NC Balance of State Continuum of Care

New ESG Applicant Webinar
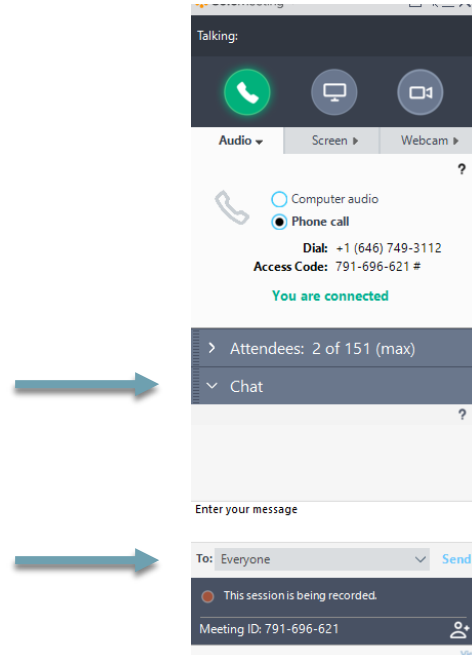
November 19, 2019

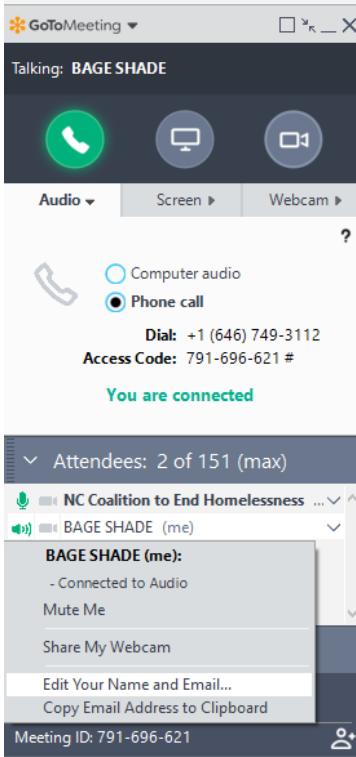10:30 AM

Welcome

- Reminders
  - Your line is muted. We will unmute the line during Q&A pauses.
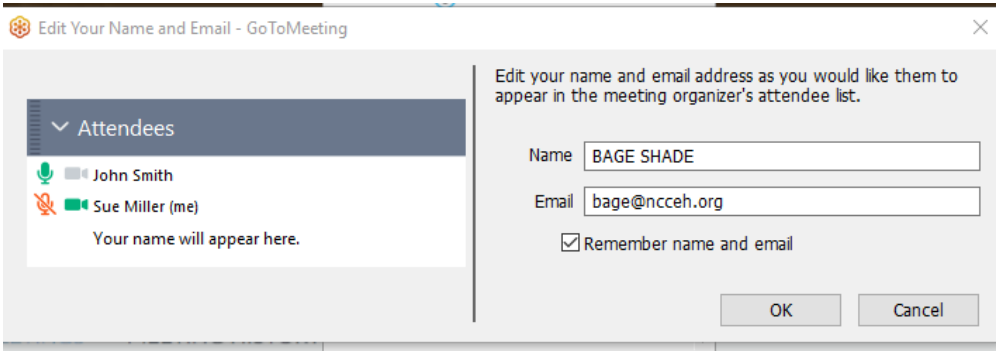 - The chat box is available

Roll Call

- All participants should enter their full names to be counted towards attendance.

NC Balance of State Continuum of Care

New ESG Applicant Webinar

November 19, 2019

10:30 AM

Agenda

Today's agenda

- ESG program overview
- Compliance
- Coordinated entry
- HMIS
- Administration
- Next Steps

ESG Program Overview

HUD sets priorities for the ESG program

- Broaden existing emergency shelter and homelessness prevention activities

- Emphasize rapid re-housing

- Help people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness

- Despite activity type funded, ESG funding should be assisting people to access or maintain permanent housing!

ESG:
Emergency Solutions Grants

Purpose:

- Provide assistance to rapidly re-house persons who are currently experiencing homelessness.

- Assist in meeting the costs of operating emergency shelters

- Restrict the increase of homelessness through the provision of preventive programs and activities

5 eligible components under ESG

Emergency Response		Housing Stability	
Emergency Shelter	Street Outreach	Rapid Re-Housing	Targeted Prevention

HMIS

Flow of ESG funds

HUD

DHHS

Entitlement
Communities
(none in NC BoS CoC)
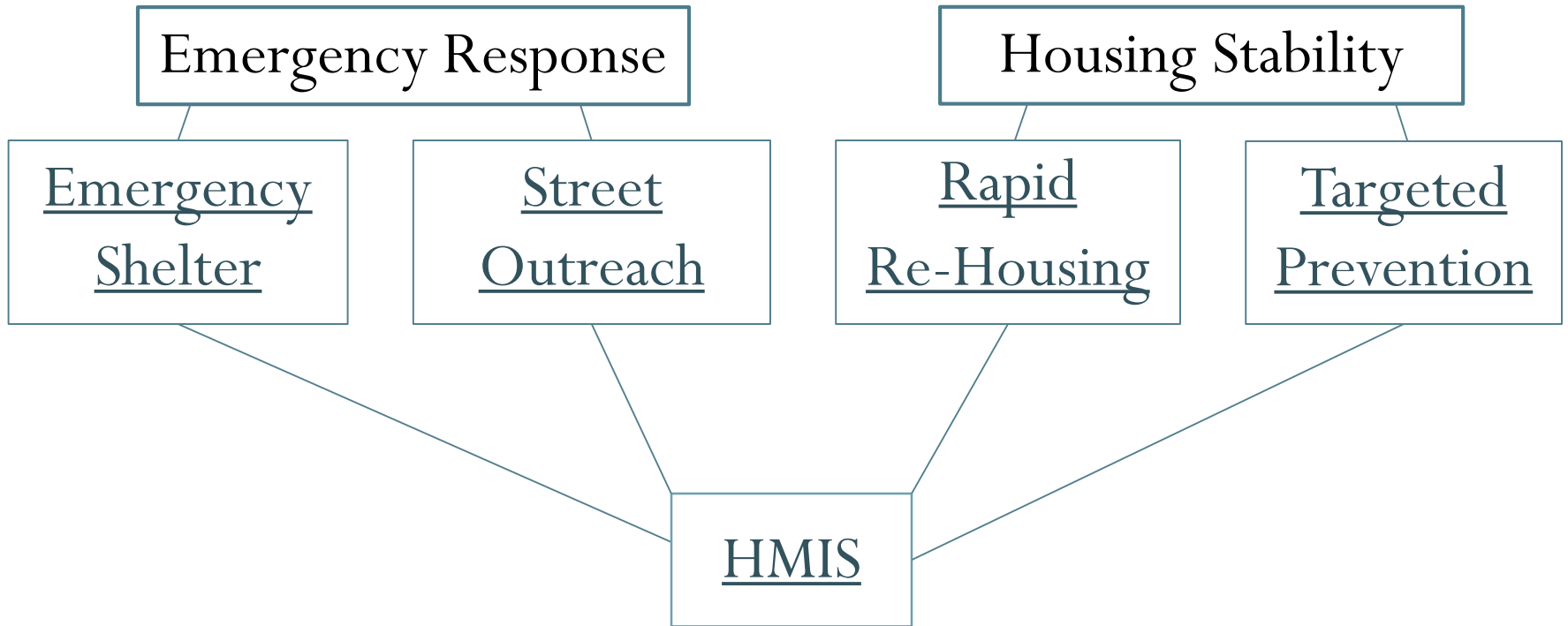
Agencies
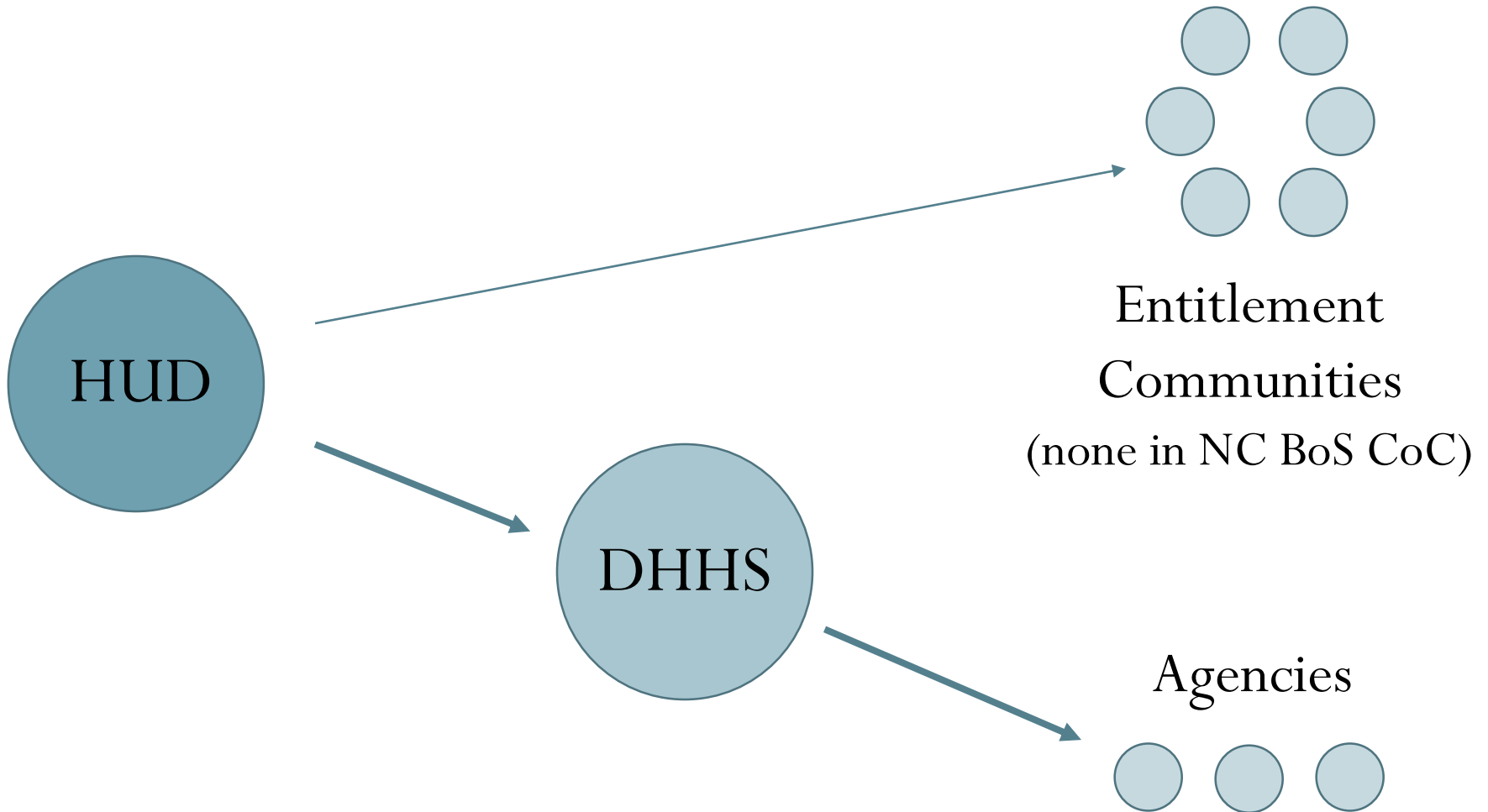
Street outreach

- **Serves unsheltered homeless individuals**
  - Assertive outreach
  - Passive outreach

- **Essential services:**
  - Engagement
  - Case management
  - Emergency physical and mental health services
  - Transportation

Emergency shelter

- **Serves people staying in emergency shelters**

- **Essential services:**
  - Case management
  - Childcare, education, employment, and life skills services
  - Legal services
  - Physical health, mental health, and substance abuse services
  - Transportation

- **Operations**

Rapid Re-Housing

- **Serves literally homeless individuals/families**
  - Emergency shelters (Category 1)
  - Unsheltered people (Category 1)
  - People fleeing DV situations (Category 4)

- **Eligible activities:**
  - Housing location services
  - Financial assistance (up to 24 months)
  - Stabilization services

Homelessness Prevention

- **Serves people imminently at-risk of homelessness at <u>and</u> below 30% of Area Median Income**
  - Stay in current housing
  - Move into other sustainable housing

- **Eligible activities:**
  - Housing location services
  - Financial assistance (limited)
  - Stabilization services

HMIS

- **Support entry of data for other ESG activities**

- **Eligible costs:**
  - Computer hardware, software
  - Office space, utilities, and equipment
  - Salaries for HMIS entry
  - Staff travel for training/intake activities
  - Participation fees (none in NC BoS CoC)

Compliance

ESG grantees have three levels of narrowing compliance

- HUD Compliance
  - ESG Regulations: https://www.hudexchange.info/resources/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

- State ESG office Desk Guide:
  - https://files.nc.gov/ncdhhs/NCDHHS_Desk%20Guide%20July2019_FINAL_0.pdf

- NC BoS CoC Written Standards
  - http://www.ncceh.org/bos/

Coordinated Entry

# Coordinated entry systems help people find permanent housing

- Creates defined access points into homeless system with clear referral system to emergency services

- Assesses all individuals experiencing homelessness the exact same way for permanent housing

- Permanent housing programs take all referrals through the CE system (not first-come, first-served)

NC BoS CoC coordinated entry system
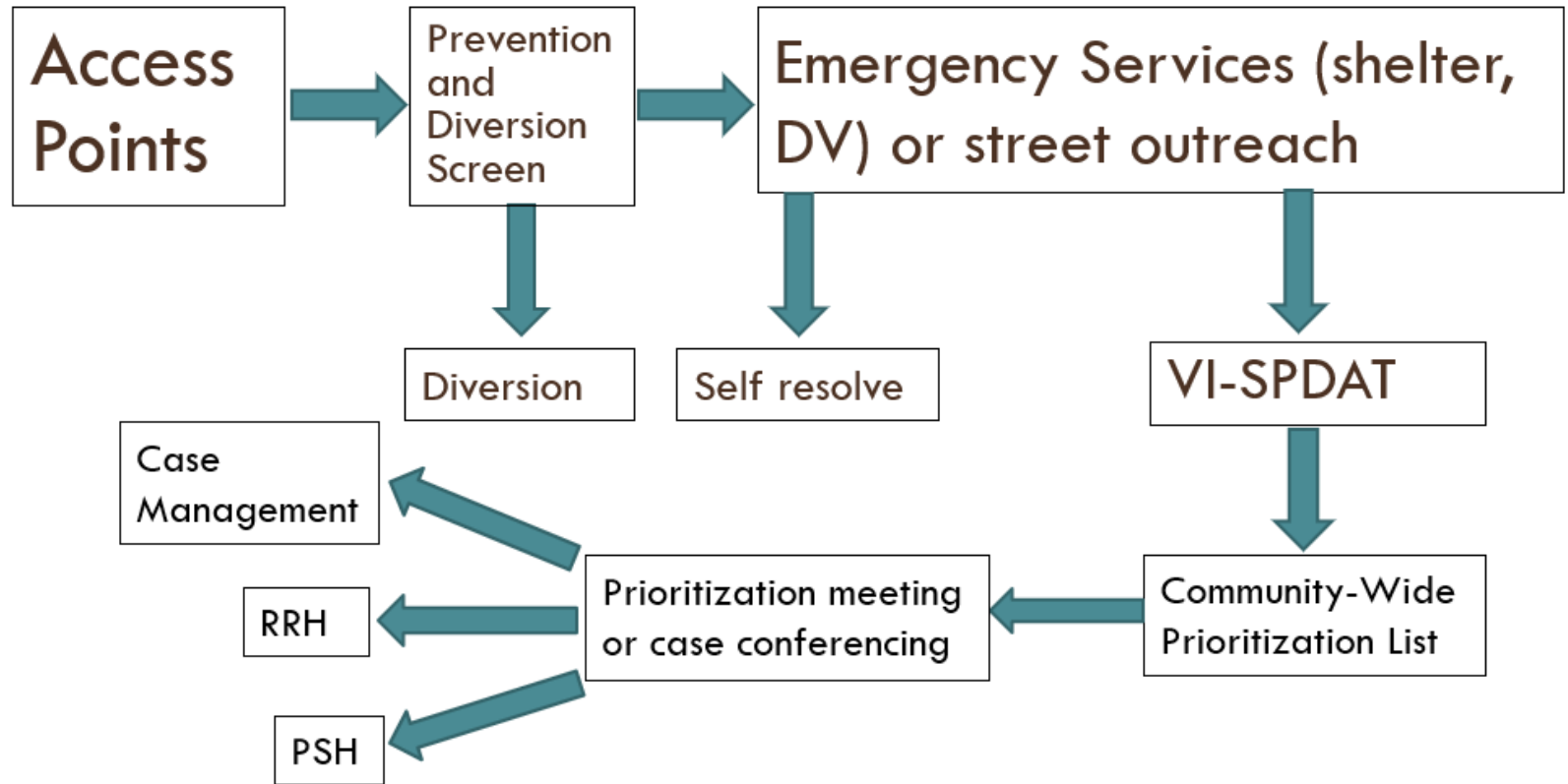
Access points

- "Front Door" to the homeless system

- Administer Prevention and Diversion Screen, then make appropriate referral (with warm handoff), as needed

- Ideally, no one gets a shelter bed or receives diversion assistance without having a Prevention & Diversion screen completed first (unless their safety is in jeopardy)

Shelters as access points

- Shelters can be the access points for the CE system.

- They must do the P&D screen on everyone who comes in their doors and make referrals appropriately, regardless of whether someone is eligible for their program.

Access points

- Prevention & Diversion Screen, with training, is available here:
  - http://www.ncceh.org/bos/coordinatedassessment/

VI-SPDAT

- Shared assessment tool that screens for someone's vulnerability to mortality and appropriate fit for housing programs
  - Only administered to literally homeless households
  - For newly homeless: administered 14 days after entering shelter
  - For unsheltered homeless, should be administered immediately

VI-SPDAT

- VI-SPDAT, with training, available here:
  - http://www.ncceh.org/bos/coordinatedassessment/

Prioritization Waiting List

- Once VI-SPDAT completed, information referred to CE Lead for inclusion on region's prioritization waiting list

- List prioritized based on VI-SPDAT score and other agreed-upon factors:
  - Factors could include: DV, being unsheltered, emergency room visits, Veterans, etc.
  - Factors that cannot be included: Income (or lack of), gender, race, disability, substance abuse history, criminal history

Case Conferencing

- Case conferencing is a regular meeting where all providers come together to:
  - Refer and select households
  - Troubleshoot and get advice
  - Seek other housing options (than CoC- or ESG-funded housing programs)
  - Handle exceptions

Lowering Barriers

- CE does not work if programs have too many barriers to entry!

- Programs should lower their eligibility criteria to the bare minimum in order to have a system that best serves people experiencing homelessness.

Case Management Tool

- Third part of coordinated entry in NC BoS CoC
  - Assesses client's progress toward stability and independence
  - Required for housing programs to determine levels of assistance needed over time

- Case management tool, with training, available here:
  - http://www.ncceh.org/bos/coordinatedassessment/

Resources

- All forms and trainings on each form, as well as the NC BoS CoC Coordinated Entry Written Standards, are available at:

  - http://www.ncceh.org/bos/coordinatedassessment/

HMIS Introduction

H	Homeless
M	Management
I	Information
S	System

HMIS data will help end homelessness

HMIS data influences policy

HMIS data helps communities

HMIS provides state level data

2019 Homelessness in North Carolina

9,314 people experienced homelessness in North Carolina on one night during the last week of January 2019.

27,900 Using this snapshot from January and data indicating the frequency of new episodes of homelessness, an estimated 27,900 people will experience homelessness in 2019.

0.5% ↑ The number of people experiencing homelessness during one night increased by 0.5% or 46 people in one year from 2018 to 2019.

HMIS Role: Agency Administrator

Act as the FIRST point of contact

Ensure compliance with established policies and procedures

Attend trainings and meetings related to HMIS

Maintain data quality standards

HMIS Role: End User or Case Manager
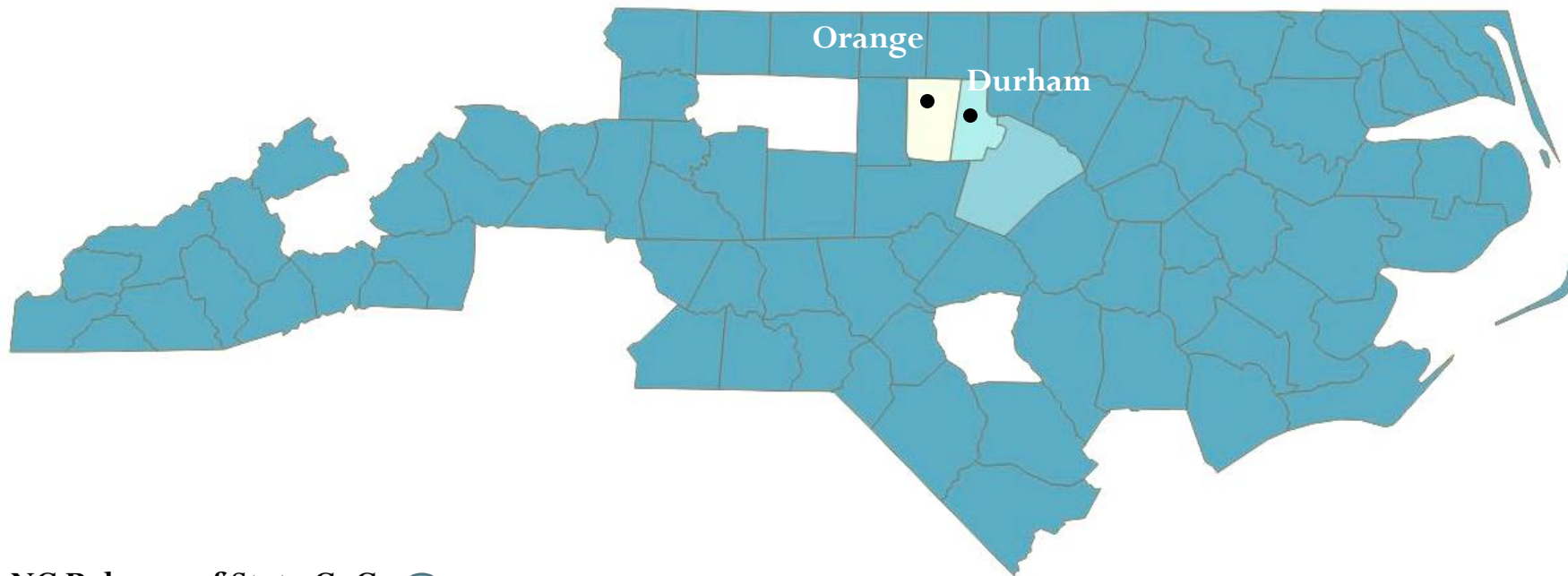
Record client engagement

Follow policies and procedures

Attend trainings for HMIS to stay updated

NCCEH's Data Center Covers 81 Counties in NC

Orange

Durham

NC Balance of State CoC ⬭

How to get access

Request HMIS Licenses by Dec 3

Submit a NC Balance of State CoC License Request Form from ncceh.org/hmis/trainings

NC COALITION to end **HOMELESSNESS**

Edit Header-Logo Box

Tools for Change	Programs	Data Center	News & Events	About Us

Edit Nav

Data Center

HMIS

Other Resources

Data, Research, & Publications

NCCEH Data Center Trainings

NC HMIS Training

As the Local System Administrators (LSAs) for the Balance of State, Durham, Orange, and Wake CoCs, the NCCEH Data Center supports the training of new users. And we are exited to have you join the HMIS User community here in North Carolina!

So you want to access HMIS?

NC HMIS Training is completed through NCCEH's supplemental HUD Data Standards material below, and our HMIS Lead MCAH's website. In order to grant a license, you need to complete the trainings, take the quizzes, and email the NCCEH Data Center your certificates.

If your agency is already on HMIS, ask your Agency Administrator to request an HMIS license through our Balance of State or Triangle CoCs License Request Forms. If you are with an agency that would like to join HMIS, please email us at the HelpDesk.

The Training Process

1. Send Agency, Project, and User details via Form
2. Take Trainings Online, send certificates, complete sample client in Training Site
3. Sign Documents Online

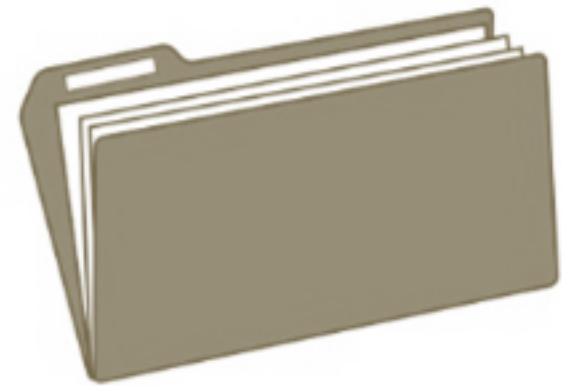**Contact the Data Center at any point for any and all questions!**
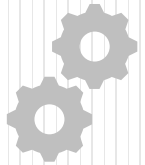
Data Collection Essentials

HMIS client record = Electronic client file

HMIS

Client Record

The data you enter into HMIS MATTERS!

HMIS Data Standards
MANUAL

April 2018

U.S. Department of Housing and Urban Development

Aligns with Version 1.3 of the HMIS Data Dictionary

Universal Data Elements

&

Project Specific Elements

Click on image for the HUD Data Standards Manual

Universal Data Elements (UDE)

Required for all

Critical to federal reporting

LSA, PIT, APR, CAPER, HOPWA, SSVF upload, etc.

Useful to track

Establish the baseline data for analysis

Universal Data Elements

- Name
- Social Security Number
- Date of Birth
- Gender
- Race
- Ethnicity
- Veteran Status
- Disabling Condition
- Project Entry Date
- Project Exit Date

- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date
- Living Situation

Required for all projects participating in HMIS, regardless of funding source

HMIS Data Collection Stages

Record Creation	Project Start	Interim Update	Annual Review	Project Exit	Post Exit

365

| When client record is created | At every project start | At multiple points during project enrollment | Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date | At every project exit | Follow-up after project exit (optional) |

Null Response Categories

Client doesn't know	Should <u>only</u> be used when the client does not know the response
Client refused	The client refused to provide data
Data not collected	Case manager or data entry staff forgot or was unable to ask

⚠️ Remember: only accurate data should be entered into HMIS and clients always have the right to refuse answering.

Reporting with the ESG CAPER

Grantees must submit an annual CAPER to State ESG Office

- Unique link to [Sage](#) will be sent to each grantee
- Use the Data Center's guide for [How to Run and How to Read the ESG-CAPER](#)

Data Quality review (all data elements missing less than 10% on any report)

Demographics and outcomes for clients de-identified

Keep NC safe

Go to ncceh.org/hmis/privacy for a desk guide and more details

Data security depends on all of us

Protect sensitive data

Practice good password management

Never leave your computer unattended

Keep software up to date

Install anti-malware protection

Data Center Contact Info

- **ncceh.org/hmis**
- access local support for NC Balance of State, Durham, & Orange CoCs

- **919.410.6997** or **hmis@ncceh.org**
- helpdesk for local support

Administration

Grantees should read, understand, and follow their ESG contract!

ESG is a reimbursement-based grant

- Agencies must expend their dollars for services and activities <u>first</u> and then ask for reimbursement.
  - Must use ESG forms with required documentation
  - Programs must submit reimbursement monthly

- ESG office will hold mandatory webinars on the reimbursement process!
  - Be on the lookout soon for dates!

ESG requires documentation in client files

- All activities have documentation requirements. Forms can be found at:
  - ESG Required Forms
  - ES and SO Client File Checklist
  - HP and RRH Client File Checklist

- ESG office will do desk reviews and on-site monitoring of grantees in 2020.

Grantees need to spend their dollars!

- Many 2019 ESG grantees were put on corrective action this year because of underspending their ESG dollars.
  - The ESG office expects that grantees to spend according to this chart:

Date Expenses Incurred	Percentage of Budget
03/31/20	25%
06/30/20	50%
09/30/20	75%
12/31/20	100%

Grantees will need to provide CAPER reports throughout the year

Quarter	Due Dates
Quarter 1: *January 1 – March 31, 2020*	April 30, 2020
Quarter 2: *April 1 – June 30, 2020*	July 31, 2020
Quarter 3: *July 1 – September 30, 2020*	October 31, 2020
Quarter 4: *October 1 – December 31, 2020*	January 31, 2021

Refer to your contract for actual dates and requirements!

Wrap Up

- Helpful hints to get started:
  - Contact NCCEH Data Center for HMIS access
  - Reread your application and budget
  - Familiarize yourself with ESG contract requirements
  - Read NC BoS CoC written standards for your activity
  - Attend ESG reimbursement webinar
  - Train all program and admin staff
  - Have a plan of action and start early
  - Ask questions

When you have questions, we can help!

ESG Office

- Contract issues
- Reimbursements
- Budget amendments
- Corrective actions/appeals

NC BoS CoC staff

- Program design
- Direct client issues
- CE issues
- Regulations
- HMIS (Data Center)
- CAPER (Data Center)

Before reaching out, refer to the ESG Desk Guide. It's full of good information that can probably answer most questions!

Wrap Up

- Keep in touch
  - bos@ncceh.org
  - (919) 755-4393

- ESG office contact info
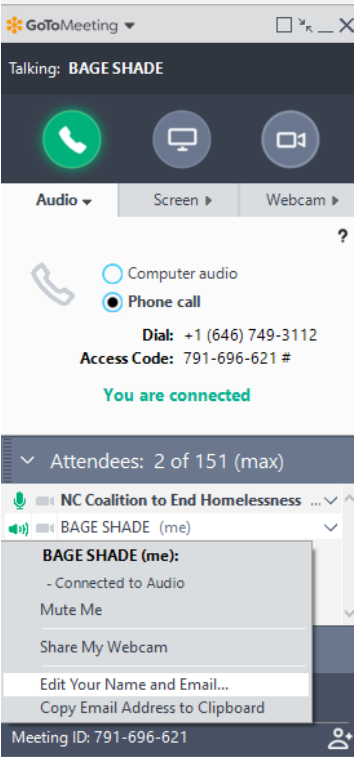
Chris Battle	**Kim Crawford**	**Lisa Worth**
ESG Homeless Programs Coordinator	ESG Homeless Programs Coordinator	ESG Homeless Programs Coordinator
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North Carolina Department of Health and Human Services	North Carolina Department of Health and Human Services	North Carolina Department of Health and Human Services
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Roll Call

- All participants should enter their full names to be counted towards attendance.