

## Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2018 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2018 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (\*), which are mandatory and require a response.

## 1A. Continuum of Care (CoC) Identification

### **Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1A-1. CoC Name and Number:** GA-501 - Georgia Balance of State CoC

**1A-2. Collaborative Applicant Name:** Georgia Department of Community Affairs

**1A-3. CoC Designation:** CA

**1A-4. HMIS Lead:** Georgia Department of Community Affairs

## 1B. Continuum of Care (CoC) Engagement

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1B-1. CoC Meeting Participants. For the period from May 1, 2017 to April 30, 2018, using the list below, applicant must: (1) select organizations and persons that participate in CoC meetings; and (2) indicate whether the organizations and persons vote, including selecting CoC Board members.**

Organization/Person Categories	Participates in CoC Meetings	Votes, including selecting CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	Yes	No
Local Jail(s)	Yes	No
Hospital(s)	No	No
EMS/Crisis Response Team(s)	Yes	Yes
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	No	No
Disability Service Organizations	Yes	Yes
Disability Advocates	No	No
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	No	No
LGBT Service Organizations	No	No
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Mental Illness Advocates	Yes	Yes
Substance Abuse Advocates	Yes	Yes

<b>Other:(limit 50 characters)</b>		
GA Dept of Community Supervision, CJCC, and Labor	Yes	Yes
U.S. Department of Veterans Affairs	Yes	Yes

**1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 2,000 characters)**

The CoC makes significant effort to obtain stakeholder input and participation from those with expertise in addressing homelessness throughout the CoC. Input was solicited from BoS CoC membership on the CoC's funding priorities for the State ESG competition. The CoC continues to solicit provider and local government input within coordinated entry implementation sites in Bartow, Bibb, Colquitt, Glynn, and Liberty counties. The CoC is also working with the additional communities of Hall, Dougherty, Troup, Gwinnett, Clayton, Douglas, and Lowndes counties for coordinated entry.

Input is solicited on a regular basis from meetings of and communications with the CoC Board, which consists of representation from 7 agencies assisting homeless households statewide, and those working regionally and locally. Nonprofit providers, homeless coalitions, and community action agencies are represented on the committee that drafts policy and documents for Board approval regarding the implementation of CE. Entitlement jurisdictions and nonprofits also provided input into the development of written standards.

Public meetings are advertised both by the CoC and by partners in coordinated entry access point communities when applicable. The CoC sends public meeting notices to an extensive email list of interested parties. Collaborative applicant staff outreach coordinators also advertise public meetings in the community, and attend homeless coalition meetings across the state where they gather input. The CoC also communicates regularly through email notices regarding membership meetings, where staff solicit information.

Information received from the public is considered by collaborative applicant staff as it oversees homeless strategy implementation approved by the CoC Board. Improvements and new approaches are integrated into strategy planning when they are feasible and allowable under HUD regulation and guidance.

**1B-2.Open Invitation for New Members. Applicants must describe:  
(1) the invitation process;  
(2) how the CoC communicates the invitation process to solicit new members;  
(3) how often the CoC solicits new members; and  
(4) any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.  
(limit 2,000 characters)**

The CoC sends out an email notice to interested parties located within or providing services to people experiencing homelessness in the Balance of State's jurisdiction to solicit membership (over 1,300 people). The CoC's web site includes an open invitation process for becoming a member. The CoC solicits new members at membership meetings, where additional homeless coalition members are invited (and in attendance) by DCA's Housing Outreach Coordinators. Members are also solicited at technical assistance/training sessions provided by the CoC. Finally, the CoC has targeted a number of providers who are based in other CoCs. Many of these agencies are directly recruited to join the Balance of State CoC and apply for funding in areas with unmet needs. This approach has been very successful in growing our membership and having quality agencies to provide services.

In addition to the open invitation process, the Balance of State CoC solicits new members twice a year. The CoC is actively working to recruit homeless and/or formerly homeless youth to serve on the Board approved Youth Action Board. Associated outreach efforts will encourage those with lived experience of homelessness to participate in the CoC.

**1B-3.Public Notification for Proposals from Organizations Not Previously Funded. Applicants must describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding, even if the CoC is not applying for new projects in FY 2018, and the response must include the date(s) the CoC publicly announced it was open to proposals. (limit 2,000 characters)**

On 7/11/18, a notice seeking new proposals was issued to 1,254 persons representing nonprofits, faith based organizations, coalitions, and other interested parties throughout the CoC. It was advertised on the CoC website and at CoC meetings. On 7/16/18 and 7/19/18 the CoC held web-based new project applicant meetings to train all prospective CoC applicants on eligibility related to new projects, activities, persons served, and match/leveraging. Prospective applicants were briefed on priorities, application scoring criteria, threshold factors, submission requirements/process, and other HUD and CoC requirements.

Collaborative applicant staff regularly speak and present to local government representatives to encourage and invite new applications from their communities. The application process is detailed and information is given as to the benefits of participation in this program.

This year, the CoC received six proposals for new projects. Two of the five new projects included on the final ranking are from first-time project applicants, and none of those projects are current CoC recipients in the Balance of State.

All new applicants that meet threshold requirements for organizational capacity and other eligibility requirements are scored with the same methodology and objective scoring criteria where the project application score will determine final ranking for the project listing. Organizational capacity is assessed by the CoC to determine if an applicant has the basic financial, administrative, and general organizational infrastructure necessary to successfully implement a HUD CoC project.

## 1C. Continuum of Care (CoC) Coordination

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1C-1. CoCs Coordination, Planning, and Operation of Projects. Applicants must use the chart below to identify the federal, state, local, private, and other organizations that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness that are included in the CoCs coordination, planning, and operation of projects.**

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	No
Private Foundations	No
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
DJJ Youth Re-Entry Task Force	Yes

**1C-2. CoC Consultation with ESG Program Recipients. Applicants must describe how the CoC:**  
**(1) consulted with ESG Program recipients in planning and allocating ESG funds; and**  
**(2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.**  
**(limit 2,000 characters)**

The Continuum consults regularly with ESG Recipients. In February, the CoC met with Georgia State to develop funding priorities for ESG activities, and Collaborative Applicant staff facilitated obtaining priority input for the allocation of State ESG funds from Clayton County, Gwinnett County, and Macon-Bibb

County.

The CoC has collaborated with ESG Program recipients through the CES planning and implementation process. CES staff communicates with ESG program recipients that fund projects that are a part of the regional CES implementations in the BoS. CES staff shares data and reports specific to the management and effectiveness of the CES. The data and reports include data quality, APR, and referral outcomes. These reports allow ESG recipients to look at the performance of their funded projects, understand their level of participation in coordinated entry, and understand overall performance of the coordinated entry system.

The BoS CoC has worked closely with the Georgia State ESG program recipient during the 2018-2019 ESG funding competition. CoC staff provided feedback on ESG applicant's participation in the BoS CES. Additionally, the BoS CoC and the state ESG entitlement created a plan to allocate ESG funds to agencies that are leading the coordinated entry implementations in the BoS. That collaboration has resulted in the distribution of close to \$300,000 of ESG funds that go to directly support the CES efforts in the BoS.

**1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Did the CoC provide Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area?** Yes to both

**1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Did the CoC provide local homelessness information other than PIT and HIC data to the jurisdiction(s) Consolidated Plan(s)?** Yes

**1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. Applicants must describe:**

- (1) the CoC's protocols, including the existence of the CoC's emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and**
  - (2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality.**
- (limit 2,000 characters)**

The BoS CoC Coordinated Entry System (CES) is designed to support population-specific needs of survivors accessing services through both victim service providers (VSP) and other providers. Coordinated Entry (CE) Written Standards Policies and Procedures outline a process that ensures safety and confidentiality. It allows survivors to be prioritized for available resources without being entered into HMIS or sharing any identifying information with the lead agency or referral agency. Survivors are able to decide what, and with whom, information is shared. CE Written Standards incorporate an emergency transfer

plan policy for the relocation of victims when safety is at risk.

Assessment and referral processes ensure choice for survivors in how and where they access the CES and emphasizes the importance of client needs, input, and choices. Regional implementations are tasked to coordinate with local VSPs to create policies and procedures on how to proceed when an individual or family self-identifies as a survivor. That procedure includes providing them with the opportunity to receive an immediate direct referral to a VSP. Households receiving services through a VSP are able to be assessed for referral to all homeless resources without having to report to a CES access point. All staff at CES access points are trained on safety planning, trauma informed care, confidentiality, and the CE Written Standards. The Emergency Plan policy prioritizes VAWA clients for RRH CE beds, and these policies and procedures apply to CoC-funded RRH and PSH programs. ESG-funded programs are subject to VAWA policies issued by the administrator of ESG funds.

The State of Georgia maintains a DV hotline as a single point of entry. The hotline routes callers to Criminal Justice Coordinating Council (CJCC) certified shelters, which are funded through the CoC, ESG, DOJ, and HHS programs. The CoC collaborates with these shelters to provide crisis housing to meet immediate safety/security needs.

**1C-3a. Applicants must describe how the CoC coordinates with victim services providers to provide annual training to CoC area projects and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking. (limit 2,000 characters)**

The CoC continues to work with the Georgia Coalition Against Domestic Violence (GCADV) to develop training for homeless service providers, victim service providers, and Coordinated Entry access point staff on best practices for serving survivors of domestic violence, dating violence, sexual assault, and stalking. Training topics include coordinated entry for victim service providers, safety planning, trauma informed care, client-centered service provision, and engagement with the justice system. The next training is scheduled for October 2018, and will occur at least annually, with training at individual Coordinated Entry access points being offered more frequently based on needs identified by the Coordinated Entry team. The CoC will also provide annual training on its VAWA policies and procedures, which ensure that agencies make all clients aware of their VAWA rights and protections.

The CoC plans to have Coordinated Entry staff certified as trainers for the trauma informed care curriculum. This will enable CoC staff to provide training not only in partnership with GCADV, but also independently. All Coordinated Entry intake staff are expected to be trained in trauma informed care. To facilitate further training on these and other relevant topics, the CoC plans to hold a training conference in February 2019.

Training may also be recorded by CoC staff and posted on the collaborative applicant's website for ongoing reference by participating agencies.



**1C-3b. Applicants must describe the data the CoC uses to assess the scope of community needs related to domestic violence, dating violence, sexual assault, and stalking, including data from a comparable database. (limit 2,000 characters)**

There are two comparable databases operational in Georgia from which the CoC may obtain data. The Criminal Justice Coordinating Council (CJCC) maintains one database for use by agencies funded through its sources. DCA maintains another database for use by agencies funded through its programs. The CoC requests de-identified data from the comparable database to review NOFA applications from DV agencies. The CoC also works with the statewide ESG program to review de-identified data from the comparable database for funded projects. The ESG program typically reviews data for its competitive application process, for CAPER reporting, and for sub-applicant expense reimbursement.

In addition to comparable database data, the CoC also utilizes reports from agencies such as the Georgia Commission on Family Violence and the Georgia Coalition Against Domestic Violence. These reports include number of crisis calls, number of sheltered victims, statewide DV bed nights, and aggregate unmet shelter need. These reports supplement data from the comparable database, as they often include data from sources not immediately accessible directly by the CoC.

Data obtained from the sources described above is used in aggregate to evaluate the scope of needs related to category 4 homelessness in the CoC. Moving forward, the CoC also intends to analyze data obtained from local coordinated entry access points to further assess these needs.

**1C-4. DV Bonus Projects. Is your CoC Yes  
 applying for DV Bonus Projects?**

**1C-4a. From the list, applicants must indicate the type(s) of DV Bonus project(s) that project applicants are applying for which the CoC is including in its Priority Listing.**

SSO Coordinated Entry	<input type="checkbox"/>
RRH	<input checked="" type="checkbox"/>
Joint TH/RRH	<input type="checkbox"/>

**1C-4b. Applicants must describe:  
 (1) how many domestic violence survivors the CoC is currently serving in the CoC's geographic area;  
 (2) the data source the CoC used for the calculations; and  
 (3) how the CoC collected the data.  
 (limit 2,000 characters)**

Because not all domestic violence service providers use a HMIS comparable database, the best way for the CoC to enumerate those being served in the CoC is using PIT Count data. In 2018, on any given night, 1,075 domestic

violence survivors are being served in the Georgia Balance of State CoC. This includes 587 in emergency shelter, 30 in permanent supportive housing, 186 in rapid re-housing, and 272 in transitional housing. This data was collected from surveys that were sent to all know victim service providers in the CoC.

**1C-4c. Applicants must describe:**

- (1) how many domestic violence survivors need housing or services in the CoC’s geographic area;**
  - (2) data source the CoC used for the calculations; and**
  - (3) how the CoC collected the data.**
- (limit 2,000 characters)**

According to the most recent Point in Time Count, there are 859 people who were experiencing homelessness due to domestic violence in the CoC. These individuals and families are in need of housing as they were staying in emergency shelter or transitional housing. This data was collected from surveys distributed for the 2018 Point in Time Count to all known victim service providers in the CoC.

According to the 2017 National Census of Domestic Violence Services, there were 163 unmet requests for housing services on one day in Georgia. According to the Georgia Commission on Domestic Violence, in FFY 2016, 5,390 victims and children were provided shelter in a DV facility. In that same year, 1,557 victims and their children requested shelter but were denied due to lack of space. According to the Georgia Coalition Against Domestic Violence, in FFY 2017, 2,372 victims and their children were turned away from DV shelters due to lack of space. This data was collected from publicly available reports. Although these numbers are statewide, the Balance of State CoC covers 152 out of 159 counties in the state.

**1C-4d. Based on questions 1C-4b. and 1C-4c., applicant must:**

- (1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for an SSO-CE project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;**
  - (2) quantify the unmet need for housing and services for DV survivors;**
  - (3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and**
  - (4) describe how the CoC determined the unmet need for housing and services for DV survivors.**
- (limit 3,000 characters)**

Data presented in the previous narratives demonstrates a shortage of housing options for DV survivors statewide. This is indicative of a shortage in the Balance of State CoC jurisdiction, which covers 152 out of 159 counties in the state. PIT and HIC data shows that while there were 859 survivors housed in emergency shelter and transitional housing, there were a total of 1,050 DV beds in the CoC. This appears to be a surplus, but does not account for the wide geographic area of the CoC. Open beds may not be located in the area of highest need at any given time. Additionally, in the most recent PIT and HIC reporting period, only 186 survivors were housed in a rapid re-housing program.

With 2,372 survivors turned away from DV shelters statewide due to lack of

space in FFY 2017 according to the Georgia Coalition Against Domestic Violence, a clear need is demonstrated for more resources targeted to DV. The CoC considers expansion of DV focused rapid re-housing to be an excellent resource to fill this gap. The DV bonus application submitted for FY 2018 is for one county in the CoC, Gwinnett County. This county, however, is one of the largest and most populous in the metro Atlanta area. The U.S. Census estimate for population in Gwinnett is 920,260. According to PIT and HIC data, Gwinnett has 48 DV shelter beds, of which 45 were filled on a given night. During this period, there were 43 survivors in rapid re-housing programs in Gwinnett. Increased DV rapid re-housing capacity in the county will allow more system flow as shelter beds become increasingly available to those who are fleeing and in immediate need.

The CoC determined unmet need for DV survivors by utilizing data from the PIT and HIC, and from state DV agencies. Data was analyzed on the statewide, CoC, and local levels to determine the need for increased resources.

**1C-4e. Applicants must describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 2,000 characters)**

The proposed DV bonus project would nearly double the number of rapid re-housing units targeted to DV survivors in Gwinnett County. This will provide a safe permanent housing option with supportive services to the 45 people who are in emergency DV shelter on any given night in the county. It will also free up DV shelter beds and increase system flow for those who are fleeing and in need of immediate refuge. The CoC believes that rapid re-housing will offer increased safety planning ability for survivors as their place of residence is not limited to the location of a dedicated DV facility.

The proposed DV rapid re-housing program will focus on safety planning and trauma informed care specifically tailored to DV survivors. It will also be integrated with the CoC coordinated entry system. This will provide the potential for immediate relocation and permanent housing for those presenting at a coordinated entry access point, while also planning for safety and privacy concerns.

**1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:**

- (1) rate of housing placement of DV survivors;**
  - (2) rate of housing retention of DV survivors;**
  - (3) improvements in safety of DV survivors; and**
  - (4) how the project applicant addresses multiple barriers faced by DV survivors.**
- (limit 4,000 characters)**

The CoC received one application for DV bonus funding during the local application process. This application was submitted by Partnership Against Domestic Violence (PADV) for rapid re-housing. The applicant was previously a CoC rapid re-housing provider as a subgrantee of the Georgia Coalition Against Domestic Violence (GCADV). PADV has also implemented CoC funded

projects in both the Fulton County CoC and the City of Atlanta CoC. They currently provide DV emergency shelter in the service are for the proposed project.

PADV reports that 100% of survivor households exiting their City of Atlanta CoC program in the last year have either taken over the lease for their current apartment, or secured permanent housing in a new location. Of these households, 100% were stably housed at both the 6 and 12 month timeframes after leaving.

PADV increases survivor safety by creating a Personalized Safety Plan for each household, encompassing work, visiting friends and family, school, public presence, and any other possible areas of danger. Safety planning guidance is always available throughout program participation. Clients are trained on how to handle potential dangerous situations. They work closely with local law enforcement through a dedicated Police Engagement Advocate on staff. The staff member educates police officers on the dynamics of domestic violence and may accompany them on DV calls. The Police Engagement Advocate may also serve as a liaison for clients seeking police involvement for their situations.

PADV assists clients in identifying short and long-term goals based on a client-driven Strategic Success Plan (SSP) for the household. This planning process may include mental health of substance abuse treatment, legal services, medical services, securing employment, obtaining education, transportation, access to mainstream benefits, or other services. PADV staff provides many services directly, including trauma-informed case management, mental health counseling, legal advocacy, van transportation, and housing assistance related services. PADV also partners with other agencies, including CSBs, technical colleges, medical centers, and various nonprofits to provide substance abuse and mental health counseling, medical care, employment services, and education. Furthermore, PADV partners with various nonprofit organizations to provide bilingual services in a variety of languages. The agency tailors service plans to each household, often with a focus on financial independence. Lack of financial resources is a significant factor preventing many survivors from gaining independence from abusers.

**1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC’s geographic areas:**

- (1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;**
- (2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and**
- (3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
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Georgia Housing and Finance Authority	6.00%	No	No
Housing Authority of the City of Macon	7.50%	Yes-Both	No
Northwest Georgia Housing Authority	59.00%	Yes-Both	No
Housing Authority of the City of Brunswick	65.00%	Yes-HCV	No
Housing Authority of the City of Americus	3.30%	Yes-Public Housing	No

**If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.**

**1C-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 2,000 characters)**

The CoC has worked extensively with the Georgia Housing Finance Authority, the largest PHA in the state, to establish a homeless preference policy. PHA staff developed draft language for a homeless preference policy that would be added to the administrative plan, and this was reviewed and thoughtfully considered by PHA management. Numerous high level discussions took place detailing the need for such a preference, and the impact of such a preference on the PHA's operation. Ultimately, the CoC was unable to obtain approval of the homeless preference. The PHA has decided to focus on other priorities, including but not limited to an existing preference for persons with severe and persistent mental illness under the Department of Justice settlement with the State of Georgia.

The CoC continues to utilize specific staff for outreach and coordination with PHAs in its jurisdiction. Four of the five largest PHAs in the CoC have adopted homeless preference policies. Coordination will continue with other, strategically targeted PHAs to pursue homeless preferences. Included in this coordination is work done on the local level through coordinated entry. The CoC educates local coordinated entry planning groups on homeless preferences, and invites local PHAs to planning meetings. In the past several months, PHAs in Liberty and Glynn counties have engaged actively with coordinated entry planning and are working directly with the CoC in its efforts.

**1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Move On strategy with affordable housing providers in its jurisdiction (e.g., multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs)?** No

**1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT). Applicants must describe the actions the CoC has taken to address the needs of Lesbian, Gay, Bisexual, and Transgender individuals and their families experiencing homelessness.**

**(limit 2,000 characters)**

To address the needs of LGBT individuals, the CoC adopted an official anti-discrimination policy on 8/24/18. This policy mandates that all participating agencies abide by requirements of title VI, Section 504, the Fair Housing Act, Executive Order 13166, the Equal Access Rule, the Age Discrimination Act, and Affirmatively Furthering Fair Housing. It requires that agencies abide by the requirements of Equal Access in Accordance with an Individual's Gender Identity in CPD Programs, and of Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity. CoC written standards and coordinated entry written standards also require participating agencies to abide by all applicable anti-discrimination regulations.

The CoC produced a training on the Equal Access rule, which will be updated at least annually and available by recording on the collaborative applicant's website year-round. Additionally, the CoC held a full membership meeting, including information on anti-discrimination, in during the past year. CoC staff also presented information on Fair Housing, VAWA, and Equal Access at four training events for the statewide ESG entitlement. Housing providers are expected to train staff on Fair Housing and Equal Access upon hire.

Projects funded by the statewide ESG program also received training from collaborative applicant legal staff on Equal Access. This is particularly important as ESG funds multiple emergency shelter projects throughout the CoC.

**1C-6a. Anti-Discrimination Policy and Training. Applicants must indicate if the CoC implemented a CoC-wide anti-discrimination policy and conducted CoC-wide anti-discrimination training on the Equal Access Final Rule and the Gender Identity Final Rule.**

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	Yes
3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual's Gender Identity (Gender Identity Final Rule)?	Yes

**1C-7. Criminalization of Homelessness. Applicants must select the specific strategies the CoC implemented to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.**

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders:	<input type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>

No strategies have been implemented:	<input type="checkbox"/>
Other:(limit 50 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

**1C-8. Centralized or Coordinated Assessment System. Applicants must:**  
**(1) demonstrate the coordinated entry system covers the entire CoC geographic area;**  
**(2) demonstrate the coordinated entry system reaches people who are least likely to apply homelessness assistance in the absence of special outreach;**  
**(3) demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner; and**  
**(4) attach CoC’s standard assessment tool.**  
**(limit 2,000 characters)**

The CoC's Coordinated Entry System (CES) takes a regional approach, allowing regions to choose the model type that best fits available resources and community needs. Physical access points are located in the northwest, northeast, southwest, southeast and middle of the CoC. More physical access points will be added in late 2018 and early 2019. Households seeking services can call a toll-free number from anywhere in the state and be connected with a local agency that is trained on the assessment, prioritization and referral process. All of these access points together constitute full CoC coverage. They are designed to connect individuals and families to housing resources as quickly as possible.

Each CES implementation is required to create an advertisement strategy that follows guidelines set forth in the lead agency’s Language Access Plan. Communities are instructed to use multiple methods to advertise their CES to reach as many people as possible. Each implementation is tasked with outreach and engagement of community partners such as CSBs, DCS, faith based organizations, school systems, and other stakeholders in the local community. The intention is to ensure that all people who needs access to homeless resources are aware of the CE process and access points.

The CoC is using the VI-SPDAT to assess, prioritize and match households experiencing homelessness with the appropriate resources. The VI-SPDAT surveys individuals and families on a number of topics when assessing an individual or family’s vulnerability including physical and mental wellness, risk factors such as interaction with law enforcement or experiences of violence, and socialization and daily functioning. In addition to using the VI-SPDAT score to assist in prioritization process, the CoC has also created prioritization standards that ensure that vulnerable populations are prioritized first for available resources such as chronically homeless individuals and families, youth and veterans.

## 1D. Continuum of Care (CoC) Discharge Planning

### Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1D-1. Discharge Planning–State and Local. Applicants must indicate whether the CoC has a discharge policy to ensure persons discharged from the systems of care listed are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).**

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

**1D-2. Discharge Planning Coordination. Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).**

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>



# 1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

## Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:**

- (1) objective criteria;**
- (2) at least one factor related to achieving positive housing outcomes;**
- (3) a specific method for evaluating projects submitted by victim services providers; and**
- (4) attach evidence that supports the process selected.**

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

**1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:**

- (1) the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and**
- (2) how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process.**

**(limit 2,000 characters)**

The CoC factors in the severity of needs and vulnerabilities of participants that a project serves through scoring criteria used to review and rank projects. Through bonus points awarded in the scoring process, the CoC gives projects who serve vulnerable populations additional consideration during review and ranking.

Related scoring criteria used to review renewal projects were the following: program targets/serves persons who are chronically homeless; program targets/serves Veterans; program serves persons who have special needs or high barriers to housing (disabling condition, current or past substance use, criminal history, victim of domestic violence, and youth-headed household); provides PSH to people with disabilities; program uses a housing first model (doesn't screen out based on criminal history, having little/no income); program uses a low barrier approach to entry (doesn't terminate based on loss/failure to improve income, failure to participate in services, make progress on service plan, domestic violence, or other activity not covered in lease agreement); and serving people with the highest barriers to housing stability. In addition, projects

were scored on coordinated entry participation (use of the VI-SPDAT and prioritization of households based on CoC standards), acceptance of participants without income, and variance in length of stay (to assess alignment with written standards stating that projects must be responsive to client needs and not provide housing based on a predetermined length of stay).

**1E-3. Public Postings. Applicants must indicate how the CoC made public:**

- (1) objective ranking and selection process the CoC used for all projects (new and renewal);**
- (2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and**
- (3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.**

Public Posting of Objective Ranking and Selection Process		Public Posting of CoC Consolidated Application including: CoC Application, Priority Listings, Project Listings	
CoC or other Website	<input type="checkbox"/>	CoC or other Website	<input type="checkbox"/>
Email	<input type="checkbox"/>	Email	<input type="checkbox"/>
Mail	<input type="checkbox"/>	Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>	Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>	Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>	Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>

**1E-4. Reallocation. Applicants must indicate whether the CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between the FY 2014 and FY 2018 CoC Program Program Competitions.**

**Reallocation: Yes**

**1E-5. Local CoC Competition. Applicants must indicate whether the CoC:**

- (1) established a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline—attachment required;**
- (2) rejected or reduced project application(s)—attachment required; and**
- (3) notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline—attachment required. :**

(1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program	Yes
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<b>Competition Application deadline? Attachment required.</b>	
<b>(2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required.</b>	Yes
<b>(3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline?</b>	Yes

## **2A. Homeless Management Information System (HMIS) Implementation**

**Intructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2A-1. Roles and Responsibilities of the CoC and HMIS Lead. Does your CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Attachment Required.** Yes

**2A-1a. Applicants must:**  
**(1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and**  
**(2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).**  
CoC Governance Charter, page 14 references Bylaws; ByLaws page 3 CoC roles and responsibilities and pages 4-6 HMIS Lead roles and responsibilities; Georgia HMIS MOA, pages 2-4 CoC roles and responsibilities and pages 4-5 HMIS Lead roles and responsibilities

**2A-2. HMIS Policy and Procedures Manual. Does your CoC have a HMIS Policy and Procedures Manual? Attachment Required.** Yes

**2A-3. HMIS Vender. What is the name of the HMIS software vendor?** Eccovia

**2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area.** Regional (multiple CoC)

**2A-5. Bed Coverage Rate. Using 2018 HIC and HMIS data, applicants must report by project type:**  
**(1) total number of beds in 2018 HIC;**  
**(2) total beds dedicated for DV in the 2018 HIC; and**

**(3) total number of beds in HMIS.**

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	1,690	751	518	55.17%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	791	293	338	67.87%
Rapid Re-Housing (RRH) beds	1,198	186	1,012	100.00%
Permanent Supportive Housing (PSH) beds	2,454	35	2,336	96.57%
Other Permanent Housing (OPH) beds	0	0	0	

**2A-5a. To receive partial credit, if the bed coverage rate is 84.99 percent or lower for any of the project types in question 2A-5., applicants must provide clear steps on how the CoC intends to increase this percentage for each project type over the next 12 months. (limit 2,000 characters)**

The HMIS coverage rate for Emergency Shelter beds is 55.17% and for Transitional Housing is 67.87%. The CoC has experienced some difficulty in recruiting agencies that do not receive CoC or ESG funding to participate in HMIS, and to contribute quality data when they do participate. While the CoC does have dedicated staff to provide technical assistance, the size of the CoC and number of agencies limits staff capacity.

Over the next 12 months, the CoC will continue to contact agencies in an effort to get programs that are currently not participating in HMIS to do so. Through the implementation of coordinated entry, the CoC anticipates more agency participation throughout the CoC. The CoC will work with programs that begin using HMIS to provide technical assistance on system use and data quality.

In the last year, the CoC worked with both the State PHA and VA to get VASH beds entered into HMIS, and the percentage of permanent supportive housing beds in HMIS increased from 83.38% to 96.57%.

**2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept?** 12

**2A-7. CoC Data Submission in HDX. Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy)** 04/30/2018

## 2B. Continuum of Care (CoC) Point-in-Time Count

### Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy).** 01/22/2018

**2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).** 04/30/2018

## **2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies**

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2C-1. Change in Sheltered PIT Count Implementation. Applicants must describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018. Specifically, how those changes impacted the CoC’s sheltered PIT count results.  
(limit 2,000 characters)**

No significant changes were made to the sheltered count methodology. The CoC conducted a complete census of every person residing in emergency shelter or transitional housing on the night of the 2018 PIT. The data was collected via online surveys from all programs to obtain the most complete information. In addition, the CoC also pulled project level data from HMIS so that the data could be cross-checked with survey data.

All survey data was reviewed for inconsistencies or questionable responses, and providers were personally contacted by CoC staff to clarify data. Agencies that did not respond to the survey were also contacted directly so that PIT data could be collected via phone.

**2C-2. Did your CoC change its provider coverage in the 2018 sheltered count?** Yes

**2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of beds that were added or removed in the 2018 sheltered PIT count.**

Beds Added:	298
Beds Removed:	239
Total:	59

**2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count?** No

**2C-3a. If “Yes” was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidentially declared disaster.**

Beds Added:	0
Beds Removed:	0
Total:	0

**2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct and unsheltered PIT count in 2018, select Not Applicable.** Not Applicable

**2C-5. Identifying Youth Experiencing Homelessness in 2018 PIT Count. Did your CoC implement specific measures to identify youth experiencing homelessness in its 2018 PIT count?** Yes

**2C-5a. If “Yes” was selected for question 2C-5., applicants must describe: (1) how stakeholders serving youth experiencing homelessness were engaged during the planning process; (2) how the CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified; and (3) how the CoC involved youth experiencing homelessness in counting during the 2018 PIT count. (limit 2,000 characters)**

The CoC did not conduct an official unsheltered PIT Count in 2018, but did conduct a pilot count to test the Counting Us app. This count was designed to test the feasibility and data quality for the upcoming official unsheltered PIT Count in 2019. For the 2018 pilot unsheltered count, one participating agency, Safe Harbor, specifically targets homeless youth. This agency involved youth directly in their count efforts. The CoC is working to modify the survey instrument to collect data in future unsheltered counts specifically for youth. The CoC is also exploring the possibility of a youth specific PIT Count during the summer months.

For the 2018 sheltered PIT Count, the CoC surveyed two funded providers who serve youth specifically in the CoC. Surveys were collected from these two providers, and data was submitted for the sheltered PIT Count.

**2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count: (1) individuals and families experiencing chronic homelessness;**



**(2) families with children experiencing homelessness; and  
(3) Veterans experiencing homelessness.  
(limit 2,000 characters)**

PIT count surveys were collected from providers including demographic information about individuals and families experiencing chronic homelessness, families with children experiencing homelessness, and Veterans experiencing homelessness. This information was cross referenced with data in HMIS about these sub populations in order to ensure accuracy. These surveys were only conducted as part of the sheltered PIT Count, as the CoC did not perform a full unsheltered PIT Count for submission to HUD in 2018.

As previously described, the CoC piloted the Counting Us app for a test unsheltered PIT count in 2018. Based on the results, the app is expected to improve future PIT count data for these populations. The CoC Board has approved use of the app for the 2019 count.

## 3A. Continuum of Care (CoC) System Performance

### Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.**

Number of First Time Homeless as Reported in HDX.	3,549
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### 3A-1a. Applicants must:

- (1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;
- (2) describe the CoC's strategy to address individuals and families at risk of becoming homeless; and
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)

The CoC continues to rely primarily on national literature and feedback from local providers to identify relevant risk factors for first time homelessness. The CoC also continues to utilize a diversion screening tool as part of the coordinated entry process to collect data on at-risk individuals and households seeking housing assistance, but who are not homeless. Furthermore, the CoC has developed a proposal to implement prevention and diversion specific funding through local providers in partnership with the United Way. Data collected through the diversion project and the diversion screening tool will be used to further analyze causes of first-time homelessness in varying parts of the CoC's large geographic area.

Homeless prevention projects funded through local ESG entitlements and the statewide ESG program are focused on reducing the number of first time homeless households. SSVF also provides homeless prevention for veterans in a large portion of the CoC. The prevention and diversion project mentioned above will, if funded, provide additional financial resources in a targeted area. This will serve as a model for future prevention and diversion efforts in the CoC.

The Georgia Department of Community Affairs, as the Collaborative Applicant, is responsible for overseeing this strategy.

### 3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:

- (1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
- (2) describe the CoC's strategy to reduce the length-of-time individuals

**and persons in families remain homeless;  
 (3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and  
 (4) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the length of time individuals and families remain homeless.  
 (limit 2,000 characters)**

The average length of time persons are homeless in ES, SH, and TH projects is 125 bed nights. The average length of time persons are homeless in ES, SH, and TH projects based on the adjusted entry date is 190 bed nights.

The strategy of the CoC to reduce the length of time homeless is centered around the coordinated entry system and rapid re-housing. All aspects of coordinated entry access points are intended to be low barrier and housing focused, including emergency shelters. Quick and immediate access to shelter with a focus on connecting individuals and families to appropriate permanent housing and supportive services options will ultimately reduce the length of time homeless for those who engage the system.

Since it is a prioritization factor for coordinated entry, the CoC assessment tool collects information on length of time homeless. HMIS data may also be used to determine length of time homeless when applicable. This is primarily how the CoC identifies those with the longest length of time homeless.

The Georgia Department of Community Affairs, as the CoC Collaborative Applicant, oversees the strategy to reduce the length of time homeless for individuals and families.

**3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:**

- (1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and**
- (2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.**

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	57%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	92%

**3A-3a. Applicants must:**

- (1) describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and**
- (2) describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.**

**(limit 2,000 characters)**

The CoC's strategy to increase the rate at which households in emergency shelter, transitional housing, and rapid re-housing exit to permanent destinations is based on the Housing First approach. This is communicated through training and technical assistance, and is build into the local coordinated entry planning process. The CoC provided a Housing First policies and procedures training in partnership with the Center for Social Innovation in February 2018, rapid re-housing learning collaborative with NAEH from November 2017 to August 2018, and continues to provide ongoing technical assistance. These efforts are designed to ensure that all projects, including emergency shelters, are low barrier and housing focused. This is a paradigm shift for some providers, particularly for emergency shelter, which is being pushed out through local coordinated entry development.

Exits to permanent housing from PH projects other than RRH have been stable, ranging from 90% to 93% over the last three years. The CoC will continue to emphasize a Hosing First approach in which clients are not terminated from projects unreasonably. This approach, paired with appropriate services and case management, will ensure that households are not discharged from PSH into destinations that are not permanent. The CoC also encourages follow-up on clients exiting projects to ensure that they are able to maintain housing after discharge.

The Georgia Department of Community Affairs, as the Collaborative Applicant, is responsible for overseeing these strategies.

**3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.**

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	4%

**3A-4a. Applicants must:**

- (1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness;**
- (2) describe the CoC's strategy to reduce the rate of additional returns to homelessness; and**
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the rate individuals and persons in families returns to homelessness.**

**(limit 2,000 characters)**

The CoC identifies common factors of individuals and families who return to homelessness based primarily on HMIS data. The availability of data for analyzing this is increasing, as the standard assessment tool, the VI-SPDAT, has been added to the HMIS system. The CoC hopes to mine data gathered on this assessment tool to further understand common factors that would present a risk of returning to homelessness. The CoC is developing a system wide performance plan, which will be based on System Performance Measures. This will allow the CoC to identify projects struggling with this measure, analyze

common risk factors, and provide targeted technical assistance.

The CoC has reduced the overall rate of returns to homelessness over the last year. The CoC will seek to continue this trend through strong community networks built through local coordinated entry planning efforts. Housing First and appropriate supportive services will be emphasized throughout the system to minimize the chances of a household exiting in to a situation that would likely result in a return to homelessness. The CoC also encourages follow-up case management in order to monitor households and provide necessary support after project exit to identify and assist households that may be at risk for returning to homelessness.

The Georgia Department of Community Affairs, as the Collaborative Applicant, oversees this strategy.

**3A-5. Job and Income Growth. Applicants must:**

- (1) describe the CoC’s strategy to increase access to employment and non-employment cash sources;**
- (2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
- (3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment.**

**(limit 2,000 characters)**

The CoC collaborates with the statewide ESG entitlement, which distributes state funding for employment support and child care to move clients to work. All CoC grant recipients work with participants to connect them with mainstream resources and appropriate employment supports. Specifically for youth, the CoC is developing a strategy to engage workforce development through the CoC's Youth Homelessness Advisory Committee to increase employment opportunities. Local coordinated entry planning brings appropriate mainstream and employment related agencies into the planning process whenever possible.

The CoC works with the Department of Labor and the Department of Behavioral Health and Developmental Disabilities (DBHDD) on the CoC Board. Each of these agencies holds a seat on the Board as defined in the CoC Governance Charter. This ensures that the overall CoC strategy is informed by these agencies. DBHDD contracts with providers to operate supportive employment services, which offers counseling, helps participants identify vocational skills and interests, and facilitates job searches to obtain employment in an integrated community setting.

The Georgia Department of Community Affairs, as the Collaborative Applicant, oversees this strategy.

**3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017** 05/31/2018

(mm/dd/yyyy)

## 3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

### Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:**
- (1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and**
  - (2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.**

Total number of beds dedicated as DedicatedPLUS	35
Total number of beds dedicated to individuals and families experiencing chronic homelessness	1,831
<b>Total</b>	<b>1,866</b>

**3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required.** Yes

**3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.**

History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>
Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input type="checkbox"/>
Bad credit or rental history	<input type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

**3B-2.2. Applicants must:**

- (1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;**
  - (2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and**
  - (3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.**
- (limit 2,000 characters)**

The CoC is implementing Housing First practices and prioritization standards in its coordinated entry system to rapidly rehouse all families within 30 days of becoming homeless. Effective coordinated entry advertising and outreach, paired with a low-barrier, housing focused approach to service provision, is expected to be included in all of the local coordinated entry implementations. This is reflected in the CoC's Coordinated Entry Written Standards. The CoC and statewide ESG program provide annual training on Housing First and rapid re-housing. Coordinated entry staff also provide training and ongoing technical assistance to local access point staff on these items. Service providers are encouraged to use funding for housing search and placement, and to have staff dedicated to landlord engagement when possible.

The Collaborative Applicant website provides resources to help providers locate affordable housing options for participants based on individual household needs. RRH providers are also encouraged to work with local faith based organizations and other nonprofit organizations to identify additional resources such as deposit money, moving costs, and furniture to facilitate a faster move into permanent housing. RRH providers are encouraged to maintain case management services with clients after rental assistance ends, based on individual household needs, in order to maintain permanent housing placements.

The Georgia Department of Community Affairs, as the Collaborative Applicant, oversees this effort.

**3B-2.3. Antidiscrimination Policies. Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent supportive housing (PSH and RRH) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.**

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance.	<input type="checkbox"/>
CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.	<input type="checkbox"/>



**3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC's strategy to address the unique needs of unaccompanied homeless youth includes the following:**

Human trafficking and other forms of exploitation	Yes
LGBT youth homelessness	Yes
Exits from foster care into homelessness	Yes
Family reunification and community engagement	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

**3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC's current strategy to prioritize unaccompanied youth based on their needs.**

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input type="checkbox"/>
Bad Credit or Rental History	<input type="checkbox"/>

**3B-2.6. Applicants must describe the CoC's strategy to increase:**  
 (1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and  
 (2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources.  
 (limit 3,000 characters)

The CoC has formed an official Youth Homelessness Advisory Group (YHAG), which will lead efforts over the next months to develop an overall CoC strategy to address youth homelessness. The YHAG consists of representatives from DFCS, the university system, the criminal justice system, and other agencies serving youth in the CoC. The CoC Board also approved a Youth Action Board, as defined in HUD's Youth Homelessness Demonstration Program NOFA, to serve as an official Board committee. The YHAG and Youth Action Board will drive strategy around youth homelessness with the overall goal of obtaining YHDP funding from HUD in the next one to two years. At a strategic planning meeting in June 2018, the YHAG specifically discussed plans to pursue additional public and foundation funding for youth efforts, with further detailed strategy forthcoming.

The YHAG is exploring methods for data collection specific to youth, including a

youth specific PIT count to be conducted in the summer months. This would provide additional data on unsheltered youth homelessness. The CoC is also exploring the options of adding youth specific questions to the survey tool for the 2019 sheltered and unsheltered PIT counts. This data will allow the CoC to further target resources and drive strategy for youth homelessness, and especially for unsheltered youth homelessness. A fully developed strategic plan for addressing youth homelessness in the CoC is expected to be completed by mid 2019.

During the 2018 NOFA competition, the CoC prioritized projects dedicated to serving unsheltered youth through bonus points for such projects. This strategy was intended to increase the availability of housing for unsheltered youth in the CoC. One youth service provider applied for rapid re-housing funds, and is included as a permanent housing bonus project in the priority listing.

**3B-2.6a. Applicants must:**

- (1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;**
  - (2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and**
  - (3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC's strategies.**
- (limit 3,000 characters)**

The CoC will primarily use HMIS data to analyze and evaluate strategies designed to increase availability of housing services to homeless youth. Specifically, the CoC will analyze the number of youth presenting and being referred through coordinated entry to evaluate if an increased number of youth are receiving services. Additionally, the CoC is in the initial stages of planning a youth specific PIT count for the summer months. There is very little data in the CoC for youth who meet HUD's homeless definition, but it is expected that the youth PIT count will provide a considerable amount of data. The CoC also plans to begin using the TAY-VISPDAT as an assessment tool for youth. Data from this assessment tool may also be mined in the future to determine more specific demographic and other factors applying to youth accessing housing services in the CoC.

The CoC will initially evaluate the number of youth accessing housing services. It is expected that, if an increased number of youth are identified in the youth PIT count, a commensurate increase in youth accessing services would be observed. Once this data set is built out, more specific performance measures will be developed to evaluate housing placement, housing stability, and other factors related to System Performance Measures for youth. This evaluation planning process will be part of the CoC's overall strategic plan to address youth homelessness.

The CoC believes that this is an appropriate way to measure its youth strategies because it begins with the building of a data set that does not currently exist. It will then elaborate on the analysis of that data set to ensure that services are right sized to the youth population, and performance contributes to overall System Performance Measures.

**3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:**

- (1) youth education providers;**
  - (2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);**
  - (3) school districts; and**
  - (4) the formal partnerships with (1) through (3) above.**
- (limit 2,000 characters)**

The CoC governance charter requires that one member of the CoC Board of Directors be appointed from the Georgia Department of Education. This appointment ensures input from the educational system for CoC planning purposes. CoC wide policy adopted by the Board of Directors then has direct influence on how the homeless response system is implemented at the local level. The CoC has also formed a Youth Homelessness Advisory Group, which will seek membership and input from education agencies serving youth in the CoC.

Each coordinated entry implementation in the 152 county CoC is led by a local planning group. The planning guide provided for these groups by the CoC requires that they collaborate with youth education providers, local education agencies, and school districts in the area. Additionally, the education policy adopted by the CoC requires that all CoC and ESG funded providers have a designated staff person to coordinate with the local McKinney-Vento Local Education Liaison.

CoC staff, partner agencies, and representatives from coordinated entry local planning groups regularly attend homeless coalition meetings throughout the CoC. These meetings often include representation from local education systems and McKinney-Vento Local Education Liaisons.

**3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.**  
**(limit 2,000 characters)**

The CoC has adopted a formal education policy, which has been in place since 2015. The policy requires all CoC and ESG funded providers to maintain regular contact with local school liaisons, and other community education representatives, to ensure families receive immediate services and that schools provide additional support as needed. The policy also requires that specific staff are designated within each agency to ensure participants are informed of their educational rights and children and youth have access appropriate education services. Agencies are required to ensure that families have the ability to exercise their right to choice when selecting educational opportunities.

Agencies are required by the policy to contact the local homeless liaison to access services for families with school aged children upon program intake. Due to significant variation in structure and processes set forth by homeless liaisons in across the 152 county coverage area of the CoC, agencies are instructed by the policy to always respect local procedures.

**3B-2.8. Does the CoC have written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.**

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	No
Head Start	No	No
Early Head Start	No	No
Child Care and Development Fund	No	No
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	No
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

**3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)**

When street outreach or the PIT Count for homeless persons is conducted, those engaged are asked about their Veteran status so that the most appropriate referral can be made. Homeless individuals are added to a BoS CoC By-Name Veteran List, and referred to the closest SSVF provider offering services. The SSVF provider will screen the Veteran and make the appropriate referral for VASH or other housing/services utilizing a VI-SPDAT or other tools.

VA funded providers, led by SSVF organizations in the CoC, meet bi-weekly to conduct case conferencing. There are two groups involved in this conferencing, one for agencies operating in the Macon area and northward and the other for those providing services south of Macon. The CoC and VA medical center partners both participate in these collaborations. There are no GPD programs in the CoC.

During this reporting period, Data Sharing Agreements were signed with a number of VA Medical Centers providing services to Georgia's veterans. As a result, the VA regularly provides data to the CoC on persons in their system and this is entered into HMIS with the individual's permission so that all providers can access this client information.

Agencies funded by non-VA funds refer identified homeless veterans to the SSVF provider nearest them. This includes faith based organizations, CoC funded agencies, municipalities, and other private charitable organizations.

**3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC?** Yes

**3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness?** Yes

**3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach?** No

**3B-5. Racial Disparity. Applicants must:** Yes  
**(1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;**  
**(2) if the CoC conducted an assessment, attach a copy of the summary.**

**3B-5a. Applicants must select from the options below the results of the CoC's assessment.**

People of different races or ethnicities are more or less likely to receive homeless assistance.	<input checked="" type="checkbox"/>
People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance.	<input type="checkbox"/>
There are no racial disparities in the provision or outcome of homeless assistance.	<input checked="" type="checkbox"/>
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>

**3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.**

The CoC's board and decisionmaking bodies are representative of the population served in the CoC.	<input type="checkbox"/>
The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.	<input type="checkbox"/>
The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.	<input type="checkbox"/>
The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups	<input type="checkbox"/>
The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.	<input type="checkbox"/>
The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.	<input type="checkbox"/>

The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.	<input type="checkbox"/>
The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.	<input type="checkbox"/>
The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.	<input type="checkbox"/>
The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.	<input type="checkbox"/>
The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.	<input type="checkbox"/>
Other:	<input type="checkbox"/>

## 4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

**Instructions:**

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 4A-1. Healthcare. Applicants must indicate, for each type of healthcare listed below, whether the CoC:**
- (1) assists persons experiencing homelessness with enrolling in health insurance; and**
  - (2) assists persons experiencing homelessness with effectively utilizing Medicaid and other benefits.**

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	No	No
Private Insurers:	No	No
Non-Profit, Philanthropic:	No	No
Other: (limit 50 characters)		
CoC providers help access/utilization	Yes	Yes

- 4A-1a. Mainstream Benefits. Applicants must:**
- (1) describe how the CoC works with mainstream programs that assist persons experiencing homelessness to apply for and receive mainstream benefits;**
  - (2) describe how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for persons experiencing homelessness (e.g., Food Stamps, SSI, TANF, substance abuse programs); and**
  - (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits. (limit 2,000 characters)**

The CoC works with the state to support the funding of SOAR projects. The Collaborative Applicant also continues to award state funding for specialized case management for PSH programs funded under what was previously the Shelter Plus Care program. Funded agencies are expected to train staff on how to best assist clients with access to mainstream benefits. The State of Georgia maintains a website that will allow a quick assessment of what benefits a household may qualify for, which agencies are encouraged to use to update staff.

The Georgia Department of Community Affairs, as the Collaborative Applicant, is responsible for overseeing this strategy.

**4A-2.Housing First: Applicants must report:**  
**(1) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition; and**  
**(2) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.**

Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.	78
Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.	78
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.	100%

**4A-3. Street Outreach. Applicants must:**

- (1) describe the CoC’s outreach;**
- (2) state whether the CoC's Street Outreach covers 100 percent of the CoC’s geographic area;**
- (3) describe how often the CoC conducts street outreach; and**
- (4) describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)**

The CoC continues work with the Georgia ESG Recipient to prioritize street outreach in the Balance of State. There are 8 ESG funded outreach programs to cover 23 counties (15% coverage). Three of the outreach teams are operated by mental health providers, and two are connected to coordinated entry implementation sites.

The CoC also leverages outreach teams employed by the Department of Behavioral Health and Developmental Disabilities. Utilizing the DBHDD teams, coverage is 152 counties (100% of the CoC) for severe and persistent mentally ill homeless. The relationship between the agencies is defined by a formal MOA.

All dedicated outreach teams cover the indicated geography on a consistent basis and provide transportation to housing and services.

Mental illness outreach teams assist those least likely to request assistance. All grantees receive training on working with ESL individuals. A call center assists those who cannot travel to an intake or service site, with translation provided along with TDD. The online housing portal with subsidized housing listings is available in multiple languages.

**4A-4. Affirmative Outreach. Applicants must describe:**



**(1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status or disability; and**  
**(2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above.**  
**(limit 2,000 characters)**

The CoC Board of Directors has adopted written standards holding all participating agencies accountable to fair housing regulations. Written standards specific to coordinated entry, including provisions requiring compliance with fair housing regulations have also been adopted. Furthermore, the CoC adopted an anti-discrimination policy that explicitly details fair housing responsibilities.

Fair housing strategy is pushed out in the 152 county jurisdiction of the CoC primarily through coordinated entry and CoC participating agencies. Each agency and coordinated entry planning group is required to develop a strategy for their service area on marketing available services in accordance with fair housing requirements. The Collaborative Applicant provides training on fair housing to ensure that marketing plans are developed in an informed manner. Pending completion of a revised monitoring plan, CoC staff will monitor funded agencies and coordinated entry sites to ensure that plans have been created and are being followed.

In addition, the coordinated entry planning guide requires participating agencies to communicate effectively with persons with disabilities and limited English proficiency. Agencies must ensure that communications are understandable by persons with disabilities, including providing necessary auxiliary aids and services such as sign language interpreters and written materials in alternative formats when requested by a person with disabilities. The guide also requires agencies to understand the language needs in their communities and develop strategies to target outreach to the individuals who speak those languages through implementation of a Language Access Plan. Additionally, the collaborative applicant has developed a statewide database of agencies that are able to help with language translation services. The collaborative applicant provides training on LAP to assist with these efforts.

**4A-5. RRH Beds as Reported in the HIC. Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2017 and 2018.**

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	722	1,198	476

**4A-6. Rehabilitation or New Construction Costs. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction?** No

**4A-7. Homeless under Other Federal Statutes.** No  
**Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other Federal statutes?**

## 4B. Attachments

**Instructions:**

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:  
<https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource>

Document Type	Required?	Document Description	Date Attached
1C-5. PHA Administration Plan–Homeless Preference	No	PHA Administrativ...	09/13/2018
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	VI-SPDAT Coordinat...	08/29/2018
1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	2018 GA BoS Objec...	09/10/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes	Public Posting Co...	09/14/2018
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	2018 GA BoS Publi...	09/10/2018
1E-4. CoC's Reallocation Process	Yes	GA BoS Reallocati...	09/13/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	2018 GA BoS Proje...	09/10/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	2018 GA BoS Notif...	09/10/2018
1E-5. Public Posting–Local Competition Deadline	Yes	2018 GA BoS Publi...	09/10/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	BoS CoC and HMIS ...	09/14/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	GA HMIS Policies ...	08/29/2018
3A-6. HDX–2018 Competition Report	Yes	GA CoC 2018 HDX C...	09/09/2018
3B-2. Order of Priority–Written Standards	No	GA CoC Written St...	09/09/2018

3B-5. Racial Disparities Summary	No	Racial Disparitie...	09/14/2018
4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
Other	No		
Other	No		
Other	No		

## **Attachment Details**

**Document Description:** PHA Administrative Plan - Homeless Preference  
BoS CoC 2018

## **Attachment Details**

**Document Description:**

## **Attachment Details**

**Document Description:** VI-SPDAT Cordinated Entry Assessment Tool

## **Attachment Details**

**Document Description:** 2018 GA BoS Objective Criteria -Rate Rank  
Review and Selection

## **Attachment Details**

**Document Description:** Public Posting CoC Approved Application and  
Priority Listing 9-14-18

## **Attachment Details**

**Document Description:** 2018 GA BoS Public Posting-Local Competition Rate Rank Review Selection RFP

## **Attachment Details**

**Document Description:** GA BoS Reallocation Amounts/Process

## **Attachment Details**

**Document Description:** 2018 GA BoS Projects Accepted Ranking Notification-Posting

## **Attachment Details**

**Document Description:** 2018 GA BoS Notification Project Rejected and Project Lower Ranking

## **Attachment Details**

**Document Description:** 2018 GA BoS Public Posting-Local Competition Deadline

## **Attachment Details**

**Document Description:** BoS CoC and HMIS Lead Governance - GA BoS

2018

## **Attachment Details**

**Document Description:** GA HMIS Policies and Procedures Manual 2018

## **Attachment Details**

**Document Description:** GA CoC 2018 HDX Competition Report

## **Attachment Details**

**Document Description:** GA CoC Written Standards for Order of Priority

## **Attachment Details**

**Document Description:** Racial Disparities Summary

## **Attachment Details**

**Document Description:**

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**Document Description:**



## Submission Summary

**Ensure that the Project Priority List is complete prior to submitting.**

Page	Last Updated
<b>1A. Identification</b>	09/11/2018
<b>1B. Engagement</b>	09/14/2018
<b>1C. Coordination</b>	09/14/2018
<b>1D. Discharge Planning</b>	09/14/2018
<b>1E. Project Review</b>	09/14/2018
<b>2A. HMIS Implementation</b>	09/14/2018
<b>2B. PIT Count</b>	09/14/2018
<b>2C. Sheltered Data - Methods</b>	09/14/2018
<b>3A. System Performance</b>	09/14/2018
<b>3B. Performance and Strategic Planning</b>	09/14/2018
<b>4A. Mainstream Benefits and Additional Policies</b>	09/14/2018
<b>4B. Attachments</b>	09/14/2018

FY2018 CoC Application	Page 49	09/15/2018
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**Submission Summary**

No Input Required

Attachment

2018 Balance of State Continuum of Care

1C-5. PHA Administrative Plan - Homeless Preference (Applicable Section(s) Only)

1. Housing Authority of the City of Macon-Bibb
2. Northwest GA Housing Authority
3. Housing Authority of the City of Brunswick
4. Housing Authority of the City of Americus
5. Housing Authority of the City of Albany



# **PUBLIC HOUSING ADMISSIONS & CONTINUED OCCUPANCY POLICY (ACOP)**

Updated 7/2018

## C. RECEIPT OF APPLICATION FOR ADMISSION and TENANT SELECTION

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### C.6.0 APPLICATION SELECTION AND ASSIGNMENT PLAN

#### Admissions Preference Guidelines and Application Ranking

#### 1. APPLICATION RANKING (Rev. 2012)

The MHA at its sole discretion hereby adopts the following admission preference to be effective April 1, 2012. Applications will be filed first by unit size and then by unit type required (regular, elderly, or handicapped).

Applications will be deemed ineligible for a preference if a family does not qualify under the following definitions, and/or any family member is found to owe MHA a debt from a prior tenancy, either in public housing or Section 8 or is on the MHA Barred List.

Within each category of unit size and type, the order of preference to select applications is as follows:

- a. First Preference
  - i. Applicant families whose head or spouse is otherwise eligible, and who qualify as elderly, handicapped or disabled families, as defined in 24 CFR 5.603, and are receiving Social Security or SSI benefits as a result of their inability to work.
- b. Second Preference
  - i. Applicant families whose head or spouse is otherwise eligible, who are employed and have been employed for 120 days or more and are working an average of 15 hours per week as of the date of the application. "Employed" is defined as continuously working for monetary compensation with no break of 30 days or more between jobs. Employment includes Self-Employment outside of the home only.
  - ii. Applicant families otherwise eligible, whose head or spouse is currently receiving retirement benefits or disability payments (other than SS or SSI); e.g., Pension from employment, RR Retirement, Civil Service Pension, VA Benefits, Family Medical Leave (FMLA) payments, Workmen's Compensation, or other such benefits.
- c. Third Preference
  - i. Applicant families whose head or spouse is otherwise eligible, who are currently receiving other types of income; e.g., TANF, Child Support, Alimony, Regular Contributions and Gifts, SSI/SSA for children, working less than 120 days, or other types of income.
- d. Fourth Preference
  - i. All other families.

#### 2. HOMELESS PRIORITY WITHIN EACH PREFERENCE

- a. Applicants, otherwise eligible, who meet the definition of homeless. "Homeless" is defined as any individual or family who:
  - i. Lacks a fixed, regular and adequate nighttime residence, AND
  - ii. Is living in a homeless shelter (or other temporary housing provided by an agency serving the homeless) that is controlled in whole by an agency that has a current Memorandum of Understanding on file with the MHA. An applicant family must also be referred by such agency. Referrals in this regard must be accompanied by an official certification by the referring agency as to the homeless status of the applicant.

## C. RECEIPT OF APPLICATION FOR ADMISSION and TENANT SELECTION

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- b. This priority cannot be claimed by:
  - i. An individual or family who is residing with relatives
  - ii. An individual or family who has created a homeless situation for the sole purpose of obtaining the priority. Creating a homeless situation includes, but is not limited to: (1) purposely setting fire to existing shelter, (2) being evicted from a rental unit for violation of the lease, or (3) voluntarily moving from an otherwise suitable unit.

Within each preference, applications will be ranked by priority along with the date and time of application as described in Section C.7.0.2 of this policy.

None of the above preferences create a property right, actual or implied, for applicant families. The burden to provide verification for any preference claimed rests solely on the applicant family. Failure to provide verification will result in denial of claimed preference.

If MHA determines that an individual or family does not qualify for a claimed preference, MHA will follow the procedures found in Section C.7.0.5 of this policy, "Grounds for Denial of Preference".

### 3. DWELLING UNIT OFFERS (Adopted 2003)

Matching the "ranking rentable unit" to the applicant at the top of the waiting list will be accomplished by offering that applicant the rental unit of the appropriate bedroom size that has been vacant the longest. **"Ranking rentable unit" means any vacancy that has been prepared for reoccupancy and for which there is no other applicant commitment or acceptance of any previous MHA offer and which may or may not be in the same neighborhood.** The second-ranked applicant will be offered the rental unit of the appropriate bedroom size that is the next-longest vacancy. Matching other units to other applicants will proceed in this manner.

However, other provisions of this section notwithstanding, homeless applicants within each priority will receive only one offer for the "ranking rentable unit" available at the time their eligibility is determined. If such applicants reject this offer, their priority (based on documented homelessness) will no longer be valid. In these instances such applications will be assigned to the appropriate classification, for continued processing in accordance with this Section.

When the applicant at the top of the waiting list is matched to the specific ranking unit, that dwelling unit becomes "unrentable" until the offer is made and accepted, or rejected. In order to reduce vacancy loss, it is necessary that processing from this point move as quickly as possible. To that end, the following conditions shall apply to dwelling unit offers:

- a. As an application moves near the top of the waiting list, the MHA will contact the applicant to determine continued interest, to update the application for final processing, to alert the applicant that an offer is likely in the near future, and to inform the applicant about the requirements for move-in, such as utility deposits, security deposits, deadlines, etc. For an applicant on a short waiting list, this may be included in the process of taking the complete application.
- b. Upon offer of an apartment, the applicant shall have one business day to accept or reject the apartment. An additional business day may be granted, if necessary, to allow the applicant to inspect the apartment. The applicant's failure to respond within this time period shall be counted as rejection of the offer. The Resident Services Coordinator (RSC) is required to make a reasonable effort to show the vacant apartment to the applicant during this time period.
- c. Upon acceptance of the offer, the applicant will then be assigned a deadline for move-in. Before the end of this period, the applicant must complete all outstanding preoccupancy



# SECTION 8 ADMINISTRATIVE PLAN

*Revised/Board Approved 7/13/17*

## **D. HOMELESS PREFERENCE**

1. For purposes of this policy, a homeless family lacks a fixed, regular and adequate night time residence; AND
2. Has a primary night time residence that is a supervised public or private shelter providing temporary accommodations (including welfare hotels, congregate shelters and transitional housing), or an institution providing temporary residence for individuals intended to be institutionalized, or a public or private place not ordinarily used as a sleeping accommodation for human beings.

### **Memoranda of Understanding:**

All individuals or families who claim a homeless preference must present a letter from an agency that has a memorandum of understanding with MBCHA to certify that the particular individuals or families are homeless with respect to the above definition. Memoranda of understanding are currently on file with the following agencies:

1. Bibb County Department of Family & Children's Services
2. Macon-Bibb County Economic Opportunity Council, Inc.
3. Macon Rescue Mission, Elderly Division
4. Macon Rescue Mission, Women's Division
5. Macon Outreach

MBCHA reserves the right to add or remove agencies from this list at any time. MBCHA retains the sole right to determine whether an applicant meets the criteria for the homeless preference and may consider any other available information in making this determination.

## **E. DISPLACEMENT PREFERENCE:**

From time to time, there is a need for low-income families to obtain a Section 8 voucher because their current place of residence (either a unit rented or owned by a low-income individual or family), is being considered for purchase to be demolished by an agency of the United States or by any state or local governmental body or agency, including the Macon-Bibb County Housing Authority (MBCHA), for the purpose of developing a public improvement program. When this occurs, MBCHA may offer assistance through the Section 8 rental assistance program in accordance with this policy.

### **POLICY:**

1. At its sole discretion, MBCHA may enter into a memorandum of understanding, contract, or other type of agreement with Federal, state or local governments or agencies who are in the process of purchasing and disposing of homes or rental units for the purpose of developing public improvement programs.

When an agreement is reached between MBCHA and an appropriate agency, MBCHA will



**Northwest Georgia Housing Authority**  
**Homeless Admission Preference**

**Public Housing (ACOP)**

**Section X. PREFERENCE SELECTION PROCEDURE**

In selecting applicants for dwelling units, NWGHA staff will be guided by the date and time of applications, by site preference, with priority given to the local preference for displaced families.

1. Local preference for applicants who are displaced:
  - A. Homeless
    - 1) Individuals and families who lack a fixed, regular and adequate night-time residence and includes a subset of an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided.
    - 2) Individuals and families who will imminently lose their primary nighttime residence.
    - 3) Unaccompanied youth and families with children and youth who are defined as homeless under other federal statues who do not otherwise qualify as homeless under this definition. "Youth" is defined as less than 25 years of age.
    - 4) Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking and other dangerous or life-threatening conditions that relate to violence against the individual or a family member. Third party documentation is required.

**Section 8 (Admin Plan)**

**A. LOCAL PREFERENCES [24 CFR 982.207]**

1. Individuals and families who lack a fixed, regular and adequate night-time residence and includes a subset of an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or temporarily resided.
2. Individuals and families who will imminently lose their primary nighttime residence.
3. Unaccompanied youth and families with children and youth who are defined as homeless under other federal statues who do not otherwise qualify as homeless under this definition. "Youth" is defined as less than 25 years of age.
4. Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking and other dangerous or life-threatening conditions that relate to violence against the individual or a family member. Third party documentation is required.

#### 4-III.C. SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

##### **Local Preferences [24 CFR 982.207; HCV p. 4-16]**

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

##### PHA Policy

The PHA will use the following local preferences:

1. The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.
2. The PHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, or stalking who have either been referred by a partnering service agency or consortia or is seeking an emergency transfer under VAWA from the PHA's public housing program or other covered housing program operated by the PHA.

The PHA will work with the following partnering service agencies:

**[Insert name(s) of agencies]**

The applicant must certify that the abuser will not reside with the applicant unless the PHA gives prior written approval.

The PHA will first assist families that have been terminated from the HCV program due to insufficient funding and then assist families that qualify for the VAWA preference.

##### Victims of Domestic Violence

Victims of domestic violence as defined by HUD VAWA notice.

##### Involuntary Displacement

Involuntarily Displaced applicants are applicants who have been involuntarily displaced and are not living in standard, permanent replacement housing, or will be involuntarily displaced within no more than six months from the date of verification by the PHA.

Families are considered to be involuntarily displaced if they are required to vacate housing as a result of:

1. A disaster (fire, flood, earthquake, etc.) that has caused the unit to be uninhabitable.

2. Federal, state or local government action related to code enforcement, public improvement or development.

3. Action by a housing owner which is beyond an applicant's ability to control, and which occurs despite the applicant's having met all previous conditions of occupancy, and is other than a rent increase.

If the owner is an immediate family relative and there has been no previous rental agreement and the applicant has been part of the owner's family immediately prior to application, the applicant will not be considered involuntarily displaced.

For purposes of this definitional element, reasons for an applicant's having to vacate a housing unit include, but are not limited to:

Conversion of an applicant's housing unit to non-rental or non-residential use;

Closure of an applicant's housing unit for rehabilitation or non-residential use;

Notice to an applicant that s/he must vacate a unit because the owner wants the unit for the owner's personal or family use or occupancy;

Sale of a housing unit in which an applicant resides under an agreement that the unit must be vacant when possession is transferred; or

Any other legally authorized act that results, or will result, in the withdrawal by the owner of the unit or structure from the rental market.

4. To avoid reprisals because the family provided information on criminal activities to a law enforcement agency and, after a threat assessment, the law enforcement agency recommends rehousing the family to avoid or reduce risk of violence against the family.

The family must be part of a Witness Protection Program, or the HUD Office or law enforcement agency must have informed the PHA that the family is part of a similar program.

The PHA will take precautions to ensure that the new location of the family is concealed in cases of witness protection.

5. By hate crimes if a member of the family has been the victim of one or more hate crimes, and the applicant has vacated the unit because of the crime or the fear of such a crime has destroyed the applicant's peaceful enjoyment of the unit.

A hate crime is actual or threatened physical violence or intimidation that is directed against a person or his property and is based on the person's race, color, religion, sex, national origin, disability or familial status including sexual orientation and occurred within the last 30 days or is of a continuing nature.

6. Displacement by non-suitability of the unit when a member of the family has a mobility or other impairment that makes the person unable to use critical elements of the unit and the owner is not legally obligated to make changes to the unit.

Critical elements are:

Entry and egress of unit and building

A sleeping area,

A full bathroom,

A kitchen if the person with a disability must do their own food preparation/other.

7. Due to HUD disposition of a multifamily project under Section 203 of the Housing and Community Development Amendments of 1978.

#### Standard Replacement Housing

In order to receive the displacement preference, applicants who have been displaced must not be living in "standard, permanent replacement housing."

Standard replacement housing is defined as housing that is decent, safe and sanitary according to local housing code, that is adequate for the family size according to local code, and that the family is occupying pursuant to a written or oral lease or occupancy agreement.

Standard replacement housing does not include transient facilities, hotels, motels, temporary shelters, and (in the case of Victims of Domestic Violence) housing occupied by the individual who engages in such violence.

It does not include any individual imprisoned or detained pursuant to State Law or an Act of Congress. Shared housing with family or friends is considered temporary and is not considered standard replacement housing.

#### **Substandard Housing**

Applicants who live in substandard housing are families whose dwelling meets one or more of the following criteria provided that the family did not cause the condition:

Is dilapidated, and does not provide safe, adequate shelter; has one or more critical defects or a combination of defects requiring considerable repair; endangers the health, safety, and well-being of family.

Does not have operable indoor plumbing.

Does not have usable flush toilet in the unit for the exclusive use of the family.

Does not have usable bathtub or shower in unit for exclusive family use.

Does not have adequate, safe electrical service.

Does not have an adequate, safe source of heat.

Should, but does not, have a kitchen. (Single Room Occupancy (SRO) Housing is not substandard solely because it does not contain sanitary and/or food preparation facilities in the unit).

Has been declared unfit for habitation by a government agency.

Persons who reside as part of a family unit shall not be considered a separate family unit for substandard housing definition preference purposes.

Is residing in temporary housing that is not adequate for the family size and does not offer separate sleeping areas for adults and children.

Applicants living in Public Housing or publicly assisted housing shall not be denied this preference if unit meets the criteria for the substandard preference.

An applicant who is a "Homeless Family" is considered to be living in substandard housing. "Homeless Families":

Lack a fixed, regular and adequate nighttime residence; AND/OR

Have a primary nighttime residence that is a supervised public or private shelter providing temporary accommodations (including welfare hotels, congregate shelters transitional housing), or an institution providing temporary residence for individuals intended to be institutionalized, or a public or private place not ordinarily used as a sleeping accommodation for human beings.

### **Rent Burden**

This preference applies to families paying more than 50% of their income for rent and utilities for at least 90 days prior to submitting an application.

For purposes of this preference, "Family Income" is Gross Monthly Income as defined in the regulations.

"Rent" is defined as the actual amount due under a lease or occupancy agreement calculated on a monthly basis without regard to the amount actually paid, plus the monthly amount of tenant-supplied utilities which can be either:

The PHA's reasonable estimate of the cost of such utilities, using the Section 8 Utility Allowance Schedule; or

The average monthly payments the family actually made for these utilities in the most recent 12-month period, or if information is not obtainable for the entire period, the average of at least the past 3 months.

An applicant family may choose which method to use to calculate utilities expense. Any amounts paid to or on behalf of a family under any energy assistance program must be subtracted from the total rent burden if included in family income. The applicant must show that they actually paid the utility bills.

To qualify for the Rent Burden preference, the applicant must pay rent directly to the landlord or agent.

Members of a cooperative are “renters” for the purposes of qualifying for the preference. In this case, “rent” would mean the charges under the occupancy agreement.

### **Homelessness**

The PHA considers the family homeless if:

1. Lacks a fixed, regular and adequate nighttime residence and/or
2. Has a primary nighttime residence that is:
  - a. Supervised publically or privately operated shelter designed to provide temporary living accommodations
  - b. Institution that provided a temporary residence for individuals intended to be institutionalized, or
  - c. Public or private place not designed for ordinary usage as a regular sleeping accommodation for human beings and/or
3. Residency has not been established at a nighttime residence or domicile.

### **Income Targeting Requirement [24 CFR 982.201(b)(2)]**

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the PHA’s fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low income families admitted to the program that are “continuously assisted” under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

#### **PHA Policy**

The PHA will monitor progress in meeting the income targeting requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

**HOUSING AUTHORITY OF AMERICUS  
PHA HOMELESS PREFERENCE**

#### **4-III.B. SELECTION METHOD**

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use.

##### **Local Preferences [24 CFR 960.206]**

PHAs are permitted to establish local preferences and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources [24 CFR 960.206(a)].

##### PHA Policy

The PHA will use the following local preferences:

In order to bring higher income families into public housing, the PHA will establish a preference for “working” families, where the head, spouse, cohead, or sole member is employed at least 20 hours per week. As required by HUD, families where the head and spouse, or sole member is a person age 62 or older, or is a person with disabilities, will also be given the benefit of the working preference [24 CFR 960.206(b)(2)].

In order to assist families that have been involuntarily displaced, the PHA will establish a preference for families that have been involuntarily displaced by a disaster (fire, flood, earthquake, etc.) that has caused the unit to be uninhabitable or by Federal, state, or local government action related to code enforcement, public improvement or development. This preference will only be provided if the displaced family is not living in standard, permanent replacement housing. This preference will be provided to families that will be involuntarily displaced due to governmental action within no more than six months from the date of verification by the PHA. Standard replacement housing is defined as housing that is decent, safe and sanitary according to Housing Quality Standards (HQS), that is adequate for the family size according to HQS, and that the family is occupying pursuant to a written or oral lease or occupancy agreement. It does not include transient facilities, hotels, motels, temporary shelters, or any individual imprisoned or detained pursuant to State Law or an Act of Congress. Shared housing with family or friends is not considered temporary and is not considered standard replacement housing.

In order to help homeless individuals and families, the PHA will establish a preference for homeless individuals or families. Homeless means individuals who lack a fixed, regular, and adequate nighttime residence; and (i) includes those who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement; (ii) who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings; (iii) who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings. In order to qualify for this preference an individual or family must be (1)

staying in a shelter, abiding by the MOU with the shelter, and be referred to the Housing Authority by the shelter, or (2) determined by the local school system that the family meets their requirements as homeless and have referred the family to the Housing Authority for assistance.

### **Income Targeting Requirement [24 CFR 960.202(b)]**

HUD requires that extremely low-income (ELI) families make up at least 40 percent of the families admitted to public housing during the PHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher [*Federal Register* notice 6/25/14]. To ensure this requirement is met, the PHA may skip non-ELI families on the waiting list in order to select an ELI family.

If a PHA also operates a housing choice voucher (HCV) program, admissions of extremely low-income families to the PHA's HCV program during a PHA fiscal year that exceed the 75 percent minimum target requirement for the voucher program, shall be credited against the PHA's basic targeting requirement in the public housing program for the same fiscal year. However, under these circumstances the fiscal year credit to the public housing program must not exceed the lower of: (1) ten percent of public housing waiting list admissions during the PHA fiscal year; (2) ten percent of waiting list admissions to the PHA's housing choice voucher program during the PHA fiscal year; or (3) the number of qualifying low-income families who commence occupancy during the fiscal year of PHA public housing units located in census tracts with a poverty rate of 30 percent or more. For this purpose, qualifying low-income family means a low-income family other than an extremely low-income family.

#### PHA Policy

The PHA will monitor progress in meeting the ELI requirement throughout the fiscal year. ELI families will be selected ahead of other eligible families on an as-needed basis to ensure that the income targeting requirement is met.

### **Mixed Population Developments [24 CFR 960.407]**

A mixed population development is a public housing development or portion of a development that was reserved for elderly families and disabled families at its inception (and has retained that character) or the PHA at some point after its inception obtained HUD approval to give preference in tenant selection for all units in the development (or portion of a development) to elderly and disabled families [24 CFR 960.102]. Elderly family means a family whose head, spouse, cohead, or sole member is a person who is at least 62 years of age. Disabled family means a family whose head, spouse, cohead, or sole member is a person with disabilities [24 CFR 5.403]. The PHA must give elderly and disabled families equal preference in selecting these families for admission to mixed population developments. The PHA may not establish a limit on the number of elderly or disabled families that may occupy a mixed population development. In selecting elderly and disabled families to fill these units, the PHA must first offer the units that have accessibility features for families that include a person with a disability and require the accessibility features of such units. The PHA may not discriminate against elderly or disabled families that include children (Fair Housing Amendments Act of 1988).



- M. Have a family member who has been convicted of manufacturing or producing methamphetamine (speed) (Denied for life);
- N. Have a family member with a lifetime registration under a State sex offender registration program (Denied for life);
- O. Are a welfare-to-work (WTW) family who fails to fulfill its obligations under the welfare-to-work voucher program.

#### **4.9 INFORMAL REVIEW**

If the Albany Housing Authority determines that an applicant does not meet the criteria for receiving Section 8 assistance, the Albany Housing Authority will promptly provide the applicant with written notice of the determination. The notice must contain a brief statement of the reason(s) for the decision, and state that the applicant may request an informal review of the decision within 10 business days of the denial. The Albany Housing Authority will describe how to obtain the informal review. The informal review process is described in Section 16.2 of this Plan.

### **5.0 SELECTING FAMILIES FROM THE WAITING LIST**

#### **5.1 WAITING LIST ADMISSIONS AND SPECIAL ADMISSIONS**

The Housing Authority may admit an applicant for participation in the program either as a special admission or as a waiting list admission.

If HUD awards funding that is targeted for families with specific characteristics or families living in specific units, the Albany Housing Authority will use the assistance for those families.

#### **5.2 PREFERENCES**

Applications will be filed and selected in the following order:

Local Preferences

1. First priority – Families displaced due to disaster or governmental action.
2. Second priority – Families with a stable work history, and families who are elderly or disabled.
3. Third priority – Families referred as homeless from homeless shelters, transitional housing, and other social services organizations.
4. Fourth Priority – All other families.

Within each priority group, applications are ranked by date and time of application.

A person shall be determined to have a stable work history if the person is employed for at least 20 hours per week at the time of the offer of the apartment and has been employed for at least ninety days during the previous six months.

#### **5.3 SELECTION FROM THE WAITING LIST**

# Public Housing

4. In no case, should tenants be assigned to bedroom sizes outside of the minimum and maximum constraints listed below:

<i>Number of Bedrooms</i>	<i>Number of Persons</i>	
	<i>min</i>	<i>max</i>
0	1	1
1	1	2
2	2	4
3	3	6
4	4	8

In determining bedroom size, the Albany Housing Authority will include the presence of children to be born to a pregnant woman, children who are in the process of being adopted, children whose custody is being obtained, children who are temporarily away at school, or children who are temporarily in foster care.

These standards regarding the minimum and maximum number of persons who will occupy a unit will be applied within the restraints of financial solvency and program stability. The PHA will also assign units based on the type of unit needed by the individual applicant's family. This refers primarily to the family's ability to use stairs or their status as an elderly family or a disabled family.

When it is found that the size of the dwelling is no longer suitable for the family in accordance with these standards, the family will be required to move as soon as a dwelling of appropriate size becomes available. These families will be transferred in accordance with the Transfer Policy (E1.0).

## C6.0 APPLICANT SELECTION AND ASSIGNMENT PLAN

### APPLICATION RANKING

As part of the establishment of property based management, applicants will apply at specific AMP's of their choice. Applicants may elect to be placed on a waiting list for the first available unit at that AMP, regardless of development, or they may elect to be placed on the waiting list for one or more selected developments. They may change their selection of waiting lists once per year or at any time that the Albany Housing Authority offers them the opportunity to be added to a waiting list that is in need of applicants, as determined by the Albany Housing Authority.

Applications will be filed and selected in the following order:

1. By location, unit type (regular, elderly) and in unit size by bedrooms.
2. Within No. 1 above, by priority rating:
  - a) First priority - Families displaced due to disaster, fire, or governmental action.
  - b) Second priority - Families participating in and referred by the Strive to Thrive initiative or similar programs with a mission for building relationships across class and racial lines to end poverty. Based on this preference, no more than 10 families, authority wide, will be selected per year.
  - c) Third priority- Families with a stable work history, and families who are elderly or disabled.
  - d) Fourth priority- Families referred as homeless from Homeless Shelters, Transitional Housing, and other social services organizations.
  - e) Fifth priority - Veterans and their families, residing with the veteran.
  - f) Sixth priority- All other families.

Within each priority group, applications are ranked by date and time of application.

07/26/2011 Board approval

5/24/2011 - posted for tenants' comments

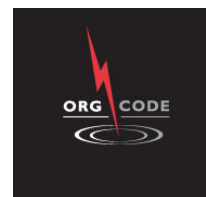
**Vulnerability Index -  
Service Prioritization Decision Assistance Tool  
(VI-SPDAT)**

**Prescreen Triage Tool for Single Adults**

**AMERICAN VERSION 2.01**

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**COMMUNITY  
SOLUTIONS**



## Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

### VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

#### **Current versions available:**

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

All versions are available online at

[www.orgcode.com/products/vi-spdatt/](http://www.orgcode.com/products/vi-spdatt/)

### SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

#### **Current versions available:**

- SPDAT V 4.0 for Individuals
- SPDAT V 2.0 for Families
- SPDAT V 1.0 for Youth

Information about all versions is available online at

[www.orgcode.com/products/spdat/](http://www.orgcode.com/products/spdat/)

## SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

### **Current SPDAT training available:**

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

### **Other related training available:**

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>

## Administration

<b>Interviewer's Name</b> _____	<b>Agency</b> _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
<b>Survey Date</b> DD/MM/YYYY ___/___/____	<b>Survey Time</b> ___:___	<b>Survey Location</b> _____

## Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

## Basic Information

<b>First Name</b> _____	<b>Nickname</b> _____	<b>Last Name</b> _____
<b>In what language do you feel best able to express yourself?</b> _____		
<b>Date of Birth</b> DD/MM/YYYY ___/___/____	<b>Age</b> _____	<b>Social Security Number</b> _____
		<b>Consent to participate</b> <input type="checkbox"/> Yes <input type="checkbox"/> No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.

**SCORE:**

## A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

- Shelters
- Transitional Housing
- Safe Haven
- Outdoors**
- Other (specify):**

**Refused**

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1.

**SCORE:**

2. How long has it been since you lived in permanent stable housing? \_\_\_\_\_

Refused

3. In the last three years, how many times have you been homeless? \_\_\_\_\_

Refused

IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1.

**SCORE:**

## B. Risks

4. In the past six months, how many times have you...

a) Received health care at an emergency department/room? \_\_\_\_\_

Refused

b) Taken an ambulance to the hospital? \_\_\_\_\_

Refused

c) Been hospitalized as an inpatient? \_\_\_\_\_

Refused

d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? \_\_\_\_\_

Refused

e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? \_\_\_\_\_

Refused

f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? \_\_\_\_\_

Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.

**SCORE:**

5. Have you been attacked or beaten up since you've become homeless?  Y  N  Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.

**SCORE:**

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?  Y  N  Refused

IF "YES," THEN SCORE 1 FOR LEGAL ISSUES.

SCORE:

8. Does anybody force or trick you to do things that you do not want to do?  Y  N  Refused

9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF EXPLOITATION.

SCORE:

### C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money?  Y  N  Refused

11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?  Y  N  Refused

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR MONEY MANAGEMENT.

SCORE:

12. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?  Y  N  Refused

IF "NO," THEN SCORE 1 FOR MEANINGFUL DAILY ACTIVITY.

SCORE:

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?  Y  N  Refused

IF "NO," THEN SCORE 1 FOR SELF-CARE.

SCORE:

14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?  Y  N  Refused

IF "YES," THEN SCORE 1 FOR SOCIAL RELATIONSHIPS.

SCORE:



## D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?  Y  N  Refused
16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?  Y  N  Refused
17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?  Y  N  Refused
18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?  Y  N  Refused
19. When you are sick or not feeling well, do you avoid getting help?  Y  N  Refused
20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant?  Y  N  N/A or Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH**.

SCORE:

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?  Y  N  Refused
22. Will drinking or drug use make it difficult for you to stay housed or afford your housing?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**.

SCORE:

23. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
- a) A mental health issue or concern?  Y  N  Refused
- b) A past head injury?  Y  N  Refused
- c) A learning disability, developmental disability, or other impairment?  Y  N  Refused
24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH**.

SCORE:

IF THE RESPONENT SCORED 1 FOR **PHYSICAL HEALTH** AND 1 FOR **SUBSTANCE USE** AND 1 FOR **MENTAL HEALTH**, SCORE 1 FOR **TRI-MORBIDITY**.

SCORE:

**VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)**

SINGLE ADULTS

AMERICAN VERSION 2.01

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?  Y  N  Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?  Y  N  Refused

**IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.**

**SCORE:**

27. **YES OR NO:** Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?  Y  N  Refused

**IF "YES", SCORE 1 FOR ABUSE AND TRAUMA.**

**SCORE:**

## Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	<b>Score: Recommendation:</b> 0-3: no housing intervention 4-7: an assessment for Rapid Re-Housing 8+: an assessment for Permanent Supportive Housing/Housing First
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/4	
D. WELLNESS	/6	
<b>GRAND TOTAL:</b>	<b>/17</b>	

## Follow-Up Questions

<b>On a regular day, where is it easiest to find you and what time of day is easiest to do so?</b>	place: _____ time: ___ : ___ or _____
<b>Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?</b>	phone: (____) _____ - _____ email: _____
<b>Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

## Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

### The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.

### Version 2

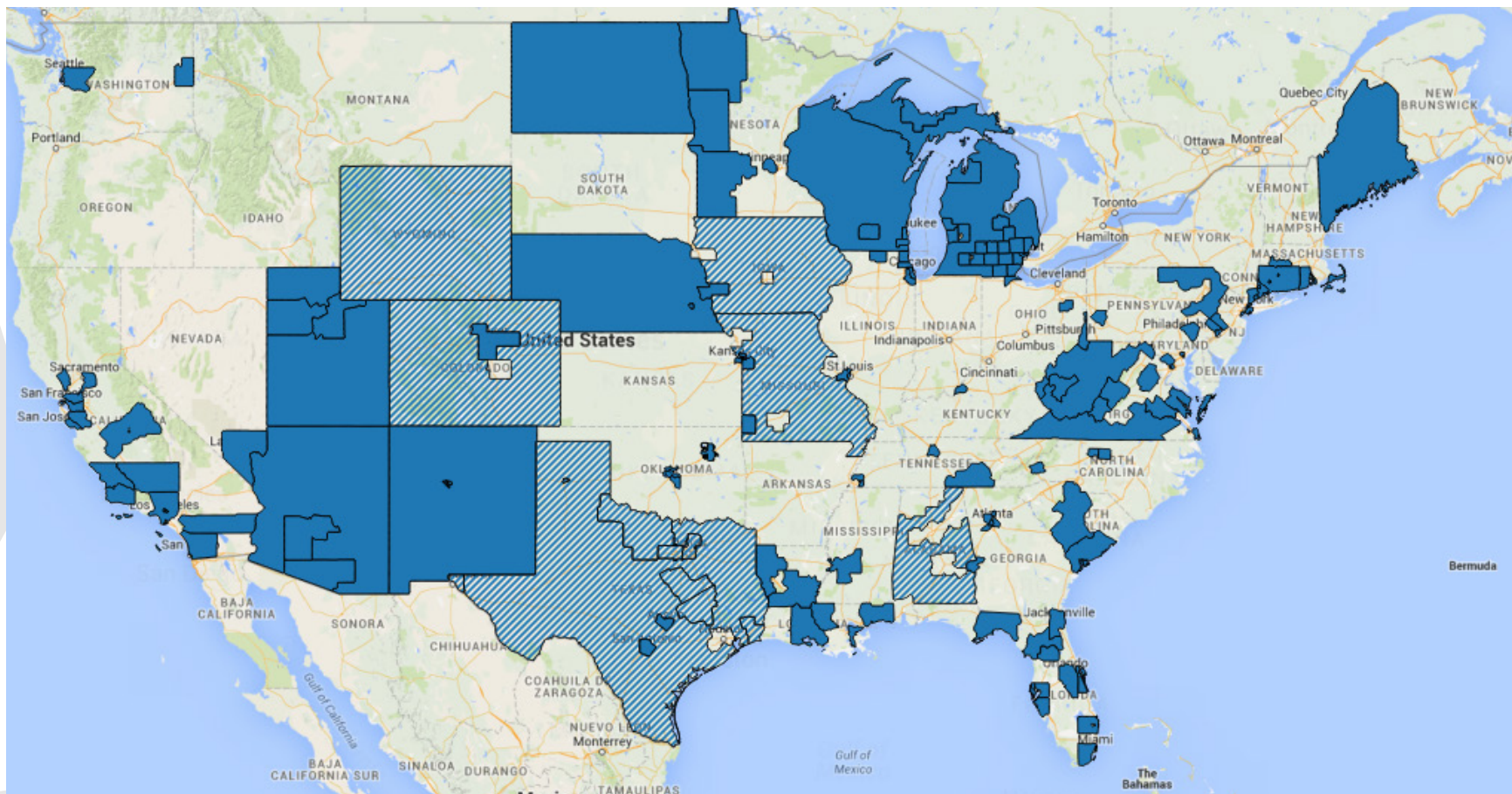
Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool. Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

You will notice some differences in Version 2 compared to Version 1. Namely:

- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).

## Appendix B: Where the VI-SPDAT is being used in the United States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any community is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is being used in more communities than we know of. It is also being used in Canada and Australia.



A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

**Alabama**

- Parts of Alabama Balance of State

**Arizona**

- Statewide

**California**

- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

**Colorado**

- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

**Connecticut**

- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

**District of Columbia**

- District of Columbia

**Florida**

- Sarasota/Bradenton/Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

**Georgia**

- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

**Hawaii**

- Honolulu

**Illinois**

- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

**Iowa**

- Parts of Iowa Balance of State

**Kansas**

- Kansas City/Wyandotte County

**Kentucky**

- Louisville/Jefferson County

**Louisiana**

- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

**Massachusetts**

- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

**Maryland**

- Baltimore City
- Montgomery County

**Maine**

- Statewide

**Michigan**

- Statewide

**Minnesota**

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

**Missouri**

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

**Mississippi**

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

**North Carolina**

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

**North Dakota**

- Statewide

**Nebraska**

- Statewide

**New Mexico**

- Statewide

**Nevada**

- Las Vegas/Clark County

**New York**

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

**Ohio**

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

**Oklahoma**

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

**Pennsylvania**

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

**Rhode Island**

- Statewide

**South Carolina**

- Charleston/Low Country
- Columbia/Midlands

**Tennessee**

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

**Texas**

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

**Utah**

- Statewide

**Virginia**

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

**Washington**

- Seattle/King County
- Spokane City & County

**Wisconsin**

- Statewide

**West Virginia**

- Statewide

**Wyoming**

- Wyoming Statewide is in the process of implementing

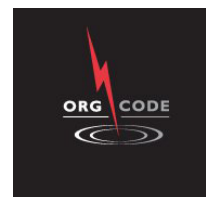
**Vulnerability Index -  
Service Prioritization Decision Assistance Tool  
(VI-SPDAT)**

**Prescreen Triage Tool for Families**

**AMERICAN VERSION 2.0**

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**COMMUNITY  
SOLUTIONS**



## Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

### VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

#### **Current versions available:**

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 2.0 for Youth

All versions are available online at

[www.orgcode.com/products/vi-spdatt/](http://www.orgcode.com/products/vi-spdatt/)

### SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

#### **Current versions available:**

- SPDAT V 4.0 for Individuals
- SPDAT V 4.0 for Families
- SPDAT V 4.0 for Youth

Information about all versions is available online at

[www.orgcode.com/products/spdat/](http://www.orgcode.com/products/spdat/)

## SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

### **Current SPDAT training available:**

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

### **Other related training available:**

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>



## Administration

<b>Interviewer's Name</b> _____	<b>Agency</b> _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
<b>Survey Date</b> DD/MM/YYYY ___/___/____	<b>Survey Time</b> ___:___	<b>Survey Location</b> _____

## Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

## Basic Information

<b>PARENT 1</b>	<b>First Name</b> _____	<b>Nickname</b> _____	<b>Last Name</b> _____
	<b>In what language do you feel best able to express yourself?</b> _____		
	<b>Date of Birth</b> DD/MM/YYYY ___/___/____	<b>Age</b> _____	<b>Social Security Number</b> _____
		<b>Consent to participate</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>PARENT 2</b>	<input type="checkbox"/> No second parent currently part of the household		
	<b>First Name</b> _____	<b>Nickname</b> _____	<b>Last Name</b> _____
	<b>In what language do you feel best able to express yourself?</b> _____		
<b>Date of Birth</b> DD/MM/YYYY ___/___/____	<b>Age</b> _____	<b>Social Security Number</b> _____	<b>Consent to participate</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>IF EITHER HEAD OF HOUSEHOLD IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.</b>			<b>SCORE:</b> <div style="border: 1px solid white; width: 40px; height: 20px; margin: 0 auto;"></div>

## Children

1. How many children under the age of 18 are currently with you? \_\_\_\_\_  Refused
2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed? \_\_\_\_\_  Refused
3. **IF HOUSEHOLD INCLUDES A FEMALE:** Is any member of the family currently pregnant?  Y  N  Refused
4. Please provide a list of children's names and ages:

First Name	Last Name	Age	Date of Birth
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

IF THERE IS A SINGLE PARENT WITH 2+ CHILDREN, AND/OR A CHILD AGED 11 OR YOUNGER, AND/OR A CURRENT PREGNANCY, THEN SCORE 1 FOR **FAMILY SIZE**. **SCORE:**

IF THERE ARE TWO PARENTS WITH 3+ CHILDREN, AND/OR A CHILD AGED 6 OR YOUNGER, AND/OR A CURRENT PREGNANCY, THEN SCORE 1 FOR **FAMILY SIZE**.

## A. History of Housing and Homelessness

5. Where do you and your family sleep most frequently? (check one)
  - Shelters
  - Transitional Housing
  - Safe Haven
  - Outdoors**
  - Other (specify):** \_\_\_\_\_
  - Refused**

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1. **SCORE:**

6. How long has it been since you and your family lived in permanent stable housing? \_\_\_\_\_  Refused
7. In the last three years, how many times have you and your family been homeless? \_\_\_\_\_  Refused

IF THE FAMILY HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1. **SCORE:**

## B. Risks

8. In the past six months, how many times have you or anyone in your family...

- a) Received health care at an emergency department/room?   Refused
- b) Taken an ambulance to the hospital?   Refused
- c) Been hospitalized as an inpatient?   Refused
- d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?   Refused
- e) Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along?   Refused
- f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?   Refused

**IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.** **SCORE:**

- 9. Have you or anyone in your family been attacked or beaten up since they've become homeless?  **Y**  N  Refused
- 10. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year?  **Y**  N  Refused

**IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.** **SCORE:**

- 11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?  **Y**  N  Refused

**IF "YES," THEN SCORE 1 FOR LEGAL ISSUES.** **SCORE:**

- 12. Does anybody force or trick you or anyone in your family to do things that you do not want to do?  **Y**  N  Refused
- 13. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that?  **Y**  N  Refused

**IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF EXPLOITATION.** **SCORE:**

### C. Socialization & Daily Functioning

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you or anyone in your family owe them money?  **Y**  **N**  Refused

15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?  **Y**  **N**  Refused

**IF "YES" TO QUESTION 14 OR "NO" TO QUESTION 15, THEN SCORE 1 FOR MONEY MANAGEMENT.** **SCORE:**

16. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?  **Y**  **N**  Refused

**IF "NO," THEN SCORE 1 FOR MEANINGFUL DAILY ACTIVITY.** **SCORE:**

17. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?  **Y**  **N**  Refused

**IF "NO," THEN SCORE 1 FOR SELF-CARE.** **SCORE:**

18. Is your family's current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?  **Y**  **N**  Refused

**IF "YES," THEN SCORE 1 FOR SOCIAL RELATIONSHIPS.** **SCORE:**

### D. Wellness

19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?  **Y**  **N**  Refused

20. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?  **Y**  **N**  Refused

21. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you or anyone in your family?  **Y**  **N**  Refused

22. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?  **Y**  **N**  Refused

23. When someone in your family is sick or not feeling well, does your family avoid getting medical help?  **Y**  **N**  Refused

**IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR PHYSICAL HEALTH.** **SCORE:**

## VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

FAMILIES

AMERICAN VERSION 2.0

24. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?  Y  N  Refused

25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**.

SCORE:

26. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:

a) A mental health issue or concern?  Y  N  Refused

b) A past head injury?  Y  N  Refused

c) A learning disability, developmental disability, or other impairment?  Y  N  Refused

27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH**.

SCORE:

28. *IF THE FAMILY SCORED 1 EACH FOR PHYSICAL HEALTH, SUBSTANCE USE, AND MENTAL HEALTH:* Does any single member of your household have a medical condition, mental health concerns, **and** experience with problematic substance use?  Y  N  N/A or Refused

IF "YES", SCORE 1 FOR **TRI-MORBIDITY**.

SCORE:

29. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking?  Y  N  Refused

30. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication?  Y  N  Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR **MEDICATIONS**.

SCORE:

31. *YES OR NO:* Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced?  Y  N  Refused

IF "YES", SCORE 1 FOR **ABUSE AND TRAUMA**.

SCORE:

## E. Family Unit

32. Are there any children that have been removed from the family by a child protection service within the last 180 days?  **Y**  N  Refused

33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?  **Y**  N  Refused

**IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR FAMILY LEGAL ISSUES.**

**SCORE:**

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?  **Y**  N  Refused

35. Has any child in the family experienced abuse or trauma in the last 180 days?  **Y**  N  Refused

36. **IF THERE ARE SCHOOL-AGED CHILDREN:** Do your children attend school more often than not each week?  Y  **N**  N/A or Refused

**IF "YES" TO ANY OF QUESTIONS 34 OR 35, OR "NO" TO QUESTION 36, SCORE 1 FOR NEEDS OF CHILDREN.**

**SCORE:**

37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?  **Y**  N  Refused

38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?  **Y**  N  Refused

**IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR FAMILY STABILITY.**

**SCORE:**

39. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?  Y  **N**  Refused

40. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...

a) 3 or more hours per day for children aged 13 or older?  **Y**  N  Refused

b) 2 or more hours per day for children aged 12 or younger?  **Y**  N  Refused

41. **IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER:** Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?  **Y**  N  N/A or Refused

**IF "NO" TO QUESTION 39, OR "YES" TO ANY OF QUESTIONS 40 OR 41, SCORE 1 FOR PARENTAL ENGAGEMENT.**

**SCORE:**

## Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/2	<b>Score: Recommendation:</b> 0-3 no housing intervention 4-8 an assessment for Rapid Re-Housing 9+ an assessment for Permanent Supportive Housing/Housing First
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/4	
D. WELLNESS	/6	
E. FAMILY UNIT	/4	
<b>GRAND TOTAL:</b>	<b>/22</b>	

## Follow-Up Questions

<b>On a regular day, where is it easiest to find you and what time of day is easiest to do so?</b>	place: _____ time: ____ : ____ or _____
<b>Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?</b>	phone: (____) _____ - _____ email: _____
<b>Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

## Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need a practical, evidence-informed way to satisfy federal regulations while quickly implementing an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

### The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.

### Version 2

Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool. Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

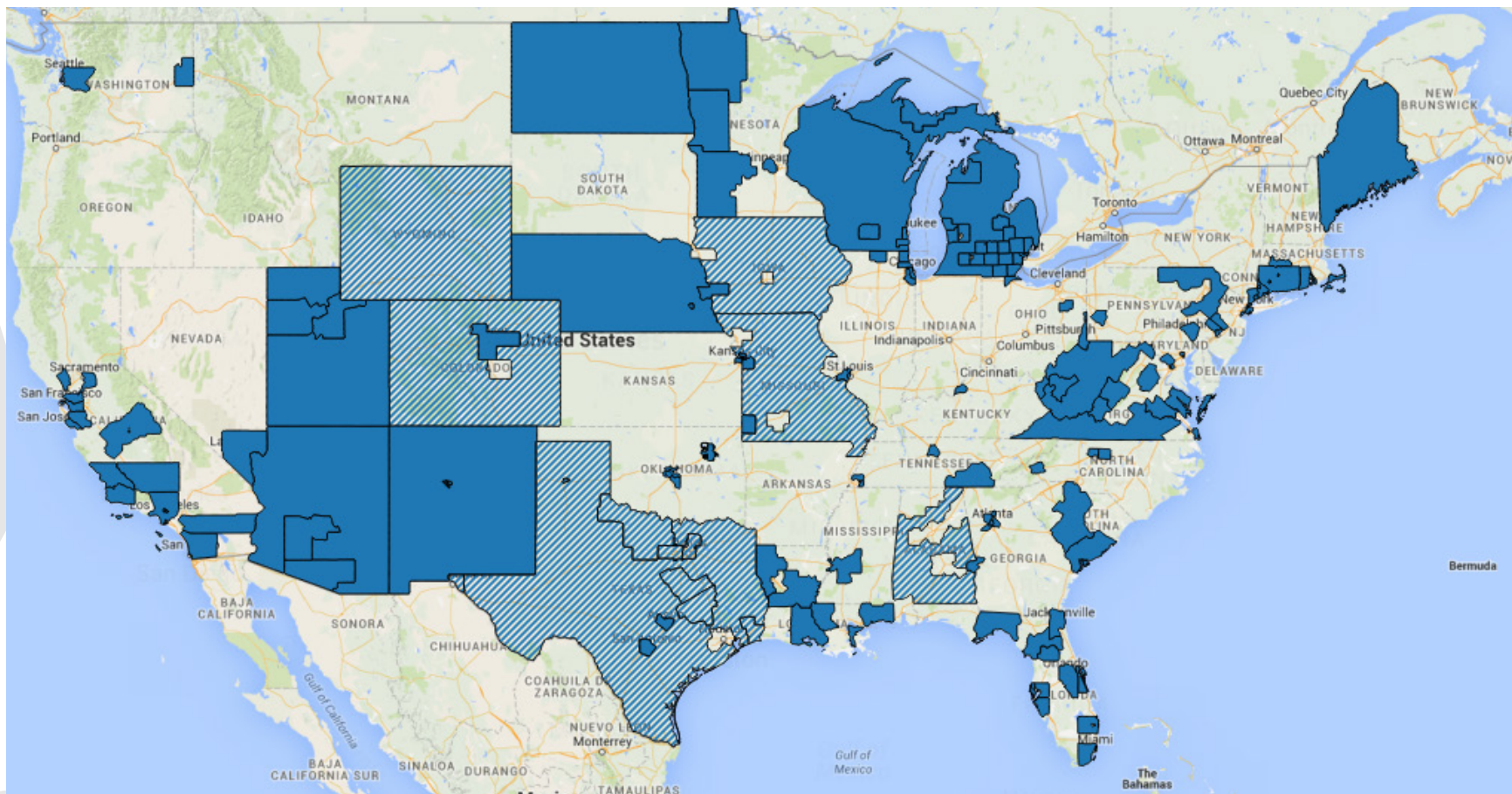
You will notice some differences in Version 2 compared to Version 1. Namely:

- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).



## Appendix B: Where the VI-SPDAT is being used in the United States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any community is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is being used in more communities than we know of. It is also being used in Canada and Australia.



A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

**Alabama**

- Parts of Alabama Balance of State

**Arizona**

- Statewide

**California**

- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

**Colorado**

- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

**Connecticut**

- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

**District of Columbia**

- District of Columbia

**Florida**

- Sarasota/Bradenton/Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

**Georgia**

- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

**Hawaii**

- Honolulu

**Illinois**

- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

**Iowa**

- Parts of Iowa Balance of State

**Kansas**

- Kansas City/Wyandotte County

**Kentucky**

- Louisville/Jefferson County

**Louisiana**

- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

**Massachusetts**

- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

**Maryland**

- Baltimore City
- Montgomery County

**Maine**

- Statewide

**Michigan**

- Statewide

**Minnesota**

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

**Missouri**

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

**Mississippi**

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

**North Carolina**

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

**North Dakota**

- Statewide

**Nebraska**

- Statewide

**New Mexico**

- Statewide

**Nevada**

- Las Vegas/Clark County

**New York**

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

**Ohio**

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

**Oklahoma**

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

**Pennsylvania**

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

**Rhode Island**

- Statewide

**South Carolina**

- Charleston/Low Country
- Columbia/Midlands

**Tennessee**

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

**Texas**

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

**Utah**

- Statewide

**Virginia**

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

**Washington**

- Seattle/King County
- Spokane City & County

**Wisconsin**

- Statewide

**West Virginia**

- Statewide

**Wyoming**

- Wyoming Statewide is in the process of implementing

**2018 Georgia BoS CoC Project Performance & CoC Priority Scoring Criteria  
Renewal Projects Only**

Applicant Agency \_\_\_\_\_

HUD Project Name \_\_\_\_\_

HUD Project Type:

Permanent Supportive Housing       Rapid Re-Housing

For APR data requested within the application, agencies should use data from the HUD APR from SAGE covering the period of 5/1/2017-4/30/2018 (submission of these reports is required) and the HUD Data Quality Report from HMIS. For the APR, Applicants will need to pull the data from HMIS and then upload the CSV-APR into Sage using the Test Run function in order to create the required report. Please note that renewal projects that do not have data for the complete year to report on should submit partial year data (with requested explanations). Projects operational for less than a year will automatically receive the median points awarded for like projects on performance where applicable, and bonus points will be scored regularly. Those points will then be averaged with that project’s original 2015 or 2016 score (respectively).

Project Threshold Criteria	Scoring	Reviewer Score	Reviewer Notes
<b>Agency demonstrates they have the capacity to carry out and implement the project proposed.</b> Eligible renewing projects are considered to have met threshold unless other information is available to the contrary.	Pass/Fail		

Performance Criteria	Standard / Goal	Points Available	Scoring	Data Source	Review Score
<b>1. ALL Projects - Spending all grant funds awarded for last grant award period.</b> [Total of all funds expended/total funds awarded by HUD for most recently completed operating year]	Spending 100% of Award or Proposed Project Implementation	5	95% or > spent = 5 90-94% spent = 4 85-89% spent = 3 80-84% spent = 2 <80% = 0* *may be subject to reduction	Application or report from LOCCS	
<b>1-a. ALL Projects – Quarterly Draw Downs from LOCCS.</b> [Funds are drawn down from LOCCS every 90 days or less once the contract was executed]	Funds drawn down every 90 days or less.	5	90 days or less = 5	Provider report from LOCCS or internal database.	
<b>2. ALL Projects – Project Utilization Units/Clients</b> [% of unit utilization for housing programs]	Unit/Client Utilization 100% Or Capacity to fully utilize program	5	95% or > = 5 90-94% = 4 85-89% = 3 80-84% = 2 51-79% = 0 Projects at 50% or less = -20 (and may be subject to reduction or reallocation)	Review Application or APR	

<b>3. Cost Effectiveness</b> Annual number of households served/Annual Grant Amount	TBD	N/A	N/A		
<b>Subtotal Grant / Utilization</b>		<b>15</b>			
<b>Program Performance Criteria</b>	<b>Standard / Goal</b>	<b>Points Available</b>	<b>Scoring</b>	<b>Data Source</b>	<b>Review Score</b>
<b>3. PH Programs: Housing Stability for clients served in the reporting period of the last APR submitted to HUD. [% PH persons who remained in the PH program as of end of year OR exited to PH during year]</b>	85%	20	85% or > = 20 75-84% = 15 70-74% = 5 Below 70% = 0	APR PSH: Q05a & Q23a & 23b / Q05a exits or RRH: Q23a & 23b / Q05 exits	
<b>4a. Length of Stay: Average length of stay for all participants during 5/1/2017-4/30/2018. (Informational Purposes only)</b>	TBD	N/A	N/A	APR (HMIS data)	
<b>4b. Returns to Homelessness: Percentage of participants who exited 7/1/2016-6/30/17 that returned to homelessness. (Informational only)</b>	TBD	N/A	N/A	DCA (HMIS data)	
<b>Subtotal Housing Stability</b>		<b>20</b>			
<b>5. ALL Programs: Program has dedicated beds/units for serving persons who are chronically homeless. Current Projects will be scored on dedicated chronic beds and DedicatedPLUS.</b>	100%	10	100% = 10 70-99% = 7.5 50-69% = 5 30-49% = 2.5 Less than 30% = 0	Application & verified w/APR (HMIS data)	
<b>6. ALL Programs: Program targets/serves Veterans. Current Projects will be scored on adults being served by the project.</b>	100% HHs w/adult Veteran	10	100% = 10 70-99% = 7.5 50-69% = 5 30-49% = 2.5 Less than 30% = 0	Applica., & verified w/APR	
<b>7. ALL Programs: Program serves persons who have special needs or high barriers to housing. (disabilities, victims of domestic violence, and youth households (adults 18-24))</b>	100%	10	100% = 10 70-99% = 7 40-69% = 5 Less than 40% = 0	Applica. & verified w/APR (Q13, Q14 or Q27)	
<b>8. ALL Programs: At least one Adult per household w/previous residence that indicates literal homelessness (project eligibility).</b>	100%	10	100% = 10 Projects 75% or less -10 (and may be subject to lower ranking or reallocation)	APR Data	
<b>Subtotal Homeless &amp; Special Needs</b>		<b>40</b>			

<b>9. ALL Programs: Earned Income for Leavers</b> [adult leavers exiting with 'earned income'/ adult leavers]	20%	10	20% or > = 10 15- 19% = 4 Below 15% = 0	APR [Q18]	
<b>10. ALL Programs: Increased Income from All Sources</b> [% of persons age 18 or older who gained or increased total income from Start to Annual Assessment/Exit]	54%	10	54% or > = 10 49-53% = 7 40-48% = 4 35-39% = 2 Below 35% = 0	APR [Q19a3]	
<b>11. ALL Programs: Leavers with Non Cash Mainstream Benefit Sources</b> [adult leavers with '1+ source of non-cash benefits'/total leaving adults]	80% or >	10	80% or > = 10 65-79% = 7.5 50-64% = 4 49% or below = 0	APR [Q20b & Q05a]	
<b>12. Renewal Programs: Leavers who exit housing or program to shelter, streets, or unknown</b> [leavers exiting to 'emergency shelter', 'place not meant for human habitation', or 'don't know/refused'/all leavers]	10% or less	11	10% or < = 11 11-20% = 5 Over 20% = 0	APR [Q23a & Q23b]	
<b>13. Coordinated Entry Participation</b> HMIS shows participants are being assessed using the VI-SPDAT for prioritization	Yes or No	5	Yes = 5	DCA HMIS Data	
<b>14. Acceptance of Participants Without Income</b> % of adults 18 or older entering project without earned income, SSI, or SSDI	70% or less have income at entry	5	70% or < = 5 Over 70% = 0	DCA HMIS Data	
<b>15. Variance in Length of Stay</b> Variance in length of stay for Leavers to reflect Written Standards requirement that project responsive to client needs and not a predetermined length of stay for all participants	Variance in Length of time for Leaver HHs	5	Yes = 5 None or Minimal = 0	Length of Stay, Avg & Median Length of Stay / APR & DCA HMIS Data	
<b>Subtotal Performance</b>		<b>56</b>			
<b>16. Non-Shelter Plus Care Project Applicants - Monitoring – HUD Findings</b> or	No Unresolved Findings or Concerns	4	See table below	HUD Monitoring Report and Responses	
<b>16a. Shelter Plus Care Project Applicants - Monitoring – DCA Findings</b>	No Unresolved Findings or Concerns	4	See table below	/DCA Monitoring Report and responses	
<b>Subtotal Compliance</b>		<b>4</b>			

<b>17. CoC Participation:</b> Attended BoS CoC Statewide or Regional Meetings (April 2017 or June 2017), attended two-day PH training in February 2017, Participates in BoS CoC Governance (Board or Committee Participation), or as a Point in Time Coordinator.	Yes or No	10	Yes = 10	DCA list	
<b>18. HMIS Data Quality</b> [Q2 – Q7 less than 5% per question] (Applicants that are not a current CoC grantee & not currently using HMIS may submit data from a comparable HMIS system.)	<5%	10	5% or less = 2 > 5% = 0 each question	HMIS HUD Data Quality Report	
<b>Subtotal: CoC Participation &amp; HMIS Data Quality</b>		<b>20</b>			
<b>19. Match (Cash or In-Kind Resources)</b> With the exception of leasing, all agencies must demonstrate match resources equal to at least 25% of the total requested HUD funding.		5	Well defined = 5 Acceptable = 3 Unacceptable = 0	Applica.	
<b>20. Leveraging (Cash or In-Kind Resources)</b> - The CoC goal for all leveraged resources (including match) is 150% of the grant amount. For this section, agencies should have reported leveraged resources outside of the match resources listed above to insure no duplication		5	125% or more = 5 100-124% = 3 90-99% = 1 Less than 90% = 0	Applica.	
<b>Subtotal: Match and Leveraging</b>		<b>10</b>			
<b>Total Points Available for Performance Criteria (listed on this form)</b>		<b>165</b>			
<b>Total Points Available for Outcome Criteria (Addendum criteria scoresheet)</b>		<b>50</b>			
<b>Total Possible Points**</b>		<b>215</b>			
<b>21. Bonus Points: Continuum of Care Permanent Supportive Housing Priority.</b> Bonus points available for permanent supportive housing programs currently providing housing to people who are homeless with a disability.	100%	30	Current PSH program = 30	Application Project Type	
<b>22. Bonus Points: Housing First:</b> Bonus points available for permanent housing projects (PSH or RRH) that are currently using, the Housing First model.	100%	15	Yes (with supporting docs) = 15  No = 0	App, Certification, & Supporting Documents	

<p><b>23. Bonus Points: Low Barrier Projects:</b> Bonus points available to project applications that are low barrier projects, meaning project allows entry to program participants that includes: low or no income, current or past substance use, criminal records—with the exceptions of restrictions imposed by federal, state or local law or ordinance, and history of domestic violence.</p>	100%	15	<p>Yes (with supporting docs) = 15</p> <p>No = 0</p>	App, Certification, & Supporting Documents	
<p><b>24. ALL Programs: Program targets/serves Youth-headed Households.</b> Current Projects will be scored on percentage of youth-headed households served by the project.</p>	100% Youth-headed HHs	10	<p>100% = 10</p> <p>70-99% = 7.5</p> <p>50-69% = 5</p> <p>30-49% = 2.5</p> <p>Less than 30% = 0</p>	Applica., & verified w/APR	
<p><b>25. Bonus Points: Point in Time Count Coordinator</b> – Bonus points available to project applications submitted by an agency that served as a coordinator for the Homeless Point in Time Count in January 2017.</p>	100%	10	<p>Yes = 10</p> <p>No = 0</p>	DCA	
<p><b>26. Bonus Points: Increased Number of Beds Designated for Chronically Homeless</b> – Bonus points available to projects where recipient or subrecipient increased the number of beds designated for chronically homeless. This was dependent on project serving a high number of people who were chronically homeless during the 2018 PIT/HIC in January.</p>	100%	10	<p>Yes = 10</p> <p>No = 0</p>	DCA	
<p><b>** Timeliness of Application Submission</b> – Late submission of the review application, second submission package, or supporting documents will lose points. The rate will be &lt;5% of the total SCORED points available in the competition for each working day that the application is late.</p>	<5% of total points each working day the application is late	Depends on Submission on Date	<p>1 Day Late = &lt;5% total points available</p> <p>2 Days Late = &lt;10% total points available</p> <p>3 Days Late = &lt;15% <u>and</u> application may not be sent to review team for ranking (required for funding)</p>	Based on date received at DCA.	
<p><b>Total Points Received</b></p>					

HUD/DCA Monitoring of CoC Program (point scale)	
Score	Findings
4	No Unresolved Monitoring Findings
2	Unresolved Monitoring Findings, but there is a clear and feasible corrective plan
0	Unresolved Findings with no plan or unclear plan

Notes:

1. Applicants must provide sufficient information to compete with other applicants under criteria, regardless of whether or not this information is required for the final application being submitted electronically to HUD.
2. In the event of a tie, decisions to be based upon funds requested/number served at capacity/serving a CoC priority population (chronic, Veterans, youth).
3. Review Team reserves discretion to award points between high and low ranges on Capacity, Outcome, Match, and Leveraging criteria (Addendum criteria).
4. Note that this criteria reflects CoC priorities as well as HUD priorities outlined in the FY 2018 NOFA. As a matter of information to applicants, the Balance of State CoC will be judged competitively on CoC Coordination and Engagement (48 points), Project Ranking, Review and Capacity (29 points), Homeless Management Information System (13 points), Point-In-Time Count (6 points), System Performance (56 points), and Performance and Strategic Planning (48 points) – 200 total points possible.
5. The Balance of State CoC project renewal applications for HMIS, and Coordinated Assessment have no impact upon the HUD score for the CoC application. Because of their importance to the CoC effort across the State, they will not be scored by the review panel and will be placed on the priority ranking within Tier 1. The CoC Planning grant is not part of the Tier ranking and does not impact the funding available.
6. Project Applicants that believe they were not allowed to participate in a fair and open process and were rejected by the CoC have the right to appeal the rejection directly to HUD as outlined in the NOFA.
7. More information on Housing First can be found on the United States Interagency Council on Homelessness web site at: [http://usich.gov/resources/uploads/asset\\_library/Housing\\_First\\_Checklist\\_FINAL.pdf](http://usich.gov/resources/uploads/asset_library/Housing_First_Checklist_FINAL.pdf). It was also was sent out by HUD through the SNAPs Weekly Focus series that was released on August 21, 2013 (<https://www.hudexchange.info/news/snaps-weekly-focus-adopting-a-housing-first-approach/>). The entire series can be found at: <https://www.hudexchange.info/homelessness-assistance/snaps-weekly-focus/>. Competition Focus Messages for the 2017 competition can be found at: <https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>.
8. The Final Rule on Defining “Chronic Homeless” published in December 2015, can be found at: <https://www.hudexchange.info/homelessness-assistance/resources-for-chronic-homelessness/>.



**2018 Georgia Balance of State Continuum of Care Review Team Scoring**  
**Renewal Projects ONLY**

Reviewer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Project Name: \_\_\_\_\_ HUD Project Type:  PSH or  RRH

**General Information**

General Information	Possible Points	Score
Balance of State CoC Priority: Serving people with the highest needs and longest histories of homelessness for existing new and renewal PSH is a priority for funding.	Permanent Supportive Housing = 10 Rapid Re-Housing = 5	
TOTAL (10 points maximum)		

**Project Overview and Priority Alignment**

As specified in the Governance Charter, the BoS CoC has aligned itself with the HUD Strategic Plan, as well as with the USICH “Opening Doors” plan. While much of the scored information will be taken from agency and project HMIS APR data, agencies were asked to respond to questions, addressing the various objectives of the CoC.

Project Overview and Priority Alignment	Possible Points	Score
Project Summary  <b>(3 possible total points)</b>	Response is clear and concise and gives a complete picture of the project = 3  Response gives an adequate description of project, but leaves a few unanswered questions = 1  Response unclear and leaves unanswered questions about purpose of project = 0	
Objective 1-A: Increase Progress towards Ending Chronic Homelessness  Assessment & Prioritization of people with highest needs.	Agencies were required to answer “Yes” or “No” to each response and to provide an explanation to support answer. Points are not automatic; if explanation does not back up answer award zero points. Checklist-  A-C: Yes = 3 No = 0  Explanation- Agencies were required to explain entry requirements and restrictions for homeless persons to access and be accepted into this program. Agencies <i>not</i> providing a complete response may not receive full points (A-C). <b>(9 possible total points)</b>	
Objective 1-B: Serving People with the Highest Barriers to Housing (&/or Special Needs)	Applicants were asked to identify a) which of the listed criteria has a bearing on whether a client was or was not accepted into their project and b) which of the listed criteria has a bearing on whether a client was or was not terminated from their project:	<b>Part 1 score (A)</b>

<p>HUD is looking for projects that serve those people with most need and who would be most resistant to service. Projects are expected to reduce and remove barriers to accessing services, program acceptance and entry and continued program participation, in an effort to serve that population.</p>	<p>a. Which criteria has a bearing on whether a client is accepted into project?</p> <ul style="list-style-type: none"> <li>• Having too little income = Yes (barrier) or No</li> <li>• Active or history of substance abuse = Yes (barrier) or No</li> <li>• Having a criminal record (with exception of state/federal mandated restrictions) = Yes (barrier) or No</li> <li>• History of victimization (domestic violence, sexual assault, childhood abuse) = Yes (not allowed = barrier) or No</li> <li>• None of the above = No barriers</li> </ul> <p>No barriers = 5 points  1 or 2 barriers = 2 points  3 or more barriers = 0 points</p> <p><b>(5 possible total points for A)</b></p> <p>b. Which criteria has a bearing on whether a client is terminated from project?</p> <ul style="list-style-type: none"> <li>• Failure to participate in supportive services = Yes (barrier) or No</li> <li>• Failure to make progress on a service plan = Yes (barrier) or No</li> <li>• Loss of income or failure to improve income = Yes (barrier) or No</li> <li>• Domestic violence = Yes (not allowed = barrier) or No</li> <li>• Any other activity not covered in a typical lease agreement _____ = Yes (may be possible barrier) or No</li> <li>• None of the above = No barriers</li> </ul> <p>No barriers (outside of state/federal mandated restriction) = 5 points  1 or 2 barriers = 2 points  3 or more barriers = 0 points</p> <p><b>(5 possible total points for B)</b></p> <p>Explanation-  Agencies were required to explain responses for both “a” and “b” as to the criteria that will prohibit clients from being accepted into, or terminated from, this project. Agencies <i>not</i> providing a complete response may not receive full points (A or B).</p>	<p><b>Part 2 score (B)</b></p>
<p><b>Objective 2: Increase Housing Stability</b></p>	<p>Performance  80% or above meets the standard  79% or below does not meet the standard</p>	
<p>Standard Baseline: 80%</p> <p><i>PSH Application answer for E</i>  <b>[(c+d)/a x 100 = %]</b></p> <p><i>RRH Application answer for D</i>  <b>(c/b x 100 = %)</b></p>	<p>Explanation (<b>6 possible points</b>)</p> <p>Project is meeting the standard and response on how they will continue to maintain or exceed is clear and concise = 8</p> <p>Project performance is 73%-79%, and response on how they will work to meet it is clear and concise = 6</p> <p>Project performance is 72% or lower, and response on how they will work to meet it is clear and concise = 2</p> <p>Project is not meeting the standard, and response is unclear = 0</p>	

<p>Objective 3: Increase Project Participant Income</p> <p>Standard Baseline for Total Income: 54%</p> <p><i>Application answer for E</i></p>	<p>Performance</p> <p>Total Income is at 54% or above meets the standard</p> <p>Total Income is less than 54% does not meet the standard</p> <p>Explanation (<b>6 possible points</b>)</p> <p>Project is meeting the standard and response on how they will continue to gain or increase is clear and concise = 6</p> <p>Project does not meet HUD standard by 5% or less <u>and</u> response on how they will work to meet the standard is clear and concise = 4</p> <p>Project does not meet HUD standard by 6-19% <u>but</u> response on how they will work to meet them is clear = 2</p> <p>Project is not meeting the standard <u>and</u> response unclear = 0</p>	
<p>Objective 4: Increase the Number of Participants Obtaining Mainstream Benefits</p> <p>Standard Baseline: 80%</p> <p><i>Application answer A/B X 100 = %</i></p>	<p>Performance</p> <p>80% or above meets the standard</p> <p>Below 80% does not meet the standard</p> <p>Explanation (<b>6 possible points</b>)</p> <p>Project is meeting the standard and response on how they will continue to maintain or exceed is clear and concise = 6</p> <p>Project performance is 50-79% and response on how they will work to meet it is clear and concise = 4</p> <p>Project performance is 49% and lower and response on how they will work to meet it is clear and concise = 2</p> <p>Project is not meeting the standard, and response is unclear = 0</p>	
<p><b>TOTAL</b> <b>(40 points maximum)</b></p>		

General Information Point Total (10 possible points):

\_\_\_\_\_

+

Project Overview and Priority Alignment (40 possible points):

\_\_\_\_\_

=

**TOTAL POINTS (50 maximum points):**

\_\_\_\_\_

**2018 Georgia Balance of State Continuum of Care Review Team Scoring**  
**NEW Projects (PSH, RRH, Joint TH-RRH, Expansion, or Other)**

Reviewer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Project Name: \_\_\_\_\_

HUD Project Type:  PSH;  RRH;  Joint TH-RRH (is this for an  Expansion or  DV Bonus?)

Requested Amount (General Information Question 6): \_\_\_\_\_

Proposed Number of Individuals and/or Families to Serve  
 (Proposed Project Information, Question 4b, second chart, "Total Number of Households"): \_\_\_\_\_

Please read each application fully first before scoring. Each scoring section has the question from the application that applies specifically to that scoring criteria. As the individual point amounts may vary just slightly, please read each scoring criteria fully prior to assigning a score.

There is a "Comments/Scoring Rationale" box following the scoring chart in each section. It is important that reviewers are able to provide rationalization for each project scoring, therefore, please provide comments on scoring rationale.

**Threshold Information**

Threshold Statements	Yes/No	Score
1. PSH & RRH Agencies submitting new projects had 8 requirements to meet in order to be considered for this funding (Joint TH-RRH must also meet HUD minimum standards**).	All the requirements checked or addressed = Yes One or more of the requirements not checked or addressed = No	

Project Threshold Criteria	Scoring	Reviewer Score
Agency meets HUD's eligibility criteria.	Pass/Fail	
Agency demonstrates adequate capacity to carry out grant (attachments required).*	Pass/Fail	
Project meets eligible costs or activities requirements.	Pass/Fail	
Project sufficiently demonstrates eligible populations will be served.	Pass/Fail	
Project shows required match & sufficient commitments for leveraging to implement project.	Pass/Fail	
Agency does not have serious compliance or performance issues on current projects.	Pass/Fail	
Project demonstrates adequate impact or cost effectiveness.	Pass/Fail	
Project meets HUD Joint TH & PH-RRH Component Minimum Standards**	Pass/Fail	
Other, as identified by reviewers.	Pass/Fail	

Threshold Statements Comments

Agency Capacity*	Possible Points	Score
<p><b>Agency demonstrates they have the capacity to carry out and implement the project proposed.</b></p> <p><u>(20 possible points)</u></p> <p>New project applicants must sufficiently describe experience administering federally funded grants, and submit the most recent financial audit, IRS Form 990, and list of current board members. New projects should also adequately describe how project will reach full operational capacity. New project applications that do not demonstrate capacity to carry out project may be rejected by the review team.</p>	<p>Response is clear and concise; financial statements/IRS Form 990 are current (without concerns); board consists of volunteer/ diverse members; applicant has experience administering federal funds; and there are no match/ leveraging concerns for reaching capacity = 20 Excellent*</p> <p>Response is adequate; financial statements/IRS Form 990 are current (any concerns addressed); board consists of volunteer/ diverse members; applicant has experience administering government funds; and there are no match/leveraging concerns for reaching capacity = 15 Good</p> <p>Response unclear and leaves unanswered questions; financial statements and/or IRS Form 990 are not current (with concerns); board consists of local volunteer/diverse members; applicant has experience administering grant funds; and/or there are match/leveraging concerns for reaching capacity = 5 Adequate</p> <p>Response and required documentation does not demonstrate experience or capacity to carry out project = 0 (May be rejected by the review team)</p> <p>*Local government applicants (county or municipality) should receive full points for this criteria provided that match has been adequately demonstrated.</p>	
<b>TOTAL (20 points maximum)</b>		
<b>Agency Capacity Comments</b>		

**Proposed Project Information**

Agency Experience	Possible Points	Score
<p>2.</p> <p><b>PSH:</b> Homeless and Permanent Supportive Housing Experience</p> <p><b>RRH:</b> Homeless and Rapid Re-housing Experience</p> <p><b>Joint TH-RRH:</b> Unsheltered and Youth Homeless, Transitional Housing, and Rapid Re-housing Experience</p> <p>(Question 1a &amp; 1b)</p> <p>(20 possible points)</p> <p>*Weighed heavily due to the importance of the experience*</p>	<p>Response is clear and concise and gives a complete picture of the relevant experience of the applicant = 20</p> <p>Response gives an adequate description of related experience, but the experience is limited = 15</p> <p>Response gives an adequate description of experience, but leaves a few unanswered questions = 10</p> <p>Response unclear and leaves unanswered questions about the experience = 0</p> <p>Response does not describe experience working with people who are homeless and/or managing a similar program type (PSH, RRH, or TH-RRH) = 0</p>	
<p>3. Leasing, Rental, Support Services, and HMIS Experience</p> <p>(Question 1c)</p> <p>(5 possible points)</p>	<p>Response is clear and concise and gives a complete picture of the relevant experience of the applicant and potential subrecipients (if any), for all four aspects = 5</p> <p>Response gives an adequate description of related experience, but the experience is limited for one or two aspects = 3</p> <p>Response gives an adequate description of experience, but the experience is limited for three or four aspects = 2</p> <p>Response unclear and leaves unanswered questions about the experience = 0</p> <p>Response does not describe experience related to leasing, rental assistance, support services and/or HMIS = 0</p>	
<p><b>TOTAL</b> <b>(25 points maximum)</b></p>		
<p><b>Agency Experience Comments</b></p>		

General Description	Possible Points	Score
<p>4. Program Description</p> <p>(Question 2a and 3a)</p> <p>(8 possible points)</p> <p>(Each checked applicable box = 1 point)</p> <p>Proposed Project Expansions will need to fully demonstrate need (Question 3)</p>	<p>Response has a clear description of how the project meets the community need for housing (or expansion if applicable) = 1</p> <p>Response has a clear description of the target population that will be served = 1</p> <p>Response has a clear description of a plan to address the housing and support service needs of the participants = 1</p> <p>Response has clear proposed outcomes <u>and</u> the proposed outcomes seem reasonable = 1</p> <p>Response includes a description of planned and established partnerships = 1</p> <p>Response is clear in describing why CoC support is necessary for the project = 1</p> <p>Response clearly describes the plan to reach full project capacity in a timely manner = 1</p> <p>Response clearly describes how project will target and prioritize people with higher needs and who are most vulnerable = 1</p>	
<p>5. Estimated Schedule</p> <p>(Question 2b)</p> <p>(6 possible points)</p>	<p>Response is clear and concise and gives a complete picture of the proposed activities, management plan, method for assuring an effective and timely completion of work <u>and</u> includes a plan to reach full capacity = 6</p> <p>Response gives an adequate description of proposed schedule, but does not address all points above = 4</p> <p>Response gives an adequate description of experience, but leaves unanswered questions= 2</p> <p>Response unclear or incomplete = 0</p>	
<p>6. Harm Reduction and Housing First/Low Barrier</p> <p>(Question 2c, 1<sup>st</sup> paragraph)</p> <p>(3 possible points)</p>	<p>Description of how the project will incorporate a Harm Reduction and Housing First model is thorough and leaves no unanswered questions = 3 points</p> <p>Description is adequate but leaves some unanswered questions = 1 point</p> <p>Explanation is unclear or does not align with a Housing First design = 0 points</p>	
<p>7. Housing First</p> <p>(Question 2d)</p> <p>(7 possible points)</p>	<p>Agencies were required to check each criteria for that there will be a policy or practice that would prevent project entry (other than state/federal-mandated exceptions) <u>and</u> to provide an explanation to support other requirements based on housing readiness. Points are not automatic; if explanation or other narratives do not back up answer award zero points for related criteria.</p> <p>Award one point for each criteria that has <u>not</u> been selected.</p> <ul style="list-style-type: none"> <li>• Alcohol Testing/Sobriety Requirements: no check = 1</li> <li>• Drug Testing/Active Substance Abuse: no check = 1</li> <li>• Employment Requirements: no check = 1</li> <li>• Minimum Income Requirements: no check = 1</li> <li>• Minor Criminal History (other than state/federal-mandated exceptions): no check = 1</li> <li>• Refusal to Participate in Services: no check = 1</li> <li>• Other requirements based on “housing readiness”: no check or satisfactory explanation = 1</li> </ul>	

<p>8. Housing First  (Question 2e)  (6 possible points)</p>	<p>Agencies were required to indicate which, if any, factors that there is a policy or practice that would cause a client to be terminated from the project. Explanation to support other requirements based on housing readiness. Points are not automatic; if explanation or other narratives do not back up answer award zero points for related criteria.</p> <p>Award one point for each factor that is <u>not</u> selected.</p> <ul style="list-style-type: none"> <li>• Failure to participate in supportive services: no check = 1</li> <li>• Failure to follow the individual service plan: no check = 1</li> <li>• Failure to make progress on a service plan: no check = 1</li> <li>• Loss of income or failure to improve income: no check = 1</li> <li>• Failed drug and/or alcohol test: no check = 1</li> <li>• Other violations of project rules (see below): no check or satisfactory explanation = 1</li> </ul>	
<p>9. Determinations by Project Type</p> <p><b>PSH:</b> Prioritization of Chronically Homeless</p> <p><b>RRH and Joint TH-RRH:</b> Leasing and Rental Assistance Procedure</p> <p>(Question 2f)</p> <p>(6 possible points)</p>	<p><b>PSH projects:</b> Response clearly describes a plan for identifying and prioritizing the people with the most severe needs, <u>and</u> clearly explains the outreach process that will be used to engage people living on the streets and in shelter = 6</p> <p>Response describes a plan for identifying and prioritizing the people with the most severe needs, and explains the outreach process that will be used to engage people living on the streets and in shelter, but leaves some unanswered questions = 4</p> <p>Response describes a minimal plan for identifying and prioritizing the people with the most severe needs, and may or may not include an outreach process, and leaves unanswered questions = 1</p> <p>Response unclear, incomplete, or severity of needs not considered = 0</p> <p><b>RRH and Joint TH-RRH projects:</b> Response is clear and describes a consistent plan regarding assistance = 6</p> <p>Response gives an adequate description of the assistance plan, but leaves unanswered questions= 3</p> <p>Response unclear or incomplete = 0</p>	
<p><b>TOTAL</b> <b>(36 points maximum)</b></p>		
<p><b>General Description Comments</b></p>		



Supportive Services	Possible Points	Score
<p>10. Educational Liaison  (job title, responsibilities, and services)  (Question 4a)  (5 possible points)</p>	<p>Response identifies a job position that serves as the educational liaison, describes the roles of the position, and has a plan to ensure that children are enrolled in school, McKinney-Vento services, and other related programs = 5 Response answers some of the above, but leaves unanswered questions = 3 Response is unclear or incomplete = 0 If project is for individuals only, and no children will be served = 5</p>	
<p>11. Permanent Housing Stability  (Question 4b)  (5 possible points)</p>	<p>Response is clear and concise, gives a complete picture of the plan to assist participants in remaining housed, and includes addressing the needs of the target population, through both case management and accessing outside services. If the units are not owned by the applicant, response also includes a clear method for identifying appropriate units, and a plan for coordination between landlords and service providers. = 5 Response is clear and concise, gives an adequate picture of the plan to assist participants in remaining housed, and includes addressing the needs of the target population, through both case management and accessing outside services. If the units are not owned by the applicant, response also includes a clear method for identifying appropriate units, and a plan for coordination between landlords and service providers. = 4 Response gives an adequate description of proposed plan, but does not address all points above = 3 Response gives an adequate description, but leaves unanswered questions = 2 Response unclear or incomplete = 0</p>	
<p>12. Increase in Income  (Question 4c)  (5 possible points)</p>	<p>Response is clear and concise, gives a complete picture of the plan to assist participants in increasing their employment and/or income, and includes addressing the needs of the target population, through both case management and accessing mainstream services. Response also addresses how the service delivery will result in increased employment and/or mainstream benefits, leading participants towards increased financial independence. = 5 Response is clear and concise, gives an adequate picture of the plan to assist participants in increasing their employment and/or income, and includes addressing the needs of the target population, through both case management and accessing mainstream services. Response also addresses how the service delivery will result in increased employment and/or mainstream benefits, leading participants towards increased financial independence. = 4 Response gives an adequate description of proposed plan, but does not address all points above = 3 Response gives an adequate description, but leaves unanswered questions= 2 Response unclear or incomplete = 0</p>	

<p>13. Supportive Services</p> <p>(Question 4d and 4e)</p> <p>(5 possible points)</p>	<p>Response indicates that at least 11 of 16 services will be offered/provided for the participants in order to implement a comprehensive program, and description of services is clear, frequency is often, and leaves no unanswered questions = 5</p> <p>Response indicates that at least 11 of 16 services will be offered/provided for the participants, but description of services is not clear, frequency is acceptable, or leaves some unanswered questions = 4</p> <p>Response indicates that 7-10 services will be offered/provided for the participants, and description of services is clear, frequency is acceptable, and leaves no unanswered questions = 3</p> <p>Response indicates that 7-10 services will be offered/provided for the participants, but description of services is not clear, frequency is questionable, or leaves some unanswered questions = 1</p> <p>Response indicates that less than 7 services will be offered/provided to the participants = 0</p>	
<p><b>TOTAL</b> <b>(20 points maximum)</b></p>		
<p><b>Supportive Services Comments</b></p>		

<p><b>Housing Type and Location and Project Participants</b></p>	<p><b>Possible Points</b></p>	<p><b>Score</b></p>
<p>14. Prioritization</p> <p>(Question 5b-5c)</p> <p>(10 points possible)</p> <p>New projects should sufficiently demonstrate need, targeting, and related partnerships (in the size and scope proposed).</p>	<p>Response fully demonstrates need and will dedicate units/beds for serving people who are veterans or unaccompanied youth at 100% = 10</p> <p>Response fully demonstrates need and will dedicate units/beds for serving people who are veterans, or unaccompanied youth at 70-99% = 7</p> <p>Response adequately demonstrates need and will dedicate units/beds for serving people who are veterans, or unaccompanied youth at 50-69% = 5</p> <p>Response adequately demonstrates need and will dedicate units/beds for serving people who are veterans, or unaccompanied youth at 30-49% = 1</p> <p>Response indicates no dedicated units/beds for prioritization and a low or no percentage of subpopulations, or response is unclear or incomplete = 0</p>	
<p><b>TOTAL</b> <b>(10 points maximum)</b></p>		
<p><b>Housing Type and Location and Project Participants Comments</b></p>		

Proposed Performance Measures	Possible Points	Score
15. Housing Stability (Question 6a) (3 possible points) Standard Baseline = 80% (Target #) ÷ (Universe #) X 100 = %	Response indicates that the project will anticipate at least an 80% housing stability rate <u>and</u> the plan to reach that rate is thorough and realistic = 3 Response indicates that the project will anticipate between 70-79% housing stability rate <u>but</u> the plan is realistic = 2 Response indicates that the project will anticipate a housing stability rate at or below 69% = 0	
16. Income (3 possible points) Increase in Total Income (Question 6bi) Standard Baseline = 54% (Target #) ÷ (Universe #) X 100 = %	Response indicates that the project will anticipate at least an 54% increase in all income rate <u>and</u> the plan to reach that rate is thorough and realistic = 3 Response indicates that the project will anticipate between 45-53% increase in all income rate <u>and</u> the plan to reach that rate is thorough and realistic = 2 Response indicates that the project will anticipate between 35-44% increase in all income rate <u>and</u> the plan to reach that rate is thorough and realistic = 1 Response indicates that the project will anticipate an increase in all income rate at below 35% = 0	
<b>TOTAL</b> <b>(6 points maximum)</b>		
<b>Proposed Performance Measures Comments</b>		

Budget	Possible Points	Score
17. Budget (Question 7) (10 possible points)	The budget and the rationale for the requested amounts are clear, well defined, and balanced, and leaves no questions = 10 The budget and the rationale for the requested amounts are clear, well defined, and balanced, but leaves unanswered questions = 7 The budget and the rationale for the requested amounts is acceptable, but leaves unanswered questions = 5 The budget and rationale for the requested amounts are not clear, balanced, and/or leaves too many unanswered questions = 0	
<b>TOTAL</b> <b>(10 points maximum)</b>		
<b>Budget Comments</b>		

Project Match and Leveraging	Possible Points	Score
18. Match (Cash or In-Kind Resources)* New projects must demonstrate required match resources equal to at least 25% of the total requested HUD funding, including project and administrative costs. *New project applicants must <b>attach commitments for match.</b>	Match:  Well defined = 5 Acceptable = 3 Unacceptable = 0	
19. Leveraging (Cash or In-Kind Resources)*  The CoC goal for all leveraged resources 125% of the grant amount (above and beyond the match amount). For this section, agencies should have reported leveraged resources outside of the match resources listed above to insure no duplication. *New project applicants must <b>attach commitments for leverage.</b>	Leveraging (outside of match):  125% or more = 9 100-124% = 6 90-99% = 3 Less than 90% = 0	
<b>TOTAL (14 points maximum)</b>		
<b>Match and Leveraging Comments</b>		

Program Monitoring	Possible Points	Score
20. Monitoring Findings or Concerns  (Question 9a)  (2 possible points)	Agency has no open (unresolved) monitoring findings or concerns = 2  Agency is currently working to address monitoring findings or concerns, but a response letter has not been received by applicant = 1  Agency has open findings or concerns that aren't being addressed, or findings or concerns were of a serious financial or programmatic nature that causes capacity concerns = 0	
21. Project Evaluation  (Question 9b)  (2 possible points)	Description of project and agency evaluation is thorough, realistic, and leaves no unanswered questions = 2  Description of project and agency evaluation is thorough, realistic, but leaves some unanswered questions = 1  Agency shows no project and agency evaluation or description is incomplete - 0	
<b>TOTAL (4 points maximum)</b>		
<b>Program Monitoring</b>		

**TOTAL APPLICATION POINTS (145 maximum points):** \_\_\_\_\_

Bonus Points	Possible Points	Score
<b>Veteran Prioritization</b> - Bonus points available to project applications that exclusively dedicate beds for Veterans. (5 possible points)	Yes = 5  No = 0  ** Application **	
<b>Youth Prioritization</b> - Bonus points available to project applications that exclusively dedicate beds for youth-headed households (aged 18-24 yrs old). (5 possible points)	Yes = 5  No = 0  ** Application **	
<b><u>Project will be committed to using a Housing First Model:</u></b> Project will use a Housing First Model that follows a low barrier approach in that it will allow entry to participants that includes: low or no income, current or past substance abuse, criminal records (with the exception as noted in NOFA), and history of domestic violence. In addition, project will not terminate participants for failure to participate in supportive services, make progress on service plan, loss of income/failure to improve income, failed drug/alcohol tests, or other. (10 possible bonus points)	Yes = 10  No = 0  **Application & Certification**	
<b>Point in Time Coordinator</b> – Bonus points available to project applications submitted by an agency that served as a coordinator for the Annual Point in Time Count in January 2017.	Yes = 10  No = 0	

**TOTAL POSSIBLE BONUS POINTS (30 maximum points):** \_\_\_\_\_

**TOTAL APPLICATION POINTS (145 maximum)** \_\_\_\_\_

+

**TOTAL BONUS POINTS (30 maximum)** \_\_\_\_\_

=

**TOTAL POINTS (175) maximum)** \_\_\_\_\_

**Overall Comments, Concerns or Recommendations**

**Georgia Balance of State Continuum of Care****Georgia Balance of State Continuum of Care Governance Board**  
**Approved July 11, 2018****2018 Georgia Balance of State Continuum of Care Competition**

The Georgia Balance of State (BoS) Continuum of Care (CoC) is issuing the following guidance for the 2018 Notice of Funding Availability (NOFA) competition. This guidance applies to all renewing Continuum of Care grants for permanent supportive housing, rapid re-housing, Homeless Management Information System (HMIS), and Coordinated Assessment projects as well as for new applications submitted either for rapid re-housing, permanent supportive housing, Joint TH and PH-RRH component, or Domestic Violence bonus projects. This announcement is being provided in accordance with the HUD Notice of Funding Availability (NOFA) for the 2018 Continuum of Care Program Competition (Docket No. FR-6200-N-25) at: <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.

Funding for new projects is only available through the process of reallocation, the permanent housing bonus, or the Domestic Violence (DV) Bonus. The Balance of State CoC may only create new project(s) through the permanent housing bonus up to 6% of the Final Pro Rata Need (FPRN) amount, which is expected to be around \$1,185,157 based on the Preliminary Pro Rata Need (PPRN) amount. The Balance of State CoC may only create new project(s) under the DV bonus up to 10% of the PPRN amount, which is expected to be around \$1,975,262 to create up to three DV Bonus projects. Applications for new projects made available through reallocation will only be considered if the application review sub-committees determine the need to reallocate from eligible renewal projects due to those projects not meeting threshold, poor performance, and underspending due to significantly operating under capacity. There is no estimated amount to be reallocated at this time.

The Georgia Department of Community Affairs (DCA), designated as the Collaborative Applicant for the Georgia Balance of State Continuum of Care (CoC), is responsible for overseeing and managing the application process for the FY 2018 HUD Continuum of Care Homeless Assistance funding process. HUD requires that the CoC develop a process for submitting one consolidated application for the FY 2018 CoC program. The Collaborative Applicant works with the Standards, Rating, and Project Selection Committee to develop and recommend the process for CoC Board approval. The BoS CoC Board approved this policy on July 11, 2018.

The following document outlines the policy and process for the FY 2018 funding cycle.

**Timeline**

May 8, 2018 - GIW Change Forms due to HUD.

May 23, 2018 - Review Application approved for renewal Permanent Supportive Housing (PSH) and renewal Rapid Rehousing (RRH) projects (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

June 5, 2018 - Final CoC Review Step for the CoC Registration due.

June 20, 2018 – NOFA released by HUD.

July 6, 2018 - Standards, Rating, and Review Committee meeting to approve policy, materials, and recommend process for scoring and ranking held.

July 9, 2018 - Review Applications released to Renewal Applicants.

July 11, 2018 - CoC Board meeting to approve policy, materials, and process recommended by the Standards, Ratings, and Review Committee held.

July 11<sup>th</sup> or 12<sup>th</sup>, 2018 – 2018 Balance of State CoC NOFA Competition Policy, Process, Timeline, Review Applications, Scoring Criteria, Addendum, and other Competition materials released (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

July 12<sup>th</sup> & 17<sup>th</sup>, 2018 - Informational Webinar for renewal PSH and RRH applicants held by DCA, and materials from the webinar were distributed to each renewal applicant.

July 18, 2018 – Proposal Outlines for New PSH, RRH, Joint TH & PH-RRH Component, or SSO-CE projects due.

July 16<sup>th</sup> & 19<sup>th</sup>, 2018 - Informational Webinar for New PSH, RRH, Joint TH & PH-RRH Component, & SSO-CE applicants, and materials from the webinar posted.

July 24, 2018 – Review Applications for Renewing PSH and RRH projects and supplemental documents (listed on page 10 of this document) due by 3:00 PM. This includes the Addendum, supportive documents showing timely drawdowns (LOCCS reports), most recent monitoring, HUD APR from Sage, HUD Data Quality Report from HMIS, Notice of Intent to consolidate grants (as applicable), and the change designation form (for DedicatedPLUS projects as applicable).

July 25, 2018 - Review Applications (including Addendum) for NEW PSH, RRH, and Joint TH & PH-RRH Component projects, as well as all required copies and supplemental documents (listed on page 11 of this document, due at DCA by 5:00 pm).

July 25, 2018 - Proposals for NEW SSO-CE DV Bonus project, due at DCA by 5:00 pm (hard copies).

July 26, 2018 – August 9, 2018 – Internal review

July 27, 2018 – August 9, 2018 – Review Team Sub-Committee application review of renewal and new projects.

August 15, 2018 – ALL project applications (Renewal PSH, RRH, HMIS, CoC Planning, Coordinated Assessment, and HMIS as well as New PSH, RRH, Joint TH & PH-RRH Component, and HMIS) and updated certifications must be entered into *e-snaps* by 5:00 pm.

August 20, 2018 - Standards, Rating, and Review Committee meeting to approve and recommend ranking of projects held.



August 22, 2018 - CoC Board meeting to approve ranking recommended by the Standards, Ratings, and Review Committee held.

August 28, 2018 - Notification given to applicants of placement in scoring and ranking for all projects (due 9/3/18).

September 5, 2018 - ALL project application corrections (if applicable) should be completed in *e-snaps* by 2:00 pm.

September 12, 2018 – Estimated public posting of CoC Application (due 9/16/18).

September 14, 2018 – Estimated CoC application submission to HUD (due 9/18/18).

### **Summary of Changes and Policy Priorities for the FY 2018 Georgia Balance of State Continuum of Care Homeless Assistance Funding Cycle**

Please note that there have been significant changes in the process and method by which local CoCs are being scored under Federal priorities in recent years. All applicants and interested parties are strongly encouraged to read this document, as well as the HUD FY 2018 Continuum of Care NOFA and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) and (<https://www.hudexchange.info/programs/e-snaps/>) in their entirety to ensure there is complete understanding of the information provided. Some of the major changes and policy priorities include:

- Renewing Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) projects will be eligible for ranking and renewal. In addition, renewing PSH projects will have the opportunity to change the classification of project type to DedicatedPLUS where 100% of the beds will be dedicated to serve individuals, households with children, and unaccompanied youth as defined in Section III.B.3.f. of the 2018 HUD NOFA.
- PSH projects that were awarded as DedicatedPLUS in the FY 2017 CoC Program Competition are required to include households with children to qualify as a DedicatedPLUS project in the FY 2018 CoC Program Competition. Projects awarded as DedicatedPLUS under the 2017 competition that are designated to only serve individuals without children are required to revert back to the number and configuration of beds dedicated for people who are chronically homeless prior to the election to become DedicatedPLUS.
- In order to be eligible for renewal in FY 2018, a project must have an executed grant agreement by December 31, 2018 and have an expiration date in Calendar Year (CY) 2019 (between January 1, 2019 and December 31, 2019). All projects that received a new PSH or RRH project under a previous competition are included on the 2018 Grant Inventory Worksheet (GIW) and are expected to have an application submitted to renew each project that received a new award in 2016 (to include first-time renewal projects originally awarded in 2015).
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation, with the exception of projects

that were transferred in 2018 or with a pending transfer. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project. Any project that has less than \$10,000 at the end of the grant, that is not deemed to be underperforming or operating under capacity as defined in this policy, will not be in jeopardy of having the grant amount reduced.

- As in previous years, HUD will continue the Tier 1 and Tier 2 funding process, with the top 94% of the funding allotted to a CoC being in Tier 1, and the bottom 6% of the funding allotted to a CoC in Tier 2.
- RRH Projects that were awarded for the first time under the 2015 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2015 application score in order to take into account project design and other important factors related to the implementation of that project.
- Projects that were awarded for the first time under the 2016 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2016 application score in order to take into account project design and other important factors related to the implementation of that project.
- Project evaluation of renewal project applications submitted by victim service providers will be completed utilizing data generated from a comparable database where the CoC can review performance on housing stability and other factors to determine the level projects improve safety for the population they serve. Where complete performance data related to the scoring criteria is not provided, the CoC will assign median points for that criteria.
- Through this competition the following types of new project applications will be accepted: (a) PSH for the chronically homeless individuals and families; (b) PSH where 100% of the beds meet the NOFA requirements of a DedicatedPLUS project for individuals, households with children, and unaccompanied youth; (c) RRH for individuals and families; (d) Joint TH and PH-RRH component projects; and (e) a SSO-Coordinated Entry project under the DV Bonus.
- New project applications requesting funding for new construction or rehabilitation activities will not be accepted.
- BoS CoC bonus points will be available for permanent housing projects (PSH or RRH) that are currently using, or commit to using, the Housing First model when housing program participants (with a concrete plan of action, to utilize the Housing First model of service delivery). To receive any of these bonus points, applicants should demonstrate that the project is low-barrier, prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions to entry. Please note, renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.
- BoS CoC bonus points will be available to all project applications that are low barrier projects (or commit to being low barrier projects) and allow entry to program participants that includes: low or

no income, current or past substance use, criminal records—with the exceptions of restrictions imposed by federal, state or local law or ordinance (e.g., restrictions on serving people who are listed on sex offender registries), and history of domestic violence. Please note that renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.

- Beginning with the 2015 competition, any project application(s) that indicates a Housing First approach and/or commits to operating as a low barrier program and is reviewed, approved, and ranked by the CoC and awarded CoC Program funds is required to operate as a Housing First and/or low barrier project.
- BoS CoC bonus points will be available for projects that dedicate units/beds in order to prioritize Veterans (new and renewal). Bonus points will be available for new projects dedicate units/beds in order to prioritize youth households where the head of household ages 18-24, and bonus points will be available for renewal projects that served youth-headed households. Bonus points will be available for PSH renewal projects dedicated to providing housing to people who are homeless with a disability. And additional bonus points will be available for applicants who coordinated the 2017 Homeless Count in January of 2017, thus assisting the CoC identify people experiencing homelessness in their area.
- All renewal BoS CoC PSH projects that do not already have 100% of their beds dedicated to people who are chronically homeless will be required to prioritize at least 85% of their non-dedicated beds to people who are chronically homeless\*. The BoS CoC is prioritizing homeless individuals and families experiencing chronic homelessness consistent with *Notice CPD 16-011: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*. Chronically homeless individuals and families should be given priority for permanent supportive housing beds not currently dedicated to this population as vacancies become available through turnover. Permanent supportive housing renewal projects serving specific disabled subpopulations (e.g., persons with mental illness or persons with substance use disorder) must continue to serve those subpopulations, as required in the current grant agreement. However, chronically homeless individuals and families within the specified subpopulation should be prioritized for entry. The full notice can be found at: <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>. \*Projects that committed to prioritizing 100% of non-dedicated beds to people who are chronically homeless in previous competitions are required to continue at 100%.
- In order maintain alignment to HUD priorities for this funding and to keep homeless people with disabilities who are residing in PSH projects from becoming homeless, with the exception of the renewal HMIS grants and renewal Coordinated Assessment grant, which are critical to the operations of the CoC, and will therefore be placed mid-Tier 1, the BoS CoC will rank projects within the following groupings:
  - o Renewal PSH and RRH projects that are currently housing people who are homeless, without significant capacity or performance issues that have been in operation over a year (based on score) and HMIS and Coordinated Assessment renewal projects
  - o New RRH and PSH projects awarded in the 2015 and 2016 competition that have not been operational for a full year, and do not have data for a complete year to report on (based on score)

- New PSH, RRH, and Joint TH and PH-RRH Component projects that are designated by the CoC to utilize any reallocated funds, if available (based on score)
  - Renewal PSH and RRH projects determined to be significantly underperforming (based on the degree to which they do NOT improve system performance in the areas of serving eligible participants less than 75%, have low rates of housing stability, and a high rate of participants returning to homelessness) or operating under capacity (projects that are both utilizing 50% or less of the units and returning a significant amount of funds with the exception of projects recently transferred or with a pending transfer).
  - New PH Bonus PSH, RRH, and Joint TH and PH-RRH Component projects (based on score)
  - New DV Bonus RRH and Joint TH and PH-RRH projects (1 each based on score)
  - New DV Bonus SSO-CE project
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation. Reallocations, if necessary, will be made based on the guidance in the 2018 NOFA. The two lowest scoring renewal RRH and PSH projects determined to be significantly underperforming or operating under capacity may be subject to replacement by new RRH, PSH, or Joint TH & PH-RRH Component projects, provided the applications pass the threshold review and score highly enough. Project level performance will be further assessed to determine impact on CoC System Performance Measures as part of decisions to reallocate. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project(s) at the bottom of the Tier 2 projects determined by the ARD.
- HUD will score new and renewal projects ranked in Tier 2 using a 100 point scale (please see full details on page 11 of the NOFA):
- CoC Score – up to 50 points will be in direct proportion to the score received on the CoC Application;
  - CoC Project Ranking – up to 40 points will be based on the CoC’s ranking of the project application(s);
  - Commitment to Housing First – up to 10 points will be based on how project application commits to applying the Housing First model.
- As noted above, HUD is also allowing for CoCs to apply for permanent housing bonus funding. More than one project can be submitted for the bonus funding. HUD guidance shows that for CoCs to receive grants for new projects, other than through reallocation, CoCs must competitively rank projects based on how they improve system performance.
- HUD is also allowing for CoCs to apply for Domestic Violence (DV) Bonus funding. The CoC is only allowed to submit one project application for each of the project types, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular permanent housing bonus projects (see Section III.C.3.c of the NOFA).
- Compliance with Violence Against Women Act (VAWA) Rule. On November 16, 2016, HUD published its VAWA final rule (81 FR 80798), which provides various protections to victims of domestic violence, dating violence, sexual assault, and stalking under the CoC Program and other HUD programs. The grants to be awarded under this NOFA must comply with the VAWA rule as provided

in 24 CFR 578.99(j)(3). To enable full compliance with this rule, each CoC must have established an emergency transfer plan under 24 CFR 578.7(d) and make related updates to the written standards for administering CoC program assistance under 24 CFR 578.7(a)(9)(ii), (iii) and (v). These tasks were required to be completed by the time the local CPD Field Office issued the first FY 2017 grant agreement for a project in the CoC's geographic area for projects awarded funds in the FY 2017 CoC Program Competition. As noted in CoC competition policy last year, all CoC-funded projects must follow the *Georgia Balance of State CoC Violence Against Women Act (VAWA) Policies and Procedures* established on 6/20/17 (located at <https://dca.ga.gov/node/3287>) and be fully compliant by the time the local CPD Field Office issues the first FY 2017 grant agreement for a project in the CoC's geographic area (if not due earlier by the CoC).

- The Collaborative Applicant will submit an application for planning funds as allowed by HUD. CoC Planning applications are not required to be ranked, and the funds are not part of the pro rata amounts available for projects.
- The CoC will not reallocate any funding to Transition Projects. While the FY 2018 HUD NOFA is allowing Transition Grants as established in the FY 2017 Appropriations Act (see Section III.C.3.r. of the HUD NOFA for definition), there are no projects where this is applicable. Requirements include no more than 50% of the grant may be used for costs of eligible activities of the program component originally funded in order to transition, and it is designed for eligible renewal projects being eliminated through reallocation from one component to another over a 1-year period.

### **General Information**

In addition to the information presented in this document, it is expected that all applicants read the HUD FY 2018 Continuum of Care NOFA, related scoring criteria, and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) in their entirety to ensure there is complete understanding of the information provided.

All agencies submitting an application, whether for a new project or a renewal project, must submit a complete application packet, as described below, in order to be considered for scoring.

It is the responsibility of the agencies to ensure that all the application materials, whether emailed or mailed, are received by DCA, by the above deadlines. Applications are required to be scored and ranked by the CoC in order to be included in the CoC's project listing submitted to HUD, and an applicant's failure to meet deadlines may result in the denial of an applicant's request for funds.

New from HUD in FY 2018, eligible renewal project applications will have the ability to consolidate two or more eligible renewal projects (but no more than four projects) into one project application during the application process as described in Section II.B.4. of the FY NOFA. Prior to beginning the consolidation process in the project application, the applicant should consult with the local HUD field office to ensure it is eligible to consolidate the projects. To be eligible for consolidation, projects must have the same recipient and be for the same component. Applicants that are eligible must submit separate renewal projects for each of the grants that are proposed to be consolidated (to the CoC for scoring and ranking and in *e-snaps*), and an application for the new consolidated grant with the combined budget and information of all grants proposed for consolidation (to HUD in *e-snaps*). Project applications for the grants that are proposed to be consolidated will be ranked (individually), and if all

those grants are selected, HUD will award the single consolidated grant. If one of the grants proposed to be consolidated is found to be ineligible for consolidation or is not selected, HUD will award all grants that are eligible for renewal and selected as separate grants. See Section V.B.3.a.(7) of the FY 2018 NOFA for additional requirements.

Applicants requesting renewal of grants for rental assistance are permitted to request a per-unit amount less than the Fair Market Rent (FMR), if the actual rent per unit under lease is less than the FMR. New from HUD in FY 2018, applicants must provide copies of the leases to establish the actual rents.

All renewal project applications must pass a threshold review and will then be scored according to specific criteria. The criteria will consist of current data in the Homeless Management Information System (HMIS) including system performance measures, project performance, cost effectiveness, project commitment to serving the most vulnerable participants with severe needs and vulnerability, the most recent HUD or DCA monitoring visit, and the scoring of the review application. This will be scored by an independent review panel that will then consolidate the scores and rank the projects. The independent review panel will submit their results to the Collaborative Applicant who will publish the results with the BoS CoC Board's approval.

All new project applications must pass an organizational threshold review and will then be scored according to specific criteria.

New project applications that score high enough will be eligible to be included in the prioritization tiering presented to HUD. Please note, however, eligibility does not guarantee funding. The BoS CoC Board will make the final determination of which projects will be ranked and presented to HUD for funding consideration within the limited funding available.

In addition to the application packet, all renewing and new projects must also complete the HUD application in *e-snaps*. Completing the application in *e-snaps* does not guarantee that the project will be put forth in the HUD application, nor does it guarantee that the project will be funded. Please note that within *e-snaps* renewing project applications may be able to import the FY 2017 application responses (if requested during setup).

The BoS CoC is required by CoC regulations to operate a HMIS, establish a "centralized or coordinated assessment system," and carry out planning activities in accordance with the Interim regulations. The renewal projects for centralized or coordinated assessment and HMIS will therefore be prioritized in the top tier for the ranking.

DCA, as the Collaborative Applicant, will post any additional details of the competition and HUD resources as they become available on the Continuum of Care webpage. It is the applicant's responsibility to ensure that they check the both the BoS CoC (<https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>) and the HUD CoC (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) websites regularly for the latest updates. Please note that all of HUD's competition and *e-snaps* materials, notices, and training guides can be accessed on the HUD page.

Projects must agree to enter client data into Georgia's BoS Homeless Management Information System (ClientTrack), participate in the CoC's Coordinated Entry System, and participate in the homeless counts in Georgia's BoS jurisdiction.

The Georgia Department of Community Affairs, as the Collaborative Applicant, believes in a commitment to end homelessness throughout the State of Georgia. To this end, DCA encourages all grantees to ensure that no household is turned away because they have previously resided in a differing Continuum. However, as these projects are funded to address homelessness in the Balance of State Continuum of Care, each project should demonstrate how they are targeting, providing outreach, and participating in local coordinated entry implementation areas (as applicable) in order to reduce homelessness in the Balance of State CoC.

Project applicants are required to register with Dun and Bradstreet to obtain a DATA Universal Numbering System (DUNS) number, if they have not already done so, and complete or renew their registration in the System for Award Management (SAM) per Section V.A.1. of the FY 2017 General Section. For more information on DUNS numbers and SAM registration go to: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/spm/gmomgmt/grantsinfo](https://portal.hud.gov/hudportal/HUD?src=/program_offices/spm/gmomgmt/grantsinfo). HUD will not enter into a grant agreement with an entity that does not have a DUNS Number or an active SAM registration.

All project applicants must ensure their organization has a Code of Conduct that complies with the requirements of 2 CFR part 200 and is on file with HUD at: [https://www.hud.gov/program\\_offices/spm/gmomgmt/grantsinfo/conductgrants](https://www.hud.gov/program_offices/spm/gmomgmt/grantsinfo/conductgrants). If the organization's Code of Conduct does not appear on HUD's website, the project must attach its Code of Conduct that includes all required information to its Project Applicant Profile in *e-snaps*.

All project applicants must have a Certification of Consistency from the jurisdiction in which each of the proposed project(s) will be located. This assures the application for funding is consistent with the jurisdiction's HUD-approved consolidated plan as described in the NOFA. DCA staff will work with applicants and the appropriate Consolidated Planning jurisdiction for the required form *HUD-2991 - Certification of Consistency with the Consolidated Plan*, but it is the applicant's responsibility to follow up with respective jurisdictions to ensure those jurisdictions have the project information they need to provide the certification(s) in a timely manner.

Project applicants must ensure that applications (Review Application and HUD application in the E-Snaps system) are complete and the information within the application is consistent throughout the application. Narratives must be fully responsive to the question being asked, and responses should meet all of the criteria for that question as required by the NOFA and the detailed instructions provided in E-Snaps. Applicants must also ensure that proposed program participants are eligible for the program component type selected, and proposed activities are eligible under 24 CFR part 578. Applicants should also ensure that all required attachments correspond to the attachments list in E-Snaps, contain accurate and complete information, and are dated between May 1, 2018 and September 18, 2018, as required.

In accordance of CoC review criteria, the CoC strongly encourages HUD-funded projects to have written agreements in place with educational supports and services for children ages 0-5, such as Public Pre-K, Head Start, Child Care (Child Care and Development Fund), and home visiting (including Maternal, Infant and Early Childhood Home and Visiting or MIECHV). To the extent that renewal projects serve

households with children and have written agreements as noted, the CoC requests any written agreements to be submitted within the renewal submission packages (electronically).

### **Appeals**

In accordance with *24 CFR part 578.35(c)* and the NOFA, applicants have the right to appeal if they believe that they were improperly denied the right to participate in the CoC planning process in a reasonable manner; were improperly denied or decreased funding; or were improperly denied a Certification of Consistency from the local government with the Consolidated Plan. The appeal MUST be carried out in the timeframe and process announced by HUD within the NOFA.

### **Renewal Rapid Rehousing and Permanent Supportive Housing (Including Shelter Plus Care)**

The review application for renewal PSH and RRH was released to renewal applicants on July 9, 2018. However, more detail was released once the competition opened, and a full listing of required information that renewal applicants are required to submit follows.

All applicants of renewing PSH and RRH project applications must submit the following no later than July 24, 2018. The following materials must be received for each project in order for an application to be considered complete:

- The 2018 BoS CoC Renewal Project Review Application;
- The Competition Certification and Policy Addendum document for all projects;
- The Notice of Intent - 2018 PSH Change to DedicatedPLUS (where applicable);
- The Notice of Intent 2018 Grant Consolidation (where applicable);
- Written agreements with educational supports and Services for children ages 0-5 (as applicable)
- HUD APR from Sage (applicants will need to pull the data from HMIS and then upload the CSV-APR into Sage using the Test run function in order to create the required report (for 5/1/17-4/30/18);
- HUD Data Quality Report (5/1/17-4/30/18);
- Most recent monitoring (HUD monitoring for Non-S+C projects and DCA monitoring for S+C projects), including corrective action plans and documentation regarding resolution of findings, when applicable; and
- Supportive documents showing timely draw downs (eLOCCS reports).

Application materials can be emailed to Tina Moore, CoC Program Coordinator at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov).

In addition to the BoS CoC application materials (including all required certifications dated between May 1, 2018 and September 18, 2018), all renewal projects must complete the HUD application in *e-snaps* by 3:00pm on August 15, 2018.

Late submissions of the supplemental materials to the application package will result in a deduction of points.

### **New Project Application Information**

In line with information presented in the NOFA, the BoS CoC will seek applications for new permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless individuals and families, new PSH projects classified as DedicatedPLUS that will serve individuals, households with



children, and unaccompanied youth, new rapid re-housing (RRH) projects that will serve homeless individuals and families, and new Joint TH & PH-RRH Component that will serve unsheltered homeless and youth. Applications may be submitted for the Expansion of an eligible project, and projects may be assigned reallocated funds or bonus funds as applicable (depending on project type), and as funds are available, in the final ranking.

Eligible applicants for new PSH, RRH, Joint TH and PH-RRH Component, and SSO-CE projects include all agencies with existing CoC NOFA grants within the Balance of State and nonprofits, units of Government, and Housing Authorities that wish to make application for new grants.

All agencies interested in applying for a new PSH, RRH, Joint TH and PH-RRH Component, or SSO-CE project should complete and submit a Proposal Outline (Letter of Intent) to alert the Collaborative Applicant of their intent no later than July, 18, 2018. The Proposal Outline form is attached to the notice, and it will also be available at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

HUD will allow new reallocated projects, DV Bonus projects, and new expansion projects of existing CoC Program-funded projects to request funding limited to 1 year. For projects requesting the regular permanent housing bonus funds, the grant term for new project applications requested should be limited to 1-year. However, as additional funding is available, the review team may allow higher scoring new project to request a term allowed as defined on pages 23-24 of the HUD NOFA, as match requirements can be met. However, the CoC may elect to decrease the term for any new project that is approved for the final priority ranking list to allow additional projects to be included in the request for funding.

Submitting a Proposal Outline will signal DCA staff to forward information to organizations (intending to submit a new project application) regarding the New Applicant webinar, HUD training events, webinars, etc., as well as any updated CoC policies, updated scoring criteria, notice of CoC changes, etc. This information will be sent to renewal applicants automatically.

There will be **two webinars for NEW Applicants on Monday, July 16, 2018, at 10:00 A.M. AND Thursday, July 19, 2018, at 11:00 A.M.** to discuss the Review Application document, competition policy, scoring criteria, etc. To receive login details for these webinars, you will need to register, and once registered, you will receive a confirmation email containing information about joining the Webinar. **Please click below to register for the webinar time slot you prefer (the second webinar is a repeat of the first):**

- To register for 2018 Balance of State Continuum of Care New Application Webinar #1 on Monday, July 16, 2018, at 10:00 AM EDT go to: <https://attendee.gotowebinar.com/register/3289458806730666755>
- To register for 2018 Balance of State Continuum of Care New Application Webinar #2 on Thursday, July 19, 2018, at 11:00 AM EDT go to: <https://attendee.gotowebinar.com/register/1817391957533957635>

All agencies submitting an application for a new PSH, new RRH, new Joint TH and PH-RRH component, or SSO-CE project must submit a complete application package to the Department of Community Affairs. A complete application package includes:

- Five (5) copies of the Review Application or SSO-CE proposal (as applicable) for new projects (including match/leveraging documentation and the required Addendum document in each of the copies);
- The agency 501(c)(3), if applicable (one copy) (the 501(c)(3) for any sub-recipients must also be attached);
- A current list of Board of Directors (one copy);
- The most recent independent financial audit, or equivalent financial statement (one copy); and
- A current 990 IRS Form: Return of Organization Exempt from Income Tax, if applicable (one copy).

All complete new project packages must be received by the CoC Collaborative Applicant, the Department of Community Affairs, by July 25, 2018 at 5:00 pm. Submissions must be mailed to Tina Moore, CoC Program Coordinator, 60 Executive Park South NE, Atlanta, GA 30329.

It is the responsibility of the agencies to assure that all the application materials are received by Tina Moore, by the above deadline. No late submissions for new projects will be accepted.

In addition to the application packet described above, applicants for new RRH, PSH, Joint TH and PH-RRH Component, and SSO-CE projects must also complete, and submit, the HUD application (including all required certifications and documentation dated between May 1, 2018 and September 18, 2018) in *e-snaps*.

The complete new PSH, new RRH, and new Joint TH and PH-RRH Component project scoring criteria will be posted on the Balance of State Continuum of Care webpage at <http://www.dca.ga.gov/housing/HousingDevelopment/programs/CoCAplicantsandGranteesOnly.asp>. Applicants are strongly advised to review the criteria before submitting an application.

The average proposal size for a new RRH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new PSH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new Joint TH and PH-RRH Component project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000. As previously noted, the CoC is not accepting applications for capital costs in this competition.

The average proposal size for a new SSO-CE project is not expected to exceed \$150,000. More information on this type of project, submission requirements, and review criteria is noted below.

Applicants must clearly demonstrate that they have experience and sufficient capacity to serve fragile, chronically homeless, and service resistant clients, and that sufficient services will be provided to clients proposed to be served.

Bonus points will be awarded to new projects that commit, with a concrete plan of action, to having a low-barrier to entry project, as well as to utilize the Housing First model of service delivery.

**Threshold Criteria for All New Permanent Supportive Housing (100% Chronic and DedicatedPLUS), New Rapid Re-Housing, and Joint TH and PH-RRH component project applications.**

The CoC reserves the right not to review incomplete applications or projects that don't meet eligibility requirements. Applications may receive a threshold denial for any of the following reasons;

- Agency does not meet HUD's eligibility criteria.
- Agency does not demonstrate adequate capacity to carry out grant.
- Application proposes ineligible costs or activities.
- Application proposes to serve ineligible populations.
- Application does not show required match or insufficient commitments for leveraging.
- Compliance or performance issues on current projects.
- Project does not demonstrate adequate impact or cost effectiveness.
- Project does not meet key federal requirements.
- New proposals must be located within Georgia's 152 county Balance of State Continuum of Care jurisdiction. Applications proposing projects in the following jurisdictions are not eligible to be submitted under the BoS CoC application: Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, Savannah, and Chatham County. To submit an application in one of the listed jurisdictions, you should contact the appropriate CoC jurisdiction for information.
- Agency submits an incomplete application, which includes not submitting the necessary documents listed above, or certifications/documentation as required in the HUD application.
- Agency does not utilize, or commit to utilize, ClientTrack HMIS (or a comparable family violence HMIS alternative) to capture client-level data on all clients in the project.

**Additional Threshold Criteria for Joint TH and PH-RRH component projects are as follows:**

- Given the large number of sheltered and unsheltered homeless in the BoS CoC, Joint TH and PH-RRH component projects must serve people who meet the homeless definition under paragraphs (1), (2), and (4) of the definition of homelessness in 24 CFR 578.3.
- Joint component projects must
  - Use a Housing First approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
  - Have low-barriers to entry and accommodate people with possessions, partners, pets, or other needs.
  - Incorporate client-choice by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing, with providers assisting participants with this move.
  - Provide or connect participants to resources that help them improve their safety and well-being and achieve their goals.

- Target and prioritize people experiencing homelessness with higher needs and who are most vulnerable.
- Joint component projects must also:
  - Target people who are living in unsheltered locations or homeless youth in areas in which the PIT demonstrates a need for more housing options for homeless households.
  - Demonstrate that the proposed service area is not covered by any crisis housing **and** either have a street outreach team or be in a location where Coordinated Entry planning is occurring.
  - Demonstrate need of high rates of unsheltered homelessness or unsheltered youth homelessness

### **Domestic Violence (DV) Bonus Projects**

The FY 2018 HUD Appropriations Act provides additional funding for DV Bonus projects for rapid re-housing projects and supportive service projects providing coordinated entry and for eligible activities determined critical in order to assist survivors of domestic violence, dating violence, and stalking. In the FY 2018 CoC Program Competition, the CoC is able to apply for a DV Bonus for PH-RRH projects, Joint TH and PH-RRH component projects, and SSO projects for coordinated entry (SSO-CE). The CoC is only allowed to submit one project application for each of the project types, which are limited to a 1-year funding request and must follow the Housing First approach.

Allowed project types under the FY 2018 HUD NOFA are:

1. Rapid Re-housing (PH-RRH) projects that must follow a housing first approach.
2. Joint TH and PH-RRH component projects as defined in Section II.C.3.m that must follow a housing first approach.
3. SSO Projects for Coordinated Entry (SSO-CE) (see below for requirements).

For PH-RRH and Joint TH and PH-RRH under the DV Bonus, the Balance of State CoC will only submit one project application for each project type, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular bonus projects (see Section III.C.3.c of the NOFA).

An applicant may apply to expand an existing renewal project in accordance with Section III.C.3.i of the NOFA, that is not dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that meet the definition of homeless in paragraph (4) of 24 CFR 578.3 to dedicate additional units, beds, persons served, or services provided to existing program participants to this population.

Only one SSO-CE project will be included in the final CoC project ranking submitted to HUD. The CoC will consider proposals submitted by interested agencies who meet organizational threshold and demonstrate ability to:

- Implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking (e.g., to implement policies and procedures that are trauma-informed, client-centered or to better coordinate referrals between the CoC's coordinated entry and the victim service providers coordinated entry system where they are different;
- Include planning where the centralized or coordinated assessment system will be easily available/reachable for all persons within the CoC's geographic area who are seeking

information regarding homelessness assistance. The system must also be accessible for persons with disabilities within the CoC's geographic area;

- Include a strategy for advertising that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
- Utilizes a standardized assessment process;
- Ensures program participants are directed to appropriate housing and services that fit their needs; and
- Cover the entire 152-county Balance of State CoC jurisdiction.

SSO-CE Applicants interested should submit a proposal to request these funds detailing how listed criteria will be addressed, which includes a budget request itemizing requested funds. The average proposal size is not expected to exceed \$150,000. The grant term is limited to 1-year.

### **Match and Leveraging**

Applications must meet HUD's match requirements and have at least 25% of the amount of the HUD funding request in total match (outside of the amount for leasing), as well as the CoC's requirement to report an additional 125% of the amount of the HUD funding request in total leveraging, to score the maximum amount of points available for match and leveraging for the BoS CoC scoring (150% match and leveraging). Leveraging includes all funds, resources, and/or services that the applicant can secure on behalf of the client being served by the proposed project. While leveraging includes all cash and in-kind matching resources, it is broader in scope, including any other services, supplies, equipment, space, etc. that are provided by sources other than HUD.

Review Application guidelines for New projects state that projects should only report match and leveraging where there are commitment letters on file that are dated May 1, 2018 or later, and documentation should be submitted to HUD as required. New project application packages are required to include match and leveraging documentation for the scoring and ranking process.

### **E-Snaps Information for All Renewal and New Applications**

Applicants should review and follow the steps as outlined herein and in the NOFA to ensure that applications are complete and submitted in a timely basis.

For reference, the Continuum of Care Program Interim Rule was published in the Federal Register on July 31, 2012, and was effective on August 31, 2012. This information can be accessed at: <https://www.onecpd.info/news/continuum-of-care-coc-program-interim-rule-posted/>.

For information on accessing HUD's *E-Snaps* system to complete and submit a full BoS CoC Project Application, please go to: <https://www.hudexchange.info/programs/e-snaps/>. Note that once the competition begins, there will be a significant time delay if applicants need to register new users on the *E-Snaps* system. All applicants should ensure that they have access to the system immediately.

### **Federal Disaster Area Notification**

Applicants administering projects in counties that have been impacted by a major disaster, as declared under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act that occurred in the 12 months prior to the application deadline of the HUD NOFA should submit a letter indicating this with the supplemental review packages due on July 24, 2018. This would only include a major disaster that

resulted in the Collaborative Applicant, the CoC, or its project(s) inability to continue operations due to flooding, destroyed facilities, lack of power for a long duration, etc. News releases related to Georgia can be found at: <https://www.fema.gov/disasters>. CoCs in impacted areas are required to notify HUD of this prior to the close of this competition.

GA DCA Contacts:

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Tina Moore

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TM/tm

Attached is one (1) document:

- 1) 2018 Balance of State CoC Proposal Outline

## Tina Moore

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**From:** Tina Moore  
**Sent:** Friday, September 14, 2018 4:19 PM  
**To:** HAD Office of Homeless & Special Needs  
**Subject:** Georgia BoS 2018 Continuum of Care Application - Public Posting

Good afternoon Georgia Balance of State Continuum of Care Board Members, Stakeholders and Interested Parties,

The Georgia Balance of State Continuum of Care would like to announce the public posting of the final draft *2018 Balance of State Continuum of Care Application* and *2018 Balance of state Continuum of Care Project Priority Listing*. The Georgia Balance of State CoC will be submitting the application and related documents to HUD tomorrow.

Both of these documents have been posted on DCA's web page at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

Should you have questions, please contact me ([tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)), Mike Thomas ([Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)), or April Woods ([April.Woods@dca.ga.gov](mailto:April.Woods@dca.ga.gov)).

Thank you,  
Tina Moore



Learn more about our commitment to [fair housing](#).



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### Tina Moore

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*Helping to build strong, vibrant communities.*

Select Language ▼

## 2018 Competition

### Basic Info

**September 14, 2018** - The application process for the 2018 Georgia Balance of State CoC is now closed. Key documents are linked below. All prospective 2019 applicants, new and renewal, may review full details of the 2018 application requirements below in preparation for next year.

The Georgia Department of Community Affairs, as Collaborative Applicant for the Balance of State CoC, is committed to providing all persons with equal access to its services, programs, activities, education and employment regardless of race, color, national origin, religion, sex, familial status, disability or age. Additional information can be found on DCA's Fair Housing Statement page at [https://dca.ga.gov/fairhousing \(/fairhousing\)](https://dca.ga.gov/fairhousing (/fairhousing)). For a reasonable accommodation or if you need an alternative format or language, please contact Erin Wright at: 404-679-0596 or email [fairhousing@dca.ga.gov](mailto:fairhousing@dca.ga.gov) (<mailto:fairhousing@dca.ga.gov>).

### 2018 Balance of State Continuum of Care Application Documents

- [2018 Balance of State Continuum of Care Application \(/node/5406\)](#)
- [2018 Balance of State Continuum of Care Project Priority Listing \(/node/5407\)](#)
- [2018 Balance of State Continuum of Care Project Ranking Chart \(/node/5373\)](#)

### BoS CoC Policy

- [2018 Georgia BoS CoC NOFA Competition Policy - Includes DEADLINES \(/node/5099\)](#)
- [Outline of Overarching Policy Priorities Highlighted in 2018 NOFA \(/node/5100\)](#)
- [2018 BoS Project Commitment to Housing First - Low Barrier \(/node/5125\)](#)

### BoS CoC Webinars

- [2018 GA BoS CoC Renewal Applicant Webinar - July 12 and 17 \(/node/5126\)](#)
- [2018 GA BoS CoC NEW Applicant Webinar - July 16 and 19 \(/node/5128\)](#)

### Proposal Outline, Application Documents, and Supplements

- [2018 Balance of State CoC Proposal Outline \(/node/5101\)](#)
- [2018 BoS CoC NEW Project Review Application \(/node/5102\)](#)
- [2018 Balance of State CoC Competition Certification-Policy Addendum \(/node/5103\)](#)
- [2018 BoS CoC Notice of Intent 2018 PSH Change to DedicatedPLUS \(Renewals ONLY\) \(/node/5104\)](#)
- [2018 BoS CoC Notice of Intent 2018 Grant Consolidation \(Renewals ONLY\) \(/node/5105\)](#)
- [2018 BoS CoC Renewal Project Review Application \(/node/5106\)](#)

### Project Scoring Criteria and Forms

- [2018 Georgia BoS CoC Renewal Performance - CoC Priority Scoring Criteria \(/node/5107\)](#)
- [2018 BoS CoC Renewal Review Team Scoring Form \(/node/5108\)](#)
- [2018 Georgia BoS CoC New Project Scoring Form \(/node/5109\)](#)

### Related Links:



[HUD FY 2018 Continuum of Care Program Competition](#)

## Documents



### Forms

[\(/node/2174/documents/  
10\)](#)



### Publications

[\(/node/2174/documents/  
11\)](#)



### Presentations

[\(/node/2174/documents/  
2083\)](#)



### Awards

[\(/node/2174/documents/  
2084\)](#)



[Applications \(/node/2174/documents/2091\)](#)

**Public Posting Notice Contacts**  
**Posting of CoC Approved Consolidated Application and Project Priority Listings (9/14/18)**

Organizations by Organization ID Number::Legal Applicant	First Name	Last Name	cn_email	Organizations by Organization ID Number::Legal Applicant	First Name	Last Name	cn_email
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Asian American Resource Foundation, Inc.	Connie	Jee	aarc@aacr-atlanta.org; grants@aacr-at	Family Crisis Center of Walker, Dade, Catoosa & Chattooga Count	Kristy	Lawson	klawson@fccwddc.org
HTF Interested Party	Aaron	Goldman	aaron@perennialproperties.net	Northwest Georgia Housing Authority	Kimberly	Lewis	kewis@nwgha.com
Georgia Department of Behavioral Health and Developmental Disabilities (D	Abayomi	Makanjuola	abayomi.makanjuola@dbhdd.ga.gov	UGA Housing and Demographics Research Center	Karen	Tinsley	klt@uga.edu
Abba House, Inc.	Jim	Sharpe	abbahouse@abbahouse.com	United Way of the CSRA, Inc.	Kara	MacVean	kmacvean@uwcsra.org
Genesis Prevention Coalition	Abeni	Bloodworth	abeni.bloodworth@gmail.com	KMA Ministries, Inc.	Kenya	Arnold	KMAOutreach@gmail.com
Safe Harbor Children's Shelter, Inc.	Amanda	Brand	abrand@safeharborcenterinc.org	First Choice Primary Care	Katherine	McLeod	kmcleod@firstchoiceprimarycare.org
georgia law center	Andrea	Gibby	acc@Ellijay.com	Brunswick, City of	Kathy D.	Mills	kmills@cityofbrunswick-ga.gov
Whitfield County DFCS	A C	Gerrells	acgerrells@dhr.state.ga.us	Community Service Board (CSB) of Middle Georgia	Keith	Moran	kmoran@csbmg.com
Lowndes County Board of Health	Amal	Lamb	aclamb@dhr.state.ga.us	Action Ministries (Central Office)	Kim	Natarajan, MCRP	KNatarajan@actionministries.net
United Way of the Central Savannah River Area	Angela	Collins	acollins@uwcsra.org	Knight Consulting, LLC	Carol	Knight	knight_consulting@earthlink.net
Resource Center for Community Action, Inc (The)	Siddiya	Swift	admin@rccaction.org	HTF Interested Party	Kathy	Smith	kns64@outlook.com
Battered Women's Shelter, Inc.	Sharon	Redding	admin@valdostahaven.org	Impact International, Inc.	Virginia K.	Parsons	kparsons@impactwestga.org
Waycross Area Shelter for Abused Persons, Inc. (d/b/a Magnolia House)	Lucille	Husbands	admin@waycrossareashelter.com	Northwest Georgia Family Crisis Center, Inc.	Katora	Printup	kprintup@optilink.us
Seasons Housing and Support Services, LLC	Andrea	Boyd	adowning1870@hotmail.com	Georgia Department of Labor	Kristin	Laarhoven	Kristin.Laarhoven@gdol.ga.gov
United States Department of Veterans Affairs	Adriane	Thomas LCSW, C-A	Adriane.Thomas@va.gov	Georgia Criminal Justice Coordinating Council	Kristy	Carter	Kristy.Carter@cjcc.ga.gov
A Mother's Love	Adrienne	Williford	adriennewilliford@yahoo.com	Family Endeavors	Kymbrell	Smith	ksmith@familyendeavors.org
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Advantage Behavioral Health Systems	Alicia	Harris	aharris@advantagebhs.org	Battered Women's Shelter, Inc. (The Haven)	Karen	Yawn	kyawn@valdostahaven.org
South Atlantic Center for Veterans Education and Training, Inc. (The)	Alyce	Harrison	aharrison@gcvret.org	Asian American Resource Foundation, Inc.	Latoya	McLennon	l.mclennon@aacr-atlanta.org
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Aids Alliance of Northwest GA, Inc.	Lola	Thomas	aidsalliance@bellsouth.net	Mt. Olive Community Outreach Center	Leslie	Heard	laparrish@att.net
SafeHomes of Augusta	Aimee	Hall	aimee@safehomesdv.org	Georgia Institute of Technology	Larry	Keating, Ph.D., AI	larry.keating@arch.gatech.edu
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Dalton - Whitfield County CDC	Alan	Jewell	alan@reallycheapfloors.com	Unison Behavioral Health	Lowell	Williamson	lawilliamson@accessatc.net
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**Public Posting Notice Contacts**  
**Posting of CoC Approved Consolidated Application and Project Priority Listings (9/14/18)**

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Martin Luther King Jr. Poor People's Church of Love, Inc.	Amy	Smith	asmith@hoseafeedthehungry.com	Georgia NAACP	John C.	Little	littlesjc@coastalnow.net
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Individual BoS Member	Sharmin	Wilson	bawsharmin@yahoo.com	Salvation Army (Valdosta)	Loyd	Kerns	loyd.kerns@uss.salvationarmy.org
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**Public Posting Notice Contacts**  
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**Posting of CoC Approved Consolidated Application and Project Priority Listings (9/14/18)**

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**Posting of CoC Approved Consolidated Application and Project Priority Listings (9/14/18)**

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Brain and Spinal Injury Trust Fund Commission	Joseph D. Frazier	josephfrazier@comcast.net	Hand-up, Inc. (d/b/a Voluntary Action Center)	Karen Poole	vacpac@comcast.net
Volunteer Macon	Joshua Hess	joshuah.hess@gmail.com	Lean On Me Outreach	V'Laria Eves	vaeves00@hotmail.com
GA Department of Human Services	Joyce W. Johnson, MSW	Joyce.Johnson@dhs.ga.gov	Gabriel, Inc.	Valerie Cobb	valeriecobb@comcast.net
Infill Housing, Inc. (a/k/a Macon Housing Authority & Grove Park Village, Inc.)	Parker Parker	pparker@maconhousing.com	Promise Place, Inc. (f/k/a Fayette County Council on Domestic Violence)	Vanessa Wilkins	vanessa.wilkins@promiseplace.org
Georgia Department of Community Health	James T. Peoples	jpeoples@dch.ga.gov	Rainbow Village, Inc.	Violetta Ardoin	vardoin@rainbowvillage.org
God's House of Human Services	Peggy Jones	ppjones170@yahoo.com	New Horizons Community Service Board (CSB)	Valerie Bowden	vbowden@nhbh.org
Lowndes County Board of Commissioners	Joseph Pritchard	jpritchard@lowndescounty.com	S.H.A.R.E. House, Inc.	Valerie Dennis	vdennis@bellsouth.net
Harrison, Michael	Judy Redmond	jredmond3@yahoo.com	U.S. Department of Veterans Affairs	Velda McCoy	velda.mccoy@va.gov
James, Jerome	Jerome James	jrjride11@aol.com	City of Valdosta	Vanessa Flucas	vflucas@valdostacity.com
First Choice Primary Care	Jose Rodriguez	jrodriguez@firstchoiceprimarycare.org	Soteria House	Vernon M. Gates	vgates30274@gmail.com
Dalton - Whitfield County CDC	Jennifer Shearin	jshearin@dwcdc.org	Dalton - Whitfield County CDC	Victoria Hamilton	vhamilton@dwcdc.org
River Edge Community Service Board (CSB)	JoAnne Sims	JSims@river-edge.org	BAIN, Inc.	Virginia Harris	vharris@baincill.org
Kennesaw State University Research and Service Foundation	Judith R. Slater, L.C.S.W.	jslater@kennesaw.edu	Comprehensive AIDS Resource Encounter, Inc.	Vicki C. Hopps	vhopps1@gmail.com
Lutheran Services of Georgia, Inc.	Janet Tharp	jtharp@lsga.org; apalach1@bellsouth.net	Vidalia Housing Authority	Robert Kelly	vidaliaha@bellsouth.net; hav_1@bellsouth.net
Gainesville, City of	Jessica Tullar, AICP	jtullar@gainesville.org	Families United Services	Vivienne Swaby	vivienne_swaby@yahoo.com
HTF Interested Party	Judy Williams	judithwhiddon@tds.net	Kennesaw State University Research and Service Foundation	Victor E. Kane	vkane@kennesaw.edu
Salvation Army (Albany)	Judy Russell	judy.russell@uss.salvationarmy.org	Lean On Me Outreach, Inc.	V'Laria Eaves	v'laria.eaves@leanonmeoutreach.com
Family Visions Outreach, Inc	Judy Hall	judyfvo@yahoo.com	Africa's Children's Fund, Inc.	Victor Mbaba	vmbaba@africaschildrensfund.org
Akin Memorial UMC	Julian Tucker	julian@bellsouth.net	Georgia Council on Developmental Disabilities	Valerie Suber	vmsuber@thr.state.ga.us
GA Department of Human Services	Julius Simmons	Julius.Simmons@dhs.ga.gov	Hand Up Inc. DBA Voluntary Action Center	Stacy Long	voluntaryaction@comcast.net
Sister Sheree Marshall & the Bells of Joy Missionary Gospel Group	Sheree Marshall	jumuntye@yahoo.com	Homeless Shelter Action Committee, Inc.	Alicia Harrell	volunteer@goodneighborshelter.org
Mentors Project of Bibb County, Inc. (The)	June O'Neal	june.oneal@bcscdk12.net; mceh.inc@gr	Family Endeavors	Vincent Palmer	vpalmer@familyendeavors.org
Lowndes Associated Ministries to People, Inc. (LAMP)	Justin Martin	justin.martin@raymondjames.com	Middle Georgia Community Action Agency, Inc.	Vicky Rich	vrich@mgcaa.org
Citizens Against Violence, Inc.	Jamie Walker	jwalker@safehavenstatesboro.org	Vehicle Restoration Ministries, Inc. (a/k/a The Jobe House)	David Hart	vrminc@yahoo.com
Region Four - GA Dept. of Behavioral Health and Developmental Disabilities	Jennifer Dunn	jdunn@thr.state.ga.us	Project ReNewal Domestic Violence Intervention Program, Inc.	Vickie Stephenson	VStepenson@project-renewal.com
Family Endeavors	Jessica Widner		S.H.A.R.E. House, Inc.	Teresa Smith	vteresasmith@bellsouth.net; tsmith6228@yahoo.com
		jwidner@familyendeavors.org			
South Georgia Partnership to End Homelessness, Inc.	Kaliah Collins	kaliahcollins@yahoo.com	Project Community Connections, Inc.	Vanna Walker	vwalker@pccihome.org
U.S. Department of Veteran Affairs - Carl Vinson VA Medical Center	Karen Wolfgang	Karen.Wolfgang@va.gov	Revival of Power Too Crusade Ministry	Vanessa Welch	vwelchs@yahoo.com
Advocates for Bartow's Children	Karen White	karen@advocchild.org	Overview, Inc.	Wanda Addeo	waddeo@overviewinc.com
Phoenix Center Behavioral Health Services (CSB)	Karen Lynch	karenlynch@phoenixcenterbhs.com	Waycross Area Shelter for Abused Persons, Inc. (d/b/a Magnolia)	Dorothy Griffin	walkergiffin@hotmail.com
Partnership Against Domestic Violence	Katha Blackwell	katha.blackwell@padv.org	State Housing Trust Fund for the Homeless	Walter R. Huntley, Jr.	walterhuntley@huntleyassoc.net
Georgia Alliance to End Homelessness	Preston Kathryn	katheryn@gahomeless.org	Department of Veterans Affairs (VA Dublin)	Wanda Greene	wanda.greene@va.gov
Flint Circuit Council on Family Violence dba Haven House	Katie Tucker	katie.tucker@henryhavenhouse.org	Brother Charlie Rescue Center, Inc.	Wanda Colwell	wandacolwell@bellsouth.net
Flint Circuit Council on Family Violence	Katy Tucker	katyhendricks13@gmail.com	Ware Children's Initiative, Inc. (Family Connection for Ware County)		
				Gail Seifert	warechildrensinitiative@gmail.com
Pineland Area CSB	Kacey Gammon	kbeasley@pinelandcsb.org	Central City AIDS Network, Inc.	Bruce Helton	warriorsfan77@hotmail.com
Georgia Center for Nonprofits Inc.	Karen Beavor	kbeavor@gcn.org	Family Promise of Gwinnett	Whitney Bexley	wbexley@familypromisegwinnett.org
Georgia Legal Services Program - Dalton Regional Office	Kathryn Bennett	kbennett@glsp.org	Volunteers of America Southeast	Wallace Davis	wdavis@voase.org
Albany Area CSB (d/b/a Aspire BH DD)	Kay Brooks	kbrooks@albanycsb.org	Gateway Behavioral Health Services	Wendy Hughes	wendy.hughes@gatewaybhs.org
Southwest Georgia Regional Commission	Kimberly Brooks	KBrooks@swgrc.org	Men and Women for Human Excellence, Inc.	Wesley Bryant	wesleybgood@msn.com
Hinesville, City of	Kristin Bryant	kbryant@cityofhinesville.org	Georgia Legal Services Program, Inc. (Gainesville/Athens)	Wendy Glasbrenner	wglasbrenner@glsp.org

**Public Posting Notice Contacts**  
**Posting of CoC Approved Consolidated Application and Project Priority Listings (9/14/18)**

Macon-Bibb County EOC, Inc.	Kay R.	Clark	kclark@maconbibbeoc.com	Jones County Commission	Donald	Black	whidbyadams@windstream.net
Southwest Georgia Regional Commission	Kerrie	Holder Davis	kdavis@swgrdc.org	Caring Works, Inc.	Whitney	Martin	whitneymartin@caringworksinc.org
Families First, Inc.	Ken	Neighbors	keisha.jones@familiesfirst.org	South Georgia Community Service Board (CSB)	William	Huling	whuling@bhsga.com
Africa's Children's Fund, Inc.	Keisha	Smikle	keisha.smikle@africaschildrensfund.org	Proclaim Liberty Ministries, Inc.	Sally	Jeffery	wildspirit1@mindspring.com
Salvation Army (Gainesville)	Keith A.	Hamilton	Keith_Hamilton@uss.salvationarmy.org	Department of Veterans Affairs (Valdosta)	William A.	Jordan	william.jordan1@va.gov
Shelter Place, Inc.	Kelda	Cubit	keldacubit@aol.com	Pathways Community Network	Matson	William	william.matson@pcni.org
Salvation Army (Waycross)	Kellie	Cantrell	Kellie_Cantrell@uss.salvationarmy.org	Trinity Properties, Inc.	Willie	Franks	willie.franks@yahoo.com
Action Ministries (Central)	Kelli	Ellis	kellis@actionministries.net	Women In Need of God's Shelter, Inc.	Jennifer	Giddens	wings07@bellsouth.net
Living Room, Inc.	Kelly	Hogan	kelly.hogan@livingroomatl.org	Women In Need of God's Shelter, Inc.	Barb	Johns	wingscsc@bellsouth.net
Laurens County Board of Health	Kelly	Knight	kelly.knight@dph.ga.gov	Women In Need of God's Shelter, Inc.	Melody	Watson	wingsvol@bellsouth.net
Partnership Against Domestic Violence, Inc.	Kerlyne	Apolon	kerlyne.apolon@padv.org	Macon Bibb County	Wanzina	Jackson	wjackson@maconbibb.us
Battered Women's Shelter, Inc.	Kaye	Smith	ksmith1948@yahoo.com	Oconee Community Service Board	Willie	Lester	wlester@oconeecenter.com
Douglas County Community Service Board (CSB)	Kara	Haggard	khaggard@cobbcsb.com	Georgia Department of Education	Whittney	Mitchell	wmitchell@doe.k12.ga.us
Gateway Behavioral Health Services	Katie	Hagin	khagin@gatewaybhs.org	Willie M. Simpson Evangelistic Ministries, Inc.	Willie M.	Simpson	wmsimpson25@hotmail.com
Action Ministries (Central)	Kelley	Henderson	KHenderson@actionministries.net	Georgia Department of Behavioral Health and Developmental Disabilities	Wendy	Tiegreen	wtiegree@dhr.state.ga.us
Hinesville, City of	Kenneth	Howard	khoward@cityofhinesville.org	Douglas County Continuum of Care Coalition, Inc.	William	Zachery	wzachery@bellsouth.net
Individual BoS Member	Kiara	Mosley	KiaraMosley220@gmail.com	Youth and Community Empowerment Services, Inc. (Y&CINC)	Olive	Wedderburn	yandcinc@yahoo.com
HTF Interested Party	Umukija	Singh	kijahomesstohome@gmail.com	Douglas County Community Service Board (CSB)	Yvonne	DePina	ydepina@cobbcsb.com
Middle Georgia Center for Independent Living, Inc. (d/b/a Disability Connect)	Jerilyn	Leveritt	kilby8494@aol.com	Mary Hall Freedom House, Inc.	Yvonne	Hall-Rogers	ydh1@comcast.net
Phoenix Foundation Cooperative, Inc. (The)	Kim	Bogard, BSW	kim.bogard@gmail.com; thefenixfound	McIntosh Trail Community Services Board (CSB)	Ylonda	Hadley	yhadley@mctrail.org
U. S. Department of Health and Human Services	Kim	Willard-Jelks	Kim.Willard-Jelks@hhsa.hhs.gov	Ark Refuge, Inc.	Yvonne	Lopez	yholiday1226@yahoo.com
Atlanta Children's Foundation	Nikki	Kirk, B.S.	kirksconsulting@live.com	Nicholas House, Inc.	Yvette	Mason	ymason@nicholashouse.org
Men and Women for Human Excellence, Inc.	Keith	Johnson	kj.msw@comcast.net	Lowndes Associated Ministries to People, Inc. (LAMP)	Yvonne	Brooks	yvonne.brooks@lampinc.org
LaGrange-Troup County Homeless Coalition	Kendra	(East)-Reisinger	kj_reisinger@yahoo.com	Colquitt County Serenity House Project, Inc.	Zilphia	Dorsett	zildorsett1@windstream.net
				Coastal GA Area Community Action Authority, Inc.	Zerik	Samples	zsamples@coastalgaaca.org



*Helping to build strong, vibrant communities.*

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## 2018 Competition

### Basic Info

**July 11, 2018** - The FY2018 Georgia Balance of State CoC Competition is now open. The Georgia Balance of State CoC Board of Directors is seeking applications from eligible renewal and new projects as outlined in the policy and related materials listed below. All prospective 2018 applicants, new and renewal, may review full details of the 2018 application requirements as they are released on this page.

#### BoS CoC Policy

- [2018 Georgia BoS CoC NOFA Competition Policy - Includes DEADLINES \(/node/5099\)](#)
- [Outline of Overarching Policy Priorities Highlighted in 2018 NOFA \(/node/5100\)](#)

#### BoS CoC Webinars

- 2018 GA BoS CoC Renewal Applicant Webinar - July 12 and 17 (presentations to be posted)
- 2018 GA BoS NEW Applicant Webinar - July 16 and 19 (presentations to be posted)

#### Proposal Outline, Application Documents, and Supplements

- [2018 Balance of State CoC Proposal Outline \(/node/5101\)](#)
- [2018 BoS CoC NEW Project Review Application \(/node/5102\)](#)
- [2018 Balance of State CoC Competition Certification-Policy Addendum \(/node/5103\)](#)
- [2018 BoS CoC Notice of Intent 2018 PSH Change to DedicatedPLUS \(Renewals ONLY\) \(/node/5104\)](#)
- [2018 BoS CoC Notice of Intent 2018 Grant Consolidation \(Renewals ONLY\) \(/node/5105\)](#)
- [2018 BoS CoC Renewal Project Review Application \(/node/5106\)](#)

#### Project Scoring Criteria and Forms

- [2018 Georgia BoS CoC Renewal Performance Priority Scoring Criteria \(/node/5107\)](#)
- [2018 BoS CoC Renewal Review Team Scoring Form \(/node/5108\)](#)
- [2018 Georgia BoS CoC New Project Scoring Form \(/node/5109\)](#)

#### Related Links:

[HUD FY 2018 Continuum of Care Program Competition](#)

### Documents



#### Forms

[\(/node/2174/documents/](/node/2174/documents/)  
10)



#### Publications

[\(/node/2174/documents/](/node/2174/documents/)  
11)



#### Presentations

[\(/node/2174/documents/](/node/2174/documents/)  
2083)



#### Awards

[\(/node/2174/documents/](/node/2174/documents/)  
2084)

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## Georgia Balance of State Continuum of Care

Basic Info

Resources

Newsroom

### Announcements

[2018 Georgia Balance of State Continuum of Care Funding Competition \(/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/newsroom\)](/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/newsroom)

**July 11, 2018** - The Georgia Balance of State (BoS) Continuum of Care (CoC) 2018 Notice of Funding Availability (NOFA) competition is now open. The Georgia Balance of State CoC Board of Directors is seeking applications from eligible renewal and new homeless services projects in the Georgia BoS. This funding opportunity relates to projects that are located in Georgia's 152 county Balance of State Continuum of Care jurisdiction.

**Projects in the following jurisdictions are not eligible to be submitted under the BoS CoC application:** Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, and Savannah-Chatham County. To submit an application in one of the listed jurisdictions, please contact the local CoC for information.

To review guidance on BoS CoC policy, application instructions, deadlines, and other items pertaining to this funding opportunity, please visit the [Georgia Balance of State CoC 2018 Competition webpage \(/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018\)](/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018).

[View All \(/node/1924/announcements/all\)](/node/1924/announcements/all)

## Tina Moore

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**From:** Tina Moore  
**Sent:** Wednesday, July 11, 2018 3:40 PM  
**To:** HAD Office of Homeless & Special Needs  
**Subject:** FW: The FY 2018 CoC Program Competition is Now Open (Balance of State CoC)  
**Attachments:** 2018 Georgia BoS CoC NOFA Competition Policy.pdf; 2018 Balance of State CoC Proposal Outline.docx

Good afternoon –

Georgia's Balance of State (BoS) Continuum of Care (CoC) is issuing the attached guidance for the 2018 Notice of Funding Availability (NOFA) competition. This guidance applies to all agencies that are currently administering Continuum of Care grants as well as for new applications in the BoS CoC. This notice is being announced in accordance with HUD's NOFA for the HUD Continuum of Care programs (Docket No. FR-6200-N-25), <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.

This information relates to projects that are in Georgia's 152 county Balance of State Continuum of Care jurisdiction. Projects in the following jurisdictions are not eligible to be submitted under the State's BoS CoC application: Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, and Savannah-Chatham County. To submit an application in one of the listed jurisdictions, you should contact the appropriate CoC jurisdiction for information.

Interested parties should please read the attached notice thoroughly. Please note that there have been significant changes in the process and method by which local CoCs are being scored under Federal priorities in the last few years. All applicants and interested parties are strongly encouraged to read this document (attached), as well as the HUD FY 2018 Continuum of Care NOFA and any supplemental materials posted on the HUD Exchange web site (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) in their entirety to ensure there is complete understanding of the information provided. Applicants must ensure that they note the differences and threshold requirements so that they can consider which type of project to submit a funding request for.

In the 2018 Balance of State CoC Competition, only Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), Joint TH and PH-RRH Component, and dedicated HMIS/coordinated entry projects will be eligible for ranking and renewal. PSH, RRH, and Joint TH-RRH Component projects are eligible program types under the permanent housing bonus. RRH and Joint TH-RRH Component projects are eligible program types under the Domestic Violence (DV) Bonus opportunity. Please note that the Balance of State CoC will also be accepting Supportive Services Only Coordinated Entry (SSO-CE) proposals under the Domestic Violence (DV) bonus opportunity as outlined in the attached policy document.

Complete review criteria, the required review applications for renewal projects (released on 7/9/18) and new projects, the required Certification-Policy Addendum, and other related materials are posted on the Georgia BoS CoC webpage at <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>. Please note that competition documents are now available on this web page, and other documents will be posted on this web page as they are available. Applicants are strongly advised to review the criteria and the 2018 competition policy before submitting an application.

Agencies interested in applying for a new RRH project, a new PSH project, a new Joint TH and PH-RRH Component project, or a new SSO-CE project should complete and submit the attached "2018 BoS CoC Proposal Outline" to alert the Collaborative Applicant of their intent. The Proposal Outline form is attached and also available on the BoS CoC web

page listed above. **Proposal Outlines need to be received by Tina Moore, CoC Program Coordinator, at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov), by 3:00 pm on July 18, 2018 (review application packages for NEW projects due on July 25, 2018).** This will alert DCA staff to forward information to organizations intending to submit a new project application including HUD training events, webinars, etc., as well as any updated CoC policies, updated scoring criteria, notice of CoC changes, etc. This information will be sent to renewal applicants automatically. Please note that there is a very short turnaround time, and new applicants should not wait for the webinar to begin.

There will be **two webinars for NEW Applicants on Monday, July 16, 2018, at 10:00 A.M. AND Thursday, July 19, 2018, at 11:00 A.M. to** discuss the Review Application document, competition policy, scoring criteria, etc. To receive login details for these webinars, you will need to register, and once registered, you will receive a confirmation email containing information about joining the Webinar. **Please see the attached policy document for the links to register for the webinar time slot you prefer (the second webinar will be a repeat of the first).**

Applicants that are currently funded that decide to forgo submitting a renewal application, or reduce the amount being requested, should please send something in writing to Tina Moore, CoC Program Coordinator, at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov), prior to the review application deadline (for Renewal Applicants) of July 24, 2018, to alert DCA staff.

Should you have questions, please contact Tina Moore ([tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)), Mike Thomas ([Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)), or Rick Heermans ([Rick.Heermans@dca.ga.gov](mailto:Rick.Heermans@dca.ga.gov)).

Thank you for your continued dedication to serving people in need, and have a great afternoon!

(Please note: This notice was sent to all members of the Balance of State CoC in addition to all Balance of State interested parties on the mailing list of the Office of Homeless and Special Needs Housing. If you would like your contact information removed from the database, please let me know.)

Thank you,  
Tina Moore

## Tina Moore

Continuum of Care Program Coordinator  
Georgia Department of Community Affairs  
Direct 404-327-6870  
Fax 404-679-0669  
[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)



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**From:** HUD Exchange Mailing List [mailto:news@hudexchange.info]  
**Sent:** Wednesday, June 20, 2018 10:55 AM  
**To:** Tina Moore <[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)>  
**Subject:** The FY 2018 CoC Program Competition is Now Open

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# The FY 2018 CoC Program Competition is Now Open

The [Notice of Funding Availability \(NOFA\) for the Fiscal Year \(FY\) 2018 Continuum of Care \(CoC\) Program Competition](#) has been posted to the [FY 2018 CoC Program Competition: Funding Availability](#) page on the HUD Exchange. Additional resources are available on the [e-snaps page](#) on the HUD Exchange.

## **Submission Deadline: Tuesday, September 18, 2018 at 8:00 PM EDT**

The electronic application *e-snaps* will be available on or after Thursday, June 28, 2018. In the meantime, HUD strongly encourages CoCs, Collaborative Applicants, project applicants, and stakeholders to:

- Carefully and thoroughly read the FY 2018 CoC Program Competition NOFA to understand the information; and
- Begin to plan local competitions based on the information, new and changed, from the previous Competition, provided in the FY 2018 CoC Program Competition NOFA.

Additionally, HUD will post the FY 2018 Estimated Annual Renewal Demand (ARD) Report to the HUD Exchange on or after Thursday, June 28, 2018 that will include the amounts a CoC may apply for: CoC planning, Bonus, and Domestic Violence (DV) Bonus. This report will also provide the Preliminary Pro Rata Need (PPRN) and the estimated ARD for each CoC.

## **What's New for the FY 2018 CoC Program Competition**

The list below highlights some important information regarding new concepts CoCs should consider while planning for the FY 2018 CoC Program Competition. This list is not exhaustive and additional details are in the FY 2018 CoC Program Competition NOFA. A full list of [new, changed, and highlighted information](#) is on the HUD Exchange and can also be found on the [FY 2018 CoC Program Competition: Funding Availability page](#).

- *Transition Grants*. Project applicants can transition their project(s) from one CoC Program Component to another during the CoC Program Competition using the funds to wind down the previous project while ramping up the new project. (Section II.B.2).



- *Domestic Violence Bonus.* CoCs can apply for up to 10 percent of their PPRN or a minimum of \$50,000, whichever is greater, or a maximum of \$5 million, whichever is less, to create up to three DV Bonus Projects to serve survivors of domestic violence, dating violence, and stalking. (Section II.B.3). CoCs may create up to one of each of the following project types:
  - Permanent Housing-Rapid Rehousing (PH-RRH);
  - Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) component project; and
  - Supportive Services Only-Coordinated Entry (SSO-CE).
- *Consolidated Project.* Eligible renewal project applicants will have the ability to consolidate two or more (limit of four) eligible renewal projects into one project application during the application process. (Section II.B.4).
- *CoC Merger.* CoCs that merged between the FY 2016 CoC Program Registration and FY 2018 CoC Program Registration process are eligible for merger bonus points. (Section II.B.5).

## Listserv Communications

All information related to the FY 2018 CoC Program Competition is communicated via the [HUD Exchange Mailing List](#). Join the mailing list to receive important updates and reminders.

If you are aware or suspect that the Collaborative Applicant, CoC members, or interested stakeholders are not currently receiving these listserv messages, please forward the following link, <https://www.hudexchange.info/maillinglist/>, to them so that they may register for the listserv messages as this is the only form of communication used by HUD to the public.

If you have questions related to subscribing to the HUD Exchange mailing list or have issues receiving listserv messages in your inbox please contact [info@hudexchange.info](mailto:info@hudexchange.info). Please be sure to add [news@hudexchange.info](mailto:news@hudexchange.info) and [info@hudexchange.info](mailto:info@hudexchange.info) to your contact list or safe senders list. This ensures that messages from the HUD Exchange go to your inbox and are not filtered to your spam or junk folder.

## Questions

If you have questions pertaining to *e-snaps* technical issues, please submit your questions to the [e-snaps Ask A Question \(AAQ\) portal](#) on the HUD Exchange website. To submit a question to the *e-snaps* AAQ portal, select “*e-snaps*” from the “My question is related to” drop down list on Step 2 of the question submission process.

If you have questions related to the CoC Program interim rule or a policy related question, please submit your questions to the [CoC Program AAQ portal](#). To submit a question to the CoC Program AAQ portal, select “CoC Program” from the “My question is related to” drop down list on Step 2 of the question submission process.

The AAQ portal accepts question submissions 24/7. However, responses are usually provided between 8:00 AM and 5:00 PM Eastern Time, Monday through Friday, except for federal holidays. Additionally, per the FY 2017 CoC Program Competition NOFA,

starting 2 days prior to the application deadline for FY 2018 funds, the AAQ will respond only to emergency technical support questions up to the deadline of Tuesday, September 18, 2018 at 8:00 PM EDT.



Visit the HUD Exchange at <https://www.hudexchange.info>

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U.S. Department of Housing and Urban Development | 451 7th Street S.W. | Washington | D.C. | 20410

**1E-4 – CoCs Reallocation Process**

**GA-501 - Georgia Balance of State CoC**

**ARD Reallocations FY 2013, FY 2014, FY 2015, FY 2016, FY 2017**

	<b>ARD Amount</b>	<b>Amount Reallocated</b>
<b>FY 2014</b>	\$14,522,930	\$649,917
<b>FY 2015</b>	\$15,602,960	\$2,800,557
<b>FY 2016</b>	\$14,901,092	\$620,994
<b>FY 2017</b>	\$16,929,821	\$100,003
<b>FY 2018</b>	\$17,414,117	\$0
	<b>Total</b>	<b>\$4,171,471</b>

**FY 2018 ARD - \$17,414,117**

**Cumulative Reallocation Amount (FY 2014 – FY 2018) - \$4,171,471**

**Cumulative Reallocation Percentage – 24%**

**Georgia Balance of State Continuum of Care****Georgia Balance of State Continuum of Care Governance Board**  
**Approved July 11, 2018****2018 Georgia Balance of State Continuum of Care Competition**

The Georgia Balance of State (BoS) Continuum of Care (CoC) is issuing the following guidance for the 2018 Notice of Funding Availability (NOFA) competition. This guidance applies to all renewing Continuum of Care grants for permanent supportive housing, rapid re-housing, Homeless Management Information System (HMIS), and Coordinated Assessment projects as well as for new applications submitted either for rapid re-housing, permanent supportive housing, Joint TH and PH-RRH component, or Domestic Violence bonus projects. This announcement is being provided in accordance with the HUD Notice of Funding Availability (NOFA) for the 2018 Continuum of Care Program Competition (Docket No. FR-6200-N-25) at: <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.

Funding for new projects is only available through the process of reallocation, the permanent housing bonus, or the Domestic Violence (DV) Bonus. The Balance of State CoC may only create new project(s) through the permanent housing bonus up to 6% of the Final Pro Rata Need (FPRN) amount, which is expected to be around \$1,185,157 based on the Preliminary Pro Rata Need (PPRN) amount. The Balance of State CoC may only create new project(s) under the DV bonus up to 10% of the PPRN amount, which is expected to be around \$1,975,262 to create up to three DV Bonus projects. Applications for new projects made available through reallocation will only be considered if the application review sub-committees determine the need to reallocate from eligible renewal projects due to those projects not meeting threshold, poor performance, and underspending due to significantly operating under capacity. There is no estimated amount to be reallocated at this time.

The Georgia Department of Community Affairs (DCA), designated as the Collaborative Applicant for the Georgia Balance of State Continuum of Care (CoC), is responsible for overseeing and managing the application process for the FY 2018 HUD Continuum of Care Homeless Assistance funding process. HUD requires that the CoC develop a process for submitting one consolidated application for the FY 2018 CoC program. The Collaborative Applicant works with the Standards, Rating, and Project Selection Committee to develop and recommend the process for CoC Board approval. The BoS CoC Board approved this policy on July 11, 2018.

The following document outlines the policy and process for the FY 2018 funding cycle.

**Timeline**

May 8, 2018 - GIW Change Forms due to HUD.

May 23, 2018 - Review Application approved for renewal Permanent Supportive Housing (PSH) and renewal Rapid Rehousing (RRH) projects (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

June 5, 2018 - Final CoC Review Step for the CoC Registration due.

June 20, 2018 – NOFA released by HUD.

July 6, 2018 - Standards, Rating, and Review Committee meeting to approve policy, materials, and recommend process for scoring and ranking held.

July 9, 2018 - Review Applications released to Renewal Applicants.

July 11, 2018 - CoC Board meeting to approve policy, materials, and process recommended by the Standards, Ratings, and Review Committee held.

July 11<sup>th</sup> or 12<sup>th</sup>, 2018 – 2018 Balance of State CoC NOFA Competition Policy, Process, Timeline, Review Applications, Scoring Criteria, Addendum, and other Competition materials released (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

July 12<sup>th</sup> & 17<sup>th</sup>, 2018 - Informational Webinar for renewal PSH and RRH applicants held by DCA, and materials from the webinar were distributed to each renewal applicant.

July 18, 2018 – Proposal Outlines for New PSH, RRH, Joint TH & PH-RRH Component, or SSO-CE projects due.

July 16<sup>th</sup> & 19<sup>th</sup>, 2018 - Informational Webinar for New PSH, RRH, Joint TH & PH-RRH Component, & SSO-CE applicants, and materials from the webinar posted.

July 24, 2018 – Review Applications for Renewing PSH and RRH projects and supplemental documents (listed on page 10 of this document) due by 3:00 PM. This includes the Addendum, supportive documents showing timely drawdowns (LOCCS reports), most recent monitoring, HUD APR from Sage, HUD Data Quality Report from HMIS, Notice of Intent to consolidate grants (as applicable), and the change designation form (for DedicatedPLUS projects as applicable).

July 25, 2018 - Review Applications (including Addendum) for NEW PSH, RRH, and Joint TH & PH-RRH Component projects, as well as all required copies and supplemental documents (listed on page 11 of this document, due at DCA by 5:00 pm).

July 25, 2018 - Proposals for NEW SSO-CE DV Bonus project, due at DCA by 5:00 pm (hard copies).

July 26, 2018 – August 9, 2018 – Internal review

July 27, 2018 – August 9, 2018 – Review Team Sub-Committee application review of renewal and new projects.

August 15, 2018 – ALL project applications (Renewal PSH, RRH, HMIS, CoC Planning, Coordinated Assessment, and HMIS as well as New PSH, RRH, Joint TH & PH-RRH Component, and HMIS) and updated certifications must be entered into *e-snaps* by 5:00 pm.

August 20, 2018 - Standards, Rating, and Review Committee meeting to approve and recommend ranking of projects held.

August 22, 2018 - CoC Board meeting to approve ranking recommended by the Standards, Ratings, and Review Committee held.

August 28, 2018 - Notification given to applicants of placement in scoring and ranking for all projects (due 9/3/18).

September 5, 2018 - ALL project application corrections (if applicable) should be completed in *e-snaps* by 2:00 pm.

September 12, 2018 – Estimated public posting of CoC Application (due 9/16/18).

September 14, 2018 – Estimated CoC application submission to HUD (due 9/18/18).

### **Summary of Changes and Policy Priorities for the FY 2018 Georgia Balance of State Continuum of Care Homeless Assistance Funding Cycle**

Please note that there have been significant changes in the process and method by which local CoCs are being scored under Federal priorities in recent years. All applicants and interested parties are strongly encouraged to read this document, as well as the HUD FY 2018 Continuum of Care NOFA and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) and (<https://www.hudexchange.info/programs/e-snaps/>) in their entirety to ensure there is complete understanding of the information provided. Some of the major changes and policy priorities include:

- Renewing Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) projects will be eligible for ranking and renewal. In addition, renewing PSH projects will have the opportunity to change the classification of project type to DedicatedPLUS where 100% of the beds will be dedicated to serve individuals, households with children, and unaccompanied youth as defined in Section III.B.3.f. of the 2018 HUD NOFA.
- PSH projects that were awarded as DedicatedPLUS in the FY 2017 CoC Program Competition are required to include households with children to qualify as a DedicatedPLUS project in the FY 2018 CoC Program Competition. Projects awarded as DedicatedPLUS under the 2017 competition that are designated to only serve individuals without children are required to revert back to the number and configuration of beds dedicated for people who are chronically homeless prior to the election to become DedicatedPLUS.
- In order to be eligible for renewal in FY 2018, a project must have an executed grant agreement by December 31, 2018 and have an expiration date in Calendar Year (CY) 2019 (between January 1, 2019 and December 31, 2019). All projects that received a new PSH or RRH project under a previous competition are included on the 2018 Grant Inventory Worksheet (GIW) and are expected to have an application submitted to renew each project that received a new award in 2016 (to include first-time renewal projects originally awarded in 2015).
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation, with the exception of projects

that were transferred in 2018 or with a pending transfer. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project. Any project that has less than \$10,000 at the end of the grant, that is not deemed to be underperforming or operating under capacity as defined in this policy, will not be in jeopardy of having the grant amount reduced.

- As in previous years, HUD will continue the Tier 1 and Tier 2 funding process, with the top 94% of the funding allotted to a CoC being in Tier 1, and the bottom 6% of the funding allotted to a CoC in Tier 2.
- RRH Projects that were awarded for the first time under the 2015 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2015 application score in order to take into account project design and other important factors related to the implementation of that project.
- Projects that were awarded for the first time under the 2016 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2016 application score in order to take into account project design and other important factors related to the implementation of that project.
- Project evaluation of renewal project applications submitted by victim service providers will be completed utilizing data generated from a comparable database where the CoC can review performance on housing stability and other factors to determine the level projects improve safety for the population they serve. Where complete performance data related to the scoring criteria is not provided, the CoC will assign median points for that criteria.
- Through this competition the following types of new project applications will be accepted: (a) PSH for the chronically homeless individuals and families; (b) PSH where 100% of the beds meet the NOFA requirements of a DedicatedPLUS project for individuals, households with children, and unaccompanied youth; (c) RRH for individuals and families; (d) Joint TH and PH-RRH component projects; and (e) a SSO-Coordinated Entry project under the DV Bonus.
- New project applications requesting funding for new construction or rehabilitation activities will not be accepted.
- BoS CoC bonus points will be available for permanent housing projects (PSH or RRH) that are currently using, or commit to using, the Housing First model when housing program participants (with a concrete plan of action, to utilize the Housing First model of service delivery). To receive any of these bonus points, applicants should demonstrate that the project is low-barrier, prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions to entry. Please note, renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.
- BoS CoC bonus points will be available to all project applications that are low barrier projects (or commit to being low barrier projects) and allow entry to program participants that includes: low or

no income, current or past substance use, criminal records—with the exceptions of restrictions imposed by federal, state or local law or ordinance (e.g., restrictions on serving people who are listed on sex offender registries), and history of domestic violence. Please note that renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.

- Beginning with the 2015 competition, any project application(s) that indicates a Housing First approach and/or commits to operating as a low barrier program and is reviewed, approved, and ranked by the CoC and awarded CoC Program funds is required to operate as a Housing First and/or low barrier project.
- BoS CoC bonus points will be available for projects that dedicate units/beds in order to prioritize Veterans (new and renewal). Bonus points will be available for new projects dedicate units/beds in order to prioritize youth households where the head of household ages 18-24, and bonus points will be available for renewal projects that served youth-headed households. Bonus points will be available for PSH renewal projects dedicated to providing housing to people who are homeless with a disability. And additional bonus points will be available for applicants who coordinated the 2017 Homeless Count in January of 2017, thus assisting the CoC identify people experiencing homelessness in their area.
- All renewal BoS CoC PSH projects that do not already have 100% of their beds dedicated to people who are chronically homeless will be required to prioritize at least 85% of their non-dedicated beds to people who are chronically homeless\*. The BoS CoC is prioritizing homeless individuals and families experiencing chronic homelessness consistent with *Notice CPD 16-011: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*. Chronically homeless individuals and families should be given priority for permanent supportive housing beds not currently dedicated to this population as vacancies become available through turnover. Permanent supportive housing renewal projects serving specific disabled subpopulations (e.g., persons with mental illness or persons with substance use disorder) must continue to serve those subpopulations, as required in the current grant agreement. However, chronically homeless individuals and families within the specified subpopulation should be prioritized for entry. The full notice can be found at: <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>. \*Projects that committed to prioritizing 100% of non-dedicated beds to people who are chronically homeless in previous competitions are required to continue at 100%.
- In order maintain alignment to HUD priorities for this funding and to keep homeless people with disabilities who are residing in PSH projects from becoming homeless, with the exception of the renewal HMIS grants and renewal Coordinated Assessment grant, which are critical to the operations of the CoC, and will therefore be placed mid-Tier 1, the BoS CoC will rank projects within the following groupings:
  - o Renewal PSH and RRH projects that are currently housing people who are homeless, without significant capacity or performance issues that have been in operation over a year (based on score) and HMIS and Coordinated Assessment renewal projects
  - o New RRH and PSH projects awarded in the 2015 and 2016 competition that have not been operational for a full year, and do not have data for a complete year to report on (based on score)



- New PSH, RRH, and Joint TH and PH-RRH Component projects that are designated by the CoC to utilize any reallocated funds, if available (based on score)
  - Renewal PSH and RRH projects determined to be significantly underperforming (based on the degree to which they do NOT improve system performance in the areas of serving eligible participants less than 75%, have low rates of housing stability, and a high rate of participants returning to homelessness) or operating under capacity (projects that are both utilizing 50% or less of the units and returning a significant amount of funds with the exception of projects recently transferred or with a pending transfer).
  - New PH Bonus PSH, RRH, and Joint TH and PH-RRH Component projects (based on score)
  - New DV Bonus RRH and Joint TH and PH-RRH projects (1 each based on score)
  - New DV Bonus SSO-CE project
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation. Reallocations, if necessary, will be made based on the guidance in the 2018 NOFA. The two lowest scoring renewal RRH and PSH projects determined to be significantly underperforming or operating under capacity may be subject to replacement by new RRH, PSH, or Joint TH & PH-RRH Component projects, provided the applications pass the threshold review and score highly enough. Project level performance will be further assessed to determine impact on CoC System Performance Measures as part of decisions to reallocate. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project(s) at the bottom of the Tier 2 projects determined by the ARD.
  - HUD will score new and renewal projects ranked in Tier 2 using a 100 point scale (please see full details on page 11 of the NOFA):
    - CoC Score – up to 50 points will be in direct proportion to the score received on the CoC Application;
    - CoC Project Ranking – up to 40 points will be based on the CoC's ranking of the project application(s);
    - Commitment to Housing First – up to 10 points will be based on how project application commits to applying the Housing First model.
  - As noted above, HUD is also allowing for CoCs to apply for permanent housing bonus funding. More than one project can be submitted for the bonus funding. HUD guidance shows that for CoCs to receive grants for new projects, other than through reallocation, CoCs must competitively rank projects based on how they improve system performance.
  - HUD is also allowing for CoCs to apply for Domestic Violence (DV) Bonus funding. The CoC is only allowed to submit one project application for each of the project types, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular permanent housing bonus projects (see Section III.C.3.c of the NOFA).
  - Compliance with Violence Against Women Act (VAWA) Rule. On November 16, 2016, HUD published its VAWA final rule (81 FR 80798), which provides various protections to victims of domestic violence, dating violence, sexual assault, and stalking under the CoC Program and other HUD programs. The grants to be awarded under this NOFA must comply with the VAWA rule as provided

in 24 CFR 578.99(j)(3). To enable full compliance with this rule, each CoC must have established an emergency transfer plan under 24 CFR 578.7(d) and make related updates to the written standards for administering CoC program assistance under 24 CFR 578.7(a)(9)(ii), (iii) and (v). These tasks were required to be completed by the time the local CPD Field Office issued the first FY 2017 grant agreement for a project in the CoC's geographic area for projects awarded funds in the FY 2017 CoC Program Competition. As noted in CoC competition policy last year, all CoC-funded projects must follow the *Georgia Balance of State CoC Violence Against Women Act (VAWA) Policies and Procedures* established on 6/20/17 (located at <https://dca.ga.gov/node/3287>) and be fully compliant by the time the local CPD Field Office issues the first FY 2017 grant agreement for a project in the CoC's geographic area (if not due earlier by the CoC).

- The Collaborative Applicant will submit an application for planning funds as allowed by HUD. CoC Planning applications are not required to be ranked, and the funds are not part of the pro rata amounts available for projects.
- The CoC will not reallocate any funding to Transition Projects. While the FY 2018 HUD NOFA is allowing Transition Grants as established in the FY 2017 Appropriations Act (see Section III.C.3.r. of the HUD NOFA for definition), there are no projects where this is applicable. Requirements include no more than 50% of the grant may be used for costs of eligible activities of the program component originally funded in order to transition, and it is designed for eligible renewal projects being eliminated through reallocation from one component to another over a 1-year period.

### **General Information**

In addition to the information presented in this document, it is expected that all applicants read the HUD FY 2018 Continuum of Care NOFA, related scoring criteria, and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) in their entirety to ensure there is complete understanding of the information provided.

All agencies submitting an application, whether for a new project or a renewal project, must submit a complete application packet, as described below, in order to be considered for scoring.

It is the responsibility of the agencies to ensure that all the application materials, whether emailed or mailed, are received by DCA, by the above deadlines. Applications are required to be scored and ranked by the CoC in order to be included in the CoC's project listing submitted to HUD, and an applicant's failure to meet deadlines may result in the denial of an applicant's request for funds.

New from HUD in FY 2018, eligible renewal project applications will have the ability to consolidate two or more eligible renewal projects (but no more than four projects) into one project application during the application process as described in Section II.B.4. of the FY NOFA. Prior to beginning the consolidation process in the project application, the applicant should consult with the local HUD field office to ensure it is eligible to consolidate the projects. To be eligible for consolidation, projects must have the same recipient and be for the same component. Applicants that are eligible must submit separate renewal projects for each of the grants that are proposed to be consolidated (to the CoC for scoring and ranking and in *e-snaps*), and an application for the new consolidated grant with the combined budget and information of all grants proposed for consolidation (to HUD in *e-snaps*). Project applications for the grants that are proposed to be consolidated will be ranked (individually), and if all

those grants are selected, HUD will award the single consolidated grant. If one of the grants proposed to be consolidated is found to be ineligible for consolidation or is not selected, HUD will award all grants that are eligible for renewal and selected as separate grants. See Section V.B.3.a.(7) of the FY 2018 NOFA for additional requirements.

Applicants requesting renewal of grants for rental assistance are permitted to request a per-unit amount less than the Fair Market Rent (FMR), if the actual rent per unit under lease is less than the FMR. New from HUD in FY 2018, applicants must provide copies of the leases to establish the actual rents.

All renewal project applications must pass a threshold review and will then be scored according to specific criteria. The criteria will consist of current data in the Homeless Management Information System (HMIS) including system performance measures, project performance, cost effectiveness, project commitment to serving the most vulnerable participants with severe needs and vulnerability, the most recent HUD or DCA monitoring visit, and the scoring of the review application. This will be scored by an independent review panel that will then consolidate the scores and rank the projects. The independent review panel will submit their results to the Collaborative Applicant who will publish the results with the BoS CoC Board's approval.

All new project applications must pass an organizational threshold review and will then be scored according to specific criteria.

New project applications that score high enough will be eligible to be included in the prioritization tiering presented to HUD. Please note, however, eligibility does not guarantee funding. The BoS CoC Board will make the final determination of which projects will be ranked and presented to HUD for funding consideration within the limited funding available.

In addition to the application packet, all renewing and new projects must also complete the HUD application in *e-snaps*. Completing the application in *e-snaps* does not guarantee that the project will be put forth in the HUD application, nor does it guarantee that the project will be funded. Please note that within *e-snaps* renewing project applications may be able to import the FY 2017 application responses (if requested during setup).

The BoS CoC is required by CoC regulations to operate a HMIS, establish a "centralized or coordinated assessment system," and carry out planning activities in accordance with the Interim regulations. The renewal projects for centralized or coordinated assessment and HMIS will therefore be prioritized in the top tier for the ranking.

DCA, as the Collaborative Applicant, will post any additional details of the competition and HUD resources as they become available on the Continuum of Care webpage. It is the applicant's responsibility to ensure that they check the both the BoS CoC (<https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>) and the HUD CoC (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) websites regularly for the latest updates. Please note that all of HUD's competition and *e-snaps* materials, notices, and training guides can be accessed on the HUD page.

Projects must agree to enter client data into Georgia's BoS Homeless Management Information System (ClientTrack), participate in the CoC's Coordinated Entry System, and participate in the homeless counts in Georgia's BoS jurisdiction.

The Georgia Department of Community Affairs, as the Collaborative Applicant, believes in a commitment to end homelessness throughout the State of Georgia. To this end, DCA encourages all grantees to ensure that no household is turned away because they have previously resided in a differing Continuum. However, as these projects are funded to address homelessness in the Balance of State Continuum of Care, each project should demonstrate how they are targeting, providing outreach, and participating in local coordinated entry implementation areas (as applicable) in order to reduce homelessness in the Balance of State CoC.

Project applicants are required to register with Dun and Bradstreet to obtain a DATA Universal Numbering System (DUNS) number, if they have not already done so, and complete or renew their registration in the System for Award Management (SAM) per Section V.A.1. of the FY 2017 General Section. For more information on DUNS numbers and SAM registration go to: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/spm/gmomgmt/grantsinfo](https://portal.hud.gov/hudportal/HUD?src=/program_offices/spm/gmomgmt/grantsinfo). HUD will not enter into a grant agreement with an entity that does not have a DUNS Number or an active SAM registration.

All project applicants must ensure their organization has a Code of Conduct that complies with the requirements of 2 CFR part 200 and is on file with HUD at: [https://www.hud.gov/program\\_offices/spm/gmomgmt/grantsinfo/conductgrants](https://www.hud.gov/program_offices/spm/gmomgmt/grantsinfo/conductgrants). If the organization's Code of Conduct does not appear on HUD's website, the project must attach its Code of Conduct that includes all required information to its Project Applicant Profile in *e-snaps*.

All project applicants must have a Certification of Consistency from the jurisdiction in which each of the proposed project(s) will be located. This assures the application for funding is consistent with the jurisdiction's HUD-approved consolidated plan as described in the NOFA. DCA staff will work with applicants and the appropriate Consolidated Planning jurisdiction for the required form *HUD-2991 - Certification of Consistency with the Consolidated Plan*, but it is the applicant's responsibility to follow up with respective jurisdictions to ensure those jurisdictions have the project information they need to provide the certification(s) in a timely manner.

Project applicants must ensure that applications (Review Application and HUD application in the E-Snaps system) are complete and the information within the application is consistent throughout the application. Narratives must be fully responsive to the question being asked, and responses should meet all of the criteria for that question as required by the NOFA and the detailed instructions provided in E-Snaps. Applicants must also ensure that proposed program participants are eligible for the program component type selected, and proposed activities are eligible under 24 CFR part 578. Applicants should also ensure that all required attachments correspond to the attachments list in E-Snaps, contain accurate and complete information, and are dated between May 1, 2018 and September 18, 2018, as required.

In accordance of CoC review criteria, the CoC strongly encourages HUD-funded projects to have written agreements in place with educational supports and services for children ages 0-5, such as Public Pre-K, Head Start, Child Care (Child Care and Development Fund), and home visiting (including Maternal, Infant and Early Childhood Home and Visiting or MIECHV). To the extent that renewal projects serve

households with children and have written agreements as noted, the CoC requests any written agreements to be submitted within the renewal submission packages (electronically).

### **Appeals**

In accordance with *24 CFR part 578.35(c)* and the NOFA, applicants have the right to appeal if they believe that they were improperly denied the right to participate in the CoC planning process in a reasonable manner; were improperly denied or decreased funding; or were improperly denied a Certification of Consistency from the local government with the Consolidated Plan. The appeal MUST be carried out in the timeframe and process announced by HUD within the NOFA.

### **Renewal Rapid Rehousing and Permanent Supportive Housing (Including Shelter Plus Care)**

The review application for renewal PSH and RRH was released to renewal applicants on July 9, 2018. However, more detail was released once the competition opened, and a full listing of required information that renewal applicants are required to submit follows.

All applicants of renewing PSH and RRH project applications must submit the following no later than July 24, 2018. The following materials must be received for each project in order for an application to be considered complete:

- The 2018 BoS CoC Renewal Project Review Application;
- The Competition Certification and Policy Addendum document for all projects;
- The Notice of Intent - 2018 PSH Change to DedicatedPLUS (where applicable);
- The Notice of Intent 2018 Grant Consolidation (where applicable);
- Written agreements with educational supports and Services for children ages 0-5 (as applicable)
- HUD APR from Sage (applicants will need to pull the data from HMIS and then upload the CSV-APR into Sage using the Test run function in order to create the required report (for 5/1/17-4/30/18);
- HUD Data Quality Report (5/1/17-4/30/18);
- Most recent monitoring (HUD monitoring for Non-S+C projects and DCA monitoring for S+C projects), including corrective action plans and documentation regarding resolution of findings, when applicable; and
- Supportive documents showing timely draw downs (eLOCCS reports).

Application materials can be emailed to Tina Moore, CoC Program Coordinator at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov).

In addition to the BoS CoC application materials (including all required certifications dated between May 1, 2018 and September 18, 2018), all renewal projects must complete the HUD application in *e-snaps* by 3:00pm on August 15, 2018.

Late submissions of the supplemental materials to the application package will result in a deduction of points.

### **New Project Application Information**

In line with information presented in the NOFA, the BoS CoC will seek applications for new permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless individuals and families, new PSH projects classified as DedicatedPLUS that will serve individuals, households with

children, and unaccompanied youth, new rapid re-housing (RRH) projects that will serve homeless individuals and families, and new Joint TH & PH-RRH Component that will serve unsheltered homeless and youth. Applications may be submitted for the Expansion of an eligible project, and projects may be assigned reallocated funds or bonus funds as applicable (depending on project type), and as funds are available, in the final ranking.

Eligible applicants for new PSH, RRH, Joint TH and PH-RRH Component, and SSO-CE projects include all agencies with existing CoC NOFA grants within the Balance of State and nonprofits, units of Government, and Housing Authorities that wish to make application for new grants.

All agencies interested in applying for a new PSH, RRH, Joint TH and PH-RRH Component, or SSO-CE project should complete and submit a Proposal Outline (Letter of Intent) to alert the Collaborative Applicant of their intent no later than July, 18, 2018. The Proposal Outline form is attached to the notice, and it will also be available at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

HUD will allow new reallocated projects, DV Bonus projects, and new expansion projects of existing CoC Program-funded projects to request funding limited to 1 year. For projects requesting the regular permanent housing bonus funds, the grant term for new project applications requested should be limited to 1-year. However, as additional funding is available, the review team may allow higher scoring new project to request a term allowed as defined on pages 23-24 of the HUD NOFA, as match requirements can be met. However, the CoC may elect to decrease the term for any new project that is approved for the final priority ranking list to allow additional projects to be included in the request for funding.

Submitting a Proposal Outline will signal DCA staff to forward information to organizations (intending to submit a new project application) regarding the New Applicant webinar, HUD training events, webinars, etc., as well as any updated CoC policies, updated scoring criteria, notice of CoC changes, etc. This information will be sent to renewal applicants automatically.

There will be **two webinars for NEW Applicants on Monday, July 16, 2018, at 10:00 A.M. AND Thursday, July 19, 2018, at 11:00 A.M. to** discuss the Review Application document, competition policy, scoring criteria, etc. To receive login details for these webinars, you will need to register, and once registered, you will receive a confirmation email containing information about joining the Webinar. **Please click below to register for the webinar time slot you prefer (the second webinar is a repeat of the first):**

- To register for 2018 Balance of State Continuum of Care New Application Webinar #1 on Monday, July 16, 2018, at 10:00 AM EDT go to: <https://attendee.gotowebinar.com/register/3289458806730666755>
- To register for 2018 Balance of State Continuum of Care New Application Webinar #2 on Thursday, July 19, 2018, at 11:00 AM EDT go to: <https://attendee.gotowebinar.com/register/1817391957533957635>

All agencies submitting an application for a new PSH, new RRH, new Joint TH and PH-RRH component, or SSO-CE project must submit a complete application package to the Department of Community Affairs. A complete application package includes:

- Five (5) copies of the Review Application or SSO-CE proposal (as applicable) for new projects (including match/leveraging documentation and the required Addendum document in each of the copies);
- The agency 501(c)(3), if applicable (one copy) (the 501(c)(3) for any sub-recipients must also be attached);
- A current list of Board of Directors (one copy);
- The most recent independent financial audit, or equivalent financial statement (one copy); and
- A current 990 IRS Form: Return of Organization Exempt from Income Tax, if applicable (one copy).

All complete new project packages must be received by the CoC Collaborative Applicant, the Department of Community Affairs, by July 25, 2018 at 5:00 pm. Submissions must be mailed to Tina Moore, CoC Program Coordinator, 60 Executive Park South NE, Atlanta, GA 30329.

It is the responsibility of the agencies to assure that all the application materials are received by Tina Moore, by the above deadline. No late submissions for new projects will be accepted.

In addition to the application packet described above, applicants for new RRH, PSH, Joint TH and PH-RRH Component, and SSO-CE projects must also complete, and submit, the HUD application (including all required certifications and documentation dated between May 1, 2018 and September 18, 2018) in *e-snaps*.

The complete new PSH, new RRH, and new Joint TH and PH-RRH Component project scoring criteria will be posted on the Balance of State Continuum of Care webpage at <http://www.dca.ga.gov/housing/HousingDevelopment/programs/CoCApplicantsandGranteesOnly.asp>. Applicants are strongly advised to review the criteria before submitting an application.

The average proposal size for a new RRH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new PSH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new Joint TH and PH-RRH Component project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000. As previously noted, the CoC is not accepting applications for capital costs in this competition.

The average proposal size for a new SSO-CE project is not expected to exceed \$150,000. More information on this type of project, submission requirements, and review criteria is noted below.

Applicants must clearly demonstrate that they have experience and sufficient capacity to serve fragile, chronically homeless, and service resistant clients, and that sufficient services will be provided to clients proposed to be served.

Bonus points will be awarded to new projects that commit, with a concrete plan of action, to having a low-barrier to entry project, as well as to utilize the Housing First model of service delivery.

**Threshold Criteria for All New Permanent Supportive Housing (100% Chronic and DedicatedPLUS), New Rapid Re-Housing, and Joint TH and PH-RRH component project applications.**

The CoC reserves the right not to review incomplete applications or projects that don't meet eligibility requirements. Applications may receive a threshold denial for any of the following reasons;

- Agency does not meet HUD's eligibility criteria.
- Agency does not demonstrate adequate capacity to carry out grant.
- Application proposes ineligible costs or activities.
- Application proposes to serve ineligible populations.
- Application does not show required match or insufficient commitments for leveraging.
- Compliance or performance issues on current projects.
- Project does not demonstrate adequate impact or cost effectiveness.
- Project does not meet key federal requirements.
- New proposals must be located within Georgia's 152 county Balance of State Continuum of Care jurisdiction. Applications proposing projects in the following jurisdictions are not eligible to be submitted under the BoS CoC application: Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, Savannah, and Chatham County. To submit an application in one of the listed jurisdictions, you should contact the appropriate CoC jurisdiction for information.
- Agency submits an incomplete application, which includes not submitting the necessary documents listed above, or certifications/documentation as required in the HUD application.
- Agency does not utilize, or commit to utilize, ClientTrack HMIS (or a comparable family violence HMIS alternative) to capture client-level data on all clients in the project.

**Additional Threshold Criteria for Joint TH and PH-RRH component projects are as follows:**

- Given the large number of sheltered and unsheltered homeless in the BoS CoC, Joint TH and PH-RRH component projects must serve people who meet the homeless definition under paragraphs (1), (2), and (4) of the definition of homelessness in 24 CFR 578.3.
- Joint component projects must
  - Use a Housing First approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
  - Have low-barriers to entry and accommodate people with possessions, partners, pets, or other needs.
  - Incorporate client-choice by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing, with providers assisting participants with this move.
  - Provide or connect participants to resources that help them improve their safety and well-being and achieve their goals.



- Target and prioritize people experiencing homelessness with higher needs and who are most vulnerable.
- Joint component projects must also:
  - Target people who are living in unsheltered locations or homeless youth in areas in which the PIT demonstrates a need for more housing options for homeless households.
  - Demonstrate that the proposed service area is not covered by any crisis housing **and** either have a street outreach team or be in a location where Coordinated Entry planning is occurring.
  - Demonstrate need of high rates of unsheltered homelessness or unsheltered youth homelessness

### **Domestic Violence (DV) Bonus Projects**

The FY 2018 HUD Appropriations Act provides additional funding for DV Bonus projects for rapid re-housing projects and supportive service projects providing coordinated entry and for eligible activities determined critical in order to assist survivors of domestic violence, dating violence, and stalking. In the FY 2018 CoC Program Competition, the CoC is able to apply for a DV Bonus for PH-RRH projects, Joint TH and PH-RRH component projects, and SSO projects for coordinated entry (SSO-CE). The CoC is only allowed to submit one project application for each of the project types, which are limited to a 1-year funding request and must follow the Housing First approach.

Allowed project types under the FY 2018 HUD NOFA are:

1. Rapid Re-housing (PH-RRH) projects that must follow a housing first approach.
2. Joint TH and PH-RRH component projects as defined in Section II.C.3.m that must follow a housing first approach.
3. SSO Projects for Coordinated Entry (SSO-CE) (see below for requirements).

For PH-RRH and Joint TH and PH-RRH under the DV Bonus, the Balance of State CoC will only submit one project application for each project type, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular bonus projects (see Section III.C.3.c of the NOFA).

An applicant may apply to expand an existing renewal project in accordance with Section III.C.3.i of the NOFA, that is not dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that meet the definition of homeless in paragraph (4) of 24 CFR 578.3 to dedicate additional units, beds, persons served, or services provided to existing program participants to this population.

Only one SSO-CE project will be included in the final CoC project ranking submitted to HUD. The CoC will consider proposals submitted by interested agencies who meet organizational threshold and demonstrate ability to:

- Implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking (e.g., to implement policies and procedures that are trauma-informed, client-centered or to better coordinate referrals between the CoC's coordinated entry and the victim service providers coordinated entry system where they are different;
- Include planning where the centralized or coordinated assessment system will be easily available/reachable for all persons within the CoC's geographic area who are seeking

information regarding homelessness assistance. The system must also be accessible for persons with disabilities within the CoC's geographic area;

- Include a strategy for advertising that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
- Utilizes a standardized assessment process;
- Ensures program participants are directed to appropriate housing and services that fit their needs; and
- Cover the entire 152-county Balance of State CoC jurisdiction.

SSO-CE Applicants interested should submit a proposal to request these funds detailing how listed criteria will be addressed, which includes a budget request itemizing requested funds. The average proposal size is not expected to exceed \$150,000. The grant term is limited to 1-year.

### **Match and Leveraging**

Applications must meet HUD's match requirements and have at least 25% of the amount of the HUD funding request in total match (outside of the amount for leasing), as well as the CoC's requirement to report an additional 125% of the amount of the HUD funding request in total leveraging, to score the maximum amount of points available for match and leveraging for the BoS CoC scoring (150% match and leveraging). Leveraging includes all funds, resources, and/or services that the applicant can secure on behalf of the client being served by the proposed project. While leveraging includes all cash and in-kind matching resources, it is broader in scope, including any other services, supplies, equipment, space, etc. that are provided by sources other than HUD.

Review Application guidelines for New projects state that projects should only report match and leveraging where there are commitment letters on file that are dated May 1, 2018 or later, and documentation should be submitted to HUD as required. New project application packages are required to include match and leveraging documentation for the scoring and ranking process.

### **E-Snaps Information for All Renewal and New Applications**

Applicants should review and follow the steps as outlined herein and in the NOFA to ensure that applications are complete and submitted in a timely basis.

For reference, the Continuum of Care Program Interim Rule was published in the Federal Register on July 31, 2012, and was effective on August 31, 2012. This information can be accessed at: <https://www.onecpd.info/news/continuum-of-care-coc-program-interim-rule-posted/>.

For information on accessing HUD's *E-Snaps* system to complete and submit a full BoS CoC Project Application, please go to: <https://www.hudexchange.info/programs/e-snaps/>. Note that once the competition begins, there will be a significant time delay if applicants need to register new users on the *E-Snaps* system. All applicants should ensure that they have access to the system immediately.

### **Federal Disaster Area Notification**

Applicants administering projects in counties that have been impacted by a major disaster, as declared under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act that occurred in the 12 months prior to the application deadline of the HUD NOFA should submit a letter indicating this with the supplemental review packages due on July 24, 2018. This would only include a major disaster that

resulted in the Collaborative Applicant, the CoC, or its project(s) inability to continue operations due to flooding, destroyed facilities, lack of power for a long duration, etc. News releases related to Georgia can be found at: <https://www.fema.gov/disasters>. CoCs in impacted areas are required to notify HUD of this prior to the close of this competition.

GA DCA Contacts:

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Mike Thomas

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Phone: (404) 679-0571

Fax: (404) 679-0669

Tina Moore

[Tina.Moore@dca.ga.gov](mailto:Tina.Moore@dca.ga.gov)

Phone: (404) 327-6870

Fax: (404) 679-0669

TM/tm

Attached is one (1) document:

- 1) 2018 Balance of State CoC Proposal Outline

## Tina Moore

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**From:** Tina Moore  
**Sent:** Monday, August 27, 2018 4:55 PM  
**To:** HAD Office of Homeless & Special Needs  
**Cc:** aarc@aacr-atlanta.org; grants@aacr-atlanta.org; Aspears@nhbh.org; awinston@nhbh.org; bbetts@hopeatlanta.org; bedwards@safehavenstatesboro.org; breid@safehavenstatesboro.org; brobinson@nhbh.org; carollcollard@caringworksinc.org; cassandra@liveforward.org; cfields@mustministries.org; cwilliams@maconbibbeoc.com; cwilliams@nhbh.org; david.crews@gatewaybhs.org; dduru@hopeatlanta.org; dgaulden@cityofhinesville.org; eparks@hopeatlanta.org; epowers@hopeatlanta.org; eusher@cityofhinesville.org; fharrington@lampinc.org; gaylemoreen@lampinc.org; gjenkins@nhbh.org; hannah.kim@aacr-atlanta.org; hannah@liveforward.org; ireighard@mustministries.org; jchristiansen@gcadv.org; jcorcione@cafi-ga.org; jfields@cityofhinesville.org; jshearin@dwcdc.org; kbryant@cityofhinesville.org; kclark@maconbibbeoc.com; kellis@actionministries.net; khagin@gatewaybhs.org; KHenderson@actionministries.net; khoward@cityofhinesville.org; l.mclennon@aacr-atlanta.org; Lakeisha.jones@uss.salvationarmy.org; lucy\_hall@bellsouth.net; mallen@mustministries.org; mnesbitt@actionministries.net; mschuelke@pccihome.org; mwash66@bellsouth.net; nicole@anotherchanceofatlanta.org; nstevens@maconbibbeoc.com; pat.sheppard@padv.org; nancy.friauf@padv.org; rachel@advochild.org; lyndsey@advochild.org; rcastillo@mustministries.org; renwic@aol.com; ronwilson@jourdantechologies.com; rozell@anotherchanceofatlanta.org; scottwalker@caringworksinc.org; sdenton@lampinc.org; sgallagher@nhbh.org; shawnwilliams@caringworksinc.org; shill@maconbibbeoc.com; smorris@gcadv.org; vbowden@nhbh.org; vteresasmith@bellsouth.net; tsmith6228@yahoo.com; vwalker@pccihome.org; wbexley@familypromisegwinnett.org; ydepina@cobbcsb.com; yvonne.brooks@lampinc.org; Libby Tyre; Danielle Jordan; Kate Tettamant; Jeanette Pollock  
**Subject:** Georgia BoS 2018 Continuum of Care Competition - Notification of Project Ranking  
**Attachments:** 2018 CoC Project Application Priority Ranking Summary - Tier 1 and Tier 2.pdf

Good afternoon 2018 Balance of State CoC Applicants,

By now all applicant agencies should have received individualized results for new and renewal projects submitted under the 2018 Balance of State Continuum of Care Competition. We had the conference call with the CoC Review Teams on August 9<sup>th</sup> and 10<sup>th</sup>, and the scoring results and/or threshold results have been sent to each applicant agency. If you have not received your results, please contact me.

Attached please find the final Priority Chart showing the project ranking results approved by the Balance of State CoC Board on August 24, 2018, following approval by the Standards, Rating, and Project Selection Committee on August 21, 2018. This information is also posted on DCA's web page at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

As noted in the NOFA, HUD may issue two conditional funding announcements with the criteria set forth in Section VII. of the NOFA. HUD will select new and renewal project applications in Tier 1 in accordance with the criteria set forth in Section II.B.10 of the NOFA, and the CoC Application score and the project application score(s) will determine which projects in Tier 2 will be conditionally selected for award. For projects that ranked close to the funding cutoff for Tier 1, any changes as a result of funding availability or FMR adjustments for projects with rental assistance creates the

possibility that the funding line could move, which could move the line between Tier 1 and Tier 2. We hope this won't happen, but we do want agencies to be aware of the possibility.

After HUD review, depending on availability of funding, and in accordance with the selection criteria outlined in the NOFA, we'll find out if the Balance of State CoC will receive awards for Tier 2 projects. Please remember that projects in Tier 2 that pass HUD's eligibility and threshold review will be re-scored using the criteria in Section II.B.10. of the HUD NOFA (page 11-12). As indicated in the NOFA, HUD will select projects in order of point value until there are no more funds available. In the case of a tie, HUD will fund the projects in the order of CoC application score. In case there is still a tie, HUD will select the project from the CoC that has the highest score on the rating factors described in Section VIII.A.2.f. (The NOFA can be found at: <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.)

The next steps are:

- Our staff will be in contact with applicants regarding corrections and adjustments required within e-snaps.
- Applicants with projects in one or more designated Consolidated Planning Jurisdictions, who haven't already done so, MUST follow up with the appropriate jurisdiction to make sure your project receives the appropriate Certification(s) of Consistency with the Consolidated Plan for jurisdictions where the project is located. Please note that DCA is completing this certification for projects outside of local jurisdictions.

Should you have questions, please contact me ([tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)) or Mike Thomas at ([Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)).

Thanks,  
Tina



Learn more about our commitment to [fair housing](#).



### Tina Moore

Continuum of Care Program Coordinator  
Georgia Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, Georgia 30329

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**2018 Georgia Balance of State Continuum of Care Project Application Priority Ranking  
Tier 1 and Tier 2 - Final**

Ranking	Project Type	Name of Project Applicant	Project Sponsor/Project Name	Funding Request	Cumulative Balance for Funding
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**Renewing PSH & PH project applications were scored & ranked using the same scoring criteria. Projects were then grouped and ranked in the following order: Group 1 -Renewing PSH & PH projects currently housing people without significant capacity or performance issues, HMIS, & Coord Assessment renewals; Group 2 - New RRH and PSH awarded in 2015 and 2016 competition (not operational for a year); Group 3 - New projects designated to utilize reallocated funds; Group 4 - Renewal PSH and RRH determined to be significantly underperforming or operating under capacity; Group 5 - New Bonus PH; Group 6 - New DV Bonus housing projects; & Group 7 - New DV Bonus SSO-CE. Higher scoring projects were placed in the CoC's Tier 1 representing the top 94% of the Annual Renewal Amount (ARA). Group 2 -4 projects that scored lower fell into the bottom 6% of the BoS CoC's ARA (a/k/a Annual Renewal Demand or ARD).**

1	PH	Georgia Housing & Finance Authority	Dalton Whitfield CDC S+CR2	\$87,623	\$87,623	Tier 1
2	PH	Georgia Housing & Finance Authority	Georgia Mountain Women's Center S+CR	\$124,366	\$211,989	1
3	PH	Georgia Housing & Finance Authority	Pineland CSB S+CR	\$185,213	\$397,202	
4	PH	Georgia Housing & Finance Authority	Viewpoint Health S+CR	\$208,118	\$605,320	
5	PH	Georgia Housing & Finance Authority	Advantage BHS BOS S+CR	\$168,441	\$773,761	
6	PH	Georgia Housing & Finance Authority	Avita Community Partners S+CR2	\$138,228	\$911,989	
7	PH	MUST Ministries	Cherokee County PSH-PH Case Management	\$71,904	\$983,893	
8	PH	Georgia Housing & Finance Authority	Action Ministries S+CR2	\$157,956	\$1,141,849	
9	PH	Georgia Housing & Finance Authority	Advantage BHS S+CR4 - BoS	\$150,408	\$1,292,257	
10	PH	Georgia Housing & Finance Authority	Unison BHS S+CR	\$349,061	\$1,641,318	
11	PH	Georgia Housing & Finance Authority	Viewpoint Health S+CR2	\$485,658	\$2,126,976	
12	PH	Georgia Housing & Finance Authority	MUST Ministries BOS S+CR	\$232,792	\$2,359,768	
13	PH	Douglas County Community Services Board	Douglas County SHP	\$96,419	\$2,456,187	
14	PH	Georgia Housing & Finance Authority	Douglas CSB S+CR2	\$640,288	\$3,096,475	
15	PH	Georgia Housing & Finance Authority	Oconee CSB S+CR	\$84,702	\$3,181,177	
16	PH	Georgia Housing & Finance Authority	Albany CSB S+CR2	\$212,353	\$3,393,530	
17	PH	Georgia Housing & Finance Authority	Viewpoint Health S+CR3	\$190,046	\$3,583,576	
18	PH	Georgia Housing & Finance Authority	Highland Rivers CSB S+CR2	\$111,630	\$3,695,206	
19	PH	Georgia Housing & Finance Authority	Avita Community Partners S+CR3	\$109,342	\$3,804,548	
20	PH	Georgia Housing & Finance Authority	Lookout Mountain CSB S+CR	\$252,172	\$4,056,720	
21	PH	Travelers Aid of Metropolitan Atlanta, Inc.	Gwinnett PSH 2015	\$172,789	\$4,229,509	Tier 1
22	PH	Georgia Housing & Finance Authority	Dalton Whitfield CDC S+CR3	\$99,951	\$4,329,460	1
23	PH	Another Chance of Atlanta	ACA PSH for Gwinnett County	\$171,856	\$4,501,316	
24	PH	Georgia Housing & Finance Authority	River Edge S+CR4	\$85,611	\$4,586,927	
25	PH	Georgia Housing & Finance Authority	AVITA Community Partners S+CR	\$136,391	\$4,723,318	
26	PH	Georgia Housing & Finance Authority	Oconee CSB S+CR2	\$182,862	\$4,906,180	
27	PH	Georgia Housing & Finance Authority	South GA CSB S+CR	\$371,171	\$5,277,351	
28	PH	Georgia Housing & Finance Authority	River Edge CSB S+CR5	\$305,441	\$5,582,792	
29	PH	Georgia Housing & Finance Authority	Travelers Aid of Metropolitan Atlanta S+CR1	\$194,052	\$5,776,844	
30	PH	Georgia Housing & Finance Authority	Gateway BHS S+CR	\$648,225	\$6,425,069	
31	PH	Georgia Housing & Finance Authority	South GA CSB S+CR2	\$150,610	\$6,575,679	
32	PH	Georgia Housing & Finance Authority	Highland Rivers S+CR3	\$234,923	\$6,810,602	
33	PH	Dalton-Whitfield Community Development Corporation	PH SPC Case Manager	\$31,679	\$6,842,281	
34	PH	Georgia Housing & Finance Authority	Albany Area CSB S+CR	\$155,696	\$6,997,977	
35	PH	Georgia Housing & Finance Authority	Highland Rivers CSB S+CR	\$119,603	\$7,117,580	
36	HMIS	Georgia Housing & Finance Authority	GHFA Statewide HMIS Renewal FY2017	\$663,400	\$7,780,980	
37	SSO	Georgia Housing & Finance Authority	BoS CoC Coordinated Assessment FY 2017	\$189,176	\$7,970,156	
38	HMIS	Georgia Housing & Finance Authority	Balance of State HMIS Grant FY2017	\$100,003	\$8,070,159	Tier 1
39	PH	New Horizons Community Service Board	Red Hill Adaptive Group Residence FY17	\$51,784	\$8,121,943	1
40	PH	Georgia Housing & Finance Authority	Viewpoint Health BHS S+CR	\$109,848	\$8,231,791	
41	PH	Georgia Housing & Finance Authority	CSB of Middle Georgia S+CR	\$36,511	\$8,268,302	
42	PH	Georgia Housing & Finance Authority	Travelers Aid of Metropolitan Atlanta S+CR2	\$187,824	\$8,456,126	
43	PH	Georgia Housing & Finance Authority	Carrollton Housing Authority S+CR	\$377,011	\$8,833,137	
44	PH	Georgia Housing & Finance Authority	River Edge CSB S+CR3	\$696,560	\$9,529,697	
45	PH	Georgia Housing & Finance Authority	Dalton Whitfield CDC S+CR	\$90,987	\$9,620,684	
46	PH	Georgia Housing & Finance Authority	McIntosh Trail CSB S+CR3	\$175,756	\$9,796,440	
47	PH	Georgia Housing & Finance Authority	River Edge CSB S+CR	\$720,258	\$10,516,698	
48	PH	Gateway Behavioral Health Services	Brunswick Homeless Non-custodial Disabled Men's Project	\$397,545	\$10,914,243	
49	PH	AIDS Athens	AIDS Athens PSHP	\$67,167	\$10,981,410	Tier 1
50	PH	Georgia Housing & Finance Authority	Advantage BHS BoS S+CR2	\$138,889	\$11,120,299	1
51	PH	Georgia Housing & Finance Authority	New Horizons CSB BoS S+CR	\$71,128	\$11,191,427	
52	PH	Georgia Housing & Finance Authority	McIntosh Trail CSB S+CR2	\$265,209	\$11,456,636	
53	PH	Georgia Housing & Finance Authority	McIntosh Trail CSB S+CR1	\$342,996	\$11,799,632	
54	PH	Georgia Housing & Finance Authority	Douglas CSB S+CR4	\$297,970	\$12,097,602	
55	PH	Georgia Housing & Finance Authority	New Horizons CSB BoS S+CR2	\$217,729	\$12,315,331	
56	PH	Georgia Housing & Finance Authority	Comprehensive AIDS Resource Encounter S+CR	\$70,781	\$12,386,112	
57	PH	S.H.A.R.E. House, Inc.	S.H.A.R.E. House Rapid Re-Housing	\$151,709	\$12,537,821	
58	PH	Georgia Housing & Finance Authority	Middle Flint BHS S+CR	\$164,204	\$12,702,025	
59	PH	Project Community Connections, Inc.	PCCI Rapid Re-Housing BoS	\$228,850	\$12,930,875	
60	PH	Travelers Aid of Metropolitan Atlanta, Inc.	Douglas RRH	\$119,744	\$13,050,619	
61	PH	Georgia Housing & Finance Authority	URDC BoS S+CR	\$603,697	\$13,654,316	Tier 1
62	PH	New Horizons Community Service Board	HUD Rural Rapid Rehousing FY17	\$97,227	\$13,751,543	1
63	PH	Georgia Coalition Against Domestic Violence	GCADV Rapid Re-housing for Victims of Domestic Violence	\$513,666	\$14,265,209	
64	PH	Citizens Against Violence, Inc.	Rapid Re-Housing DV-COC	\$285,226	\$14,550,435	
65	PH	Action Ministries, Inc.	Mountain Initiative Rapid Re-housing	\$128,112	\$14,678,547	
66	PH	City of Hinesville	Homeless Prevention Program RRH	\$117,416	\$14,795,963	
67	PH	Action Ministries, Inc.	Balance of State Rapid Re-housing	\$507,706	\$15,303,669	
68	PH	Lowndes Associated Ministries to People, Inc.	Rapid Rehousing	\$146,774	\$15,450,443	
69	PH	CaringWorks Inc.	CaringWorks Housing Solutions BOS	\$235,884	\$15,686,327	
70	PH	Macon-Bibb Economic Opportunity Council, Inc.	HUD Renewal Application for Rapid Rehousing 2016	\$266,654	\$15,952,981	
71	PH	Another Chance of Atlanta	ACA PSH for Clayton County	\$126,400	\$16,079,381	
72	PH	Project Community Connections, Inc.	PCCI Rapid Re-Housing Bos2	\$525,042	\$16,604,423	Tier 2
73	PH	Travelers Aid of Metropolitan Atlanta, Inc.	Gwinnett RRH 1	\$266,492	\$16,870,915	2
74	PH	Travelers Aid of Metropolitan Atlanta, Inc.	Gwinnett RRH 2	\$266,492	\$17,137,407	
75	PH	MUST Ministries	MUST Ministries BoS CoC RRH	\$110,232	\$17,247,639	
76	PH	Asian American Resource Center	AARC Rapid Re-Housing 2017	\$166,478	\$17,414,117	
77	Bonus PH	Advocates for Bartow's Children	RRH Youth Project	\$316,800	\$17,730,917	
78	Bonus PH	Community Action for Improvement (CAFI)	CAFI Housing Stability Program	\$301,900	\$18,032,817	
79	Bonus PH	Mary Hall Freedom House	Living Well Gwinnett (DedicatedPLUS)	\$285,000	\$18,317,817	
80	Bonus PH	Family Promise of Gwinnett	Family Promise Continuum Housing Program	\$281,457	\$18,599,274	
81	DV Bonus	Partnership Against Domestic Violence	PADV Rapid Rehousing Project - Gwinnett County	\$543,848	\$19,143,122	
Rejected	Bonus PH	South Georgia Partnership to End Homelessness	H.O.M.E. (Helping Others Make the Effort) (Did not meet threshold)	\$0	\$19,143,122	



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## 2018 Competition

Basic Info

**August 27, 2018** - Following meetings with the Standards, Ratings, and Project Selection Committee, and the Balance of State CoC Board of Directors, the Balance of State CoC is releasing the approved project ranking results of applications submitted under the FY 2018 Georgia Balance of State CoC Competition. Competition materials and 2018 application requirements will be maintained on this page.

- [2018 Balance of State Continuum of Care Project Ranking Chart \(/node/5373\)](#)

### BoS CoC Policy

- [2018 Georgia BoS CoC NOFA Competition Policy - Includes DEADLINES \(/node/5099\)](#)
- [Outline of Overarching Policy Priorities Highlighted in 2018 NOFA \(/node/5100\)](#)
- [2018 BoS Project Commitment to Housing First - Low Barrier \(/node/5125\)](#)

### BoS CoC Webinars

- [2018 GA BoS CoC Renewal Applicant Webinar - July 12 and 17 \(/node/5126\)](#)
- [2018 GA BoS CoC NEW Applicant Webinar - July 16 and 19 \(/node/5128\)](#)

### Proposal Outline, Application Documents, and Supplements

- [2018 Balance of State CoC Proposal Outline \(/node/5101\)](#)
- [2018 BoS CoC NEW Project Review Application \(/node/5102\)](#)
- [2018 Balance of State CoC Competition Certification-Policy Addendum \(/node/5103\)](#)
- [2018 BoS CoC Notice of Intent 2018 PSH Change to DedicatedPLUS \(Renewals ONLY\) \(/node/5104\)](#)
- [2018 BoS CoC Notice of Intent 2018 Grant Consolidation \(Renewals ONLY\) \(/node/5105\)](#)
- [2018 BoS CoC Renewal Project Review Application \(/node/5106\)](#)

### Project Scoring Criteria and Forms

- [2018 Georgia BoS CoC Renewal Performance - CoC Priority Scoring Criteria \(/node/5107\)](#)
- [2018 BoS CoC Renewal Review Team Scoring Form \(/node/5108\)](#)
- [2018 Georgia BoS CoC New Project Scoring Form \(/node/5109\)](#)

### Related Links:

[HUD FY 2018 Continuum of Care Program Competition](#)

## Documents



**Forms**

[\(/node/2174/documents/10\)](#)



**Publications**

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**Presentations**

[\(/node/2174/documents/2083\)](#)



**Awards**

[\(/node/2174/documents/2084\)](#)



**Applications**

[\(/node/2174/documents/2091\)](#)

## Tina Moore

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**From:** Tina Moore  
**Sent:** Monday, August 27, 2018 6:24 PM  
**To:** Tina Moore  
**Subject:** Georgia BoS 2018 Continuum of Care Competition - Notification of Project Ranking  
**Attachments:** 2018 CoC Project Application Priority Ranking Summary - Tier 1 and Tier 2.pdf

Good evening Georgia Balance of State Continuum of Care Members, Stakeholders and Interested Parties,

Attached please find the final Priority Chart showing the project ranking results approved by the Balance of State CoC Board on August 24, 2018, following approval by the Standards, Rating, and Project Selection Committee on August 21, 2018.

This information is also posted on DCA's web page at the following link: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

Please note that changes as a result of funding availability or FMR adjustments for projects with rental assistance creates the possibility that the funding line could move, and projects ranking close to the funding cutoff for Tier 1 could pull one or more projects currently showing as the bottom of Tier 1, into Tier 2. We hope this won't happen, but we do want stakeholders to be aware of the possibility.

After HUD review, depending on availability of funding, and in accordance with the selection criteria outlined in the NOFA, we'll find out if the Balance of State CoC will receive awards for Tier 2 projects. Please remember that projects in Tier 2 that pass HUD's eligibility and threshold review will be re-scored using the criteria in Section II.B.10. of the HUD NOFA (page 11-12). (The NOFA can be found at: <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.)

Once the full CoC application is complete for the Balance of State CoC, DCA will send a notice letting stakeholders know the CoC Application document is available for review.

Should you have questions, please contact me ([tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)) or Mike Thomas at ([Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)).

(Please note: In addition to CoC members and applicants, this notice was sent to all interested parties on the mailing list of the Office of Homeless and Special Needs Housing. If you would like your contact information removed from the database, please let me know.)

Thank you,  
Tina Moore



### Tina Moore

Continuum of Care Program Coordinator  
Georgia Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, Georgia 30329

Direct 404-327-6870



Learn more about our commitment to [fair housing](#).



Fax 404-679-0669

[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)

## Tina Moore

---

**From:** Michael Thomas  
**Sent:** Monday, August 27, 2018 3:11 PM  
**To:** mathis\_r@bellsouth.net; dmetts@sgpeh.org  
**Cc:** David Whisnant; Tina Moore; April Woods  
**Subject:** Balance of State CoC Competition Results

Dear Dr. Mathis and Ms. Metts:

Regretfully, I am writing to let you know that the Balance of State Continuum of Care will not be advancing your request for Joint TH and PH-RRH Component funds for South Georgia Partnership to End Homelessness, Inc. through the HUD Continuum of Care competition.

Threshold eligibility issues centered on the following areas:

- The review application submitted only proposed to have the Rapid Re-Housing (RRH) component, and there was no crisis housing component in the application. One of HUD's threshold criteria for this new type of project is that it include both components. Page 19 of HUD's NOFA states, *"When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available."*
- Another review threshold issue was that page 7 of the review application indicates participants are only allowed to receive up to \$800 in rental assistance in a 12-month period and does not appear to be designed based on individual client needs. Minimum threshold requires a client-driven service model based on needs. Further, application did not demonstrate this project would serve the most vulnerable based on level of services and limited rental assistance.

Other issues with the application included:

Narrative indicated that there would be a requirement to attend classes, and reviewers had concern that participation in those classes would be a requirement to stay in the project. HUD threshold criteria requires Joint TH-RRH Component projects to be Housing First. Service requirements are not consistent with Housing First.

While the Balance of State Continuum of Care is unable to support funding from HUD for this project at this time, we wish you every success in securing necessary funds to continue this and all of the other good work of your agency. If you would like to schedule a meeting for later in the year to review areas of concern or possible ways to strengthen your application, we will be happy to discuss these items with you.

Should you have questions or concerns, please contact me at any time. You can also contact Tina Moore for questions at (404) 327-6870 or [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov).

Sincerely,

Mike Thomas



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## Michael Thomas

Continuum of Care Program Manager  
Georgia Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, Georgia 30329

Direct 404-679-0571

[Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)

## Tina Moore

---

**From:** Tina Moore  
**Sent:** Tuesday, August 28, 2018 4:38 PM  
**To:** 'aarc@aarc-atlanta.org'; 'grants@aarc-atlanta.org'; 'hannah.kim@aarc-atlanta.org'; 'l.mclennon@aarc-atlanta.org'  
**Cc:** Michael Thomas; April Woods  
**Subject:** Asian American Resource Foundation - 2018 CoC Application Review

Good afternoon,

Following our review, please see the corrections needed in e-snaps below. I just returned the application to you in the e-snaps system, so you should be able to access your application.

### AARC Rapid Re-Housing 2018

- **Applicant Profile** has “Collaborative Applicant” selected. That is incorrect as that only refers to the CoC. Applicant should have selected “Project Applicant”
- **Under Recipient Performance:**
  - o “No” has been selected for #1, and comments have “AARC’s APR for the most recently expired grant term related to this renewal project request has not been submitted, because the current grant year has not expired. It will expire on October 31, 2018, and APR will be due on January 31, 2019.” However, this question refers to the APR that was due on January 31, 2018 (for the grant that expired on October 31, 2017). If it was late, please report this to HUD in the application.
  - o “No money returned” has been selected for #4.
- On the **Renewal Grant Consolidation Screen**, “Yes” has been selected. That is incorrect as this project is the only one. Please select “No”.
- **3B. Project Description** – Your agency certified in the Addendum that you were committed to being Housing First, Low Barrier, and that clients weren’t terminated for the listed reasons (and received bonus points for this), but did not do so in this application. Please update this section accordingly as one or more of the items are not checked in the 3a table and/or 3b table.
  - o **Please note that this may have been an issue due to a glitch in the “Submit without Changes” function.** If changes to the project application are needed, *e-snaps* allows project applicants to “unlock” individual screens for editing, rather than the entire project application. After project applicants select the screens they intend to edit via checkboxes, click “Save” and those screens will be available for edit. Also note that **once a project applicant selects a checkbox and clicks “Save,” the project applicant cannot uncheck the box.**
- **5C. Percentage of project participants that will be coming from each of the following locations.** 6% was indicated to come directly from safe havens, however there are no safe havens in the CoC. Please add that percentage to one of the categories with a percentage (as the others don’t apply).

Please note that this renewal project was placed in Group 4, which places the ranking at the bottom of Tier 2. During the project review it was determined to be significantly underperforming in the area of housing stability, where only 62.5% of people who exited the program exited to a permanent destination. The CoC standard is 85%, and with the 62.5%, only 15 out of the 24 people who exited, exited to a permanent destination. Balance of State CoC policy for the 2018 CoC Competition called for this grouping of the ranking to include renewal PSH and RRH projects determined to be significantly underperforming (based on the degree to which they do NOT improve system performance, and one of the areas includes having a low rates of housing stability).

Please resubmit the application once the corrections are complete (as soon as possible), and let me know when you have.

If you have any questions, please let me know.

Thank you,  
Tina



Learn more about our commitment to [fair housing](#).



---

### **Tina Moore**

Continuum of Care Program Coordinator  
Georgia Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, Georgia 30329

Direct 404-327-6870

Fax 404-679-0669

[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)

## Tina Moore

---

**From:** Tina Moore  
**Sent:** Wednesday, July 11, 2018 3:40 PM  
**To:** HAD Office of Homeless & Special Needs  
**Subject:** FW: The FY 2018 CoC Program Competition is Now Open (Balance of State CoC)  
**Attachments:** 2018 Georgia BoS CoC NOFA Competition Policy.pdf; 2018 Balance of State CoC Proposal Outline.docx

Good afternoon –

Georgia's Balance of State (BoS) Continuum of Care (CoC) is issuing the attached guidance for the 2018 Notice of Funding Availability (NOFA) competition. This guidance applies to all agencies that are currently administering Continuum of Care grants as well as for new applications in the BoS CoC. This notice is being announced in accordance with HUD's NOFA for the HUD Continuum of Care programs (Docket No. FR-6200-N-25), <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.

This information relates to projects that are in Georgia's 152 county Balance of State Continuum of Care jurisdiction. Projects in the following jurisdictions are not eligible to be submitted under the State's BoS CoC application: Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, and Savannah-Chatham County. To submit an application in one of the listed jurisdictions, you should contact the appropriate CoC jurisdiction for information.

Interested parties should please read the attached notice thoroughly. Please note that there have been significant changes in the process and method by which local CoCs are being scored under Federal priorities in the last few years. All applicants and interested parties are strongly encouraged to read this document (attached), as well as the HUD FY 2018 Continuum of Care NOFA and any supplemental materials posted on the HUD Exchange web site (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) in their entirety to ensure there is complete understanding of the information provided. Applicants must ensure that they note the differences and threshold requirements so that they can consider which type of project to submit a funding request for.

In the 2018 Balance of State CoC Competition, only Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), Joint TH and PH-RRH Component, and dedicated HMIS/coordinated entry projects will be eligible for ranking and renewal. PSH, RRH, and Joint TH-RRH Component projects are eligible program types under the permanent housing bonus. RRH and Joint TH-RRH Component projects are eligible program types under the Domestic Violence (DV) Bonus opportunity. Please note that the Balance of State CoC will also be accepting Supportive Services Only Coordinated Entry (SSO-CE) proposals under the Domestic Violence (DV) bonus opportunity as outlined in the attached policy document.

Complete review criteria, the required review applications for renewal projects (released on 7/9/18) and new projects, the required Certification-Policy Addendum, and other related materials are posted on the Georgia BoS CoC webpage at <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>. Please note that competition documents are now available on this web page, and other documents will be posted on this web page as they are available. Applicants are strongly advised to review the criteria and the 2018 competition policy before submitting an application.

Agencies interested in applying for a new RRH project, a new PSH project, a new Joint TH and PH-RRH Component project, or a new SSO-CE project should complete and submit the attached "2018 BoS CoC Proposal Outline" to alert the Collaborative Applicant of their intent. The Proposal Outline form is attached and also available on the BoS CoC web

page listed above. **Proposal Outlines need to be received by Tina Moore, CoC Program Coordinator, at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov), by 3:00 pm on July 18, 2018 (review application packages for NEW projects due on July 25, 2018).** This will alert DCA staff to forward information to organizations intending to submit a new project application including HUD training events, webinars, etc., as well as any updated CoC policies, updated scoring criteria, notice of CoC changes, etc. This information will be sent to renewal applicants automatically. Please note that there is a very short turnaround time, and new applicants should not wait for the webinar to begin.

There will be **two webinars for NEW Applicants on Monday, July 16, 2018, at 10:00 A.M. AND Thursday, July 19, 2018, at 11:00 A.M. to** discuss the Review Application document, competition policy, scoring criteria, etc. To receive login details for these webinars, you will need to register, and once registered, you will receive a confirmation email containing information about joining the Webinar. **Please see the attached policy document for the links to register for the webinar time slot you prefer (the second webinar will be a repeat of the first).**

Applicants that are currently funded that decide to forgo submitting a renewal application, or reduce the amount being requested, should please send something in writing to Tina Moore, CoC Program Coordinator, at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov), prior to the review application deadline (for Renewal Applicants) of July 24, 2018, to alert DCA staff.

Should you have questions, please contact Tina Moore ([tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)), Mike Thomas ([Michael.Thomas@dca.ga.gov](mailto:Michael.Thomas@dca.ga.gov)), or Rick Heermans ([Rick.Heermans@dca.ga.gov](mailto:Rick.Heermans@dca.ga.gov)).

Thank you for your continued dedication to serving people in need, and have a great afternoon!

(Please note: This notice was sent to all members of the Balance of State CoC in addition to all Balance of State interested parties on the mailing list of the Office of Homeless and Special Needs Housing. If you would like your contact information removed from the database, please let me know.)

Thank you,  
Tina Moore

## Tina Moore

Continuum of Care Program Coordinator  
Georgia Department of Community Affairs  
Direct 404-327-6870  
Fax 404-679-0669  
[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)



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**From:** HUD Exchange Mailing List [mailto:news@hudexchange.info]  
**Sent:** Wednesday, June 20, 2018 10:55 AM  
**To:** Tina Moore <[tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov)>  
**Subject:** The FY 2018 CoC Program Competition is Now Open

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# The FY 2018 CoC Program Competition is Now Open

The [Notice of Funding Availability \(NOFA\) for the Fiscal Year \(FY\) 2018 Continuum of Care \(CoC\) Program Competition](#) has been posted to the [FY 2018 CoC Program Competition: Funding Availability](#) page on the HUD Exchange. Additional resources are available on the [e-snaps page](#) on the HUD Exchange.

## **Submission Deadline: Tuesday, September 18, 2018 at 8:00 PM EDT**

The electronic application *e-snaps* will be available on or after Thursday, June 28, 2018. In the meantime, HUD strongly encourages CoCs, Collaborative Applicants, project applicants, and stakeholders to:

- Carefully and thoroughly read the FY 2018 CoC Program Competition NOFA to understand the information; and
- Begin to plan local competitions based on the information, new and changed, from the previous Competition, provided in the FY 2018 CoC Program Competition NOFA.

Additionally, HUD will post the FY 2018 Estimated Annual Renewal Demand (ARD) Report to the HUD Exchange on or after Thursday, June 28, 2018 that will include the amounts a CoC may apply for: CoC planning, Bonus, and Domestic Violence (DV) Bonus. This report will also provide the Preliminary Pro Rata Need (PPRN) and the estimated ARD for each CoC.

## **What's New for the FY 2018 CoC Program Competition**

The list below highlights some important information regarding new concepts CoCs should consider while planning for the FY 2018 CoC Program Competition. This list is not exhaustive and additional details are in the FY 2018 CoC Program Competition NOFA. A full list of [new, changed, and highlighted information](#) is on the HUD Exchange and can also be found on the [FY 2018 CoC Program Competition: Funding Availability page](#).

- *Transition Grants*. Project applicants can transition their project(s) from one CoC Program Component to another during the CoC Program Competition using the funds to wind down the previous project while ramping up the new project. (Section II.B.2).



- *Domestic Violence Bonus.* CoCs can apply for up to 10 percent of their PPRN or a minimum of \$50,000, whichever is greater, or a maximum of \$5 million, whichever is less, to create up to three DV Bonus Projects to serve survivors of domestic violence, dating violence, and stalking. (Section II.B.3). CoCs may create up to one of each of the following project types:
  - Permanent Housing-Rapid Rehousing (PH-RRH);
  - Joint Transitional Housing (TH) and Permanent Housing-Rapid Rehousing (PH-RRH) component project; and
  - Supportive Services Only-Coordinated Entry (SSO-CE).
- *Consolidated Project.* Eligible renewal project applicants will have the ability to consolidate two or more (limit of four) eligible renewal projects into one project application during the application process. (Section II.B.4).
- *CoC Merger.* CoCs that merged between the FY 2016 CoC Program Registration and FY 2018 CoC Program Registration process are eligible for merger bonus points. (Section II.B.5).

## Listserv Communications

All information related to the FY 2018 CoC Program Competition is communicated via the [HUD Exchange Mailing List](#). Join the mailing list to receive important updates and reminders.

If you are aware or suspect that the Collaborative Applicant, CoC members, or interested stakeholders are not currently receiving these listserv messages, please forward the following link, <https://www.hudexchange.info/maillinglist/>, to them so that they may register for the listserv messages as this is the only form of communication used by HUD to the public.

If you have questions related to subscribing to the HUD Exchange mailing list or have issues receiving listserv messages in your inbox please contact [info@hudexchange.info](mailto:info@hudexchange.info). Please be sure to add [news@hudexchange.info](mailto:news@hudexchange.info) and [info@hudexchange.info](mailto:info@hudexchange.info) to your contact list or safe senders list. This ensures that messages from the HUD Exchange go to your inbox and are not filtered to your spam or junk folder.

## Questions

If you have questions pertaining to *e-snaps* technical issues, please submit your questions to the [e-snaps Ask A Question \(AAQ\) portal](#) on the HUD Exchange website. To submit a question to the *e-snaps* AAQ portal, select “*e-snaps*” from the “My question is related to” drop down list on Step 2 of the question submission process.

If you have questions related to the CoC Program interim rule or a policy related question, please submit your questions to the [CoC Program AAQ portal](#). To submit a question to the CoC Program AAQ portal, select “CoC Program” from the “My question is related to” drop down list on Step 2 of the question submission process.

The AAQ portal accepts question submissions 24/7. However, responses are usually provided between 8:00 AM and 5:00 PM Eastern Time, Monday through Friday, except for federal holidays. Additionally, per the FY 2017 CoC Program Competition NOFA,

starting 2 days prior to the application deadline for FY 2018 funds, the AAQ will respond only to emergency technical support questions up to the deadline of Tuesday, September 18, 2018 at 8:00 PM EDT.



Visit the HUD Exchange at <https://www.hudexchange.info>

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## 2018 Competition

### Basic Info

**July 11, 2018** - The FY2018 Georgia Balance of State CoC Competition is now open. The Georgia Balance of State CoC Board of Directors is seeking applications from eligible renewal and new projects as outlined in the policy and related materials listed below. All prospective 2018 applicants, new and renewal, may review full details of the 2018 application requirements as they are released on this page.

#### BoS CoC Policy

- [2018 Georgia BoS CoC NOFA Competition Policy - Includes DEADLINES \(/node/5099\)](#)
- [Outline of Overarching Policy Priorities Highlighted in 2018 NOFA \(/node/5100\)](#)

#### BoS CoC Webinars

- 2018 GA BoS CoC Renewal Applicant Webinar - July 12 and 17 (presentations to be posted)
- 2018 GA BoS NEW Applicant Webinar - July 16 and 19 (presentations to be posted)

#### Proposal Outline, Application Documents, and Supplements

- [2018 Balance of State CoC Proposal Outline \(/node/5101\)](#)
- [2018 BoS CoC NEW Project Review Application \(/node/5102\)](#)
- [2018 Balance of State CoC Competition Certification-Policy Addendum \(/node/5103\)](#)
- [2018 BoS CoC Notice of Intent 2018 PSH Change to DedicatedPLUS \(Renewals ONLY\) \(/node/5104\)](#)
- [2018 BoS CoC Notice of Intent 2018 Grant Consolidation \(Renewals ONLY\) \(/node/5105\)](#)
- [2018 BoS CoC Renewal Project Review Application \(/node/5106\)](#)

#### Project Scoring Criteria and Forms

- [2018 Georgia BoS CoC Renewal Performance Priority Scoring Criteria \(/node/5107\)](#)
- [2018 BoS CoC Renewal Review Team Scoring Form \(/node/5108\)](#)
- [2018 Georgia BoS CoC New Project Scoring Form \(/node/5109\)](#)

#### Related Links:

[HUD FY 2018 Continuum of Care Program Competition](#)

### Documents



#### Forms

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#### Publications

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#### Presentations

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#### Awards

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## Georgia Balance of State Continuum of Care

Basic Info Resources Newsroom

### Announcements

[2018 Georgia Balance of State Continuum of Care Funding Competition \(/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/newsroom\)](/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/newsroom)

**July 11, 2018** - The Georgia Balance of State (BoS) Continuum of Care (CoC) 2018 Notice of Funding Availability (NOFA) competition is now open. The Georgia Balance of State CoC Board of Directors is seeking applications from eligible renewal and new homeless services projects in the Georgia BoS. This funding opportunity relates to projects that are located in Georgia's 152 county Balance of State Continuum of Care jurisdiction.

**Projects in the following jurisdictions are not eligible to be submitted under the BoS CoC application:** Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, and Savannah-Chatham County. To submit an application in one of the listed jurisdictions, please contact the local CoC for information.

To review guidance on BoS CoC policy, application instructions, deadlines, and other items pertaining to this funding opportunity, please visit the [Georgia Balance of State CoC 2018 Competition webpage \(/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018\)](/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018).

[View All \(/node/1924/announcements/all\)](/node/1924/announcements/all)

## Georgia Balance of State Continuum of Care

### Georgia Balance of State Continuum of Care Governance Board Approved July 11, 2018

#### 2018 Georgia Balance of State Continuum of Care Competition

The Georgia Balance of State (BoS) Continuum of Care (CoC) is issuing the following guidance for the 2018 Notice of Funding Availability (NOFA) competition. This guidance applies to all renewing Continuum of Care grants for permanent supportive housing, rapid re-housing, Homeless Management Information System (HMIS), and Coordinated Assessment projects as well as for new applications submitted either for rapid re-housing, permanent supportive housing, Joint TH and PH-RRH component, or Domestic Violence bonus projects. This announcement is being provided in accordance with the HUD Notice of Funding Availability (NOFA) for the 2018 Continuum of Care Program Competition (Docket No. FR-6200-N-25) at: <https://www.hudexchange.info/resource/5719/fy-2018-coc-program-nofa/>.

Funding for new projects is only available through the process of reallocation, the permanent housing bonus, or the Domestic Violence (DV) Bonus. The Balance of State CoC may only create new project(s) through the permanent housing bonus up to 6% of the Final Pro Rata Need (FPRN) amount, which is expected to be around \$1,185,157 based on the Preliminary Pro Rata Need (PPRN) amount. The Balance of State CoC may only create new project(s) under the DV bonus up to 10% of the PPRN amount, which is expected to be around \$1,975,262 to create up to three DV Bonus projects. Applications for new projects made available through reallocation will only be considered if the application review sub-committees determine the need to reallocate from eligible renewal projects due to those projects not meeting threshold, poor performance, and underspending due to significantly operating under capacity. There is no estimated amount to be reallocated at this time.

The Georgia Department of Community Affairs (DCA), designated as the Collaborative Applicant for the Georgia Balance of State Continuum of Care (CoC), is responsible for overseeing and managing the application process for the FY 2018 HUD Continuum of Care Homeless Assistance funding process. HUD requires that the CoC develop a process for submitting one consolidated application for the FY 2018 CoC program. The Collaborative Applicant works with the Standards, Rating, and Project Selection Committee to develop and recommend the process for CoC Board approval. The BoS CoC Board approved this policy on July 11, 2018.

The following document outlines the policy and process for the FY 2018 funding cycle.

#### Timeline

May 8, 2018 - GIW Change Forms due to HUD.

May 23, 2018 - Review Application approved for renewal Permanent Supportive Housing (PSH) and renewal Rapid Rehousing (RRH) projects (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

June 5, 2018 - Final CoC Review Step for the CoC Registration due.

June 20, 2018 – NOFA released by HUD.

July 6, 2018 - Standards, Rating, and Review Committee meeting to approve policy, materials, and recommend process for scoring and ranking held.

July 9, 2018 - Review Applications released to Renewal Applicants.

July 11, 2018 - CoC Board meeting to approve policy, materials, and process recommended by the Standards, Ratings, and Review Committee held.

July 11<sup>th</sup> or 12<sup>th</sup>, 2018 – 2018 Balance of State CoC NOFA Competition Policy, Process, Timeline, Review Applications, Scoring Criteria, Addendum, and other Competition materials released (approved by the BoS CoC Standards, Rating, and Project Selection Committee and the Balance of State CoC Board).

July 12<sup>th</sup> & 17<sup>th</sup>, 2018 - Informational Webinar for renewal PSH and RRH applicants held by DCA, and materials from the webinar were distributed to each renewal applicant.

July 18, 2018 – Proposal Outlines for New PSH, RRH, Joint TH & PH-RRH Component, or SSO-CE projects due.

July 16<sup>th</sup> & 19<sup>th</sup>, 2018 - Informational Webinar for New PSH, RRH, Joint TH & PH-RRH Component, & SSO-CE applicants, and materials from the webinar posted.

July 24, 2018 – Review Applications for Renewing PSH and RRH projects and supplemental documents (listed on page 10 of this document) due by 3:00 PM. This includes the Addendum, supportive documents showing timely drawdowns (LOCCS reports), most recent monitoring, HUD APR from Sage, HUD Data Quality Report from HMIS, Notice of Intent to consolidate grants (as applicable), and the change designation form (for DedicatedPLUS projects as applicable).

July 25, 2018 - Review Applications (including Addendum) for NEW PSH, RRH, and Joint TH & PH-RRH Component projects, as well as all required copies and supplemental documents (listed on page 11 of this document, due at DCA by 5:00 pm).

July 25, 2018 - Proposals for NEW SSO-CE DV Bonus project, due at DCA by 5:00 pm (hard copies).

July 26, 2018 – August 9, 2018 – Internal review

July 27, 2018 – August 9, 2018 – Review Team Sub-Committee application review of renewal and new projects.

August 15, 2018 – ALL project applications (Renewal PSH, RRH, HMIS, CoC Planning, Coordinated Assessment, and HMIS as well as New PSH, RRH, Joint TH & PH-RRH Component, and HMIS) and updated certifications must be entered into *e-snaps* by 5:00 pm.

August 20, 2018 - Standards, Rating, and Review Committee meeting to approve and recommend ranking of projects held.

August 22, 2018 - CoC Board meeting to approve ranking recommended by the Standards, Ratings, and Review Committee held.

August 28, 2018 - Notification given to applicants of placement in scoring and ranking for all projects (due 9/3/18).

September 5, 2018 - ALL project application corrections (if applicable) should be completed in *e-snaps* by 2:00 pm.

September 12, 2018 – Estimated public posting of CoC Application (due 9/16/18).

September 14, 2018 – Estimated CoC application submission to HUD (due 9/18/18).

### **Summary of Changes and Policy Priorities for the FY 2018 Georgia Balance of State Continuum of Care Homeless Assistance Funding Cycle**

Please note that there have been significant changes in the process and method by which local CoCs are being scored under Federal priorities in recent years. All applicants and interested parties are strongly encouraged to read this document, as well as the HUD FY 2018 Continuum of Care NOFA and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) and (<https://www.hudexchange.info/programs/e-snaps/>) in their entirety to ensure there is complete understanding of the information provided. Some of the major changes and policy priorities include:

- Renewing Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) projects will be eligible for ranking and renewal. In addition, renewing PSH projects will have the opportunity to change the classification of project type to DedicatedPLUS where 100% of the beds will be dedicated to serve individuals, households with children, and unaccompanied youth as defined in Section III.B.3.f. of the 2018 HUD NOFA.
- PSH projects that were awarded as DedicatedPLUS in the FY 2017 CoC Program Competition are required to include households with children to qualify as a DedicatedPLUS project in the FY 2018 CoC Program Competition. Projects awarded as DedicatedPLUS under the 2017 competition that are designated to only serve individuals without children are required to revert back to the number and configuration of beds dedicated for people who are chronically homeless prior to the election to become DedicatedPLUS.
- In order to be eligible for renewal in FY 2018, a project must have an executed grant agreement by December 31, 2018 and have an expiration date in Calendar Year (CY) 2019 (between January 1, 2019 and December 31, 2019). All projects that received a new PSH or RRH project under a previous competition are included on the 2018 Grant Inventory Worksheet (GIW) and are expected to have an application submitted to renew each project that received a new award in 2016 (to include first-time renewal projects originally awarded in 2015).
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation, with the exception of projects

that were transferred in 2018 or with a pending transfer. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project. Any project that has less than \$10,000 at the end of the grant, that is not deemed to be underperforming or operating under capacity as defined in this policy, will not be in jeopardy of having the grant amount reduced.

- As in previous years, HUD will continue the Tier 1 and Tier 2 funding process, with the top 94% of the funding allotted to a CoC being in Tier 1, and the bottom 6% of the funding allotted to a CoC in Tier 2.
- RRH Projects that were awarded for the first time under the 2015 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2015 application score in order to take into account project design and other important factors related to the implementation of that project.
- Projects that were awarded for the first time under the 2016 NOFA cycle as first time grants, that have not yet been up and running for a full year, will automatically receive median performance scores for like applications for performance in the scoring and ranking process. Those points will then be averaged with that project's original 2016 application score in order to take into account project design and other important factors related to the implementation of that project.
- Project evaluation of renewal project applications submitted by victim service providers will be completed utilizing data generated from a comparable database where the CoC can review performance on housing stability and other factors to determine the level projects improve safety for the population they serve. Where complete performance data related to the scoring criteria is not provided, the CoC will assign median points for that criteria.
- Through this competition the following types of new project applications will be accepted: (a) PSH for the chronically homeless individuals and families; (b) PSH where 100% of the beds meet the NOFA requirements of a DedicatedPLUS project for individuals, households with children, and unaccompanied youth; (c) RRH for individuals and families; (d) Joint TH and PH-RRH component projects; and (e) a SSO-Coordinated Entry project under the DV Bonus.
- New project applications requesting funding for new construction or rehabilitation activities will not be accepted.
- BoS CoC bonus points will be available for permanent housing projects (PSH or RRH) that are currently using, or commit to using, the Housing First model when housing program participants (with a concrete plan of action, to utilize the Housing First model of service delivery). To receive any of these bonus points, applicants should demonstrate that the project is low-barrier, prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions to entry. Please note, renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.
- BoS CoC bonus points will be available to all project applications that are low barrier projects (or commit to being low barrier projects) and allow entry to program participants that includes: low or



no income, current or past substance use, criminal records—with the exceptions of restrictions imposed by federal, state or local law or ordinance (e.g., restrictions on serving people who are listed on sex offender registries), and history of domestic violence. Please note that renewal applicants must meet, or improve, the level committed in each 2017 (or previous competition as applicable) project application.

- Beginning with the 2015 competition, any project application(s) that indicates a Housing First approach and/or commits to operating as a low barrier program and is reviewed, approved, and ranked by the CoC and awarded CoC Program funds is required to operate as a Housing First and/or low barrier project.
- BoS CoC bonus points will be available for projects that dedicate units/beds in order to prioritize Veterans (new and renewal). Bonus points will be available for new projects dedicate units/beds in order to prioritize youth households where the head of household ages 18-24, and bonus points will be available for renewal projects that served youth-headed households. Bonus points will be available for PSH renewal projects dedicated to providing housing to people who are homeless with a disability. And additional bonus points will be available for applicants who coordinated the 2017 Homeless Count in January of 2017, thus assisting the CoC identify people experiencing homelessness in their area.
- All renewal BoS CoC PSH projects that do not already have 100% of their beds dedicated to people who are chronically homeless will be required to prioritize at least 85% of their non-dedicated beds to people who are chronically homeless\*. The BoS CoC is prioritizing homeless individuals and families experiencing chronic homelessness consistent with *Notice CPD 16-011: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status*. Chronically homeless individuals and families should be given priority for permanent supportive housing beds not currently dedicated to this population as vacancies become available through turnover. Permanent supportive housing renewal projects serving specific disabled subpopulations (e.g., persons with mental illness or persons with substance use disorder) must continue to serve those subpopulations, as required in the current grant agreement. However, chronically homeless individuals and families within the specified subpopulation should be prioritized for entry. The full notice can be found at: <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>. \*Projects that committed to prioritizing 100% of non-dedicated beds to people who are chronically homeless in previous competitions are required to continue at 100%.
- In order maintain alignment to HUD priorities for this funding and to keep homeless people with disabilities who are residing in PSH projects from becoming homeless, with the exception of the renewal HMIS grants and renewal Coordinated Assessment grant, which are critical to the operations of the CoC, and will therefore be placed mid-Tier 1, the BoS CoC will rank projects within the following groupings:
  - o Renewal PSH and RRH projects that are currently housing people who are homeless, without significant capacity or performance issues that have been in operation over a year (based on score) and HMIS and Coordinated Assessment renewal projects
  - o New RRH and PSH projects awarded in the 2015 and 2016 competition that have not been operational for a full year, and do not have data for a complete year to report on (based on score)

- New PSH, RRH, and Joint TH and PH-RRH Component projects that are designated by the CoC to utilize any reallocated funds, if available (based on score)
  - Renewal PSH and RRH projects determined to be significantly underperforming (based on the degree to which they do NOT improve system performance in the areas of serving eligible participants less than 75%, have low rates of housing stability, and a high rate of participants returning to homelessness) or operating under capacity (projects that are both utilizing 50% or less of the units and returning a significant amount of funds with the exception of projects recently transferred or with a pending transfer).
  - New PH Bonus PSH, RRH, and Joint TH and PH-RRH Component projects (based on score)
  - New DV Bonus RRH and Joint TH and PH-RRH projects (1 each based on score)
  - New DV Bonus SSO-CE project
- Projects implemented prior to the 2016 competition that underspend and/or are significantly operating under capacity may be subject to full or partial reallocation. Reallocations, if necessary, will be made based on the guidance in the 2018 NOFA. The two lowest scoring renewal RRH and PSH projects determined to be significantly underperforming or operating under capacity may be subject to replacement by new RRH, PSH, or Joint TH & PH-RRH Component projects, provided the applications pass the threshold review and score highly enough. Project level performance will be further assessed to determine impact on CoC System Performance Measures as part of decisions to reallocate. Reallocation of underperforming projects is contingent on appropriate high-scoring new project applications. If there are not adequate new project applications to include in the final ranking, the CoC reserves the right to include the lower scoring renewal project(s) at the bottom of the Tier 2 projects determined by the ARD.
- HUD will score new and renewal projects ranked in Tier 2 using a 100 point scale (please see full details on page 11 of the NOFA):
- CoC Score – up to 50 points will be in direct proportion to the score received on the CoC Application;
  - CoC Project Ranking – up to 40 points will be based on the CoC’s ranking of the project application(s);
  - Commitment to Housing First – up to 10 points will be based on how project application commits to applying the Housing First model.
- As noted above, HUD is also allowing for CoCs to apply for permanent housing bonus funding. More than one project can be submitted for the bonus funding. HUD guidance shows that for CoCs to receive grants for new projects, other than through reallocation, CoCs must competitively rank projects based on how they improve system performance.
- HUD is also allowing for CoCs to apply for Domestic Violence (DV) Bonus funding. The CoC is only allowed to submit one project application for each of the project types, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular permanent housing bonus projects (see Section III.C.3.c of the NOFA).
- Compliance with Violence Against Women Act (VAWA) Rule. On November 16, 2016, HUD published its VAWA final rule (81 FR 80798), which provides various protections to victims of domestic violence, dating violence, sexual assault, and stalking under the CoC Program and other HUD programs. The grants to be awarded under this NOFA must comply with the VAWA rule as provided

in 24 CFR 578.99(j)(3). To enable full compliance with this rule, each CoC must have established an emergency transfer plan under 24 CFR 578.7(d) and make related updates to the written standards for administering CoC program assistance under 24 CFR 578.7(a)(9)(ii), (iii) and (v). These tasks were required to be completed by the time the local CPD Field Office issued the first FY 2017 grant agreement for a project in the CoC's geographic area for projects awarded funds in the FY 2017 CoC Program Competition. As noted in CoC competition policy last year, all CoC-funded projects must follow the *Georgia Balance of State CoC Violence Against Women Act (VAWA) Policies and Procedures* established on 6/20/17 (located at <https://dca.ga.gov/node/3287>) and be fully compliant by the time the local CPD Field Office issues the first FY 2017 grant agreement for a project in the CoC's geographic area (if not due earlier by the CoC).

- The Collaborative Applicant will submit an application for planning funds as allowed by HUD. CoC Planning applications are not required to be ranked, and the funds are not part of the pro rata amounts available for projects.
- The CoC will not reallocate any funding to Transition Projects. While the FY 2018 HUD NOFA is allowing Transition Grants as established in the FY 2017 Appropriations Act (see Section III.C.3.r. of the HUD NOFA for definition), there are no projects where this is applicable. Requirements include no more than 50% of the grant may be used for costs of eligible activities of the program component originally funded in order to transition, and it is designed for eligible renewal projects being eliminated through reallocation from one component to another over a 1-year period.

### **General Information**

In addition to the information presented in this document, it is expected that all applicants read the HUD FY 2018 Continuum of Care NOFA, related scoring criteria, and any supplemental materials (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) in their entirety to ensure there is complete understanding of the information provided.

All agencies submitting an application, whether for a new project or a renewal project, must submit a complete application packet, as described below, in order to be considered for scoring.

It is the responsibility of the agencies to ensure that all the application materials, whether emailed or mailed, are received by DCA, by the above deadlines. Applications are required to be scored and ranked by the CoC in order to be included in the CoC's project listing submitted to HUD, and an applicant's failure to meet deadlines may result in the denial of an applicant's request for funds.

New from HUD in FY 2018, eligible renewal project applications will have the ability to consolidate two or more eligible renewal projects (but no more than four projects) into one project application during the application process as described in Section II.B.4. of the FY NOFA. Prior to beginning the consolidation process in the project application, the applicant should consult with the local HUD field office to ensure it is eligible to consolidate the projects. To be eligible for consolidation, projects must have the same recipient and be for the same component. Applicants that are eligible must submit separate renewal projects for each of the grants that are proposed to be consolidated (to the CoC for scoring and ranking and in *e-snaps*), and an application for the new consolidated grant with the combined budget and information of all grants proposed for consolidation (to HUD in *e-snaps*). Project applications for the grants that are proposed to be consolidated will be ranked (individually), and if all

those grants are selected, HUD will award the single consolidated grant. If one of the grants proposed to be consolidated is found to be ineligible for consolidation or is not selected, HUD will award all grants that are eligible for renewal and selected as separate grants. See Section V.B.3.a.(7) of the FY 2018 NOFA for additional requirements.

Applicants requesting renewal of grants for rental assistance are permitted to request a per-unit amount less than the Fair Market Rent (FMR), if the actual rent per unit under lease is less than the FMR. New from HUD in FY 2018, applicants must provide copies of the leases to establish the actual rents.

All renewal project applications must pass a threshold review and will then be scored according to specific criteria. The criteria will consist of current data in the Homeless Management Information System (HMIS) including system performance measures, project performance, cost effectiveness, project commitment to serving the most vulnerable participants with severe needs and vulnerability, the most recent HUD or DCA monitoring visit, and the scoring of the review application. This will be scored by an independent review panel that will then consolidate the scores and rank the projects. The independent review panel will submit their results to the Collaborative Applicant who will publish the results with the BoS CoC Board's approval.

All new project applications must pass an organizational threshold review and will then be scored according to specific criteria.

New project applications that score high enough will be eligible to be included in the prioritization tiering presented to HUD. Please note, however, eligibility does not guarantee funding. The BoS CoC Board will make the final determination of which projects will be ranked and presented to HUD for funding consideration within the limited funding available.

In addition to the application packet, all renewing and new projects must also complete the HUD application in *e-snaps*. Completing the application in *e-snaps* does not guarantee that the project will be put forth in the HUD application, nor does it guarantee that the project will be funded. Please note that within *e-snaps* renewing project applications may be able to import the FY 2017 application responses (if requested during setup).

The BoS CoC is required by CoC regulations to operate a HMIS, establish a "centralized or coordinated assessment system," and carry out planning activities in accordance with the Interim regulations. The renewal projects for centralized or coordinated assessment and HMIS will therefore be prioritized in the top tier for the ranking.

DCA, as the Collaborative Applicant, will post any additional details of the competition and HUD resources as they become available on the Continuum of Care webpage. It is the applicant's responsibility to ensure that they check the both the BoS CoC (<https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>) and the HUD CoC (<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/#nofa-and-notices>) websites regularly for the latest updates. Please note that all of HUD's competition and *e-snaps* materials, notices, and training guides can be accessed on the HUD page.

Projects must agree to enter client data into Georgia's BoS Homeless Management Information System (ClientTrack), participate in the CoC's Coordinated Entry System, and participate in the homeless counts in Georgia's BoS jurisdiction.

The Georgia Department of Community Affairs, as the Collaborative Applicant, believes in a commitment to end homelessness throughout the State of Georgia. To this end, DCA encourages all grantees to ensure that no household is turned away because they have previously resided in a differing Continuum. However, as these projects are funded to address homelessness in the Balance of State Continuum of Care, each project should demonstrate how they are targeting, providing outreach, and participating in local coordinated entry implementation areas (as applicable) in order to reduce homelessness in the Balance of State CoC.

Project applicants are required to register with Dun and Bradstreet to obtain a DATA Universal Numbering System (DUNS) number, if they have not already done so, and complete or renew their registration in the System for Award Management (SAM) per Section V.A.1. of the FY 2017 General Section. For more information on DUNS numbers and SAM registration go to: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/spm/gmomgmt/grantsinfo](https://portal.hud.gov/hudportal/HUD?src=/program_offices/spm/gmomgmt/grantsinfo). HUD will not enter into a grant agreement with an entity that does not have a DUNS Number or an active SAM registration.

All project applicants must ensure their organization has a Code of Conduct that complies with the requirements of 2 CFR part 200 and is on file with HUD at: [https://www.hud.gov/program\\_offices/spm/gmomgmt/grantsinfo/conductgrants](https://www.hud.gov/program_offices/spm/gmomgmt/grantsinfo/conductgrants). If the organization's Code of Conduct does not appear on HUD's website, the project must attach its Code of Conduct that includes all required information to its Project Applicant Profile in *e-snaps*.

All project applicants must have a Certification of Consistency from the jurisdiction in which each of the proposed project(s) will be located. This assures the application for funding is consistent with the jurisdiction's HUD-approved consolidated plan as described in the NOFA. DCA staff will work with applicants and the appropriate Consolidated Planning jurisdiction for the required form *HUD-2991 - Certification of Consistency with the Consolidated Plan*, but it is the applicant's responsibility to follow up with respective jurisdictions to ensure those jurisdictions have the project information they need to provide the certification(s) in a timely manner.

Project applicants must ensure that applications (Review Application and HUD application in the E-Snaps system) are complete and the information within the application is consistent throughout the application. Narratives must be fully responsive to the question being asked, and responses should meet all of the criteria for that question as required by the NOFA and the detailed instructions provided in E-Snaps. Applicants must also ensure that proposed program participants are eligible for the program component type selected, and proposed activities are eligible under 24 CFR part 578. Applicants should also ensure that all required attachments correspond to the attachments list in E-Snaps, contain accurate and complete information, and are dated between May 1, 2018 and September 18, 2018, as required.

In accordance of CoC review criteria, the CoC strongly encourages HUD-funded projects to have written agreements in place with educational supports and services for children ages 0-5, such as Public Pre-K, Head Start, Child Care (Child Care and Development Fund), and home visiting (including Maternal, Infant and Early Childhood Home and Visiting or MIECHV). To the extent that renewal projects serve

households with children and have written agreements as noted, the CoC requests any written agreements to be submitted within the renewal submission packages (electronically).

### **Appeals**

In accordance with *24 CFR part 578.35(c)* and the NOFA, applicants have the right to appeal if they believe that they were improperly denied the right to participate in the CoC planning process in a reasonable manner; were improperly denied or decreased funding; or were improperly denied a Certification of Consistency from the local government with the Consolidated Plan. The appeal MUST be carried out in the timeframe and process announced by HUD within the NOFA.

### **Renewal Rapid Rehousing and Permanent Supportive Housing (Including Shelter Plus Care)**

The review application for renewal PSH and RRH was released to renewal applicants on July 9, 2018. However, more detail was released once the competition opened, and a full listing of required information that renewal applicants are required to submit follows.

All applicants of renewing PSH and RRH project applications must submit the following no later than July 24, 2018. The following materials must be received for each project in order for an application to be considered complete:

- The 2018 BoS CoC Renewal Project Review Application;
- The Competition Certification and Policy Addendum document for all projects;
- The Notice of Intent - 2018 PSH Change to DedicatedPLUS (where applicable);
- The Notice of Intent 2018 Grant Consolidation (where applicable);
- Written agreements with educational supports and Services for children ages 0-5 (as applicable)
- HUD APR from Sage (applicants will need to pull the data from HMIS and then upload the CSV-APR into Sage using the Test run function in order to create the required report (for 5/1/17-4/30/18);
- HUD Data Quality Report (5/1/17-4/30/18);
- Most recent monitoring (HUD monitoring for Non-S+C projects and DCA monitoring for S+C projects), including corrective action plans and documentation regarding resolution of findings, when applicable; and
- Supportive documents showing timely draw downs (eLOCCS reports).

Application materials can be emailed to Tina Moore, CoC Program Coordinator at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov).

In addition to the BoS CoC application materials (including all required certifications dated between May 1, 2018 and September 18, 2018), all renewal projects must complete the HUD application in *e-snaps* by 3:00pm on August 15, 2018.

Late submissions of the supplemental materials to the application package will result in a deduction of points.

### **New Project Application Information**

In line with information presented in the NOFA, the BoS CoC will seek applications for new permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless individuals and families, new PSH projects classified as DedicatedPLUS that will serve individuals, households with

children, and unaccompanied youth, new rapid re-housing (RRH) projects that will serve homeless individuals and families, and new Joint TH & PH-RRH Component that will serve unsheltered homeless and youth. Applications may be submitted for the Expansion of an eligible project, and projects may be assigned reallocated funds or bonus funds as applicable (depending on project type), and as funds are available, in the final ranking.

Eligible applicants for new PSH, RRH, Joint TH and PH-RRH Component, and SSO-CE projects include all agencies with existing CoC NOFA grants within the Balance of State and nonprofits, units of Government, and Housing Authorities that wish to make application for new grants.

All agencies interested in applying for a new PSH, RRH, Joint TH and PH-RRH Component, or SSO-CE project should complete and submit a Proposal Outline (Letter of Intent) to alert the Collaborative Applicant of their intent no later than July, 18, 2018. The Proposal Outline form is attached to the notice, and it will also be available at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/2018>.

HUD will allow new reallocated projects, DV Bonus projects, and new expansion projects of existing CoC Program-funded projects to request funding limited to 1 year. For projects requesting the regular permanent housing bonus funds, the grant term for new project applications requested should be limited to 1-year. However, as additional funding is available, the review team may allow higher scoring new project to request a term allowed as defined on pages 23-24 of the HUD NOFA, as match requirements can be met. However, the CoC may elect to decrease the term for any new project that is approved for the final priority ranking list to allow additional projects to be included in the request for funding.

Submitting a Proposal Outline will signal DCA staff to forward information to organizations (intending to submit a new project application) regarding the New Applicant webinar, HUD training events, webinars, etc., as well as any updated CoC policies, updated scoring criteria, notice of CoC changes, etc. This information will be sent to renewal applicants automatically.

There will be **two webinars for NEW Applicants on Monday, July 16, 2018, at 10:00 A.M. AND Thursday, July 19, 2018, at 11:00 A.M. to** discuss the Review Application document, competition policy, scoring criteria, etc. To receive login details for these webinars, you will need to register, and once registered, you will receive a confirmation email containing information about joining the Webinar. **Please click below to register for the webinar time slot you prefer (the second webinar is a repeat of the first):**

- To register for 2018 Balance of State Continuum of Care New Application Webinar #1 on Monday, July 16, 2018, at 10:00 AM EDT go to: <https://attendee.gotowebinar.com/register/3289458806730666755>
- To register for 2018 Balance of State Continuum of Care New Application Webinar #2 on Thursday, July 19, 2018, at 11:00 AM EDT go to: <https://attendee.gotowebinar.com/register/1817391957533957635>

All agencies submitting an application for a new PSH, new RRH, new Joint TH and PH-RRH component, or SSO-CE project must submit a complete application package to the Department of Community Affairs. A complete application package includes:

- Five (5) copies of the Review Application or SSO-CE proposal (as applicable) for new projects (including match/leveraging documentation and the required Addendum document in each of the copies);
- The agency 501(c)(3), if applicable (one copy) (the 501(c)(3) for any sub-recipients must also be attached);
- A current list of Board of Directors (one copy);
- The most recent independent financial audit, or equivalent financial statement (one copy); and
- A current 990 IRS Form: Return of Organization Exempt from Income Tax, if applicable (one copy).

All complete new project packages must be received by the CoC Collaborative Applicant, the Department of Community Affairs, by July 25, 2018 at 5:00 pm. Submissions must be mailed to Tina Moore, CoC Program Coordinator, 60 Executive Park South NE, Atlanta, GA 30329.

It is the responsibility of the agencies to assure that all the application materials are received by Tina Moore, by the above deadline. No late submissions for new projects will be accepted.

In addition to the application packet described above, applicants for new RRH, PSH, Joint TH and PH-RRH Component, and SSO-CE projects must also complete, and submit, the HUD application (including all required certifications and documentation dated between May 1, 2018 and September 18, 2018) in *e-snaps*.

The complete new PSH, new RRH, and new Joint TH and PH-RRH Component project scoring criteria will be posted on the Balance of State Continuum of Care webpage at <http://www.dca.ga.gov/housing/HousingDevelopment/programs/CoCAplicantsandGranteesOnly.asp>. Applicants are strongly advised to review the criteria before submitting an application.

The average proposal size for a new RRH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new PSH project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000.

The average proposal size for a new Joint TH and PH-RRH Component project will depend on the area and coverage of the proposed program and funding available. While there is no minimum or maximum award amount, the CoC anticipates the average size of a large regional or metro area application to be approximately \$250,000. Smaller program designs, particularly in southern or rural parts of the State must be a minimum of \$100,000. As previously noted, the CoC is not accepting applications for capital costs in this competition.

The average proposal size for a new SSO-CE project is not expected to exceed \$150,000. More information on this type of project, submission requirements, and review criteria is noted below.



Applicants must clearly demonstrate that they have experience and sufficient capacity to serve fragile, chronically homeless, and service resistant clients, and that sufficient services will be provided to clients proposed to be served.

Bonus points will be awarded to new projects that commit, with a concrete plan of action, to having a low-barrier to entry project, as well as to utilize the Housing First model of service delivery.

**Threshold Criteria for All New Permanent Supportive Housing (100% Chronic and DedicatedPLUS), New Rapid Re-Housing, and Joint TH and PH-RRH component project applications.**

The CoC reserves the right not to review incomplete applications or projects that don't meet eligibility requirements. Applications may receive a threshold denial for any of the following reasons;

- Agency does not meet HUD's eligibility criteria.
- Agency does not demonstrate adequate capacity to carry out grant.
- Application proposes ineligible costs or activities.
- Application proposes to serve ineligible populations.
- Application does not show required match or insufficient commitments for leveraging.
- Compliance or performance issues on current projects.
- Project does not demonstrate adequate impact or cost effectiveness.
- Project does not meet key federal requirements.
- New proposals must be located within Georgia's 152 county Balance of State Continuum of Care jurisdiction. Applications proposing projects in the following jurisdictions are not eligible to be submitted under the BoS CoC application: Atlanta, Fulton County, DeKalb County, Cobb County, Columbus-Muscogee County, Augusta-Richmond County, Athens-Clarke County, Savannah, and Chatham County. To submit an application in one of the listed jurisdictions, you should contact the appropriate CoC jurisdiction for information.
- Agency submits an incomplete application, which includes not submitting the necessary documents listed above, or certifications/documentation as required in the HUD application.
- Agency does not utilize, or commit to utilize, ClientTrack HMIS (or a comparable family violence HMIS alternative) to capture client-level data on all clients in the project.

**Additional Threshold Criteria for Joint TH and PH-RRH component projects are as follows:**

- Given the large number of sheltered and unsheltered homeless in the BoS CoC, Joint TH and PH-RRH component projects must serve people who meet the homeless definition under paragraphs (1), (2), and (4) of the definition of homelessness in 24 CFR 578.3.
- Joint component projects must
  - Use a Housing First approach with client-driven service models and a focus on helping people move to permanent housing as quickly as possible. Participants cannot be required to participate in treatment or services to receive assistance.
  - Have low-barriers to entry and accommodate people with possessions, partners, pets, or other needs.
  - Incorporate client-choice by helping participants find permanent housing based on their unique strengths, needs, preferences, and financial resources. Participants will choose when they are ready to exit the crisis housing portion of the project and move to permanent housing, with providers assisting participants with this move.
  - Provide or connect participants to resources that help them improve their safety and well-being and achieve their goals.

- Target and prioritize people experiencing homelessness with higher needs and who are most vulnerable.
- Joint component projects must also:
  - Target people who are living in unsheltered locations or homeless youth in areas in which the PIT demonstrates a need for more housing options for homeless households.
  - Demonstrate that the proposed service area is not covered by any crisis housing **and** either have a street outreach team or be in a location where Coordinated Entry planning is occurring.
  - Demonstrate need of high rates of unsheltered homelessness or unsheltered youth homelessness

### **Domestic Violence (DV) Bonus Projects**

The FY 2018 HUD Appropriations Act provides additional funding for DV Bonus projects for rapid re-housing projects and supportive service projects providing coordinated entry and for eligible activities determined critical in order to assist survivors of domestic violence, dating violence, and stalking. In the FY 2018 CoC Program Competition, the CoC is able to apply for a DV Bonus for PH-RRH projects, Joint TH and PH-RRH component projects, and SSO projects for coordinated entry (SSO-CE). The CoC is only allowed to submit one project application for each of the project types, which are limited to a 1-year funding request and must follow the Housing First approach.

Allowed project types under the FY 2018 HUD NOFA are:

1. Rapid Re-housing (PH-RRH) projects that must follow a housing first approach.
2. Joint TH and PH-RRH component projects as defined in Section II.C.3.m that must follow a housing first approach.
3. SSO Projects for Coordinated Entry (SSO-CE) (see below for requirements).

For PH-RRH and Joint TH and PH-RRH under the DV Bonus, the Balance of State CoC will only submit one project application for each project type, which will be the highest ranked project that passes eligibility and quality threshold review. Any additional DV focused housing projects submitted under the DV Bonus would then be ranked with any regular bonus projects (see Section III.C.3.c of the NOFA).

An applicant may apply to expand an existing renewal project in accordance with Section III.C.3.i of the NOFA, that is not dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that meet the definition of homeless in paragraph (4) of 24 CFR 578.3 to dedicate additional units, beds, persons served, or services provided to existing program participants to this population.

Only one SSO-CE project will be included in the final CoC project ranking submitted to HUD. The CoC will consider proposals submitted by interested agencies who meet organizational threshold and demonstrate ability to:

- Implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, sexual assault, or stalking (e.g., to implement policies and procedures that are trauma-informed, client-centered or to better coordinate referrals between the CoC's coordinated entry and the victim service providers coordinated entry system where they are different;
- Include planning where the centralized or coordinated assessment system will be easily available/reachable for all persons within the CoC's geographic area who are seeking

information regarding homelessness assistance. The system must also be accessible for persons with disabilities within the CoC's geographic area;

- Include a strategy for advertising that is designed specifically to reach homeless persons with the highest barriers within the CoC's geographic area;
- Utilizes a standardized assessment process;
- Ensures program participants are directed to appropriate housing and services that fit their needs; and
- Cover the entire 152-county Balance of State CoC jurisdiction.

SSO-CE Applicants interested should submit a proposal to request these funds detailing how listed criteria will be addressed, which includes a budget request itemizing requested funds. The average proposal size is not expected to exceed \$150,000. The grant term is limited to 1-year.

### **Match and Leveraging**

Applications must meet HUD's match requirements and have at least 25% of the amount of the HUD funding request in total match (outside of the amount for leasing), as well as the CoC's requirement to report an additional 125% of the amount of the HUD funding request in total leveraging, to score the maximum amount of points available for match and leveraging for the BoS CoC scoring (150% match and leveraging). Leveraging includes all funds, resources, and/or services that the applicant can secure on behalf of the client being served by the proposed project. While leveraging includes all cash and in-kind matching resources, it is broader in scope, including any other services, supplies, equipment, space, etc. that are provided by sources other than HUD.

Review Application guidelines for New projects state that projects should only report match and leveraging where there are commitment letters on file that are dated May 1, 2018 or later, and documentation should be submitted to HUD as required. New project application packages are required to include match and leveraging documentation for the scoring and ranking process.

### **E-Snaps Information for All Renewal and New Applications**

Applicants should review and follow the steps as outlined herein and in the NOFA to ensure that applications are complete and submitted in a timely basis.

For reference, the Continuum of Care Program Interim Rule was published in the Federal Register on July 31, 2012, and was effective on August 31, 2012. This information can be accessed at: <https://www.onecpd.info/news/continuum-of-care-coc-program-interim-rule-posted/>.

For information on accessing HUD's *E-Snaps* system to complete and submit a full BoS CoC Project Application, please go to: <https://www.hudexchange.info/programs/e-snaps/>. Note that once the competition begins, there will be a significant time delay if applicants need to register new users on the *E-Snaps* system. All applicants should ensure that they have access to the system immediately.

### **Federal Disaster Area Notification**

Applicants administering projects in counties that have been impacted by a major disaster, as declared under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act that occurred in the 12 months prior to the application deadline of the HUD NOFA should submit a letter indicating this with the supplemental review packages due on July 24, 2018. This would only include a major disaster that

resulted in the Collaborative Applicant, the CoC, or its project(s) inability to continue operations due to flooding, destroyed facilities, lack of power for a long duration, etc. News releases related to Georgia can be found at: <https://www.fema.gov/disasters>. CoCs in impacted areas are required to notify HUD of this prior to the close of this competition.

GA DCA Contacts:

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Tina Moore

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Phone: (404) 327-6870

Fax: (404) 679-0669

TM/tm

Attached is one (1) document:

- 1) 2018 Balance of State CoC Proposal Outline

## Georgia Balance of State CoC - Competition Notice w/Deadline (Solicitation of Applications) 7/11/18

Organizations by Organization ID Number::Legal Applicant	First Name	Last Name	cn_email	Organizations by Organization ID Number::Legal Applicant	First Name	Last Name	cn_email
Housing Georgia	Marty	Collier	2mcollier@comcast.net	Episcopal Development Agency of Thomasville	Keith	Jenkins	kjenkins550@gmail.com
Asian American Resource Foundation, Inc.	Connie	Jee	aarc@aarc-atlanta.org; grants@aarc-at	Family Crisis Center of Walker, Dade, Catoosa & Chattooga Coun	Kristy	Lawson	klawson@fccwddcc.org
HTF Interested Party	Aaron	Goldman	aaron@perennialproperties.net	Northwest Georgia Housing Authority	Kimberly	Lewis	klewis@nwgha.com
Georgia Department of Behavioral Health and Developmental Disabilities (D	Abayomi	Makanjuola	abayomi.makanjuola@dbhdh.ga.gov	UGA Housing and Demographics Research Center	Karen	Tinsley	klt@uga.edu
Abba House, Inc.	Jim	Sharpe	abbahouse@abbahouse.com	United Way of the CSRA, Inc.	Kara	MacVean	kmacvean@uwcsra.org
Genesis Prevention Coalition	Abeni	Bloodworth	abeni.bloodworth@gmail.com	KMA Ministries, Inc.	Kenya	Arnold	KMAOutreach@gmail.com
Safe Harbor Children's Shelter, Inc.	Amanda	Brand	abrand@safeharborcenterinc.org	First Choice Primary Care	Katherine	McLeod	kmcloed@firstchoiceprimarycare.org
georgia law center	Andrea	Gibby	acc@elijay.com	Brunswick, City of	Kathy D.	Mills	kmills@cityofbrunswick-ga.gov
Whitfield County DFCS	A C	Gerrells	acgerrells@dhr.state.ga.us	Community Service Board (CSB) of Middle Georgia	Keith	Moran	kmoran@csbmg.com
Lowndes County Board of Health	Amal	Lamb	aclamb@dhr.state.ga.us	Action Ministries (Central Office)	Kim	Natarajan, MCRP	KNatarajan@actionministries.net
United Way of the Central Savannah River Area	Angela	Collins	acollins@uwcsra.org	Knight Consulting, LLC	Carol	Knight	knight_consulting@earthlink.net
Resource Center for Community Action, Inc (The)	Siddiya	Swift	admin@rccaction.org	HTF Interested Party	Kathy	Smith	kns64@outlook.com
Battered Women's Shelter, Inc.	Sharon	Redding	admin@valdostahaven.org	Impact International, Inc.	Virginia K.	Parsons	kparsons@impactwestga.org
Waycross Area Shelter for Abused Persons, Inc. (d/b/a Magnolia House)				Northwest Georgia Family Crisis Center, Inc.	Katora	Printup	kprintup@optilink.us
	Lucille	Husbands	admin@waycrossareashelter.com				
Seasons Housing and Support Services, LLC	Andrea	Boyd	adowning1870@hotmail.com	Georgia Department of Labor	Kristin	Laarhoven	Kristin.Laarhoven@gdol.ga.gov
United States Department of Veterans Affairs	Adriane	Thomas LCSW, C-A	Adriane.Thomas@va.gov	Georgia Criminal Justice Coordinating Council	Kristy	Carter	Kristy.Carter@cjcc.ga.gov
A Mother's Love	Adrienne	Williford	adriennewilliford@yahoo.com	Family Endeavors	Kymbrell	Smith	ksmith@familyendeavors.org
Mercy	Angela	Ebberwein	aebberwein@mercyatlanta.org	Northwest Georgia Family Crisis Center, Inc.	Kathy	Thornton	kthornton@optilink.us
Calhoun Affordable Housing Dev., Inc.	Alicia	Gasaway	agasaway@calhounha.org	McIntosh Trail Community Services Board (CSB)Phillip Skalecki	Kenyatta	Walker	kwalker@mctrail.org
Covington, City of	Audra	Gutierrez	agutierrez@cityofcovington.org	Pineland CSB	Kate	Wanke	kwanke@pinelandcsb.org
Housing Authority of Alma & Nicholls	Randy	Welty	ahaed@accessatc.net	HTF Interested Party	Katie	Rhodes, Ph.D.	kwrhodes@mindspring.com
Advantage Behavioral Health Systems	Alicia	Harris	aharris@advantagebhs.org	Battered Women's Shelter, Inc. (The Haven)	Karen	Yawn	kyawn@valdostahaven.org
	Alyce	Harrison	aharrison@gcvret.org	Asian American Resource Foundation, Inc.	Latoya	McLennon	l.mclennon@aarc-atlanta.org
HODAC, Inc.	Arthur	Head	Ahead52@cox.net	First Monumental Faith Community Outreach Center, Inc.	Lotty	Atkins	laatkins2002@bellsouth.net
Wellspring Living	Angela	Hipwell	ahipwell@wellspringliving.org	Middle Georgia AIDS Network	Theodore	Meisner	laermita@cox.net
Southwest Georgia Community Action Council, Inc.	Ann	Hires	ahires@swgacac.com	Family Promise of Gwinnett	Lakeisha	Jones	Lakeisha.jones@uss.salvationarmy.org
				Advantage Behavioral Health Systems	Laura	Alexander	lalexander@advantagebhs.org
Project Community Connections, Inc.	Anjala	Huff	ahuff@pccihome.org	Lanier Commission for Children, Youth, & Families	Charles R.	Everitt	lanierfamcom@windstream.net
A Higher Calling, Inc.	Walter	Walker	ahycalling@yahoo.com	Mt. Olive Community Outreach Center	Leslie	Heard	laparrish@att.net
Aids Alliance of Northwest GA, Inc.	Lola	Thomas	aidsalliance@bellsouth.net	Georgia Institute of Technology	Larry	Keating, Ph.D., AI	larry.keating@arch.gatech.edu
SafeHomes of Augusta	Aimee	Hall	aimee@safehomesdv.org	HTF Interested Party	Latisha	Williams	latisha.williams@metrobrokers.com
Individual BoS Member	Jonathan	Boyd	Akiraboyd2000@gmail.com	W. O. E., Inc. (a/k/a Women of Excellence)	Laverna	Cedeno-Moorer	laverna@woeinc.org
Dalton - Whitfield Habitat for Humanity	Ann	Kuzniak	akuzniak@optilink.us	Unison Behavioral Health	Lowell	Williamson	lawilliamson@accessatc.net
Dalton - Whitfield County CDC	Alan	Jewell	alan@reallycheapfloors.com	Laurens County Board of Health	Lawton	Davis	lawton.davis@dph.ga.gov
HTF Interested Party	Alan M.	Harris	ALANMHARRIS@juno.com	CSRA Economic Opportunity Authority, Inc.	Lynda	Barrs	lbarrs@csraeo.org
Aleaha's Palace, Inc.	Ann	Faulk	Alice.Cintron@RockdaleCountyGA.gov	Support in Abusive Family Emergencies, Inc. (SAFE, Inc.)	Lynne B.	Grady	lbgrady@yhcu.edu
Rockdale County	Alice	Cintron	aliciaakirk729@gmail.com	Cherokee County	Laura	Calfee	LCalfee@cherokeega.com
Kirk Healing Center	Alicia	Kirk	allie.folsom@dph.ga.gov	New Horizons Community Service Board	Lyn	Campbell	lcampbell@nhbh.org
Lowndes County Board of Health	Allie	Folsom					
	Allison	Setterlind	Allison.Setterlind@decal.ga.gov	Region Three - GA Dept. of Behavioral Health and Development	Lynn	Copeland	lcopelan@dhr.state.ga.us
Georgia Department of Early Care and Learning / Georgia Head Start Association							
Baby World DW Dyer	Alma	Noble	almaworld@bellsouth.net	Clayton County Community Services Authority, Inc.	Lyric	Cosby	LCosby@claytoncountycsa.org
Travelers Aid of Metropolitan Atlanta, Inc. (a/k/a Hope Atlanta)	April	Lockett	alockett@hopeatlanta.org	Fellowship Deliverance Ministries	Dorothy	Clark	lcstaxservice@yahoo.com
GA Department of Human Services	Alvin J.	Riggs	Alvin.Riggs@dhs.ga.gov	Georgia Department of Labor	Lee W.	Hunter	lee.hunter@gdol.ga.gov
Albany, City of	April	Mahone	amahone@albanyga.gov	Georgia Legal Services Program, Inc. (Gainesville/Athens)	Leigh	Wilco	leighwilco@wncwlaw.com
Good Neighbor Shelter	Armin	Maier	amaier7@comcast.net	Lawrenceville Housing Authority	Lejla	Slowinski	lejla@lhainfo.com
Viewpoint Health	Amanda	Eagles	Amanda.Eagles@vphealth.org	Carter Center (The)	Lei A.	Ellingson	lelling@emory.edu
Housing Authority of Dalton	Amber	Verner	amberv@haofdaltan-ga.info	United States Department of Veterans Affairs	Leonard	Davis	Leonard.Davis5@va.gov
Rose of Sharon International Resource Center, Inc.	Audrey	Mowdy	amowdy@rosirc.org	Visions Outreach, Inc.	Leonard	Morgan	leonard@visionsoutreach.org
Salvation Army of Central GA (Macon)	Andrew	Gilliam	andrew.gilliam@uss.salvationarmy.org	Feed My People, Inc.	Leroy	Bryant	leroy.bryant@ssa.gov
Clayton Community MH, AD Developmental Services (CSB)	Angela	Jackson	angela.jackson@claytoncenter.org	Action Ministries (Central)	Les	Harper	les.harper@ey.com
Living Room, Inc.	Angela	Susten	angela.susten@livingroomatl.org		Leslie	Lamb	Leslie.Lamb@dcs.ga.gov
				Georgia Department of Community Supervision			
Family Connection - Monticello	Jacqueline	Smith	angelvi2@bellsouth.net	Middle Flint Behavioral Health Care (CSB)	Leslie	Walters	lesliew@mfhbc.org
Carter Center (The)	Anita	Zervigon-Hakes	anita.hakes@gmail.com	Georgia Department of Behavioral Health and Developmental Di	Letitia	Robinson	Letitia.Robinson@dbhdd.ga.gov
Milledgeville Housing Authority	Anitra	Harden	anitra1@windstream.net	Rainbow Community Center, Inc.	Clara	Lett	lettclara@yahoo.com
GA Department of Human Services	Ann	Carter	Ann.Carter@dhs.ga.gov	S.H.A.R.E. House, Inc.	Lloyd	Fields	lfields@sharehousedouglas.org
Camilla, City of	Annie J.	Willingham	anniejwillingham@yahoo.com	Cobb-Douglas County Community Service Board	Lucinda	Garrett	lgarrett@cobbcsb.com
HTF Interested Party	Janet	Tharp	apalach1@bellsouth.net	Tifton, City of	Lequrica	Gaskins	lgaskins@tifton.net
Apassage Atlanta, Inc.	Kristine	Selby	Apassageatlanta@gmail.com	United Way of the CSRA, Inc.	La Verne H.	Gold	lgold@uwcsra.org
Mercy	Anitra	Peten	apeten@mercyatlanta.org	Safe Harbor Children's Center	Leslie	Hartman	lhartman@safeharborcenterinc.org
Home of Breaking the Cycle	April	Palamino	appalmino@gmail.com	Community Foundation for Greater Atlanta (The)	Lauren	Hayes	lhayes@cfgreateratlanta.org

**Georgia Balance of State CoC - Competition Notice w/Deadline (Solicitation of Applications) 7/11/18**

United States Department of Veterans Affairs	April	Edwards	april.edwards@va.gov	J. W. Fanning Institute for Leadership Development	Louise	Hill	lhill@fanning.uga.edu
Georgia State Board of Pardons and Paroles	April	Morris	april.morris@dcs.ga.gov	Dalton - Whitfield County CDC	Lynn	Hutchinson	lhutchinson@whitfieldcountyyga.com
Rainbow Village, Inc.	Alice	Ramsey	aramsey@RainbowVillage.org	Bartow Collaborative, Inc. (Family Connection)	Linda	Walker	lightchopp@aol.com
Georgia Department of Public Health	A. Rana	Bayakly	arbayakly@dhr.state.ga.us	Clayton County Community Development	Linda	Boswell	Linda.Boswell@claytoncountyyga.gov
Maya's House	Ardria	Davis	ardriad@yahoo.com	Ninth District Opportunity, Inc.	Linda	Nichol	linda.nichol@ndocsbg.org
Guara Bi, Inc.	Angelica	Rivera	arivera@guarabi.org	Family Promise of Hall	Lindsey	McCarny	lindsey@familypromisehall.org
Salvation Army (Gainesville)	Arnaldo	Pena	Arnaldo.pena@uss.salvationarmy.org	Valdosta Block Club Federation, Inc. (The)	Lindsey	Mobley	lindsey_esi@bellsouth.net
Salvation Army (Dalton)	Art	Fultz	art_fultz@uss.salvationarmy.org	Georgia Department of Behavioral Health and Developmental Di	Lisa	Rogers	Lisa.Rogers@dbhdd.ga.gov
Mary Hall Freedom House, Inc.	Arzulia	Fields	arzulia.fields@maryhallfreedomhouse.c	F.A.I.T.H. in Rabun County, Inc.	Lisa	Robertshaw	lisa@faith-inc.org
Family Promise of Effingham, Inc.	Ashley	Moore	ashley.moore@effinghamfamilypromis	Salvation Army (THQ - Atlanta)	Lisa	Powell	lisa_powell@uss.salvationarmy.org
Georgia Legal Services Program, Inc. (Macon)	Amanda	Smith	asmith@gisp.org	Southwest GA Resource Center	Lisa A.	Jenkins	lisajenk@att.net
Martin Luther King Jr. Poor People's Church of Love, Inc.	Amy	Smith	asmith@hoseafeedthehungry.com	Georgia NAACP	John C.	Little	littlesjc@coastalnow.net
New Horizons Community Service Board (CSB)	Amanda	Spears	Aspears@nhbh.org	Veterans Home for Veterans	Wynnette	Thomas	livingthelightministries@yahoo.com
Atlanta Children's Foundation	Robert	Willis	atlantachildren@aol.com; rwillis@atlan	Highland Rivers CSB	Liz	Pfennig	lizpfennig@highlandrivers.org
Well at Chattooga, Inc. (The)	Amber	Tucker	atucker.chattoogasheriffsoffice@gmail.	Mcintosh Trail Community Service Board	Leigh	Kight	lkight@mctrail.org
Salvation Army (Brunswick)	Audrey	Easterling	audrey_easterling@uss.salvationarmy.c	Family Endeavors	Lena	Lewis	llewis@familyendeavors.org
New Horizons Community Service Board (CSB)	Andrea	Winston	awinston@nhbh.org	U. S. Department of Health and Human Services	Lisa	Mariani	mariani@hrsa.gov
U.S Department of Veterans Affairs	Ayanna	Sampson	ayanna.sampson@va.gov	Totally Free, Inc.	Lee	Melton	lmelton3@juno.com
Women Walking Worthy, Inc.	Alisa Y.	Hoard	ayhoard@hotmail.com	Loaves and Fishes Ministry of Macon, Inc.	Mark	Jones	loaves_jones@bellsouth.net
Save Me Brother Rescue Mission	Barbara	Brown	babrownallen@aol.com	Loaves and Fishes Ministry of Macon, Inc.	Sarah	Tapley	loaves_tapley@bellsouth.net
Individual BoS Member	Barbara	McMillian	bamcmill02@gmail.com	Butler Woodcrafters, Inc.	Leslee	O'Kelly	lokelly@butlerwoodcrafters.com
Families First, Inc.	Barbara	Richardson	barbara.richardson@familiesfirst.org	Macon-Bibb County EOC, Inc.	Lonnie	Miley	lonniemiley@bellsouth.net
State Housing Trust Fund for the Homeless	Barry M.	Slay	barry.slay@yahoo.com	Clear View Recovery Center	Lori	Pieraerts	lori_castillo@hotmail.com
Lily Pad	Amanda	West	bawest2009@gmail.com	Individual BoS Member	Lori	Colson	lorisears68@yahoo.com
Individual BoS Member	Sharmin	Wilson	bawsharmin@yahoo.com	Salvation Army (Valdosta)	Loyd	Kerns	loyd.kerns@uss.salvationarmy.org
Georgia Rehabilitation Outreach, Inc. (GRO)	Brenda	Bell	bbell@groga.org	Area Committee To Improve Opportunities Now, Inc.	Lisa	Ransom	lransom@actionincorporated.org
Travelers Aid of Metropolitan Atlanta, Inc. (a/k/a Hope Atlanta)	Brian	Betts	bbetts@hopeatlanta.org	Southern Georgia Regional Commission (f/k/a Southeast Georgia RDC)	Lindsey	Reis	lrcrubb@sgrc.us
Because You Are Special 2, Inc.	Shirley	Smith	bcauserspecial@aol.com	Columbus Alliance for Battered Women, Inc. d/b/a Hope Harbour	Lindsey	Reis	lreis@hopeharbour.org
McIntosh Trail Community Services Board (CSB)/Phillip Skalecki	Brenna	Danielson	bdanielson@mctrail.org	New Horizons Community Service Board (CSB)	Lashonta	Rivers	lrivers@nhbh.org
Area Committee To Improve Opportunities Now, Inc.	Brenda	Dove	bdoove@actionincorporated.org	Unison Behavioral Health	Lakeshia	Roberts	lroberts@unisonbh.com
Georgia Department of Community Health	Brian	Dowd	bdowd@dch.ga.gov	Healing Balm of Northeast Florida (d/b/a Florida Community Pre	Latrece	Rowell	lrowell@floridacommunityprevention.com
William Davies Homeless Shelter, Inc.	Susan	Seagraves	beachhagg@gmail.com	Milledgeville Cares, Inc.	Louise	Sallstrom	lsallstrom@charter.net
Collaborative Solutions, Inc.	Becky	Blalock	becky@collaborative-solutions.net	United Way of Central Alabama - Priority Veteran	Lula	Skowronek	lskowronek@priorityveteran.org
Citizens Against Violence, Inc.	Benita	Edwards	bedwards@safehavenstatesboro.org	Mary Hall Freedom House, Inc.	Lucy	Hall-Gainer	lucy_hall@bellsouth.net
Salvation Army (Atlanta Metro Area Command)	Bethany	Hawks	bethany_hawks@uss.salvationarmy.org	Partnership Against Domestic Violence, Inc.	Lunye	Getter	lunye.getter@padv.org
Middle Flint Behavioral Health Care (CSB)	Beth	Ragan	bethr@mfbhc.org	Georgia Department of Community Health	Leslie D.	Vaughns	lvaughns@dch.ga.gov
Gordon County Domestic Violence Outreach Office	Beth	Peters	bethspeters@yahoo.com	Rainbow Village, Inc.	Lynette	Ward	lward@rainbowvillage.org
Refuge Domestic Violence Shelter, Inc. (The)	Williams	Betty Dell	bettywilliams@bellsouth.net	Advantage Behavioral Health System (BHS)	Laurie A.	Wilburn Bailey	lwilburn@advantagebhs.org
Central City AIDS Network, Inc.	BeverlyN	Hudson	beverlynhudson@aol.com	CSRA Economic Opportunity Authority, Inc.	Lola	Walton Johnson	lwjohnson@csraeoa.org
Individual BoS Member	Leticia	DeSuze	beyondpotentialinc@gmail.com	Advocates for Bartow's Children	Lyndsey	Wilson	lyndsey@advochild.org
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Concerted Services, Inc. My Sister's Place of Gainesville, Inc. River Edge Community Service Board (CSB) South Georgia Partnership to End Homelessness, Inc. Southwest Georgia Community Action Council, Inc. Martin Luther King Jr. Poor People's Church of Love, Inc.	Bryan brandee Beth Bernadette Beverly Brian	Singleton Thomas Tyler Carter Wise Woods	bsingleton@concertedservices.org bthomas@my-sisters-place.org btyler@river-edge.org burncarter1@yahoo.com bwise@swgacac.com bwoods@hoseafeedthehungry.com	Crisis Line & Safe House of Central Georgia, Inc. Wellspring Living Middle Georgia AIDS Network Georgia Department of Community Health State Housing Trust Fund for the Homeless Commission JJLG Program Manager (or JJIG) - Juvenile Court Consulting	Morgan Mary Frances Michael Maya William Marie'	Bouchillon Bowley Sapp Carter McGahan Martin	mbouchillon@cl-sh.org mbowley@wellspringliving.org mbsapp@gmail.com mcarter@dch.ga.gov mcgahanbill@gmail.com mcm3402@gmail.com
Byrd House	Edith	Byrd	byrdhouse97@yahoo.com	New Horizons Community Service Board			
New Generation Human Services-Abiding Place Transitional Housing Region One - GA Dept. of Behavioral Health and Developmental Disabilities ( Charles Calhoun Affordable Housing Dev., Inc. Housing Authority of the City of Cairo AIDS Athens, Inc. Camden Community Crisis Center, Inc. Missions for Camden, Inc. Open Arms, Inc. Laurens County Board of Health Community Welcome House, Inc. (The) Georgia Department of Behavioral Health and Developmental Disabilities (D HTF Interested Party Kennesaw State University CARE Center Rockdale County Emergency Relief Fund, Inc Lookout Mountain Community Services (CSB) Georgia Department of Community Affairs BelAir Estates Transitional Services, Inc. (BESTI) Georgia Department of Labor (Dublin) Caring Works, Inc. F.A.I.T.H. in Rabun County, Inc. Georgia Housing Consultants Healing Center for Hurting People Center for Family Resources, Inc. Carroll County Emergency Shelter, Inc. Christian League For Battered Women, Inc. (a/k/a Tranquility House) AIDS Athens, Inc. Salvation Army (Gainesville) Community Service Board (CSB) of Middle Georgia Community Outreach Service Center Latin American Association Volunteers of America Southeast, Inc. Good News Clinic Fellowship Deliverance Ministries, Inc. Riverview Residential Complex Lowndes / Valdosta Commission for Children & Youth, Inc.	Zakiyyah Charles Stacey John Caleb Twyla James Cameron Candace Candy Cassandra Alma Katie Michael Carla Carmen Carmen M. Carol Carol Caroline Carol Carol Carolyn Martha Carolyn Cassandra Cathy Clarinda Mattie Christin Chad Cheryl Cecila L. Cheryl Ceila	Bell Fetner Abernathy H. Marria, DBA Hunter Green Ham Walker Christian Shoemaker Price Reed Reid Franklin Myers Chubb Hamer Martin Collard, PhD, LMS Wallis Seaton Spain Bridges Boyce Smith Bray McPherson Bell Waters Cerda Cheshire Christian Hamill Louder Mitchell	bzakiyyah@yahoo.com cafetner@dhr.state.ga.us cahdi@bellsouth.net cairoha@windstream.net caleb@livefirward.org camdenhouse@tds.net camdenmissions@gmail.com cameronwalker3477@yahoo.com Candace.Christian@dph.ga.gov candy@communitywelcomehouse.org caprice@dhr.state.ga.us Car89Reed@aol.com carecenter@kennesaw.edu carecoordinator@rockdalerelief.org carlam@lmcs.org carmen.chubb@dca.ga.gov carmenhamer@bellsouth.net carol.martin@dol.state.ga.us carolcollard@caringworksinc.org caroline@faith-inc.org carolseaton@gmail.com carolspain@cox.net carolynbridges@thecfr.org carrollcountyeimer@bellsouth.net casemanager@tranquility-house.org cassandra@liveforward.org Cathy_McPherson@uss.salvationarmy. cbell@csbmg.com ccenteroutreach@att.net ccerda@thelaa.org ccheshire@voase.org christian@goodnewsclinics.org cecilou66@yahoo.com Ceehotel@yahoo.com ceila10@hotmail.com	Rainbow Village, Inc. Support in Abusive Family Emergencies, Inc. (SAFE, Inc.) Darlington, Mamie Polk County Commissioners Office Cherokee Family Violence Center, Inc. Highland Rivers CSB Family Promise of Gwinnett County, Inc. Viewpoint Health Salvation Army (Rome) Tift County Highland Rivers CSB Salvation Army - Toccoa Douglas County Community Service Board (CSB) Rockdale County Emergency Relief Fund, Inc. HTF Interested Party River Edge Community Service Board Light of Hope Ministries, Inc. Georgia Association for Primary Health Care Maranatha Outreach, Inc. Battered Women's Shelter, Inc. Waycross Area Shelter for Abused Persons, Inc. (d/b/a Magnolia Macon Coalition to End Homelessness Salvation Army of Central GA (Macon) Henry County CSRA Economic Opportunity Authority, Inc. Totally Free, Inc. Maranatha House Pineland Area CSB Catholic Charities of the Archdiocese of Atlanta McIntosh Trail Community Services Board (CSB)Phillip Skalecki Nicholas House, Inc. Ninth District Opportunity, Inc. Rockdale Coalition for Children and Families Southwest Georgia Housing Development Corporation	Melodie Melanie Molly Mamie Matt Margaret A. Melanie Matthew Melissa Melissa Melissa Melody Michelle Meredith Mike Michelle Marcie Felts Marcus Morris G. Michelle Michelle Matthew Matthew Michael Mary Millicent Lisa Mary Monifa Mike Michael Michael Michael Michael Mike	Conaway Conner Cousin Darlington Denton Rogers Dallas Elder Knight Smith Hughes Stone Moran Engler Young Merideth Everett Wimberly Garner Hutcheson, CPA Girtman Girtman Hall Hall Harris Harrison Harwell Babbage Hobbs Holman Hubbard Jones Fisher Hutcheson Kannensohn Kraft	mconaway@nhbh.org mconner@rainbowvillage.org mcousin@safeservices.org mdarl1935@gmail.com mdenton@polkga.org meg@cfvc.org melaniedallas@highlandrivers.org melder@familypromisegwinnett.org melissa.knight@vphealth.org melissa.smith@uss.salvationarmy.org melissahughes2912@gmail.com melissastone@highlandrivers.org melody.moran@uss.salvationarmy.org mengler@cobbscb.com meredith445@hotmail.com merideth8@earthlink.net meverett@river-edge.org mfeltswimberly@yahoo.com mgarner@gaphc.org mghcpa1@gmail.com mgirtman@valdostahaven.org mgirtman@waycrossareashelter.com mhall@spgglaw.com mhall@spgglaw.com mharris@co.henry.ga.us mharrison@csraeoa.org mharwell@totallyfreinc.org mhminfo@usa.com; lisa.babbage@usa.com mhobbs@pinelandcsb.org mholman@catholiccharitiesatlanta.org mhubbard@mctrail.org Michael.a.jones@ricoh-usa.com michael.fisher@ndocsbg.org michael.hutcheson@rockdalecoalition.org michael.kannensohn@gmail.com michael.kraft@dcs.ga.gov michael.sheppard@atlantamission.org Michael.Singleton@dhs.ga.gov michaelf@lmcs.org michaeli@deksb.org michaelturner594@gmail.com michelle.thompson@avitapartners.org michelle_fields@uss.salvationarmy.org mike.southern@atlantamission.org mikefowler@phoenixcenterbhs.com mikejsecure1@aol.com milink@dhr.state.ga.us millercountycollaborative@yahoo.com
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Highland Rivers CSB	Deana	Wimbish	deanawimbish@highlandrivers.org	Gainesville, City of	Phillippa	Moss	pmoss@gainesville.org
Volunteers of America Southeast, Inc.	DeAnna	Ferguson	Deanna@voase.org	Preferred Resource Development	Pam	Moss	prdgrrants@gmail.com
Region One - GA Dept. of Behavioral Health and Developmental Disabilities	Debbie	Atkins	deatkins@dhr.state.ga.us	Infill Housing, Inc. (a/k/a Macon Housing Authority & Grove Park	Phaedra	Richardson	prichardson@maconhousing.com
Southwest Georgia Housing Development Corporation	Debi	McDade	debi.mcdade@wgcha.org	Tri-County Protective Agency, Inc.	Sherell	Mansfield	primetime31316@windstream.net
Salvation Army of Gwinnett	Deborah	Wengrow	deborah.wengrow@uss.salvationarmy.org	GA DHS Division of Aging Services	Pat	King	psking@dhr.state.ga.us
Phoenix Center Behavioral Health Services (CSB)	Deborah	Kinlaw	deborahkinlaw@phoenixcenterbhs.com	Positive Transition Services, Inc.	Bartola	Anderson	Ptservices49@gmail.com
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Bridgeway Village, LLC	Derek	Singleton	derek.singleton@vphealth.org	Hearts to Nourish Hope, Inc.	Patrice	Wuerth	pwuerth@heartstonourishhope.org
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Mattie House, Inc. (The)	Deloris	Milton	DeVivian@aol.com	Georgia Department of Behavioral Health and Developmental Disabilities	Rachael	Holloman	rachael.holloman@dbhdd.ga.gov
Community Service Board (CSB) of Middle Georgia	Denise	Forbes	dforbes@csbmg.com	Advocates for Bartow's Children	Rachel & Lynds	Castillo & Wilson	rachel@advochild.org; lyndsey@advochild.org
Decatur Housing Authority	Douglas S.	Faust	dfs@decaturha.org	Single Parent Alliance & Resource Center, Inc. (The) (SPARC, Inc.)	Rachel	Wright	rachel_v_wright@yahoo.com
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Changing Homelessness, Inc.	Dawn	Gilman	dgilman@changinghomelessness.org	Rainbow Children's Home	Melinda	Frausto, LPC	rainbowhome@windstream.net
Changing Homelessness, Inc.	Dawn	Gilman	dgilman@eshcnet.org	State Housing Trust Fund for the Homeless	Randy	Glass	Randy.Glass@me.com
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Glynn County Board of Commissioners	David	Hainley	dhainley@glynncounty-ga.gov	Africa's Children's Fund, Inc.	Raynita	Alexander	raynita.alexander@africaschildrensfund.org
Diligent Transportation Services Corporation	Daffney	Hollis	Dhollis@diligenttransportation.org	Family Endeavors	Rosetta	Barker	rbarker@familyendeavors.org
Douglas County Community Service Board (CSB)	Deborah	Hughes	dhughes@cobbscb.com	Rainbow Village, Inc.	Rachel	Berhannan	RBerhannan@RainbowVillage.org
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Dimadaee Ministries/The Advocacy	Dianne	Barlow	dimadaeeministries@yahoo.com	MUST Ministries, Inc.	Rachel	Castillo	rcastillo@mustministries.org
Camden Community Crisis Center, Inc.	Marcie	Montgomery	director@camdenhousega.org	Rainbow Community Center, Inc.	Cheryl	Heard	rcmi@bellsouth.net; tcheard@netzero.com
Good Neighbor Homeless Shelter	Jessica	Mitcham	director@goodneighborshelter.org	Dalton's Greater Works, Inc.	Robert	Hill	rdh71@hotmail.com
Christian League For Battered Women, Inc. (a/k/a Tranquility House)	Sandra	Bruce	director@tranquility-house.org	Salvation Army (Albany)	Rebecca	Sullivan	rebecca.sullivan@uss.salvationarmy.org
Friendship Ministries, Inc. (d/b/a Cornerstone 21st Century??)	Evette	Jackson	divajanellejackson@yahoo.com	Reconciliation House, Inc.	Angela	Johnson	reconciliationhouse@yahoo.com
Macon-Bibb County EOC, Inc.	Daketa	Jackson	djackson@maconbibbeoc.com	Crisis Line & Safe House of Central Georgia, Inc.	Holly	Reeves	reevesholly@bellsouth.net
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Georgia Association for Primary Health Care	Duane A.	Kavka	dkavka@gaphc.org	Salvation Army (THQ - Atlanta)	Renee	Buffington	renee_buffington@uss.salvationarmy.org
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Action Ministries (Central)	Danielle	Meyer	dmeyer@actionministries.net	Georgia Association of Community Service Boards	Robyn	Garrett-Gunnoe	rgunnoe@shpllc.com
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YWCA of Northwest Georgia, Inc.	Dianna	Pell	dpell@livesafereources.org	Waycross, City of	Raphel	Maddox	rmaddox@waycrossga.com
Lighthouse Missions, Inc.	Dot	Pinkerton	dpinkerton2003@aol.com	Albany Area Community Service Board (a/k/a Aspire BH DD)	Mike	McCaskill	rmccaskill@albanycsb.org
Coastal Georgia Area CAA, Inc.	Debra	Powell	dpowell@coastalgacaa.org	Golden Rule, Inc.	Richard	McCorkle	rmccorkle@chattflint.org
LaGrange-Troup County Homeless Coalition	Beverly	Willis	dr.willis@me.com	Georgia Advocacy Office	Ruby	Moore	rmoore@thegao.org
Urban Residential Development Corporation	Dustin	Reed	dreed@urdc.org	Macon, City of	Robert	Myers	RMyers@maconbibb.us
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Liberty House of Albany, Inc.	Diane	Rogers, MSW	drogers@libertyhouseofalbany.com	Gwinnett County Community Development Program	Rob	Scott	Rob.Scott@gwinnettcounty.com
Growing Discoveries Outreach	Tracy	Lewis-Hardy	drtlewishardy@gmail.com	Southeast Georgia United	Robert B.	Cooke, MBA, EDFI	robert.cooke@swgau.org
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Project Community Connections, Inc.	Dorris	Smith	dsmith@pccihome.org	UGA Housing and Demographics Research Center	Tom	Rodgers	rodgers@fcs.uga.edu
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Georgia Department of Education	Eric	McGhee	emcgee@doe.k12.ga.us	Safe Haven Life Center, Inc. a/k/a House of Refuge	Glenda	Bradley	safehavenlifecenter@gmail.com
Advantage Behavioral Health Systems	Evan	Mills	emills@advantagebhs.org	Families First, Inc.	Sakina	Huffman	Sakina.Huffman@familiesfirst.org
Daughters of the King Ministries, Inc.	Tonya	Favors	emoneyjackson@yahoo.com	Salvation Army Central Georgia	Naomi	Ladson	salarmynbl@aol.com
GA DHS - Division of Family and Children Services (DFCS)	Karen E.	Huff	entrappy@bellsouth.net	Salvation Army of Central GA (Macon)	Peggy	Steele	salarmypas@aol.com
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Travelers Aid of Metropolitan Atlanta, Inc. (a/k/a Hope Atlanta)	Erica	Parks	eparks@hopeatlanta.org	Salvation Army (Warner Robins)	Pam	Perry	salvodancer@gmail.com
Travelers Aid of Metropolitan Atlanta, Inc. (a/k/a Hope Atlanta)	Edward	Powers	epowers@hopeatlanta.org	Integrity House	Samantra	Phillips	sam0078@aol.com
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				Volunteers of America Southeast, Inc.			satchison@voase.org
Latin American Association	Elizabeth	Sirk	esirk@thelaa.org		Sherry	Atchison	
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Martin Luther King Jr. Poor People's Church of Love, Inc.	Ebony	White	ewhite@hoseafeedthehungry.com	Middle Flint Behavioral Health Care (CSB)	Schenita	Dennard	schenitad@mfbhc.org
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Fund for Life, Inc.	Thomas (Tom)	Eden	famtom@bellsouth.net	Region Five - GA Dept. of Behavioral Health and Developmental E	Sarah	Dunbar	sdunbar@thr.state.ga.us
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Salvation Army of Central GA (Macon)	Frances	Gilliam	frances_gilliam@uss.salvationarmy.org	Safe Harbor Children's Shelter, Inc.	Sharron	Akinson	sfreeman@safeharborcenterinc.org
Georgia Alliance to End Homelessness	Freda	Bonaparte	freda@gahomeless.org	Action Ministries (Central)	Shari	Fulmer	sfulmer@actionministries.net
America's Second Harvest of South Georgia (d/b/a The Valdosta Food Bank)	Franklin	Richards	frichards@valdostafoodbank.org	Covington, City of	Scott	Gaither	sgaither@cityofcovington.org
Dougherty County Community Coalition, Inc.	Sylvia	Hart	friendbaptchbj@bellsouth.net	New Horizons Community Service Board (CSB)	Susan E.	Gallagher	sgallagher@nhbh.org
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Travelers Aid (Hope Atlanta)	Falecia	Stewart	fstewart@hopeatlanta.org	River Edge Community Service Board (CSB)	Shannon	Gordon	sgordon@river-edge.org
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Gift Transitional Home, Inc.	Godwin	Ananaba	gananaba@yahoo.com	Forsyth County Family Haven	Shandra	Dawkins	shandra@familyhavenga.org
Georgia Department of Veterans Services	Booker	Wallace	gavetsvc@vs.state.ga.us	Salvation Army - Toccoa	Shaning	Moran	shaning.moran@uss.salvationarmy.org
Lowndes Associated Ministries to People, Inc. (LAMP)	Gayle	Moreen	gaylemoreen@lampinc.org	Dog Taggs, Inc.	Haley	Shank	shank.haley@gmail.com
River Edge Community Service Board (CSB)	Gawanna	Cabiness	gcabiness@river-edge.org	Ninth District Opportunity, Inc.	Shanna	Cotton	shanna.cotton@ndocsb.org
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Family Advancement Ministries, Inc.	Gigi	Rolfes	ggrolfes@gmail.com	SafeHomes of Augusta	Sharon	Barber	sharon@safehomesdv.org
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Brain and Spinal Injury Trust Fund Commission	Joseph D.	Frazier	josephfrazier@comcast.net	Hand-up, Inc. (d/b/a Voluntary Action Center)	Karen	Poole	vacpac@comcast.net
Volunteer Macon	Joshua	Hess	joshua.hess@gmail.com	Lean On Me Outreach	V'Laria	Eves	vaeves00@hotmail.com
GA Department of Human Services	Joyce W.	Johnson, MSW	Joyce.Johnson@dhs.ga.gov	Gabriel, Inc.	Valerie	Cobb	valeriecobb@comcast.net
Infill Housing, Inc. (a/k/a Macon Housing Authority & Grove Park Village, Inc.	June	Parker	jparker@maconhousing.com	Promise Place, Inc. (f/k/a Fayette County Council on Domestic Vi	Vanessa	Wilkins	vanessa.wilkins@promiseplace.org
Georgia Department of Community Health	James T.	Peoples	jpeoples@dch.ga.gov	Rainbow Village, Inc.	Violetta	Ardoin	vardoin@rainbowvillage.org
God's House of Human Services	Peggy	Jones	ppjones170@yahoo.com	New Horizons Community Service Board (CSB)	Valerie	Bowden	vbowden@nhhb.org
Lowndes County Board of Commissioners	Joseph	Pritchard	jpritchard@lowndescounty.com	S.H.A.R.E. House, Inc.	Valerie	Dennis	vdennis@bellsouth.net
Harrison, Michael	Judy	Redmond	jredmond3@yahoo.com	U.S. Department of Veterans Affairs	Velda	McCoy	velda.mccoy@va.gov
James, Jerome	Jerome	James	jridge11@aol.com	City of Valdosta	Vanassa	Flucas	vflucas@valdostacity.com
First Choice Primary Care	Jose	Rodriguez	jrodriguez@firstchoiceprimarycare.org	Soteria House	Vernon M.	Gates	vgates30274@gmail.com
Dalton - Whitfield County CDC	Jennifer	Shearin	jshearin@dwcdc.org	Dalton - Whitfield County CDC	Victoria	Hamilton	vhamilton@dwcdc.org
River Edge Community Service Board (CSB)	JoAnne	Sims	JSims@river-edge.org	BAIN, Inc.	Virginia	Harris	vharris@baencil.org
Kennesaw State University Research and Service Foundation	Judith R.	Slater, L.C.S.W.	jslater@kennesaw.edu	Comprehensive AIDS Resource Encounter, Inc.	Vicki C.	Hopps	vhopps1@gmail.com
Lutheran Services of Georgia, Inc.	Janet	Tharp	jtharp@lsga.org; apalach1@bellsouth.net	Vidalia Housing Authority	Robert	Kelly	vidaliaha@bellsouth.net; hav_1@bellsouth.net
Gainesville, City of	Jessica	Tullar, AICP	jtullar@gainesville.org	Families United Services	Viennne	Swaby	viennne_swaby@yahoo.com
HTF Interested Party	Judy	Williams	judithwhiddon@tds.net	Kennesaw State University Research and Service Foundation	Victor E.	Kane	vkane@kennesaw.edu
Salvation Army (Albany)	Judy	Russell	judy.russell@uss.salvationarmy.org	Lean On Me Outreach, Inc.	V'Laria	Eaves	v'laria.eves@leanonmeoutreach.com

## Georgia Balance of State CoC - Competition Notice w/Deadline (Solicitation of Applications) 7/11/18

Family Visions Outreach, Inc	Judy	Hall	judyfvo@yahoo.com	Africa's Children's Fund, Inc.	Victor	Mbaba	vmbaba@africaschildrensfund.org
Akin Memorial UMC	Julian	Tucker	julian@bellsouth.net	Georgia Council on Developmental Disabilities	Valerie	Suber	vmsuber@dhr.state.ga.us
GA Department of Human Services	Julius	Simmons	Julius.Simmons@dhs.ga.gov	Hand Up Inc. DBA Voluntary Action Center	Stacy	Long	voluntaryaction@comcast.net
Sister Sheree Marshall & the Bells of Joy Missionary Gospel Group	Sheree	Marshall	jumuntye@yahoo.com	Homeless Shelter Action Committee, Inc.	Alicia	Harrell	volunteer@goodneighborsshelter.org
Mentors Project of Bibb County, Inc. (The)	June	O'Neal	june.oneal@bcsdk12.net; mceh.inc@gr	Family Endeavors	Vincent	Palmer	vpalmer@familyendeavors.org
Lowndes Associated Ministries to People, Inc. (LAMP)	Justin	Martin	justin.martin@raymondjames.com	Middle Georgia Community Action Agency, Inc.	Vicky	Rich	vrich@mgcaa.org
Citizens Against Violence, Inc.	Jamie	Walker	jwalker@safehavenstatesboro.org	Vehicle Restoration Ministries, Inc. (a/k/a The Jobe House)	David	Hart	vrminc@yahoo.com
Region Four - GA Dept. of Behavioral Health and Developmental Disabilities	Jennifer	Dunn	jwdunn@dhr.state.ga.us	Project ReNewal Domestic Violence Intervention Program, Inc.	Vickie	Stephenson	VStevenson@project-renewal.com
Family Endeavors	Jessica	Widner	jwidner@familyendeavors.org	S.H.A.R.E. House, Inc.	Teresa	Smith	vtteresasmith@bellsouth.net; tsmith6228@yahoo.com
South Georgia Partnership to End Homelessness, Inc.	Kaliah	Collins	kaliahcollins@yahoo.com	Project Community Connections, Inc.	Vanna	Walker	vwalker@pccihome.org
U.S. Department of Veteran Affairs - Carl Vinson VA Medical Center	Karen	Wolfgang	Karen.Wolfgang@va.gov	Revival of Power Too Crusade Ministry	Vanessa	Welch	vwelchs@yahoo.com
Advocates for Bartow's Children	Karen	White	karen@advochild.org	Overview, Inc.	Wanda	Addeo	waddeo@overviewinc.com
Phoenix Center Behavioral Health Services (CSB)	Karen	Lynch	karenlynch@phoenixcenterbhs.com	Waycross Area Shelter for Abused Persons, Inc. (d/b/a Magnolia	Dorothy	Griffin	walkergiffin@hotmail.com
Partnership Against Domestic Violence	Katha	Blackwell	katha.blackwell@padv.org	State Housing Trust Fund for the Homeless	Walter R.	Huntley, Jr.	walterhuntley@huntleyassoc.net
Georgia Alliance to End Homelessness	Preston	Katheryn	katheryn@gahomeless.org	Department of Veterans Affairs (VA Dublin)	Wanda	Greene	wanda.greene@va.gov
Flint Circuit Council on Family Violence dba Haven House	Katie	Tucker	katie.tucker@henryhavenhouse.org	Brother Charlie Rescue Center, Inc.	Wanda	Colwell	wandacolwell@bellsouth.net
Flint Circuit Council on Family Violence	Katy	Tucker	katyhendricks13@gmail.com	Ware Children's Initiative, Inc. (Family Connection for Ware County)	Gail	Seifert	warechildrensinitiative@gmail.com
Pineland Area CSB	Kacey	Gammon	kbeasley@pinelandcsb.org	Central City AIDS Network, Inc.	Bruce	Helton	warriorsfan77@hotmail.com
Georgia Center for Nonprofits Inc.	Karen	Beavor	kbeavor@gcn.org	Family Promise of Gwinnett	Whitney	Bexley	wbexley@familypromisegwinnett.org
Georgia Legal Services Program - Dalton Regional Office	Kathryn	Bennett	kbennett@glsp.org	Volunteers of America Southeast	Wallace	Davis	wdavis@voase.org
Albany Area CSB (d/b/a Aspire BH DD)	Kay	Brooks	kbrooks@albanycsb.org	Gateway Behavioral Health Services	Wendy	Hughes	wendy.hughes@gatewaybhs.org
Southwest Georgia Regional Commission	Kimberly	Brooks	KBrooks@swgrc.org	Men and Women for Human Excellence, Inc.	Wesley	Bryant	wesleybgood@msn.com
Hinesville, City of	Kristin	Bryant	kbryant@cityofhinesville.org	Georgia Legal Services Program, Inc. (Gainesville/Athens)	Wendy	Glasbrenner	wglasbrenner@glsp.org
Macon-Bibb County EOC, Inc.	Kay R.	Clark	kclark@maconbibbeoc.com	Jones County Commission	Donald	Black	whidbyadams@windstream.net
Southwest Georgia Regional Commission	Kerrie	Holder Davis	kdavis@swgrdc.org	Caring Works, Inc.	Whitney	Martin	whitneymartin@caringworksinc.org
Families First, Inc.	Ken	Neighbors	keisha.jones@familiesfirst.org	South Georgia Community Service Board (CSB)	William	Huling	whuling@bhs.ga.com
Africa's Children's Fund, Inc.	Keisha	Smikle	keisha.smikle@africaschildrensfund.org	Proclaim Liberty Ministries, Inc.	Sally	Jeffery	wildspirit1@mindspring.com
Salvation Army (Gainesville)	Keith A.	Hamilton	Keith_Hamilton@uss.salvationarmy.org	Department of Veterans Affairs (Valdosta)	William A.	Jordan	william.jordan1@va.gov
Shelter Place, Inc.	Kelda	Cubit	keldacubit@aol.com	Pathways Community Network	Matson	William	william.matson@pcni.org
Salvation Army (Waycross)	Kellie	Cantrell	Kellie_Cantrell@uss.salvationarmy.org	Trinity Properties, Inc.	Willie	Franks	willie.franks@yahoo.com
Action Ministries (Central)	Kelli	Ellis	kellis@actionministries.net	Women In Need of God's Shelter, Inc.	Jennifer	Giddens	wings07@bellsouth.net
Living Room, Inc.	Kelly	Hogan	kelly.hogan@livingroomatl.org	Women In Need of God's Shelter, Inc.	Barb	Johns	wingscsc@bellsouth.net
Laurens County Board of Health	Kelly	Knight	kelly.knight@dph.ga.gov	Women In Need of God's Shelter, Inc.	Melody	Watson	wingsvol@bellsouth.net
Partnership Against Domestic Violence, Inc.	Kerlyne	Apolon	kerlyne.apolon@padv.org	Macon Bibb County	Wanzina	Jackson	wjackson@maconbibb.us
Battered Women's Shelter, Inc.	Kaye	Smith	kesmith1948@yahoo.com	Oconee Community Service Board	Willie	Lester	wlester@oconeecenter.com
Douglas County Community Service Board (CSB)	Kara	Haggard	khaggard@cobbcsb.com	Georgia Department of Education	Whittney	Mitchell	wmittchell@doe.k12.ga.us
Gateway Behavioral Health Services	Katie	Hagin	khagin@gatewaybhs.org	Willie M. Simpson Evangelistic Ministries, Inc.	Willie M.	Simpson	wmsimpson25@hotmail.com
Action Ministries (Central)	Kelley	Henderson	KHenderson@actionministries.net	Georgia Department of Behavioral Health and Developmental Di	Wendy	Tiegreen	wtiegree@dhr.state.ga.us
Hinesville, City of	Kenneth	Howard	khoward@cityofhinesville.org	Douglas County Continuum of Care Coalition, Inc.	William	Zachery	wtzachery@bellsouth.net
Individual BoS Member	Kiara	Mosley	KiaraMosley220@gmail.com	Youth and Community Empowerment Services, Inc. (Y&CINC)	Olive	Wedderburn	yandcinc@yahoo.com
HTF Interested Party	Umukija	Singh	kijahomelesstohome@gmail.com	Douglas County Community Service Board (CSB)	Yvonne	DePina	ydepina@cobbcsb.com
Middle Georgia Center for Independent Living, Inc. (d/b/a Disability Connect	Jerilyn	Leveritt	kilby8494@aol.com	Mary Hall Freedom House, Inc.	Yvonne	Hall-Rogers	ydh1@comcast.net
Phoenix Foundation Cooperative, Inc. (The)	Kim	Bogard, BSW	kim.bogard@gmail.com; thefenixfound	McIntosh Trail Community Services Board (CSB)Phillip Skalecki	Ylonda	Hadley	yhadley@mctrail.org
U. S. Department of Health and Human Services	Kim	Willard-Jelks	Kim.Willard-Jelks@hrs.hhs.gov	Ark Refuge, Inc.	Yvonne	Lopez	yholiday1226@yahoo.com
Atlanta Children's Foundation	Nikki	Kirk, B.S.	kirksconsulting@live.com	Nicholas House, Inc.	Yvette	Mason	ymason@nicholashouse.org
Men and Women for Human Excellence, Inc.	Keith	Johnson	kj.msw@comcast.net	Lowndes Associated Ministries to People, Inc. (LAMP)	Yvonne	Brooks	yvonne.brooks@lampinc.org
LaGrange-Troup County Homeless Coalition	Kendra	(East)-Reisinger	kj_reisinger@yahoo.com	Colquitt County Serenity House Project, Inc.	Zilphia	Dorsett	zildorsett1@windstream.net
				Coastal GA Area Community Action Authority, Inc.	Zerik	Samples	zsamples@coastalgacaa.org

## **2A-1. GA-501 Balance of State CoC HMIS Roles and Responsibilities of the CoC and HMIS Lead Documentation (2018)**

Attachment: Governance Charter (page 14), By-laws, and Georgia HMIS MOA

- CoC Governance Charter, page 1 and 14 references Bylaws;
- ByLaws page 3 CoC roles and responsibilities and pages 4-6 HMIS Lead roles and responsibilities; and
- Georgia HMIS MOA, pages 2-4 CoC roles and responsibilities and pages 4-5 HMIS Lead roles and responsibilities

# **Georgia Balance of State Continuum of Care Governance Charter**

## **I. Overview**

The Georgia Balance of State Continuum of Care (generally referenced in this document as “BoS CoC” or “Continuum”) is the group composed of representatives of relevant organizations that are organized to plan for and provide, as necessary, a system of outreach, engagement, and assessment; emergency shelter; rapid re-housing; transitional housing; permanent housing; and prevention strategies to address the various needs of homeless or at risk of homelessness persons for a specific geographic area (named next paragraph). This group serves as the U.S. Department of Housing and Urban Development’s (HUD) recognized decision making body for the Continuum rule at 24 CFR 578, Subpart B, entitled “Establishing and Operating a Continuum of Care.”

The geographical area currently covered by the BoS CoC includes the 152 counties not covered by eight local Continuum plans. Local Continuum plans exist for the City of Atlanta, Fulton County, DeKalb County, Cobb County, Athens-Clarke County, Augusta-Richmond County, Savannah-Chatham County, and Columbus-Muscogee County. Contact information for each of the local Continuum can be found on the HUD Exchange at: <https://www.hudexchange.info/programs/coc>.

This Charter outlines the broad organizational structure and general work of the BoS CoC and is organized as follows:

- Mission and Goals
- Membership and Membership Responsibilities
- Board Selection, Structure and Governance
- Committee Responsibilities - General
- Standards, Rating and Project Selection Committee
- Homeless Management Information System (HMIS) Committee
- Membership and Rules Committee
- Assessment, Placement and Services Committee
- Collaborative Applicant Responsibilities
- HMIS Lead Responsibilities
- Procedures



Rome, Valdosta, Warner Robins, the counties of Cherokee, Gwinnett, Clayton and Henry, and the State) within the Continuum [578.7(c)(4)].

DCA will collect and combine all required application information from projects within the Continuum, prepare, and submit the annual Continuum application to the Board for approval and then to HUD.

### **E. Homeless Management Information Systems (HMIS) Lead**

The Georgia Housing and Finance Authority (GHFA), a state authority attached to the Georgia Department of Community Affairs (DCA), is designated by the Georgia Balance of State Continuum of Care as the HMIS Lead for the Continuum.

The roles and responsibilities of the HMIS Lead, as well as the roles and responsibilities of the CoC, as they relate to HMIS matters, are outlined in the “Georgia HMIS Bylaws,” which were approved by the CoC HMIS Committee and the CoC Board.

GHFA shall attend all HMIS Committee meetings and coordinate closely with this Committee in all of its work.

GHFA shall have the authority to apply for and administer Continuum funds for HMIS in accordance with all HUD requirements. GHFA, in working with the Continuum’s HMIS Committee, shall review, revise and approve a privacy, security and data quality plan (or plans) for the Continuum’s HMIS.

GHFA shall exercise required due diligence in order to assure that the Continuum’s HMIS is administered in compliance with all present and future HUD requirements, and it shall ensure consistent participation by all HUD McKinney-funded recipients and subrecipients in the Continuum. For non-HUD funded Continuum agencies, GHFA shall work with those agencies as well as their funders to maximize HMIS participation.

Lastly, GHFA will work to maximize the use of HMIS data in order to meet the Continuum’s obligations through the HUD rule to coordinate with ESG Entitlements (Clayton, Gwinnett, Macon-Bibb and State) and HUD Consolidated Planning jurisdictions (the cities of Albany, Brunswick, Dalton, Gainesville, Hinesville, Macon, Rome, Valdosta, Warner Robins, and the counties of Cherokee, Gwinnett, Clayton and Henry) within the Continuum.



# GA HMIS BY-LAWS 2018

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*Georgia HMIS Steering Committee*

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**By-Laws**

**Section I: Name**

The name of the organization shall be Georgia Homeless Management Information System (GA HMIS) Steering Committee. This committee serves the following Continua of Care (CoC), known collectively as the “GA HMIS Collaborative”:

GA-500	Atlanta
GA-501	Georgia Balance of State
GA-502	Fulton County
GA-503	Athens-Clarke County
GA-504	Augusta-Richmond County
GA-506	Marietta-Cobb County
GA-507	Savannah-Chatham County
GA-508	DeKalb County

**Section II: Purpose**

The GA HMIS Collaborative operates a Homeless Management Information System (HMIS) to record and store client -level information about the numbers, characteristics, and needs of persons who use homeless housing and supportive services and for persons who receive assistance for persons at risk of homelessness.

The Governance Structure and Authorities for the CoC’s HMIS are prescribed by federal statutes and HUD regulations that can be accessed at <https://www.hudexchange.info/resource/1491/hmis-tools-governance-structure-steering-committee/> -regulations –and -notices/. The HMIS is used to aggregate data about the extent and nature of homelessness over time; produce an unduplicated count of homeless persons; understand patterns of service use; and measure the effectiveness of homeless assistance projects and programs. Data produced is used for planning and education.

Because the CoCs listed in Section I share a single Homeless Management Information System (HMIS), it is crucial for the HMIS to be managed collaboratively and transparently, and for uniform priorities and standards to be established across the whole HMIS implementation, for the good of all participating CoCs. These By-laws outline the authority of the GA HMIS Steering Committee, the governance roles, responsibilities, and relationship of Georgia’s aforementioned participating CoCs and the HMIS Lead Agency. The Georgia Housing and Finance Authority (Authority), the grantee has designated the Georgia Department of Community Affairs (DCA) to serve as the HMIS Lead for the Georgia HMIS Collaborative.

The purpose of the GA HMIS Steering Committee (Committee) is to collaboratively manage the implementation and administration of the shared HMIS in accordance with the requirements established by the U.S. Department of Housing and Urban Development (HUD), its Federal partners, and the shared priorities of the GA HMIS Collaborative. Additionally, the Steering Committee strives to identify ways to help provider agencies record, report, and improve their services through the shared HMIS by serving as a conduit between CoCs and the HMIS Lead.

The benefits derived from utilizing the HMIS system include: Understanding the extent and scope of homelessness, producing an unduplicated count, identifying service gaps, informing program design and policy decisions, and development of a forum for addressing community-wide issues.

### **Section III: Responsibilities**

#### **Responsibilities of the Continua of Care**

Each CoC listed in Section I has agreed to participate in the statewide HMIS implementation through a Memoranda of Agreement (MOA) with DCA on behalf of the GHFA, and has agreed to collaboratively govern HMIS through these by-laws. The responsibilities listed below will be carried out in accordance with each CoC's governing processes. At a minimum, each CoC agrees to carry out the following responsibilities:

- Adopt and/or re-affirm adoption of these by-laws and participate in an annual review and request updates to these by-laws;
- Appoint two voting members, in writing, as specified in Section IV, to serve on the GA HMIS Steering Committee to provide oversight of the implementation and represent the Continuum in GA HMIS decision-making;
- Accept the HMIS software chosen by the GA HMIS Collaborative as the designated software for its Continuum;
- Designate the HMIS Lead chosen by the GA HMIS Collaborative to manage the Continuum's HMIS and apply for/receive HUD HMIS funding on behalf of their CoC;
- Require that all agencies and users in their respective CoC jurisdiction comply with the GA HMIS policies and procedures of the GA HMIS Collaborative;
- Ensure that service providers in their respective CoC jurisdiction adequately meet the minimum HMIS participation requirements as established by the GA HMIS Steering Committee;
- Designate at least one user in the CoC to be a CoC HMIS Administrator, who would be authorized to have administrative-level access to the data for the specific CoC for purposes of providing oversight and user support, as well as to monitor agency compliance with Federal Data Standards;
- Direct all requests and concerns to the HMIS Lead, including, but not limited to, software vendor management, HMIS enhancements, system errors, and project status to allow the HMIS Lead to more efficiently manage communications and centralize feedback and input across all participating CoCs;
- Require that participating agency users meet the minimum training requirements established by the GA HMIS Steering Committee;
- Participate in the commitment of funding the implementation of the GA HMIS project;
- Ensure HMIS privacy and security protocols are integrated into agency policies and practices;
- Conduct ongoing data analysis and evaluation to help drive planning and funding decisions; and
- Prepare, review, and submit all HUD required Continuum-level reports (i.e., Housing Inventory Chart, Point in Time Count, Annual Homeless Assessment Report, and System Performance Measures) with support from the HMIS Lead.

CoCs may individually identify additional priorities, policies, procedures, and requirements for their respective CoC, so long as no conflict is created with the priorities, policies, procedures, and requirements created by the GA HMIS Steering Committee under authority of these by-laws, and provided they assume the burden of enforcing any additional requirements.

## **Responsibilities of the HMIS Lead**

The HMIS Lead agrees, at a minimum, to carry out the following responsibilities to the best of its ability:

### **Project Management**

- Oversee the day-to-day operations and management of the GA HMIS;
- Enter into an Memorandum of Agreement with each CoC for the provision of HMIS services;
- Obtain and maintain GA HMIS Participation Agreements with all participating agencies and users;
- Administer HUD HMIS awards for all Continua participating in the GA HMIS Collaborative, in accordance with the MOAs between GHFA and these jurisdictions and in concert with these by-laws;
- Provide staff support for GA HMIS Steering Committee meetings;
- Develop and maintain a process for the Committee to submit, track, review, and approve requests for system enhancements and development projects; and
- Develop and maintain a tracking and communication process that will allow the Committee to stay informed about vendor activities related to compliance, enhancements, bug fixes, and new development projects.
- Develop a process for software development request.

### **System Functionality**

- Enter into a formal contractual relationship with the GA HMIS vendor that outlines the requirements and responsibilities of the vendor, including those required by HUD and its Federal partners through its data and technical standards, rules, notices, etc.;
- Monitor the vendor's software system for compliance with all current data and technical standards, statute, regulation, and notices;
- Monitor the vendor's software system for compliance with any other required standards set by other federal partner and state programs that require HMIS use;
- Provide assistance to the GA HMIS Collaborative that the GA HMIS Steering Committee deems necessary to ensure that the comparable database used statewide by Victim Service Providers meets the minimum standards set forth by HMIS regulations and notices;
- Monitor that the software vendor provides reasonable development timeframes, provides CoCs with the ability to produce all HUD required reports, including related reports needed to assess data quality, timeliness, and completeness; and,
- Provide CoC Administrators, the CoC-identified user who is authorized to have administrative-level access to the data in a specific CoC for purposes of providing oversight and user support with tools necessary to monitor agency compliance with Federal Data Standards, including reports and access to raw agency data; and
- Ensure that the software continues to meet the needs of the GA HMIS Collaborative.

## **Policies and Procedures**

- Develop and maintain GA HMIS Policies and Procedures in accordance with HUD requirements and notices and CoC needs for approval by the GA HMIS Steering Committee;
- Develop and maintain a privacy plan, security plan, and data quality plan for the HMIS in accordance with HUD requirements for approval by the GA HMIS Steering Committee; As specified by MOA with each CoC, assist CoCs in monitoring participating agency compliance with security, privacy, and confidentiality policies; and
- Develop minimum general participation and timeliness standards for agencies for approval by the GA HMIS Steering Committee.

## **Training and Technical Assistance**

- Develop minimum training requirements for participating agency users for approval by the GA HMIS Steering Committee;
- Ensure required basic training is available to participating agency staff and accessible on a regular basis;
- Identify and provide additional training that may be needed to ensure good data quality for HUD and the federal partners;
- Ensure technical assistance and help desk support is available and accessible to participating agencies on a regular basis; and  
Ensure CoCs have access to reports, technical assistance, and training required to develop a data quality improvement plan when necessary.

## **Responsibilities of the GA HMIS Steering Committee**

Except where stated otherwise in these by-laws, the GA HMIS Steering Committee has authority on all matters regarding HMIS and is responsible for providing oversight of the HMIS implementation, and for providing counsel, guidance, and assistance to the staff members, governing bodies, and contributing providers within each of the eight (8) participating CoCs. The Steering Committee agrees, at a minimum, to carry out the following responsibilities to the best of its ability:

- Participate in decision making and approve system-wide priorities, policies, protocols, procedures, and other requirements needed to implement the GA HMIS, including but not limited to Standard Operating Procedures, privacy policies, security policies, data quality standards, timeliness standards, and provide input and direction to the HMIS Lead;
- Collaborate on goals and objectives that support shared HMIS activities;
- Disseminate information to the respective CoCs about GA HMIS, the Steering Committee, and HMIS Lead activities, policies, procedures, and training;
- Provide counsel, guidance, and assistance to HMIS staff within their respective CoC;
- Identify, develop, and implement strategies for improving HMIS coverage and data quality throughout the geographic region of the participating Georgia CoCs;
- Provide support to individual CoCs in their efforts to identify and eliminate potential barriers to the use and improvement of the GA HMIS;

- Confirm that the comparable database used statewide by Victim Service Providers meets the minimum standards set forth by HMIS regulations and notices;
- Monitor for the collaborative availability of funding for the implementation of the GA HMIS project.

## **Section IV: Membership and Officers**

### **Committee Composition**

The GA HMIS Steering Committee is a partnership of representatives from each of the participating Continua of Care listed in Section I, and the HMIS Lead, and contains one class of member. Each CoC shall have equal voting rights except as may be provided elsewhere in these by-laws. The Committee is composed of the following:

1. Two representatives from each Continuum of Care (one from the Collaborative Applicant, and one with a solid technical understanding of HMIS, such as an HMIS power user). Each CoC shall designate their two representatives by whatever means established within that CoC and provide those names to the HMIS Committee Chairs in writing within the timeframes stated elsewhere in these by-laws.
2. One representative from the HMIS Lead Agency, appointed by the chief official of the HMIS Lead.

Appendix A lists the appointments by each CoC and by the HMIS Lead. Necessary changes to Appendix A do not constitute a change to these by-laws and do not require Committee approval.

### **Terms of Office**

Each Steering Committee member shall serve with no term limit. Each CoC can change their appointees at any time to ensure their membership is reflective of the CoC needs as stated in the section below.

### **Appointment of Committee Members**

Each CoC and the HMIS Lead is responsible for the appointment of a designee to the HMIS Steering Committee Chairs in writing.

Unanticipated vacancies will be filled as outlined in Section IX.

### **Officers**

The GA HMIS Steering Committee shall have two co-chairs, one elected chair and one chair being filled by the HMIS Lead. Any member of the GA HMIS Steering Committee is eligible to serve as a chair. The elected chair position shall be filled by a simple majority vote. The newly elected chair shall assume office at the close of that meeting and shall serve a term of one year. Elected chairs may only serve a maximum of two full terms consecutively. If an officer is elected due to a need to fill a vacancy, that officer will serve for the remainder of the vacating officer's term. This partial term will not count toward the consecutive term limitation. The current designated HMIS Lead shall fill the non-elected co-chair position without any term limitations until such time that a new HMIS Lead is designated by the GA HMIS collaborative.



# Acknowledgement and Acceptance of GA HMIS Bylaws

The Georgia Balance of State Continuum of Care, a member of the Georgia HMIS Collaborative,  
(CoC Name)

- Accepts and adopts these Bylaws for the GA HMIS Steering Committee.
- Appoints the following two people to be the CoC representatives on the GA HMIS Steering Committee

## CoC Representative

Michael Thomas, CoC Planning Manager  
Name/Title

Georgia Dept. of Community Affairs  
Agency/Company

Collaborative Applicant Representative  
Relationship to CoC

michael.thomas@dca.ga.gov/ (404) 679-0571  
Contact email/phone number

## CoC Representative

Lucinda Garrett, Social Svcs Program Coord.  
Name/Title

Douglas County Community Services Board  
Agency/Company

HMIS Committee Representative  
Relationship to CoC

lgarrett@cobbcsb.com/ (770) 971-7801 x 1444  
Contact email/phone number

Shannon Candler  
Printed Name

  
Signature

CoC Board Vice Chair  
Authorizing Role for the CoC

August 24, 2018  
Date

# GA HMIS MOA 2018

This document signifies the Memorandum Of Agreement between the Georgia HMIS Lead and the GA HMIS Collaborative

## Purpose and Scope

The purpose of this Memorandum of Agreement (“MOA”) is to confirm agreements between the Georgia Housing and Finance Authority (“GHFA”) and the Continua of Care (“CoCs”), as represented by their Collaborative Applicant. These partnerships constitute the GA HMIS Collaborative, regarding the implementation of a statewide, HUD-compliant Homeless Management Information System (“GA HMIS Implementation”). Heretofore, the reference to the GA HMIS Implementation consists of the oversight of the software vendor, the system administration and managing the partnership with the GA HMIS Collaborative.

As such, the MOA sets forth the general understandings and specific responsibilities of each party relating to key aspects of the governance and operation of the GA HMIS Implementation. In the spirit of collaboration, all parties have agreed to enter into this MOA to document each party’s duties and responsibilities with regard to the GA HMIS Implementation and to ensure that the same are successfully executed.

The parties commit to timely responses, open communication, and collaborative work strategies in the completion of tasks necessary to ensure efficient and effective operations of the GA HMIS Collaborative and the HMIS Lead.

## Background

The Homeless Management Information System (“HMIS”) is a computerized data collection application designed to capture information about homeless persons and homeless service programs over time. HMIS is mandated by the U.S. Department of Housing and Urban Development (“HUD”) under the HEARTH Act for all communities and agencies receiving HUD Continuum of Care and Emergency Solutions Grants homeless assistance funds. Other Federal Partners, such as the U.S. Department of Health and Human Services (“HHS”) and the U.S. Department of Veteran Affairs (“VA”) also mandate use of HMIS for some of their programs. HMIS is essential to streamline client services and inform public policy. Through HMIS, homeless persons benefit from improved coordination within and between agencies, informed advocacy efforts and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in Georgia, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time and the effectiveness of homeless service programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation and advocacy.

In response to the need for a more effective HMIS implementation, 8 Continua of Care across the State of Georgia (Atlanta, Athens-Clarke County, Augusta – Richmond County, DeKalb County, Fulton County, Marietta – Cobb County, Savannah-Chatham County and the Georgia Balance of the State) joined together in 2015 to form the GA HMIS Collaborative in pursuit of a statewide GA HMIS Implementation under the Georgia Department of Community Affairs (“DCA”) as the HMIS Lead. The GA HMIS Collaborative established a governing body, the GA HMIS Steering Committee, to aid in directing planning and policy decisions in support of the GA HMIS Implementation.

## Term of Agreement and Termination

- a.** This MOA shall commence from date of execution, as designated by the last date of signature of the parties, and shall require renewal in concurrence with the current grant award term that each CoC utilizes to meet their HMIS grant contribution requirement. This MOA may be terminated sooner by written agreement of both parties or as otherwise permitted under this MOA.
- b. A** CoC may terminate for convenience its participation in this MOA for any reason at the beginning of the next contract year by giving GHFA six (6) months prior written notice. Written notice of a CoC's intent to withdraw from the GA HMIS Implementation should be sent DCA, c/o HMIS Lead, 60 Executive Park South NE, Atlanta, GA 30329
- c.** GHFA may terminate for convenience its participation in this MOA for any reason at the beginning of the next contract year by giving the other party eighteen (18) months prior written notice.
- d.** Parties will work in good faith to resolve material breaches through mediation efforts addressing the cause of the perceived breach. In the event that amenable resolution cannot be reached in the event of material breach, either party may terminate this MOA upon written notice to the other party if the other Party materially breaches any term or condition of this MOA and fails to cure such breach within ninety (90) days from the terminating party's provision of written notice.
- e.** All amendments, additions, deletions, or modifications to this MOA must be mutually agreed upon in writing by the parties. Additionally, such amendments, additions, deletions or modifications are subject to review and approval of the GA HMIS Steering Committee.

## Specific Responsibilities of the Parties

### Responsibilities of the Continua of Care

Each CoC entering into this MOA agrees to participate in the GA HMIS Implementation with DCA, on behalf of the GHFA, as the designated HMIS Lead Agency. Further, each CoC agrees to collaboratively govern the GA HMIS Collaborative through the By-laws and participation requirements of the GA HMIS Steering Committee.

#### Governance Commitments

- Collaborative Applicant, agrees to fully participate in the GA HMIS Implementation and follow the By-Laws of the GA HMIS Steering Committee. This shall include, at a minimum, incorporating reference to the GA HMIS Implementation, including GA HMIS Steering Committee participation and adoption of its By-Laws, into local CoC governance documentation. Full compliance with this action requires the following additional commitments from the CoC:
  - Adopt and/or re-affirm adoption of the GA HMIS Steering Committee By-Laws and participate in an annual review and request updates to the By-Laws;
  - Appoint two voting members, in writing, as specified in Section IV of the By-Laws, to serve on the GA HMIS Steering Committee to provide oversight of the Implementation and represent the CoC in GA HMIS Collaborative decision-making;

## GA HMIS MOA

- Formalize and document the local process by which representatives to the GA HMIS Steering Committee are appointed and vested with the authority to act on behalf of the CoC on all matters related to the GA HMIS Implementation;
  - Incorporate and follow the standards and processes adopted by the GA HMIS Steering Committee with regards to monitoring HMIS participating agencies as defined in the GA HMIS Implementation's Standard Operating Procedures (SOPs); and
  - Enter into a separate agreement with the HMIS Lead that outlines the CoC Administrator's duties and responsibilities including the scope of access rights and role in addressing request for assistance from users, and provides consequences for non-compliance, as defined in the CoC Agreement.
- GA HMIS Standard Operating Procedures

Each CoC agrees to comply with:

- The GA HMIS Standard Operating Procedures;
- The privacy plan, security plan, and data quality plan for the GA HMIS Collaborative;
- Compliance monitoring of participating agencies; and

### Operational Responsibilities

Each CoC agrees to:

- Enter into a Memorandum of Agreement with DCA, as the HMIS Lead, for the provision of HMIS services;
- Accept the HMIS software, chosen by the GA HMIS Collaborative as the designated software for its CoC;
- Designate DCA as the HMIS Lead to manage the CoC's HMIS and apply for/receive HUD HMIS funding on behalf of its CoC;
- Designate at least one user in the CoC to be a CoC Administrator, who would be authorized to have administrative-level access to the data for the specific CoC for the purposes of providing CoC level oversight and user support, as well as to monitor agency compliance with Federal Data Standards;
- Ensure HMIS participation by participating agencies as established by the GA HMIS Implementation's Standard Operating Procedures of the GA HMIS Collaborative and any additional policies and procedures established by its respective CoC;
- Direct all requests and concerns to the HMIS Lead, including, but not limited to software vendor management, HMIS enhancements, system errors, and project status to allow the HMIS Lead to more efficiently manage communications and centralize feedback and input across all participating CoCs;
- Require that participating agency users meet the minimum training requirements established by the GA HMIS Steering Committee;
- Ensure the commitment of funding for the GA HMIS Implementation;
- Ensure HMIS privacy and security protocols are integrated into participating agency policies and practices;
- Require that all participating agencies and users in the CoC comply with GA HMIS Standard Operating Procedures;
- Conduct ongoing data analysis and evaluation to help drive planning and funding decisions;

## GA HMIS MOA

- Provide support, as needed to the HMIS Lead, in the preparation of all HUD required applications or reports related to HUD HMIS funding; and
- Prepare, review, and submit all HUD required Continuum-level reports (Annual Homeless Assessment Report, and System Performance Measures) with support from the HMIS Lead.

### **Responsibilities of the HMIS Lead**

The parties designate DCA as the HMIS Lead. DCA agrees, at a minimum, to carry out the following responsibilities to the best of its ability:

#### **Project Management**

- Oversee the day-to-day operations and management of the GA HMIS Implementation;
- Enter into a MOA with each CoC for the purpose of enacting the GA HMIS Implementation.
- Obtain and maintain GA HMIS Participation Agreements with all participating agencies and users;
- Administer each CoCs required funding contributions to the GA HMIS Implementation which may include HUD HMIS awards or outside funding as determined by the CoC, in accordance with the MOAs between GHFA and each Collaborative Applicant;
  - The Services in Exhibit A are subject to change based on unforeseen circumstances and/or other factors beyond the control of GHFA and the CoCs. Each CoC shall be reasonably consulted on all budget changes, however, GHFA shall have final authority over final costs and the final scope of the work outlined in this Agreement.
- Provide staff support for GA HMIS Steering Committee;
- Develop and maintain a process for the GA HMIS Steering Committee to submit, track, review, and recommend requests for system enhancements and development projects; and
- Develop and maintain a tracking and communication process that will allow the GA HMIS Steering Committee to stay informed about the activities of the software related to compliance, enhancements, bug fixes, and new development projects.

#### **System Functionality**

- Enter into a formal contractual relationship with the software vendor which outlines the requirements and responsibilities of the software vendor, including those required by HUD and its Federal partners through its data and technical standards, statutes, regulations, notices, etc.;
- Ensure that the vendor's software system maintains timely compliance with all relevant current and future data and technical standards, statutes, regulations, and notices;
- Ensure that the vendor's software system maintains timely compliance with any other required standards set by other federal partner and state programs that require HMIS use;
- Ensure that the vendor's software system, within reasonable development timeframes, provides CoCs with the ability to produce all HUD required reports, including related reports needed to assess data quality, timeliness, and completeness; and,
- Provide CoC Administrators with tools necessary to monitor participating agency compliance with Federal Data Standards, including reports and access to raw agency data; and
- Ensure that the vendor's software continues to meet the needs of the GA HMIS Collaborative.

### **GA HMIS Standard Operating Procedures**

- Develop and maintain GA HMIS Standard Operating Procedures in accordance with HUD requirements and notices and CoC needs for approval by the GA HMIS Steering Committee;
- Develop and maintain a privacy plan, security plan, and data quality plan for the participating agencies of the GA HMIS Collaborative in accordance with HUD requirements for approval by the GA HMIS Steering Committee;
- As specified by MOA with each CoC, assist CoCs in monitoring participating agency compliance with security, privacy, and confidentiality policies.

### **Training and Technical Assistance**

- Establish a CoC Admin User Group to engage and encourage support amongst CoC Admins.
- Develop minimum training requirements for participating agency users for approval by the GA HMIS Steering Committee;
- Ensure required basic training is available to participating agency staff and accessible on a regular basis;
- Identify and provide additional training that may be needed to ensure good data quality for HUD and the Federal partners;
- Ensure technical assistance and help desk support is available and accessible to participating agencies on a regular basis; and
- Ensure CoCs have access to reports, technical assistance, and training required to develop a data quality improvement plan when necessary.

## **General Understandings, provisions**

All parties to this MOA, as members of the GA HMIS Collaborative, agree to the general governance provisions set forth by the GA HMIS Steering Committee, as defined by said Committee's By-Laws (Exhibit B).

### **a. Governance**

The GA HMIS Collaborative is governed by the GA HMIS Steering Committee, which will provide oversight and accountability for all GA HMIS Implementation responsibilities in support of the HMIS Lead. The CoC's responsibilities for GA HMIS Implementation oversight and governance are carried out by the GA HMIS Steering Committee, which serves as the implementation and planning body of the GA HMIS Collaborative.

### **b. HMIS Lead Agency Designation**

DCA, on behalf of GHFA, is designated as the HMIS Lead for the GA HMIS Collaborative. The HMIS Lead is responsible for ensuring that the HMIS software is administered according to the regulations and notices promulgated pursuant to the HEARTH Act and other similar, subsequent and applicable federal, state, and local laws and ordinances. The HMIS Lead manages the HMIS operations on behalf of GA HMIS Collaborative's CoCs and provides HMIS project administration functions including staffing, budget and grant requirements management, as well as providing additional mutually agreed services.

**c. Software Designation**

The GA HMIS Collaborative designates Eccovia Solutions' Client Track to serve as the sole HMIS software application and agrees to use the product as configured for the GA HMIS Implementation.

**e. Compliance and Funding**

Notwithstanding anything to the contrary herein, funding for the GA HMIS software and operations, including without limitation, the software product fee and any other reasonable out-of-pocket expenses incurred by the HMIS Lead in relation to this MOA, shall be the responsibility of the CoCs, and provided by the CoCs. Funding for the software licensure and the operation and administration of the GA HMIS Implementation shall come from the CoCs comprising the GA HMIS Collaborative and represented on the GA HMIS Steering Committee. The funding obligations, delineated to each CoC through Cost Distribution Plan shall be derived from a HUD funded CoC HMIS dedicated grant, or other funding identified by the CoC in agreement with the HMIS Lead. CoCs shall have the discretion to require participating agencies to pay user fees for the GA HMIS software and reporting licenses assigned to their agency. In the event there is a shortfall in funding for the software or operation of the GA HMIS Implementation, the GA HMIS Steering Committee shall be charged with supporting the HMIS Lead in pursuing additional revenue streams to support the GA HMIS Implementation.

For CoCs that possess a HUD funded CoC HMIS dedicated grant, there is a responsibility implied to that CoC to be openly required to use an agreed upon amount of the grant, as specified in the attached Exhibit A, to assist in the GA HMIS Implementation.

**f. Compliance with Homeless Management Information System Standards**

The HMIS Lead shall operate, and shall require that Eccovia Solutions operate, the HMIS in compliance with HUD HMIS Data and Technical Standards and any other laws and/or regulations applicable to the operation of the HMIS. The parties anticipate that HUD will release revised HMIS Standards periodically. The parties agree to make changes to this MOA, the CoC's Governance Charter, the GA HMIS Standard Operating Procedures, and other HMIS operational documents, as necessary, to comply with the revised standards within the HUD-specified timeframe for such changes.

Further, CoCs and partner agencies agree to collect and enter data in a compliant manner.

**g. Data Ownership**

Agency-level client-level information entered into HMIS (and any changes to such information) is the responsibility of the participating agency that is entering the data. However, the HMIS Lead and participating agencies are jointly responsible for ensuring that HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data, comply with the GA HMIS Implementations' privacy, security and confidentiality policies and procedures. Except where prohibited by law, or where the participating agency is able to reasonably demonstrate a pressing need to the HMIS Lead and the GA HMIS Steering Committee for complete control over its own data, the HMIS Lead owns all data entered into the HMIS and has the final authority to approve or disapprove the use of the data that is contained in the HMIS.

**h. Data Responsibility**

It is understood that all parties subject to this MOA as part of the GA HMIS Implementation will receive client information that may be subject to the privacy and security protections and requirements of HUD HMIS Standards, HIPAA Privacy Rule, other law, and local HMIS privacy and security policies and



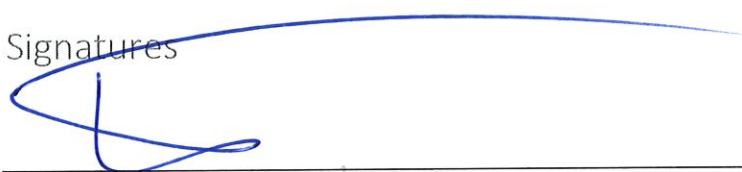
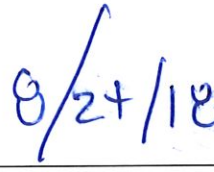
procedures. All parties agree that protected client information will be used only for purposes permitted by agreement with the HMIS Lead and as permitted by the applicable laws and standards. Further, all parties agree to make use of all safeguards required by HUD Privacy Standards, HIPAA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures in order to prevent any unauthorized disclosure of protected client information.

### Acknowledgements

By signing below, we understand that: (could use this section to call out specific, explicit items, or reference items under general understandings)

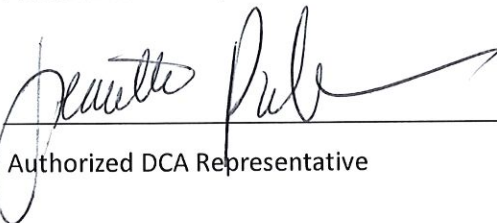

- The Designated Representatives to the GAHMIS Steering Committee as listed in the By-Laws shall make themselves reasonably available to each other on an ongoing basis in order to ensure successful GA HMIS Implementation to the mutual benefit of the parties.
- Formal communications with HUD regarding GA HMIS Implementation under this MOA shall be made by the HMIS Lead
- Interpretation of HUD requirements and /or HUD rules and agreements shall take precedence over conflicting terms in this MOA.
- No party will discriminate against any employee or applicant for employment or any customer or prospective customer seeking services because of their race, color, sex, creed, national origin, age, religion, veteran status, or disability.
- The parties agree to carry out the responsibilities outlined in this MOA in compliance with all laws, rules, regulations and orders of federal, state and local government.
- Any agent, contractor, employee or designee of either party to this agreement shall in no event be liable to the other party for indirect or consequential loss or damage, loss of profits, business, revenue, and goodwill or anticipated savings suffered by the other party during the term of this Agreement.

Signatures

Authorized CoC Representative

Date

Authorized DCA Representative

Date



# GA HMIS Policies and Standard Operating Procedures

This document details the policies, procedures, guidelines, and standards that govern the operations of the GA Homeless Management Information System (GA HMIS).

# GA HMIS Policies and Standard Operating Procedures

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## Introduction

This document details the policies, procedures, guidelines, and standards that govern the operations of the GA Homeless Management Information System (GA HMIS). It outlines the roles and responsibilities of all agencies and persons with access to GA HMIS data, and it contains important and useful information about the ways in which GA HMIS data is secured and protected. All Providers using the GA HMIS should read this document in full and train every end user within its agency and programs to understand its contents as necessary. Appendix A is the End User Participation Agreement, which includes a statement that the user has read and understands these operating procedures as per the Agency Participation Agreement.

The US Department of Housing and Urban Development (HUD), other federal and state Partners, and the GA Collaborative, also known as Continuums of Care (CoCs), require GA HMIS to provide unduplicated statistical demographic reports on the numbers and characteristics of clients served as well as on program outcomes. In order to address the reporting requirements mandated by HUD, the Department of Community Affairs has implemented an electronic management information system that will provide the necessary demographic information and reports. This system is called the GA Homeless Management Information System (GA HMIS) and is administered by the GA Department of Community Affairs (DCA). All Providers funded by HUD, the federal partners, as well as some providers funded locally are required to participate in the GA HMIS, and some privately funded providers participate on a voluntary basis.

Providers participating in the GA HMIS are required to collect and record HUD required data elements for all new and continuing clients in the HMIS. Data entry should be completed with 48 hours for all projects including Emergency Shelters. All Providers using the GA HMIS are also required to comply with HUD's *HMIS Data and Technical Standards* available at [www.hudhre.info](http://www.hudhre.info) and on the DCA website at <http://www.dca.state.ga.us/housing/specialneeds/programs/hmis.asp>.

Georgia recognizes the importance of maintaining confidential client records in a secure environment to ensure that the information is not misused or accessed by unauthorized people. The following Policies and Standard Operating Procedures (SOP) have been developed to establish standards for the collection, storage and dissemination of confidential information by the users of the GA HMIS. Georgia has developed a privacy policy regarding the use and disclosure of data in the GA HMIS and by programs operated directly by GA HMIS (see Appendix C for a copy of this policy).

The GA HMIS is an "open" system which allows for the sharing of client-level data electronically between collaborating agencies, which must adhere to the GA HMIS privacy policy as well as the policies and operating procedures in this document. Agencies may also be able to share information through other methods unrelated to the GA HMIS, as outlined in their specific program policies. Data shared outside of GA HMIS is not able to be controlled or monitored by GA; therefore this data is not covered by the GA

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HMIS privacy policy. DCA as the HMIS Lead and the GA HMIS System Administrators for the GA HMIS are the only entities with access to all client-level information, including personal identifiers, contained in the GA HMIS. Acceptable uses and disclosures of the data are outlined in the GA HMIS privacy policy. For example, DCA may disclose data that is required under a court order issued by a judge, to protect the health and safety of those being served in its programs, and may use de-identified data for research and analysis purposes. Except in rare cases, DCA does not provide access to client-level data containing personal identifiers to any non-Participating agency. Additionally, HUD does not require any client-level information from the GA HMIS for the programs it funds. Thus, only de-identified and/or aggregate-level data is shared with non-participating agencies and HUD.

## GA HMIS Goals

The goals of the GA HMIS are to support and improve the delivery of homeless services in the jurisdictions it serves. Inclusive in these goals is the improvement of the knowledge base about homelessness that contributes to an enlightened and effective public response to homelessness. The GA HMIS is a tool that facilitates the following:

- *Improvements in service delivery* for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.
- *A confidential and secure environment* that protects the collection and use of all client data including personal identifiers.
- The *automatic generation of standard reports* required by HUD or other stakeholders and funders, including participation in the national Longitudinal System Analysis (LAS) formerly known as the Annual Homelessness Assessment Report (AHAR).
- *Generation of system-level data* and analysis of resources, service delivery needs and program outcomes for Georgia's homeless population.
- *A data collection and management* tool for authorized agencies to administer and supervise their programs.

GA recognizes the need to maintain each client's confidentiality, and will treat the personal data contained within the GA HMIS with respect and care. As the guardians entrusted with this personal data, GA has both an ethical and a legal obligation to ensure that data is collected, accessed and used appropriately. Of primary concern to GA are issues of security (i.e. encryption of data traveling over the Internet, the physical security of the GA HMIS servers), and the policies governing the release of this information to the public, government and funders. Meeting the needs of homeless persons served by GA HMIS and its Providers is the underlying and most basic reason for having the GA HMIS, and employing it for continued improvements in program quality.

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## Incorporation and Modification of Other Documents

The GA HMIS End User Agreement, the GA HMIS Agency Participation Agreement, the GA HMIS Privacy Policy, the GA HMIS Client Consent and the GA HMIS Custom Development Policy are incorporated into this Agreement, restated in full, and are attached to this Agreement as Appendices A, B, C, D and E respectively. All five of these documents may be amended from time to time at the discretion of DCA and the GA HMIS Steering Committee, and all parties are bound by such amendments. Notice of any amendments will be done through DCA's current website at: <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>

## Definitions

**Agency Administrator:** The person responsible for system administration at the agency level. This person is appointed by an Agency's Executive Director.

**Authorized/Participating Agency:** Any agency, organization or group who has a GA HMIS Participation Agreement and/or contract with DCA and that is allowed access to the GA HMIS ClientTrack application. These Agencies connect independently to the application via the Internet.

**Client:** shall mean any recipient requesting services by a Provider or any recipient of services offered by a Provider or Authorized/Participating Agency.

**Client-level Data:** Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record for reporting.

**CoC HMIS Administrator:** The designated individual(s) that provides local support to the respective CoC.

**Database:** An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

**Encryption:** Translation of data from plain text to a coded format. Only those with the "key" have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet.

**Firewall:** A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

**GA HMIS:** The specific HMIS system utilized by the GA HMIS CoCs and other participating jurisdictions.

**GA HMIS Lead Staff:** The entity that provides oversight of GA HMIS.



# GA HMIS Policies and Standard Operating Procedures

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**GA HMIS System Administrators:** This person has the highest level of user access in GA HMIS and has full access to all user and administrative functions.

**HMIS:** Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing.

**HUD HMIS Data and Technical Standards:** The initial HUD Data & Technical Standards were published July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934. The Department of Housing and Urban Development (HUD), the Department of Health and Human Services (HHS), and the Department of Veterans Affairs (VA) released the [2017 HMIS Data Standards](#) on May 2, 2017. The HMIS Data Standards provide communities with baseline data collection requirements developed by HUD, HHS, and VA.

**Identifying Information:** Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

**Provider:** Shall mean any organization within a CoC that provides outreach, shelter, housing, employment and/or social services to homeless people. For the purposes of this document, the term “provider” is synonymous with “Authorized Agency.”

**Server:** A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

**User:** An individual who has approved login credentials to access the GA HMIS *ClientTrack* software.

# GA HMIS Policies and Standard Operating Procedures

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## Organization and Management of GA HMIS

### Program Management

**Policy:** The Georgia Department of Community Affairs (DCA) is responsible for project management and coordination of the GA HMIS. DCA contracts with Eccovia who provides System Administration for the GA HMIS and is responsible for baseline training, system changes, reporting, custom reporting, addressing end user tickets and system change coordination. The GA HMIS Lead Staff is the primary contact for necessary or desired system-wide changes. In this role, the GA HMIS Lead Staff endeavors to provide a uniform GA HMIS that yields the most consistent data for client management, agency reporting, and service planning.

**Procedure:** All concerns relating to the policies and procedures of the HMIS should be addressed with the GA HMIS Lead Staff.

### System Administration

**Policy:** DCA contracts with Eccovia who provides System Administration for the GA HMIS and is responsible for baseline training, system changes, reporting, custom reporting, addressing end user tickets and system coordination and administration. In the absence of the System Administrator, the backup staff member/proxy for responding to Authorized Agencies is a member of the DCA HMIS Lead team.

**Procedure:** The GA HMIS System Administrators administers the day-to-day operations of the GA HMIS and is governed by Georgia Bylaws Code of Conduct. Among other things, this Code of Conduct governs access to the Georgia data (client level or otherwise). All system-wide questions and issues should be directed to the GA HMIS System Administrators or the HMIS Lead, if the System Administrator is absent. DCA, the HMIS Lead and the GA HMIS Collaborative are ultimately responsible for all final decisions regarding planning and implementation of the GA HMIS.

**CoC HMIS Administration:** The CoC HMIS Administrator is selected by the respective CoC management. The CoC HMIS Administrator is responsible for providing support to the agencies within their respective CoC. This support may consist of troubleshooting, additional training, communicating policies and procedures, monitoring data quality, assisting with federal reporting requirements and working with the System Administrators and the HMIS Lead.

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## Agency Administration

**Policy:** Each Authorized Agency must designate a staff member to be the GA HMIS Agency Administrator who is responsible on a day-to-day basis for enforcing the data and office security requirements under these Policies and Standard Operating Procedures. While one person per Authorized Agency may be designated as the Agency Administrator; a backup Administrator should be considered.

**Procedure:** The Executive Director of the Authorized Agency must identify an appropriate Agency Administrator and provide that person's name and contact information to the GA HMIS System Administrators and respective CoC HMIS Administrator. Changes to that information over time should be reported immediately to the GA HMIS System Administrators and the respective CoC HMIS Administrator. The GA HMIS Lead Staff is responsible for maintaining a current list of Agency Administrators.

Agency Administrators are responsible for the following:

- Serves as the primary contact between the Authorized Agency, GA HMIS System Administrator, the HMIS Lead and the CoC HMIS Administrator.
- Must have a valid email address and be an active, trained user.
- Communicates the need to remove end users from the GA HMIS immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to GA HMIS information. All changes must be relayed to the GA HMIS System Administrators or proxy.
- Must be technically proficient with web-based software since he/she will be responsible for maintaining the Authorized Agency's GA HMIS User list and contact information.
- Has access to all client data, user data, and agency administration information for the Authorized Agency; thus, is responsible for the quality and accuracy of this data.
- Ensures the stability of the agency connection to the Internet and *GA HMIS system ClientTrack* system, either directly or in communication with other technical professionals.
- Ensures Privacy Posting is posted and visible to all clients.
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.

## User Access Levels

**Policy:** All GA HMIS Users will have a level of access to data that is appropriate to the duties of their position so that information is recorded and accessed on a "need to know" basis. All users should have the level of access that allows efficient job performance without compromising the security of the GA HMIS or the integrity of client information.

**Procedure:** Each CoC Representative (and/or its CoC HMIS Administrator) will identify the level of access each end user will have to the GA HMIS system ClientTrack database. Privilege levels are detailed below:

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- Manage Clients - The ability to create and edit client records and enroll clients in programs
- Manage Programs - The same privileges as “Manage clients” with the addition of the ability to edit relevant program profile information
- Manage Users - The same privileges as “Manage Programs” with the addition of the ability to manage user access and permission to programs
- Manage Agency - The same privileges as “Manage Users” with the addition of the ability to edit Agency information and create/ manage sites
- HMIS Lead – A “super user” privilege level used by the DCA HMIS Lead staff to allow “Manage Agency” access to multiple agencies (a service area).
- System Administrator - Full privileges to GA HMIS - GA HMIS System Administrators, Help Desk, and programmers only

## GA Communication with Authorized Agencies

**Policy:** The GA HMIS Lead Staff is responsible for relevant and timely communication with CoC Representative, who is then in turn responsible to communicate to each agency regarding the GA HMIS. The GA HMIS Lead Staff will communicate system-wide changes and other relevant information to agencies as needed.

**Procedure:** General communications from the GA HMIS Lead Staff will be directed towards all users. Specific communications will be addressed to the person or people involved. The GA HMIS Lead Staff will be available via email, phone, and mail. The GA HMIS email list will also be used to distribute HMIS information. While specific problem resolution may take longer, the GA HMIS System Administrators will strive to respond to Authorized Agency questions and issues within 24 hours of receipt. CoC HMIS Administrators and Agency Administrators are responsible for distributing information to any additional people at their agency who may need to receive it, including, but not limited to, Executive Directors, client intake workers, and data entry staff. Agency Administrators are responsible for communication with all of their agency’s users.

## System Availability

**Policy:** GA and GA HMIS will provide a highly available database server and will inform users in advance of any planned interruption in service.

**Explanation:** A highly available database affords agencies the opportunity to plan data entry, management, and reporting according to their own internal schedules. Availability is the key element in maintaining an HMIS that is a useful tool for Authorized Agencies to use in managing programs and services.

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**Procedure:** No computer system achieves 100% uptime. Downtime may be experienced for routine maintenance, in the event of a disaster, or due to systems failures beyond the control of GA HMIS System Administrators or the GA HMIS Lead Staff. In the event of disaster or routine planned server downtime, the GA HMIS Lead Staff will use Constant Contact to send correspondence that informs users of the cause and duration of the interruption in service. The HMIS ClientTrack system is backed up every four hours and the entire system is backed up daily so it can be restored as quickly as possible if necessary.

## Inter-Agency Data Sharing

**Policy:** GA HMIS is an “open” system, meaning that data can be shared between all GA HMIS participating agencies. Whether data is actually shared or not is determined on a per client basis, based on user input and client data sharing preferences.

**Explanation:** The need for client confidentiality and the benefit of integrated case management needs to be balanced. In light of new regulations for Coordinated Entry and community needs, the privacy and security policies were designed to permit Inter-Agency data sharing while still safeguarding client confidentiality.

**Procedure:** When new clients are entered into GA HMIS, the initiating user must set the Client’s data sharing permission based on the Client’s response on the Consent to Share form, before data sharing is permitted. These permissions control the information that is shared about the client globally.

Users must record the actual responses received by the client when setting up the client’s electronic data sharing policy. Users may be monitored to ensure compliance with this policy at any time by Agency Administrators, the CoC HMIS Administrators, or the GA HMIS System Administrators, in which case users will need to provide a copy of the Consent to Share forms that are requested. Any user found to not adhere to the data sharing permissions allowed by the client will be required to go through the Privacy, Security and Confidentiality training. If violations continue, the user may be subject to being permanently banned from GA HMIS, and may face possible legal action. If a user feels it is in the best interest of the client, they may further restrict the client’s electronic sharing policy by setting sharing to Restrict to Org, but users may never choose to implement a less restrictive data sharing policy without collecting a new Release of Information form that has been signed by the client and permits less restrictive data sharing.

## Ethical Data Use

**Policy:** Data contained in the GA HMIS will only be used to support or report on the delivery of homeless and housing services in Georgia. Each GA HMIS End User will affirm the principles of ethical data use and client confidentiality contained in the GA HMIS Policies and Standard Operating Procedures Manual, the GA HMIS Agency Participation Agreement, and the GA HMIS End User Agreement. Each Authorized

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Agency must have a written privacy policy, including specific policies related to employee misconduct or violation of client confidentiality. All GA HMIS End Users are expected to understand their Agency's privacy policy.

**Procedure:** All GA HMIS users will sign a GA HMIS System End User Agreement before being given access to the GA HMIS. Any individual or Authorized Agency misusing, or attempting to misuse GA HMIS data will be denied access to the database, and his/her relationship with the GA HMIS may be terminated. Any Authorized Agency for which the relationship with the GA HMIS is terminated may likely be de-funded by the Continuum of Care in which they are located because of the statutory requirement to participate in the Continuum's HMIS.

## Access to Core Database

**Policy:** Only the GA HMIS System Administrators/GA HMIS Lead Staff will have direct access to the GA HMIS database through any means other than the GA HMIS user interface, unless explicitly given permission by GA HMIS System Administrators/GA HMIS Lead Staff.

**Procedure:** /GA HMIS Lead Staff will employ updated security methods to prevent unauthorized database access.

## Client Rights and Confidentiality of Records

**Policy:** The GA HMIS System operates under a protocol of *inferred consent* to include client data in the GA HMIS. Each Authorized Agency is required to post a sign about their privacy policy in a place where clients may easily view it (i.e. - at the point of intake, on a clipboard for outreach providers, in a case management office). The privacy posting should include a statement about the uses and disclosures of client data as outlined in this document. Written authorization for inclusion of a client's data in GA HMIS is not required, but is inferred when a client accepts the services offered by the program.

Clients may opt out of GA HMIS or be unable to provide basic personal information. Clients have the right of refusal to provide personal identifying information to the GA HMIS. In these cases, it will be the responsibility of the CoC to provide alternative methods to capture the information outside of the HMIS system. Such refusal or inability by the client to produce the information shall not be a reason to deny eligibility or services to a client. When a client exercises his/her right of refusal, de-identified demographic (anonymous) information may be entered into the GA HMIS for federal reporting purposes.

Each Authorized Agency shall take appropriate steps to ensure that authorized users only gain access to confidential information on a "need-to-know" basis in accordance with this document and their own Privacy Policy. Duly authorized representatives of GA may inspect client records (including electronic records) at any time, although non-GA HMIS staff will not, as a matter of routine, be permitted to access

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protected private information. GA System Administrators, CoC HMIS Administrators, the HMIS Lead and Authorized Agencies will ensure the confidentiality of all client data as described in this document.

**Explanation:** The data in the GA HMIS is personal data, collected from people in a vulnerable situation. GA HMIS System Administrators, CoC HMIS Representatives, CoC Administrators, the HMIS Lead and Authorized Agencies are ethically and legally responsible to protect the confidentiality of this information. The GA HMIS will be a confidential and secure environment protecting the collection and use of client data.

**Procedure:** Access to client data will be controlled using restrictive access policies. Each Authorized Agency must develop and make available a privacy policy related to client data captured in GA HMIS and through other means. A posting that summarizes the privacy policy must be placed in an area easily viewed by clients, and must also be placed on the Authorized Agency's web site (if they have one). Only individuals authorized to view or edit individual client data in accordance with the stated privacy policies and these Standard Operating Procedures will have access to that data.

## Authorized Agency Grievances

**Policy:** Authorized Agencies will contact the GA HMIS System Administrators to resolve GA HMIS problems including but not limited to operation or policy issues. If an issue needs to be escalated, the GA HMIS System Administrators may contact GA HMIS Lead Staff for further guidance. The GA HMIS Lead Staff and the CoC HMIS Steering Committee will have final decision-making authority over all grievances that arise pertaining to the use, administration, and operation of the GA HMIS.

**Procedure:** Users at Authorized Agencies will bring GA HMIS problems or concerns to the attention of their Agency Administrator. If problems, concerns, or grievances cannot be addressed by the Agency Administrator, the Agency Administrator will contact their respective CoC HMIS Representative, who may ask for these issues to be stated in writing. If the grievance requires further attention, the GA HMIS Lead Staff may consult with Georgia's legal counsel. The Georgia HMIS Lead along with the GA HMIS Steering Committee shall have final decision-making authority in all matters regarding the GA HMIS.

## Client Grievances

**Policy:** Clients must contact the Authorized Agency with which they have a grievance for resolving of GA HMIS problems. Authorized Agencies will report all GA HMIS related client grievances to the respective CoC Representatives, who in turn, will report these grievances to the GA HMIS Lead Staff. If the Authorized Agency's grievance process has been followed without resolution, the Authorized Agency may escalate the grievance to the respective GA CoC Representative as outlined in the "Authorized Agency Grievances" section.

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**Procedure:** Each Authorized Agency is responsible for answering questions, complaints, and issues from their own clients regarding the GA HMIS. Authorized Agencies will provide a copy of their privacy policy and/or copies of the GA HMIS Privacy Policy or GA HMIS Policies and Standard Operating Procedures upon client request. Client complaints should be handled in accordance with the Authorized Agency's internal grievance procedure, and then escalated to the appropriate CoC Representative in writing if no resolution is reached. The GA HMIS Lead Staff is responsible for the overall use of the GA HMIS, and will respond if users or Authorized Agencies fail to follow the terms of the GA HMIS agency agreements, breach client confidentiality, or misuse client data. Authorized Agencies are obligated to report all GA HMIS related client problems and complaints to their CoC Representative, who will determine the need for further action. Resulting actions might include further investigation of incidents, clarification or review of policies, or sanctioning of users and Agencies if users or Agencies are found to have violated standards set forth in GA HMIS Agency Agreements or the Policies and Standard Operating Procedures Manual. If a client request that their data is no longer shared, the user will have the client sign an updated Client Consent to Share - Revocation form that will be retained in the clients file and change their sharing restrictions to Restrict to Org in the HMIS system.

## Authorized Agency Hardware/Software Requirements

**Policy:** Authorized Agencies will provide their own computers and method of connecting to the Internet, and thus to the GA HMIS ClientTrack system. If possible and as funds permit, GA HMIS Lead Staff or the respective CoC may choose to assist Authorized Agencies in obtaining computers and Internet access for the GA HMIS.

**Procedure:** Contact your local CoC Representative for the current status or assistance.

**Hardware/Software Requirements:** GA HMIS is web-enabled software; all that is required to use the database is a computer, a valid username and password, and the ability to connect to the Internet using internet browser software (Chrome, Internet Explorer, Firefox, etc.). There is no unusual hardware or additional GA HMIS-related software or software installation required. The following workstation specifications are recommended.

### Minimum Workstation Requirements

- Computer: PC 500 MHz or better
- Web Browser: Google Chrome 4.0.249 or higher, Microsoft Internet Explorer 5 or higher, Mozilla Firefox 3.0 or higher, or Netscape Navigator 6.0 or higher
- Hard Drive: 2 GB
- 64 MB RAM
- Internet Connectivity (broadband or high-speed)
- SVGA monitor with 800 x 600+ resolutions
- Keyboard and Mouse



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## Recommended Workstation Requirements

- Computer: 1 Gigahertz Pentium Processor PC
- Browser: Google Chrome 17.0.963 or higher, Microsoft Internet Explorer 8.0 or higher (preferred)
- 20 GB Hard Drive
- 512 MB RAM
- Broadband Internet Connection - 128 Kbps (hosted version) or LAN connection
- SVGA monitor with 800x600 + resolution
- Keyboard and mouse

Although there is no unusual hardware or additional GA HMIS related software required to connect to the database, the speed and quality of the Internet connection and the speed of the hardware could have a profound effect on the ease of data entry and report extraction. A high-speed Internet connection, like a DSL or ISDN line with speeds at or above 128.8 Kbps, is preferred, as is a computer with speeds above 166MHz. Google Chrome 17.0.963 or higher is the recommended platform to eliminate certain technical problems.

## Authorized Agency Technical Support Assistance

**Policy:** GA HMIS System Administrators and the GA HMIS Lead Staff will provide technical assistance including a help desk, training, and ongoing software support for users of the GA HMIS. Technical issues with the GA HMIS software should be addressed by submitting a ticket while logged into the ClientTrack system or submit an email at [GAHMISsupport@dca.ga.gov](mailto:GAHMISsupport@dca.ga.gov). Internal hardware and internet connectivity issues should be addressed by the Authorized Agency's internal IT staff to the extent possible.

**Procedure:** Hardware and connectivity issues not related to the GA HMIS software are not under the control of the GA HMIS Lead Staff or GA HMIS System Administrators and should be addressed by the Authorized Agency's internal IT staff. Authorized Agencies may send an email to [GAHMISsupport@dca.ga.gov](mailto:GAHMISsupport@dca.ga.gov) for technical support to learn what is necessary to connect to the GA HMIS ClientTrack system as well as to request assistance with the application itself.

## Videos, Guides, Etc.

**Policy:** The GA System Administrators and the GA HMIS Lead Staff will provide an array of materials to assist all GA HMIS End Users on use and functionality of the system. Each GA HMIS End User will be required to view several videos and complete an assessment prior to obtaining system access. These videos, documentation, forms, etc. will be posted in the GA HMIS webpage <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>.

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**Explanation:** A variety of training methods and materials target various learning styles to provide software users with information about how the software product is used. Videos and reference guides will provide specific technical instruction to GA HMIS End Users about how to use GA HMIS ClientTrack.

**Procedure:** The GA HMIS System Administrators and GA HMIS Lead Staff will create, distribute and update the necessary videos, reference guides, etc. These will include procedures that are held in common for all Authorized Agencies.

## Monitoring and Evaluation

**Policy:** The GA HMIS Lead Staff and participating CoCs will regularly monitor and evaluate the effectiveness of the GA HMIS Implementation and, based on the information received, will continue to make enhancements to the GA HMIS system and the Policies and Standard Operating Procedures as necessary.

**Explanation:** Monitoring and evaluation helps ensure security and proper usage of the GA HMIS system.

**Procedure:** The GA HMIS System Administrators will conduct internal system monitoring. This information will be shared with the CoCs and may be used by the CoC to monitor programs funded through the CoC as required by HUD. The HMIS Lead is authorized to conduct monitoring on behalf of the GA HMIS System Administrators and/or their CoC.

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## Security and Access

### User Access

**Policy:** Only the GA HMIS System Administrators or the GA HMIS Lead Staff will be authorized to grant user access to GA HMIS. User accounts will be unique for each user and may not be exchanged or shared with other users.

**Explanation:** Unique user names and passwords are the most basic building block of data security. Not only is each user name assigned a specific access level, but in order to provide to clients or program management an accurate record of who has altered a client record, when it was altered, and what the changes were (called an “audit trail”) it is necessary to log a user name with every change. Exchanging or sharing user names seriously compromises the security of the GA HMIS system, and *will be considered a breach of the system user agreement* and will trigger appropriate repercussions and/or sanctions for the user and agency.

**Procedure:** Users are not able to access any data until they are trained, all agreements are collected, and the account is activated by GA HMIS staff. The GA System Administrator and GA HMIS Lead Staff will have access to the list of active end user names. Additionally, Agency Administrators will monitor the users in their agency to ensure that accounts are current.

### User Changes

**Policy:** The Authorized Agency Administrator will notify the System Administrator and GA HMIS Lead Staff of needed changes to the Authorized Agency user accounts. This includes revoking authorization for staff who are no longer with the agency and any needed changes to the users’ agency access and privilege levels, etc.

**Procedure:** The Agency Administrator is required to inform the System Administrator through the ticketing system within the ClientTrack application of the need to revoke the user account of a terminated employee immediately upon termination of employment. For employees with user access otherwise leaving the agency, the user account should be revoked at the close of business on the person’s last day of employment.

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## Passwords

**Policy:** GA End Users will have access to the GA HMIS ClientTrack system via a user name and password. Passwords must be changed a minimum of once every 90 days. Users will keep passwords confidential. Under no circumstances shall a user share a password nor shall they post their password in an unsecured location; to do so *will be considered a breach of the system user agreement* and will trigger appropriate repercussions and/or sanctions for both the user and agency.

**Procedure:** Upon sign in with the user name and temporary password, the user will be required by the software to select a unique password that will be known only to him/her. Every 90 days, end users will be prompted to change their password. See Section entitled “User Access” for additional detail on Password security.

## Password Recovery

**Policy:** The GA HMIS System Administrators and GA HMIS Lead Staff DO NOT have access to User account passwords.

**Procedure:** In the event of a lost or forgotten password, the end user will use the password recovery option to reset their password. The system will ask the user for their email address, and then ask for the answer to their security question. As an extra layer of security, End Users may not choose where the password reset email is sent. Once the security question is answered correctly, an email will be sent only to the email address listed in the End User’s account profile. If this account is no longer active, the End User must request assistance from the System Administrator or HMIS Lead to reactivate their account. This request must be sent to the [GAHMISsupport@dca.ga.gov](mailto:GAHMISsupport@dca.ga.gov) address. Once users receive the Password reset email which contains a temporary Password, Users must login and change their password immediately before gaining access to Agency and Client data. Each request for a new password is logged in an audit trail.

## Extracted Data

**Policy:** GA HMIS end users will maintain the security of any client data extracted from the database and stored locally, including all data used in custom reporting. GA HMIS users will not electronically transmit any unencrypted client data across a public network. Any custom reports (electronic or printed) which are shared with non-Participating agency, must remove Client and Household names.

**Procedure:** Data extracted from the database and stored locally will be stored in a secure location (not on floppy disks/CDs or other temporary storage mechanisms like flash drives or on unprotected laptop computers, for example) and will not be transmitted outside of the private local area network unless it is

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properly protected via encryption or by adding a file-level Password. The GA HMIS System Administrators will provide help in determining the appropriate handling of electronic files. All security questions will be addressed to the GA HMIS System Administrators via the internal ticketing system. Breach of this security policy will be considered a violation of the user agreement, which may result in personnel action and/or agency sanctions.

## Data Access Computer Requirements

**Policy:** Users will ensure the confidentiality of client data, following all security policies in the GA HMIS Policies and Standard Operating Procedures Manual and adhering to the standards of ethical data use, regardless of the location of the connecting computer. All Policies and Procedures and security standards will be enforced regardless of the location of the connecting computer. The participating CoC may restrict access to the GA HMIS system to specific computers in the future.

**Explanation:** Because GA HMIS is web-enabled, software end users could conceivably connect to the database from locations other than the Authorized Agency itself, using computers other than agency-owned computers. Connecting from a non-agency location may introduce additional threats to data security, such as the ability for non-GA HMIS users to view client data on the computer screen or the introduction of a virus. If such a connection is made, the highest levels of security must be applied, and client confidentiality must still be maintained. This includes only accessing the GA HMIS via a computer that has virus protection software installed and updated.

**Procedure:** Each Authorized Agency and Agency Administrator is responsible for:

- a) Physical space: Authorized Agencies must take reasonable steps to ensure client confidentiality when authorized users are accessing the GA HMIS system. Authorized end users are required to conduct data entry in a protected physical space to prevent unauthorized access to the computer monitor while confidential client information is accessible.
- b) Use of a non-agency computer located in a public space (i.e. internet café, public library) to connect to HMIS is discouraged.
- c) Time-Out Routines: Time-out (login/logout) routines on every computer to shut down access to the GA HMIS ClientTrack system when a computer is unattended. Time-out routines will be engaged at a minimum after 10 minutes of inactivity or at other intervals as GA HMIS Steering Committee determines.
- d) Each computer that accesses GA HMIS ClientTrack system must have current virus software that updates automatically installed.
- e) If the GA HMIS ClientTrack system is accessed over a network, the network must be protected by a hardware or software firewall at the server. A stand-alone machine that accesses the GA HMIS client data must also have a hardware or software firewall installed and active. This may be the firewall protection included as part of the operating system or the virus protection software installed on the computer.

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**Questions about security of the GA HMIS should be referred to the GA HMIS System Administrators via the internal ticketing system.**

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## Agency Participation Requirements

### GA HMIS Agency Participation Agreements

**Policy:** Only Authorized Agencies will be granted access to the GA HMIS ClientTrack system. The GA CoCs shall make the sole determination to identify Authorized Agencies that will participate in their Continuum of Care. The Executive Director of each Authorized Agency will be required to sign a “GA HMIS Agency Participation Agreement” (Appendix B) binding their organization to the GA HMIS Policies and Standard Operating Procedures and all applicable Federal, State, and local laws and regulations regarding the handling of client data before access is granted.

**Procedure:** Authorized Agencies will be given a copy of the GA HMIS Agency Participation Agreement, the Policies and Standard Operating Procedures Manual, and any other relevant GA HMIS paperwork prior to any end user for the agency accessing the ClientTrack system. The Executive Director should review and then sign the paperwork and return to the GA HMIS Lead Staff. The Agency account must be setup first prior to activating an end user account under that agency.

### User Accounts

**Policy:** In order to activate an account, an end user review and sign the GA HMIS End User Agreement and send to the GA HMIS Lead Staff. Additionally, Agency end users will be trained to use GA HMIS ClientTrack system by completing the initial end user video playlist or by the System Administrator at a training sessions scheduled by the GA HMIS System Administrators or GA HMIS Lead Staff. Once training has been completed, the end user will complete the associated training assessment and then will activate each user’s account.

Sharing of accounts, User IDs, or Passwords is strictly prohibited. Users may not even share accounts, User IDs, or Passwords with management within their agency.

**Procedure:** Each Agency Administrator (or Executive Director) will identify the authorized users for the agency. These authorized user names should be submitted to the GA HMIS System Administrators via the internal ticket system of the need to set up new authorized end user accounts.

### GA HMIS System User Agreements

**Policy:** Each Authorized Agency User will sign a GA HMIS Collaborative System User Agreement before being granted access to the GA HMIS.

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**Explanation:** Before being granted access to the GA HMIS, each user must sign a GA HMIS End User Agreement, stating that he/she will abide by the GA HMIS Policies and Standard Operating Procedures Manual, will appropriately maintain the confidentiality of client data, and will only collect, enter, and retrieve data in the GA HMIS relevant to the delivery of services to people in housing crisis.

**Procedure:** The GA HMIS Lead Staff will distribute GA HMIS System End User Agreements to new GA HMIS Users for signature. The user will sign the GA HMIS System End User Agreement and the agreement will be faxed, mailed or emailed/scanned to the GA HMIS Lead Staff. The GA HMIS Lead Staff will also file the signed GA HMIS System End User Agreements for all users. The existence of a signed GA HMIS End User Agreement for each active user will be verified in any on-site reviews or may be checked during regular monitoring of contracts. Allowing a user access to the GA HMIS system without a signed user agreement is a violation of the GA HMIS Policies and Standard Operating Procedures and may result in sanctions.

## Training

**Policy:** The GA HMIS System Administrators and GA HMIS Lead Staff are responsible for defining training needs and organizing training sessions for Authorized Agencies. Various training options will be provided, to the extent possible, based on the needs of GA HMIS end users. GA HMIS ClientTrack training materials will be provided on <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp> that may be used by Agency Administrators, CoC Representatives and CoC Admins to provide extra training opportunities.

**Explanation:** In order for the GA HMIS to be a benefit to clients, a tool for Authorized Agencies and a guide for planners, all users must be adequately trained to collect, enter, and extract data.

**Procedure:** The GA HMIS System Administrators and GA HMIS Lead Staff will provide access to training for all GA HMIS users. The GA HMIS System Administrators and GA HMIS Lead Staff will provide support to Agency Administrators, CoC Representatives and CoC Admins, who will in turn provide for end user training above and beyond the initial training.

## Contract Termination Initiated by Authorized Agency

**Policy:** Authorized Agencies that are not required to use the GA HMIS may terminate the GA HMIS Agency Participation Agreement with or without cause upon 30 days written notice to GA HMIS and according to the terms specified in the GA HMIS Agency Participation Agreement. In the event of termination of the GA HMIS Agency Participation Agreement, all data entered into the GA HMIS will remain an active part of the GA HMIS system.



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**Explanation:** While Authorized Agencies who are not required to use the GA HMIS may terminate the GA HMIS Agency Participation Agreement, the data entered prior to that termination would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in GA. The termination of the GA HMIS Agency Participation Agreement may affect other contractual relationships with DCA, HUD, or other funders.

**Procedure:** For Authorized Agencies that are not required to use the GA HMIS and that are terminating the GA HMIS Agency Participation Agreement, the person responsible for signing the GA HMIS Agency Participation Agreement (or a person in the same position within the agency) will notify the GA HMIS System Administrators 30 days or more prior to the date of termination. In all cases of termination of GA HMIS Agency Participation Agreement, the GA HMIS System Administrators will disable all user accounts from that Authorized Agency on the date of termination of agreement.

## Contract Termination Initiated by GA

**Policy:** DCA may terminate the GA HMIS Agency Participation Agreement for non-compliance with the terms of the agreement or with the GA HMIS Policies and Standard Operating Procedures with written notice to the Authorized Agency. DCA may also terminate the GA HMIS Agency Participation Agreement with or without cause with 30 days written notice to the Authorized Agency and according to the terms specified in the GA HMIS Agency Participation Agreement. If a GA HMIS contract is terminated under the terms of that contract, the GA HMIS Agency Participation Agreement(s) for GA HMIS access for that/those Agency (ies) will also be terminated. In that case, access may be renegotiated by DCA and the agency if appropriate and in accordance with these standard operating procedures. The termination of the GA HMIS Agency Participation Agreement or contract with DCA may affect other contractual relationships with GA, HUD, or other funders. In the event of termination of the GA HMIS Agency Participation Agreement or GA HMIS contract, all data entered into the GA HMIS will remain a part of the GA HMIS. If termination of the GA HMIS Agency Participation Agreement occurs, all Authorized Agency end user accounts will be disabled on the date the GA HMIS Agency Participation Agreement is terminated.

**Explanation:** While DCA may terminate the GA HMIS Agency Participation Agreement with the Authorized Agency, the data entered by that Authorized Agency prior to termination of the agreement would remain part of the database. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in GA. The termination of the GA HMIS Agency Participation Agreement may affect other contractual relationships with GA, HUD, or other funders.

**Procedure:** Any GA HMIS Authorized Agency regardless of their funding can be terminated if they demonstrate willful neglect or disregard of the Standard Operating Procedures. If the agreement with an authorized agency or collaborative of authorized agencies is terminated, that/those Agency (ies) will be terminated from GA HMIS. For Authorized Agencies that are not required to use the HMIS system and

# GA HMIS Policies and Standard Operating Procedures

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which the GA HMIS Agency Participation Agreement is terminated, the GA HMIS System Administrators will notify the CoC Representative 30 days or more from the date of termination. The CoC will notify the Provider Agency. In all cases of termination of the GA HMIS Agency Participation Agreement, the GA HMIS System Administrators will disable all user accounts from that Provider Agency on the date of termination of agreement.

# GA HMIS Policies and Standard Operating Procedures

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## Data Collection, Quality Assurance and Reporting

### Required Data Collection

**Policy:** Authorized Agencies funded by HUD (as either a recipient or subrecipient) are required to participate in HMIS by HUD. Other providers contracted by other State or Federal departments may also be required to participate in the GA HMIS. All Authorized Agencies that participate in HMIS are considered “Covered Homeless Organizations” (CHO) and are required to comply with HUD’s *HMIS Data and Technical Standards* unless those standards are in conflict with local laws. This includes the collection of required data elements.

Authorized Agencies shall collect and enter all HUD required data elements on every client served by the Provider upon intake into the Provider’s facility or program. Authorized Agencies may choose to collect more client information for their own case management and planning purposes or to comply with requirements from their CoC or funders.

**Timeliness of Data Entry:** Providers are required to enter basic client intake data into the GA HMIS within 48 hours of a client being served which includes their entry or exit from their Program.

**Procedure:** Each agency should review and enter all HUD required data into GA HMIS as specified by HUD per Program Type.

### Client Consent

**Policy:** Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into GA HMIS may be inferred when the proper privacy notice is posted and if the client accepts the services offered. If a client chooses to not share their data through GA HMIS, all of the client’s data may still be collected and stored in GA HMIS, but data sharing must be disabled for that client’s record (i.e. “locked”).

**Explanation:** Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the HMIS, or may make a request to see copies of his or her client record.

# GA HMIS Policies and Standard Operating Procedures

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**Procedure:** Authorized Agencies will develop a privacy posting, which will be posted in appropriate areas for client review.

## Client Consent Forms for Data Sharing

**Policy:** GA HMIS participating/authorized agencies must use the GA HMIS Client Consent to Share form to collect all clients' sharing consent (Appendix F). Each agency should include in its privacy policy that data collected by the agency is disclosed to the DCA HMIS Lead as part of its administrative responsibility for the GA HMIS and that the data may be used for analysis and reporting purposes. DCA HMIS Lead will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

**Procedure:** Each client must have a signed GA HMIS Client Consent to Share form on file which records their permission (or lack thereof) before users can share their data via GA HMIS.

## Appropriate Data Collection

**Policy:** GA HMIS end users will only collect client data relevant to the delivery of services to people in housing crises as required by HUD and/or required by funders or by law.

**Explanation:** The purpose of the GA HMIS is to support the delivery of homeless and housing services in Georgia. The database should not be used to collect or track information not related to serving people in housing crises or otherwise required for policy development, planning, or intake purposes.

**Procedure:** Agency Administrators will ask the GA HMIS System Administrators for any necessary clarification of appropriate data collection. The GA HMIS System Administrators, in consultation with GA HMIS Steering Committee, will make decisions about the appropriateness of data being entered into the database. The GA HMIS Lead Staff may periodically audit an agency's data collection practices to ensure the database is being used appropriately.

## Ownership

**Policy:** The GA HMIS, including any and all data stored in the GA HMIS, is the property of the DCA. DCA has authority over the creation, maintenance, and security of the GA HMIS. Violations of the GA HMIS Agency Participation Agreement, the Standard Operating Procedures, and Privacy Policies may be subject to discipline and/or termination of access to the GA HMIS.

# GA HMIS Policies and Standard Operating Procedures

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**Procedure:** The GA HMIS Agency Participation Agreement includes terms regarding the maintenance of the confidentiality of client information, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all policies and procedures related to the GA HMIS including all security provisions contained therein. Because programs participating in the GA HMIS are funded through different streams with different requirements, DCA shall maintain ownership of the database in its entirety in order that these funders cannot access data to which they are not legally entitled.

## Data Entry - Client Profile Sharing Level

**Policy:** Users will accurately record the real time data sharing level(s) indicated by the client. Repeated violation of this policy may lead to personnel action and or action against the Authorized Agency, including but not limited to immediate termination of user and/or agency access.

**Procedure:** Client information will not ever be shared unless the user expressly sets up a data sharing policy in the client's profile. It is imperative that, once a data sharing policy is set up for a client, users at an Authorized Agency keep this information current, modifying a current policy record or creating a new policy record as necessary, in accordance with changes to the client's GA HMIS Client Consent to Share form.

## Additional Customization

**Policy:** Authorized Agencies may request additional desired customization (such as special reports) directly from the respective CoC Representative. Agency or CoC level customizations will be considered by the GA HMIS Steering Committee on a case-by-case basis. Appendix E covers the GA HMIS Custom Development Policy if the customization requires development.

**Explanation:** It is the responsibility of individual Agencies to determine the best way to use GA HMIS for internal data collection, tracking, and reporting. This may include purchasing additional customization.

**Procedure:** Authorized Agencies will contact their CoC Representative in order to discuss additional customization needs.

# GA HMIS Policies and Standard Operating Procedures

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## Data Integrity

**Policy:** GA HMIS users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered. Data may also be used to measure program efficacy, which impacts funding opportunities during competitive funding processes such as the annual Continuum of Care application to HUD or annual ESG applications.

**Procedure:** It is the responsibility of each Authorized Agency and the respective CoC to monitor the quality and accuracy of its GA HMIS data. However, the GA HMIS Lead Staff may periodically audit data integrity. In order to test the integrity of the data contained in the GA HMIS, the GA HMIS System Administrators will perform periodic data integrity checks on the GA HMIS. The data integrity checks will include reporting of “overlaps,” possible verification of data and comparison to hard files, as well as querying for internal data consistency and null values. Any patterns of error will be reported to the GA HMIS Lead Staff and the GA HMIS Steering Committee. When patterns of error have been discovered, users will be required to make corrections where possible, correct data entry techniques, and improve the accuracy of their data entry.

## Quality Control: Data Integrity Expectations

**Policy:** Accurate and consistent data entry is essential to ensuring the usefulness of the GA HMIS. Authorized Agencies will provide acceptable levels of timeliness and accuracy. Authorized Agencies without acceptable levels of data quality may incur sanctions as instituted by the respective CoC until the problems are addressed.

**Procedure:** The Continuum of Care will perform data integrity checks on its respective GA HMIS authorized agencies.

## On-Site Review

**Policy:** The DCA Lead may perform reviews of an Authorized Agency’s procedures related to the GA HMIS as part of monitoring. Additional monitoring may take place by funding bodies or CoCs.

**Procedure:** Reviews enable the GA HMISs Lead and the CoCs to monitor compliance with the Policies and Standard Operating Procedures Manual and GA HMIS Agency Participation Agreements. The exact procedures for on-site reviews will be determined in advance of the actual on-site review.

# GA HMIS Policies and Standard Operating Procedures

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## Client Data Retrieval

**Policy:** Any client may request to view, or obtain a printed copy of, his or her own records contained in the GA HMIS. This information should be made available to clients within a reasonable time frame of the request. No client shall have access to another client's records in the GA HMIS.

**Procedure:** A client may ask to see his or her own record. The Agency Administrator, will verify the client's identity and print all requested information. The client may request changes to the record. The agency can follow applicable laws regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

## Public Data Retrieval

**Policy:** The GA HMIS Lead Staff will address all requests for data from entities other than Authorized Agencies or clients. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

**Procedure:** All requests for data from anyone other than an Authorized Agency or a client must be directed solely to GA HMIS Lead Staff. GA may also issue periodic public reports about homelessness and housing issues in the areas covered by GA HMIS. No individually identifiable client data will be reported in any of these documents.

## Data Retrieval Support/Reporting

**Policy:** Authorized CoC HMIS Administrators will create and run CoC- level and agency-level reports.

**Explanation:** Authorized CoC HMIS Administrators and the System Administrators have the ability to create and execute reports on CoC –wide and agency-wide data, depending on their privilege level. This allows Authorized CoC HMIS Administrators to support CoC-level and agency-level goals.

**Procedure:** The CoC HMIS Administrators will be trained in the use of reporting tools by the System Administrator. The System Administrator will provide query functionality and templates for reports specifically for GA HMIS. The System Administrator may assist with the development of or running of reports/queries.

# GA HMIS Policies and Standard Operating Procedures

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## **DATA SHARING & SECURITY**

- Clients are uniquely identified by a database-managed identity field.
- GA HMIS maintains the following:
  - a. User permissions are assigned by role and by Agency/Site
  - b. Users are logged out of the system after a configurable period of inactivity (20 minutes)
  - c. Passwords must be changed periodically (90 days)
  - d. Inactive end users must contact the System Administrator to re-activate the end user account.
- GA HMIS uses HTTPS/SSL Standards for data transmission.
- Passwords must be updated every 90 days, and cannot be reused.

## **DISASTER RECOVERY**

- Disaster recovery for the GA HMIS application is managed by Eccovia.
- A full back up of the Database is performed nightly. Incremental and Transactional backups are done periodically during the day. All back up files are moved off site.



# GA HMIS Policies and Standard Operating Procedures

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## **Appendix A: GA HMIS End User Participation Agreement**

# GA HMIS Policies and Standard Operating Procedures

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## Appendix A: GA HMIS End User Participation Agreement

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**Agency Name (Please Print):** \_\_\_\_\_

**User Name (Please Print):** \_\_\_\_\_

In this End User Participation Agreement, “Agency” refers to the agency named above. Agency recognizes the privacy of client needs in the design and management of the Georgia HMIS (“GA HMIS”). These include both the need to continually improve the quality of homeless and housing services with the goal of eliminating homelessness in our community, and the need to vigilantly maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care.

GA HMIS End Users (“Users”) have a moral and a legal obligation to ensure that the data is being collected, stored, accessed and used appropriately. It is also the responsibility of each User to ensure that client data is only used for the purposes for which it was collected. Proper user training; compliance with the terms and conditions as stated in the User Agreement, and the GA HMIS Privacy Policy.

Relevant points regarding client confidentiality include:

- A client consent form must be signed by each client whose data is shared with a GA HMIS participating agency via the GA HMIS system. Users may not share client data with other GA HMIS participating agencies via the GA HMIS system without obtaining this written permission from the client.
- Client consent may be revoked by that client at any time by completing the GA HMIS Client Consent to Share Revocation Form at any GA HMIS participating agency.
- No client may be denied services for failure to provide consent for GA HMIS data sharing or collection.
- With the exception of case notes, Clients have a right to inspect, receive a copy of, and request changes to their GA HMIS records.
- Users will maintain GA HMIS data in such a way as to protect the identity of clients from further participating agencies, individuals or entities.
- Any User failing to protect client confidentiality as set forth in this User Agreement and the GA HMIS Privacy Policy, may be denied access to the GA HMIS.

**I have received and read a copy of the GA HMIS End User Participation Agreement, the GA HMIS Privacy Policy, and the GA HMIS Policies and Procedures Manual and affirm the following:**

1. I have received GA HMIS Privacy Policy.
2. I have read and will abide by the terms of the GA HMIS User Agreement, the GA HMIS Privacy Policy and the GA HMIS Policies and Procedures Manual.
3. I will maintain the confidentiality of client data in the GA HMIS as outlined above and as outlined in the User Agreement, the GA HMIS Privacy Policy, and the GA HMIS Policies and Procedures Manual.
4. I will only collect, enter, and extract data in the GA HMIS relevant to the delivery of services to homeless, at risk of becoming homeless, and formerly homeless people experiencing a crisis in our community.

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User Signature

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Date

# GA HMIS Policies and Standard Operating Procedures

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## **Appendix B: GA HMIS Agency Participation Agreement**

# GA HMIS Policies and Standard Operating Procedures

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## Appendix B: GA HMIS Agency Participation Agreement

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\_\_\_\_\_ (“Agency”) has elected to participate in the Homeless Management Information System (“HMIS”). The HMIS software is licensed by the Georgia Housing Finance Authority, who has designated it to be solely administered by the Georgia Department of Community Affairs (“DCA”). Agency is entering into this HMIS Participation Agreement for Agencies (“Agreement”). The HMIS is a database that collects and maintains information on the characteristics and service needs of clients. The system collects and stores client-level data, which can be used to generate unduplicated and aggregate reports to determine the use and effectiveness of the services being provided to the homeless population.

In consideration of their mutual undertakings and covenants, the Agency and DCA agree as follows:

### 1. General Understandings:

- A. Definitions. In this Agreement, the following terms will have the following meanings:
- i. “Agency” (sometimes called “Participating Agency”) refers to any service provider or organization signing this document that is participating or planning to participate in the HMIS.
  - ii. “Agency staff” refers to employees, volunteers, contractors, or any other agents of the Agency.
  - iii. “Client” refers to a person receiving services from the Agency.
  - iv. “DCA” refers to the Georgia Department of Community Affairs.
  - v. “De-Identifying Information” (also referred to as “non-identifying” information) refers to data that has specific Client demographic information removed, to allow use of the data without identifying a specific Client.
  - vi. “End User” refers to Agency employees, volunteers, contractors, or any other agents of the Agency authorized to have, and having, access to the HMIS.
  - vii. “Enter(ing)” or “entry” refers to the entry of any Client information into the HMIS.
  - viii. “GA HMIS Privacy Policy” is a document related to the processing of protected personal client information by end users of the GA HMIS.

# GA HMIS Policies and Standard Operating Procedures

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- ix. “GA HMIS End User Agreement/Code of Ethics is a document outlining the agreement between the End User and DCA.
- x. “GHFA” refers to the Georgia Housing Finance Authority.
- xi. “HMIS” refers to the Homeless Management Information System.
- xii. “HMIS staff” refers to the employees, contractors, or agents of DCA assigned to administer the HMIS, as well as to analyze, review and report on the data contained in HMIS.
- xiii. “GA HMIS Policies and Procedures” is a document referring to the day to day policies and procedures to be followed.
- xiv. “Identifying Information” (also referred to as confidential data or confidential information) refers to information about a Client that can be used to distinguish or trace the Client’s identity, either alone or when combined with other personal or identifying information using methods reasonably likely to be used.
- xv. “Information” refers to both De-Identifying Information and Identifying Information.
- xvi. “Share(ing),” or “information share(ing)” refers to entering information into HMIS, or providing Identifying Information to other agencies, organizations, individuals, or providers that participate in the HMIS.

B. Use and Disclosure. Whenever Agency enters information into HMIS, such Identifying Information will be available to the HMIS staff who may use it to: administer HMIS, conduct analysis, coordinate services, and prepare reports to be submitted to others in a de-identifying form. Identifying Information entered into the GA HMIS may also be viewed by other agencies that participate in the HMIS who are serving that client with appropriate authorization, have executed a GA HMIS End User Agreement and have agreed to be bound by the GA HMIS Privacy Policy (“Privacy Policy”) and GA HMIS Policies and Procedures (“HMIS Policies”). Agency may use and disclose HMIS Identifying Information only in accordance with the above documents.

C. Incorporation and Modification of Other Documents. The GA HMIS End User Agreement, the GA HMIS Agency Agreement, GA HMIS Privacy Policy, the GA HMIS Client Consent and the GA HMIS Custom Development Policy are incorporated into this Agreement, restated in full, and are attached to this

# GA HMIS Policies and Standard Operating Procedures

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Agreement as Appendices A, B, C, D and E respectively. All five of these documents may be amended from time to time at the discretion of DCA, and all parties are bound by such amendments. Notice of any amendments will be done through DCA's website at:

<http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>

D. Access. Agency agrees to allow DCA and its subcontractors access to information provided by the Agency in accordance with this Agreement and to carry out its duties with respect to the HMIS, which includes without limitation, HMIS administration, testing, problem identification and resolution, management of the HMIS database, and data aggregation and analysis activities, as permitted by applicable state and federal laws and regulations.

## **2. Confidentiality:**

A. Agency shall not:

- i. enter information into the HMIS which it is not authorized to enter, or
- ii. share information that Agency is not authorized to share.

By entering information into the HMIS, Agency represents that it has the authority to enter such information into the HMIS. To the best of Agency's knowledge, any information entered into the HMIS does not violate any of the Client's rights, under any relevant federal, state, or local confidentiality laws, regulations or other restrictions applicable to Client information.

If Agency is subject to any laws or requirements which restrict Agency's ability either to disclose or enter certain data elements into HMIS, Agency will ensure that any entry it makes in the HMIS or disclosure of any data elements complies with all applicable laws or other restrictions. Agency is solely responsible for determining if any disclosures of Client information are restricted under any state or federal laws and regulations including but not limited to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and the Federal Drug and Alcohol Confidentiality Regulations, 42 CFR Part 2 ("Confidentiality Regulations").

B. To the extent that information entered by Agency into the HMIS is or becomes subject to disclosure restrictions, Agency will immediately inform DCA in writing of such restrictions and submit by mail to the address given herein for written notices.

# GA HMIS Policies and Standard Operating Procedures

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### **3. Display of Notice:**

Pursuant to the notice published by the Department of Housing and Urban Development (“HUD”) on July 30, 2004, Agency will prominently display at each intake desk (or comparable location) the Privacy Policy provided by DCA, that explains generally the reasons for collecting Identifying Information in the HMIS and the Client rights associated with providing Agency staff with Identifying Information. It is Agency’s responsibility to ensure that each Client understands his or her rights. Additionally, if Agency maintains a public webpage, the current version of the Privacy Policy must be posted on the webpage. The current form of Privacy Policy, which may be modified from time to time at DCA’s discretion, is attached to and incorporated into this Agreement by reference, and is available from DCA or on its website, <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>

### **4. Information Collection, Release and Sharing Consent:**

A. Collection of Identifying Information. Agency must collect information by lawful and fair means, and with the knowledge or consent of the Client.

Any Identifying Information collected by the Agency must be relevant to the purpose for which it is to be used. To the extent necessary for those purposes, Identifying Information should be accurate, complete and timely.

B. Sharing. Prior to sharing any of a Client’s information with an agency or organization, except as provided in the Privacy Policy, Agency will provide the Client with a copy of its GA HMIS Consent to Share Form (“Consent”). Following an explanation regarding the entity or individual that the information will be shared with and how it will be used, the Agency will obtain the informed consent of the Client by having the Client sign the Consent Form.

If a Client does not sign the Consent form, information may not be shared with other agencies except as may be allowed in the Privacy Policy. Agency shall keep all copies of the signed Consent form for a period of seven (7) years after the Client last received services at or from the Agency. Such forms shall be available for inspection and copying by DCA and/or the U.S. Department of Housing and Urban Development, at any time.

C. Refusal of Services. Agency may not refuse or decline services to a Client or potential Client if that person:

- i. objects to the entry of its information in the HMIS; or

# GA HMIS Policies and Standard Operating Procedures

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- ii. refuses to share his or her personal information with the Agency or cannot remember certain information; however, some information may be required by the program to determine eligibility for housing or services, to assess needed services, or to fulfill reporting requirements.

## **5. HMIS Policies and Procedures:**

Notwithstanding any other provision of this Agreement, Agency's use of and participation in the HMIS, and the use, disclosure, and submission of data to and from the HMIS shall, at all times, be governed by the Privacy Policy and the HMIS Policies, as may be revised from time to time. The Privacy Policy shall control any disagreements between the referenced documents.

## **6. Disclosure to Third Parties:**

Agency shall not release any Identifying Information received from the HMIS to any other person or organization without the written informed Consent of the Client, unless such disclosure is required by law or in accordance with the Privacy Policy.

## **7. Client Inspection/Correction:**

Upon receipt of a written request from a Client, Agency shall allow the Client to inspect and obtain a copy of his or her own information during regular business hours. Agency is not required to provide a Client access to information (a) compiled in reasonable anticipation of, or for use in, a civil, criminal or administrative action or proceeding; (b) about another individual; (c) obtained under a promise of confidentiality if disclosure would reveal the source of the information; and (d) which, if disclosed, would be reasonably likely to endanger the life or physical safety of any individual. Agency must allow a Client to correct information that is inaccurate or incomplete; provided, however, that prior to correcting such information, Agency shall consult with DCA. Such consultation is necessary to ensure proper coordination between the Agency's response and the capabilities of the HMIS system, unless the requested correction is a routine correction of a common data element for which a field exists in HMIS (e.g., date of birth, prior residence, social security number, etc.). Agency is not required to remove any information as a result of a correction, but may, in the alternative, mark information as inaccurate or incomplete and may supplement it with additional information.

## **8. Security:**

Agency shall maintain the security and confidentiality of information in the HMIS and is responsible for the actions of its employees, contractors, volunteers, or agents and their proper training and supervision. Agency agrees to follow the HMIS Policies. At its discretion, DCA may conduct periodic



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assessments of Agency to monitor its compliance. The steps Agency must take to maintain security and confidentiality include, but are not limited to:

A. Access. Agency will permit password-protected access to the HMIS only to authorized Agency staff who need information from the HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements). Agency will limit the access of such staff to only those records that are immediately relevant to their work assignments.

B. End User Code of Ethics. Prior to permitting any End User to access HMIS, Agency will require the End User to sign an End User Code of Ethics. Agency will comply with and enforce the End User Code of Ethics and will inform DCA immediately in writing of any breaches of the End User Code of Ethics.

- i. any staff, volunteer or other person who has been granted an End User ID and password and is found to have committed a breach of system security and/or Client confidentiality will have his/her access to the database revoked immediately.
- ii. in the event of a breach of system security or Client confidentiality, the Director of the Agency or designee shall notify DCA in writing immediately, but in no event later than twenty-four (24) hours. This correspondence should be sent to address given herein for notice. Any Agency that is found to have had breaches of system security and/or Client confidentiality shall enter a period of probation, during which technical assistance shall be provided to help the Agency prevent further breaches.

Probation shall remain in effect until DCA has evaluated the Agency's security and confidentiality measures and found them compliant with the policies stated in this Agreement and the End User Code of Ethics. Subsequent violations of system security may result in suspension from the HMIS.

C. Computers: Security for data maintained in the HMIS depends on a secure computing environment. Computer security is adapted from relevant provisions of the Department of Housing and Urban Development's ("HUD") "Homeless Management Information Systems (HMIS); Data and Technical Standards Proposed Rule" (Docket No. FR 5475-P-01- Fed. Reg. Vol. 76, No. 237 (December 9, 2011/Proposed Rules). Agencies are encouraged to directly consult that document for complete documentation of HUD's standards relating to HMIS, and hereby agree to incorporate any changes to HUD policy into their computing environment on the timeline specified by HUD. Agency will allow access to the HMIS only from computers which are:

- i. protected from viruses by commercially available virus protection software (a) that includes, at a minimum, automated scanning of files as they are accessed by End Users

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- on the system on which the HMIS application is accessed and (b) with virus definitions that are regularly updated from the software vendor;
- ii. protected with a secure software or hardware firewall between, at least, the workstation and any systems (including the internet and other computer networks) located outside of the Agency;
  - iii. maintained to ensure that the computer operating system running the computer used for the HMIS is kept up to date in terms of security and other operating system patches, updates, and fixes;
  - iv. accessed through web browsers with 128-bit encryption (e.g., Internet Explorer, and Google Chrome). Some browsers have the capacity to remember passwords, so that the End User does not need to type in the password when returning to password-protected sites. This default shall not be used with respect to the HMIS; the End User is expected to physically enter the password each time he or she logs on to the system; and
  - v. staffed at all times when in public areas. When computers are not in use and staff is not present, steps should be taken to ensure that the computers and data are secure and not usable by unauthorized individuals. These steps should minimally include (a) logging off the HMIS system, (b) physically locking the computer in a secure area, (c) shutting down the computer entirely, or (d) using a password protected screen saver.

D. End User Authentication: Agency will permit access to HMIS only with use of an End User authentication system consisting of an End User name and a password which the End User may not share with others. Written information pertaining to End User access (e.g., End User name and password) shall not be stored or displayed in any publicly accessible location. Passwords shall be between eight and twelve characters long and include both letters and numbers. Passwords shall not be, (or include) the End User name, the HMIS vendor's name, the HMIS name, the Agency's name, or consist entirely of any word found in the common dictionary or any of the forenamed words spelled backwards. The use of default passwords on initial entry into the HMIS application is allowed so long as the End User changes the default password on first use. Individual End Users must not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time. Passwords and End User names shall be consistent with guidelines issued from time to time by HUD and DCA. Passwords and End User names shall not be exchanged electronically without DCA's approval.

E. Hard Copies: The Agency must secure any paper or other hard copy containing Identifying Information that is generated either by or for the HMIS, including, but not limited to reports, data entry forms and signed consent forms. Any paper or other hard copy generated by or for the HMIS that

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contains such information must be supervised at all times when it is in a public area. If Agency staff is not present, the information must be secured in areas that are not publicly accessible. Agencies wishing to dispose of hard copies containing Identifying Information must do so by shredding the documents or by other equivalent means with written approval by DCA. Written information specifically pertaining to End User access (e.g., End User name and password) must not be stored or displayed in any publicly accessible location.

F. Training/Assistance: Agency will ensure End Users have received the required GA HMIS Privacy, Security and Confidentiality Training and the End User Onboarding Training prior to accessing the HMIS system. Agency will participate in such training as is provided from time to time by DCA. Representatives of DCA will be reasonably available during DCA's defined weekday business hours for technical assistance (e.g., troubleshooting and report generation).

## **9. Information Entry Standards:**

A. Information entered into HMIS by Agency will be truthful, accurate, complete and timely to the best of the Agency's knowledge.

B. Agency will not solicit from Clients or enter information about Clients into the HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.

C. Agency will only enter information into the HMIS database with respect to individuals which it serves or intends to serve, including through referral.

D. Agency will enter information into the HMIS database within seven (7) days of data collection.

E. Agency will not alter or over-write information entered by another Agency.

DCA reserves the right to, in its sole discretion, delete or segregate information entered into the HMIS by an Agency, or take any other appropriate measures, to maintain the accuracy and integrity of the HMIS or to avoid compromising the HMIS' goal of maintaining unduplicated counts of Clients.

## **10. Use of the HMIS:**

A. Agency will not access Identifying Information for any individual for whom services are neither being sought nor provided by the Agency.

B. Agency may report non-identifying information to other entities for funding or planning purposes. Such non-identifying information shall not directly identify individual Clients.

# GA HMIS Policies and Standard Operating Procedures

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C. Agency and DCA will report only non-identifying information in response to requests for information from the HMIS, including but not limited to requests for information related to research

D. Agency will not use the HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark and trade secret laws, and laws prohibiting the transmission of material which is threatening, harassing, or obscene. Software licensing was purchased from ClientTrack, Inc. (“Supplier”) to implement the HMIS. Without limiting the foregoing covenant, Agency agrees that the data and information related to the software licensed by Supplier, and related documentation and support services, may be confidential and proprietary information (“Confidential Information”) of the Supplier and agrees to use such Confidential Information only in connection with Agency’s authorized use of the HMIS and support services and further agrees not to disclose such Confidential Information to any third party, other than as required by law. Furthermore, Agency acknowledges and agrees that the Supplier will retain all right, title, interest and ownership in and to the HMIS software, including any customization or modification thereof, and Agency will not copy any documentation related to the HMIS software other than for internal business purposes, nor shall Agency disassemble, decompose or reverse engineer the HMIS software, except as otherwise provided herein, use the HMIS software on behalf or for the benefit of any other person or entity or otherwise infringe upon any of the Supplier’s trademarks, trade secrets, copyrights, patents or other intellectual property rights. Agency shall include all Supplier copyright and other proprietary notices on any copy of the documentation related to HMIS software reproduced, used, or made available by Agency.

E. Agency will not use the HMIS to defraud federal, state or local governments, individuals or entities, or conduct any illegal activity.

F. Agency shall not use the HMIS to aggregate data to compare the performance of other participating Agencies, without the express written consent of DCA and each of the Participating Agencies being compared.

G. Notwithstanding any other Section of this Agreement, the parties may use or disclose for any lawful purpose information that: (a) is in the possession of the party prior to the time of the disclosure to the party through the HMIS and was not acquired, directly or indirectly, from the HMIS; or (b) is made available to the party by a third party who has the legal right to do so.

## **11. Proprietary Rights of the HMIS:**

A. Agency or HMIS Staff shall assign passwords and access codes for all Agency Staff that meet other privacy, training and conditions contained within this Agreement.

# GA HMIS Policies and Standard Operating Procedures

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B. Agency or HMIS Staff shall not assign passwords or access codes to any other person not directly connected to or working for the Agency.

C. Agency shall be solely responsible for all acts and omissions of its End Users, and all other individuals who access the HMIS either through the Agency or by use of any password, identifier or log-on received or obtained, directly or indirectly, lawfully or unlawfully, from the Agency or any of the Agency's Authorized End Users, with respect to the HMIS and/or any confidential and/or other information accessed in connection therewith, and all such acts and omissions shall be deemed to be the acts and omissions of the Agency. Each Agency shall certify:

- i. that its End Users have received training regarding the confidentiality of HMIS information under all applicable federal, state, and local laws and agree to protect the Information in compliance with such laws and this Agreement;
- ii. that its End Users shall only access the HMIS for purposes approved by the Agency and that are consistent with this Agreement;
- iii. that its End Users have agreed to hold any passwords, or other means for accessing the HMIS, in a confidential manner and to release them to no other individual or entity. Agency shall ensure that all End Users understand that sharing passwords and other means for accessing the HMIS is expressly prohibited;
- iv. that its End Users agree and understand that their failure to comply with the terms of this Agreement may result in their exclusion from the HMIS and may constitute cause for disciplinary action by the Agency; and
- v. that it has restricted access to the HMIS only to the End Users that the Agency has identified pursuant to this Section.

D. Agency shall inform the CoC Administrator or System Administrator at DCA via email to terminate the rights of an End User immediately upon the End User's termination or resignation from his or her position. The Agency is responsible for following up to verify that the End User is removed from the system. It shall be the responsibility of the Agency to routinely ensure that End Usernames and passwords are current and to immediately notify HMIS staff in the event that End Usernames and passwords are not current.

E. Agency shall be diligent not to cause in any manner or way, corruption of the HMIS, and Agency agrees to be responsible for any damage it may cause.

# GA HMIS Policies and Standard Operating Procedures

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## **12. Data Collection & Evaluation Committee:**

DCA will consult with the Data Collection & Evaluation Committee under the Georgia HMIS By-Laws from time to time regarding issues such as revision to the form of this Agreement. Written Agency complaints that are not resolved may be forwarded to the Data Collection & Evaluation Committee under the GA HMIS By-Laws, which will try to reach a voluntary resolution of the complaint. Unresolved issues would then go to the Steering Committee for resolution.

## **13. Limitation of Liability and Indemnification:**

Note: Under sections 13 and 14, the term DCA includes both GHFA and DCA. It is the intention of the parties that all limitations of liability and indemnification agreed to apply to DCA also apply to GHFA. Parties acknowledge that this is an essential provision of this Agreement.

A. Except as provided in Section 13, no party to this Agreement shall assume any additional liability of any kind due to its execution of this Agreement or its participation in the HMIS system. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity through participation in HMIS except for the acts and omissions of its own employees, volunteers, agents or contractors unless any such liability is expressly created herein. The parties specifically agree that this Agreement is for the benefit of the parties only and creates no rights in any third party.

B. IT IS EXPRESSLY AGREED THAT IN NO EVENT SHALL DCA BE LIABLE TO AGENCY FOR ANY SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL, EXEMPLARY, OR OTHER DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OR PROFITS OR REVENUES, LOSS OF USE, LOSS OF INFORMATION/DATA, OR OTHER DAMAGES NOT SPECIFIED HEREIN. This is agreed whether a claim for any such liability or damages is premised upon breach of contract, breach of warranty, negligence, strict liability, equitable theory, tort, or any other theories of liability, even if DCA has been apprised of the possibility or likelihood of such damages occurring. Parties acknowledge that this is an essential provision of this Agreement, with adequate consideration made.

C. Agency agrees to indemnify, defend and hold harmless DCA including its directors, officers, employees, representatives, and agents from and against any and all claims and liabilities (including, without limitation, all damages, costs, and expenses, including legal fees and disbursements paid or incurred) arising from the intentional acts or omissions, negligence, or strict liability of Agency, its directors, officers, employees, representatives, or agents, or Agency's breach of this Agreement. This Section shall survive the termination of this Agreement.

# GA HMIS Policies and Standard Operating Procedures

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D. Without limiting any other provision of this Agreement, Agency and its End Users shall be solely responsible for all decisions and actions taken or not taken involving services, treatment, patient care, utilization management, and quality management for their respective Clients resulting from or in any way related to the use of the HMIS or the Information made available thereby. Agency and End Users shall have no recourse against, and hereby waive, any claims against DCA for any loss, damage, claim or costs relating to or resulting from its own use or misuse of the HMIS.

E. HMIS uses available technology to match Client identities with their records in the HMIS to provide Agencies with information regarding Clients. Because Client information is maintained in multiple places and because not all information is kept in a standard fashion, it is possible that false matches may occur or that there may be errors or omissions in the information provided to Agency. To that end, it is incumbent upon the Agency and its End Users to verify the Client's information before the information is relied upon in providing services to a Client. Neither DCA nor the HMIS in general independently verifies or reviews the information transmitted through the HMIS for accuracy or completeness. Further, neither DCA nor the HMIS make any representations or promises regarding the continued participation of any particular Agency in the HMIS. Agencies may be added to or deleted from the HMIS at any time and such changes may be beyond the control of DCA or the HMIS and may occur without prior notice to Agency.

F. Agency acknowledges and agrees that the HMIS is an information management tool only and that it contemplates and requires the involvement of Agencies and End Users that are qualified to maintain, collect and enter information into the HMIS. Agency further acknowledges and agrees that DCA has not represented its services as having the ability to perform any tasks that constitute the practice of medicine or of other professional or academic disciplines. DCA shall not be responsible for any errors, misstatements, inaccuracies, or omissions regarding the content of the HMIS, although every effort has been made to ensure its quality and accuracy. Agency assumes all risk for selection and use of the content in the HMIS.

G. All data to which access is made through the HMIS originates from Agencies, and not from DCA. All such data is subject to change arising from numerous factors, including without limitation, changes to Client information made at the request of the Client, changes in the Client's condition, the passage of time and other factors. DCA neither initiates the transmission of any data nor monitors the specific content of data being transmitted. Without limiting any other provision of this Agreement, DCA shall have no responsibility for or liability related to the accuracy, content, currency, completeness, content or delivery of any data either provided by Agency, or used by Agency, pursuant to this Agreement.

# GA HMIS Policies and Standard Operating Procedures

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H. Access to the HMIS and the information obtained by Agency pursuant to the use of those services are provided “as is” and “as available.” Agency is solely responsible for any and all acts or omissions taken or made in reliance on the HMIS or the information in the HMIS, including inaccurate or incomplete information.

I. DCA shall not be liable for any cessation, delay or interruption of services, nor for any malfunction of hardware, software or equipment for whatever reason.

## **14. Disclaimer of Warranties:**

DCA makes no warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, to any Agency or any other person or entity as to the services of the HMIS or as to any other matter.

## **15. Notice**

All notices under this Agreement to DCA will be made as follows. This Notice address may be modified in writing.

Georgia Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, GA 30329  
ATTN: Jeanette Pollock

Notices to the Agency under this Agreement will be made according to the Authorized Officer at the mailing address specified in the signature block of this Agreement. This Notice address may be modified in writing.

## **16. Prohibition of Unauthorized Customization**

For customization of any features of HMIS that may be desired by an Agency, Agency will first contact their local Continuum of Care, who will forward any such request directly to DCA for approval. DCA has the absolute right to approve or disapprove of any requested modification at its’ sole discretion. Such requests will not be unreasonably withheld. Agency understands that it may be liable for the complete cost of any such approved customization.



# GA HMIS Policies and Standard Operating Procedures

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## **17. Survival**

The following provisions shall survive any termination of this Agreement: Sections 1, 2, 4B, 5, 6, 7, 8E, 9, 10, 11c, 11e, 13, 14, 15, 17. It is the intention of the parties that termination does not relieve any party of any obligations detailed in the Agreement generally up until the point the Agreement is terminated.

## **18. Term**

This agreement will continue until terminated by either party pursuant to the provisions contained herein.

## **19. Additional Terms and Conditions**

A. Agency will abide by such guidelines as are promulgated by HUD and DCA from time to time regarding administration of the HMIS.

B. Agency and DCA intend to abide by applicable State and Federal laws. Should any term of this Agreement be inconsistent with applicable law, or should additional terms be required by applicable law, Agency and DCA agree to modify the terms of this Agreement so as to comply with applicable law.

C. Neither DCA nor Agency will transfer or assign any rights or obligations regarding the HMIS without the written consent of the other party.

D. This Agreement will be in force until terminated by either party. Either party may terminate this Agreement with thirty (30) days written notice, for any reason. Either party may also terminate this Agreement immediately upon a material breach of this Agreement by the other party, including but not limited to a breach of the HMIS Policies or Privacy Policy by Agency. Upon termination of this Agreement, Agency shall remain liable for (and nothing in this Agreement shall prevent DCA from recovering) any fees, costs, or expenses that have been incurred prior to the termination of this Agreement.

DCA and the remaining Participating Agencies will maintain their rights to use all of the information previously entered by Agency except to the extent a restriction is imposed by the Client or applicable law.

E. Copies of Agency data will be provided to the Agency upon termination of this Agreement at the Agency's written request to DCA made within sixty (60) days after the termination of this Agreement. Information will be provided on hard drive or other mutually agreed upon media. Unless otherwise specified in writing, copies of data will be delivered to Agency within sixty (60) calendar days of receipt

# GA HMIS Policies and Standard Operating Procedures

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of written requests for data copies. DCA reserves the right to charge Agency DCA's actual costs for providing such data to Agency.

F. Except as otherwise provided, no action taken by either party, or its officers, employees or agents, pursuant to this Agreement, shall be deemed to constitute an action of the other party, or shall be construed to place the parties in a relationship of partners, joint ventures, principal and agent, or employer and employee, or shall be deemed to confer upon either party any express or implied power, right or authority to enter into any agreement or commitment, express or implied, or to incur any obligation or liability on behalf of the other party except as expressly provided herein. DCA and Agency intend and agree that they and their respective agents or employees shall serve as independent contractors and not as employees of the other party, and this Agreement shall not be considered a hiring by either party or a contract of employment.

G. During the term of this Agreement, Agency shall not (without the written consent of DCA) directly or indirectly, hire, employ or attempt to hire or employ any person who is an employee of DCA, or who was within the preceding twelve (12) month period an employee of DCA, or in any way solicit, induce, bring about, influence, promote, facilitate, encourage, cause or assist or attempt to cause or assist any current employee of DCA to leave his or her employment with DCA.

H. This Agreement may be amended or modified, and any of the terms, covenants, representations, warranties or conditions of this Agreement may be waived, only by a written instrument executed by the Parties, or in the case of a waiver, by the party waiving compliance.

I. Any waiver by any party of any condition, or of the breach of any provision, term, covenant, representation or warranty contained in this Agreement, in any one or more instances, shall not be deemed to be or construed as a further or continuing waiver of any such condition or breach of any other condition or the breach of any other provision, term, covenant, representation, or warranty of this Agreement.

J. Neither party shall assign its rights or delegate its duties hereunder without the prior written consent of the other, which consent will not be unreasonably withheld. All of the terms, provisions, covenants, conditions and obligations of this Agreement shall be binding on and inure to the benefit of the successors and assigns of the parties hereto.

K. Any notice required or permitted to be given under this Agreement shall be conclusively deemed to have been received by a party Three days after mailing, or upon actual signature date for registered/certified mail.

# GA HMIS Policies and Standard Operating Procedures

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L. This Agreement sets forth the entire understanding between the parties with respect to the matters contemplated by this Agreement and supersedes and replaces all prior and contemporaneous agreements and understandings, oral or written, with regard to these matters.

M. If any provision of this Agreement is determined to be invalid or unenforceable, such invalidity or unenforceability shall not affect the validity or enforceability of any other provisions of this Agreement that can be given effect without the invalid or unenforceable provisions, and all unaffected provisions of this Agreement shall remain in full force and effect as if this Agreement had been executed without such invalid or unenforceable provisions.

N. The Parties affirm that this Agreement has been entered into in the State of Georgia and will be governed by and construed in accordance with the laws of the State of Georgia, notwithstanding any state's choice of law rules to the contrary. Any action to enforce, challenge or construe the terms or making of this Agreement or to recover for its breach shall be litigated exclusively in a state court located in the State of Georgia, DeKalb County, or in Federal Court in the Northern District of Georgia.

O. Headings used in this Agreement are for the convenience of the parties, and shall not be used to assist in the interpretation of the Agreement.

P. This Agreement may be executed in two or more counterparts, each of which will be deemed an original, but all of which together shall constitute one and the same instrument.

# GA HMIS Policies and Standard Operating Procedures

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In Witness Whereof, Agency and DCA have, through their duly authorized representatives, entered into this Agreement. The parties, having read and understood the foregoing terms of this Agreement, do by their respective signatures dated below hereby agree to the terms thereof.

**Agency Name:** \_\_\_\_\_

Name of Authorized Officer: \_\_\_\_\_

Signature of Authorized Officer: \_\_\_\_\_

Date: \_\_\_\_\_

Title of Authorized Officer: \_\_\_\_\_

Agency Street Address: \_\_\_\_\_

Mailing Address for notice (if different): \_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

## **DCA**

Name of Authorized Officer: \_\_\_\_\_

Signature of Authorized Officer: \_\_\_\_\_

Date: \_\_\_\_\_

Title of Authorized Officer: \_\_\_\_\_

Department of Community Affairs  
60 Executive Park South, NE  
Atlanta, Georgia 30329

# GA HMIS Policies and Standard Operating Procedures

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## **Appendix C: GA HMIS Privacy Policy**

# GA HMIS Policies and Standard Operating Procedures

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## Appendix C: GA HMIS Privacy Policy

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This notice describes the privacy policy of the Georgia Homeless Management Information System (“GA HMIS”). GA HMIS is administered by the HMIS Lead Agency, the Georgia Department of Community Affairs (“DCA”), operating on behalf of the Georgia Housing and Finance Authority (GHFA). DCA administers GA HMIS on behalf of the regional homeless services planning bodies (individually referred to as “Continuum of Care” or “CoC” and collectively referred to as “The Collaborative” or “CoCs”) in Georgia that participate in the statewide GA HMIS implementation. DCA may amend this GA HMIS Privacy Policy at any time, and will maintain a record of any changes made, as well as post new versions on the GA HMIS website located at <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>.

This notice applies to the personal information of individuals whose personal data is collected or maintained in hard copy or in electronic formats in the GA HMIS.

In relation to this personal information, users entering data in the GA HMIS:

- Collect personal client information only when appropriate or required by entities providing funding for homeless services (“the Funder or Funders”);
- May use or disclose information in order to facilitate service delivery;
- May also use or disclose information to comply with legal requirements or other obligations as described in the notice;
- Will not disclose personal information without written consent unless specifically stated within the notice; and
- Assume that, unless stated otherwise, persons applying for or receiving services from one of the GA HMIS Participating Agencies agree to allow users of the GA HMIS to collect, use, or disclose information as described in this notice.

Each person providing personal information may:

- Inspect his/her personal information that is maintained in the GA HMIS, with the exception of case notes;
- Ask the agency entering data for the GA HMIS to correct inaccurate or incomplete information within the record;
- Ask about the GA HMIS’ privacy policy or practices;
- File a grievance regarding GA HMIS’ privacy policies and practices. DCA will respond to questions and complaints;
- Request a copy of this full notice for more details.

### A. What this notice covers

1. This notice describes the privacy policy and practices of the GA HMIS, administered by DCA, which is the lead agency for the GA HMIS. DCA’s main office is located at 60 Executive Park South,

# GA HMIS Policies and Standard Operating Procedures

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Atlanta, GA 30329. DCA's phone number for purposes of GA HMIS is (404) 679-4840. Information about GA HMIS is on DCA's web site which is located at:

<http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>.

2. The policy and practices in this notice cover the processing of protected personal client information by users of the GA HMIS within The Collaborative. This notice covers all personal information policies set forth by DCA in its role as a program administrator for CoC programs and in its role as the administrator of the GA HMIS. GA HMIS Participating Agencies may have additional privacy policies on information entered and accessed by users.
3. Protected Personal information (PPI) is any information GA HMIS maintains about a client that:
  - Allows identification of an individual directly or indirectly; **and**
  - Can be manipulated by a reasonably foreseeable method to identify a specific individual; **Or**
  - Can be linked with other available information to identify a specific client.

When this notice refers to personal information, it means PPI.

4. DCA and each CoC in The Collaborative have adopted this policy in accordance with the Homeless Management Information Systems Data and Technical Standards and subsequent HMIS notices issued by the U.S. Department of Housing and Urban Development (HUD) and their federal partners through the U.S. Interagency Council on Homelessness (USICH). DCA's policies and practices are consistent with those standards and with industry standard best practices. DCA's policies are also consistent with requirements outlined in other applicable state and local laws.
5. This notice informs clients, staff, contractors, GA HMIS Participating Agency users, Funders and others how personal information is processed by the GA HMIS Collaborative.
6. DCA may amend this notice and change the policy or practices at any time. Amendments may affect personal information that DCA or the GA HMIS Participating Agencies obtained before the effective date of the amendment. Any changes to this privacy policy will be posted as a notice at <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>.
7. DCA and/or GA HMIS Participating Agencies will provide a written copy of this notice to any individual or organization that requests one. DCA also maintains a copy of this notice on its website located at <http://www.dca.ga.gov/housing/specialneeds/programs/hmis.asp>.

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## B. How and Why We Collect Personal Information

1. DCA (including DCA's contractors), CoC Administrator Agencies (an agency other than DCA, duly authorized in writing by a respective CoC, to have an employee(s) with access to the client-level data of that specific CoC for purposes of system administration activities), and the GA HMIS Participating Agencies may collect and/or maintain personal information for some or all the following purposes:
  - To provide or coordinate services to clients;
  - To locate other programs that may be able to assist clients;
  - For functions related to payment or reimbursement from others for services provided by DCA or DCA's contractors;
  - To carry out administrative functions, including legal, audit, personnel, oversight, contract monitoring, program evaluation, and other management functions;
  - To comply with government and Funder reporting obligations;
  - For research, data analysis, and community reporting purposes, including reporting to the GA HMIS Steering Committee to inform policy decisions; and
  - When required by law.
2. DCA (including DCA's contractors), CoC Administrator Agencies, and the GA HMIS Participating Agencies use only lawful and fair means to collect and/or maintain personal information.
3. By seeking assistance at one of the GA HMIS Participating Agencies and providing personal information, it is assumed that a person consents to the collection of information as described in this notice and that the collected information may be entered into the GA HMIS.
4. DCA (including DCA's contractors), CoC Administrator Agencies, and the GA HMIS Participating Agencies may also obtain information about those seeking services from:
  - Other individuals who are accompanying the person seeking services, such as a guardian, caretaker, or advocate;
  - Referring organizations and/or service providers (with proper written consent);
  - DCA's contractors and/or GA HMIS Participating Agency users that are providing services.
5. GA HMIS Participating Agencies are required to post a sign at their intake desks or offices explaining the reasons personal information is requested. GA HMIS Participating Agencies may have additional policies not required by DCA that they must follow, but at a minimum, they must adhere to this Notice. While GA HMIS Participating Agencies are required to adopt their own privacy policies and postings for data collection unrelated to GA HMIS, DCA provides a posting template to GA HMIS Participating Agencies which reads:



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## **Privacy Posting**

### *Georgia Homeless Management Information System*

*The U.S. Department of Housing and Urban Development (HUD) and other federal and state partners require that each jurisdiction that receives homeless funding have a Homeless Management Information System (HMIS) in place. Therefore, this Agency is required to participate in the GA Homeless Management Information System (GA HMIS), a computerized system that collects and stores basic information about the persons who receive services from this Agency. The goal of the GA HMIS is to assist us in determining your needs and to provide a record for evaluating the services we are providing to you.*

*We only collect information that is needed to provide you services, or that we consider relevant to helping us understand the scope and dimensions of homelessness in order to design effective service delivery. We do not use or disclose your information without written consent, except when required by our funders or by law, or for specific administrative or research purposes outlined in our privacy policy. By requesting and accepting services from this project, you are giving consent for us to enter your personal information into the GA HMIS.*

*The collection and use of all personal information is guided by strict standards of confidentiality as outlined in our privacy policy. A copy of our agency's Privacy Policy and a copy of the Georgia HMIS Privacy Policy is available upon request for your review.*

## **C. Usage and Disclosure of Personal Information**

1. **DCA, CoC Administrator Agencies, and the GA HMIS Participating Agencies** may use or disclose personal information for the following purposes:
  - a) To provide or coordinate services for individuals to help them end their homelessness. GA HMIS may be used to share portions of client records (with written consent) with GA HMIS Participating Agencies that, at a minimum, must adhere to this notice and may have additional privacy policies and that may allow different uses and disclosures of the information;
  - b) For functions related to payment or reimbursement for services;
  - c) To carry out administrative functions, such as legal, audit, personnel, oversight, contract monitoring, program evaluation, and other management functions;
  - d) When required by law to the extent that use or disclosure complies with and is limited to the requirements of the law.
  - e) To avert a serious threat to health or safety if:
    - It is believed in good faith that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and

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- The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
- f) To report about an individual that DCA, a CoC Administrator Agency, or a GA HMIS Participating Agency reasonably believes to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence under any of the following circumstances:
- where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law;
  - if the individual agrees to the disclosure; or
  - to the extent that the disclosure is expressly authorized by statute or regulation; and
  - DCA, a CoC Administrator Agency, or a GA HMIS Participating Agency believes the disclosure is necessary to prevent serious harm to the individual or other potential victims; or
  - if the individual is unable to agree because of incapacity, then a law enforcement or other public official authorized to receive the report must represent that the PPI for which disclosure is sought is not intended to be used against the individual, and must represent that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure; and
  - when DCA, a CoC Administrator Agency, or a GA HMIS Participating Agency makes a permitted disclosure about a victim of abuse, neglect or domestic violence, DCA, the CoC Administrator Agency, or the GA HMIS Participating Agency will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
    - i. in the exercise of professional judgment DCA, the CoC Administrator Agency, or the GA HMIS Participating Agency believes informing the individual would place the individual at risk of serious harm, or
    - ii. DCA, the CoC Administrator Agency, or the GA HMIS Participating Agency would be informing a personal representative (such as a family member or friend) and reasonably believe the personal representative is responsible for the abuse, neglect or other injury; such that informing the personal representative would not be in the best interests of the individual as DCA determines in the exercise of professional judgment.

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- g) To a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under the following circumstances:
- In response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena;
  - If the law enforcement official makes a written request for PPI that:
    - i. is signed by a supervisory official of the law enforcement agency seeking the PPI;
    - ii. states that the information is relevant and material to a legitimate law enforcement investigation;
    - iii. identifies the PPI sought;
    - iv. is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought; and
    - v. states that de-identified information could not be used to accomplish the purpose of the disclosure.
  - If it is believed in good faith that the PPI constitutes evidence of criminal conduct that occurred on the premises of DCA or the premises of a GA HMIS Participating Agency;
  - In response to a written request as described above for the purpose of identifying or locating a suspect, fugitive, material witness or missing person and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics; or
  - If the official is an authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others); and if the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which it is sought.
- h) To comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management information system requirements.
2. ***DCA and CoC Administrator Agencies*** may use or disclose personal information for activities set forth below and for activities DCA determines to be compatible with such activities. DCA assumes that you consent to the use or disclosure of your personal information for such purposes.
- a) To carry out maintenance and operation of GA HMIS.

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- b) To create de-identified (anonymous) information that can be used for research and statistical purposes without identifying clients.
- c) For academic research purposes, release of PPI will be allowed if research is:
  - Conducted by an individual or institution that has or enters into a formal relationship with DCA and/ or with a CoC Administrator Agency, if the research is conducted by either:
    - i. an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by DCA and/ or the CoC Administrator Agency, (other than the individual conducting the research); or
    - ii. an institution for use in a research project conducted under a written research agreement approved in writing by DCA and/ or the CoC Administrator Agency; and
  - The formal relationship is contained in a written research agreement that must:
    - i. establish rules and limitations for the processing and security of PPI in the course of the research;
    - ii. provide for the return or proper disposal of all PPI at the conclusion of the research;
    - iii. restrict additional use or disclosure of PPI, except where required by law;
    - iv. require that the recipient of data formally agree to comply with all terms and conditions of the agreement;
  - The written research agreement is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board, or other applicable human subjects protection institution
3. Before DCA, a CoC Administrator Agency, or the GA HMIS Participating Agencies make any use or disclosure of your personal information that is not described herein and above, we will seek your consent.

## **D. How to Inspect and Correct Personal Information**

1. Clients may inspect and have a copy of their PPI that is maintained in GA HMIS, with the exception of case notes. DCA, a CoC Administrator Agency, and/or the GA HMIS Participating Agency, will respond to any such request made by a client within a reasonable time frame, usually 2-3 business days. GA HMIS Participating Agency staff will offer to explain any information in the file. For data that is maintained by DCA as the administrator of GA HMIS but was not entered by the DCA staff, DCA may require that the request for inspection be managed through the GA HMIS Participating Agency that entered the information.

# GA HMIS Policies and Standard Operating Procedures

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2. DCA, a CoC Administrator Agency, and/or the GA HMIS Participating Agency will consider requests for correction of inaccurate or incomplete personal information from clients. If DCA, a CoC Administrator Agency, and/or the GA HMIS Participating Agency agrees that the information is inaccurate or incomplete, the personal information may be deleted or supplemented with additional information.
3. To inspect, get a copy of, or ask for correction of personal information, a client can contact any GA HMIS Participating Agency staff member at the GA HMIS Participating Agency at which he or she received services. The appropriate GA HMIS Participating Agency staff member will be located to assist with the review and/or correction of the file within a reasonable time period, usually 2-3 business days.
4. DCA, a CoC Administrator Agency, and/or a GA HMIS Participating Agency may deny a direct request for inspection or copying of personal information if:
  - the information was compiled in reasonable anticipation of litigation or comparable proceedings;
  - the information is about another individual;
  - the information was obtained under a promise of confidentiality and if the disclosure would reveal the source of the information; or
  - disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
5. If a request for access or correction is denied, the organization that denies the request (DCA, the CoC Administrator Agency, and/or the GA HMIS Participating Agency) will explain the reason for the denial. DCA, the CoC Administrator Agency, and/or the GA HMIS Participating Agency will also include, as part of the personal information that is maintained, documentation of the request and the reason for the denial.
6. DCA, a CoC Administrator Agency, and/or a GA HMIS Participating Agency may reject repeated or harassing requests for access or correction

## E. Data Quality

1. The Collaborative collects only personal information that is relevant to the purposes for which it plans to use it or as required for reporting to our Funders. To the extent necessary for those purposes, The Collaborative seeks to maintain only personal information that is accurate, complete, and timely.

# GA HMIS Policies and Standard Operating Procedures

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2. DCA may implement a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, DCA may choose to remove identifiers from the information so that the data can be maintained for analysis purposes.
3. DCA may keep information for a longer period if it chooses or if it is required to do so by statute, regulation, contract, or other requirement.

## F. Complaints and Accountability

1. DCA, on behalf of The Collaborative, accepts and considers questions or complaints about GA HMIS' privacy and security policies and practices. To file a complaint or question, a person should do the following:
  - If the complaint is about one of the GA HMIS Participating Agencies using GA HMIS, the client should first follow the questions and/or grievance procedure of that organization. If the grievance cannot be resolved at the GA HMIS Participating Agency level, the question/complaint should be addressed to DCA in writing or in person for resolution. DCA's main office is located at 60 Executive Park South, Atlanta, GA 30329. DCA's phone number for purposes of GA HMIS is (404) 679-4840;
  - If the complaint is received by DCA, in writing or in person, about a GA HMIS Participating Agency or about an internal program, it will be reviewed by the staff responsible for administering GA HMIS first. If the question or complaint cannot be resolved at that level it will be brought to the attention of the GA HMIS Steering Committee and/or DCA's Office of General Counsel, whichever is most appropriate for the particular situation.
2. All members of DCA (including employees, volunteers, affiliates, contractors and associates), CoC Administrator Agencies and GA HMIS Participating Agencies are required to comply with this notice. Each individual with access to GA HMIS must receive and acknowledge receipt of a copy of this notice and pledge to comply with this notice in writing.

## G. Privacy Policy Change History

Each copy of this notice will have a history of changes made to the document. This document's change history is as follows:

- Version 1 – 2005 - Initial Policy
- Version 2 – New policy Draft (Insert approval date here and remove drafts below)
  - October 19th, 2015 (Initial revised Draft)
  - Appendix D: GA HMIS Client Consent Form December 14th, 2015 (2nd revised Draft)
- Version 3 – GA HMIS Interim Policies and Standard Operating Procedures
  - December 2017
- Version 4 – GA HMIS Policies and Standard Operating Procedures – January 2018

# GA HMIS Policies and Standard Operating Procedures

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## **Appendix D: GA HMIS Client Consent Form**

# GA HMIS Policies and Standard Operating Procedures

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## Appendix D: GA HMIS Client Consent Form

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### Georgia Homeless Management Information System (GA HMIS) Collaborative Client Consent to Share Information

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The Georgia Homeless Management Information System (“GA HMIS”) is an online database that is used to collect information (data) about clients accessing housing and homeless services throughout the State of Georgia. Organizations that receive homeless funding from the US Department of Housing and Urban Development (HUD) and other federal and state partners are required to collect and store basic information about the persons who receive their services. This organization participates in the GA HMIS and by requesting and accepting services from this agency you are providing consent to enter your personal information into the GA HMIS. This information is utilized to determine your needs and provide supportive services to you and your household, and information is shared with other organizations that use this database, based on your signed consent.

#### **What type of information may be shared in the HMIS?**

We collect general and Protected Personal Information about you and record it in GA HMIS. Depending on your situation, this may include, but is not limited to:

- Your basic identifying information (including name, Social Security Number, date of birth, gender, race/ethnicity, marital and family status, household relationships, contact information, veteran status, disability status, etc.)
- Your history of homelessness and housing (including your current housing status and where and when you have accessed services)
- Your income information (sources and amounts of household income, employment information, work skills) and other resources, such as non-cash benefits
- Your legal history/information
- Your general, self-reported medical history including any mental health and substance abuse issues (however, detailed medical or treatment information will never be shared), and type of health insurance
- Your service needs and the outcomes of services provided
- Your emergency contact information

#### **How do you benefit from sharing your information?**

The information you provide to GA HMIS helps us coordinate the most effective services for you and/or your family. By sharing your information, you may be able to avoid being screened more than once, get faster and more personalized services, and minimize how many times you have to tell your ‘story.’ Collecting this information also gives us a better understanding of homelessness in your local area and the effectiveness of the services provided in your area.



# GA HMIS Policies and Standard Operating Procedures

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## **Who can have access to your information?**

The GA HMIS participating organizations can have access to your data. These organizations may include homeless service providers, other social services organizations, housing providers, and healthcare providers. System users at participating organizations who have access to your information have signed an agreement to maintain the security and confidentiality of your information.

## **How is your personal information protected?**

Your information in the HMIS is secured by passwords and encrypted transmission technology. In addition, each participating organization and system user must sign an agreement to maintain the security and confidentiality of the information. Your information is protected by the federal HMIS Privacy Standards. In some instances, depending on the services provided by a participating organization, your information may also be protected by additional Federal and/or State regulations, which may require additional written consent prior to any disclosure.

## **By signing below, you understand that:**

- You have the right to receive services even if you do not sign this consent form.
- Signing this consent form does not guarantee you services.
- You have the right to receive a copy of this consent form.
- Your consent allows your record to be updated by any participating organization with which you interact without you being required to sign another consent form.
- This consent is valid for seven (7) years from the date after the Protected Personal Information was created or updated.
- You may cancel your consent at any time, but your cancellation must be done either in writing or by completing the Client Revocation of Consent to Share Information form. You further understand that any cancellation of this consent will not retroactively change information that has already been disclosed or actions already taken under your previous authorization.
- The GA HMIS Privacy Policy contains more detailed information about how your information may be used and disclosed.
- Upon your request, we will provide you with:
  - A copy of the Client Revocation of Consent to Release Information;
  - A copy of the GA HMIS Privacy Policy;
  - A copy of your full HMIS records (apart from case notes) within five (5) business days of your request;
  - A current list of participating organizations that have access to your data.
- If you find inaccurate or incomplete Protected Personal Information in your records, you have the right to request a correction.
- Aggregate or statistical data that is released from HMIS will not disclose any of your Protected Personal Information.

# GA HMIS Policies and Standard Operating Procedures

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- You have the right to file a grievance against any organization you feel has violated your confidentiality.
- If you need to be referred to another agency for services, certain information may need to be forwarded through HMIS to facilitate a referral. If you do not provide consent to share your information, it may negatively affect participating providers from addressing your service needs in a coordinated fashion.
- You are not waiving any rights protected under Federal and/or Georgia law.

# GA HMIS Policies and Standard Operating Procedures

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## SIGNATURE AND ACKNOWLEDGEMENT

Your signature below indicates that you have read (or been read) this client consent form and have received answers to your questions. Please indicate your sharing preference by choosing one of the options below:

- I consent to allow my information, and that of my minor children (if applicable, as listed below), to be shared via the GA HMIS as described in this consent form.
- I consent to allow my information, and that of my minor children (if applicable, as listed below), to be shared via the GA HMIS; however, I wish to limit that sharing as specified in the Client Consent to Share Information – Supplement form.
- I do not consent to allow my information to be shared via the GA HMIS. I understand that this choice may negatively affect the quality of services the GA HMIS participating providers are able to provide.

**Client/ Legal Guardian Name (Please print):** \_\_\_\_\_ **DOB:** \_\_\_\_\_

Last 4 digits of SS \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Minor Children (if any):

Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Last 4 digits of SS \_\_\_\_\_

Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Last 4 digits of SS \_\_\_\_\_

Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Last 4 digits of SS \_\_\_\_\_

*For Agency Personnel Use Only:*

\_\_\_\_\_  
**Print Name of Organization**

\_\_\_\_\_  
**Print Name of Organization Staff**

\_\_\_\_\_  
**Signature of Organization Staff**

\_\_\_\_\_  
**Date**

# GA HMIS Policies and Standard Operating Procedures

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## **Appendix E: GA HMIS GA HMIS Custom Development Policy**

# GA HMIS Policies and Standard Operating Procedures

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## Appendix E: GA HMIS Custom Development Policy

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The GA HMIS Collaborative has approved the following policy for a CoC or federal partner (SSVF, VA, PATH and HOPWA) who desires to enhance or customize Georgia's HMIS system. GA HMIS Bylaws and Policies require that any CoC or federal partner (collectively, "HMIS Partners") abide by HMIS Standard Operating Procedures.

Georgia Housing Finance Agency (GHFA) is under a contract with Eccovia to provide HMIS services ("GA HMIS Agreement"). The Georgia Department of Community Affairs (DCA) administers the HMIS system and is charged with \_\_\_\_ as the HMIS Lead. Any HMIS Partner's customization or enhancement of the HMIS system must adhere to the GA HMIS Agreement and this policy.

- A. Initiation of HMIS Customization or Enhancement. Any HMIS Partner may initiate a discussion with Eccovia to draft a concept or specification documents. This specification process must be wholly at Eccovia or the HMIS Partner's expense. DCA nor GHFA will be subject to time or costs for specification discussions without DCA's written consent. If a HMIS Partner requests DCA's participation in the specification process, DCA's time will not exceed 15 hours unless otherwise directed by the GA HMIS Collaborative.
- B. Approval by DCA. After a HMIS Partner has completed the specification process and documented a scope of work, the HMIS Partner will submit the proposed work for DCA's approval.
  - a. DCA shall not unreasonably withhold approval.
  - b. Approval will not exceed ten (10) business days absent extraordinary circumstances. If there are extraordinary circumstances, DCA will notify the HMIS Partner at least five (5) business days in advance.
  - c. DCA will review the proposed scope of work to:
    - i. Evaluate the scope's consistency with HUD regulations or contractual requirements;
    - ii. Whether the proposed scope of work will interfere with the HMIS system's normal operations; and
    - iii. The scope's consistency with this policy and the GA HMIS Agreement.

DCA will note any concerns and notify the HMIS Partner. DCA's concerns must be resolved prior to DCA granting approval.

- C. Funding. Any customization or enhancement projects that use funds allocated to the HMIS Partner via the GA Cost Sharing Plan must adhere to GHFA and HUD requirements. DCA must agree to any funding commitments regarding funds allocated to DCA. No other agency or entity may obligate DCA time or resources. Payments to Eccovia must be distributed across the term of any agreement and associated with concrete measurable deliverables. The CoC and DCA will

# GA HMIS Policies and Standard Operating Procedures

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document a payment schedule to ensure that no payment is duplicated and that sufficient funds are retained until the final deliverable to ensure Eccovia's compliance with the agreement.

- D. Ongoing Support. Customizing or expanding the HMIS system will require additional DCA time and resources after implementation. Therefore, DCA will calculate an additional charge to the HMIS Partner for ongoing support of the changes calculated on the level of effort and complexity. DCA will provide this cost to the HMIS Partner during the approval process.
- E. Contract Provisions. The agreement between Eccovia and the HMIS Partner shall adhere to the format attached to this policy. The attached agreement contains terms that define the parties' relationships and must be signed by GHFA.

# GA HMIS Policies and Standard Operating Procedures

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## GA HMIS Custom Development Agreement

THIS AGREEMENT (hereinafter “Agreement”), dated as of the (numeric) day of (month), 2017, is entered into by and between the Georgia Housing and Finance Authority (“GHFA”) and (name of Continuum of Care), (“CoC”) and Eccovia, Inc. (“Eccovia”).

WHEREAS, GHFA entered into an agreement with Eccovia on October 12, 2016 for HMIS software services (“GA HMIS Agreement”); and

WHEREAS, the CoC desires to develop or customize the HMIS system to provide additional functionality and services; and

WHEREAS, the GA HMIS Agreement prohibits Eccovia from developing or customizing the HMIS system without GHFA’s consent; and

[if GHFA responsible to pay]: WHEREAS, CoC was awarded a HMIS grant through HUD’s NOFA application process; and

[if GHFA responsible to pay]: WHEREAS, GHFA, as directed by HUD, is responsible to administer CoC’s HMIS grant; and

WHEREAS, GHFA consents to the CoC contracting for development or customization of the HMIS [if GHFA responsible to pay]: and agrees to issue payment from the CoC’s HMIS grant for such services pursuant to the terms of this Agreement.

NOW, THEREFORE, the parties hereby agree as follows:

1. Scope of Work. Eccovia shall perform fully and faithfully the services described in Exhibit A (“Scope of Work”), attached hereto and incorporated by reference.

2. Pricing. Eccovia agrees to provide the services described in the Scope of Work \_\_\_\_\_ [add] \_\_\_\_\_.

[If CoC is responsible to pay]: CoC must adhere to Eccovia’s standard terms, which generally provide for a portion due upon execution then additional invoices due as the project deliverables are completed. Invoices are due net 30 days.

# GA HMIS Policies and Standard Operating Procedures

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[If GHFA responsible to pay]: GHFA must adhere to Eccovia’s standard terms, which generally provide for a portion due upon execution then additional invoices due as the project deliverables are completed. Invoices are due net 30 days.

3. Termination. GHFA, Eccovia or CoC may terminate this Agreement pursuant to the termination provisions in the GA HMIS Agreement. Termination of this Agreement will not affect the GA HMIS Agreement. Eccovia shall receive payment for all services performed up to the effective date of cancellation.

4. This Agreement is subject to GA HMIS Agreement. This Agreement, including any development or customization of the HMIS system pursuant to this Agreement, must adhere to requirements and restrictions in the GA HMIS Agreement, which is attached hereto and incorporated by reference, including but not limited to the following provisions:

Section 2, “Approval of Material Changes”: GHFA must approve any changes to the HMIS prior to implementation.

Section 5(E), “Satisfaction”: All work performed on the HMIS shall be done to the reasonable satisfaction of DCA.

Section 5(F), “Standards”: The HMIS shall comply with all data and technical standards set forth by HUD.

5. Responsible Parties. Subject to the terms and provisions of this Agreement, the CoC is solely responsible to monitor and ensure that Eccovia completes the deliverables as defined in the Scope of Work. GHFA shall not be responsible to monitor Eccovia’s compliance with the Scope of Work. However, GHFA has the discretionary right to determine that Eccovia has failed to complete a deliverable or has violated the terms of this Agreement or the GA HMIS Agreement. In the event GHFA makes this determination, GHFA may require that Eccovia and/or the CoC remedy the failure or violation.

The CoC shall designate a project manager to oversee this Agreement and Eccovia’s performance.

6. GHFA’s Limited Liability. Any dispute by CoC regarding Eccovia’s performance under this Agreement shall only be between Eccovia and CoC [if GHFA responsible to pay]: and shall not affect GHFA’s duty to pay. CoC shall not hold GHFA liable for claims or damages relating to Eccovia’s performance or nonperformance under this Agreement [if GHFA responsible to pay]: or GHFA’s release of funds to Eccovia.

[if GHFA responsible to pay]: The parties recognize that CoC has an interest in funds paid by GHFA from its HMIS grant and shall have the right to recover same from Eccovia if warranted and in addition to any



# GA HMIS Policies and Standard Operating Procedures

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other allowed damages in the event of Eccovia's breach of this Agreement. Payment in full by GHFA shall release GHFA from any liability under this Agreement but shall not constitute acceptance of the deliverables or operate to bar or waive claims regarding Eccovia's performance.

7. Indemnification of GHFA. CoC and Eccovia hereby release and discharge GHFA and agree to indemnify, protect and hold harmless GHFA with respect to any claim, demand, liability, loss, penalty, cost or expense (including court costs and reasonable attorneys' fees) arising out of or occurring in connection with this Agreement. The parties intend that GHFA shall not be liable for any costs or damages in connection with this Agreement. CoC and Eccovia shall, at their sole expense, participate in the defense or any suit or action brought against GHFA. No settlement or compromise entered into by CoC or Eccovia stemming from a demand, action or suit shall be effective to bind GHFA unless entered into with GHFA's express written approval.

8. Amendment. No amendment to this Agreement is effective unless reduced to writing and signed by all parties.

9. Conflict. All terms of the GA HMIS Agreement shall be incorporated herein and applicable to the parties' relationships in this Agreement. If there is a conflict between this Agreement and the GA HMIS Agreement, this Agreement will take precedence.

# 2018 HDX Competition Report

## PIT Count Data for GA-501 - Georgia Balance of State CoC

### Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	5575	3716	3730
Emergency Shelter Total	1042	1,164	1,228
Safe Haven Total	0	0	0
Transitional Housing Total	1015	679	629
Total Sheltered Count	2057	1843	1857
Total Unsheltered Count	3518	1873	1873

### Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	883	242	266
Sheltered Count of Chronically Homeless Persons	50	74	98
Unsheltered Count of Chronically Homeless Persons	833	168	168

## 2018 HDX Competition Report

### PIT Count Data for GA-501 - Georgia Balance of State CoC

#### Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	678	620	434
Sheltered Count of Homeless Households with Children	485	551	365
Unsheltered Count of Homeless Households with Children	193	69	69

#### Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	758	468	157	167
Sheltered Count of Homeless Veterans	49	48	40	50
Unsheltered Count of Homeless Veterans	709	420	117	117

2018 HDX Competition Report  
HIC Data for GA-501 - Georgia Balance of State CoC

**HMIS Bed Coverage Rate**

Project Type	Total Beds in 2018 HIC	Total Beds in 2018 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	1690	751	518	55.17%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	791	293	338	67.87%
Rapid Re-Housing (RRH) Beds	1198	186	1012	100.00%
Permanent Supportive Housing (PSH) Beds	2454	35	2336	96.57%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	6,133	1,265	4204	86.36%

# 2018 HDX Competition Report

## HIC Data for GA-501 - Georgia Balance of State CoC

### PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	479	473	474

### Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC
RRH units available to serve families on the HIC	150	181	277

### Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC
RRH beds available to serve all populations on the HIC	669	722	1198

# 2018 HDX Competition Report

## FY2017 - Performance Measurement Module (Sys PM)

### Summary Report for GA-501 - Georgia Balance of State CoC

#### Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

**Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.**

**Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.**

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	5158	3643	94	72	-22	19	20	1
1.2 Persons in ES, SH, and TH	6328	4500	137	125	-12	25	27	2

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	5153	4678	100	153	53	19	46	27
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	6331	5532	146	190	44	25	32	7

# 2018 HDX Competition Report

## FY2017 - Performance Measurement Module (Sys PM)

### Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns
Exit was from SO	107	4	4%	2	2%	4	4%	10	9%
Exit was from ES	1519	130	9%	87	6%	61	4%	278	18%
Exit was from TH	589	22	4%	6	1%	22	4%	50	8%
Exit was from SH	0	0		0		0		0	
Exit was from PH	1436	30	2%	33	2%	49	3%	112	8%
TOTAL Returns to Homelessness	3651	186	5%	128	4%	136	4%	450	12%

### Measure 3: Number of Homeless Persons

#### Metric 3.1 – Change in PIT Counts



## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	5575	3716	-1859
Emergency Shelter Total	1042	1164	122
Safe Haven Total	0	0	0
Transitional Housing Total	1015	679	-336
Total Sheltered Count	2057	1843	-214
Unsheltered Count	3518	1873	-1645

### Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2016	FY 2017	Difference
Universe: Unduplicated Total sheltered homeless persons	6381	4571	-1810
Emergency Shelter Total	5210	3726	-1484
Safe Haven Total	0	0	0
Transitional Housing Total	1404	950	-454

# 2018 HDX Competition Report

## FY2017 - Performance Measurement Module (Sys PM)

### Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	1096	1082	-14
Number of adults with increased earned income	20	72	52
Percentage of adults who increased earned income	2%	7%	5%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	1096	1082	-14
Number of adults with increased non-employment cash income	87	253	166
Percentage of adults who increased non-employment cash income	8%	23%	15%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	1096	1082	-14
Number of adults with increased total income	105	319	214
Percentage of adults who increased total income	10%	29%	19%

## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

#### Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	978	602	-376
Number of adults who exited with increased earned income	130	106	-24
Percentage of adults who increased earned income	13%	18%	5%

#### Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	978	602	-376
Number of adults who exited with increased non-employment cash income	124	127	3
Percentage of adults who increased non-employment cash income	13%	21%	8%

#### Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	978	602	-376
Number of adults who exited with increased total income	240	221	-19
Percentage of adults who increased total income	25%	37%	12%

## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

#### Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5269	3903	-1366
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1028	354	-674
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	4241	3549	-692

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	7465	6543	-922
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1409	679	-730
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	6056	5864	-192

## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

#### Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

#### Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2016	FY 2017	Difference
Universe: Persons who exit Street Outreach	473	314	-159
Of persons above, those who exited to temporary & some institutional destinations	269	114	-155
Of the persons above, those who exited to permanent housing destinations	96	63	-33
% Successful exits	77%	56%	-21%

Metric 7b.1 – Change in exits to permanent housing destinations

## 2018 HDX Competition Report

### FY2017 - Performance Measurement Module (Sys PM)

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	6502	4773	-1729
Of the persons above, those who exited to permanent housing destinations	3026	2735	-291
% Successful exits	47%	57%	10%

#### Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in all PH projects except PH-RRH	2568	2919	351
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	2390	2681	291
% Successful exits/retention	93%	92%	-1%

## 2018 HDX Competition Report FY2017 - SysPM Data Quality

### GA-501 - Georgia Balance of State CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports in order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

# 2018 HDX Competition Report

## FY2017 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017
1. Number of non-DV Beds on HIC	822	881	802	791	797	795	809	526	2101	2223	2409	2413	174	515	555	577				
2. Number of HMIS Beds	595	594	554	552	778	735	747	370	1831	1898	1972	2012	174	387	555	575				
3. HMIS Participation Rate from HIC ( % )	72.38	67.42	69.08	69.79	97.62	92.45	92.34	70.34	87.15	85.38	81.86	83.38	100.00	75.15	100.00	99.65				
4. Unduplicated Persons Served (HMIS)	4901	5085	5230	3409	1706	1586	1410	869	2447	2486	3031	3089	1905	1574	2181	2826	103	21	10	234
5. Total Leavers (HMIS)	4287	4477	4891	2963	1046	999	963	516	736	551	635	647	1450	1090	1633	1644	59	11	7	161
6. Destination of Don't Know, Refused, or Missing (HMIS)	91	610	556	150	35	40	131	71	38	28	14	20	52	16	39	32	8	0	0	42
7. Destination Error Rate (%)	2.12	13.63	11.37	5.06	3.35	4.00	13.60	13.76	5.16	5.08	2.20	3.09	3.59	1.47	2.39	1.95	13.56	0.00	0.00	26.09



# 2018 HDX Competition Report

## Submission and Count Dates for GA-501 - Georgia Balance of State CoC

### Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/22/2018	

### Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/30/2018	Yes
2018 HIC Count Submittal Date	4/30/2018	Yes
2017 System PM Submittal Date	5/31/2018	Yes

## **CoC Written Standards for Order of Priority**

- Georgia Balance of State Continuum of Care Written Standards (pages 2-50)
  - Adoption of HUD Notice CPD-16-11, Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing (numbered pages in this document are 17-19 and 28-32)
- Georgia Balance of State Continuum of Care Coordinated Entry Written Standards, Policies and Procedures (51-68)
  - Prioritization Standards (numbered pages in this document are pages 6-7)

<p><b>GEORGIA BALANCE OF STATE CONTINUUM OF CARE WRITTEN STANDARDS</b></p>
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## **Introduction**

The Georgia Balance of State (BoS) Continuum of Care (CoC) is responsible for coordinating and implementing a system to meet the needs of the population and subpopulations experiencing homelessness within the geographic area of the CoC, which is comprised of 152 counties throughout the state. Both the Emergency Solutions Grant (ESG) Rule and the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Continuum of Care Program Interim Rule state that the CoC must establish and consistently follow written standards for providing Continuum of Care assistance.

These written standards have been developed in conjunction with the Collaborative Applicant (Georgia Department of Community Affairs), the Continuum's four (4) ESG entitlement jurisdictions [Gwinnett County, Clayton County, Macon-Bibb County and the State of Georgia (Georgia Housing and Finance Authority)] and with stakeholders throughout the Continuum, including Continuum recipients and sub-recipients. They will be reviewed annually and any substantial changes will be approved by the BoS CoC Board of Directors.

The written standards have been established to ensure that persons experiencing homelessness who enter projects throughout the Balance of State CoC jurisdiction will be given similar information and support to access and maintain permanent housing. All projects that receive State of Georgia ESG and Georgia BoS CoC funding are required to abide by these written standards where applicable. ESG funded projects in Clayton County, Gwinnett County, and Macon-Bibb County are required to follow the written standards of those jurisdictions unless listed jurisdictions have adopted the BoS CoC written standards. The CoC strongly encourages projects that do not receive either of these sources of funds to accept and utilize these written standards.

**It should be noted that the U.S. Department of Housing and Urban Development (HUD) regulations for each of the referenced programs shall always take precedence over any of the standards outlined in this document (<https://www.hudexchange.info/>).** The CoC Program Notice of Funding Availability (NOFA) may impose additional eligibility requirements not reflected in the regulation. Projects funded under the CoC program must follow both CoC Program NOFA and other HUD-issued guidance and requirements. In addition, local ESG Programs may impose additional requirements to their funding recipients that do not apply to other CoC recipients.

## **General Standards**

The following standards apply to all projects funded through the CoC or with State ESG funds.

### **HMIS Participation**

All organizations receiving ESG or CoC funds must participate fully in the CoC's Homeless Management Information System (HMIS) to enter data on persons served and assistance provided. Victim service providers receiving ESG or CoC funds are required by 24 CFR 576.400(f) and 580.32(d) to use a comparable database that meets all HUD standards for HMIS and provides for security, data quality, and privacy.

### **Coordinated Entry Process (a/k/a Coordinated Assessment System)**

All projects located within the GA BoS CoC that receive CoC and Emergency Solutions Grants (ESG) funding are required to participate in the coordinated assessment system and are therefore subject to complying with the Coordinated Entry Written Standards, Policies and Procedures as outlined and developed by the GA BoS CoC. This system will include all homeless subpopulations and involve the use of a standardized assessment tool designated by the Coordinated Entry Written Standards. This system will establish a uniform decision making process to prioritize households seeking assistance

and provide referrals to those households. The coordinated entry system (CES) will ensure that those with the greatest needs receive priority for housing and service provision and that no unnecessary barriers exist for individuals to receive assistance. The Coordinated Entry Written Standards, Policies and Procedures, related materials, and training webinars can be found at: <https://dca.ga.gov/housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/balance-state>.

The terms “Coordinated Entry Process” and “Centralized or Coordinated Assessment System” are used interchangeably throughout federal guidelines. The CoC Program interim rule at 24 CFR 578.3 defines centralized or coordinated assessment as the following:

“...a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool...”

For the purpose of this document, the term “Coordinated Entry” or “Coordinated Entry Process” are used to reference “Centralized or Coordinated Assessment System” and “Coordinated Entry Process.”

### **Removal of Barriers**

All projects that have committed to a Housing First approach must ensure that their projects do not screen any individuals or families out for assistance based upon perceived barriers to housing or services. However, all BoS providers are encouraged to review their policies and remove barriers wherever possible. Examples of this include, but are not limited to, the following:

- Having too little or no income
- Current or past substance abuse
- Having a criminal record (w/exception of state mandated restrictions)
- Having a history of domestic violence

In addition, assistance may not be terminated to any recipients based upon these barriers. Examples of this include:

- Failure to participate in supportive services and case management activities
- Failure to make progress on a services plan
- Loss of income or failure to improve income
- Being a victim of domestic violence

### **Termination of Assistance**

ESG or CoC-funded homeless assistance providers may terminate assistance to a program participant who violates program requirements or conditions of occupancy. Termination under this section does not bar the provider from providing further assistance at a later date to the same individual or family.

In terminating assistance to a program participant, the provider must have in place a formal process that recognizes the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance.
- Written notice to the program participant containing a clear statement of the reason(s) for termination.

- The option for a review of the decision, in which the participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision.
- Prompt written notice of the final decision to the program participant.

Providers of permanent supportive housing for hard-to-house populations of homeless persons must exercise judgement and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that the participant's assistance is terminated only in the most severe cases.

### **Faith-based Activities**

The minimum standards required for faith-based providers are as follows:

- Providers receiving funding through ESG or CoC programs may not engage in inherently religious activities as part of those funded activities. Those religious activities must be offered separately from the ESG or CoC-funded projects and all participation must be voluntary.
- All religious organizations receiving ESG or CoC funding shall retain their independence from government and may continue with their missions provided that ESG or CoC funds are not used to support inherently religious activities. They shall also maintain authority over their internal governance.
- No organization receiving ESG or CoC funds may discriminate against a participant based on religion or religious beliefs.
- ESG and CoC funds may be used for the rehabilitation of structures that are used for eligible activities under the programs but may not be used to rehabilitate structures used specifically for religious activities.

### **Fair Housing and Equal Opportunity**

All recipients and sub-recipients of ESG and CoC funding must comply with the requirements for equal opportunity, nondiscrimination, and affirmatively furthering fair housing as outlined in Section 578.93 of the Continuum of Care Program interim rule.

### **Language Access Plan**

All recipients and sub-recipients of ESG and CoC funding must provide Limited English Proficiency (LEP) persons with meaningful access to federally funded programs. HUD issued new guidance on Fair Housing Act Protections for Persons with Limited English Proficiency on September 15, 2016, and DCA issued its new Language Access Plan (LAP) effective 2016 to 2021 that details its plan to provide LEP persons with meaningful access to programs. DCA will provide guidance and training to State of Georgia ESG sub-recipients and Balance of CoC recipients on providing language access services, including the components of a meaningful LAP, options for translation and interpretation services, and assistance with identifying methods to ensure meaningful access to programs and activities. More information on DCA's Fair Housing Policy can be found at the [Fair Housing Statement](#) page.

### **Allowable Family Limitations and Prohibition against Involuntary Family Separation**

The CoC Interim Rule 24 CFR 578.93 (e) and 24 CFR 576.102(b) explicitly prohibit any kind of involuntary family separation and the denial of admission to selected family members in all CoC Program-funded projects and ESG-funded emergency shelters. It is acceptable for programs to limit participation to only households with children. However, if a project accepts any households with children, they must accept all households with children. This means that any provider that has

historically accepted only women with children may not limit their project to that population. They must also accept couples with children or single men with children as well.

In addition, the age and/or gender of a child under age 18 must not be used as a basis for denying any family's admission to a project receiving ESG or CoC funding.

### **Equal Access Requirements**

HUD published a final rule on September 21, 2016 entitled *Equal Access in Accordance with an Individual's Gender Identity in Community Planning and Development Programs* that became effective on October 21, 2016. This rule includes the following central provisions:

- All HUD-assisted and HUD-insured housing must be made available without regard to actual or perceived sexual orientation, gender identity, or marital status.
- Owners and administrators of HUD-assisted housing and HUD-insured housing are prohibited from inquiring into an applicant or occupant's sexual orientation and gender identity for the purpose of determining eligibility or otherwise making housing available.
- The definition of "family" is revised to include all families regardless of the actual or perceived sexual orientation, gender identity, or marital status of its members.

This rule shall apply to all ESG or CoC-funded projects with two exceptions. This prohibition on inquiries does not prohibit lawful inquiries of an applicant or occupant's sex where the housing provided or to be provided to the individual is temporary, emergency shelter for adults only with a physical configuration such that privacy is a concern, specifically shared bathing areas or shared sleeping areas. A shared bathing area is one in which there are multiple toilet stalls or shower stalls or open showers. Nor does it apply to inquiries made for the purpose of determining the number of bedrooms to which a household may be entitled. In addition, this provision does not prohibit voluntary self-identification of sexual orientation or gender identity by participants.

Complete State of Georgia ESG program requirements for written standards, policies and procedures, including ones not addressed in this document, can be found in the Georgia Department of Community Affairs *Emergency Solutions Grant Guidebook* at: <https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/emergency-solutions-grants>.

### **Violence Against Women Act (VAWA) Requirements**

Under the HUD Final Rule Implementing VAWA Reauthorization Act of 2013, the Georgia BoS CoC adopted policies to include provisions for protection of victims of domestic violence, dating violence, sexual assault, sexual battery or stalking, regardless of sex, gender identity, gender expression or actual or perceived sexual orientation.

These policies and procedures apply to CoC-funded Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs. ESG-funded programs are subject to VAWA policies issued by the administrator of ESG funds. As a part of these policies and procedures, the CoC has put in place a policy for emergency transfers. The full details of the policy can be found in the *GA BoS CoC VAWA Policies and Procedures* located at: <https://dca.ga.gov/housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/policies>.

## **STREET OUTREACH PROJECTS**

### **Definition**

Street outreach projects are those activities that are undertaken to identify potential homeless project recipients for the purpose of providing them with immediate support and intervention activities.

### **Eligibility**

#### **HUD Requirements**

Recipients of these services must meet the HUD definition of homelessness under Category 1. These would be unsheltered homeless individuals and families, meaning those with a primary nighttime residence that 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.

#### **CoC Recommendations**

Agencies administering Street Outreach Projects must have policies on safety standards and procedures.

Engagement should occur during times when there is a reasonable expectation to believe people have no housing options.

### **Required Documentation**

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach worker; or
  - c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
  - d. For individuals exiting an institution – one of the forms of evidence above and;
    - i. Discharge paperwork or written/oral referral, or
    - ii. Written record of intake worker's due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a. Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

### **Assessment/ Prioritization**

Individuals and families shall be assessed where they are and will be offered the following Street Outreach services, as needed and appropriate: *engagement, case management, emergency health and mental health, and transportation services* where they are otherwise not available in the mainstream. Based on the need of services population, Street Outreach projects must assess, prioritize, and re-assess the need for essential services related to street outreach, and they should continuously engage unsheltered persons and persons experiencing chronic homelessness (and most at risk of becoming chronically homeless), even if they repeatedly decline housing and services. When appropriate based on the individual's needs and wishes, the referral to permanent supportive



housing or rapid re-housing that can quickly assist the individuals to obtain safe, permanent housing shall be prioritized over the provision of or referral to an emergency shelter. Street Outreach Projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures, which will provide information on prioritization and reassessment for services.

## **EMERGENCY SHELTERS**

### **Definition**

Any facility or project (including hotel/motel voucher projects) where the primary purpose is to provide a temporary shelter for the homeless in general, or for specific populations of the homeless, which does not require occupants to sign leases or occupancy agreements.

### **Eligibility**

#### **HUD Eligibility**

Individuals and families entering the shelter system must be homeless per the HUD Homeless Definition, Category 1, literally homeless, Category 2, imminent risk of homelessness, Category 3, homeless under other federal statutes, or Category 4, fleeing or attempting to flee domestic violence (with documentation as detailed elsewhere in this document). Shelter facilities may accept clients that are not HUD-defined homeless, but they must administratively separate those clients so that ESG funds are not used for non-HUD-defined homeless clients.

#### **CoC Recommendations**

Projects should have expedited admission processes, to the greatest extent possible, including providing assistance with obtaining necessary documentation. Further, shelters should not require, upon admission, that residents have IDs or be entered into HMIS. Projects should also not require any fees.

### **Required Documentation**

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach worker; or
  - c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
  - d. For individuals exiting an institution – one of the forms of evidence above and;
    - i. Discharge paperwork or written/oral referral, or
    - ii. Written record of intake worker’s due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a. Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

### **Assessment /Prioritization**

Emergency Shelter projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures. Domestic violence (DV) projects may

utilize the coordinated entry system, but are not required to participate due to issues of confidentiality. Homeless youth (12 – 18 yrs. of age) may still access shelter through a Runaway & Homeless Youth Hot Line. Priority will be given to individuals and families with no income and to those who have extremely low income (30 percent of AMI) as dictated by Area Median Income.

## **TRANSITIONAL HOUSING PROJECTS (TH)**

### **Definition**

Transitional Housing Projects provide subsidized housing and supportive services, for a period not to exceed 24 months, to facilitate the movement of homeless individuals and families to permanent housing.

### **Eligibility**

#### **HUD Eligibility**

Individuals and families must be homeless per the HUD Homeless Definition, Category 1, literally homeless or Category 4, fleeing or attempting to flee domestic violence as long as they meet category 1 requirements as well.

#### **CoC Requirements**

Priority should be given to individuals and families with no income and to those who have extremely low income (30 percent of AMI) as dictated by Area Median Income. Additional income limits may be set by additional funding sources of the transitional housing project.

The CoC will be assessing project level eligibility criteria in order to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families. Organizations should be working towards the removal of barriers to project entry, and barriers to remaining in projects, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates. Organizations may need to change their project design in order to address this. Entitlement jurisdictions within the CoC may further restrict funding of TH projects to require (and only fund) TH projects that serve high barrier households and/or special needs populations as they determine.

#### **CoC Recommendations**

While permanent housing is preferred, research does show that transitional housing may be an effective tool for addressing certain needs, such as housing for underage homeless youth experiencing homelessness, safety for persons fleeing domestic violence, and assisting with recovery from addiction.

Homeless individuals and families entering into TH are not expected to be able to qualify for permanent housing. Further, the enrollment of a chronically homeless client into a TH program causes that client to lose their chronically homeless determination making them ineligible for many programs. In cases where households become eligible for permanent housing, it is expected that TH providers will coordinate with organizations that administer these projects in their area. The provision of supportive services and case management are required to be available in transitional housing projects. Participants cannot be charged more than 30 percent of the total household income as rent.

In order to lower barriers to entry, reduce lengths of stay, and improve exits to permanent housing, the CoC supports the utilization of transitional housing beds as bridge housing for people who are

homeless, where shelter beds are not available and permanent housing has been identified. It should be established at entry that they are chronically homeless and waiting to move into PSH, and the client should not be enrolled into the transitional housing project or be expected to follow service plans associated with the transitional housing project. Please note that there should be a reasonable expectation that the household will move into permanent housing within 30 to 90 days.

### **Required Documentation**

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach worker; or
  - c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
  - d. For individuals exiting an institution – one of the forms of evidence above and;
    - i. Discharge paperwork or written/oral referral, or
    - ii. Written record of intake worker’s due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a. Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

### **Assessment/ Prioritization**

Transitional housing projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures. Participants may be referred from a broad range of social services including shelter and street outreach. Priority will be given to individuals and families with no income and to those who have extremely low income (30 percent of AMI) as dictated by current HUD limits. Additional income limits may be set by additional funding sources of the transitional housing project.

## **RAPID RE-HOUSING PROJECTS (RRH)**

### **Definition**

Rapid Re-Housing Projects (RRH) provide housing relocation and stabilization services and time limited rental assistance (short or medium term rental assistance) and supportive services to help homeless individuals or families move as quickly as possible to permanent housing and achieve stability in that housing.

### **Eligibility**

#### **HUD Eligibility\***

Individuals and families must meet the Category 1 definition of homelessness (Literally Homeless). In addition, those who meet the Category 4 definition of homelessness (Fleeing/Attempting to Flee DV) may also qualify if the individual or family is literally homeless. \*Please note that an additional eligibility requirement of ESG RRH is that individuals and families must have an annual income at or below 50% AMI.

### CoC Requirements

The CoC will be assessing project level eligibility criteria in order to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families. Organizations should be working towards the removal of barriers to project entry, and barriers to remaining in projects, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates. Organizations may need to change their project design in order to address this.

Given that projects should be prioritizing employment assistance and increasing benefits as part of the case management plan, projects should be open to accepting people without current income. Agencies must offer case management and supportive services to all participants receiving rental assistance that are designed to lead them towards long-term stable housing. Case management and related services may be offered to clients not receiving rental assistance at the agency's discretion.

### CoC Recommendations

- Agencies should have a goal of providing a 100% subsidy to participating households for no more than six months and to provide any amount of rental subsidy for no longer than twelve months total.
- Assistance for households with no income or special circumstances could be extended to 18 months. An explanation of these special circumstances along with an evaluation of household needs must be documented in the client file.

### Rapid Re-Housing Client Contribution Policy

It is the policy of Rapid Re-Housing (RRH) Projects to provide a declining rental assistance subsidy to households participating in the RRH Projects. For households with income, a percentage or amount of client contribution can be based on a reasonable percentage of a household's income.

### Rent Determination Procedures

Households will receive a declining subsidy for the duration of their participation in the project based on their ability to contribute to their rent.

- Rental subsidy determinations will be evaluated no less than monthly in case management meetings. Case managers will review household budget and determine what, if any, amount of rent the household is responsible for contributing based upon the household's needs and circumstances. The case manager will document the outcome of the subsidy determination in the client file.
- There are many ways to determine the percentage or amount of rent, utilities, and additional financial assistance a household can contribute. Individual projects have discretion in determining how the subsidy will be reduced based on income, the needs of the household, and what is in the best interest of the household's housing stability.

### Required Documentation

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach worker; or

- c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
- d. For individuals exiting an institution – one of the forms of evidence above and;
  - iii. Discharge paperwork or written/oral referral, or
  - iv. Written record of intake worker’s due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a. Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

In addition to the homeless verification required above, income eligibility determination documentation is also required for ESG RRH.

### **Assessment/ Prioritization**

Individuals or families may be referred from a broad range of social services including shelter and street outreach, but must follow the Balance of State CoC policy for the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures. Priority shall be given to extremely low income individuals and families (at or below 30 percent AMI) and to individuals and families that have longer length of stay in shelters or on the streets.

### **ESG Rapid Re-Housing Projects Only**

In addition to the standards above, ESG RRH projects will be subject to the following standards.

#### **Utilities (ESG only)**

Households will receive a declining subsidy for the duration of their participation in the project based on their ability to contribute to their utilities. Please note that utility assistance is not eligible under CoC RRH projects.

- Utilities subsidy determinations will be evaluated no less than monthly in case management meetings. Case managers will review household budget and determine what, if any, amount of rent the household is responsible for contributing based upon the household’s needs and circumstances. The case manager will document the outcome of the subsidy determination in the client file.
- There are many ways to determine the percentage or amount of rent, utilities, and additional financial assistance a household can contribute. Individual projects have discretion in determining how the subsidy will be reduced based on income, the needs of the household, and what is in the best interest of the household’s housing stability.

#### **Housing Stabilization and/or Relocation Services (ESG only)**

The type, amount, and duration of financial assistance for housing stabilization and/or relocation services will be determined based on the needs of the household. The need for this assistance will be evaluated and documented in the client file.

## **HOMELESS PREVENTION PROJECTS**

### **Definition**

Homeless Prevention Projects provide assistance to individuals or families who are at the greatest risk of losing housing due to a legal eviction action that requires the individual or family to leave their residence no later than 14 days following the date of their application for homeless assistance.

### **Eligibility**

#### **HUD Eligibility**

Households receiving this funding must have an income level below 30% AMI and must demonstrate that they do not have sufficient resources or support networks to prevent them from moving to an emergency shelter or other place defined under Category 1 of the homeless definition. Recipients may be in categories 2-4 under the homeless definition or meet the “at risk” definition in order to qualify for this assistance.

#### **CoC Requirements**

The CoC will be assessing project level eligibility criteria in order to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families. Organizations should be working towards the removal of barriers to project entry, and barriers to remaining in projects, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates. Organizations may need to change their project design in order to address this.

#### **CoC Recommendations**

Project participants receiving this assistance should receive a case management plan from the provider in order to ensure long term stability. Best practice agencies will be ones with the ability to negotiate with landlords as the first step in resolving eviction crises and that also demonstrate a plan to effectively increase household incomes for project participants. The length of stay should be based on the needs of individual households participating in the project.

- Agencies should have a goal of providing a 100% subsidy to participating households for no more than six months and to provide any amount of rental subsidy for no longer than twelve months total.
- Assistance for households with no income or special circumstances could be extended to 18 months. An explanation of these special circumstances along with an evaluation of household needs must be documented in the client file.

#### **Prevention Client Contribution Policy**

It is the policy of Prevention Projects to provide a declining rental assistance subsidy to households participating in the Prevention Projects. For households with income, a percentage or amount of client contribution can be based on a reasonable percentage of a household’s income.

#### **Rent Determination Procedures**

Households will receive a declining subsidy for the duration of their participation in the project based on their ability to contribute to their rent.

- Rental subsidy determinations will be evaluated no less than monthly in case management meetings. Case managers will review household budget and determine what, if any, amount of rent the household is responsible for contributing based upon the household’s needs and

circumstances. The case manager will document the outcome of the subsidy determination in the client file.

- There are many ways to determine the percentage or amount of rent, utilities, and additional financial assistance a household can contribute. Individual projects have discretion in determining how the subsidy will be reduced based on income, the needs of the household, and what is in the best interest of the household's housing stability.

#### Utilities (ESG)

Households will receive a declining subsidy for the duration of their participation in the project based on their ability to contribute to their utilities.

- Utilities subsidy determinations will be evaluated no less than monthly in case management meetings. Case managers will review household budget and determine what, if any, amount of rent the household is responsible for contributing based upon the household's needs and circumstances. The case manager will document the outcome of the subsidy determination in the client file.
- There are many ways to determine the percentage or amount of rent, utilities, and additional financial assistance a household can contribute. Individual projects have discretion in determining how the subsidy will be reduced based on income, the needs of the household, and what is in the best interest of the household's housing stability.

#### Housing Stabilization and/or Relocation Services (ESG)

The type, amount, and duration of financial assistance for housing stabilization and/or relocation services will be determined based on the needs of the household. The need for this assistance will be evaluated and documented in the client file.

#### Required Documentation

Households receiving Homeless Prevention assistance must have a lease in the participant's name. Documentation of the pending loss of housing can include an eviction notice, the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law.

#### Assessment/ Prioritization

All homeless prevention projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures.

## **SUPPORTIVE SERVICES ONLY PROJECTS (SSO)**

#### **Definition**

Supportive Services Only (SSO) projects provide services to sheltered and unsheltered homeless persons to whom the provider is not providing housing or housing assistance.

#### **Eligibility**

##### HUD Eligibility

Participants must meet the HUD definition of homelessness under Category 1 (Literally Homeless) or they may fall under Category 4 (Fleeing/Attempting to Flee DV) if they also meet the definition in Category 1.

### CoC Requirements

The CoC will be assessing project level eligibility criteria in order to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families. Organizations should be working towards the removal of barriers to project entry, and barriers to remaining in projects, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates. Organizations may need to change their project design in order to address this.

### CoC Recommendations

SSO projects are expected to work with participants in order to connect them to permanent housing.

### **Required Documentation**

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach worker; or
  - c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
  - d. For individuals exiting an institution – one of the forms of evidence above and;
    - iii. Discharge paperwork or written/oral referral, or
    - iv. Written record of intake worker’s due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a. Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.

### **Assessment /Prioritization**

Supportive Services Projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures.

## **PERMANENT SUPPORTIVE HOUSING PROJECTS (PSH)**

### **Definition**

Permanent Supportive Housing (PSH) projects provide community-based housing and supportive services, without a predetermined length of stay, to assist homeless persons with a disability to live independently. The project will provide safe, affordable housing that meets participants’ needs in accordance with HUD guidelines for permanent supportive housing projects.

### **Eligibility**

#### HUD Requirements

In order to be served in a CoC-funded PSH project (individuals or family households) participants must meet the following project eligibility requirements:

- Participants must meet the applicable HUD definition of homelessness (category 1 or category 4); and



- PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability.

**ELIGIBILITY CRITERIA FOR DedicatedPLUS Projects (Section III.A.3.d of the FY 2017 CoC Program NOFA):**

A *DedicatedPLUS project* is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth that at intake are:

- (1) experiencing chronic homelessness as defined in 24 CFR 578.3;
- (2) residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- (3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- (4) residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- (5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- (6) receiving assistance through a Department of Veterans Affairs(VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

CoC Requirements

The CoC will be assessing project level eligibility criteria in order to identify and remove barriers to accessing services and housing that are experienced by homeless individuals and families. Organizations should be working towards the removal of barriers to project entry, and barriers to remaining in projects, as these barriers both deny housing to individuals and families that really need intensive services and often result in low occupancy rates. Organizations may need to change their project design in order to address this.

CoC Recommendations

**Service Provision Criteria:**

1. In providing or arranging for housing, the project considers the needs of the individual or family experiencing homelessness.
2. The project provides assistance in accessing suitable housing.
3. The project may provide assistance with moving costs.
4. The project signs occupancy agreements or leases (or subleases) with all project participants residing in housing.
5. The project enters into an occupancy agreement or lease agreement (or sublease) with project participant for a term of at least once year, which is terminable for cause. The lease must be automatically renewable upon expiration for a minimum term of one month. Assistance may be extended as stated in 24 CFR 578.79.
6. For projects where regulations require individuals and families residing in permanent supportive housing to pay occupancy charges or rent, occupancy charges and rent may not exceed those specified in 24 CFR 578.77.

7. At least 85 percent of the CoC Program-funded permanent supportive housing beds that become available through turnover must be prioritized for chronically homeless individuals and families. However, CoC-funded PSH projects that commit above this amount in a competition, are held to the higher amount.

In terminating assistance to a program participant, the interim rule provides that a recipient or subrecipient must provide a formal process that recognizes the due process of law. Recipients or subrecipients that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and examine all circumstances in determining whether termination is appropriate. Under the Continuum of Care Interim Rule, it was determined that a participant's assistance should be terminated only in the most severe cases.

### **Required Documentation**

As defined in the HEARTH Act, eligibility for Permanent Supportive Housing is limited to categories 1 and 4 (Fleeing/Attempting to Flee DV) if they also meet the definition in Category 1. Participants must also:

- a. Enter from the street or shelter, or a transitional housing project to which they originally entered from the street or shelter (NOTE: if the project is designated for chronically homeless, they may only enter from the street or shelter. Individuals may lose their chronically homeless designation after they are enrolled into a transitional housing project); and
- b. The head of household, or at least one member of the household, must have a disability of long duration, verified either by Social Security or a licensed professional that meets the state criteria for diagnosing and treating that condition\*.

\*HUD's *Sample Chronic Homelessness Documentation – 2016* guidance, which includes a list of acceptable documentation to verify disability status, can be found at:

<https://www.hudexchange.info/resources/documents/Sample-Chronic-Homelessness-Documents-Form-2016.docx>.

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as follows:

- 1) Literally Homeless (in order of preference)
  - a. Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); or
  - b. Written observation by an outreach or intake worker; or
  - c. Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;
  - d. For individuals exiting an institution – one of the forms of evidence above and;
    - iii. Discharge paperwork or written/oral referral, or
    - iv. Written record of intake worker's due diligence to obtain above evidence and certification by individual that they exited institution

If the provider is using anything other than a Third Party Verification, the case file must include documentation of due diligence to obtain third party verification. Appendix VI provides more details on exactly what is needed in the case file.

## **Assessment/Prioritization**

Permanent Supportive Housing Projects are required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures.

Recipients of CoC Program-funded PSH are required to follow the order of priority when selecting participants for housing in accordance with the Georgia Balance of State CoC's written standards while also considering the goals and any identified target populations served by the project in a manner that is consistent with their current grant agreement. These standards and the order of priority is listed below, and the BoS CoC approved Permanent Supportive Housing Written Standards and Chronic Prioritization policy is located in Appendix VI of this document.

### **A. Order of Priority in CoC Program-funded Permanent Supportive Housing Beds Dedicated to Persons Experiencing Chronic Homelessness and Permanent Supportive Housing Prioritized for Occupancy by Persons Experiencing Chronic Homelessness.**

#### **First Priority**

*Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs*

#### **Second Priority**

*Chronically Homeless Individuals and Families with the Longest History of Homelessness*

#### **Third Priority**

*Chronically Homeless Individuals and Families with the Most Severe Service Needs*

#### **Fourth Priority**

*All Other Chronically Homeless Individuals and Families*

### **B. Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness**

#### **First Priority**

*Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs*

#### **Second Priority**

*Homeless Individuals and Families with a Disability with Severe Service Needs*

#### **Third Priority**

*Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters Without Severe Service Needs*

#### **Fourth Priority**

*Homeless Individuals and Families with a Disability Coming from Transitional Housing*

The Georgia Balance of State CoC adopts HUD's Notice CPD-16-11, *Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing* Notice issued on July 25, 2016, in that those experiencing chronic homelessness should be given priority for non-dedicated PSH beds as vacancies become available through turnover. PSH renewal

projects serving specific disabled subpopulations (e.g., persons with mental illness or persons with substance abuse issues) must continue to serve those groups, as required in the current grant agreement. However, the chronically homeless within the specified subpopulation should be prioritized for entry as described below. The full notice, which includes related recordkeeping requirements can be found at: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>. This policy supersedes previous policy adopting Notice CPD-14-012.

### **Prioritization of DedicatedPLUS Projects When There Are No Eligible Households**

At the point in which a vacancy occurs, if there are no eligible households identified who are ready to accept assistance, recipients should consider the following:

- Where there are no chronically homeless persons identified, Dedicated PSH beds included in DedicatedPLUS projects may fill the vacancy *either* in accordance with section III.B.1.(b)-(d) of Notice CPD-16-11 or households eligible for DedicatedPLUS as outlined in Section III.A.3.d of the FY 2017 CoC Program NOFA.
- Where there are no persons meeting the eligibility criteria for DedicatedPLUS as outlined in Section III.A.3.d of the FY 2017 CoC Program NOFA, recipients should follow the order of priority outlined in section III.B.1.(b)-(d) of Notice CPD-16-11 to fill any vacancies. At a minimum, the CoC should consider the total length of time the potential program participant has been residing in a place not meant for human habitation, emergency shelter, or safe haven and severity of service needs.
- The recipient must always continue to prioritize households that are eligible for DedicatedPLUS (and dedicated PSH, if applicable). This means that anytime there is a new vacancy, the recipient must always first seek to fill it with an eligible household even if it was most recently used to serve a household that would not otherwise be eligible due to the circumstances outlined above.

For purposes of prioritization as referenced above in Section III.B.1.(b)-(d) of Notice CPD-16-11 (referenced from Appendix VIII of this document), the required order of prioritization is as follows for DedicatedPLUS projects, when there are no eligible households:

#### **First Priority**

*Homeless Individuals and Families with a Disability with Severe Service Needs*

#### **Second Priority**

*Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters Without Severe Service Needs*

#### **Third Priority**

*Homeless Individuals and Families with a Disability Coming from Transitional Housing*

The overarching goal of adopting this Notice is to ensure that the homeless individuals and families with the most severe service needs within a community are prioritized in all PSH, which will also increase progress towards the Georgia Balance of State CoC's goal of ending chronic homelessness. This will also guide projects in ensuring that all CoC Program-funded PSH beds are used most effectively. HUD's Notice CPD-16-11, and this policy, revises the orders of priority related how

persons should be selected for PSH as previously established in Notice CPD-14-012 to reflect the changes to the definition of chronically homeless as defined in the Chronically Homeless final rule.

Due diligence must be exercised when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their initial length of time homeless and/or the severity of their needs in the Georgia Balance of State CoC. Consistent with HUD's expectations for recipients of dedicated permanent supportive housing (PSH) projects, recipients of DedicatedPLUS projects will be expected to exercise due diligence when conducting outreach and assessment to locate and engage eligible households as outlined in Section III.A.3.d. of the FY 2017 CoC Program NOFA. HUD and the Georgia Balance of State CoC recognize that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing. Recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. CoC Program-funded PSH providers are encouraged to follow a Housing First approach to maximum extent practicable, and recipients of DedicatedPLUS projects should be following a Housing First approach to the maximum extent practicable. Therefore, a person experiencing chronic homelessness should not be forced to refuse an offer of PSH if they do not want to participate in the project's services, nor should a PSH project have eligibility criteria or preconditions to entry that systematically exclude those with severe service needs. Street outreach and housing providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and where the CoC has adopted these orders of priority into their written standards, these chronically homeless persons must continue to be prioritized for PSH until they are housed.

**Recordkeeping Recommendations for the Orders of Priority in this Notice:**

24 CFR 578.103(a)(4) of the [CoC Program Interim Rule \(Formatted Version\)](#) outlines documentation requirements for all recipients of dedicated and non-dedicated CoC Program-funded PSH associated with determining whether or not an individual or family is chronically homeless for the purposes of eligibility. In addition to those requirements, the BoS CoC expects that CoC recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority may be demonstrated by:

**A. Evidence of Severe Service Needs.** Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in Appendix VI of the Written Standards using data-driven methods such as an administrative data match or through the use of a standardized assessment. The documentation should include any information pertinent to how the determination was made, such as notes associated with case-conferencing decisions.

**B. Evidence that the Recipient is Following the CoC's Written Standards for Prioritizing Assistance.** Recipients must follow the CoC's written standards for prioritizing assistance, as adopted by the CoC. In accordance with the CoC's adoption of written standards for prioritizing assistance, recipients must in turn document that the CoC's revised written standards have been incorporated into the recipient's intake procedures and that the recipient is following its intake procedures when accepting new project participants into the project.

**C. Evidence that there are no Households Meeting Higher Order of Priority within CoC's Geographic Area.**

**(a)** When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the CoC's geographic area – or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area – at the point in which a vacancy became available. This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence.

**(b)** When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the CoC's geographic area - or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area - that met a higher priority. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence that there were no households identified within the CoC's geographic area that meet a higher order of priority.

**(c)** Documentation for DedicatedPLUS Projects: Recipients of DedicatedPLUS PSH projects must maintain records to document efforts to locate persons meeting the eligibility criteria in Section III.A.3.d of the FY 2017 CoC Program NOFA. Ideally, the CoC should have comprehensive and high-quality data on all households that are currently presenting for assistance within the CoC that is informed by a comprehensive outreach strategy. To justify serving a non-eligible household, a recipient of DedicatedPLUS projects must have documentation from the CoC that demonstrates that outreach is occurring regularly and that the CoC is making reasonable efforts to locate and identify all persons experiencing homelessness within the community.

## Appendix I: HUD Definition for “Homeless” Individual or Family

<b>HUD CRITERIA FOR DEFINING HOMELESS</b>	<b>Category 1</b>	Literally Homeless	<p>(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> <li>▪ Has a primary nighttime residence that is a public or private place not meant for human habitation;</li> <li>▪ Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing (only for ESG) and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or</li> <li>▪ Is exiting an institution where (s)he has 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</li> </ul>
	<b>Category 2</b>	Imminent Risk of Homelessness	<p>(2) Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> <li>▪ Residence will be lost within 14 days of the date of application for homeless assistance;</li> <li>▪ No subsequent residence has been identified; and</li> <li>▪ The individual or family lacks the resources or support networks needed to obtain other permanent housing</li> </ul>
	<b>Category 3</b>	Homeless under other Federal statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> <li>• Are defined as homeless under the other listed federal statutes;</li> <li>• Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;</li> <li>• Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u></li> <li>• Can be expected to continue in such status for an extended period of time due to special needs or barriers</li> </ul>
	<b>Category 4</b>	Fleeing/ Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none"> <li>▪ Is fleeing, or is attempting to flee, domestic violence;</li> <li>▪ Has no other residence; and</li> <li>▪ Lacks the resources or support networks to obtain other permanent housing</li> </ul>

**Appendix II: HUD Definition for “At Risk of Homelessness”:**

HUD DEFINITION FOR AT RISK OF HOMELESSNESS	<b>Category 1</b>	Individuals and Families	<p>An individual or family who:</p> <p>(i) Has an annual income below 30% of median family income for the area; <b>AND</b></p> <p>(ii) Does not have sufficient resources or support networks, e.g. family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; <b>AND</b></p> <p>(iii) Meets one of the following conditions:</p> <p>A. Has moved because of economic reasons 2 or more times during the 60 days immediately preceding their application for assistance; <b>OR</b></p> <p>B. Is living in the home of another because of economic hardship; <b>OR</b></p> <p>C. Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance; <b>OR</b></p> <p>D. Lives in a hotel or motel and the cost of the hotel or motel stay is not covered by any federal, State, or local government programs for low-income assistance: <b>OR</b></p> <p>E. Lives in a single-room occupancy or efficiency apartment unit in which there resides more than 2 persons or lives in a larger housing unit in which there reside more than 1.5 persons per room; <b>OR</b></p> <p>F. Is exiting a publicly funded institution, or system of care; <b>OR</b></p> <p>G. Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness as identified in the recipient’s approved Consolidated Plan.</p>
	<b>Category 2</b>	Unaccompanied Children and Youth	<p>A child or youth who does not qualify as homeless under HUD’s “homeless” definition but qualifies as homeless under another federal statute as outlined in the CoC Interim Rule at 578.3.</p>
	<b>Category 3</b>	Families with Children and Youth	<p>A child or youth who does not qualify as “homeless” under HUD’s homeless definition but does qualify as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) of that child or youth if living with her or him.</p>



## **Appendix III: Eligibility by Component (CoC Program)**

<b>ELIGIBILITY BY COMPONENT (CoC Program-funded Projects)</b>	<b>Supportive Services</b>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in SSO projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 2 – Imminent Risk of Homeless</li> <li>• Category 3* – Homeless Under Other Federal Statutes (N/A BoS CoC*)</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul>
	<b>Rapid Re- housing</b>	<p>Individuals defined as Homeless under the following categories are eligible for assistance in RRH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV (where the individual or family also meets the criteria for Category 1)</li> </ul> <p>ESG-funded RRH projects have the following additional limitations on eligibility:</p> <ul style="list-style-type: none"> <li>• Must only serve individuals and families that have an annual income at or <u>below</u> 50% of AMI</li> </ul>
	<b>Transitional Housing</b>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in TH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 2 – Imminent Risk of Homeless</li> <li>• Category 3* – Homeless Under Other Federal Statutes (N/A BoS CoC*)</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul>
	<b>Permanent Supportive Housing</b>	<p>Individuals and families defined as Homeless under the following categories are eligible for assistance in PSH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul> <p>PSH projects have the following additional NOFA limitations on eligibility within Category 1:</p> <ul style="list-style-type: none"> <li>• Individuals and Families coming from TH must have originally come from the streets or emergency shelter</li> <li>• Individuals and Families must also have an individual family member with a disability</li> </ul> <p>Projects that are dedicated chronically homeless projects, including those that were originally funded as Samaritan Bonus Initiative Projects must continue to serve chronically homeless persons <u>exclusively</u></p>

\* Projects must be located within a CoC that has received HUD approval to serve this category. For more information about receiving HUD approval, please read: [Notice on Limitation on Use of Funds to Serve Persons Defined as Homeless Under Other Federal Laws](https://www.hudexchange.info/resource/1988/notice-limitation-use-funds-serve-persons-defined-homeless-other-laws/) at: <https://www.hudexchange.info/resource/1988/notice-limitation-use-funds-serve-persons-defined-homeless-other-laws/>. Category 3 is not applicable for Balance of State CoC-funded programs.

**Appendix IV: Eligibility by Category (Emergency Solutions Grant Program)**

<p><b>ELIGIBILITY BY COMPONENT</b> (Emergency Solutions Grants Program)</p>	<p><b>Street Outreach</b></p>	<p>Individuals defined as Homeless under the following categories are eligible for assistance in SO:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV (where the individual or family also meets the criteria for Category 1)</li> </ul> <p>SO projects have the following additional limitations on eligibility within Category 1:</p> <ul style="list-style-type: none"> <li>• Individuals and families must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in emergency shelter</li> </ul>
	<p><b>Emergency Shelter</b></p>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in ES projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 2 – Imminent Risk of Homeless</li> <li>• Category 3 – Homeless Under Other Federal Statutes</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul>
	<p><b>Rapid Re- housing</b></p>	<p>Individuals defined as Homeless under the following categories are eligible for assistance in RRH projects:</p> <ul style="list-style-type: none"> <li>• Category 1 – Literally Homeless</li> <li>• Category 4 – Fleeing/Attempting to Flee DV (where the individual or family also meets the criteria for Category 1)</li> </ul> <p>ESG-funded RRH projects have the following additional limitations on eligibility:</p> <ul style="list-style-type: none"> <li>• Must only serve individuals and families that have an annual income at or <u>below</u> 50% of AMI</li> </ul>
	<p><b>Homelessness Prevention</b></p>	<p>Individuals and Families defined as Homeless under the following categories are eligible for assistance in HP projects:</p> <ul style="list-style-type: none"> <li>• Category 2 –Imminent Risk of Homeless</li> <li>• Category 3 – Homeless Under Other Federal Statutes</li> <li>• Category 4 – Fleeing/Attempting to Flee DV</li> </ul> <p>Individuals and Families who are defined as At Risk of Homelessness are eligible for assistance in HP projects.</p> <p>HP projects have the following additional limitations on eligibility with homeless and at risk of homeless:</p> <ul style="list-style-type: none"> <li>• Must only serve individuals and families that have an annual income <u>below</u> 30% of AMI</li> </ul>

## **Appendix V: Eligibility Documentation Requirements for ESG and CoC Program-funded Projects**

As set forth in the HEARTH Act, there are four categories of eligibility: 1) Literally Homeless, 2) Imminent Risk of Homelessness, 3) Homeless Under Other Federal Statutes (subject to limitation in the BoS CoC), and 4) Fleeing/Attempting to Flee Domestic Violence. Projects located within the Georgia Balance of State Continuum of Care jurisdiction are limited to serving categories 1, 2, and 4 due to the shortage of resources for those priority populations and excessive demand. Category two is further limited to those who will be literally homeless within 14 days, aligning eligibility with the Emergency Solutions Grant.

Documentation must be included in the case file, and/or scanned into the HMIS client record that demonstrates eligibility as noted in the table on the following page:

ELIGIBILITY DOCUMENTATION/RECORDKEEPING REQUIREMENTS

<p><b>Category 1</b></p>	<p>Literally Homeless</p>	<p>a) Third party verification (HMIS print-out, or written referral/certification by another housing or service provider); <b>OR</b>  b) Written observation by an outreach worker; <b>OR</b>  c) Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter;  d) For individuals exiting an institution – one of the forms of evidence above <u>and</u>;  i) Discharge paperwork <u>or</u> written/oral referral, <u>or</u>  ii) Written record of intake worker’s due diligence to obtain above evidence <u>and</u> certification by individual that they exited the institution</p> <p>If the provider is using anything other than Third Party Verification, the case file must include documentation of due diligence to obtain third party verification.</p>
<p><b>Category 2</b></p>	<p>Imminent Risk of Homelessness</p>	<p>a. A court order resulting from an eviction action notifying the individual or family that they must leave within 14 days; <b>OR</b>  b. For individual and families leaving a hotel or motel – evidence that they lack the financial resources to stay; <b>OR</b>  c. A documented and verified written or oral statement that the individual or family will be literally homeless within 14 days; <b>AND</b>  d. Certification that no subsequent residence has been identified; <b>AND</b>  e. Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing.</p>
<p><b>Category 3</b></p>	<p>Homeless under other Federal statutes</p>	<p><b>CoC-funded projects</b> - N/A (Ineligible)  <b>ESG-funded projects (ONLY shelter or prevention IF allowed):</b></p> <ul style="list-style-type: none"> <li>i. Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; <b>AND</b></li> <li>ii. Certification of no PH in the last 60 days; <b>AND</b></li> <li>iii. Certification by the individual or head of household, and any available supporting documentation, that (s)he has moved two or more times in the last 60 days; <b>AND</b></li> <li>iv. Documentation of special needs or 2 or more barriers</li> </ul>
<p><b>Category 4</b></p>	<p>Fleeing/ Attempting to Flee DV</p>	<p><b>For victim service providers:</b></p> <ul style="list-style-type: none"> <li>i. An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker.</li> </ul> <p><b>For non-victim service providers:</b></p> <ul style="list-style-type: none"> <li>ii. Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; <b>AND</b></li> <li>iii. Certification by the individual or head of household that no subsequent residence has been identified; <b>AND</b></li> <li>iv. Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.</li> </ul>

## **Appendix VI: Permanent Supportive Housing Written Standards & Chronic Prioritization** (approved as updated May 23, 2018)

### **PERMANENT SUPPORTIVE HOUSING PROJECTS (PSH)**

Permanent Supportive Housing (PSH) projects provide community-based housing and supportive services, without a predetermined length of stay, to assist homeless persons with a disability to live independently.

#### STANDARD:

The project will provide safe, affordable housing that meets participants' needs in accordance with HUD guidelines for permanent supportive housing projects.

#### SERVICE PROVISION CRITERIA:

1. In providing or arranging for housing, the project considers the needs of the individual or family experiencing homelessness.
2. The project provides assistance in accessing suitable housing.
3. The project may provide assistance with moving costs.
4. The project signs occupancy agreements or leases (or subleases) with all project participants residing in housing.
5. The project enters into an occupancy agreement or lease agreement (or sublease) with project participant for a term of at least once year, which is terminable for cause. The lease must be automatically renewable upon expiration for a minimum term of one month. Assistance may be extended as stated in 24 CFR 578.79.
6. For projects where regulations require individuals and families residing in permanent supportive housing to pay occupancy charges or rent, occupancy charges and rent may not exceed those specified in 24 CFR 578.77.
7. At least 85 percent of the CoC Program-funded permanent supportive housing beds that become available through turnover must be prioritized for chronically homeless individuals and families. However, CoC-funded PSH projects that commit above this amount in a competition, are held to the higher amount.

#### ELIGIBILITY CRITERIA:

In order to be served in a CoC-funded PSH project (individuals or family households) participants must meet the following program eligibility requirements:

- Participants must meet the applicable HUD definition of homelessness (category 1 or category 4); and
- PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability.

#### **ELIGIBILITY CRITERIA FOR DedicatedPLUS Projects (Section III.A.3.d of the FY 2017 CoC Program NOFA):**

A *DedicatedPLUS* project is a permanent supportive housing project where 100 percent of the beds are dedicated to serve individuals with disabilities and families in which one adult or child has a disability, including unaccompanied homeless youth that at intake are:

- (1) experiencing chronic homelessness as defined in 24 CFR 578.3;
- (2) residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;

- (3) residing in a place not meant for human habitation, emergency shelter, or safe haven; but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
- (4) residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
- (5) residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- (6) receiving assistance through a Department of Veterans Affairs(VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

Priority is given to chronically homeless individuals and families as defined by HUD, where a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of the chronically homeless definition as described on page 6 of this appendix, including a family whose composition has fluctuated while the head of household has been homeless. Please note that to meet the criteria set forth in the chronically homeless definition, in addition to meeting criteria around literal homelessness and length of time homeless, the statutory definition also requires that the head of household has a diagnosable disability as determined in the final rule.

Recipients that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and examine all circumstances in determining whether termination is appropriate. Under the Continuum of Care Interim Rule, it was determined that a participant's assistance should be terminated only in the most severe cases.

The Georgia Balance of State CoC adopts HUD's Notice CPD-16-11, *Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing* Notice issued on July 25, 2016, in that those experiencing chronic homelessness should be given priority for non-dedicated PSH beds as vacancies become available through turnover. PSH renewal projects serving specific disabled subpopulations (e.g., persons with mental illness or persons with substance abuse issues) must continue to serve those groups, as required in the current grant agreement. However, the chronically homeless within the specified subpopulation should be prioritized for entry as described below. The full notice, which includes related recordkeeping requirements can be found at: <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>. As noted in the Georgia Balance of State CoC Competition policy for 2016, at least 85 percent of the CoC program-funded permanent supportive housing beds that become available through turnover must be prioritized for chronically homeless individuals and families. This policy supersedes previous policy adopting Notice CPD-14-012.

The overarching goal of adopting this Notice is to ensure that the homeless individuals and families with the most severe service needs within a community are prioritized in all PSH, which will also increase progress towards the Georgia Balance of State CoC's goal of ending chronic homelessness. This will also guide projects in ensuring that all CoC Program-funded PSH beds are used most effectively. HUD's Notice CPD-16-11, and this policy, revises the orders of priority related how persons should be selected for PSH as previously established in Notice CPD-14-012 to reflect the changes to the definition of chronically homeless as defined in the Chronically Homeless final rule.

Recipients of CoC Program-funded PSH are required to follow the order of priority when selecting participants for housing in accordance with the Georgia Balance of State CoC's written standards while also considering the

goals and any identified target populations served by the project, in a manner consistent with their current grant agreement.

Due diligence must be exercised when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their total length of time homeless and/or the severity of their needs in the Georgia Balance of State CoC. Consistent with HUD's expectations for recipients of dedicated permanent supportive housing (PSH) projects, recipients of DedicatedPLUS projects will be expected to exercise due diligence when conducting outreach and assessment to locate and engage eligible households as outlined in Section III.A.3.d. of the FY 2017 CoC Program NOFA. HUD and the Georgia Balance of State CoC recognize that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing. Recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. CoC Program-funded PSH providers are encouraged to follow a Housing First approach to maximum extent practicable, and recipients of DedicatedPLUS projects should be following a Housing First approach to the maximum extent practicable. Therefore, a person experiencing chronic homelessness should not be forced to refuse an offer of PSH if they do not want to participate in the project's services, nor should a PSH project have eligibility criteria or preconditions to entry that systematically exclude those with severe service needs. Street outreach and housing providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and where the CoC has adopted these orders of priority into their written standards, these chronically homeless persons must continue to be prioritized for PSH until they are housed.

### **PRIORITIZATION of CHRONICALLY HOMELESS**

#### **Order of Priority in CoC Program-funded Permanent Supportive Housing**

As a reminder, recipients of CoC Program-funded PSH are required to prioritize otherwise eligible households in a nondiscriminatory manner. Project implementation, including any prioritization policies, must be implemented consistent with the nondiscrimination provisions of the Federal civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Title II or III of the Americans with Disabilities Act, as applicable. For example, while it is acceptable to prioritize based on level of need for the type of assistance being offered, prioritizing based on specific disabilities would not be consistent with fair housing requirements or program regulations.

#### **A. Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Dedicated or Prioritized for Occupancy by Persons Experiencing Chronic.**

##### **First Priority:**

***Chronically Homeless Individuals and Families with the Longest History of Homelessness and with the Most Severe Service Needs.***

A chronically homeless individual or head of household as defined in 24 CFR Parts 91 and 578, for whom both of the following are true:

1. The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and

2. The CoC or CoC Program recipient has identified the chronically homeless individual or head of household, who meets all of the criteria in paragraph (1) of the definition for chronically homeless, of the family as having severe service needs (see Section I.D.3. of this Notice for definition of severe service needs).

**Second Priority:**

***Chronically Homeless Individuals and Families with the Longest History of Homelessness.***

A chronically homeless individual or head of household, as defined in 24 CFR Parts 91 and 578, for which both of the following are true:

1. The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and,
2. The CoC or CoC program recipient has **not** identified the chronically homeless individual or the head of household, who meets all of the criteria in paragraph (1) of the definition for chronically homeless, of the family as having severe service needs.

**Third Priority:**

***Chronically Homeless Individuals and Families with the Most Severe Service Needs.***

A chronically homeless individual or head of household as defined in 24 CFR Parts 91 and 578, for whom both of the following are true:

1. The chronically homeless individual or head of household of a family has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the total length of those separate occasions equals less than 12 months; and
2. The CoC or CoC program recipient has identified the chronically homeless individual or the head of household, who meets all of the criteria in paragraph (1) of the definition for chronically homeless, of the family as having severe service needs.

**Fourth Priority:**

***All Other Chronically Homeless Individuals and Families.***

A chronically homeless individual or head of household as defined in 24 CFR Parts 91 and 578, for whom both of the following are true:

1. The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length the four occasions is **less than** 12 months; and
2. The CoC or CoC program recipient has **not** identified the chronically homeless individual or the head of household, who meets all of the criteria in paragraph (1) of the definition for chronically homeless, of the family as having severe service needs.

Where a CoC or a recipient of CoC Program-funded PSH beds that are dedicated or prioritized is not able to identify chronically homeless individuals and families as defined in 24 CFR Parts 91 and 578 within the CoC, the order of priority in the section below (*B. Order of Priority in Permanent Supportive Housing Beds Not Dedicated or Prioritized for Persons Experiencing Chronic Homelessness*) may be followed.



## **B. Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Not Dedicated or Not Prioritized for Occupancy by Persons Experiencing Chronic Homelessness**

### **First Priority:**

#### ***Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs.***

An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months **and** has been identified as having severe service needs.

### **Second Priority:**

#### ***Homeless Individuals and Families with a Disability Severe Service Needs.***

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

### **Third Priority:**

#### ***Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters Without Severe Service Needs.***

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

### **Fourth Priority:**

#### ***Homeless Individuals and Families with a Disability Coming from Transitional Housing.***

An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter, or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

### **Prioritization of DedicatedPLUS Projects When There Are No Eligible Households**

At the point in which a vacancy occurs, if there are no eligible households identified who are ready to accept assistance, recipients should consider the following:

- Where there are no chronically homeless persons identified, Dedicated PSH beds included in DedicatedPLUS projects may fill the vacancy *either* in accordance with section III.B.1.(b)-(d) of Notice CPD-16-11 or households eligible for DedicatedPLUS as outlined in Section III.A.3.d of the FY 2017 CoC Program NOFA.

- Where there are no persons meeting the eligibility criteria for DedicatedPLUS as outlined in Section III.A.3.d of the FY 2017 CoC Program NOFA, recipients should follow the order of priority outlined in section III.B.1.(b)-(d) of Notice CPD-16-11 to fill any vacancies. At a minimum, the CoC should consider the total length of time the potential program participant has been residing in a place not meant for human habitation, emergency shelter, or safe haven and severity of service needs.
- The recipient must always continue to prioritize households that are eligible for DedicatedPLUS (and dedicated PSH, if applicable). This means that anytime there is a new vacancy, the recipient must always first seek to fill it with an eligible household even if it was most recently used to serve a household that would not otherwise be eligible due to the circumstances outlined above.

For purposes of prioritization as referenced above in Section III.B.1.(b)-(d) of Notice CPD-16-11 (referenced from Appendix VIII of this document), the required order of prioritization as follows for DedicatedPLUS projects, when there are no eligible households:

**First Priority**

***Homeless Individuals and Families with a Disability Severe Service Needs.***

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

**Second Priority**

***Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Havens, or Emergency Shelters Without Severe Service Needs.***

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

**Third Priority**

***Homeless Individuals and Families with a Disability Coming from Transitional Housing.***

An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter, or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

**PROCEDURE:**

Permanent Supportive Housing Projects will be required to utilize the Coordinated Entry Process as outlined in the Coordinated Entry Written Standards Policies and Procedures.

**Key Terms:**

**Homeless** means (To be eligible for permanent supportive housing, people must meet the federal criteria under category [1] or [4] of the “homeless” definition in 24 578.3):

- 1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - i) An individual or family with a primary nighttime residence that 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;
  - ii) An individual or family living 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
  - iii) An individual who is 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

**Disabling Condition (Disability)** means:

- A person shall be considered to have a disabling condition if he or she has a condition that:
  - Is expected to be long-continuing or of indefinite duration;
  - Substantially impedes the individual’s ability to live independently;
  - Could be improved by the provision of more suitable housing conditions; and
  - Can be diagnosed as one or more of the following conditions: substance abuse disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability (page 53, CoC Interim Rule).
- A person will also be considered to have a disability if he or she has acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV).

**Chronically Homeless** means:

- A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
  - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
  - Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
- An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering that facility; or
- A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition described above, including a family whose composition has fluctuated while the head of household has been homeless.

HUD's *Sample Chronic Homelessness Documentation – 2016* guidance can be found at: <https://www.hudexchange.info/resources/documents/Sample-Chronic-Homelessness-Documentation-Form-2016.docx>.

**Housing First** means:

Housing First is a model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions for entry (such as sobriety or a minimum income threshold). HUD encourages all recipients of CoC Program-funded PSH to follow a Housing First approach to the maximum extent practicable.

Any CoC-funded recipient/subrecipient that indicated that they would follow a Housing First approach in a CoC Project Application must continue to do so in subsequent years, as the CoC score for that CoC Program Competition was affected by the extent in which project applications indicated that they would follow this approach and this requirement will be incorporated into the recipient's HUD grant agreement.

**Severity of Service Needs** means (as defined in HUD Notice CPD-16-11, these PSH written standards refer to persons who have been identified as having the most severe service needs):

(a) For the purpose of these standards, this means an individual for whom at least one of the following is true:

- i. History of high utilization of crisis services, which include but are not limited to, emergency rooms, jails, and psychiatric facilities; and/or
- ii. Significant health or behavioral health challenges, substance use disorders, or functional impairments which require a significant level of support in order to maintain permanent housing.
- iii. For youth and victims of domestic violence, high risk of continued trauma or high risk of harm or exposure to very dangerous living situations.
- iv. When applicable CoCs and recipients of CoC Program-funded PSH may use an alternate criteria used by Medicaid departments to identify high-need, high cost beneficiaries.

(b) Severe service needs as defined in paragraphs i. - iv. above should be identified and verified through data-driven methods such as an administrative data match or through the use of a standardized assessment tool and process and should be documented in a project participant's case file. The determination must not be based on a specific diagnosis or disability type, but only on the severity of needs of the individual. The determination cannot be made based on any factors that would result in a violation of any nondiscrimination and equal opportunity requirements, see C.F.R. § 5.105(a).

**Recordkeeping Recommendations for the Orders of Priority in this Notice:**

24 CFR 578.103(a)(4) of the [CoC Program Interim Rule \(Formatted Version\)](#) outlines documentation requirements for all recipients of dedicated and non-dedicated CoC Program-funded PSH associated with determining whether or not an individual or family is chronically homeless for the purposes of eligibility. In addition to those requirements, the BoS CoC expects that CoC recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority may be demonstrated by:

**A. Evidence of Severe Service Needs.** Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in this section of the Written Standards using data-driven methods such as an administrative data match or through the use of a standardized assessment.

The documentation should include any information pertinent to how the determination was made, such as notes associated with case-conferencing decisions.

**B. Evidence that the Recipient is Following the CoC’s Written Standards for Prioritizing Assistance.**

Recipients must follow the CoC’s written standards for prioritizing assistance, as adopted by the CoC. In accordance with the CoC’s adoption of written standards for prioritizing assistance, recipients must in turn document that the CoC’s revised written standards have been incorporated into the recipient’s intake procedures and that the recipient is following its intake procedures when accepting new project participants into the project.

**C. Evidence that there are no Households Meeting Higher Order of Priority within CoC’s Geographic Area.**

(a) When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the CoC’s geographic area – or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC’s geographic area – at the point in which a vacancy became available. This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence.

(b) When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the CoC’s geographic area - or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC’s geographic area - that met a higher priority. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence that there were no households identified within the CoC’s geographic area that meet a higher order of priority.

(c) Documentation for DedicatedPLUS Projects: Recipients of DedicatedPLUS PSH projects must maintain records to document efforts to locate persons meeting the eligibility criteria in Section III.A.3.d of the FY 2017 CoC Program NOFA. Ideally, the CoC should have comprehensive and high-quality data on all households that are currently presenting for assistance within the CoC that is informed by a comprehensive outreach strategy. To justify serving a non-eligible household, a recipient of DedicatedPLUS projects must have documentation from the CoC that demonstrates that outreach is occurring regularly and that the CoC is making reasonable efforts to locate and identify all persons experiencing homelessness within the community.

**Appendix VII: Recordkeeping Requirements Documenting “Chronic Homelessness”**

<b>RECORDKEEPING REQUIREMENTS TO DOCUMENT CHRONIC HOMELESSNESS</b>	Documenting time spent living in a place not meant for human habitation, an emergency shelter, or a safe haven	<p>a) Third party verification (HMIS print-out, written observation by an outreach worker of the conditions where the individual was living, or written referral/certification by another housing or service provider) should be obtained for at least 9 of the required 12 month homeless period;</p> <p>b) Up to 3 months of homelessness may be documented through self-certification;</p> <p>c) A single encounter with a service provider in a month is sufficient to consider the household homeless for the entire month unless there is evidence of a break;</p> <p>d) If third party documentation cannot be obtained, a written record of the intake worker’s due diligence to obtain it, the worker’s documentation of the living situation, and the individual’s self-certification may suffice;</p> <p>e) Up to 25% of the participants served during the project’s operating year may self-certify for the full 12 months but this should be limited to rare and extreme cases and the intake worker must document their due diligence in obtaining other documentation and why it was not received.</p>
	Documenting time spent in institutions	<p>a) Discharge paperwork or written or oral referral from a social worker, case manager, or other appropriate official stating the beginning and ending dates of the individual’s stay in the facility; <b>OR</b></p> <p>b) Where third party verification is not attainable, the written record of the intake worker’s due diligence to obtain it and the individual’s self-certification that he or she is exiting an institutional care facility where they resided less than 90 days.</p>
	Documenting breaks in homelessness	<p>a) Third party verification; <b>OR</b></p> <p>b) Self-reporting by the individual seeking assistance. It is acceptable for all breaks to be documented through self-reporting.</p>
	Documenting the existence of a disability	<p>This must be third party, and includes:</p> <p>a) Written verification from a professional licensed by the State to diagnose and treat the disability and certification that the disability expected to be long-continuing or of indefinite duration and substantially impedes the individual’s ability to live independently; <b>OR</b></p> <p>b) Written verification from SSA; <b>OR</b></p> <p>c) The receipt of a disability check; <b>OR</b></p> <p>d) Intake staff recorded observation of a disability that is confirmed and accompanied by evidence outlined in a-c above within 45 days.</p>

Recipients and subrecipients of CoC Program funds are required to maintain and follow written intake procedures to ensure compliance with the “chronically homeless” definition as described in the final rule at:

<https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/>

**Appendix VIII: HUD CPD-16-11 Notice Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing**



**Special Attention of:**

All Secretary's  
Representatives

**Notice: CPD-16-11**

**Issued: July 25, 2016**

**Expires:** This Notice is effective until it is amended, superseded, or rescinded

**Issued:**

All Regional Directors for  
CPD

**Cross Reference:** 24 CFR Parts 578 and  
42 U.S.C. 11381, *et seq.*

**Expires:**

All CPD Division Directors  
Continuums of Care (CoC)  
Recipients of the Continuum of Care (CoC)  
Program

**Subject: Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing**

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## I. Purpose

This Notice supersedes Notice CPD-14-012 and provides guidance to Continuums of Care (CoC) and recipients of Continuum of Care (CoC) Program (24 CFR part 578) funding for permanent supportive housing (PSH) regarding the order in which eligible households should be served in **all** CoC Program-funded PSH. This Notice reflects the new definition of chronically homeless as defined in CoC Program interim rule as amended by the Final Rule on Defining “Chronically Homeless” (herein referred to as the Definition of Chronically Homeless final rule) and updates the orders of priority that were established under the prior Notice. CoCs that previously adopted the orders of priority established in Notice CPD-14-012, which this Notice supersedes, and who received points for having done so in the FY2015 CoC Program Competition are encouraged to update their written standards to reflect the updates to the orders of priority as established in this Notice. CoCs that have not previously adopted the orders of priority established in Notice CPD-14-012 are also encouraged to incorporate the orders of priority included in this Notice into their written standards

### A. Background

In June 2010, the Obama Administration released *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (Opening Doors)*, in which HUD and its federal partners set goals to end Veteran and chronic homelessness by 2015, and end family and youth homelessness by 2020. Although progress has been made there is still a long way to go. In 2015, the United States Interagency Council on Homelessness extended the goal timeline for achieving the goal of ending chronic homelessness nationally from 2015 to 2017. In 2015, there were still 83,170 individuals and 13,105 persons in families with children that were identified as chronically homeless in the United States. To end chronic homelessness, it is critical that CoCs ensure that limited resources awarded through the CoC Program Competition are being used in the most effective manner and that households that are most in need of assistance are being prioritized.

Since 2005, HUD has encouraged CoCs to create new PSH dedicated for use by persons experiencing chronic homelessness (herein referred to as dedicated PSH). As a result, the number of dedicated PSH beds funded through the CoC Program for persons experiencing chronic homelessness has increased from 24,760 in 2007 to 59,329 in 2015. This increase has contributed to a 30.6 percent decrease in the number of chronically homeless persons reported in the Point-in-Time Count between 2007 and 2015. Despite the overall increase in the number of dedicated PSH beds, this only represents 31.6 percent of all CoC Program-funded PSH beds.

To ensure that all PSH beds funded through the CoC Program are used as strategically and effectively as possible, PSH needs to be targeted to serve persons with the highest needs and greatest barriers towards obtaining and maintaining housing on their own—persons experiencing chronic homelessness. HUD’s experience has shown that many communities and recipients of CoC Program-funded PSH continue to serve persons on a “first-come, first-serve” basis or based on tenant selection processes that screen-in those who are most likely to succeed while screening out those with the highest level of need. These approaches to tenant

selection have not been effective in reducing chronic homelessness, despite the increase in the number of PSH beds nationally.

## **B. Goals of this Notice**

The overarching goal of this Notice is to ensure that those individuals and families who have spent the longest time in places not meant for human habitation, in emergency shelters, or in safe havens and who have the most severe service needs within a community are prioritized for PSH. By ensuring that persons with the longest histories of homelessness and most severe service needs are prioritized for PSH, progress towards the Obama Administration's goal of ending chronic homelessness will increase. In order to guide CoCs in ensuring that all CoC Program-funded PSH beds are used most effectively, this Notice revises the orders of priority related to how persons should be selected for PSH as previously established in Notice CPD-14-012 to reflect the changes to the definition of chronically homeless as defined in the Definition of Chronically Homeless final rule. CoCs are strongly encouraged to adopt and incorporate them into the CoC's written standards and coordinated entry process.

HUD seeks to achieve two goals through this Notice:

1. Establish a recommended order of priority for dedicated and prioritized PSH which CoCs are encouraged to adopt in order to ensure that those persons with the longest histories residing in places not meant for human habitation, in emergency shelters, and in safe havens and with the most severe service needs are given first priority.
2. Establish a recommended order of priority for PSH that is not dedicated or prioritized for chronic homelessness in order to ensure that those persons who do not yet meet the definition of chronic homelessness but have the longest histories of homelessness and the most severe service needs, and are therefore the most at risk of becoming chronically homeless, are prioritized.

## **C. Applicability**

The guidance in this Notice is provided to all CoCs and all recipients and subrecipients of CoC Program funds—the latter two groups referred to collectively as recipients of CoC Program-funded PSH. CoCs are strongly encouraged to incorporate the order of priority described in this Notice into their written standards, which CoCs are required to develop per 24 CFR 578.7(a)(9), for their CoC Program-funded PSH. Recipients of CoC Program funds are required to follow the written standards for prioritizing assistance established by the CoC (see 24 CFR 578.23(c)(10)); therefore, if the CoC adopts these recommended orders of priority for their PSH, all recipients of CoC Program-funded PSH will be required to follow them as required by their grant agreement. CoCs that adopted the orders of priority established in Notice CPD-14-012, which this Notice supersedes, and who received points for having done so in the most recent CoC Program Competition are strongly encouraged to update their written standards to reflect the updates to the orders of priority as established in this Notice. Lastly, where a CoC has chosen to not adopt HUD's recommended orders of priority into their written standards, recipients of CoC Program-funded PSH are encouraged to follow these standards for selecting participants into their programs as long as it is not inconsistent with the CoC's written standards.

## D. Key Terms

1. **Housing First.** A model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions for entry (such as sobriety or a minimum income threshold). HUD encourages all recipients of CoC Program-funded PSH to follow a Housing First approach to the maximum extent practicable.
2. **Chronically Homeless.** The definition of “chronically homeless”, as stated in Definition of Chronically Homeless final rule is:
  - (a) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
    - i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
    - ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
  - (b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;
  - (c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.
3. **Severity of Service Needs.** This Notice refers to persons who have been identified as having the most severe service needs.
  - (a) For the purposes of this Notice, this means an individual for whom at least one of the following is true:
    - i. History of high utilization of crisis services, which include but are not limited to, emergency rooms, jails, and psychiatric facilities; and/or

- ii. Significant health or behavioral health challenges, substance use disorders, or functional impairments which require a significant level of support in order to maintain permanent housing.
- iii. For youth and victims of domestic violence, high risk of continued trauma or high risk of harm or exposure to very dangerous living situations.
- iv. When applicable CoCs and recipients of CoC Program-funded PSH may use an alternate criteria used by Medicaid departments to identify high-need, high cost beneficiaries.

(b) Severe service needs as defined in paragraphs i.-iv. above should be identified and verified through data-driven methods such as an administrative data match or through the use of a standardized assessment tool and process and should be documented in a program participant's case file. The determination must not be based on a specific diagnosis or disability type, but only on the severity of needs of the individual. The determination cannot be made based on any factors that would result in a violation of any nondiscrimination and equal opportunity requirements, see 24 C.F.R. § 5.105(a).

## **II. Dedication and Prioritization of Permanent Supportive Housing Strategies to Increase Number of PSH Beds Available for Chronically Homeless Persons**

### **A. Increase the number of CoC Program-funded PSH beds that are dedicated to persons experiencing chronic homelessness.**

Dedicated PSH beds are those which are required through the project's grant agreement to only be used to house persons experiencing chronic homelessness unless there are no persons within the CoC that meet that criteria. If there are no persons within the CoC's geographic area that meet the definition of chronically homeless at a point in which a dedicated PSH bed is vacant, the recipient may then follow the order of priority for non-dedicated PSH established in this Notice, if it has been adopted into the CoC's written standards. The bed will continue to be a dedicated bed, however, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no persons who meet that criterion within the CoC's geographic area at that time. These PSH beds are also reported as "CH Beds" on a CoC's Housing Inventory Count (HIC).

### **B. Prioritize non-dedicated PSH beds for use by persons experiencing chronic homelessness.**

Prioritization means implementing an admissions preference for chronically homeless persons for CoC Program-funded PSH beds. During the CoC Program competition project applicants for CoC Program-funded PSH indicate the number of non-dedicated beds that will be prioritized for use by persons experiencing chronic homelessness during the operating year of that grant, when awarded. These projects are then required to prioritize chronically homeless persons in their non-dedicated CoC Program-funded PSH beds for the applicable operating year as the project application is incorporated into the

grant agreement. All recipients of non-dedicated CoC Program-funded PSH are encouraged to change the designation of their PSH to dedicated, however, at a minimum are encouraged to prioritize the chronically homeless as beds become vacant to the maximum extent practicable, until there are no persons within the CoC's geographic area who meet that criteria. Projects located in CoCs where a sub-CoC approach to housing and service delivery has been implemented, which may also be reflected in a sub-CoC coordinated entry process, need only to prioritize assistance within their specified area. For example, if a Balance of State CoC has chosen to divide the CoC into six distinct regions for purposes of planning and housing and service delivery, each region would only be expected to prioritize assistance within its specified geographic area.<sup>1</sup>

The number of non-dedicated beds designated as being prioritized for the chronically homeless may be increased at any time during the operating year and may occur without an amendment to the grant agreement.

### **III. Order of Priority in CoC Program-funded Permanent Supportive Housing**

The definition of chronically homeless included in the final rule on “Defining Chronically Homeless”, which was published on December 4, 2015 and went into effect on January 15, 2016, requires an individual or head of household to have a disability and to have been living in a place not meant for human habitation, in an emergency shelter, or in a safe haven for at least 12 months either continuously or cumulatively over a period of at least 4 occasions in the last 3 years. HUD encourages all CoCs adopt into their written standards the following orders of priority for all CoC Program-funded PSH. CoCs that adopted the orders of priority established in Notice CPD-14-012, which this Notice supersedes, and who received points for having done so in the most recent CoC Program Competition are strongly encouraged to update their written standards to reflect the updates to the orders of priority as established in this Notice. Where a CoC has chosen to not incorporate HUD's recommended orders of priority into their written standards, recipients of CoC Program-funded PSH are encouraged to follow these standards for selecting participants into their programs as long as it is not inconsistent with the CoC's written standards.

As a reminder, recipients of CoC Program-funded PSH are required to prioritize otherwise eligible households in a nondiscriminatory manner. Program implementation, including any prioritization policies, must be implemented consistent with the nondiscrimination provisions of the Federal civil rights laws, including, but not limited to the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Title II or III of the Americans with Disabilities Act, as applicable. For example, while it is acceptable to prioritize based on level of need for the type of assistance being offered, prioritizing based on specific disabilities would not be consistent with fair housing requirements or program regulations.

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<sup>1</sup> For the State of Louisiana grant originally awarded pursuant to “Department of Housing and Urban Development—Permanent Supportive Housing” in chapter 6 of title III of the Supplemental Appropriations Act, 2008 (Public Law 110–252; 122 Stat. 2351), projects located within the geographic area of a CoC that is not the CoC through which the State is awarded the grant may prioritize assistance within that geographic area instead of within the geographic area of the CoC through which the State is awarded the grant.

**A. Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Dedicated or Prioritized for Occupancy by Persons Experiencing Chronic Homelessness**

1. CoCs are strongly encouraged to revise their written standards to include an order of priority, determined by the CoC, for CoC Program-funded PSH that is dedicated or prioritized for persons experiencing chronic homelessness that is based on the length of time in which an individual or family has resided in a place not meant for human habitation, a safe haven, or an emergency shelter and the severity of the individual's or family's service needs. Recipients of CoC Program-funded PSH that is dedicated or prioritized for persons experiencing chronic homelessness would be required to follow that order of priority when selecting participants for housing, in a manner consistent with their current grant agreement.
2. Where there are no chronically homeless individuals and families within the CoC's geographic area, CoCs and recipients of CoC Program-funded PSH are encouraged to follow the order of priority in Section III.B. of this Notice. For projects located in CoC's where a sub-CoC approach to housing and service delivery has been implemented, which may also be reflected in a sub-CoC coordinated entry process, need only to prioritize assistance within their specified sub-CoC area.<sup>2</sup>
3. Recipients of CoC Program-funded PSH should follow the order of priority above while also considering the goals and any identified target populations served by the project. For example, a CoC Program-funded PSH project that is permitted to target homeless persons with a serious mental illness should follow the order of priority under Section III.A.1. of this Notice to the extent in which persons with serious mental illness meet the criteria. In this example, if there were no persons with a serious mental illness that also met the criteria of chronically homeless within the CoC's geographic area, the recipient should follow the order of priority under Section III.B for persons with a serious mental illness.
4. Recipients must exercise due diligence when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their total length of time homeless and/or the severity of their needs. HUD recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. CoC Program-funded PSH providers are encouraged to follow a Housing First approach to the maximum extent practicable. Therefore, a person experiencing chronic homelessness should not be forced to refuse an offer of PSH if they do not want to participate in the project's services, nor should a PSH

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<sup>2</sup> For the State of Louisiana grant originally awarded pursuant to “Department of Housing and Urban Development—Permanent Supportive Housing” in chapter 6 of title III of the Supplemental Appropriations Act, 2008 (Public Law 110–252; 122 Stat. 2351), projects located within the geographic area of a CoC that is not the CoC through which the State is awarded the grant may prioritize assistance within that geographic area instead of within the geographic area of the CoC through which the State is awarded the grant.

project have eligibility criteria or preconditions to entry that systematically exclude those with severe service needs. Street outreach providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and where the CoC has adopted these orders of priority into their written standards, these chronically homeless persons must continue to be prioritized for PSH until they are housed.

**B. Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Not Dedicated or Not Prioritized for Occupancy by Persons Experiencing Chronic Homelessness**

1. CoCs are strongly encouraged to revise their written standards to include the following order of priority for non-dedicated and non-prioritized PSH beds. If adopted into the CoCs written standards, recipients of CoC Program-funded PSH that is not dedicated or prioritized for the chronically homeless would be required to follow this order of priority when selecting participants for housing, in a manner consistent with their current grant agreement.

**(a) First Priority—Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs**

An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months **and** has been identified as having severe service needs.

**(b) Second Priority—Homeless Individuals and Families with a Disability with Severe Service Needs.**

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

**(c) Third Priority—Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.**

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

**(d) Fourth Priority—Homeless Individuals and Families with a Disability Coming from Transitional Housing.**



An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter, or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

2. Recipients of CoC Program-funded PSH should follow the order of priority above, as adopted by the CoC, while also considering the goals and any identified target populations served by the project. For example, non-dedicated or non-prioritized CoC Program-funded PSH that is permitted to target youth experiencing homelessness should follow the order of priority under Section III.B.1. of this Notice, as adopted by the CoC, to the extent in which youth meet the stated criteria.
3. Recipients must exercise due diligence when conducting outreach and assessment to ensure that persons are prioritized for assistance based on their length of time homeless and the severity of their needs following the order of priority described in this Notice, and as adopted by the CoC. HUD recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients are not required to keep units vacant indefinitely while waiting for an identified eligible individual or family to accept an offer of PSH (see [FAQ 1895](#)). Recipients of CoC Program-funded PSH are encouraged to follow a Housing First approach to the maximum extent practicable. Street outreach providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and where the CoC has adopted these orders of priority into their written standards, these individuals and families must continue to be prioritized until they are housed.

#### **IV. Using Coordinated Entry and a Standardized Assessment Process to Determine Eligibility and Establish a Prioritized Waiting List**

##### **A. Coordinated Entry Requirement**

Provisions at 24 CFR 578.7(a)(8) requires that each CoC, in consultation with recipients of Emergency Solutions Grants (ESG) program funds within the CoC's geographic area, establish and operate either a centralized or coordinated assessment system (referred to in this Notice as coordinated entry or coordinated entry process) that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. CoCs that adopt the order of priority in Section III of this Notice into the CoC's written standards are strongly encouraged to use a coordinated entry process to ensure that there is a single prioritized list for all CoC Program-funded PSH within the CoC. The [Coordinated Entry Policy Brief](#), provides recommended criteria for a quality coordinated entry process and standardized assessment tool and process. Under no circumstances shall the order of priority be based upon diagnosis or disability type,

but instead on the length of time an individual or family has been experiencing homelessness and the severity of needs of an individual or family.

#### **B. Written Standards for Creation of a Single Prioritized List for PSH**

CoCs are also encouraged to include in their policies and procedures governing their coordinated entry system a requirement that all CoC Program-funded PSH accept referrals only through a single prioritized list that is created through the CoCs coordinated entry process, which should also be informed by the CoCs street outreach. Adopting this into the CoC's policies and procedures for coordinated entry would further ensure that CoC Program-funded PSH is being used most effectively, which is one of the goals in this Notice. The single prioritized list should be updated frequently to reflect the most up-to-date and real-time data as possible.

#### **C. Standardized Assessment Tool Requirement**

CoCs must utilize a standardized assessment tool, in accordance with 24 CFR 578.3, or process. The [Coordinated Entry Policy Brief](#), provides recommended criteria for a quality coordinated entry process and standardized assessment tool.

#### **D. Nondiscrimination Requirements**

CoCs and recipients of CoC Program-funded PSH must continue to comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II or III of the Americans with Disabilities Act, as applicable. See 24 C.F.R. § 5.105(a).

### **V. Recordkeeping Recommendations for CoCs that have Adopted the Orders of Priority in this Notice**

24 CFR 578.103(a)(4) outlines documentation requirements for all recipients of dedicated and non-dedicated CoC Program-funded PSH associated with determining whether or not an individual or family is chronically homeless for the purposes of eligibility. In addition to those requirements, HUD expects that where CoCs have adopted the orders of priority in Section III. of this Notice into their written standards. The CoC, as well as recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority may be demonstrated by:

- A. Evidence of Severe Service Needs.** Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in Section I.D.3. of this Notice using data-driven methods such as an administrative data match or through the use of a standardized assessment. The documentation should include any information pertinent to how the determination was made, such as notes associated with case-conferencing decisions.
- B. Evidence that the Recipient is Following the CoC's Written Standards for Prioritizing Assistance.** Recipients must follow the CoC's written standards for prioritizing assistance, as adopted by the CoC. In accordance with the CoC's adoption of

written standards for prioritizing assistance, recipients must in turn document that the CoC's revised written standards have been incorporated into the recipient's intake procedures and that the recipient is following its intake procedures when accepting new program participants into the project.

**C. Evidence that there are no Households Meeting Higher Order of Priority within CoC's Geographic Area.**

- (a) When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the CoC's geographic area – or for those CoCs that implement a sub-CoC<sup>3</sup> planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area – at the point in which a vacancy became available. This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence.
- (b) When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the CoC's geographic area - or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area - that met a higher priority. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence that there were no households identified within the CoC's geographic area that meet a higher order of priority.

**VI. Questions Regarding this Notice**

Questions regarding this notice should be submitted to HUD Exchange Ask A Question (AAQ) Portal at: <https://www.hudexchange.info/get-assistance/my-question/>.

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<sup>3</sup> For the State of Louisiana grant originally awarded pursuant to “Department of Housing and Urban Development—Permanent Supportive Housing” in chapter 6 of title III of the Supplemental Appropriations Act, 2008 (Public Law 110–252; 122 Stat. 2351), projects located within the geographic area of a CoC that is not the CoC through which the State is awarded the grant may prioritize assistance within that geographic area instead of within the geographic area of the CoC through which the State is awarded the grant.

**Georgia Balance of State Continuum of Care  
Coordinated Entry  
Written Standards, Policies and Procedures**

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### **Introduction & Overview**

The Coordinated Entry System (CES) is a Continuum of Care (CoC)-wide process for facilitating access to housing and service resources for individuals and families at risk of or experiencing homelessness, identifying and assessing needs in a transparent and consistent way and referring clients to the most appropriate service strategy or housing intervention. In doing so, the CES ensures that the Balance of State (BoS) CoC's limited resources are allocated to achieve the most effective results. The system ensures that people at risk of or experiencing homelessness obtain equitable and timely access to housing resources, provided in a person-centered approach that preserves choice and dignity.

The goal of these policies, procedures and standards is to synthesize key elements of HUD regulations on coordinated entry along with the Georgia BoS CoC's Written Standards and ensure that the CES is administered fairly and consistently across the CoC.

These policies, procedures and written standards govern the implementation, governance and evaluation of the Georgia BoS CoC CES. This is a living document and will be reviewed and updated regularly to reflect programmatic and regulatory changes.

**All projects located within the GA BoS CoC that receive CoC and Emergency Solutions Grants (ESG) funding are required to participate in the CES** and are therefore subject to complying with the written standards, policies and procedures as outlined and developed by the GA BoS CoC.

### **Guiding Principles**

Most communities lack the resources needed to meet all the needs of people at risk of or experiencing homelessness. This combined with the lack of a coordinated and efficient approach to providing necessary services often results in severe hardships for people at risk of and experiencing homelessness, further exacerbated by lengthy waitlists and households being unnecessarily screened out for needed assistance. CES helps communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most, receive it in a timely manner. CES also informs community planning by identifying gaps in services. The GA BoS CoC CES is governed by the following guiding principles, whereas the CES must:

1. Cover the entire geographic area claimed by the CoC
2. Be easily accessed by individuals and families seeking housing or services
3. Be well-advertised
4. Include a comprehensive and standardized assessment
5. Provide an initial, comprehensive assessment of individuals and families for housing and services
6. Include a specific policy to guide the operation of the CES 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

## 7. Governance

### Role of Assessment, Placement and Services Committee

The Assessment, Placement and Services Committee is primarily responsible for identifying and maximizing use and coordination of mainstream resources, services and housing resources available for people at risk of or experiencing homelessness. The Committee will develop written standards for assessment and program admissions within the Continuum like those that will govern CES across the BoS. The committee will assist in developing policy to be approved by the Board and will work to ensure that the Continuum's system of care meets the needs of homeless individuals and families by seeking to implement comprehensive prevention, outreach, engagement, assessment, shelter (or other short-term housing), transitional (in limited circumstances), and permanent housing strategies throughout its broad geographical area.

### Role of Regional Planning Groups

Communities will organize into Regional Planning Groups made up of agencies receiving CoC and ESG funds as well as others stakeholders from the region. Each Regional Planning Group, with assistance from CoC staff, will be responsible for designing and implementing a local CES within the parameters of the written standards and policies and procedures described herein. The Written Standards provide Regional Planning Groups with a supportive framework to use when implementing their local CES. Regional Planning Groups will also utilize standardized assessment tools that will be uniform across the Balance of State CoC. These tools include the Prevention and Diversion Screening Tool and the VI-SPDAT Screening Tool which are described further in the following section. Regional Planning Groups will design and submit a CES plan, using the Regional Planning Guide, for approval by CoC CES staff.

### Definitions

Terms and acronyms used throughout this document are defined below.

- Chronically Homeless:
  1. A "homeless individual with a disability," as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:
    - a. Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
    - b. Has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 12 months **or** on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described above. Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;
  2. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility,

for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering that facility; or

3. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition described above, including a family whose composition has fluctuated while the head of household has been homeless.
- Continuum of Care (CoC): A CoC is a geographically based group of representatives that carries out the planning responsibilities required by the U.S. Department of Housing and Urban Development's (HUD) CoC Program. These responsibilities include planning, coordinating and implementing a system to meet the needs of the population and subpopulations experiencing homelessness within the CoC's geographic area. The GA BoS CoC consists of 152 suburban and rural counties in Georgia.
  - Coordinated Entry System (CES): Among other elements, CES is a coordinated process whereby any single individual or family at risk of or experiencing homelessness receives assistance as effectively and quickly as possible. CES employs the use of standardized, common assessments and screening tools to prevent and divert entry into the homeless system, to address emergent needs, and to evaluate severity of need and level of vulnerability.
  - Diversion: Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion strategies can reduce the number of individuals/families becoming homeless, the demand for shelter beds and the size of program prioritization lists.
  - F-VI-SPDAT: Family Vulnerability Index and Service Prioritization Decision Assistance Tool (F-SPDAT) developed and owned by OrgCode is utilized for families (and not single individuals) to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability across twenty subcomponents within the broader four components of the VI-SPDAT: (a) history of housing and homelessness (b) risks (c) socialization and daily functioning (d) wellness - including chronic health conditions, substance usage, mental illness and trauma, and (e) family unit.
  - HMIS: A Homeless Management Information System is a web-based software application designed to record and store person-level information on the characteristics and service needs of homeless persons throughout a CoC jurisdiction. Usage of the HMIS is mandated by HUD and locally by the GA DCA.

- Homeless: The Homeless definition is comprised of four categories:
  1. Literally homeless individuals/families
    - a. Literal homeless is further defines as homeless individuals/ families who lack a fixed, regular and adequate nighttime residence, meaning:
      - i. Sleeping in a place not designed for or ordinarily used as a regular sleeping accommodation, such as a place not meant for human habitation.
      - ii. Living in emergency shelter or transitional housing designated to provide temporary living arrangements (including hotel/motel stays paid for by charitable or government programs).
      - iii. Exiting an institution where the individual resided for less than 90 days and where the individual entered the institution immediately from emergency shelter (including hotel/motel stays paid for by charitable or government programs) or an unsheltered location.
  2. Individuals/families who will imminently (within 14 days) lose their primary nighttime residence with no subsequent residence and no resources or support networks.
  3. Unaccompanied youth and families with children/youth who meet the homeless definition under another federal statute and three additional criteria.
  4. Individuals/families fleeing or attempting to flee domestic violence with no subsequent residence and no resource or support networks.
  
- Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless services system by determining a household’s needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.
  
- Regional Planning Guide: A tool created by the GA BoS CoC used by Regional Planning Groups to guide the CES planning and implementation process. Regional Planning Groups will create a plan for their community’s CES implementation and submit it to the Assessment, Placement and Services Committee for approval using the format outlined in the tool.
  
- VI-SPDAT: The Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) developed and owned by OrgCode and Community Solutions is utilized for single individuals (and not families) to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability across four components: (a) history of housing and homelessness (b) risks (c) socialization and daily functioning (d) and wellness - including chronic health conditions, substance usage, mental illness and trauma.



**Prioritization Standards**

The GA BoS CoC’s prioritization process includes the use of the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT). The VI-SPDAT is an evidence based triage tool that assesses vulnerability. Once assessed using the VI-SPDAT, an individual or family is given a score that corresponds with a recommended intervention. That score takes into account vulnerability across many levels including homeless history, risks, socialization and daily functioning, and wellness. Each intervention is prioritized by a subpopulation and secondary population.

The prioritization process, including the use of the VI-SPDAT and order of subpopulation and secondary population for PSH, is based on HUD’s guidance in CPD-16-11. Further details on the prioritization for Dedicated, Non-Dedicated and DedicatedPLUS PSH beds can be found in the Georgia BoS CoC Written Standards.

Housing Intervention	Prioritization	Subpopulation	Secondary Population
PSH	1	Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Chronic Families	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
	3	Chronic Singles	1. Prioritization Score
			2. Veterans
3. Length of Homelessness			
4. Date of Assessment			
PSH	4	Non-Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	5	Non-Chronic Families	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	6	Non-Chronic Singles	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment

Housing Intervention	Prioritization	Subpopulation	Secondary Population
RRH	1	Non-Chronic Youth	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Non-Chronic Families	1. Veterans
			2. Prioritization Score
			3. Length of Homelessness
			4. Date of Assessment
	3	Non-Chronic Singles	1. Veterans
			2. Prioritization Score
			3. Length of Homelessness
			4. Date of Assessment

Housing Intervention	Prioritization	Subpopulation	Secondary Population
TH	1	Households with head of household between the ages of 18-24	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	2	Households fleeing or attempting to flee domestic violence with no subsequent residence and no resource or support networks	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	3	Households with persons with behavioral health needs	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment
	4	Households including persons with substance abuse disorders	1. Prioritization Score
			2. Veterans
			3. Length of Homelessness
			4. Date of Assessment

**System Requirements and Workflow Expectations**

Regional Planning Groups determine the CES model that will serve individuals and families at risk of or experiencing homelessness within their community. All CoC and ESG-funded programs must actively participate in their Regional Planning Group’s CES. Programs will remove and/or minimize program entry requirements to ensure that the most vulnerable individuals and families experiencing homelessness are served as quickly as possible.

Projects participating in the coordinated entry process must not screen potential project participants out for assistance based on perceived barriers related to housing or services, including, but not limited to, too little or no income, active or a history of substance abuse, history of domestic violence, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record. Regional Planning Groups will develop a strategy and timeline for removing project barriers and document that strategy in the Regional Planning Group’s CES Plan.

CoC and ESG-funded housing programs will not accept client referrals from outside the CES and will report all funded units and program availability to the CES lead agency. Communities will use the Prevention and Diversion screening tool prior to entry into an emergency shelter and/or emergency housing program. In cases where prevention and diversion are not an option and households enter an emergency shelter or emergency housing program, each community must administer and complete the VI-SPDAT for individuals and families needing housing assistance no greater than 14 days after entry. If a household is exiting emergency shelter to homelessness, the VI-SPDAT must be completed prior to the household exiting. Results from the VI-SPDAT will be used to determine the most appropriate housing intervention based on the household’s specific needs and acuity.

Once CES implementation has begun in each region, communities should begin using the VI-SPDAT to assess households who are already in emergency housing. Projects should also begin to address existing waitlists by assessing households on those waitlists so that they can be added to the prioritization list and be considered for all available and appropriate resources.

<b>Access</b>	<ul style="list-style-type: none"> <li>• CES access points must be easily accessed, in convenient physical locations, and offer non-physical access points as needed</li> <li>• Access may occur in person, through any designated access point, via phone and/or community outreach teams</li> <li>• Access point points must be well-advertised in highly visible locations within the community and posted on the GA BoS CoC CES website</li> </ul>
<b>Prevention &amp; Diversion</b>	<ul style="list-style-type: none"> <li>• A diversion and prevention screening tool, used prior to entry into emergency shelter, determines emergency housing needs and if alternative housing options other than emergency shelter/emergency housing entry are available</li> <li>• Households who can solve their homelessness without housing assistance are diverted out of the system and referred to mainstream benefits and resources as needed. Households in need of prevention services are referred to appropriate and available resources</li> <li>• If a household, screened for diversion or prevention at a location that is not a CES access point, is identified as needing housing assistance then they will be directed to a coordinated entry access point to complete a housing assessment</li> </ul>
<b>Emergency Services</b>	<ul style="list-style-type: none"> <li>• CES will allow for quick access to emergency services with as few barriers to entry as possible</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to such services should be available outside of normal business hours</li> <li>• Households should not be required to complete an assessment to gain access to emergency services</li> <li>• Emergency services are not prioritized and may be accessed as needed</li> </ul>
<b>Housing Assessors</b>	<ul style="list-style-type: none"> <li>• Housing assessors will be available to conduct housing assessments at the CES access points, the call center and/or via outreach teams. The assessment results must be recorded in HMIS</li> </ul>
<b>Housing Referral</b>	<ul style="list-style-type: none"> <li>• Information gathered from the assessment will be used to determine the most appropriate housing and/or service intervention</li> <li>• Households will be matched to a housing intervention and a housing program based on program eligibility, prioritization, geography and client choice</li> </ul>
<b>Housing Match</b>	<ul style="list-style-type: none"> <li>• Once the recommended and available interventions has been identified, eligibility confirmed, and the household has decided which program they are interested in, an electronic referral to the provider will be completed</li> </ul>
<b>Housing Connection</b>	<ul style="list-style-type: none"> <li>• After the assessor makes an electronic referral to the housing provider, the assessor will complete a warm hand off to the agency</li> <li>• The agency will acknowledge the referral on HMIS and update the outcome of the referral as necessary</li> </ul>

**Housing Provider Responsibilities**

In addition to CoC and ESG-funded programs that are required to participate in the CES, other organizations that provide housing to those experiencing homelessness, either due to program requirements and/or voluntarily, may dedicate all and/or a portion of their housing portfolio to CES. As such, organizations must identify and report the information listed below to the Regional Planning Group and CES Lead Agency. This information is required to be included in the Regional Planning Guide.

- ✓ Housing Type
- ✓ Program eligibility requirements for each housing type
- ✓ Unit and program availability/vacancies

The housing provider will also commit to following the housing matching prioritization process for PSH, TH and Rapid Re-Housing

- ✓ Upon receiving the referral, acknowledge referral in HMIS and contact the individual referred to set up intake appointments within 48 hours
- ✓ Work with the Assessor to locate the individual or family and engage with them to see if the housing referral provides a good match
- ✓ Record the referral outcome in HMIS
- ✓ When a match does not lead to successful program entry, record the reason why in HMIS

**Screening Tools & Guides**

Standardized tools and guides are utilized to ensure consistency across the GA BoS CoC CES. The following chart illustrates the type of screening tools or guides used within the BoS CoC CES, and purpose for each.

<b>Screening Tools &amp; Planning Guide</b>	<b>Purpose</b>
Prevention and Diversion Screening Tool	Used prior to entry in the homeless service system to determine 1) level of emergent housing and/or service needs, and 2) alternative prevention and diversion options other than entry into an emergency shelter/ emergency housing
Individual and Family VI-SPDAT V.2	Used, no later than 7 days after emergency housing entry, to determine the best housing intervention and to determine vulnerability for prioritization purposes
Regional Planning Guide	The guide is used by Regional Planning Groups to illustrate community level CES operations, access points, policies, assessment processes, etc

**Housing Assessment Process**

**Assessment Process**

Accessors utilize the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) as the common assessment to screen any single individual or family experiencing homelessness.

The VI-SPDAT and Family VI-SPDAT will be the ONLY tools used to assess individuals and families after entry into the CES. The assessment scores will be used to triage individuals and families into the appropriate category of intervention. Information on the VI-SPDAT and an explanation of its evidence based foundation can be found at <http://100khomes.org>. VI-SPDAT score ranges and their corresponding recommended housing interventions are listed below:

<b>Individual VI-SPDAT Score</b>	<b>Housing Resource Referral</b>
0-3	No housing referral/Basic information provided
4-7	Rapid Rehousing

8-11	Transitional Housing
8+	Permanent Supportive Housing
<b>Family VI-SPDAT Score</b>	<b>Housing Resource Referral</b>
0-3	No housing referral/Basic information provided
4-8	Rapid Rehousing
9-12	Transitional Housing
9+	Permanent Supportive Housing

**Screening Tool Updates**

The VI-SPDAT receives ongoing updates to incorporate new and stronger evidence and feedback from both staff who have conducted the assessment as well as from individuals who have received the assessment themselves. The BoS CoC currently utilizes version 2 of the VI-SPDAT and will shift to future updated versions of the tool as applicable.

**Assessment Score Appeal Process**

The GA BoS CoC Written Standards outline that the most severe service needs will be determined by the household’s VI-SPDAT score and will prioritize those with the highest scores within each category first. If an individual or family wishes to appeal a VI-SPDAT score, they may file an appeal to the CES Regional Planning Group using the Appeal and Grievance Policy as outlined in their Regional Planning Guide. Accessors must discuss the appeal process during the assessment so that households are aware of the process.

The CoC does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status.

**Accessor Training**

The CoC will release an annual training calendar on the CoC website. Training topics will include CES Written Standards, Policies and Procedures, prioritization and prioritization standards, VI-SPDAT, and the CES workflow in HMIS. The CoC will provide training to CES lead agencies at least annually. This training will focus on ensuring that assessments and access to housing are provided in a manner that is consistent with the CoC CES Written Standards and Policies and Procedures. Additional trainings to address data quality concerns and continuous quality improvement will be offered as needed. If a need for additional trainings not offered by the CoC is identified, Regional Planning Groups should communicate that need to a Coordinated Entry System Coordinator for consideration.

### **Housing Match and Prioritization Process**

The CES makes referrals to projects receiving ESG and CoC Program funds within the GA BoS CoC geographic area and other housing and service resources if available. The match process accounts for the following elements:

- 1. Prioritization:** CESs will follow the prioritization standards listed above.
- 2. Recommended Housing Intervention:** Upon completion of the VI-SPDAT, the client will be assigned a score. That score will fall within a range that corresponds with a recommended housing intervention. Referrals are made based on the assessment's recommended intervention as well as the GA BoS CoC's prioritization standards that are listed above. If a household's recommended intervention is PSH and there is currently no PSH then a household can remain on the prioritization list until a unit is available or can be offered RRH if there is program availability at the time.
- 3. Program Eligibility:** Referrals will be provided by the lead agency using a standardized set of eligibility criteria and program requirements. The CES will follow eligibility and program requirements based on the criteria agreed upon with the agency/organization. Agencies participating in CES must submit all program eligibility criteria to the Regional Planning Group to be submitted as part of the Regional CES Plan. If DCA has a concern that a program's or CES's requirements may be contributing to "screening out" or excluding households from housing and/or services, DCA may request a meeting with the provider or Regional Planning Group to further discuss creative and collaborative solutions for adjusting program requirements. In cases where a provider is unwilling to adjust program criteria, DCA may de-prioritize the provider for future CoC and/or ESG funding.
- 4. Client choice:** Households may decline a referral because of program requirements that are inconsistent with their needs or preferences. There are no limitations on how many referrals a client may decline. However, a household may decline 2 referrals before they are returned to the prioritization list and prioritized with others on the list at that time.
- 5. Geographic Location:** Client's actual location and preferred location will be considered when determining an appropriate referral.

### **Completion of the Assessment Process**

#### **Timeline**

The housing assessor will inform the household of possible eligibility and referral options immediately after assessment. As availability occurs, the assessor will input a referral into HMIS and facilitate a warm hand off to the receiving program. The assessor should assist households in gathering eligibility documentation as needed and as able. After a referral is submitted, the receiving program will acknowledge receipt of the referral within 48 hours. Acknowledgement is recorded in HMIS. The receiving program must then enroll or deny the referred household

within seven days. The receiving program can reject or deny the referral but only for the reasons listed later in this document. If the receiving program has been unable to contact the household after seven days then they are able to deny the referral, but only after repeated attempts at contact by all available methods each day for all seven days. If a client is denied because they were not able to be reached, then the client will return to the prioritization list. The assessor must attempt to continue to contact the household for 45 days, calling twice a week for the first 30 days and at least twice in the following fifteen days. All attempts to reach the household should be documented in HMIS case notes. After that 45 day period, the household should be removed from the prioritization list. If a household presents after they are removed from the prioritization list, then the household must complete the assessment process again. The receiving program must update referral status on HMIS as updates occur. Lead agencies are responsible for monitoring referral outcomes and updating the prioritization list as needed.

**Refusals**

When staff encounter individuals who do not provide a response to any of the first questions on the VI-SPDAT, they should stop and acknowledge that the assessment will not provide useful information if the individual is having difficulty participating in the assessment process. All efforts should be made to explore possible reasons why the individual or family is experiencing difficulty with the assessment process and the assessor and/or outreach worker should utilize continued progressive engagement and relationship building techniques until such time the individual or family is comfortable with completing the assessment process. Individuals or families who do not complete the assessment process may be added to the secondary prioritization list with an assessment score of 0. If the household meets the eligibility criteria for Rapid Re-Housing and there are no other individuals or families on the prioritization list and there is program availability, then the household may be referred for RRH services.

**Denials**

Receiving programs may only decline households found eligible and referred through the CES for reasons that are listed in the chart below. Denials should be infrequent. Agencies are required to record denial and reason for denial in HMIS. CoC staff will monitor denials and provide technical assistance to regions and/or agencies who are reporting high numbers of denials. Programs may not deny households found eligible for refusing to participate in mental health services. If a household is denied, for any reason, and does not have accommodation for the night then the receiving program must make all efforts to find appropriate emergency housing.

1.	There are no vacant units or program availability
2.	The receiving program is unable to reach the household after repeated attempts at contact by all available methods each day for 7 days



3.	The household missed two separate intake appointments
4.	The household presents with more people that reported when assessed and the receiving program cannot accommodate the increase
5.	The household was denied by independent property owner or landlord due to certain criminal behaviors
6.	The receiving program has determined, based on documented policies and procedures, that the household cannot be safely accommodated

**Appeals**

All clients have the right to appeal eligibility determination issued by the assessor or any receiving program. Instructions for submitting an appeal are provided to clients at the time that an intake decision is made by the receiving program. Housing assessors are responsible for assisting client in filing eligibility determination appeals, including but not limited to drafting a written appeal on behalf of the client. Coordinated entry participants must be informed of their right to file an appeal and nondiscrimination complaint. Access Points must provide participants with a copy of the CES grievance and nondiscrimination policy at time of assessment or clearly display the policy in the assessment area.

**Prioritization List**

To facilitate prioritization, the GA BoS CoC will establish and maintain prioritization lists in HMIS for each regional coordinated entry implementation. The BoS CoC will also establish a supplemental prioritization list for each regional coordinated entry implementation. The supplemental list will be hosted on a password protected excel document. De-identified information needed to prioritize households fleeing or attempting to flee domestic violence will be entered on the supplemental list. Access to this document will be limited to the CES lead agency, CoC CES Staff and the DV agency. Lead agencies will consider both households on this list and the HMIS prioritization list when making matches to available resources. CES lead agencies are responsible for monitoring and updating the prioritization lists as needed. The CES Coordinators will oversee the prioritization lists and process for all regional coordinated entry implementations. All individuals in need of permanent housing will be added to the prioritization list. Individuals will be prioritized based on VI-SPDAT score and CoC prioritization standards.

### **Special Populations**

GA BoS CoC CES is designed to address the needs presented by special populations through a comprehensive screening tool whereby such populations are quickly identified and referred to and/or provided appropriate services.

Special populations include: Domestic Violence Survivors, Veterans, Transitional-age youth (18-24), Persons Living with HIV/AIDS & Seniors. With regard to Youth and Survivors of Domestic Violence, the following requirements are applicable to the GA BoS CoC CES:

#### **Youth**

Youth experiencing homelessness require developmentally appropriate outreach and services in order to successfully interact with the CES, such as: 1) More likely to access CES sites that are open in evenings and on weekends, and 2) More comfortable accessing the CES via text and/or phone apps.

The GA BoS CoC CES will provide outreach & training at youth-friendly sites that serve both youth under the age of 18, and youth ages 18-24.

#### **Survivors of Domestic Violence**

The GA BoS CoC CES is designed to meet the needs of victims of violence accessing services through both victim service providers and providers with services that are not specific to victims. The CES process is designed to ensure both safety and confidentiality. Assessments conducted at a CES access point and/or during street outreach, will explore any possibility of a participant attempting to flee domestic violence, concerned for their safety, victim of stalking and any related violence.

In such cases, the following will occur:

1. Assessor will ensure that there is not an immediate threat to a participant's safety. If there is an immediate threat, law enforcement will be contacted
2. Participants are offered an immediate referral to DV-specific resources
3. Households may choose to complete an assessment and receive services via the CES or can receive an immediate referral to a DV specific agency

If being assessed by a DV specific agency, participant information will not be entered into HMIS. De-identified information (DV comparable database client key, VI-SPDAT score, family size, veteran status, and chronicity) will be added to the supplemental prioritization list. Lead agency will follow the standard assessment, prioritization and referral process.

CES lead agencies are responsible for ensuring that participants are not denied access to the coordinated entry process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking.

## **VAWA**

Under the HUD Final Rule Implementing VAWA Reauthorization Act of 2013, the Georgia BoS CoC, is adopting policies to include provisions for protection of victims of domestic violence, dating violence, sexual assault, sexual battery or stalking, regardless of sex, gender identity, gender expression or actual or perceived sexual orientation.

These policies and procedures apply to CoC-funded Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs. ESG-funded programs are subject to VAWA policies issued by the administrator of ESG funds. As a part of these policies and procedures, the CoC has put in place a policy for emergency transfers. The full details of the policy can be found in the *GA BoS CoC VAWA Policies and Procedures*.

For program participants who qualify for an emergency transfer, under VAWA, but a safe unit is not immediately available for an internal emergency transfer, the individual or family shall have priority over all other applicants for rental assistance and permanent supportive housing projects at another housing provider within the coordinated entry system, provided that the individual or family meets all eligibility criteria for such assistance. The individual or family shall retain their original homeless or chronically homeless status for the purposes of the transfer.

## **Privacy Protections and Non-Discrimination Requirements**

### **Privacy Protections**

All participating projects must follow the policies outlined in the GA HMIS Privacy Policy which is attached at the end of this document. In addition, the assessment process may not require disclosure of specific disabilities or diagnosis. Documentation of disability may only be obtained for the purpose of determining program eligibility.

### **Non-Discrimination Requirements**

Recipients and subrecipients of CoC Program and ESG Program-funded projects as well as all participating projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at 24 C.F.R. 5.105(a), including, but not limited to the following:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance
- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance
- Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service

establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

In addition, HUD's Equal Access Rule at 24 CFR 5.105(a)(2) prohibits discriminatory eligibility determinations in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity, or marital status, including any projects funded by the CoC Program, ESG Program, and HOPWA Program. The CoC Program interim rule also contains a fair housing provision at 24 CFR 578.93. For ESG, see 24 CFR 576.407(a) and (b), and for HOPWA, see 24 CFR 574.603

Regional planning groups must create a grievance policy that is compliant with the aforementioned requirements. Coordinated entry participants must be informed of their right to file a nondiscrimination complaint. Access Points must provide participants with a copy of the CES grievance and nondiscrimination policy or clearly display the policy in the assessment area.

### **Low Barrier Entry & Housing First Orientation**

#### **Low Barrier Entry**

The GA BoS CoC CES is designed so as to not screen people out due to perceived or actual barriers related to housing or services. Such barriers include, but are not limited to, little or no income, active or a history of substance use, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history or evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record- with exceptions for state or local restrictions that prevent certain projects from serving people with certain convictions.

#### **Housing First Orientation**

The Coordinated Entry process is housing first oriented, such that people are housed quickly without preconditions or service participations requirements.

#### **HMIS**

HMIS is a web-based software application designed to record and store person-level information on the characteristics and service needs of homeless persons throughout a CoC. Usage of HMIS is mandated by HUD and locally by the GA DCA. HUD and other planners and policymakers use HMIS data to obtain better information about the extent and nature of homelessness over time. The GA BoS CoC's HMIS is staffed at the Department of Community Affairs. The software provider is Client Track. The HMIS staff is responsible for the administration of the HMIS software and providing technical assistance to participating agencies and end-users. Each participating agency needs to follow GA HMIS Privacy Policy which is attached at the end of this document.

**Outreach**

The CES is required to coordinate with existing street outreach programs as well as private and public agencies, social service organizations, etc. for referrals, so that people sleeping on the streets are prioritized for assistance in the same manner as any other person assessed through the CES. CoC CES staff will ensure that training on administering the CES process will be available to outreach workers. Outreach staff should be prepared to administer the CES process in conjunction with outreach activities when there is a reasonable expectation that they will locate unsheltered people.

**Marketing and Community Outreach**

Community outreach activities must occur at least annually. These activities may occur in conjunction with the Point in Time Count. Local CESs are required to contact private and public agencies including social service agencies and state and/or local government agencies to educate and provide information on available programs and the CES process.

Marketing the Regional CESs should include at a minimum, informational flyers posted and made available at the locations servicing households that are at risk of or literally homeless. Other forms of advertisement may include newspaper ads, radio, websites, etc. as to ensure broad outreach via various advertising methods. Marketing will focus on people experiencing literal homelessness and clearly state eligibility requirements in an effort to reach the target population. Information about the CES will also be available on the GA BoS CoC website. Efforts are made to affirmatively market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability or who are least likely to apply in the absence of special outreach.

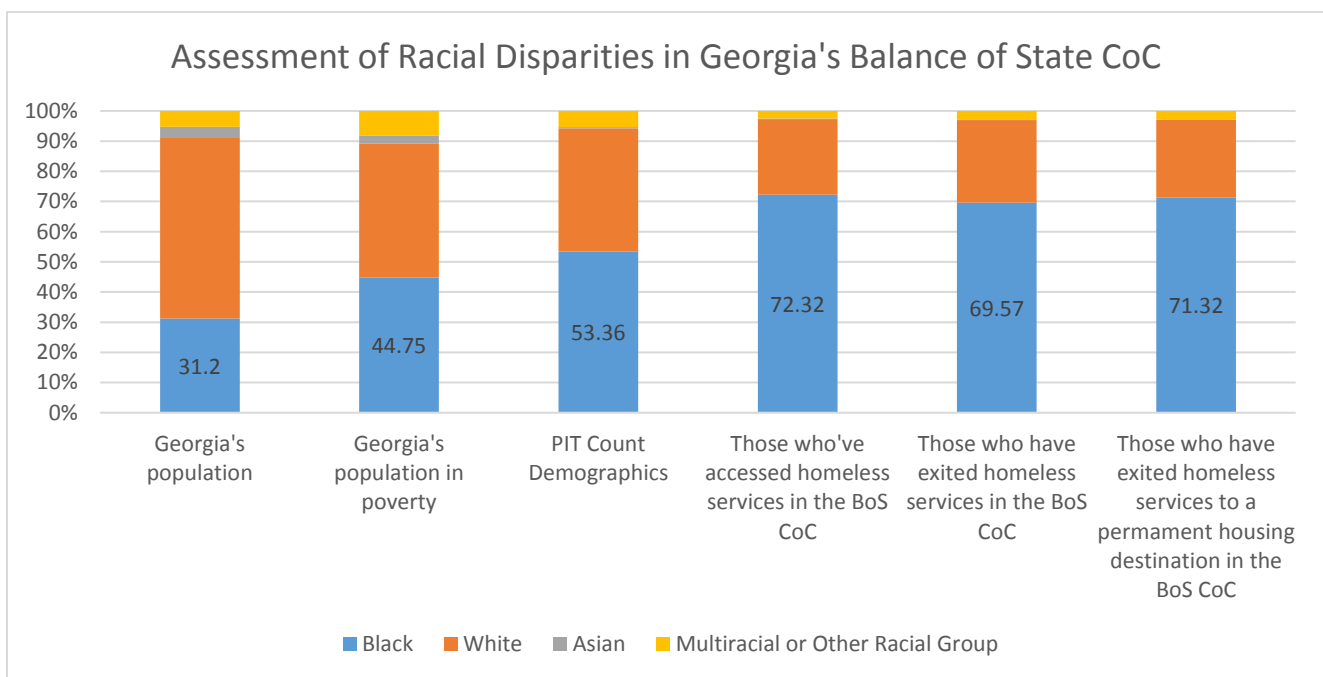
**Evaluation**

The CES process will be evaluated on a regular basis to ensure that it is operating at maximum efficiency. Evaluation will be carried out primarily through the GA DCA. Evaluation methods will include the following:

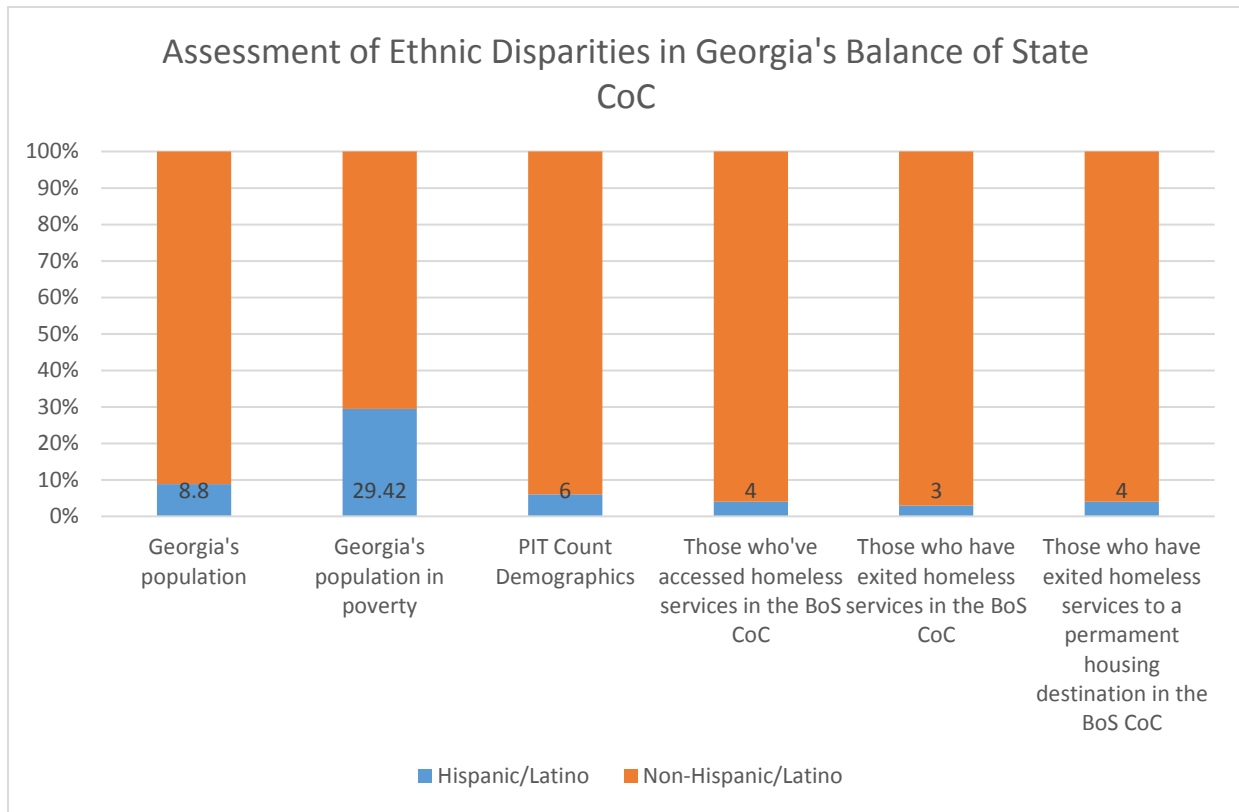
1.	A monthly review of metrics from the Regional CES. The data to be reviewed, and the thresholds that should be met, will be developed.
2.	A report submitted annually by the Regional Planning Group. This report will include trends from the month-to-month analysis of coordinated entry data, as well as the total number of assessments and referrals made, length of time homeless, number of denials and successful placements.

## Assessment of Racial and Ethnic Disparities in the Provision and Outcomes of Homeless Services in the Georgia Balance of State Continuum of Care

In order to assess the racial and ethnic differences in the Georgia’s Balance of State Continuum of Care (CoC), the CoC compared the race and ethnicity of those who entered homelessness between 7/1/2017 through 6/30/2018, to those who exited during that time period, and those who exited to a permanent destination during that time period. The CoC examined these figures alongside the racial and ethnic breakdown of Georgia’s population according to the 2010 US census and the data collected in the 2017 point in time homeless count.



While there are differences between the racial breakdowns for Georgia’s overall population and the population in poverty, the Balance of state CoC does exclude 7 urban or suburban counties so the demographics could look slightly different in the region the CoC does cover. There is consistency in the percentage of Black or African American consumers who are entering and exiting the homeless services system as captured in HMIS. There is also consistency in the percentage of Black or African Americans who are exiting the homeless service system to a permanent housing destination.



For ethnicity, we’ve observed that members of the Hispanic or Latino ethnic group are less likely to access housing assistance services despite being very over represented in the population of those experiencing poverty. This is something that the CoC has observed for several years, and in collecting more data through coordinated entry, we will be able to better assess if members of this subpopulation are being denied access to housing or are simply not accessing housing services. Data from the 2017 PIT count shows that homelessness is less prevalent for those who identify as Hispanic or Latino than poverty is. The data also indicates that the percentage of those who identify as Hispanic or Latino and access housing services is the same as the percentage of those who identify as Hispanic or Latino who are exiting homelessness to permanent housing destinations, thus the housing outcomes for this population are consistent.

While those who individuals who are black or African American do appear to access the homeless services system more than other racial groups and those who are Hispanic or Latino appear to access the system less than others, this analysis is only descriptive. This is a good starting point for further data collection and examination; as mentioned, through the collection of more data via coordinated entry in the CoC, the CoC should be able to better establish patterns in service provision to these groups.