



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

SSO-CE Policies and Procedures

Content

ELIGIBLE COSTS	2
ELIGIBLE ACTIVITIES	2
<i>Policy</i>	2
<i>Procedure</i>	2
CLIENT ELIGIBILITY AND DOCUMENTATION	4
<i>Client eligibility and documentation policy</i>	4
<i>Client eligibility and documentation procedure</i>	5
TABLE 1. DEFINITIONS OF ELIGIBLE HOMELESS SITUATIONS AND DOCUMENTATION FOR SSO-CE SERVICES	6
HMIS	10
PROJECT TYPES	10
<i>SSO-CE HMIS Workflow</i>	11
SERVICE CODES.....	12
BUILDING AND MAINTAINING THE BY-NAME LIST	13
CASE CONFERENCING	13
SSO-CE MONITORING AND OUTCOMES REPORTING	14
WORK PLAN	14
WRITTEN STANDARDS AND CPD NOTICE 2017-1	15
REIMBURSEMENT POLICY	15



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

Eligible Costs

Eligible Activities

Policy

SSO-CE subrecipients must spend all SSO-CE funds in accordance with the following guidelines:

- All costs must be eligible supportive services under the CoC Program Interim Rule, 24 CFR Part 578.53 and directly related to implementing coordinated entry in the NC Balance of State CoC.
- All staff time and materials necessary to carry out supportive services directly related to coordinated entry are eligible costs.
- All costs must fall under the following budget line items: Annual Assessment of Service Needs, Case Management, or Outreach.
- Other costs related to carrying out coordinated entry that do not fall under the three budget line items above are not eligible costs for reimbursement under the SSO-CE grant. Costs that are directly related to carrying out coordinated entry that are otherwise eligible supportive services costs under 24 CFR § 578 subpart D may be used as match for this grant.
- All supportive services must be provided to clients who are homeless as defined by 24 CFR Part 576.2 and fall under categories 1, 2, or 4.
 - NOTE: Only diversion services or connections to emergency shelter or other emergency services should be provided to people falling under Category 2 of the homeless definition. Longer-term case management, outreach, or assessment should not be provided to people in Category 2 unless they become homeless under Categories 1 or 4.

Procedure

The purpose of NCCEH's SSO-CE grant is to improve the effectiveness of the North Carolina Balance of State Continuum of Care's coordinated entry system so more people experiencing homelessness have access to services, the system is easier to navigate, and households move more quickly from homelessness to permanent housing.

The main task of subrecipients will be to support and improve the coordinated entry system for the region in which they operate. Subrecipients will serve as the Coordinated Entry Lead in the region for which they received the SSO-CE grant.

Subrecipients will be responsible, at a minimum, for the following activities:

1. Maintaining an up-to-date and comprehensive prioritization wait list in HMIS;
2. Holding a regular case conferencing meeting, not less often than once every 2 weeks (unless a different schedule is approved in writing by **NCCEH**);
3. Helping **NCCEH** staff to evaluate the region's coordinated entry system;
4. Ensuring all agencies participating in the coordinated entry process follow the Regional Committee's coordinated entry plan and the CoC's CE Written Standards;
5. Overseeing a local process for clients to file grievances and non-discrimination complaints;



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

6. 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).;
7. 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.
8. 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.

Annual Assessment of Service Needs

According to 24 CFR § 578.53(a)(2) and § 578.53(3)(1), the costs associated with an annual assessment of the services needs of program participants are eligible supportive services costs.

Activities associated with annual assessment of service needs and coordinated entry may include:

- Assessing client service needs using the Prevention and Diversion Screen or the VI-SPDAT
- Tracking client service needs by maintaining a community prioritization wait list
- Conducting evaluation of the service needs of clients in the coordinated entry system and adjusting the system accordingly
- Assessing the needs of victims of domestic violence in the coordinated entry system and adjusting the system accordingly

Any costs up to the contracted budgeted amount per expense category associated with an annual assessment of service needs and directly related to coordinated entry are eligible costs for SSO-CE subrecipients.

Case Management

According to 24 CFR § 578.53(e)(3), "the costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant(s) are eligible costs."

Under 24 CFR § 578.53(e)(3), eligible case management activities are:

- Counseling;
- Developing, securing, and coordinating services;
- Using the coordinated entry system as required under § 578.23(c)(9).
- Obtaining federal, state, and local benefits;
- Monitoring and evaluating program participant progress;
- Providing information and referrals to other providers;
- Providing ongoing risk assessment and safety planning with survivors of domestic violence, dating violence, sexual assault, and stalking; and
- Developing an individualized housing and service plan, including planning a path to permanent housing stability.

Any costs up to the contracted budgeted amount per expense category associated with case management and directly related to coordinated entry are eligible costs for SSO-CE subrecipients. Costs that are listed above but are not directly related to coordinated entry are not eligible costs for SSO-CE subrecipients.



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

Case management activities that are directly related to coordinated entry may include:

- Helping clients to use the coordinated entry system by making referrals to emergency services
- Helping a client who otherwise does not have a case manager to navigate the coordinated entry system
- Leading and participating in case conferencing meetings to coordinate services for clients, to create individualized housing and services plans, and to monitor and evaluate participant progress
- Helping to resolve grievances, if clients' needs are not met by the coordinated entry system

Outreach

Outreach services, according to 24 CFR § 578.53(e)(13), are “activities that engage households for the purpose of providing immediate support and intervention, as well as identifying potential program participants.” 24 CFR § 578.53(e)(13)(ii) defines eligible outreach activities and services as:

- Initial assessment;
- Crisis counseling;
- Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries;
- Actively connecting and providing people with information and referrals to homeless and mainstream programs; and
- Publicizing the availability of the housing and/or services provided within the geographic area covered by the Continuum of Care

Outreach activities that are directly related to coordinated entry may include:

- Helping to connect people with significant barriers to the CE system, such as people living in unsheltered situations
- Engaging people living in shelters or areas that do not participate in coordinated entry
- Advertising the CE system to the community to help people who may need services to access them

Any costs up to the contracted budgeted amount per expense category associated with outreach, as defined in the CoC Interim Rule, and directly related to coordinated entry are eligible costs for SSO-CE subrecipients. Costs that are listed above or in the CoC Interim Rule but are not directly related to coordinated entry are not eligible costs for SSO-CE subrecipients.

Any costs that do not fall under annual assessment of service needs of program participants, case management, or outreach as defined by 24 CFR § 578.53 are not eligible costs. Any costs that are not directly related to carrying out the coordinated entry process are not eligible costs, even if they would be eligible under another program component.

Client eligibility and documentation

Client eligibility and documentation policy

All supportive services must be provided to clients who are homeless as defined by 24 CFR Part 576.2 and fall under categories 1, 2, or 4. Documentation of homelessness must adhere to requirements outlined in 24 CFR 576.500 (see Table 1).



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

Written documentation of homelessness must be kept in a client file (hard copy or electronic) that is available for review by NCCEH and HUD and kept securely and confidentially.

Client eligibility and documentation procedure

SSO-CE subrecipients must document homelessness for all clients receiving supportive services under this grant. Subrecipients should use the following procedure to document homelessness and eligibility to receive support services funded by NCCEH's SSO-CE grant.

Subrecipients must use the standard order of priority of documenting evidence to determine homeless status per 24 CFR 576.500. Subrecipients must document in the client file that the agency attempted to obtain the documentation in the preferred order. The order should be as follows:

- Third-party documentation (including HMIS)
- Intake worker observations through outreach and visual assessment
- Self-certification of the person receiving assistance



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

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 	<p>All eligible supportive services</p>
Category 2	<p>An individual or family who will imminently lose their primary nighttime residence, provided that:</p> <p>1. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; and</p>	<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 	<ul style="list-style-type: none"> • Prevention and Diversion Screens • Referral and navigation to emergency shelter, DV shelter, or other emergency services



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

	<p>2. No subsequent residence has been identified; and</p> <p>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;</p>	<ul style="list-style-type: none"> • 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"> • Referral and navigation to prevention funding or services (like Legal Aid) • Mediation and other diversion services to prevent literal homelessness
<p>Category 4</p>	<p>Any individual or family who:</p> <ol style="list-style-type: none"> 1. 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 2. Has no other residence; and 3. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing. 	<ul style="list-style-type: none"> • Referral or certification from DV provider • Self-certification 	<p>All eligible supportive services</p>



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

Acceptable documentation of homelessness must adhere to requirements in 24 CFR 576.500(b).

Documentation of homelessness should be collected as follows:

Category 1:

In-HMIS verification: Most people served by this program will receive services while on the coordinated entry prioritization list in HMIS. An entry in HMIS to an emergency shelter, transitional housing program, street outreach program or program that provides payment for stays in hotels and motels for someone currently in their program is an acceptable form of third-party documentation of homelessness and should be the primary form of documentation of homelessness for this grant. **The HMIS entry dates must show that the person was homeless at the time of entry into the SSO-CE project.** For HMIS data to be acceptable, the programs must also be homeless-dedicated. If they are not homeless dedicated, an additional letter from the program verifying homelessness is required.

Unsheltered clients: If the SSO-CE subrecipient provides outreach services to people living unsheltered, written outreach worker observation of the conditions where the individual or family is living is an acceptable form of documentation of homelessness, though the subrecipient should attempt to verify homelessness via a third party if possible. A referral or homeless letter from another agency in the community that conducts street outreach but does not participate in HMIS is also acceptable.

Verification of unsheltered homelessness from the head of household is also acceptable when intake worker observation is not feasible.

Other direct outreach to homeless programs: If the SSO-CE subrecipient engages someone residing in an emergency shelter, transitional housing, or hotel/motel paid for by a local non-profit but that program does not participate in HMIS, the subrecipient should gather written documentation from the program that the client resides there and is homeless.

If the program refuses to provide documentation of homelessness, the SSO-CE subrecipient may use worker observation or, as a last resort, client self-certification that they are staying in a temporary homeless program.

People exiting institutions: If the SSO-CE subrecipient directly engages an individual 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 before entering the institution, acceptable documentation of homelessness includes:

Evidence of the person's stay in an emergency shelter or place not meant for human habitation, documented following the procedure above and:

- Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker; or
- Where the evidence in the above paragraph is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in the above paragraph



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

and a certification by the individual seeking assistance that states he or she is exiting or has just exited an institution where he or she resided for 90 days or less.

Category 4:

Preferred method – third party certification: If a client is referred from a DV service provider, that DV service provider should provide certification, either from the individual/head of household or from a intake worker, that the household is fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence, no subsequent residence has been identified, and they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing.

Secondary method - self-certification: If an SSO-CE subrecipient works directly with someone fleeing domestic violence, then a statement by the head of household that they are fleeing violence, no subsequent residence has been identified, and they lack the resources to obtain other housing is acceptable documentation of homelessness.

Category 2:

When conducting prevention and diversion screens, SSO-CE subrecipients may work with individuals or families that qualify as homeless under paragraph (2) of the homeless definition in 24 CFR § 576.2.

Documentation of imminent homelessness for this group must include the following evidence:

1. Evidence the household must leave their current location within 14 days, as outlined below:

People with eviction or similar notices to vacate properties: A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for homeless assistance; or the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law.

People staying in hotel/motels NOT paid for by charitable organizations or government: For individuals and families whose primary nighttime residence is a hotel or motel room not paid for by charitable organizations or federal, state, or local government programs for low-income individuals, evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance;

People staying with family/friends: An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible. To be found credible, the oral statement must either:

- A. be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and documented by a



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

written certification by the owner or renter or by the intake worker's recording of the owner or renter's oral statement; or

- B. if the intake worker is unable to contact the owner or renter, be documented by a written certification by the intake worker of his or her due diligence in attempting to obtain the owner or renter's verification and the written certification by the individual or head of household seeking assistance that his or her statement was true and complete;

2. **Certification by the individual or head of household that no subsequent residence has been identified; and**
3. **Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.**

HMIS

Project types

SSO-CE subrecipients will track SSO-CE clients in two projects in HMIS: 1) A Prevention/Diversion project 2) a Coordinated Entry Project. The P&D project will track clients who recently became homeless or are imminently at-risk of homelessness and the coordinated entry project will primarily track people who have had VI-SPDATs completed and are working toward a permanent housing option.

SSO-CE subrecipient staff should use the following workflow to determine which project to enter clients into.



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

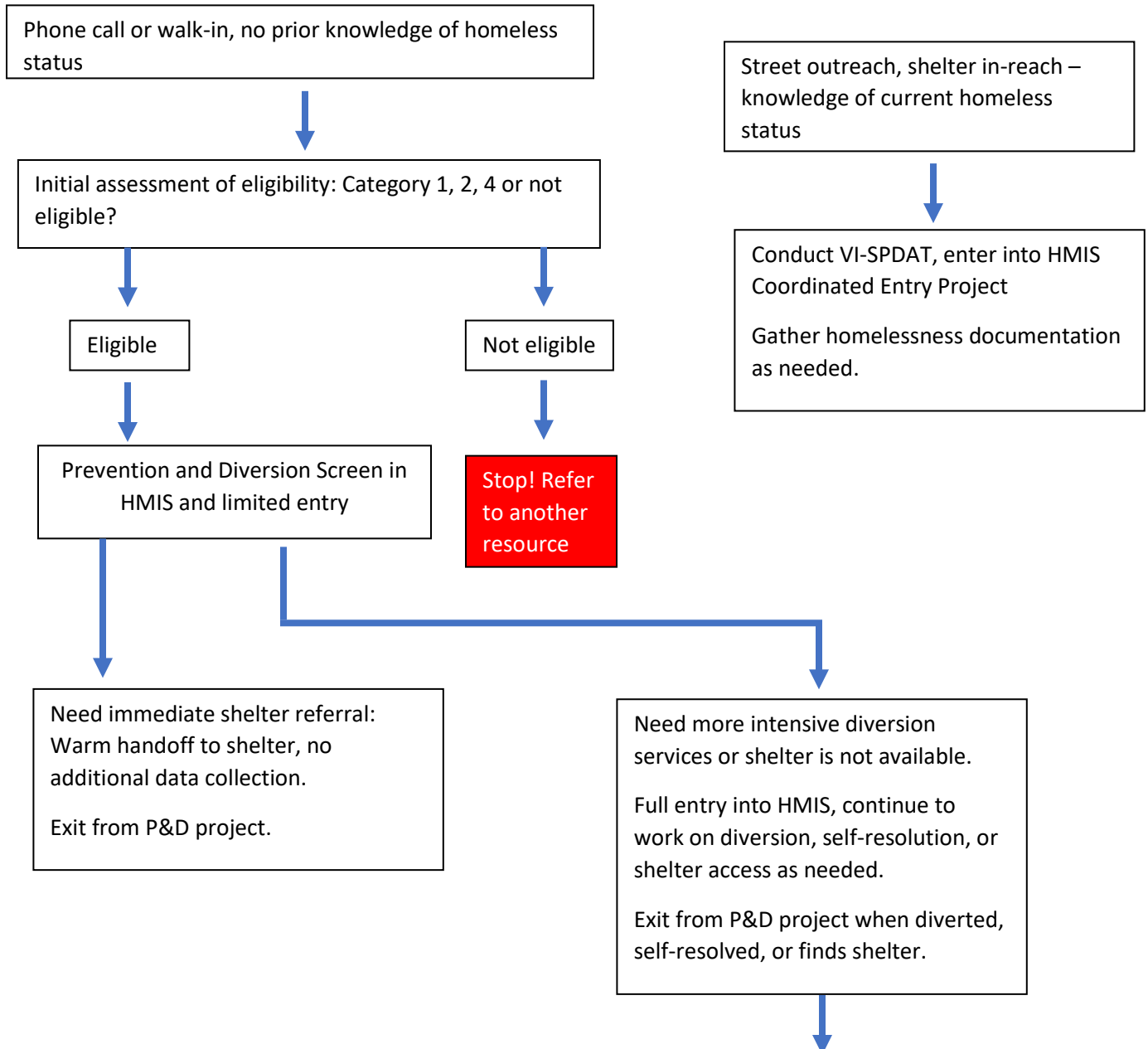
info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

SSO-CE HMIS Workflow





North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

If client becomes unsheltered, do VI-SPDAT.

Exit from P&D project, enter into Coordinated Entry Project.

Service Codes

Many people in the Coordinated Entry Project (by-name list/prioritization wait list) in HMIS will have been referred by another agency and will not receive any direct services from the SSO subrecipient. SSO subrecipients will use Service Transactions in HMIS to indicate services provided directly to clients. They should choose from the following list of codes to identify services:

Mainly for clients in P&D Project

- *BH-0500.3100: Homeless Diversion Programs:* Choose to indicate you conducted a P&D Screen
- *BH-0500.3140: Homeless Prevention Programs:* Choose to indicate you provided additional diversion services
- *TJ-3000.8000: Specialized Information and Referral:* Choose to indicate you connected the client to other resources

Mainly for clients in Coordinated Entry Project

- *BH-0500.3200: Housing Related Coordinated Entry:* Choose when you conduct VI-SPDATs
- *PH-8000: Street Outreach:* Choose for engagement and outreach provided directly to clients living in unsheltered situations or other places not meant for human habitation
- *PH-1000.8500: Transitional Case/Care Management:* Choose to indicate your provided case management directly to clients
- *TJ-3000.8000: Specialized Information and Referral:* Choose to indicate you connected a client to other resources
- *FP-0500.8000: System Advocacy:* Choose to indicate you helped a client navigate the coordinated entry system
- *DD-1500.4650: Housing complaints:* Choose when you handle grievances.

Services codes should also line up with the eligible costs submitted in reimbursement requests.

Outreach activities, when provided directly to a client, should line up with the street outreach service code in HMIS. The P&D and VI-SPDAT service codes should line up with staff time spent on assessment of service needs. The rest of the service codes should mostly indicate case management costs. Subrecipients may enter multiple service codes per client.



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

Building and Maintaining the By-Name List

The coordinated entry by-name list will be tracked mainly in HMIS, but some clients will likely be tracked outside of HMIS. The process for building the by-name list is outlined below:

Three referral sources:

1. Emergency shelters, street outreach, or other “front doors” that enter data into HMIS.
 - a. Should do VI-SPDAT in HMIS and refer to SSO-CE project in HMIS
 - b. After receiving referral in HMIS, SSO-CE subrecipient enters client in SSO-CE Coordinated Entry Project. (SSO-CE subrecipients can also run a report on these programs and enter anyone who has a VI-SPDAT completed).
 - c. HMIS record of current enrollment in a homeless-dedicated program counts as documentation of homelessness.
2. Shelters, street outreach, etc. that do not enter into HMIS (except DV shelters – for DV shelters see below)
 - a. Two options:
 - i. The program may fill out the VI-SPDAT, ROI, and HMIS entry paper form and give those to the SSO-CE subrecipient. The SSO-CE subrecipient enters the household into the SSO-CE project in HMIS.
 - ii. The SSO-CE subrecipient does the VI-SPDAT and collects HMIS data on clients in non-HMIS, non-DV programs themselves, enters it into HMIS.
3. DV Shelters
 - a. Using a blank copy of the by-name list report, DV shelters should enter data into the BNL spreadsheet and fax, hand, or email (if no identifying information is on it) regularly to the SSO-CE subrecipient, at least 1 day prior to case conferencing meetings.
 - b. Before case conferencing or before making referrals to PSH/RRH, SSO-CE subrecipients will combine the BNL report from HMIS and the by-name lists from DV shelters.

SSO-CE subrecipients will pull the by-name list report from HMIS and combine that with the data from the DV shelters/service providers to create the full-region prioritization wait list. This prioritization wait list should be shared with all agencies participating in coordinated entry. It can be shared in case conferencing meetings with identifying information, or by email or other electronic method if all identifying information has been removed.

Case conferencing

A major part of SSO-CE subrecipients’ role in their regions will be to facilitate regular case conferencing meetings. Case conferencing meetings should do the following:

- All referrals to CoC and ESG programs should happen in the case conferencing meeting, though the SSO-CE subrecipient can make exceptions for extenuating circumstances in which a referral is more urgent (client safety is at risk, for instance). In these cases referrals can be made



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

between meetings, but they must be reported to the community at the next case conferencing meeting and adhere to the same prioritization guidelines as all other CE referrals.

- Case conferencing committees should also try to find housing solutions for those on the prioritization wait list who are not receiving CoC or ESG-funded housing. Case conferencing should attempt to utilize other housing resources such as public housing, Section 8/Housing Choice Vouchers, local affordable housing projects, HOPWA, and Targeted/Key and TCLI Vouchers available through the LME/MCO.
- Review the Veteran by-name list and ensure all Veterans in the region have access to permanent housing, including HUD-VASH, SSVF, and non-Veteran programs as needed.
- Connect people on the prioritization wait list to other non-housing resources. These should include help connecting to possible income sources (employment or SOAR resources), health care and health insurance, other benefits (SNAP/Food Stamps, TANF, etc), and other programs (like Salvation Army, Goodwill, faith-based programs, etc).
- Review how the system is working and make changes as needed.

SSO-CE Monitoring and Outcomes Reporting

NCCEH will monitor each subrecipient at least once a year at the subrecipient's offices. During this monitoring, NCCEH will ask for five client files for review. NCCEH will also monitor the system for compliance with written standards and HUD CPD Notice 2017-1.

NCCEH will also review the following reports on the schedule below:

- HMIS 0640 Data Quality Report – Quarterly
- HMIS CoC APR – Bi-monthly, with reimbursement request
- Service Transactions Report – Bi-monthly, with reimbursement request
- SSO-CE APR – Quarterly
- By-Name List Review – Each SSO-CE subrecipient will meet, by phone, with NCCEH staff at least quarterly (more often as needed) to review the by-name list

NCCEH staff will attend each subrecipient's case conferencing meeting at least annually, with NCCEH and subrecipient option for more frequent attendance.

SSO-CE subrecipients will also participate in all other CoC-wide CE evaluation efforts and trainings.

Work plan

Each subrecipient has a workplan to improve their region's CE system. Each subrecipient must turn in a progress report on the first 6 months after the grant starts and a report on progress at the end of the year.

In 2019 these reports are due:

6-month report: March 30, 2020



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

1-year report: September 30, 2020

Written Standards and CPD Notice 2017-1

Each subrecipient must ensure all activities comply with the [NC BoS CoC's Coordinated Entry Written Standards](#) and [HUD CPD Notice 2017-1](#).

Reimbursement policy

Overall Process

- All funds shall be disbursed by NCCEH on a reimbursement basis. Documentation showing paid expenses shall be submitted via standardized forms (MS Excel SSO-CE Reimbursement Workbook) provided by NCCEH to subrecipients.
- Requests for reimbursement of eligible expenses should be both incurred and paid. This means that subrecipients should have received the goods and/or services and remitted payment for the goods and/or services before requesting reimbursement.
- Requests must be submitted for two months of expenses – even if there are no expenses for which the subrecipient is seeking reimbursement in a given two-month period.
- Requests will be discarded if incomplete or incorrect. Corrected version must be resubmitted in order to be reimbursed.
- Subrecipients must expend funds at least once per quarter to remain compliant.

Eligible Expenses

- Expenses must be incurred and paid within the grant operating year (September 1 – August 31). **Incurred AND paid** means an expense must have happened and the grantee has expended funding on the activity within the grant operating year. Expenses that have been incurred but not yet paid will not be reimbursed.
- Reimbursement requests should only include expenses that were incurred and paid during the two-month reimbursement period, as defined in the table below. Subrecipients will not be reimbursed for expenses incurred and paid outside of the current reimbursement period.
- Only eligible expenses, as outlined in the subrecipient's contract with NCCEH, will be reimbursed.
- Time off (e.g., vacation, holidays) is eligible for reimbursement on this grant. Record any time off that staff members working on the SSO-CE grant take on the timesheets provided in this workbook.
- Fringe benefits (e.g., health insurance) are eligible for reimbursement on this grant. The eligible amount of a fringe benefit expense equals the percentage of total work time a staff member spends on the SSO-CE grant, times the total expense amount. For example: a staff member spends 50% of his total work time in September on the SSO-CE grant. His organization pays a total of \$400 for his health insurance premium for September. This



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

means the organization can request up to \$200 (50% * \$400) of reimbursement on the SSO-CE grant for his September health insurance.

Reimbursement Request Due Dates

- Reimbursement requests must be submitted by the last day of the month following the two-month reimbursement period, as outlined in the subrecipient’s contract.
- NCCEH will remit payment within thirty days of receiving an accurate reimbursement request with proper documentation and completed reports.

Expense Period	Reimbursement Due Date
September 1 – October 31, 2019	November 30, 2019
November 1 – December 31, 2019	January 31, 2020
January 1 – February 28, 2020	March 31, 2020
March 1 – April 30, 2020	May 31, 2020
May 1 – June 30, 2020	July 30, 2020
July 1 – August 31, 2020	September 30, 2020

Required documentation

- Staff timesheets: Subrecipients must provide staff time used to provide coordinated entry activities per budget categories. This information will be provided to NCCEH using the MS Excel SSO-CE Reimbursement Workbook. Reimbursements requested without using the NCCEH-provided workbook will not be processed.
 - 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.
- HMIS CoC APR
- Service Transactions Report

Spending Benchmarks

- If a reimbursement request does not equal the spending benchmark indicated in the chart below, NCCEH may amend the subrecipient’s contract to a lower amount of subgrant funds in order to ensure all grant funds are spent before the end of the grant operating year.

Expense Period	Spending Benchmark
September 1 – October 31, 2019	10%
November 1 – December 31, 2019	30%
January 1 – February 28, 2020	50%
March 1 – April 30, 2020	65%



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

May 1 – June 30, 2020	80%
July 1 – August 31, 2020	100%

- NCCEH has provided subrecipients with a tracker (included in the SSO-CE Reimbursement Workbook) to check how their expenditures levels align with these spending benchmarks.

Discard Process

- Reimbursement requests will be discarded if found incomplete and/or incorrect.
- Agency’s financial contact, executive director, and/or authorized signer will be notified by email of discard. The email will state reasons for discard and corrections necessary.
- Reimbursement request will need to be corrected and resubmitted via email.

Correction Process

- If the agency discovers an error or omission after submitting a requisition request, it should:
 - Send an email to accounting@ncceh.org requesting that the initial submission be discarded
 - Wait for notification from NCCEH staff that the request has been discarded
- Any reimbursement request which NCCEH considers lacking proper documentation will be identified and the need for correction required for reimbursement will be communicated by NCCEH to subrecipient within 20 business days of receipt of reimbursement request
- If NCCEH finds errors in reimbursements, it may reduce future repayments or reduce future payments.

After notification, resubmit full reimbursement request, including the corrected or additional information.

Electronic Submission

- Agencies should submit their reimbursement requests to accounting@ncceh.org by the last day of the month after the end of the expense period.
 - If subrecipient has no relevant expenses for the expense period, subrecipient will still submit a signed Reimbursement Form indicating a reimbursement request of \$0.
- Requests emailed to other addresses will not be accepted.
- Only one email per subrecipient per bi-monthly period will be accepted. Once reimbursements are processed, no other reimbursements will be made for those months.
- Reimbursements are processed in the order they are received.
- All questions regarding reimbursements should be submitted to accounting@ncceh.org.

Monitoring



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

info@ncceh.org

www.ncceh.org

919.755.4393

P.O. Box 27692 Raleigh, NC 27611

- Subrecipients must maintain a separate file with all reimbursement documentation for the grant operating year with original signatures.
- Subrecipient files must be maintained for 5 years after the end date of the operating year.
- Files must be made available to NCCEH and HUD upon monitoring site visits.

Grant Close Out/Final Reimbursement

- NCCEH will not fulfill the final reimbursement request or reimburse the total amount of subrecipient funds, whichever comes first, until subrecipient submits documentation of match for the full subrecipient funding amount and submits a complete and correct APR for the program year.

Best Practices

- ✓ Review entire reimbursement request before submission, including signature from authorized official.
- ✓ Do not submit duplicates or resubmit reimbursement documents unless you receive a discard notification, or it is requested by NCCEH staff.
- ✓ Ensure adequate prep time for timely submission.