



NC Balance of State Continuum of Care

SSO-CE 101

July 14, 2020

Agenda

- SSO-CE background and structure
- SSO-CE subrecipient role
- Regulations and guidance
- SSO-CE Policies and Procedures
- Contracts and reimbursements
- HMIS and by-name lists
- Work planning and check-ins



All resources at

www.ncceh.org/bos/ssoce



Background and Structure

Background

- Supportive Services Only-Coordinated Entry grants are funded by HUD as part of the Continuum of Care Program
- NCCEH received its first SSO-CE grant in 2018, expanded for 2019.
- Annual renewal, pending funding availability and CoC decision-making



Structure

- NCCEH is the recipient (holds contract with HUD).
- Subrecipients are:
 - HERE in Jackson County (Region 1)
 - Thrive (Region 2)
 - Greater Hickory Cooperative Christian Ministry (Region 3)
 - Diakonos Inc. (Region 4)
 - Community Link (Region 5)
 - Family Abuse Services (Region 6)
 - Johnston-Lee-Harnett Community Action (Region 7)
 - Hope Station (Region 10)
 - Trillium (Regions 11,13)
 - Pitt County Planning (Region 12)



Subrecipient role

- Implement and run the CE system in the funded region
- Track CE data and clients
- Use the grant to improve access to CE
- Use the grant to improve the CE system overall



Subrecipient responsibilities

- Subrecipients are responsible for, at a minimum:
 - Maintaining an up-to-date and comprehensive prioritization list in HMIS;
 - Holding a regular case conferencing meeting, not less often than once every 2 weeks (unless a different schedule is approved in writing by **NCCEH**);
 - Helping **NCCEH** staff to evaluate the region's coordinated entry system;



Subrecipient responsibilities

- Ensuring all agencies participating in the coordinated entry process follow the Regional Committee's coordinated entry plan and the CoC's CE Written Standards;
- Overseeing a local process for clients to file grievances and non-discrimination complaints;
- Helping the region to administer the Prevention and Diversion Screen and/or the VI-SPDAT, as applicable, to all people experiencing homelessness (see the NC BoS CoC's [Coordinated Entry Written Standards](#) for guidance on when to administer these screening tools).;



Subrecipient responsibilities

- Evaluating the regional CE system to make sure it meets all applicable HUD, CoC, and local requirements, including the requirements outlined in HUD CPD Notice 2017-1.
- Subrecipients should also conduct other activities that are directly related to coordinated entry that help clients access the CE system or permanent housing. Examples of eligible activities under this grant are outlined below.



Regulations and Guidance

Regulations and Guidance

- CoC Interim Rule: Establishes CE requirements and SSO requirements
- HUD CPD Notice 2017-1: Establishes additional CE requirements
- HUD monitoring exhibits: implements HUD rules
- CoC CE Written Standards and Regional Plan: Establish local policies and procedures for operating CE
- SSO-CE Policies and Procedures



CE requirements:

- Cover the entire geographic area claimed by the CoC;
- Be easily accessed by individuals and families seeking housing or services;
- Be well-advertised;
- Include a comprehensive and standardized assessment tool;
- Provide an initial, comprehensive assessment of individuals and families for housing and services; and,



CE requirements

- Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.
- Offer standardized training
- Accessible access points
- Annual evaluation



SSO-CE Policies and Procedures

SSO-CE Policies and Procedures

- P&Ps outline:
 - Eligible costs and activities
 - Client eligibility and homelessness documentation
 - HMIS guidelines
 - By-Name List and Case Conferencing
 - Monitoring
 - Work plan
 - Reimbursement policy



Eligible costs and activities

- Activities:
 - Must be supportive services (24 CFR 578.53) under Assessment of Service Needs, Case Management, or Outreach
 - Must be directly related to Coordinated Entry



Client eligibility

- All clients must be category 1, 2, or 4 under HUD's homeless definition



Homelessness documentation

- Verification of homelessness must be available for all clients on the by-name list or in the P&D project.
- Most homelessness documentation will come from within HMIS, but if it's not available in HMIS it still must be collected.



Table 1. Definitions of eligible homeless situations and documentation for SSO-CE services

Eligibility category	Definition	Documentation (in preferred order)	Activities
Category 1	<p>1. Their primary nighttime residence is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or</p> <p>2. They are in a supervised publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or</p> <p>3. They are exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.</p>	<ul style="list-style-type: none"> ● Entry in HMIS in a homeless dedicated shelter (including a program that provides payment for stays in hotels/motels) or street outreach project ● Homeless verification letter from shelter or other project that does not participate in HMIS ● Worker observation of unsheltered homelessness ● Worker certification of sheltered homelessness, if client is in a shelter that does not enter data into HMIS ● Discharge paperwork from an institution with dates of stay <ul style="list-style-type: none"> ○ Due diligence to attempt to acquire dates of stay in institution, if not available ● Self-certification (as a last resort) of homelessness 	All eligible supportive services



Table 1. Definitions of eligible homeless situations and documentation for SSO-CE services

Eligibility category	Definition	Documentation (in preferred order)	Activities
<p>Category 4</p>	<p>Any individual or family who:</p> <p>Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; and</p> <p>Has no other residence; and</p> <p>Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.</p>	<ul style="list-style-type: none"> ● Referral or certification from DV provider ● Self-certification 	<p>All eligible supportive services</p>

Table 1. Definitions of eligible homeless situations and documentation for SSO-CE services

Eligibility category	Definition	Documentation (in preferred order)	Activities
Category 2	<p>An individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ol style="list-style-type: none"> 1. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; and 2. No subsequent residence has been identified; and 3. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing; 	<ul style="list-style-type: none"> ● Court ordered eviction (or equivalent) notice; or ● Evidence family lacks resources to continue to reside in hotel/motel for more than 14 days; or ● Credible oral statement by owner or renter of current housing will not allow them to stay for more than 14 days; <p>AND</p> <ul style="list-style-type: none"> ● Certification by client that no subsequent residence has been identified; and ● Certification that client lacks resources and support to obtain other permanent housing. 	<ul style="list-style-type: none"> ● Prevention and Diversion Screens ● Referral and navigation to emergency shelter, DV shelter, or other emergency services ● Referral and navigation to prevention funding or services (like Legal Aid) ● Mediation and other diversion services to prevent literal homelessness



Site visits and monitoring

- NCCEH will attend case conferencing at least once (more, hopefully!) to help support
- NCCEH will monitor annually as well. NCCEH will look at financial files, policies and procedures, and client files during this monitoring.



How to use NCCEH's SSO-CE P&Ps

- They are bare-bones so they can work within each community.
- Each grantee must adopt NCCEH's P&Ps AND should develop their own additions to the SSO-CE Policies & Procedures that implement the program in their particular region



Case conferencing

- Subrecipients must hold case conferencing at least every other week.
- All referrals to CoC and ESG funded programs should happen in case conferencing
- Case conferencing should also work with other programs (like housing authorities) to find solutions for all households on the by-name list
- Case conferencing should include Veterans
- Case conferencing should also connect people to non-housing resources
- Case conferencing should review how the system is working and make adjustments



Contracts and Reimbursement

Reimbursement process

Reimbursement Period	Reimbursement Due Date
July 1 – August 31, 2020	September 30 th , 2020
September 1 – October 31, 2020	November 30, 2020
November 1 – November 30, 2020	December 31, 2020



Reimbursement Required Documentation

- Staff timesheets using MS Excel SSO-CE Reimbursement Workbook.
 - Paystubs/Payroll Journals: Subrecipients must send a paystub copy (or, alternately, a payroll general ledger) for each staff member requesting reimbursement.
- Other eligible expenses: Any other expenses (e.g., supplies, materials) should be documented with bills/invoices, receipts, check stubs, credit card statements, etc.



Match

- Grantees are responsible for 25% match
- Must be otherwise eligible under grant



Reimbursement submission

- Email all materials to Matt McDowell at accounting@ncceh.org



HMIS and By-Name Lists

Basic HMIS set-up

- You will have two projects in HMIS for CE:
 - Prevention and Diversion Project
 - Coordinated Entry Project (by-name list)



Prevention and Diversion

- Tracks when you do the P&D screen
- Clients must be literally homeless or imminently at risk
(Categories 1, 2, 4)



Coordinated Entry/BNL Project

- Tracks people waiting for permanent housing
- Grantee may directly enter people in the CE Project after doing the VI-SPDAT
- Programs in the community refer to the CE Project as well
- Clients must be literally homeless only (per CE written standards and local plan) – Categories 1 or 4.



More on HMIS in a future webinar



Goals of SSO-CE

What do we want to accomplish?

- More accessible homeless service system.
- Faster housing placement.
- More coordinated services.
- Better integrated into other systems, like DV, healthcare, etc.
- Leverage mainstream resources: TANF, PHAs, Workforce Development



Work planning and check-ins

Monthly check-ins

- We will schedule monthly check-ins with each grantee to answer questions, advise, brainstorm, etc.

