

## Balance of State Continuum of Care Regional Meetings

December 5, 2018, Houston County Health Pavilion,  
Warner Robins, GA

December 6, 2018, City Hall Annex, Valdosta, GA (Same  
Agenda Repeated)

December 10, 2018 Jasper United Methodist Church,  
Jasper, GA (Same Agenda Repeated)



December 5, 6 &  
10, 2018

Presented by DCA as Collaborative Applicant

## Agenda

- ❑ Welcome & Introductions
- ❑ Balance of State CoC Updates
- ❑ Balance of State Coordinated Entry
- ❑ System Performance and Other CoC Requirements/Priorities
- ❑ 2019 Point-in-Time Homeless Count
- ❑ Addressing Youth Homelessness
- ❑ Membership Input
- ❑ Next Steps
- ❑ Adjourn

## Balance of State CoC Updates



December 5, 6 &  
10, 2018

Tina Moore, CoC Program Coordinator

## HUD Continuum of Care

A Continuum of Care (CoC) is established by representatives of relevant organizations within a geographic area to carry out the responsibilities set forth in the CoC Program interim rule.

Georgia Balance of State CoC has 152 counties.

## HUD Continuum of Care Program

The CoC Program is designed to assist individuals and families experiencing homelessness and to provide the services needed to help them move into permanent housing, with the goal of long-term stability.

- ❑ To develop a **long-term strategic plan and manage a year-round planning effort** that addresses
  - ❑ the needs of homeless individuals and households;
  - ❑ the availability and accessibility of existing housing and services; and
  - ❑ the opportunities for linkages with mainstream housing and services resources.
- ❑ To prepare an **application** for McKinney-Vento Homeless Assistance Act (McKinney-Vento) competitive grants.

## Continuum of Care Purpose

The HEARTH ACT mandates a clear structure for the Continuum of Care (CoC).

Prior to this, the CoC program was simply a competition. Now it is codified into law, and requires the following:

- ❑ The CoC must have an independent Board of Directors that is representative of the community and is inclusive to all stakeholders.
- ❑ It must implement a Governance Charter, that outlines the governance structures in a transparent way.
- ❑ It is now responsible for setting and meeting goals to prevent and end homelessness. It must formally collaborate with ESG Entitlements, and monitor and measure performance on both a program and system level.

## Collaborative Applicant (DCA) Responsibilities

- ❑ Provide oversight for the Continuum in order to meet HUD's rule for Continua of Care and to assure that requirements are met for the annual HUD Continuum of Care funding competition.
- ❑ Maintain Continuum membership lists, conduct membership recruitment campaigns targeted to stakeholders publish agendas for membership meetings, and assist the Board in conducting meetings of full membership not less than twice annually.
- ❑ Consult with both ESG Entitlements and HUD Consolidated Planning jurisdictions.
- ❑ Implement and coordinate the biennial unsheltered point in time count and the annual shelter survey.

## Collaborative Applicant (DCA) Responsibilities (contd.)

- ❑ DCA provides staff for the Continuum's planning and implementation of:
  - ❑ Federal Strategic Plan to Prevent and End Homelessness.
  - ❑ Coordinated Entry System.
  - ❑ Housing and service system within its geographic area that meets the needs of homeless households, that encompass outreach, shelter, housing, and prevention strategies".
  - ❑ Written standards that establish a minimum set of expectations in terms of the quality expected of projects, their priorities and the implementation of strategy.

Release of Request for Nominations for Regional “At Large” Board Members

### Voting Policy Update & “At Large” Election Process

- ❑ Five (5) “At Large” Regional Representatives on Board terms expire 1/21/2019.
- ❑ Quorum reached on 10/31/18 to re-ratify of the Governance Charter by full membership and CoC membership approved the process for Board selection (5-year review).
- ❑ Membership and Rules Committee met 11/7/18 to review Voting Policy and Process
- ❑ Request for Nominations expected during the first two weeks of December.
- ❑ Absent reappointment Board Members continue to serve indefinitely following the end of their term.
- ❑ “At Large” seats elected by full membership; one from each of the five (5) GA Department of Community Affairs’ “Super Regions”)

## Release of Request for Nominations for Regional “At Large” Board Members

- Request for Nominations document
  - Minimal Criteria (relevance to homelessness, must live or work in the Balance of State)
  - Characteristics of Board Governance Members (work/experience around homelessness, ability to commit to 3 years of service, etc.)
  - Board Responsibilities
  - Map
  - Nomination and Voting Process
    - Request for Nominations **expected to be released on 12/7/18**
    - Nominations will be sent to Membership and Rules Committee for Review
    - Membership and Rules Committee will develop and release slate of proposed candidate nominations (1 for each region) for full membership vote on the slate as a whole
  - Nomination Form

## Request for Nominations for Regional “At Large” Board Members (cont’d.)

- Nominations Due around **12/17/18**
- Voting Policy = Each Member Organization will have one vote in this process.

## Membership Participation

## Membership

- ❑ Formalized process
- ❑ Agency representation and individuals
- ❑ Voting – Designated voting member (agencies only)
- ❑ Agencies contact CoC when designated member leaves (replace member contact for agency)
- ❑ Participation – Code of Conduct Policy approved May 17<sup>th</sup>
  - ❑ To remain in good standing, **attend not less than one meeting per year** (membership, Board, Committee, or Subcommittee)
  - ❑ Agencies can substitute staff for meeting participation
  - ❑ Inactive or non-voting members to be reviewed
- ❑ Conflict of Interest approved May 17<sup>th</sup>

## Membership Participation

- Work of the BoS CoC accomplished through a comprehensive process that includes full membership, regional, board and committee meetings. Full membership votes shall be taken as follows (on-line voting for members):
  - An initial vote for ratification of the Charter;
  - Periodic votes to elect “at large” members of the Board; and
  - Review and/or update the Charter’s process for Board selection not less than once every five (5) years [578.7(3)].
- Participation Scoring (CoC & ESG)
- ESG Priorities Input

## Membership Participation Issues

- Participation Critical for obtaining a Quorum
- Participation Follow up

## 2018 CoC Competition

### Context – CoC Competition

The Notice of Funding Availability (NOFA) is a competition held each year to compete for both renewal and new funding.

It has 2 principal layers...

1. The Collaborative Applicant (DCA) for the CoC competes against other CoCs to show the work the CoC is doing to end homelessness. It receives a score for this work.

Based on this score, the CoC may get some or all of the funding available nationwide, up to its ARD (annual renewal demand).

2. Projects must compete against each other within the CoC to ensure that they have priority in receiving funding that is allocated to the CoC for each competition.

## 2018 CoC Competition

- 2018 CoC Competition closed in September
- Award results not expected before end of December

## 2018 Balance of State CoC Competition Results

- 82 project applications received
- Applications divided into 4 groups for review
- Reviews conducted by third parties
- Standards, Rating and Project Selection Committee approved backup scoring, final ranking and small adjustments
- Documents sent to Board of Directors for review

## 2018 Balance of State CoC Competition Results (cont'd.)

- 81 Projects in the final ranking (1 project did not meet threshold)
  - 68 renewal PSH & RRH that were operational
  - 5 RRH/PSH renewals from 2015 and 2016
  - 4 New RRH and PSH under PH Bonus
  - 1 New RRH under DV Bonus
  - 2 HMIS
  - 1 Coordinated Assessment

## 2018 Balance of State CoC Competition Results (cont'd.)

### Funding and Ranking Tiers

- Tier 1
  - 94% CoC Annual Renewal Demand (ARD of \$17.4 million)
  - Approximately \$16,369,270
  - Relatively secure to be funded
- Tier 2
  - 6% of CoC ARD (\$1,044,847)
  - Funding less secure (projects re-scored by HUD)
  - Bonus PH projects 6% of Preliminary Pro Rata Need (\$1,185,157)
- Domestic Violence (DV) Bonus
  - 10% of PPRN available (\$1,975,262) for RRH, Joint TH&PH-RRH Component, and SSO-CE)

### 2018 Balance of State CoC Competition Results (cont'd.)

- ❑ Adjustments: 2 new projects adjusted to align with PH Bonus funding available
- ❑ Lower placement Tier 2: 1 project placed in Group 4 (bottom of tier 2) due to significantly underperforming in area housing stability, 62.5% program exits, exited to permanent housing destination.
- ❑ No projects proposed for reallocation; CoC did not receive enough high scoring projects to utilize reallocation.
- ❑ August Board Action: Approval of the results of the competition, final ranking and determinations, and recommended adjustments of the 2018 Balance of State CoC Competition.

### 2018 Balance of State CoC Competition Results (cont'd.)

2018 funding available to Balance of State CoC  
\$21,167,115

Balance of State CoC requesting  
19,735,701

## 2019 Balance of State CoC Competition Preparation

- ❑ Interested in submitting an application under the 2019 competition?
  - ❑ All competition materials are posted on the Balance of State CoC's web page.
  - ❑ Start Early
  - ❑ Once BoS CoC Competition opens, there is around a 2-week turn around
- ❑ If you haven't submitted an application before, please call Tina, April, or Mike.

## Coordinated Entry System Update



December 5, 6  
& 10, 2018

Rebecca Hickom & Isaac Davis

## Overall Goals of Coordinated Entry

- ❑ To **match** households with the most appropriate housing and service intervention and increase **housing stability** by targeting the appropriate housing intervention to the corresponding needs of the household
- ❑ To **prioritize** limited resources based on level of need and vulnerability
- ❑ To **prevent** households from becoming homeless by supporting them to resolve their housing crisis
- ❑ Reduce **the length of homelessness** by moving people quickly into the appropriate housing

## Participation Requirements

- ❑ HUD requires CoC and ESG grantees to participate in the coordinated entry system
- ❑ HUD funded permanent housing solutions must be prioritized by CoC standards

## CES in the BoS

- ❑ 5 Implementation Sites (Bartow, Bibb, Colquitt, Glynn and Liberty Counties)
- ❑ Working with other communities to increase number of sites (Clayton, Dougherty, **Douglas**, Gwinnett, **Hall**, Houston, Lowndes, and Troup Counties)
- ❑ Implementation sites will expand to cover multiple counties as possible
- ❑ All implementations use HMIS to record assessments, manage prioritization list, track referrals, system data
- ❑ Agencies outside of implementation communities assess and prioritize on an agency level

## CES in the BoS

- ❑ CES planned on the local level
- ❑ Local leadership
- ❑ Transparent and collaborative community effort
- ❑ BoS CoC CES Regional Planning Guide
- ❑ Communities decide what model works best
  - ❑ Centralized/Centralized Multi-Site
  - ❑ Decentralized/No Wrong Door
  - ❑ Hybrid

## Participation in CE

- ▣ How does my project participate in coordinated entry?
  - ▣ Inside implementation community
  - ▣ Outside implementation community

## Participation in CE

If your agency is located **IN** an implementation community (Bartow, Bibb, Colquitt, ***Douglas***, Glynn, ***Hall*** or Liberty counties), you must:

- ▣ Utilize the Prevention and Diversion Screening Tool
- ▣ Report program vacancies to lead agency
- ▣ Fill permanent housing vacancies through CE
- ▣ Follow CE Written Standards

# Participation in CE

If your agency is NOT located in an implementation community, you must:

- Utilize the Prevention and Diversion Screening Tool
- Assess households experiencing literal homelessness using VI-SPDAT
  - Households should NOT be assessed prior to entrance into emergency shelter/hotel motel
- Input household into HMIS, input VI-SPDAT results in HMIS
  - How do I get access to the VI-SPDAT in HMIS?
- Prioritize permanent housing project vacancies using the **Prioritization Spreadsheet**
- Meaningful referrals when necessary
- Reach out to CE staff to talk about how to work with an existing implementation site

	A	B	C	D	E	F	G	H	I	J
	Client ID	VI-SPDAT Type	Veteran (Y/N)	Disabling Condition (Y/N)	Date Assessment Completed	Chronic (Y/N)	Length of Time Homeless (this)	Household Size	Score Total	Case Manager
1										
2										
3										
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## Training

- CES in the BoS CoC Webinar
- VI-SPDAT Training Webinar
- Safety Planning for All (Prevention and Diversion Screening Tool)

Reach out to CE Staff!

## Questions



## Contact

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Coordinated Entry System Coordinator

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404-370-2985

Rebecca Hickom

Coordinated Entry System Coordinator

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470-423-1432

## System Performance and Other CoC Requirements/Priorities



December 5, 6  
& 10, 2018

Tina Moore & April Woods

## System Performance Data

## System Level Performance Measures

- ❑ Measurement of System Performance for Each Continuum
  1. Length of Time Persons Remain Homeless
  2. Extent Persons who Exit Homelessness Return to Homelessness
  3. Number of Homeless People
  4. Employment and Income Growth for Homeless Persons in CoC Program-funded Projects
  5. Number of Persons who Become Homeless for the First Time
  6. Successful Housing Placement (from Street Outreach or in Permanent Housing)

## System Performance Data

Performance Measure	2016	2017	2018	Change
1-Length of Time Homeless (Ave. Bed Nights)				
Shelter	94	72		-22
Shelter & Transitional	137	125		-12
2>Returns to Homelessness (PH Exits)	702	450		-252
3-Number Homeless	5,575*	3,716	3730*	-1,859 & +14
4-Employment & Income Growth				
Stayers	105	319		+214
Leavers	240	221		-19

## System Performance Data

Performance Measure	2016	2017	2018	Change
5-Number First-time Homeless	7,465	6,543		-922
7-Placement from Outreach and in PH				
7a-Outreach Exits to Temporary or PH	77%	56%		-21%
7b1-Program Exits to PH	47%	57%		+10%
7b2-PH Exit or Retention of PH	93%	92%		-1%

## System Level Performance Measures

- ❑ Core Outcome of Ending Homelessness - each community's progress will be measured by counting the NUMBER of people experiencing homelessness...both at a point in time and over the course of a year
- ❑ Other Measures - help communities understand how well they are doing the things necessary to REDUCE the number of people who become homeless and help those who DO become homeless return to stable housing

## System Level Performance Measures (contd.)

- ❑ How will measures be used?
  - ❑ Data will be used as part of the selection criteria to award projects under future NOFAs
  - ❑ Data will be used to evaluate how CoCs are IMPROVING from year to year
- ❑ What will measures do?
  - ❑ Measures will give us tools to evaluate and improve CoC's performance
  - ❑ Measures can reveal how well our homeless assistance programs are functioning as a whole and where improvements are necessary

## CoC Projects – Adjusting Measures or Scoring Criteria to Population Served

- ▣ Factor population served into project review, ranking, and selection process
  - ▣ Factoring population needs into the evaluation of a project's performance outcomes (e.g., weighting performance outcomes with the difficulty of serving higher need populations) or
  - ▣ Could serve as a standalone criterion by which to review, rank, and select projects. Response must also specifically identify the needs and vulnerabilities of the populations that the CoC takes into account where projects who serve these populations receive additional consideration in the review, ranking, and selection process.

## Performance Focused Monitoring

## Monitoring Tool Under Development

- Grant Utilization
- Quarterly Reimbursements
- Grant Management & Oversight
  - Policies & procedures in compliance with written standards, VAWA, Housing First, Low Barrier, & LAP/LEP, & Fair Housing
  - Coordinated Entry participation
  - PSH chronic prioritization
- Subrecipient Mgt (P&P and monitoring for subrecipients)
- Environmental Review/HQS
- Homeless status & eligibility determinations
- HMIS data entry & error rate

## Monitoring Tool Under Development

- Termination of Assistance (P&P)
- APR timeliness
- Performance
  - Number served vs proposed
  - Unit utilization
  - Increased participant income and mainstream benefits
  - Exits to permanent destination
  - Returns to homelessness (of exits to permanent destination)
- NOFA eligibility, disability for PSH, chronic, & program target populations

## BoS Coordinated Entry Monitoring

- Participation
- Referrals
- Acceptance of Referrals
- Assessments using VI-SPDAT
- Time from Referral to Housing

## System Performance Monitoring

- Agency Performance
- What tells us we are performing well as a CoC?
- Engagement
- Retention

# 2019 Georgia Balance of State Point in Time Homeless Count



December 5, 6 &  
10, 2018

Mike Thomas, CoC Planning Manager

## Unsheltered Count

## Background and Methodology

- First used in 2008
- Continued use in 2009, 2011, 2013, 2015, 2017
  - Physical count
  - Regression model
  - Predictive variables
  - Clusters
  - Count Coordinator Confidence
- Partnerships:
  - KSU's Burruss Institute
  - Communities and homeless service providers statewide
  - Other CoCs

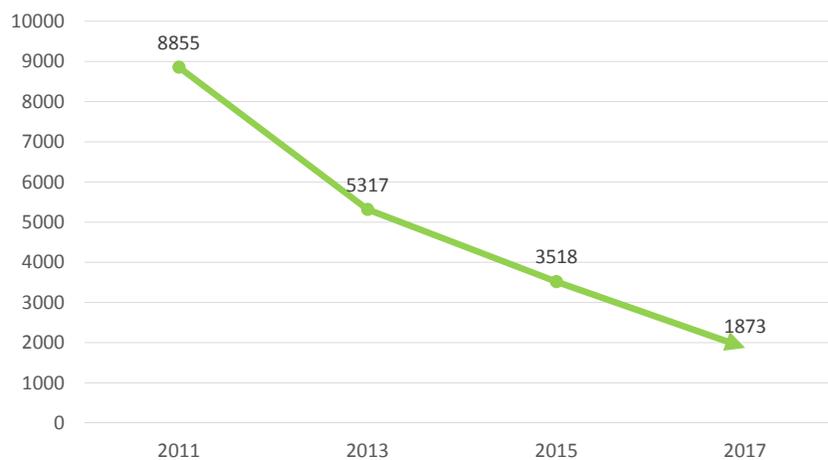
## Methodology Changes for 2019

- All surveys will be collected using the Counting Us app from Simtech Solutions
- Statistical modeling provided by Simtech Solutions instead of Kennesaw State University
- KSU model being reviewed by Simtech
- Model will be updated to possibly include additional predictive variables

## 2019 PIT Partners

- 34 counties (so far)
    - 29 count coordinators
      - Mary Collins, Carrollton Housing Authority
      - Kristin Bryant, City of Hinesville
      - Vanessa Flucas, City of Valdosta
      - Sharon Edwards, Community Outreach Training Center, Inc.
      - Jennifer Shearin, Dalton-Whitfield CDC
      - Jessica Mitcham, Good Neighbor Homeless Shelter
      - Michael Fisher, NDO
      - Vana Walker, Project Community Connections, Inc.
      - Katie Hagin, Gateway BHS
      - Naomi Ladson, Macon Coalition to End Homelessness
      - Sondra Hampton, SWGACAC
      - Krystal Mason, 90 Works
      - Tracey Johnson and Cali Hollis, CSB of Middle GA
      - James Hamm, End Time Gospel Ministry
  - Jim Lindenmayer, Cherokee County Homeless Veteran Program
    - David Blackwell, Dougherty Homeless Coalition
    - Tiffany Stewart-Stanley, Douglas County Board of Commissioners
    - Melanie Kagan, United Way
    - Ngina Mandouma, Albany State University
    - Devon Smith, William S. Davies Shelters
    - Evan Mills, Advantage Behavioral Health
    - Matthew Elder, United Way
    - Bill Searcy, FOCUS
    - Diane Yarbrough
    - Brandon Miller, Houston Homeless Coalition
    - Samantha Bolling, Action Ministries
    - Mackenzie Harkins
    - Michael Wilson, Troup Homeless Coalition

## 2011- 2017 BoS Unsheltered PIT Counts

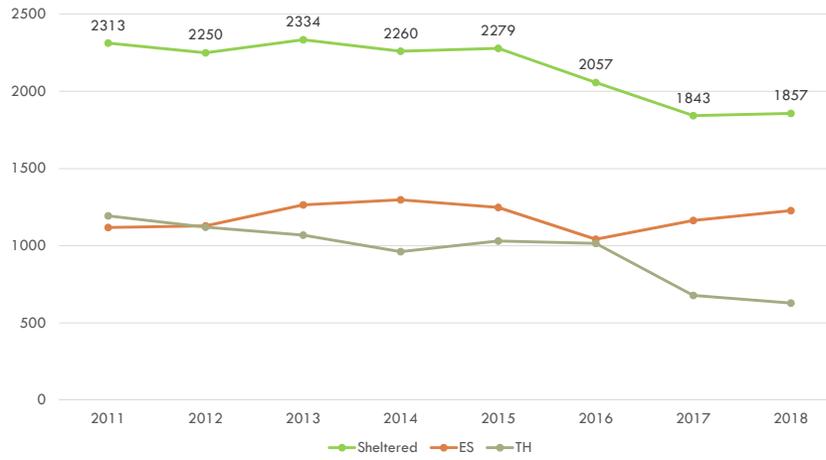


## Sheltered Count

## Sheltered Count

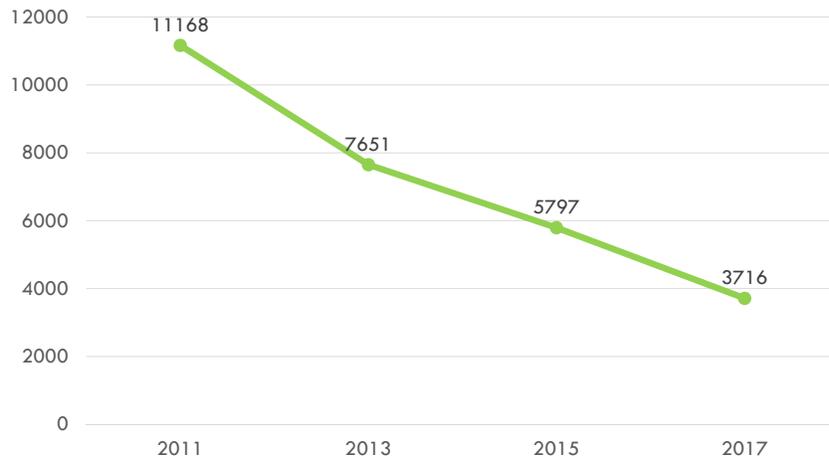
- ❑ Survey will be sent in January to all existing emergency shelter, transitional housing, and rapid re-housing programs
- ❑ Survey may also be sent to permanent supportive housing providers
- ❑ Data from surveys is verified in HMIS
- ❑ Completion of sheltered count surveys by the DCA established deadline is critical for reporting to HUD and evaluating the homeless population throughout the CoC

## 2011-2018 BoS Sheltered PIT Counts

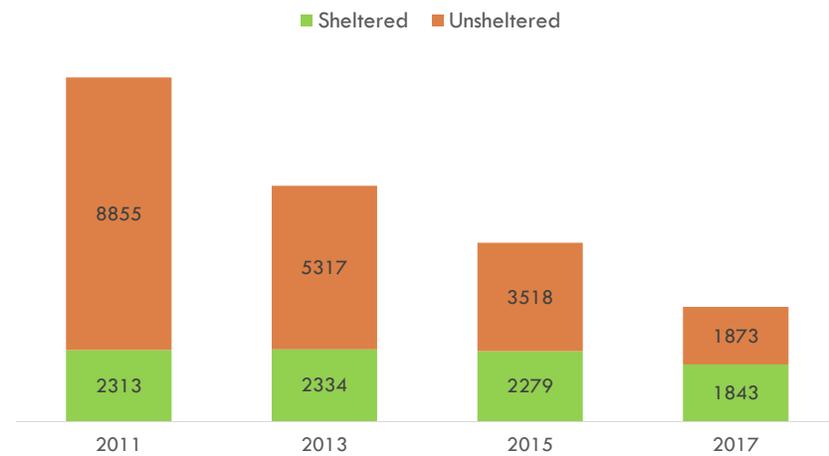


## Overall Homeless Count

## Homeless Count Trend (2011-2017)



## Sheltered versus Unsheltered Proportions



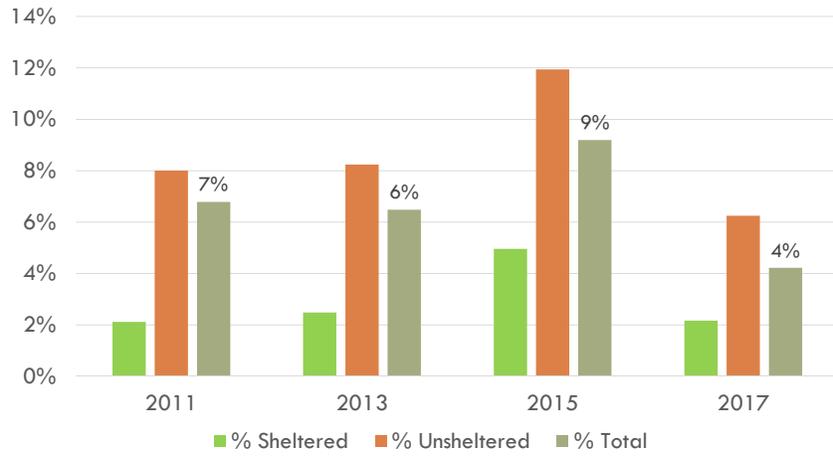
## Special Populations

Veterans & Chronically Homeless

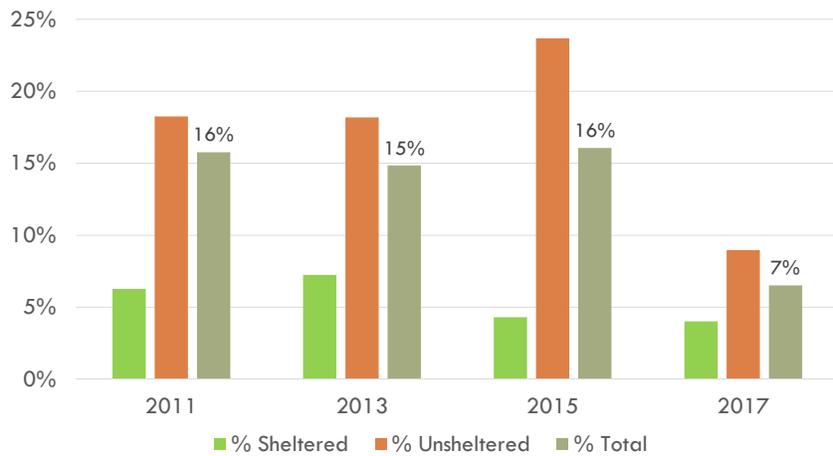
## Updated Subpopulation Methodology

- ❑ Previous method for subpopulation data was simple proportion extrapolation
- ❑ Updated Clusters
- ❑ Veteran data extrapolated from rate of veterans homelessness in the veteran population specifically
- ❑ Chronic data extrapolated by rate of chronic homelessness in the homeless population of each county

## Veterans



## Chronically Homeless



## Why the decrease?

- ❑ Count Coordinator Confidence
- ❑ Housing First
- ❑ More permanent housing
  - ❑ SSVF – Prevention and RRH
  - ❑ VASH
  - ❑ Harm Reduction
  - ❑ PSH
- ❑ Rapid Rehousing
  - ❑ 8% increase in RRH from 2016 to 2017
  - ❑ 29% increase in SSVF RRH from 2016 to 2017
- ❑ Statewide economic growth

## 2019 BoS CoC Homeless Count

- ❑ The Point in Time (PIT) Count date is January 28, 2019
- ❑ Approximately 35 counties are expected to be counted, with the remainder using the predictive model
- ❑ Data collection will focus on quality over quantity, with an emphasis on full county coverage
- ❑ Training and technical assistance began in early November, and will continue through the night of the count

## 2019 BoS CoC Homeless Count (cont'd.)

- ❑ All surveys will be collected using the Counting Us app, unless DCA explicitly approves otherwise
- ❑ A test version of the app is accessible now with the project key “DEMO”
- ❑ Simtech is currently working to replicate the Kennesaw State predictive model, and is optimistic about updating it with new variables
- ❑ DCA is evaluating alternative options for electronic survey collection in future counts

## Addressing Youth Homelessness



December 5, 6 & 10,  
2018

April Woods, CoC Program Coordinator

## Youth Homelessness

- HUD defines Youth as persons aged 24 and younger (has not reached his/her 25th birthday).
  - Unaccompanied Youth - persons who are age 24 or younger, who are not part of a family with children, and who are not accompanied by their parent or guardian during their episode of homelessness. This also includes two or more youth age 24 or younger who are presenting together as a family without children.
  - Pregnant or Parenting Youth- persons who are 24 and younger who are the parents or legal guardians of one or more children who are present with or sleeping in the same place as that youth parent, or who are pregnant.
  - Transition Age Youth -- persons between age 18 and 24 who are transitioning from adolescence to adulthood.

## Rural Youth Homelessness

- Rural youth homelessness is as common as youth homelessness in urban areas.
- Homelessness looks different in rural areas, it's not as obvious as urban areas
- Services are not as accessible for rural youth
- Service are designed for adult populations over 25
- Without targeted youth services our youth land in intuitions, are impoverished, they struggle with addiction, suffer from untreated mental health and more.

## Call to Action

- ❑ HUD recognizes the specific issues of youth homelessness.
- ❑ The First Youth Homeless Demonstration NOFA was released in 2016.
- ❑ Youth Homeless Advisory Group
- ❑ Implementation of the TAY SPDAT (Youth Specific Assessment)
- ❑ 174 Unsheltered youth were counted in the 2017 PIT count.
- ❑ Youth specific count happening in June 2019

## Youth Action Board

- ❑ The Board of Directors approved a Youth Action Board (YAB) to serve as an official committee.
- ❑ The YAB will be comprised of youth up to age 24, with 2/3 of members having lived experience of homelessness.
- ❑ An active YAB is required to apply for funding under HUD's Youth Homelessness Demonstration Program.
- ❑ Strategy around youth homelessness will be formulated in conjunction with the Youth Homelessness Advisory Group and the YAB.

## Membership Input



December 5, 6 &  
10, 2018

April Woods, CoC Program Coordinator

## Youth Homelessness in Your Community

- ❑ What are you seeing in your community?
- ❑ How does this fit?
- ❑ How do we find youth in rural areas?
- ❑ How do we find out from the youth what they need?

## HMIS Specific TA Needs

- ▣ What are TA needs of your staff?
- ▣ What format would you prefer TA?
  - ▣ Webinars?
  - ▣ Regional Meetings (Qtrly)?
  - ▣ User Group Meetings (Qtrly)?
- ▣ How often do you review data for issues, errors, performance?
- ▣ Are you cleaning your data for Chandra, Jasmine, and Ambra?

## HUD 811 Expansion



December 5, 6 &  
10, 2018

Tina Moore, CoC Program Coordinator

## The Basics

- ❑ HUD's Purpose: To provide permanent housing with supportive services for people with disabilities
- ❑ HUD Housing Program similar to Project Based Section 8
- ❑ Main Qualifications
  - ❑ Ages 18 – 61
  - ❑ Extremely Low Income (30% AMI)
  - ❑ Disabled receiving long term support services
- ❑ Must be housed in government funded units (ie. Tax credit properties)
- ❑ HUD awarded over \$14 million to the State of GA to help people become housed

## Population Expansion - Disability Status

- ❑ HUD 811's disability definition/status has been expanded
- ❑ Now taking referrals Statewide through Qualified Referral Agents
- ❑ Participants must be assessed by the Referral Agent and meet the specific disability criteria:
  - ❑ **Impairment:** Does eligible applicant have a physical, mental, or emotional impairment as verified by signed documentation by a licensed professional?
  - ❑ **Duration:** Is the eligible applicant's impairment expected to be of long-continued and indefinite duration?
  - ❑ **Independence:** Does eligible applicant's impairment substantially impede his/her ability to live independently?
  - ❑ **Housing:** Is eligible applicant's impairment of such a nature that such ability could be improved by more suitable housing conditions?
- ❑ Disability must be supported by documentation by a Licensed Professional

## Referral Process – Referral Agent All other referrals including MFP

Agency completes the Referral Agent Application Form.

Yes

Agency is approved as a Qualified Referral Agent.

Qualified Referral Agent submits client referrals to HUD 811.

If available, a HUD 811 Referral to a vacant unit may follow based on the county selected in the HUD 811 Participant Referral form.

A Case Manager and Client may also request a referral for an advertised vacant unit.

## Qualified Referral Agents

- ❑ Provide Tenancy Support. For example:
  - ❑ Assist with housing appointments and property applications
  - ❑ Submit Reasonable Accommodation Requests when needed
  - ❑ Help obtain furnishings/household supplies and assist with Move In
  - ❑ Communicate with tenant and assure rent is paid, and on time
  - ❑ Assistance in Accessing Entitlements
  - ❑ Referral to Social Services and Community Resources
  - ❑ Peer/Recovery Supports
  - ❑ Employment/Supported Employment
  - ❑ Facilitation of Community Integration
  - ❑ Crisis Planning

## Expectations

### General Expectations of Qualified HUD 811 Referral Agents:

- ❑ Participation in 811 planning or oversight meetings with DCA
- ❑ Funding and/or coordinating the services made available to HUD 811 tenant/participants
- ❑ Conducting outreach to potential tenants in accordance with the HUD 811 Affirmative Fair Housing Marketing Plan
- ❑ Determining 811 eligibility and/or service eligibility
- ❑ Collecting applicant documentation and assembling applications
- ❑ Making referrals to DCA and/or Properties
- ❑ Assisting with requests for reasonable accommodation
- ❑ Providing or helping the tenant find move-in assistance/security deposits
- ❑ Providing ongoing tenancy supports to HUD 811 tenant/participants

## Steps to Participate

- ❑ Access the Referral Agent Application  
<https://www.dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/hud-811/qualified-referral-agent-information>
- ❑ Have Questions?  
 Ilona Nagy, MSW  
 HUD 811 Program Coordinator  
 404-679-3150  
[ilona.nagy@dca.ga.gov](mailto:ilona.nagy@dca.ga.gov)

## Next Steps and Resources



December 5, 6 &  
10, 2018

Tina Moore – CoC Program Coordinator

## Next Steps

- Data Cleanup
- “At Large” Nominations
- Input as needed (by survey) for further engagement.
- Please make sure you signed in (notices sent by email).
- Individuals wanting to be added to membership list please email Tina Moore at [tina.moore@dca.ga.gov](mailto:tina.moore@dca.ga.gov).

## Resources

- ❑ The Governance Charter (and other policies)–  
<https://www.dca.ga.gov/housing/homeless-special-needs-housing/georgia-balance-state-continuum-care/policies>
- ❑ DCA's Continuum webpage -  
<https://dca.ga.gov/safe-affordable-housing/homeless-special-needs-housing/georgia-balance-state-continuum-care>
- ❑ HUD's Continuum of Care Interim Rule  
<https://www.hudexchange.info/coc/coc-program-law-regulations-and-notices/#regulations>
- ❑ HUD's Continuum of Care webpage –  
<https://www.hudexchange.info/programs/coc/>

## Thank you so much for your participation!

- ❑ Questions?
  - ❑ Dave Whisnant, Director  
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  - ❑ Mike Thomas, CoC Program Manager  
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  - ❑ Tina Moore, CoC Program Coordinator  
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  - ❑ April Woods, CoC Program Coordinator  
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