations are encouraged to follow a Housing First model.

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)

As needed. Under a Rapid Re-Housing model, some families require only short term rental/utility assistance or counseling through case management services.

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. Each RRH program has a strong "after-care" component to be able to individuals on an as-needed basis.

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

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

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)

Close contact with the local Departments of Social Services in each of the counties assist the CoC and the DSS of not missing youth who are aging out of the foster care program. Bi-monthly reporting is conducted at two area collaboratives, the CoC Housing Committee, and the System of Care Youth and Child Collaborative. At the System of Care relationship there is a monthly "Care Review Committee" that ensures that persons are not discharged improperly or placed in inappropriate settings.

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)

Gaston County Dept of Social Services, LINKS program actively works with Youth approaching an "age-out" period. A number of Youth sign CARS (Contractual Agreement For Continuing Residential Support) to allow continuation of foster care home placement until age 21, however, many do not. The LINKS program is an active member of the CoC and regularly is engaged with a Youth System of Care of community support providers and the local DSS Multi-disciplinary teams to prevent youth from becoming homeless or assist them in reducing their time being homeless by connecting them to community support systems in place.

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

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

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 has direct contact with the discharge staff at the three area hospitals that regularly use the Tri-County Resource Guide for their clients. We have learned that it costs \$800 per day to house a person in the psych-ward and those stays are limited to 7-14 days. Some people are held over if there is no immediate placement available, and the hospitals seek sources further away from a person's home region. Through the CoC engagement process of the past year, there has been active participation by the direct supervisors of the hospital programs.

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)

Caromont Regional Health Care System, Caromont Regional Hospital; Cleveland Regional Hospital; Lincoln Regional Hospital; The latter two hospitals are part of the Carolinas Healthcare System. Collaorating agencies include the psycho-social rehab service providers, and the Salvation Army along with several area faith-based ministries.

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

Instructions:

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

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

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

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

The Division of Facility Services requested that all hospitals sign agreements that patients will not be discharged to homeless shelters and monitored the process. The State contracts with the NC Coalition to End Homelessness to provide SOAR training for staff at state hospitals and mental health agencies. NC-509 has 2 trained individuals who work part-time within their respective agencies 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. Those discharged went to family, the Target Unit Program, ("KEY", a State program that provides rental assistance for persons with disabilities, PSH programs, their own unassisted 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, DSS multi-disciplinary teams, 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 MOA must be coordinated with the Department of Public Safety itself.

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

The NC Interagency Council on Coordinating Homeless Programs (ICCHP) includes representatives from the Department of Public Safety (DPS) 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. NC-509 has two part-time SOAR trained workers who may work with individuals after they have been discharged from corrections. Gaston and Cleveland County also uses the services of of the Alternative Community Penalties Program, "ACPP", that assists offenders about housing options before they are discharged from jail.

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 of Public Safety (DPS) is responsible for discharge planning in the corrections system. DPS has sought State funding for step-down programs or Corrections TH, but those funds have not yet been appropriated. Other key stakeholders include ICCHP, Office of Housing and Homelessness with the Division of Aging and Adult services, CoC participating agencies, the local System of Care (service providers) through regional committees, and local sheriff's offices and local police department staff.

3C. Continuum of Care (CoC) Coordination

Instructions:

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

3C-1 Does the Consolidated Plan for the jurisdiction(s) within the CoC’s geography include the CoC’s strategic plan goals for addressing and ending homelessness? Yes

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

"Goal 3: Establishing Local Community Goals and Performance Measures in line with Hearth Act guideposts" - Strategy: 1)Improve program coverage - action step - reduction of barriers to housing such as background check, rental histories, and placement of person in "right-sized" housing units; creation of a common criminal records background standards; 2) Reducing average length of time person are homeless - action steps - working through local CHDOs and CDCs to increase amount of available units through construction or rehab; to engage local landlords in cooperative agreement for the utilization of RRH, TBRA, and S+C rental assistance; reducing time in shelter by 25% annually

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)

In NC ESG funding is administered by the Office of Housing and Homelesse Services in the Division of Adult aand Aging Services. There are formal procedures similar the the CoC program competition to evaluate ESG recipient agencies. Threshold scores must meet at least a 65% to be forwarded for consideration on an annual basis. Quarterly performance reports are expected from the contracted agencies, and those scores are compared over time with stated program objectives.

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)

ESG funding is split between two agencies in the CoC, one in Gaston County and one in Cleveland County. The Cleveland County grant also services the Lincoln County area. 100% of ESG funding is used for housing assistance which includes, utility allowances, and rental assistance for up to 24 months. Prevention activities by participating CoC agencies are conducted through many faith-based ministries who are not using federal, state, or local funding but are using private sources.

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)

The annual Point-In-time seeks to identify the "who" and many times the "where" is discovered in the process. Direct street outreach by the service providers, a tri-county resource guide, and engagement with similar collaboratives within the region has helped to guide people to the correct resources. With the development of a Coordinated Assessment & Intake process, the CoC will be able to use proper tools with tested methodology to reach the most acute needs. The concept of Rapid Re-Housing which was an outgrowth of the HPRP projects helped identified three distinct groupings of persons/families in need.

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)

This CoC has direct relationships with the VA offices in Salisbury and Asheville which cover each of those center's catchment areas. The private sector has been engaged at the agency level both through church communities and the business communities. A simple document called, "the Tri-County Resource Guide" is regularly updated and disbursed to interested community partners. This guide helps direct people through an often confusing system. The CoC representative is a consistent participant in state and federal offered workshops and the CoC quarterly membership meetings and service programs bring resource and linkage presentations to the body. This past year, our CoC had two White House letters requesting assistance via the local HUD field office. The first request was resolved within 48 hours of receipt. The second request was closed by a lack of response from the initiator.

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

The Gastonia Housing Authority and the Belmont Housing Authority are regular participants in the Long Range Planning and Advisory Board. As the local PHA, they have acquired 150 Non-Elderly Disabled Housing Choice Vouchers (NED Section 8) which have been heavily used by persons experiencing homelessness. The local PHA also administers Project Based Rental Assistance vouchers for persons with developmental disabilities, and extremely low income households. Currently the local PHA is applying to participate in the RAD program to convert public housing units into Section 8. With over 1,100 vouchers active in the community, the PHA is an active and engaged participant.

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 Program funded providers participated in a Metrolina Council of Governments (COG) study to assess barrier to fair housing this past spring, and recently a report was delivered for one of the cities of the CoC. The report was delivered during a public hearing for the Gaston/Gastonia Consortium Consolidated Plan and its updating process. The barriers as identified in the CoC Action Plan were addressed with mapping of areas that need attention. The Advisory Board of the CoC is responsible to advocate to the cities and counties of the region by way of working with the planning departments and elected officials. Individual agencies are reviewing their program participant selection plans ahead of the Coordinated Assessment & Intake program to align processes. The COG report focused on the demographic groupings, whereas the process studies clearly identified criminal records and rental histories (evictions for cause) as the highest priority to address.

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

Two programs utilize the Housing First model - low demand, direct placement, services when ready. The CoC is encouraging the Shelter Plus Care program to adopt this methodology. The key elements are the engagement of landlords/property owners and reducing the exposure to a NIMBY attitude.

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)

This is our first year and are just at the beginning of the process. it is hoped that the SPDAT and F-SPDAT will help to identify the persons/families properly and be matched with housing options quickly.

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)

Agencies, institutions, and organizations in this CoC regions use several tools, including the "Tri-County Resource Guide", the Gaston Faith Network resource guide, and each county has a resource document specific to its own community. Procedurally, the City of Gastonia conduct Fair Housing workshops for landlords and property owners, Legal Aid of North Carolina has a three-county chapter that works on tenant/landlord issues, and Family Service, Inc. works to help people become educated in consumer credit and debt management. Every housing agency uses NCHousingSearch.org as a tool alongside "NC-211" services.

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

North Carolina Department of Public Instruction mandates services to children of homeless families under the McKinney-Vento Act. Community Schools are required to transport children to their "home" school if their families are displaced. Each of the three school districts in our region manages the transportation and placement of children through a designated coordinator and school social workers.

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)

Provider Agencies working through a school social worker will initiate contact during an initial assessment interview. Often, the parent has already reached out to the school social worker who calls the provider agency. There is regular follow up during the school year to ensure that the child is attending the school where they were enrolled prior to the displacement

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)

The agencies of the CoC are in regular contact with one another when a family is seeking assistance as a result of a homeless incident. When shelters are at family capacity, churches are often engaged to provide emergency housing to prevent a family separation. Agencies seeking CoC Program or ESG funding must have a statement that a separation incident would not occur.

**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)**

Each of the RRH programs have an "after-care" component to follow up on persons or families who have exited. The CoC receives reports through the HMIS data quality sets, and Quarterly Progres Reports. There is a follow up reporting element.

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

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

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

While a disaster was declared for parts of our CoC region, the flooding that occurred impacted farmland and a few park areas. It did impact several businesses, but did not impact housing or any of the services provided by either ESG or CoC Program grantees.

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

Instructions:

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

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

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

The CoC has established a Community Action Plan that follows the four identified goals of the Federal Strategic Plan. Within the Action Plan, 8 elements were included with timelines to achieve these goals. We are - in our estimation - slightly behind the curve in achieving the federal goals. Factors such as a disparate cultural identity of a three-county Continuum and initial barriers to agency/organization engagement had to be breached. We have made positive progress by an increased attendance at committee meetings and more open communication between agencies once they have engaged in the conversation and processes.

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

Special efforts to engage with the community schools through presentations to the Nurse-Family Partnership, and the school social workers have helped to first identify specific families, and second to engage them in a process of qualification. We meet with the school social workers twice each school year, at the beginning to promote and encourage referrals to housing providers and in the late winter to follow up on any results.

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)

Our CoC has three large Domestic Violence shelter programs, one in each county. One is a department of a county government and has other financial resources available to assist them. the other two are both non-profits with subcontracts with county agencies for assistance and referral. Each of the DV agencies participate in the NCDV database program for their HMIS functionality and report results to our local CHIN committee. Each of the DV shelters are full-service, however are generally filled to capacity. the DV shelters provide counseling, safe sheltering, and one program has begun a privately funded version of a Rapid Re-Housing program that assists women and children for up to 16 months. All three agencies receive ESG funding and one agency has reallocated an SSO project to be used for a Rapid Re-Housing in this current grant cycle. They received private funding for the case management portion of their program.

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

The CoC has 4 youth shelter or group homes within one of the counties. One program is funded under a Transitional Housing format. The youth Shelter for children ages 12-18, both males and females operates at capacity, and seeks to reunite youth and their families. Once a child has reached age 18, there is an opportunity for them to participate in the transitional program for up to 2 years. there is a focus on job training through vocational services and education, along with life skills development in a semi-independent process. The CoC is actively engaged with the local Dept of Social Services to assist in the transition of youth aging out of foster care homes. There is consistent census of 90-98 youth annually who age out without a solid transitional plan.

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)

Our CoC has one Day Shelter program, and is actively engaged with community faith-based ministries that provide soup kitchens. The primary portal is the Day Shelter called As one Ministries. This program has facilities available for literally homeless individuals to wash clothing, use the address as a mail site, and offers a wide-range of programs from counseling to housing. This is our community's primary SOAR worker as well. In Cleveland County a faith ministry called the Rescue Mission is working with private funding sources to house and feed up to 26 men on a daily basis. th soup kitchen provide referrals to the housing providers.

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)

Last year a Veterans Workgroup was formed to share resource information and develop an engagement process. Three agencies serve the CoC area with SSVF grants and have begun providing data on their progression. SSVF funding covers a variety of needs from utility assistance including deposits, and short-term rental or housing assistance. Because it is a new program to our COC region, we just have preliminary data. One result is a broader reach of community engagement. We have identified several organizations that are pursuing Grant Per Diem program development and are working to assist them in capacity building exercises designed to help them succeed.

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? Yes

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? Yes

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)

NC-509 is actively focusing on chronic homelessness through the Shelter Plus Care program and combining that with a TBRA program through the HOME program - which is part of the City of Gastonia/Gaston County Consolidated Plan. We are reallocating an SSO project from the Abuse Prevention Council (APC), a Domestic Violence program for women to become a Rapid Re-Housing project. This is in the amount of \$37,158. PAC is in the process of construction a new facility and will be able to increase its service and organizational capacity by this process. Domestic Violence has a high recidivism rate due to abuse partners returning to their abuser.

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? Yes

3F. Reallocation - Grant(s) Eliminated

CoCs planning to reallocate into new permanent supportive housing projects for chronically homeless individuals may do so by reducing one or more expiring eligible renewal projects. CoCs that are eliminating projects entirely must identify those projects.

Amount Available for New Project: (Sum of All Eliminated Projects)				
\$13,047				
Eliminated Project Name	Grant Number Eliminated	Component Type	Annual Renewal Amount	Type of Reallocation
S+C Gaston Samari...	NC0094C4F090800	PH	\$13,047	Regular

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Eliminated Project Name: S+C Gaston Samaritan 2013-2014

Grant Number of Eliminated Project: NC0094C4F090800

Eliminated Project Component Type: PH

Eliminated Project Annual Renewal Amount: \$13,047

**3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)**

It was determined that the participant in the grant, who was chronically homeless at qualification could be rolled over into the S+C 8910 Merged 2013-2014 at the expiration of the grant period. The S+C 8910 Merged grant will then increase its attention on addressing the issue of Chronic Homeless reduction.

3G. Reallocation - Grant(s) Reduced

CoCs that choose to reallocate funds into new rapid rehousing or new permanent supportive housing for chronically homeless persons may do so by reducing the grant amount for one or more eligible expiring renewal projects.

Amount Available for New Project (Sum of All Reduced Projects)					
\$50,774					
Reduced Project Name	Reduced Grant Number	Annual Renewal Amount	Amount Retained	Amount available for new project	Reallocation Type
S+C 8910 Merged 2...	NC099L4F091205	\$511,019	\$460,245	\$50,774	Regular

3G. Reallocation - Grant(s) Reduced Details

3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Reduced Project Name: S+C 8910 Merged 2013-2014

Grant Number of Reduced Project: NC099L4F091205

Reduced Project Current Annual Renewal Amount: \$511,019

Amount Retained for Project: \$460,245

Amount available for New Project(s): \$50,774
(This amount will auto-calculate by selecting "Save" button)

**3G-2 Describe how the CoC determined that this project should be reduced.
(limit 750 characters)**

Partners Behavioral Health Management is aggressively pursuing Housing Plans for persons entering into the Shelter plus Care program by directing persons to an NC Target Unit program, use of a HOME TBRA program, and better efficiencies of moving persons into greater self sufficiency. It is reducing the housing units from 45 to 42.

3H. Reallocation - New Project(s)

CoCs must identify the new project(s) it plans to create and provide the requested information for each project.

Sum of All New Reallocated Project Requests
(Must be less than or equal to total amount(s) eliminated and/or reduced)

\$37,158				
Current Priority #	New Project Name	Component Type	Transferred Amount	Reallocation Type
10	Fresh Start RRH	PH	\$37,158	Regular

3H. Reallocation - New Project(s) Details

3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.

FY2013 Rank (from Project Listing): 10

Proposed New Project Name: Fresh Start RRH

Component Type: PH

Amount Requested for New Project: \$37,158

3I. Reallocation: Balance Summary

3I-1 Below is the summary of the information entered on forms 3D-3H. and the last field, "Remaining Reallocation Balance" should equal "0." If there is a balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. CoCs cannot create a new reallocated project for an amount that is greater than the total amount of reallocated funds available for new projects.

Reallocation Chart: Reallocation Balance Summary

Reallocated funds available for new project(s):	\$63,821
Amount requested for new project(s):	\$37,158
Remaining Reallocation Balance:	\$26,663

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 use of Quarterly Performance Reviews (QPR) a standardized form to report actual activity on a regular basis. the QPR is also compared and takes into account Data Quality report card for the individual agency and the CoC as a group.

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

The CoC lead agency in partnership with the City of Gastonia Housing & Neighborhoods Division utilizes a CDBG grant for technical assistance to help the agencies understand the intricacies of working within a federal grant program. Technical Assistance funds are contracted to individuals who have prior experience working within the environment of grants and data reporting.

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

Regular meetings to assess the depth or breadth of a specific issue. We are constantly working pair higher performing agencies with those that need assistance.

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

Establishing a goal this past year to reduce by 25 percent the time in a shelter program.

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)

Partners Behavioral Health Management has made great strides in outreach efforts to work with Community Service Providers. Through the establishment of a System of Care liasion between the housing provider agencies and the service providers, gaps in the services have been preliminarily identified and have begun to be addressed.

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)

The CoC has grown from 35 individuals regularly attending quarterly meetings to 93 persons actively engaged on several different committees and processes. Agencies such as the county DSS offices have made commitments from the benefits assessment and application process to adult and child protective services. Mental Health, Substance Abuse, and Veterans services have all participated in communicating contact and specific situations as they are presented. There is a greater deal of openness in sharing of resources that has led to greater trust in housing homeless individuals and families more rapidly.

4B. Section 3 Employment Policy

Instructions

*** TBD ****

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

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

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

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

4C. Accessing Mainstream Resources

Instructions:

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

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

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

* Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.	90%
* Homeless assistance providers use a single application form for four or more mainstream programs.	50%
* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.	75%

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)

One of the participating organizations of the CoC, Gaston HealthNet, is a certified 'navigator' program with trained staff and are assisting individuals and families without insurance to make progress in their application for ACA participation. Gaston HealthNet has a dedicated Outreach Director who is participating in a series of community collaboratives which include th Nurse-Family Partnership, Youth and Adult Systems of Care collaboratives, and a Faith Network collaborative.

**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)**

Helping agencies with their case statements in private source funding applications. We are seeing an increase of cross-supporting documentation and working agreement MOUs being established. We are also actively engaging local Community Foundations and the underlying Trusts with outreach efforts. The LME recently underwent a large multi-county merger and has regenerated a wide-area effort to identify resources that are being used by the agencies to leverage.

Attachments

Document Type	Required?	Document Description	Date Attached
Certification of Consistency with the Consolidated Plan	Yes	Certificate of Co...	01/30/2014
CoC Governance Agreement	No	CoC Governance - ...	01/30/2014
CoC-HMIS Governance Agreement	No	HMIS - CHIN MOU 2...	02/02/2014
CoC Rating and Review Document	No	Rating and Review...	02/02/2014
CoCs Process for Making Cuts	No		
FY2013 Chronic Homeless Project Prioritization List	No		
FY2013 HUD-approved Grant Inventory Worksheet	Yes	NC-509 GIW - HUD ...	12/23/2013
FY2013 Rank (from Project Listing)	No		
Other	No	CHIN - HMIS Polic...	02/02/2014
Other	No		
Other	No		
Projects to Serve Persons Defined as Homeless under Category 3	No		
Public Solicitation	No	FY2013 Funding An...	02/02/2014

Attachment Details

Document Description: Certificate of Consistency with ConPlan

Attachment Details

Document Description: CoC Governance - Operating Guideline

Attachment Details

Document Description: HMIS - CHIN MOU 2013-2014

Attachment Details

Document Description: Rating and Review Documents

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: NC-509 GIW - HUD approved

Attachment Details

Document Description:

Attachment Details

Document Description: CHIN - HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: FY2013 Funding Announcement NC-509

Submission Summary

Page	Last Updated	
1A. Identification	No Input Required	
1B. CoC Operations	01/24/2014	
1C. Committees	02/03/2014	
1D. Project Review	02/03/2014	
1E. Housing Inventory	01/24/2014	
2A. HMIS Implementation	02/02/2014	
2B. HMIS Funding Sources	02/02/2014	
2C. HMIS Beds	01/25/2014	
2D. HMIS Data Quality	02/03/2014	
2E. HMIS Data Usage	02/02/2014	
2F. HMIS Policies and Procedures	02/02/2014	
2G. Sheltered PIT	02/03/2014	
2H. Sheltered Data - Methods	01/30/2014	
2I. Sheltered Data - Collection	01/30/2014	
2J. Sheltered Data - Quality	01/30/2014	
2K. Unsheltered PIT	02/03/2014	
2L. Unsheltered Data - Methods	01/30/2014	
2M. Unsheltered Data - Coverage	01/30/2014	
2N. Unsheltered Data - Quality	01/30/2014	
Objective 1	02/02/2014	
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3B. CoC Discharge Planning: Foster Care	02/03/2014	
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3B. CoC Discharge Planning: Mental Health	02/02/2014
3B. CoC Discharge Planning: Corrections	02/01/2014
3C. CoC Coordination	02/03/2014
3D. Strategic Plan Goals	02/03/2014
3E. Reallocation	02/02/2014
3F. Grant(s) Eliminated	02/03/2014
3G. Grant(s) Reduced	02/03/2014
3H. New Project(s)	02/03/2014
3I. Balance Summary	No Input Required
4A. Project Performance	02/02/2014
4B. Employment Policy	01/30/2014
4C. Resources	02/03/2014
Attachments	02/02/2014
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 Consolidated Plan.
(Type or clearly print the following information:)

Applicant Name: Gaston/Cleveland/Lincoln Continuum of Care "NC-509"

Project Name: NC-509 Project Application FY2013-FY2014 CoC Program Competition

Location of the Project: Gaston County, City of Gastonia, Lincoln County, and Cleveland County
NC-509 is area cover by the City of Gastonia/Gaston County Consortium
Consolidated Plan

Name of the Federal
Program to which the
applicant is applying: HUD - Continuum of Care (CoC) Program Competition

Name of
Certifying Jurisdiction: City of Gastonia

Certifying Official
of the Jurisdiction
Name: Ed Munn

Title: City Manager

Signature: 

Date: January 29, 2014

Gaston/Lincoln/Cleveland Continuum of Care Operating Guidelines

Article I Name and Location

Section 1 Name

The name of the organization shall be the Gaston / Lincoln / Cleveland Continuum of Care, herein referred to as GLC Continuum of Care (**GLC-CoC**)

Section 2 Location

The principal office of the organization shall be within the offices of the Lead Agency/Unified Funding Agency/ Collaborative Applicant (LA/UFA/CA), Reinvestment in Communities of Gaston County, Inc. (RIC)

Section 3 Service Area

In its entirety, the counties of Gaston, Lincoln, and Cleveland in North Carolina

Article II Purpose and Objectives

Section 1 Mission

The GLC-CoC is a network of collaborative partners that provides a framework to break the cycle of homelessness.

Section 2 Vision

It is the vision of the GLC-CoC that the community is aware of and working towards ending homelessness

Section 3 Priorities

The priorities of the GLC-CoC are:

- A. Engage Community Stakeholders
- B. Enhance Education – for both stakeholders and the community
- C. Assessment & Process – planning, data collection, identifying unmet needs
- D. Identifying & addressing underlying causes of homelessness
- E. Develop a structure to meet HUD guidelines & accountability

Article III Roles & Responsibilities

Section 1 Role of the GLC-CoC

The role of the Gaston / Lincoln / Cleveland Continuum of Care shall be:

- A. Represent Community Stakeholder interests
- B. Establish a process to determine community priorities in relation to HUD CoC Program competition, and Emergency Solutions Grant (ESG) program competition.
- C. Develop broad-based strategies for meeting community priorities; and,
- D. Serve as a link between various aspects of the community during development, implementation, and monitoring stages for programs addressing Continuum of Care priorities.

Section 2 Role of members

The role of the members of the GLC – CoC shall be to:

- A. Represent the needs of the continuum's service area residents
- B. Seek input from others in the community and bring benefit of that input to the group; and,

- C. Participate in meetings, events, and functions furthering the mission of the GLC – CoC.

Section 3. Role of the Chairperson

The role of the GLC-CoC chairperson is to:

- A. Preside over the quarterly meetings of the Continuum of Care;
- B. Preside over any Advisory Board meetings, special, quarterly general meetings and participate as necessary in Leadership Team meetings;
- C. Publically speak for activities of the Continuum of Care;
- D. Advocate for the interests of the GLC-CoC as necessary.

Section 4. Role of the Vice-chairperson

The role of the GLC-CoC Vice Chairperson is to:

- A. Preside over the meetings where the chairperson is not present;
- B. Publically speak for activities of the Continuum of Care;
- C. Advocate for the interests of the GLC-CoC as necessary.

Section 5. Role of Committee Chairpersons

The role of the committee chairpersons is to:

- A. Set the agenda, and prepare meeting minutes, that are specific to that committee activities;
- B. Communicate with the staff of the Lead Agency for notices, and any further communications that are needed for committee functions;
- C. Communicate the work of the committee to the overall membership of the GLC-CoC; and,
- D. Represent the Committee at relevant meetings within the communities and in CoC activities.

Article IV

Membership

Section 1. Number

General Membership of the GLC-CoC shall consist of a least twenty-five (25) public and private organization, agencies, institutions, and interested citizens, serving the residents of the representative counties and are committed to the Mission, Vision, and Priorities as established and annually confirmed by the Continuum of Care.

Membership must include currently funded agencies that have already received HUD CoC Program and ESG competition funding.

Stakeholder groups include publically elected officials, public institutions, businesses, and private non-profit organizations.

Membership shall also include individual residents of any of the three counties of the Continuum who have an interest in the issues and work needed to address those issues.

The Advisory Board of the GLC-CoC shall consist of the currently funded agencies, plus leadership individuals from key stakeholder organizations as outlined in Article IV, Section 2.

Section 2. Appointment

Members are invited to participate in the activities of the GLC-CoC by the chairperson of the GLC-CoC or his/her designee with the consensus of the Advisory Board Executive Committee. Appointments are made from recommendations or suggestions by the general membership of the partnering agencies and are concerned about and disposed to work for the goal of ending homelessness and the underlying causes.

Membership should be extended, but not limited, to representatives from:

- ✓ Service providers – Housing and Supportive
- ✓ Attorneys
- ✓ DSS
- ✓ Community Planning staff – Cities and Counties
- ✓ Mayors of Shelby, Gastonia, and Lincolnton, or representative designee
- ✓ Elected local officials from county and cities of the three county region
- ✓ Property Management Organizations
- ✓ Public Housing Authorities
- ✓ Community Development Corporations and CHDOs
- ✓ Education Leaders including Colleges and universities
- ✓ LME for DD/MH/SA coordinating organization
- ✓ Domestic Violence shelter providers or advocacy groups
- ✓ Law Enforcement
- ✓ County Schools – McKinney-Vento compliance and EC programs
- ✓ Vocational Rehab
- ✓ Employment Security
- ✓ Religious leaders
- ✓ United Way
- ✓ Transportation Advisory Boards
- ✓ Veterans Services
- ✓ Private Foundations and Grant-making organizations
- ✓ Interested Consumers
- ✓ Community Advocacy organizations – individuals

Section 3. Terms

A. General membership

General Members of the GLC-CoC shall serve as long as their organizational mission aligns with the Mission, Vision, and Priorities of the Continuum as established and annually confirmed by the Continuum of Care.

B. Advisory Board membership

1. Members of the GLC-CoC Advisory Board shall serve for at least one(1) 3-year term on a rotating basis, such that no more than one-third (1/3) of the Advisory Board rotate off in any given year. Membership may be renewed for a total of two (2) terms and must rotate off the Advisory Board for a minimum of one (1) year. Members may be appointed to fill unexpired terms and would be eligible to serve up to two terms upon acceptance of the appointment. The Advisory Board shall meet two (2) times per year, Spring and Fall to review accomplishments, approve general membership recommendations, approve general membership applications, and confirm/approve LA/UFA/CA representation.

C. Removal of Appointment

2. To support the work, collaborative, and partnership nature of the Continuum of Care, general members must attend 3 of 4 quarterly meetings per year, and, three designated committee meetings, and participate in the Carolina Homeless Information Network (CHIN, housing and service agencies only), the Housing Inventory County (eHIC), and Point-In-Time (PIT) Survey per calendar year. This is a HUD minimum expectation for application during the CoC Program and ESG competition. An alternate representative can be designated to participate in meetings or activities as necessary.

Attendance and participation is a monitored activity of HUD and other funding providers at Federal, State and Local levels, including private sources. Failure to meet the minimum participation requirements will mean disqualification from **CoC Program and ESG competition** or debarment from the Continuum participation.

3. The Advisory Board shall meet two (2) times per year, Spring and Fall. It is critical that Advisory Board members not be absent for these meetings. An alternative representative from the agency or organization is acceptable provided advance notice is given.

Should that Advisory Board member's circumstances or job function change and he/she is unable to participate, the Advisory Board Executive committee will undertake a process to replace that member by appointment to fill the unexpired term.

Section 4. Vacancies

A. General membership

There is no limit to the number of general members of the Continuum. New agencies or organizations may join at any regularly scheduled quarterly meeting upon completion of an annual Participation Agreement signed by the board chair and chief executive officer of the organization.

B. Advisory Board

The Advisory Board is limited to 25 members based from the list of potential participant noted in Article IV, Section 2. As vacancies occur, they will be filled through an appointment process as described above from an annually updated list of potential members as maintained by the Lead Agency of the GLC-CoC.

Article V Governance and Leadership

Section 1. Officers and Terms of the Advisory Board

A. Officers

The officers of the GLC-CoC shall be chairperson and vice-chairperson. The chairperson shall be elected at either the November or January quarterly meeting of the Continuum of Care.

Chairperson shall be elected by the general membership in attendance at the designated meeting.

Vice-chairperson shall be appointed by the members of the Executive Committee of the Advisory Board.

B. Term of Office

The term of office shall be for two (2) years and they may be re-elected or reappointed provided the Advisory Board term is not expiring.

C. Functions of the Officers

Refer to Article III, Section 3 and Section 4

D. Removal from Office

An officer may be removed from office if he/she:

1. Is absent from 3 consecutive meetings; or,
2. Does not meet the responsibilities as listed in these operating guidelines; or,
3. Requests to be relieved of his/her duties due to conflicts of schedule, personal or other matters.

Section 2. **Executive Committee**

A. Membership

The membership of the executive committee shall be composed of the chairperson, vice-chairperson, the chief executive of the designated Lead Agency/Unified Funding Agency/ **Collaborative Applicant**, a representative of the LME for DD/MH/SA, a "Mayor's 10-Year Plan" task force chairperson from each of the cities with an operational program, a **board member** of the local United Way agencies or Emergency Food and Shelter Program (EFSP) board member, a designated Veteran Services representative, sub-committee chairpersons, and one elected member from the participating CoC membership **not receiving CoC Program or ESG competition** funding. (10 to 14 people)

If either the chairperson or vice-chairperson is a representative of any of the named groups or organizations above, another general membership representative can be appointed by the chief executive officer of the Lead Agency/Unified Funding Agency/Collaborative Applicant.

B. Roles and Responsibilities of the Executive Committee

The roles and responsibilities of the executive committee shall be:

1. Supervise the administrative functions of all GLC-CoC activities, including evaluation of the Lead Agency/Unified Funding Agency/Collaborative Applicant operations;
2. **Serve as the Grievance Review panel and trouble-shooting group;**
3. Annually serve as a nomination committee to offer a chairperson for general membership election;
4. **Annually appoint a vice-chairperson;**
5. Serve as a communication link among all GLC-CoC activities; and,
6. Ensure that the work of the GLC-CoC is functioning in a collaborative environment and to facilitate problem-solving as needed.

C. Meetings and Quorum

1. The Executive Committee shall meet as needed.
2. There must be a simple majority (51%) of the members of the Executive Committee roster that are present at a meeting in order to conduct business.

Section 3. Governance of GLC-CoC Meetings

A. Meeting Dates and Notification

1. The general membership quarterly meetings shall be held at least four (4) times per year on the first Thursday of the designated month. These designated months are generally February, May, August, and November, but can be adjusted annually by action of the Executive Committee.
2. Special, or "Called" meetings shall be held based on HUD CoC Program and ESG releases or other Funding Availabilities (NOFAs) from grant-making agencies or organizations.
3. All meetings, general membership quarterly, called or special meetings, executive committee, advisory board, and sub-committees require notification by commonly accepted means of communication including but not limited to, electronic, public postings, and mail at least five (5) days prior to the meeting taking place.

B. Public Meetings

All meetings of the CLC-CoC and Executive Committee or any sub-committees are open to the general public.

C. Meeting Process

1. The chairperson or vice-chairperson or their designee shall preside at all general meetings and meetings of the executive committee.
2. Meetings shall proceed within the dimensions of common courtesy and the understanding that everyone's viewpoint is valuable and of interest to the group. Each person wishing to address the group is recognized by the chairperson in the order that his/her wish is made known. The chairperson ensures that discussions are focused on the topic at-hand or assigned a place on the agenda.
3. Decisions are made by consensus of those attending the meeting with the exception of election of the chairperson, passage of operating guidelines and amendments, and selection and/or ranking of collaborative competitive grant applications, which all require a simple majority vote of duly qualified participant representatives who are present at the day and time of the vote.
4. The Review Committee is charged by the Advisory Board and CoC Membership with the decision to forward any Agency/Program Funding Application to a Consolidated Application based on:
 - an established Funding Decisions Principle,
 - review of application and scorecard based on pre-established HUD and local threshold expectations
 - and, meeting or exceeding program performance measurements established by the parameters of the grant
 - HUD Prioritization of Housing Goals related to specific grant competition

D. Recordkeeping

1. Recordkeeping shall be the responsibility of the designated Lead Agency/Unified Funding Agency/Collaborative Applicant;
2. This recordkeeping shall be kept at the offices of the designated LA/UFA/CA and is to contain, but not limited to:
 - ✓ Meeting dates, time and place
 - ✓ Names of those present
 - ✓ Agenda items discussed/reported
 - ✓ Decisions made by either consensus or vote
 - ✓ Action Items (assignments), and persons responsible for those actions
 - ✓ Agenda items for future meetings
 - ✓ Date, time and place of future meetings
 - ✓ Communications related to grant-seeking or applications
 - ✓ Records of any completed applications
 - ✓ Critical or necessary data for needs assessment or action

Article VI Sub-Committees and Functions

Section 1. Standing Sub-Committees

- A. Standing Sub-Committees of the GLC-CoC shall be established as determined by the Executive Committee;
 1. Current Sub-Committees are:
 - ✓ CHIN committee
 - ✓ Housing Committee
 - ✓ Services Committee – includes Ad Hoc sub-committees
 - ✓ Review Committee
 - ✓ Long Range Planning Committee
 2. Each sub-committee is responsible to select its chairperson and conduct its charge of work based on the annual goals and objectives of the GLC-CoC and in concert with the National Goals and Objectives of HUD for community Continua.
 3. Participating Agencies are expected to have representation on at least one of the committees by a staff member or key volunteer with the organization.

Article VII Amendments

Section 1. Process

Any representative of a participating member agency may propose changes in the Operating Guidelines. To amend the Operating Guidelines:

- A. Suggested amendment is presented to the Executive Committee at a scheduled meeting
- B. The Executive Committee reviews the recommended change and confers with the proposing member to reach a consensus agreement.
- C. The Executive Committee votes on the change at the next scheduled meeting.

Article VIII

Ratification

Section 1. Dates of Adoption or Amendment

A. These Operating Guidelines are duly adopted on this day, **May 16, 2013**

Signed: _____

Title: **Chairperson, Gaston/Lincoln/Cleveland Continuum of Care**

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

This Memorandum of Understanding ("Memorandum") made and entered into this **7th** day of **November, 2013** by and between the North Carolina Housing Coalition ("NCHC"), and the **Gaston/Lincoln/Cleveland Continuum of Care**. The purpose of this Memorandum is to set out the membership and responsibilities of the Carolina Homeless Information Network (CHIN) Governance Committee, the responsibilities of the contributing Continuum of Care (CoC), and the responsibilities of the HMIS Lead or HMIS Administrator Agency.

Background

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

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

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

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

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

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

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

- (1) Designate a single Homeless Management Information System (HMIS) for the geographic area;
- (2) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead or HMIS Administrator;
- (3) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
- (4) Ensure consistent participation of recipients and sub-recipients in the HMIS; and
- (5) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

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

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

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

Membership in the CHIN Governance Committee

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

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

Governance Committee Responsibilities*

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

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

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

* https://www.onecpd.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf

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 Lead or HMIS Administrator Agency Responsibilities*

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

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- 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 it is ended by written notice by either of the Parties to the NCHC. 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.

If an individual CoC wishes to terminate their relationship with CHIN they must provide written notice of the termination 12 months prior to the end of the program fiscal year, which is June 30 to NCHC; If NCHC wishes to terminate this agreement with all CoC simultaneously, NCHC must provide 12 months written notice of termination to all CoC lead representatives 12 months prior to the end of the program fiscal year, which is June 30.

Definitions

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

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

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

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

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

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

- | | |
|--|---|
| <ul style="list-style-type: none">• Asheville/Buncombe County• Chapel Hill/Orange County• Charlotte/Mecklenburg County• Durham/Durham County• Fayetteville/Cumberland County | <ul style="list-style-type: none">• Gastonia/Cleveland/Gaston/Lincoln Counties• Greensboro/High Point/Guilford County• Northwest NC CoC• Raleigh/Wake County |
|--|---|

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

- Wilmington/Brunswick/New Hanover/Pender Counties

- Winston-Salem/Forsyth County
- North Carolina Balance of State

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

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

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


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

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

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

Signature Page

For Gaston/Lincoln/Cleveland Continuum of Care, NC-509

Signature: 
Printed Name: James O. Burgess III
Title: Chairperson
Address: P.O. Box 2466, Gastonia, NC 28053
Phone: 704-866-6766 (RIC, Lead Agency admin office)

North Carolina Housing Coalition: _____
Title: _____
Address: _____
Phone: _____

Gaston Cleveland Lincoln CoC Priority Listings

Tier 1

1. Renewal Permanent Housing Projects: RRH & PSH
2. New Rapid Re housing created thorough reallocation
3. Other Renewal SSO projects

Tier 2

1. Renewal Transitional Housing
 2. COC Planning Costs
-

2013 CoC Program Project Performance Ratings

Agency	Program	Reporting Period	Possible Points Available	Points Received	Minimum Score %	Score Received	Amount of Request
<i>PSH Permanent Supportive Housing</i>							
Partners Behavioral Health	S+C Gaston Samaritan	8/1/2012-7/31/2013	25	24	65%	96%	\$8,757
As One Ministries, Inc.	Second Chance PH	11/01/2011-1/31/2012	43	37	65%	86%	\$70,427
Abuse Prevention Council, Inc.	New Dawn PH	1/01/2012-12/31/2012	34	28	65%	82%	\$6,612
Abuse Prevention Council, Inc.	New Start Ph	3/01/12-2/28/2013	43	35	65%	81%	\$64,174
Partners Behavioral Health	S+C 8910 Merged	4/1/2012-2/31/2013	52	40	65%	77%	\$511,019
As One Ministries, Inc.	Housing First PH	11/01/2011-1/31/2012	40	30	65%	75%	\$63,840
As One Ministries, Inc.	Housing First 2 PH	12/01/2011-11/30/2012	37	26	65%	70%	\$27,128
Partners Behavioral Health	S+C Gaston SMI	8/1/2012-7/31/2013	37	17	65%	46%	\$26,271
<i>SSO Supportive Services Only</i>							
Family Promise of GC, Inc.	Family Promise SSO	7/01/2012-6/30/2013	36	31	65%	86%	\$38,850
Abuse Prevention Council, Inc.	Fresh Start SSO	7/01/2012-6/30/2013	33	19	65%	58%	\$37,158
<i>Transitional Housing</i>							
With Friends, Inc.	SHP TH	8/1/2011-7/31/2012	15	15	65%	100%	\$66,457

*Continuum of Care
Gaston, Lincoln and Cleveland Counties*

P.O. Box 2466
Gastonia, NC 28053-2466

December 6, 2013

MEMO: Steve Crane, Reinvestment in Communities, Lead Agency CoC
Cc: James Burgess, Nicole Dewitt, Ken Hunsucker (Review Committee Members)
FROM: CoC Grant Review Committee
SUBJECT: 2013 CoC Program Competition NOFA Recommendation for Funding

The Review Committee has completed our evaluation of this year's Renewal Project Performance Rating Factors, unmet needs analysis, performance measures stated in the 2012 Consolidated Application, scoring of the 2012 Consolidated Application, HUD recommended funding direction and CoC goal changes. Based on this, we recommend the following:

A. HUD has made it clear that all CoCs should defund transitional housing projects and required CoCs to state in last year's performance measure 3A. Objective 7: Intent of the CoC to reallocate Supportive Services Only and Transitional Housing projects to create new Permanent Housing projects. Our goal established last year is to submit two projects for reallocation in 2013. Therefore, our recommendation is to no longer fund

- 1) With Friends, Inc. Transitional Housing project for the amount of \$66,457 to be reallocated to permanent housing.
- 2) Abuse Prevention Council, Inc. Supportive Services Only project for the amount of \$37,158 to be reallocated to permanent housing.

Reallocations are considered new funding. Following applications entered as a result of the required advertising, we will determine the most suitable candidates for these reallocations.

B. Projects approved for renewal

		Requested	Approve	Performance Rating (65% min.)
Shelter + Care				
Partners Behavioral Health	S+C Gaston SMI	\$26,271	\$26,271	46%
	S+C Gaston Sam	\$ 8,757	\$ 8,757	96%
	S+C 891 Merge	\$511,019	\$511,019	77%
Reinvestment In Communities of Gaston Count, Inc.				
	CoC Planning	\$11,681	\$ 11,681	
Permanent Housing				
	Abuse Prevention Council, Inc. New Start	\$ 64,174	\$ 64,174	81%
	Abuse Prevention Council, Inc. New Dawn	\$ 6,612	\$ 6,612	82%
	Abuse Prevention Council, Inc. Fresh Start	Reallocating to PH		58%
Supportive Services Only				
	Family Promise, Inc.	\$ 38,850	\$ 38,850	86%

C. As One Ministries, Inc. has decided not to renew three permanent housing grants that will expire in 2014 and one grant that will expire in 2015. From Angela Dreher: "As One will not be renewing any of our grants this year. We will finish our current agreements and close out Housing First and Second Chance October 31, 2014, Housing First 2 December 31, 2014 and Housing First 3 February 28, 2015." Therefore, we recommend permanent housing funding from this agency to be reallocated to:

Permanent Housing					
	Family Promise, Inc.	Housing First	\$ 63,840	\$ 63,840	75%
	Family Promise, Inc.	Second Chance	\$ 70,427	\$ 70,427	86%
	Family Promise, Inc.	Housing First 2	\$ 27,128	\$ 27,427	70%



A program of the North Carolina Housing Coalition

CAROLINA HOMELESS INFORMATION NETWORK

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

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.



A program of the North Carolina Housing Coalition

CAROLINA HOMELESS INFORMATION NETWORK

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

Standard Operating Policies

Section 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

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

B. Role as a Data Manager

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

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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	<p>C. Role as an Educator</p> <ul style="list-style-type: none"> ▪ CHIN will network with regional agencies and provide technical assistance on an ongoing basis to these agencies. ▪ CHIN will train and/or monitor the training of End Users for local agencies and continua. ▪ CHIN will maintain records of user training. <p>D. Role as a Technician</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ 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). ▪ CHIN will work collaboratively with agencies for data conversion implementation with communities that choose to utilize a software different than the Collaborative. ▪ CHIN may assist agencies in the preparation of daily procedural backups of HMIS data systems. ▪ 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. ▪ CHIN will coordinate and implement HMIS software upgrades as they become available. ▪ CHIN will monitor HUD developments concerning HMIS and related matters, and advise agencies on relevant issues. <p>CONTINUED ON NEXT PAGE</p>		
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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 Sept 11, 2006
DESCRIPTION	<p>E. Role as a Fiscal Agent</p> <ul style="list-style-type: none"> ▪ Prepare and administer all statewide and regional HMIS grants in which CHIN is the recipient; ▪ Maintain up-to-date and accurate financial records; ▪ Produce financial reports upon request of grantors and/or CHIN Advisory Committee and the Steering Committee, NC Housing Coalition; ▪ Collect and track dues/licensing fees from all participating agencies; and ▪ Provide annual independent financial audit reports to the CHIN Advisory Committee and the Steering Committee, NC Housing Coalition. <p>F. Role as a Monitor</p> <ul style="list-style-type: none"> ▪ CHIN will develop a system in which they are able to control and monitor access/use of the software and statewide network. ▪ CHIN will monitor difficulties/successes of system and provide recommendations as part of a monthly report to the CHIN Advisory Committee. 		



A program of the North Carolina Housing Coalition

CAROLINA HOMELESS INFORMATION NETWORK

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Standard Operating Policies

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

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

PUB A-2: CHIN Governance

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 August 18, 2010 Sept 11, 2006

DESCRIPTION

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

A. CHIN Steering Committee Responsibilities

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

B. CHIN Advisory Committee Responsibilities

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

C. CHIN Lead Agency Responsibilities

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

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



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PUB A-3: CHIN Staff

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.

DESCRIPTION

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

C: CHIN Program Operations Director

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

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

D: CHIN Coordinator(s) Responsibilities:

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

development

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

- required.
- Provides administrative support of CHIN operations including: technical research and writing; agency training; public awareness presentations; and help desk functions.
- Implement and monitor HUD's Data and Technical Assistance Standards for HMIS.
- Assists in external communications including: standard business correspondence; web site updates; training materials; brochures; articles for newsletters; and informational alerts, as assigned.
- Uses the internet for internal and external communications, research, and training.
- Develops positive relationships with both technical and non-technical users.
- Multi-tasks and prioritizes workloads efficiently and effectively, with minimal supervision.
- Assists in covering e-mail and telephone technical support and assistance as needed.
- Works with other CHIN staff, as needed, to address all agency and network concerns.
- This position reports to the CHIN Program Operations Director.

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

E. CHIN Bookkeeping and Contracts Staff

- Program Contracts Manager
 - Manage and/or coordinate the processing of: Grant Applications/Renewals; Contracts; HUD Annual Progress Reports; Grant/Contract Reimbursements; BOS Quarterly Progress Reports; Budget Co-ordination; Policies and Procedures as related to governance ; Agency Agreements and Billings
 - Recruits, trains, supervise, and evaluate Bookkeeping Assistant
 - Works with other CHIN staff, as needed, to address all agency and network concerns.
 - Other duties as assigned to fulfill the core function of CHIN.
 - This position reports to the CHIN Steering Committee and is supervised by the NC Housing Coalition.

- Bookkeeping Assistant
 - Preparation of CHIN agency participation agreements, subscription fee invoicing and collections in coordination with the CHIN Program Contracts Manager.
 - Maintain CHIN membership database based on information provided by CHIN Membership Manager.
 - Assist in the processing of documentation required for grant approvals and renewals.
 - Assist in the allocation of programs and administrative expenses as approved by the NCHC Executive Director and in accordance with GAAP for nonprofit organizations.
 - Track and produce reports for Federal and State contracts and/or grants as required.
 - Assist in the completion of Annual and Quarterly Progress Reports and other required reports as requested.
 - Assist in the preparation of CHIN's annual budget and various HMIS program budgets.
 - Assist in the preparation of monthly statements of financial position and related reports and schedules.
 - Assist in the preparation of necessary documents and coordinate with auditors for annual financial statement audit and review.
 - Assist NCHC Bookkeeper with routine accounting activities to include but not limited to, accounts payable, accounts receivable, payroll reporting etc. and act as backup when required.
 - Perform other general office duties as required.
 - Provide advice and feedback on issues related to finance and accounting areas.
 - Answer phone when required and refer clients to appropriate staff.
 - Works with other CHIN staff, as needed, to address all agency and network concerns.
 - This position reports to the CHIN Program Contracts Manager.

F. Other CHIN Support and Auxiliary Staff

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

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



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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	<p>The following guidelines are created to define the receipt and expenditure of CHIN funds in accordance with NCHC policies and procedures.</p> <ul style="list-style-type: none"> A. Use of CHIN funds should be for authorized purposes only. B. It is the responsibility of CHIN staff to comply with all NCHC, State and Federal accounting policies and procedures. C. CHIN will have access to two types of funding: Agency and Grant accounts: <ul style="list-style-type: none"> ▪ 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. ▪ 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. 		



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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.



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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	<p>The CHIN Steering Committee has empowered the CHIN staff to grant access to the HMIS. If CHIN staff has concerns about granting full access to an agency or program, the CHIN Steering Committee will review the situation and make a determination. Agencies or programs may be granted limited access or denied access to the system if the purpose of the program is counter to the guiding principles of CHIN and/or if there is historical evidence to suggest the agency or program may not fully comply with all policies and procedures stated in this document.</p> <p>If an agency or program is granted limited access or denied access to the system, the agency or program has 30 days to respond to the CHIN Steering Committee with a written appeal. The CHIN Steering Committee will make the final decision within 30 days of receipt of that appeal. All Participating Agencies will be notified before any new agency is granted access to the system.</p>		



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CAROLINA HOMELESS INFORMATION NETWORK

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Standard Operating Policies

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

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PUB A-7: Non-Discrimination Policy

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	<p>The CHIN Steering Committee reserves the right to remove any content that does not comply with CHIN’s non-discrimination policy unless otherwise superseded by HIPAA guidelines or the US Department of Housing and Urban Development’s standards for data security and privacy.</p> <p>Content in violation of this policy will be removed immediately by CHIN personnel without notice.</p> <p>Individuals and agencies found to be in violation of this policy will be notified by the CHIN Staff and/or the CHIN Advisory Committee.</p>		



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PUB A-8: Bowman Systems, Inc. Requirements

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.		



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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 March 24, 2006
DESCRIPTION	ServicePoint™ provides cell level encryption program that encrypts at the field level. Client identifying information that will be encrypted includes: <ul style="list-style-type: none"> ▪ <i>Profile</i> – name, social security number, drivers license, telephone, and emergency contact information; ▪ <i>Household Relationships</i> – name, social security number; ▪ <i>Medical</i> – health provider name and address, description and explanation of health/mental health/substance abuse problems, notes; ▪ <i>Employment, Skills, and Income</i> – employer, supervisor name and address; and ▪ <i>Case Notes</i>. 		



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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.
-



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Standard Operating Policies

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

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



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Standard Operating Policies

Section IIIC – Policies: Participating Agencies
Contractual Requirements and Roles

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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 September 11, 2006
DESCRIPTION	<p>To become a Participating Agency, an organization must complete the Participating Agency Agreement and the CHIN HMIS Preparatory Document and conscientiously use the system. As defined in the Participating Agency Agreement, all participating organizations must:</p> <ul style="list-style-type: none"> ▪ provide or supervise direct services to homeless or at risk individuals; ▪ regularly provide data; ▪ attend trainings as required by CHIN; ▪ provide CHIN with an email address and phone number for all designated End Users; ▪ designate and have trained and certified all users; and ▪ use the HMIS to keep records accurate and up-to date. 		



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PUB C-2: Participating Agency Executive Director

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



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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.

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

Security precautions include:

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



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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 September 7, 2011 August 18, 2010 September 11, 2006

DESCRIPTION

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

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



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Section IIID – Policies: Participating Agencies

Participation Requirements

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PUB D-1: Participation Requirements

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

DESCRIPTION

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



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PUB D-2: Information Security Protocols

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	<p>At minimum, a Participating Agency must develop internal rules, protocols, or procedures to address each of the following:</p> <ul style="list-style-type: none"> ▪ assignment of user accounts; ▪ unattended workstations; ▪ physical access to workstations; ▪ account sharing; ▪ client record disclosure; ▪ report generation, disclosure, and storage; and ▪ destruction of paper records. 		



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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.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	REVISED DATE(S):	August 18, 2010

DESCRIPTION

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

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



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PUB D-4: Shared Data Elements

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 November 5, 2008 March 24, 2006
DESCRIPTION	<p>The Shared Data Elements (SDE) will be collected and shared (as allowed by the client consent and agency procedures) throughout the system. This protects the client from inadvertent disclosure of the type of services they have received and will reduce the creation of duplicate files.</p> <p>The Universal Data Elements are defined in the HUD Data Standards: http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf</p>		



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PUB D-5: Client Consent Procedure

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

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

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

DESCRIPTION

The client consent procedure must include:

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



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Section IIID – Policies: Participating Agencies

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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.		
SCOPE	Participating Agencies.		
EFFECTIVE DATES	July 22, 2005	REVISED DATE(S):	August 18, 2010

DESCRIPTION

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

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

Sample script elements:

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



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

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

DESCRIPTION

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

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

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

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

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

APPEALS PROCESS

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

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

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

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

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

NOTE: The appeals process will not continue beyond step 5



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

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 September 11, 2006 March 24, 2006
DESCRIPTION	<p>If a client would like to have their information removed from the system the client should complete a CHIN Request for Removal form and submit it to a Participating Agency’s Executive Director. The Executive Director will then forward the request to CHIN. CHIN System Administrators will review the request, review the client file, and take appropriate measures to remove the client from the system.</p> <p>NOTE: Bowman Systems, Inc. will not be required to remove the client’s information from archival records. Should the archival records be needed to repopulate the CHIN system, CHIN System Administrators will then remove the client from the repopulated system. Refer to section A for details on Bowman Systems, Inc. storage facility.</p>		



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PUB D-9: Reporting Suspected Privacy Violations

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

DESCRIPTION

If a client or a user feels there has been a violation of a client's privacy, that individual will report the suspected violation and violator to a CHIN System Administrator. (Clients may either submit the report to a Participating Agency and the agency will forward the report to CHIN or the client may submit the report directly to CHIN.)

The report should include:

- Date of report
- Name & contact information of person filing report
- Date of suspected violation
- Nature of suspected violation
- Evidence of suspected violation
- Affected client file(s)

The CHIN staff will review the report and the affected file(s) and may consult the CHIN Advisory Committee or approved subcommittee. If the CHIN Advisory Committee or approved subcommittee decides that a violation has occurred, sanctions may be applied. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license for 2 weeks
- Suspension of related user privileges & license for 1 month
- Revocation of related user license
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

If the client is not satisfied with the results, the client may appeal the decision one time.

APPEALS PROCESS

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

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

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

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

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

NOTE: The appeals process will not continue beyond step 5



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PUB D-10: CHIN Requests of Participating Agencies

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 September 11, 2006

DESCRIPTION

In maintaining the system, the CHIN Directors and Coordinators may need to request action by or information from Participating Agencies. Those requests may include but are not limited to requests for information on hardware and software at the agency, transfer of data from a duplicate file to an original file, to provide refresher training to end-users, to reset passwords, and to add or delete steps in the data entry process. The procedure for requests follows:

- CHIN staff requests, in writing, information, action, or change in procedure from the Participating Agency
- Participating Agency complies with the request and replies, in writing, to the CHIN staff
- OR
- Participating Agency Executive Director responds in writing of the Participating Agency's objection to the request within 15 days of receipt of the original request
- CHIN Advisory Committee or approved subcommittee accepts the objection
- OR
- CHIN Advisory Committee makes recommendation to the NC Housing Coalition Board to apply sanctions that may include:
 - Formal letter of reprimand
 - Temporary suspension of access to the system
 - Revocation of access to the system
 - Criminal prosecution



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PUB D-11: Sharing Client Level Data

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 August 18, 2010
DESCRIPTION	<p>The data for programs of participating agencies is shared though out the agency and may be accessed by the Continuum of Care (CoC) to which it is a member. Participating Agencies must develop a plan that identifies with which other Participating Agencies the original Participating Agency will share information. CHIN recommends using a Qualified Service Organization Business Associate Agreement (QSOBA) for this purpose. CHIN will provide Participating Agencies with a QSOBA template.</p> <p>If a Participating Agency shares client level information using non-HMIS means (paper records, faxes, verbal reports, etc) the Participating Agency must have the client's permission for the disclosure. In addition, the Participating Agency must include a written statement that the information disclosed is protected by Federal law and that the recipient may not make any further disclosure unless permitted by the regulations.</p>		



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Section III E – Policies: Participating Agencies

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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 Sept 11, 2006 Mar 24, 2006

DESCRIPTION

User Access Privileges to the system

A. User Access: End User access levels will be set to the system default as determined by CHIN staff. Agencies must submit a written request, with justification/explanation, to have user access rights expanded. CHIN staff may determine the need for advanced, or Power User, access and grant that access as needed.

B. User Name Format: CHIN staff will create all usernames using the First Initial of First Name and Last Name, whenever possible. Example John Doe's username would be JDoe. In the case where there are two people with the same first initial and last name, a username that uses a combination of initials and names will be used, ex. JohnD or doej or jdoe1.

C. Passwords:

1. *Creation:* CHIN staff will create a temporary password and will communicate the password to the user via email.

2. *Use of:* The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters, contain at least 2 numbers, and contain at least 1 capital letter.

3. *Expiration:* Passwords expire every 45 days.

4. *Termination or Extended Leave from Employment:* The Participating Agency's Executive Director will notify CHIN staff to terminate the rights of a user immediately upon termination from their current position. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 5 business days of the start of their leave. CHIN staff is responsible for removing users from the system. CHIN staff must update the access list on a regular basis.



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PUB E-2: Access Levels for System Users

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 Sept 11, 2006 Mar 24, 2006

DESCRIPTION

Designation of ServicePoint™ Users

User Levels: There are many levels of access to ServicePoint™. Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities. Below is a list of the most common access levels, see the help section of ServicePoint™ for a description of all the levels.

Most users will be assigned the Case Manager 2 access level. Advanced access levels will be assigned based on CHIN Staff Recommendations. Participating Agency may request additional access rights as described in PUB E.1.

A. Agency Volunteer: Access to ResourcePoint™, limited access to ClientPoint™, and limited access to service records. A volunteer can view or edit basic demographic information about clients (the profile screen), but is restricted from all other screens in ClientPoint™. A volunteer can enter new clients, make referrals, or check-in/ out a client from a shelter. A volunteer does not have access to the “Services Provided” tab in ServicePoint™. Normally, this access level is designed to allow a volunteer to do the intake and then refer the client to agency staff.

B. Agency Staff: Access to ResourcePoint™, limited access to ClientPoint™, full access to service records. Agency staff has access to most functions in ServicePoint™. However, agency staff can only access basic demographic data on clients (profile screen). All other screens are restricted. Full access to service records is provided. Agency Staff can also add news items to the newswire feature. No reporting access.

C. Case Manager: Access to ServicePoint™ features, excluding administrative functions. Case managers have access to all screens within ClientPoint™ and full access to ServicePoint™. Full reporting access.

D. Case Manager 2: Same as C above, with access to health module. This is the default system access level for End Users.

E. Agency Administrator: Access to all ServicePoint™ features, including agency level administrative functions. This level can add/remove users from their agency and edit their agency and program data. Full reporting access.

F. Agency Executive Director: Same as Agency Administrator above with the ability to delete Agency Administrator accounts.

G. System Administrator I: Access to ClientPoint™, ServicePoint™, or ShelterPoint™. Has access to the administrative functions. The System Administrator I can setup new agencies, add new users, reset passwords, and access other system-level options. The System Administrator I seeks to maintain the system. The System Administrator I can order additional user licenses and modify the allocation of licenses.

H. System Administrator II: Full access to the system, supervises the System Administrator I.



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PUB E-3: Unique User ID and Password

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 Sept 11, 2006 Mar 24, 2006 Oct 10, 2005

DESCRIPTION

A. Discretionary Password Reset: Initially each user will be given a password for one time use only. The initial or reset password will be randomly generated by the system and issued to the Participating Agency's End Users by a CHIN System Administrator. NOTE: The system will prompt the user to change the initial or reset password.

B. Forced Password Change (FPC): FPC will occur every forty-five (45) days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

C. Unsuccessful Logon: If a User unsuccessfully attempts to logon three times, the User ID will be "locked out", access permission revoked and unable to gain access until their password is reset in the manner stated above.

D. Responsibility for User Accounts:

- CHIN is responsible for establishing, reviewing, and maintaining all user accounts.
- Ensuring ethical use of End User accounts are the responsibility of the End User and their Agency Executive Directors.

E. User Authentication

- Passwords may not be stored or displayed in any publicly accessible location.
- Users may not log onto more than one workstation at a time.
- Passwords must be at least eight (8) characters long, include at least two (2) numbers and one (1) capital letter, not include the user's name, the HMIS name, the Participating Agency's name, or the vendor's name, and not consist entirely of words, spelled forwards or backwards, found in a common dictionary.



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PUB E-4: Access to Data

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.
- B. Raw Data:** Users who have been granted access to the system's ad hoc reporting tool have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the system in raw format to an agency's computer, these data then become the responsibility of the agency. A participating Agency should develop protocol regarding the handling of data downloaded.
- C. Agency Policies Restricting Access to Data:** The Participating Agencies must establish internal access to data protocols. These policies should include who has access, for what purpose, and how they can transmit this information. Issues to be addressed include storage, transmission and disposal of these data.
- D. Request for copy of Agency Specific SQL Database from CHIN:** Participating Agencies that would like a copy of their agency's data in SQL format will be required to submit a written request to CHIN. Requests require that the agency's data be decrypted at the central server. Expense for conversion of data may be charged to the Participating Agency. Requests will only be granted under the following circumstances: 1) the agency does not wish to participate in the HMIS any longer; and 2) the agency wishes to host their own data. All other requests will be at the discretion of CHIN.



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PUB E-5: Client Paper Records

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	<p>The Participating Agencies agree to establish the following procedures regarding which staff has access to client paper records:</p> <ul style="list-style-type: none"> ▪ apply all related HUD and legal standards to access and security of client records ▪ 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; ▪ identify how and where client paper records are stored; ▪ develop policy regarding length of storage and disposal procedure of paper records; and ▪ develop policies on disclosure of information contained in client paper records. 		



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PUB E-6: Hardware Security

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 Sept 11, 2006

DESCRIPTION

A. Access to Computing Facilities and Equipment

- CHIN staff, with Participating Agencies, will determine the physical access controls appropriate for their organizational setting based on the security policies, standards and guidelines discussed in this document. The controls will include ensuring that computers in public locations are staffed, require password protected screen savers, or require the user to log off whenever leaving the workstation.
- All those granted access to an area or to data are responsible for their actions. Additionally, those granting another person access to an area, are responsible for that person's activities.

B. Media and Hardcopy Protection, Transportation and Destruction

- Printed versions of confidential data should not be copied or left unattended and open to unauthorized access.
- Media containing client-identifying data will not be shared with any agency other than the owner of the data for any reason. CHIN System data may be transported by authorized employees using methods deemed appropriate by the participating agency that meets the above standard.
- Reasonable care should be used, and media should be secured when left unattended.
- Magnetic media containing CHIN System data that is released and/or disposed of from the Participating Agency and CHIN should first be processed to destroy any data residing on that media.
- Degaussing and overwriting are acceptable methods of destroying data.
- Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained.
- CHIN System information in hardcopy format should be disposed of properly. This may include shredding finely enough to ensure that the information is unrecoverable.



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CAROLINA HOMELESS INFORMATION NETWORK

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PUB E-7: Electronic Access Control

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 Sept 11, 2006 Mar 24, 2006

DESCRIPTION

All users will be granted access to the system based on logical need (See PUB E.2). Need exists only for those agency staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

Participating Agencies and CHIN staff must regularly review user access privileges and inactivate identification codes and passwords from their systems when users no longer require access. In addition, Administrators must implement discretionary access controls to limit access to the HMIS information when available and technically feasible.

All the system resources will be protected at all times by a firewall. Workstations that access the HMIS through a modem will be behind a firewall. If workstations access the internet through a central server, the central server will be behind a firewall.

Access control measures should include:

- access to computer terminals within restricted areas should be controlled through a password or through physical security measures;
- each user should have a unique identification code;
- computer terminals should have screensavers that turn on after a period of inactivity and that require the entry of a password before accessing files or programs;
- each user's identity should be authenticated through an acceptable verification process;
- passwords are the individual's responsibility, and users cannot share passwords;
- users should be able to select and change their own passwords, and must do so at least every forty-five (45) days. A password cannot be re-used until 2 password selections have expired;
- passwords should not be able to be easily guessed or found in a dictionary. The password format is alphanumeric;
- any passwords written down should be securely stored and inaccessible to other persons; and
- users should not store or use the "remembering" function to store passwords on a personal computer for easier log on.

<http://www.hud.gov/offices/cpd/homeless/rulesandregs/fr4848-n-02.pdf>



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

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 Mar 24, 2006
DESCRIPTION	<p>Data integrity controls must comply with all HUD standards and should encompass both manual and electronic processing. Errors, duplications, omissions and intentional alterations should be discovered and investigated. Many data integrity controls and enforcement procedures are built into the system. Only authorized personnel are permitted access to authorized records. Neither CHIN staff nor Bowman Systems will make unauthorized changes to data in the back-end of the system.</p> <p>Participating Agencies should develop policies for the manipulation, custody, and transmission of client-identifying data sets stored on local computers.</p> <p>Administrators of the HMIS must be aware of access-control vulnerabilities for that data while they are in transmission within the network. Participating Agencies should be aware of the costs to implement secure engineering solutions. However, steps must be taken to ensure proper solutions for security of the data, not necessarily those of least cost. Transmission of data is vulnerable to (1) unauthorized users (2) loss of connection to Internet or the system, (3) unauthorized use by authorized users.</p>		



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

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 Sept 11, 2006

DESCRIPTION

A. Auditing: All changes to the data contained within the system will be automatically logged and audited regularly. Any time a client page is added, edited, deleted, or viewed by a system user, that information will be logged. CHIN staff will periodically review the log of changes and investigate unusual changes.

B. Monitoring: CHIN will conduct a periodic programmatic review of the Participating Agency to ensure compliance with the Participating Agency Agreement. (A review may involve an HMIS audit and or site visit with special attention given to the handling of client information and security procedures.) Within two (2) weeks of any review, CHIN will, in writing, submit to the Participating Agency any problems or deficiencies and a plan of correction concerning compliance with the agreement. Should the Participating Agency fail to remedy the deficiencies within the time frame provided, CHIN may terminate this Agreement and reclaim all user licenses, providing that CHIN supplies the Participating Agency with a written notice within five (5) days.

As part of the monitoring process the following guidelines apply:

- CHIN staff will monitor compliance with the data security standards.
- All users are obligated to report suspected instances of noncompliance.
- The CHIN staff will review standards violations and recommend corrective and disciplinary actions as stated below.
- Users should report security violations to CHIN staff

C. Violations: Any exception to the policies and procedures not approved by CHIN is a violation, and will be reviewed for appropriate disciplinary action that could include criminal prosecution. Any user found to be in violation of security protocols will be sanctioned accordingly. Sanctions may include but are not limited to:

- A formal letter of reprimand;
- Suspension of related user privileges & license(s) for 2 weeks
- Suspension of related user privileges & license(s) for 1 month
- Revocation of related user license(s)
- Suspension of all Agency licenses
- Revocation of all Agency licenses
- Criminal prosecution

D. Exceptions: All exceptions to these policies and procedures are to be requested in writing by the Executive Director of the Participating Agency and approved by the CHIN staff and CHIN Advisory Committee.



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PUB E-10: Report Classification, Release, & Distribution

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 October 7, 2008 June 23, 2008 May 7, 2008

DESCRIPTION

NCHC and the CHIN Reports Subcommittee will review all requests for custom reports to approve or deny the requests, ensure that the reports are appropriately classified and that the data are handled according to the following procedures. Reports will not be shared beyond their intended audience.

A. Classifications:

- *Public* - Aggregated, de-identified information approved for publication by NCHC and the CHIN Reports Subcommittee. Examples include aggregate numbers, charts, and graphs designed for presentation to stakeholders. Agency specific data will NOT be included. Client identifying information will NOT be included.
- *Community* – Information not approved for external use but approved for organizations or individuals who have a contractual agreement with CHIN (Member Agencies and “Associates”). Agency/program information may be included. Client identifying information will NOT be included. Examples include Data Quality reports and summary project reports.
- *Agency* - Information not approved for publication but approved for Member Agency or CHIN use. Client identifying information may be included. Examples include data entry checks or other reports measuring data quality and identifying specific files, draft reports, fragments of data sets, or data without context. NOTE: Reports run by end-users that include client identifying information are classified as Agency and should not be distributed beyond the agency.
- *Restricted* - Information not ever scheduled for publication. Examples include data sets imported from agencies or groups not actively using the HMIS but who have entered into a QSOBA with CHIN and/or a participating CoC to import data into the CHIN HMIS.

B. Procedures for transmission and storage of data:

- *Public* : Security controls are not required. Accompanying analysis from NCHC may be required.
- *Community*: Security controls are not required. Accompanying analysis from NCHC may be required.
- *Agency*: Requires password protection for delivery and storage. Electronic copies must be magnetically overwritten and hard copies of the data must be destroyed. Accessible only to agency and CHIN employees.
- *Restricted* : Need to know access only. Requires auditing of access and must be stored in a secure location. There are not special requirements around destruction of these data If mailed internally must be labeled confidential; can be mailed first class.

All reports must be classified public, community, agency, or restricted. All reports must be handled according to their classification. Failure to handle reports properly is a violation of this policy.

C. Release of data principles:

- Agencies will be notified as soon as possible when a report that will

identify specific information about their agency or program by name has been requested. The notification will include the contact information of the organization/individual requesting the data, description of the data, copy of the final report, and release date. Confirmation of receipt of the notification is not required for the report to be produced or distributed. NOTE: Only organizations with a contractual agreement with CHIN can receive a Community level report.

- Affected agencies will receive a draft copy of a Community level report 30 days before it is released. The report will be re-generated after the 30 day waiting period and then submitted as final with the Accompanying Statement. During the review period, agencies are encouraged to correct any data entry errors for the report. NOTE: Data Quality reports are not subject to the 30 day review period.
- Aggregate data will only be released with the permission of NCHC and the CHIN Reports Subcommittee.
- Aggregate reports may be available in a password protected section of the CHIN website.
- Only de-identified, aggregate data will be classified as Public and released for general use unless special permission is given by NCHC and the CHIN Reports Subcommittee;
- There will be full access to aggregate data for all Member Agencies;
- Aggregate data will be available in the form of an aggregate report or as a raw data set;
- Aggregate data may be made available to the individuals and organizations who are not a part of CHIN with permission of NCHC and the CHIN Reports Subcommittee; and
- Parameters of the aggregate data, that is, where the data comes from and what it does and does not include will be presented with each report
- All research produced with data from the HMIS will list the NCHC as co-author.
- All publication and presentation of research produced with data from the HMIS will include NCHC.
- Organizations requesting data and assistance with reports may be charged for CHIN staff time.



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

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	<p>No client-identifying data will be released to any person, agency, or organization that is not the owner of said data without the permission of the client or the agency that entered the data and CHIN.</p> <p>When a person or organization requests data, the requestor must submit an HMIS ART Report Request Form including:</p> <ul style="list-style-type: none"> ▪ agency's name; ▪ data requested; ▪ time period data should cover; ▪ intended use of data; and ▪ a list of any publications and organizations that may receive a report based on the requested data. <p>Any request for data from any person, agency, or organization other than the owner will be forwarded to CHIN for review. Pursuant to CHIN policy any outside entity must obtain the written consent of every client contained within the specified dataset prior to the release of the data.</p>		



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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 Sept 11, 2006
DESCRIPTION	<p>Participating Agencies beginning implementation must have developed/reviewed all participation agreements and client consent protocols. In addition, the agency must also have identified email address(es) and phone number(s) for contacting End Users and have made proper arrangements for technically accessing the system.</p> <p>The Participating Agency must complete all readiness forms and initial certification training before moving on to Full Implementation.</p> <p>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.</p> <p>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.</p>		



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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	<p>Participating Agencies will receive support from CHIN staff to enter and sustain Complete Implementation for the duration of their project involvement. At this point the information that has been entered into the statewide database can be used to produce an unduplicated count of clients served. Participation at this level allows for program evaluation activities including review of service delivery system, analysis of client outcomes as well as computation of actual turnover rates. Participating Agencies must complete Initial Training before moving onto Complete Implementation. Activities that must be completed include creation of User IDs and passwords by CHIN staff, demonstration of an understanding of client confidentiality and data integrity procedures, and navigation around the HMIS.</p> <p>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.</p> <p>B. Requirements to Enter Full Integration: Completion of Initial Training.</p>		



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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 Sept 11, 2006
DESCRIPTION	<p>Participating Agencies may apply for Advanced Training. Advanced training will enable End-Users to generate meaningful reports, interpret results, and trouble shoot data entry errors. Participating Agencies must complete Full Implementation before moving on to Advanced Training. Activities that must be completed include demonstration of an understanding of client confidentiality and data integrity procedures, navigation around the HMIS, and generation of standard reports. Note: Advanced Training is only for users with a thorough understanding of the operation of an HMIS and of required reports. Intermediate to advanced computer skills are required.</p> <p>A. Definition: Advanced Training may be offered to End Users. The training will cover report generation, trouble shooting, and data analysis.</p> <p>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.</p>		

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Order Number : 54538783
PO Number : Steve
Customer : 180006232 Reinvestment in Communities of Gastonia, Inc
Contact : Stephen Crane
Address1 : PO Box 2466
Address2 :
City St Zip : Gastonia NC 280532466
Phone : (704) 866-6766
Fax :
Credit Card :
Printed By : Bernadette Eberli
Entered By : Bernadette Eberli

Keywords : THE GASTON- LINCOLN-CLEVELAND COUNTY CONTINUUM OF CARE
Notes :
Zones :

Ad Number : 54615147
Ad Key :
Salesperson : 68 - Bernadette Eberli
Publication : Gazette
Section : Classified Section
Sub Section : Classified Section
Category : Legals 000
Dates Run : 09/15/2013-09/22/2013
Days : 3
Size : 3 x 2.77, 27 lines
Words : 165
Ad Rate : L - Gaston
Ad Price : 403.80
Amount Paid : 0.00
Amount Due : 403.80

**THE GASTON- LINCOLN-CLEVELAND COUNTY
CONTINUUM OF CARE (COC)
ANNOUNCES THE HUD COC PROGRAM FUNDING
AVAILABILITY FOR THE 2014 PROGRAM YEAR
(FY2013)**

Agencies who wish to apply for new or renewal funding must request a THRESHOLD QUESTIONNAIRE from and return to via email only at marilypriceric@gmail.com no later than **12:00 Noon, Wednesday, September 25, 2013**. Required document attachments must be included along with a Letter of Intent signed by the agency's chairperson of the board of directors.

Upon receipt of a completed Threshold Questionnaire, an acknowledgement letter will be sent to the agency's Executive Director.

A **required** application orientation meeting will be held **on Thursday, September 26, 3:00 PM** at **512-B Willow Street, Gastonia, NC 28054**. The application orientation purpose is to provide an outline of project expectations, available funding amounts, and steps needed to complete a full application for this year's competition. Applications will be submitted through E-SNAPS and approved applicants must have complete understanding of this application tool.

3C-September 15, 18 & 22, 2013