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: VA-521 - Virginia Balance of State CoC

1A-2. Collaborative Applicant Name: Commonwealth of Virginia-Virginia Department of Housing and Community Development

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Homeward

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	Yes
Local Jail(s)	Yes	Yes
Hospital(s)	Yes	Yes
EMS/Crisis Response Team(s)	Yes	Yes
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
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	Not Applicable	No
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	Yes	Yes
LGBT Service Organizations	Not Applicable	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

Other:(limit 50 characters)		
CAP agencies/other homeless service providers	Yes	Yes
United Way	Yes	Yes
Department of social services	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 Balance of State (BoS) is comprised of 12 local planning groups (LPG) and 5 committees. All LPGs and committees are public and accessible to stakeholders.
The BoS strategy involves using this regional approach to ensure local ideas and feedback are shared with the entire BoS CoC. LPGs have membership and committees that comprise multiple stakeholders including but not limited to local government, planning district commissions, private funders, advocates, community service boards, school divisions, police departments, faith community, PHAs, homeless service providers, those with lived experience, and CAP agencies. Many CAP agencies provide the areas emergency shelter, rapid re-housing, permanent supportive housing, mental health, Head Start, vocational, and healthcare services.
Through the BoS steering committee, the collaborative applicant (CA) attends meetings for each LPG at least annually, and participates in quarterly conference calls (with each LPG), thus keeping the CoC leadership abreast of ideas, concerns, trends, etc.

In the coming year, the BoS CoC expects to implement a project management tool to enhance on-going communication. As a participant in HUD's BoS/rural community-learning group, the CA is looking into implementing BaseCamp or a similar on-line tool for communication, training, Q and A, and document sharing.

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)

1) The majority of solicitation for new members is conducted at the LPG level. Membership of the BoS encompasses the total membership of each LPG. LPGs have membership committees that conduct regular outreach to local and regional government entities, faith communities, private businesses, etc.
2) LPG send out email invitations, website notifications, and direct face to face invites to those groups who are "missing" from the membership. BoS members reach out to local resource councils, meet one on one with identified stakeholders, developed and distributed brochures, and hold educational events

where guest speakers share information on the local planning efforts to create a system where homelessness is rare, brief, and non-reoccurring.

3) Invitations are formally sent annually, but most successful invites occur when the LPG members are doing outreach to those stakeholders who are missing from membership. For example last year, through a local, community-based strategic planning process, a faith-based shelter got involved in a LPG. This provider is now receiving state funding for low-barrier shelter, case management for rapid rehousing, and is using HMIS.

4)As a BoS standard and a requirement of ESG and state funding (administered by DHCD), any program funded by federal or state dollars mush have a person experiencing or formerly experiencing homelessness participating on the board of directors or other equivalent policy-making entity. In FY18, the CACH LPG in collaboration the City and Schools partnership engaged a formerly homeless mother who is also a teacher in the city school's system. Her participation has been vital to the Housing Committee's understanding barriers and needs through a new perspective.

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)

As approved in the BoS system level procedures, the CA requested proposals for new RR-H and PSH after registration and prior to the release of the NOFA. This year, the pre-application was released on April 23, 2018 and was due to the CA on May 21, 2018. This notice was emailed to lead LPG agencies and BoS steering committee members who then disseminate it to all stakeholders. In addition, the notice was published on the BoS webpage on May 14, 2018. At the request of potential applicants, the deadline was extended to June 6, 2018. The pre-application directions provided detail on submitting projects for the upcoming NOFA. The CA reviews potential projects for eligibility. If eligible, the project applicants are instructed to submit final applications in ESNAPS for the ranking committee's consideration.

Once the NOFA was released, a request for DV-bonus projects was released on July 5, 2018, with a deadline for notification of interest by July 25, 2018. Additional new RR-H and PSH projects were not requested after the NOFA was released as the CA received requests greater than the new project bonus during the pre-application period. This year, three new applicants submitted new RR-H bonus projects, and three new DV applicants submitted projects for DV-bonus for the ranking committee's consideration. After the final ranking and review, two new RR-H bonus projects and two new DV bonus projects were included. The final publication of the ranking and review was posted Aug. 30, 2018 on the BoS webpage.

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)	Not Applicable
Head Start Program	Yes
Funding Collaboratives	Not Applicable
Private Foundations	Yes
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)	
Faith-based organizations	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)

1) DHCD (BoS CA) is the state administrator of ESG for the BoS. Each of the 12 LPGs submit community-based applications for ESG, HOPWA, and state funding through the Homeless and Special Needs Housing (HSNH) program. Funded projects must coordinate services with the BoS, use HMIS, participate

in coordinated entry, adhere to housing first and CoC service standards, and report outcomes at a program and system level.

The BoS CoC program coordinator is part of the HSNH team that establishes system performance measures and project outcomes used for Con Plan development and CAPER reporting. Each year when DHCD updates State's Con Plan, two-hour input sessions are held across the state to coordinate with each independent Con Plan jurisdiction. The BoS CoC program coordinator provides DHCD with BoS PIT and HIC data. Five LPGs have local Con Plan jurisdictions- Blacksburg, Bristol, Christiansburg, Colonial Heights, Danville, Hopewell, Petersburg, Radford, and Waynesboro. The CA works with leads of each LPG to establish and coordinate the statewide plan.

2) As both the CoC collaborative applicant and the state administrator of ESG funding, DHCD works to ensure all funds are coordinated and used to meet the goal of ending homelessness. To measure the effectiveness of ESG funding, LPGs and ESG project grantees are required to report on both the system level and project level. DHCD requires the following evaluations.
- Quarterly conference calls that address timely spending, technical assistance needs, current trends; and the use of data to address system or client needs.
- Bi-annual progress reports that include demographics served, capacity and utilization, exit destination, and length of financial assistance and case management.
- System outcomes report (DV, and both HMIS and Non-HMIS participants) that include demographics, length of time homeless, PIT count, length of stay, and exit destinations.

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)

1) Per approved BoS coordinated entry policies and procedures "If safety is a

concern due to fleeing, or attempting to flee domestic violence, or a victim of trafficking the coordinated entry staff will assist the person in developing a temporary safety plan and provide immediate referral to the local domestic violence agency."

When a survivor seeks housing assistance, an assessment for diversion is conducted to include a question as to the person's safety. If current safety is an issue, the CE staff assist the survivor to develop a safety plan (local DV providers train CE annually on safety planning) that is in place until the survivor connects with local DV staff. Each LPG has DV providers funded by DOJ, HHS, ESG, and/or state funding.

Once a survivor is in a safe location he/she is screened using the VI-SPDAT. Based on the most appropriate and available intervention, survivors are prioritized for housing. Eight of the 12 LPGs have a DV provider administering ESG/state rapid re-housing funds and all survivors have access to rapid re-housing should that be the most appropriate intervention.

2) The BoS implements a trauma informed, client centered approach that ensures the needs such as access to money, legal issues, and/or trauma are addressed. Client choice is underscored when seeking, selecting, and securing permanent housing. Client confidentiality policies ensure VAWA is adhered to and all identifying information is removed for case conferencing.

The CA also participates on the state level DV Action Team, Sexual Assault & DV Advisory Council, the DV State and Local Partners meetings, and the Family and Children's Trust. DOJ and HHS participate in the Gov. Coordinating Council on Homelessness.

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)

Training encompasses the assessment process, safety planning, trauma informed/victim-centered care, and crisis intervention. The CA identified domestic violence providers in each LPG that are responsible for conducting the training for CE and project staff annually. Per CoC CE policies and procedures, "a LPG domestic violence service provider must provide safety planning training to all coordinated entry staff annually. This training must be documented and maintained by the board of each LPG." The CE committee will continue to evaluate the process and the domestic violence representatives will guide any needed changes in the training or protocols.

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)

The CoC evaluated needs for DV services through the quarterly and annual evaluations of data (de-identified and aggregate) submitted to DHCD (CA) and the point-in-time count. In the 2018 PIT, 77 households were homeless due to

domestic or dating violence and/or sexual assault. In 2018, $409,970 was targeted to DV providers ($270,763 emergency shelter and $139,207 rapid re-housing) and through these and other resources, 570 households experiencing DV were served. Of those, 295 obtained permanent housing including 177 who were housed with rapid re-housing assistance. This process allows each LPG to gather data from DV providers and assess needs to receive specific targeted resources. BoS DV provider use VA Data, a comparable database administered by the Virginia Sexual Assault and Domestic Violence Action Alliance.

**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	
RRH	X
Joint TH/RRH	X

**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)**

1) Quarterly, the DHCD (CA) receives data from each DV provider on the number of households served and permanently housed. This past quarter, 221 households were served and of those 87 were permanently housed.
2) DHCD uses CAMS (Centralized Application and Management System) to aggregate DV data for analysis.
3) DV providers collect data in VA-Data, a comparable database administered by the Virginia Sexual Assault and Domestic Violence Action Alliance, and upload data into CAMS.

**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)**

1) Based on the number of households served last quarter and the number who were able to obtain permanent housing, housing focused services were needed for an additional 134 households last quarter. Between 40% and 50% of households who are homeless due to domestic violence, obtain permanent housing.
2) DHCD uses CAMS (Centralized Application and Management System) to

aggregate DV data for analysis.
3. DV providers collect data in VA-Data, a comparable database administered by the Virginia Sexual Assault and Domestic Violence Action Alliance, and upload data into CAMS.

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)

1) With 18 DV shelters (261 beds) across the BoS CoC, the BoS has the emergency shelter and counseling/advocacy services needed to serve households who are homeless due to domestic violence. However, the BoS is lacking in housing-focused resources to ensure all households who are homeless due to domestic violence are quickly re-housed housed. Quarterly, only 40% of households who are homeless due to domestic violence are permanently housed while another 10% go to a temporary location. That shows that there were still 50% remained homeless at the end of the quarter.
2) By looking at both quarterly and annual data, approximately 40-50% of households who are homeless due to DV exit to a permanent destination. Therefore, it is estimated that housing focused services including RR-H need to be targeted to an additional 285 to 340 households who are homeless due to DV.
3) DV providers initially collect data in VA-Data, a comparable database administered by the Virginia Sexual Assault and Domestic Violence Action Alliance. Each DV project is then able to enter their own aggregate data in CAMS and DHCD is then able to run BoS level reports on multiple data elements.
4) The BoS determined the unmet need for housing focused services for DV survivors by analyzing the number of households whose housing needs were met on an annual and quarterly basis.

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)

41% of all households who are homeless due to domestic violence in the BoS are served by the two agencies applying for DV bonus funds. These two agencies (the Women's Resource Center and Southside Survivors Response Center) are located in two different LPGs (Housing Partnership of the New River Valley and the West Piedmont Better Housing Coalition). Together, with these additional funds, an additional 65+ households who are homeless due to DV will be permanently housed. The Women's Resource Center (WRC) and the Southside Survivor's Response Center (SSRC) both have experience with integrating housing focused services with the flexibility survivors need to remain

safe and heal.

The WRC prioritizes rapid placement and stabilization in permanent housing and attempts to prevent or minimize stays in TH. Participants have choice and access to both program components. Participants are not screened out for issues of substance abuse, income, mental health issues, or any other conditions. DV Bonus funding will support the expansion of a non-CoC funded transitional housing and rapid re-housing project. The RRH component will provide "needs-based" rental assistance and will work in collaboration through a 35 agency cooperative agreement.

The WRC project is connected to the New River Valley Housing Partnership's coordinated entry where households are triaged for the most appropriate service available. WRC also operates a live-answer 24/7/365 crisis hotline where all CE calls are referred upon the discovery of domestic violence.

SSRC follows best practices for providing RRH to survivors of DV including survivor choice, flexible financial assistance, community partnerships, and case management designed to meet the unique needs of survivors.

SSRC currently is an entry point to the No Wrong Door coordinated entry system operated by the West Piedmont Better Housing Coalition.

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)

1)Southside Survivor Response Center (SSRC) served 121 households and 56 (46%) of those obtained permanent housing in FY17. The Women's Resource Center (WRC) served 113 households and 67 (60%) of those obtained permanent housing in FY17.
2) Southside Survivor Response Center retention rate is 96% for those households who received RRH. The Women's Resource Center's retention rate of those households who received RRH is 76%. Of those who were not initially able to maintain permanent housing, 20% then entered into transitional housing.
3)This response is for both DV bonus projects due to their implementation of similar protocols - Via the 24-hour hotline or other first point of contact such as in court, the BoS DV providers (Women's Resource Center and Southside Survivor's Response Center) solicit information from the victim to try and determine how dangerous their current situation is and to provide appropriate information and resources. Question are ask to indicate the level of imminent danger such as weapons in the home, escalation of the abuse, threats by the abuser, the abuser's current location, and the victim's resources. Safety plans are developed with the victim based on what the individual is willing and able to do to make themselves safer. Information on domestic violence and other resources is provided to help victims understand their situation and ways they can become independent. If an individual is in imminent danger, emergency

services may be called or facilitation to leave an abusive situation as quickly and safely as possible is offered. Improvement in safety is evaluated by the client's willingness to conduct and carry out a safety plan, to meet with counselors, and/or to seek shelter with family/friends, or DV shelter. Additional safety training and precautions are planned for regaining independence. Safety planning for themselves and their children if the abuser may be looking for them; ways to cut off contact with the abuser, particularly with phones and social media; how to replace vital documents, open new accounts, and transfer services into their name if the abuser has taken control of these; and how to keep their information private. Along with how to plan for contact with the abuser for court requirements such as child exchanges.

4)This response is for both DV bonus projects due to their implementation of similar protocols - SSRC and The WRC have identified three common barriers faced by many DV survivors. Lack of Social Supports – case managers will assist survivors in identifying and re-engaging with natural support networks who can provide practical assistance such as a place to stay, transportation, child care, financial assistance, or resources that support and enable a survivor to participate in formal resources.

Mental Health and Trauma – case managers are all trained in motivational interviewing and trauma informed care to help increase survivor's participation and engagement in and retention in services. Intensive services regarding any mental health issues are referred as appropriate to community resources including the local community service board.

Financial Abuse – 90+% of DV survivors have experienced financial abuse that often leads to additional barriers to obtain permanent housing. Case managers will help survivors identify where financial abuse has occurred and ways to mitigate the effect on permanent housing. Resources include identifying and addressing debt, opening bank accounts, and offering financial and budgeting classes that empower survivors to take back ownership of their finances.

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?
Hopewell Redevelopment and Housing Authority	8.00%	Yes-Public Housing	No
Danville Redevelopment and Housing Authority	1.00%	Yes-Both	No
Petersburg Redevelopment and Housing Authority	0.00%	Yes-Public Housing	No
Wise County Redevelopment and Housing Authority	30.00%	Yes-Both	No

Virginia Housing and Development Authority	0.00%	Yes-HCV	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)

All Housing Authorities above have a homeless preference. However, Petersburg and Virginia Housing Development Authorities do not keep track of those who are homeless at entry. Danville Redevelopment and Housing Authorities have record of at least 1% having been homeless at entry, but both reported anecdotally that more than 1% were homeless before entry.

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)

On page 10 & 11 of the BoS system level procedures approved Feb 2017, the following is stated: All shelters must follow Equal Access and Prohibited Inquiries. The procedure then provides the specifics of what is required to follow the regulation. Each LPG has a contract with DHCD (CA) that requires Nondiscrimination and Equal Opportunity and Affirmatively Furthering Fair Housing to include making known that rental assistance and services are available to all on a nondiscriminatory basis and ensures that all citizens have equal access to information about financial assistance and services. Annually in July, the CA provided two required webinars that cover Equal Access and Prohibited Inquiries, Definition of Family, and Prohibition Against Involuntary Family Separation.

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:	X
Engaged/educated law enforcement:	X
Engaged/educated local business leaders:	X
Implemented communitywide plans:	X
No strategies have been implemented:	
Other:(limit 50 characters)	

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)

1) Per the CoC CE P&Ps, each LPG has either a centralized or multiple access point(s) to ensure persons from across the entire geography are able to access the homeless system. Each LPG has one published phone number where persons can access services. Several LPGs have PATH and others, began implementing state funded outreach teams July 2018.
2) Per the BoS CE policies and procedures, the BoS CoC CE's standardized procedures:
•Allow easy access to housing assistance, assessment that is standard and consistent, and connections with services that best meet needs;
•Ensure clarity, transparency, consistency, and accountability;
•Ensure clients gain access to the most appropriate type of service intervention

available to meet their immediate and long-term housing needs;
•Standardize data collection methods using HMIS (where applicable) to ensure client data is secure, authorized, protected, and shared according to all applicable laws and standards.
•Ensure those who are the most vulnerable and have the highest barriers are prioritized
3) The BoS CoC uses two assessment tools for prioritization of services. Prevention assessment: The BoS created a prevention prioritization tool that includes both homeless vulnerability and housing barriers. Once a household's housing crisis is triaged and it is determined that the household is at imminent risk of homeless (14 days or less), then the coordinated entry staff will conduct the prevention prioritization assessment. Based on eligibility and assessment score, prevention providers are guided on service needs of households.

The BoS CoC uses the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) as the common standardized assessment tool for those who are literally homeless. This assessment is conducted no more than 3 to 5 days after the household has been referred to shelter or once an outreach worker is able to establish rapport with an unsheltered or un-engaged household.

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:	X
Health Care:	X
Mental Health Care:	X
Correctional Facilities:	X
None:	

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:	X
Health Care:	X
Mental Health Care:	X
Correctional Facilities:	X
None:	

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)

1) System level policies and procedures require all BoS projects use a housing first model, prioritize based on vulnerability (using VI-SPDAT and HUD's order of priority), and ensure there are not barriers to project entry or PH. All projects serve clients with zero income, active substance use, mental or physical illnesses, criminal histories, non-traditional family compositions, victims of domestic violence and sexual assault, etc.
2) To ensure those with the most severe needs and vulnerabilities are being served by CoC funded projects, the ranking committee used HUD rating tool to evaluate projects on the percentage of persons served with more than one disabling condition, percentage of persons served directly from a place not meant for human habitation, and the percentage of persons served with zero income at entry. PSH projects were also evaluated based on dedicating 100% of units to chronically homeless. RR-H projects were also evaluated based on serving those who score the highest on the VI-SPDAT including those who may need PSH when that option is not available. The ranking comm. then tiered projects according to the highest performance, application quality, and those serving the most vulnerable.

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	X	CoC or other Website	X
Email	X	Email	X
Mail	☐	Mail	☐
Advertising in Local Newspaper(s)	☐	Advertising in Local Newspaper(s)	☐
Advertising on Radio or Television	☐	Advertising on Radio or Television	☐
Social Media (Twitter, Facebook, etc.)	☐	Social Media (Twitter, Facebook, etc.)	☐

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 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 Competition Application deadline? Attachment required.	Yes
(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.	Yes
(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?	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).** 7

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? Mediware

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	607	248	240	66.85%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	168	30	0	0.00%
Rapid Re-Housing (RRH) beds	401	28	373	100.00%
Permanent Supportive Housing (PSH) beds	50	0	49	98.00%
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 BoS CoC is using three main steps to address HMIS participation: leveraging participation for required reporting, technical assistance for new participants, and development of a cloud-based statewide HMIS warehouse. DHCD (CA) requires system level reports annually to include all HMIS and non-HMIS participants. This report provides data used to rate performance of each LPG's crisis system and impacts state funding decisions including ESG. This requirement is being used by LPGs as leverage to get new HMIS participants on board. It has been successful in increasing ES participation up to 67% from 51% in 2016.
There are two TH projects that do not use HMIS and are not funded with any state or federal funds. The CA continues to work to encourage their participation.

The BoS CA will continue providing guidance and TA on the importance of all homeless services providers, regardless of funding sources, to participate in HMIS. Currently, the BoS HMIS administer is working with several providers to begin participation in HMIS.

The GCCH's performance and impact workgroup includes state employees and CoC reps. including members from the BoS. DHCD (CA) via the BoS is receiving HUD TA req to for establishing a cloud-based "data warehouse."

2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept?   8

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)   04/26/2018

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).   01/24/2018

2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).   04/26/2018

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 substantial changes were made.

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:	144
Beds Removed:	123
Total:	21

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. No

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? No

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)

No substantial changes were made.

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.	1,180

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)

1) The BoS reviews shelter data to determine the characteristics of persons who become homeless. With this data, the BoS has identified 21 characteristics or barriers that may make households more vulnerable to homelessness. Of these 21, four were identified that may yield the greatest vulnerabilities: unaccompanied youth under 18, a single adult with 4+ children, a head of household who has experienced homelessness in the past 3 years, and household income below 15% AMI.

2) The BoS has been working diligently to use prevention funds to divert households from homelessness as opposed to eviction prevention. This way, limited prevention resources can be targeted to those most likely to become homeless. In addition to targeting, the BoS is also working to use mediation with landlords and families/friends to lengthen or stabilize housing for persons seeking services.

3) Each of the 12 LPGs has one org that oversees prevention services. The BoS CoC Coordinator at DHCD works with each LPG to ensure they are reviewing data and using state prevention funds in accordance with BoS system level procedures.

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)

1) The average length of time individuals and persons in families remained homeless was 41 days. This is relatively stable from the previous year of 37 days.

2) The first strategy is to optimize coordinated entry and when possible divert households from homelessness by mediating with landlords, family and friends, or identify alternative mainstream resources. If diversion is not possible, the emergency shelters have received training on low-barrier procedures. This helps to ensure that households with the greatest needs are able to access shelter and then obtain the housing resources needed. Using the VI-SPDAT and HUD's level of prioritization, households are identified for increased level of resources.

3) Last year, the BoS took part in a three month Effective Emergency Shelter Learning
Community clinic facilitated by NAEH. This learning series provided emergency shelters with a tool that evaluates shelter inflow, outflow, and length of stay. The BoS HMIS administrator created a report for this tool which helps identify those households staying the longest and enables shelters to evaluate the following on a monthly basis: total unique households served; total households entering shelter; total households exiting shelter; total household exiting to a permanent destination; average length of shelter stays for all households exiting to any destination; the average length of shelter stays in days for all households exiting to a permanent destination; and the average length of shelter stays for all stayer households. This tool along with assessment scores are being used to target resources to those who need them most.
4) The BoS CoC Coordinator at DHCD works with each LPG to ensure they are reviewing data and funds in accordance with BoS system level procedures.

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.	58%
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.	90%

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)

1) The BoS strategy is to implement housing focused emergency shelter, rapid exits to housing, and access to RRH when needed. Since the spring of 2017, the emergency shelters in the BoS have been working to reduce barriers and implement the key components the NAEH has identified for an effective shelter to include: housing first approach, immediate and easy access, housing-focused services, and rapid exits to permanent housing, and evaluation to performance improvement. LPGs have formed Landlord Committees with the goal of bringing together property owners and housing specialists/counselors from homeless service organizations across the geographies. These committees seek to engage property owners in conversations to determine how homeless service providers can best meet property owner needs while increasing their acceptance of households of families with high barriers into permanent housing.
2) Service providers ensure adequate formal and informal supports are in place prior to exiting a household from a PH project. For those who remain in a PH project, providers continue to offer housing stabilization services to address on-going issues that may result in future unstable housing.
The BoS CoC Coordinator at DHCD works with each LPG to ensure they are reviewing data and funds in accordance with BoS system level procedures to maximize exits to and retention in PH.

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)

1) The BoS uses shelter data to analyze those who are entering and re-entering the homeless services system. Beginning in 2018, the BoS will also be able to evaluate CE data. Starting July 2018, each LPG of the BoS now has an HMIS CE project set up in HMIS.

2) Via the CoC system level procedures, the BoS is targeting prevention funds that each LPG has via the Virginia Homeless Solutions Program to those most likely to become homeless and not on eviction prevention. This system prioritizes those who have previously been homeless as well as those with extremely high barriers to obtaining housing (large households, youth, multiple episodes of homelessness, income under 15% AMI.
3) The BoS CoC Coordinator at DHCD oversees system level data and facilitates the services committee, which addresses system processes.

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)

1)The BoS uses a strategy of housing first, employment/income second.
2)Most LPGs have SOAR trained members. As a strategy, we are working more closely with the Community Services Boards (CSB) to not only prioritize CSB clients for SOAR, but also those enrolled in homeless services. The SOAR state coordinator has connected with every LPG to increase the awareness at both the LPG and CSB level for better integrated SOAR access. In addition, LPGs have employment services for example, People Inc. has a vocational training program for individuals with disabilities including job placement, job coaching, supported employment, and internships. St. Joseph's Villa has an employment specialist who helps with resumes/applications, job coaching and soft-skills training, and employer recruitment. This project has an MOU with Goodwill.
3)The BoS CoC Coordinator at DHCD oversees system level data and facilitates the services committee, which addresses system processes. Additionally, the GCCH helps coordinate efforts by including reps from employment agencies including Virginia Department of Labor and Industry, the VA Employment Commission, and the VA Values Veterans program.

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 (mm/dd/yyyy)

05/29/2018

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	4
Total number of beds dedicated to individuals and families experiencing chronic homelessness	18
Total	22

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)	X
Number of previous homeless episodes	X
Unsheltered homelessness	X
Criminal History	X
Bad credit or rental history	X
Head of Household with Mental/Physical Disability	X

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)

1) Strategies include partnering with NAEH where 3 months of training on Effective Emergency Shelters led to BoS standards requiring all funded ES have written procedures to align with low-barrier and housing focused shelter.

2) The BoS ensures every family is assessed at intake or point of contact for diversion, crisis housing, and PH barriers with a goal of PH in 30 days. Then, each family is scored using the VI-SPDAT to ensure those with the greatest vulnerability and those who have been homeless the longest receive RRH or PSH first.
Currently, all persons in the BoS are housed, on average, in 41 days with a median of 21 days.

Through state and ESG funding, ES have housing focused CM that work with families to obtain housing regardless of their prioritization for RRH or PSH services. If a family needs the additional assistance, RRH or PSH, then these projects provide housing search and landlord recruitment to help families obtain permanent housing as quickly as possible.

3.The BoS CoC program coordinator at DHCD (CA) oversees system level data and facilitates the services committee, which addresses system processes.

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.	X
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	X
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	X
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.	X
CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.	

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)	X
Number of Previous Homeless Episodes	X
Unsheltered Homelessness	X
Criminal History	X
Bad Credit or Rental History	X

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)

1 & 2)The BoS is working in collaboration on a statewide strategy to address youth homelessness in the Commonwealth of Virginia. Building on the success of reducing family homelessness and functionally ending veteran homelessness in Virginia, the Governor's Coordinating Council on Homeless (GCCH) has adopted the initial recommendations for assessing youth homelessness. The BoS will participate in the assessment conducted by the GCCH's Youth Committee, which includes representation from the BoS CoC. The assessment's objectives are to:
o Determine how unaccompanied youth and young adults are currently identified in communities across the state (youth and young adults who meet any federal definition of homelessness)
o Determine what data is collected, if any, regarding characteristics of the youth and young adults
o Identify communities that are focusing on youth/young adult homelessness

o Determine the feasibility of conducting pilot projects within two communities currently focused on youth/young adult homelessness
o Proposed timeline for assessment: September 2018-December 2018
o If pilot projects are developed, the proposed timeline would be March 2019-February 2020.
• Determine what financial resources are needed to cover the costs of technical assistance
• Request technical assistance from USICH and the National Alliance to End Homelessness and School House Connection regarding the assessment and the development of pilot projects, if determined feasible
• Determine if agencies that are members of the Governor's Coordinating Council on Homelessness have available resources to assist with technical assistance
The Bos has one agency that has been focusing on youth homelessness for the past two years that will help other agencies and LPGs assess and implement new techniques to address youth who are homeless. This agency has been working in partnership with the City of Petersburg and Petersburg Public Schools to stabilize housing for youth you are 17+, homeless (any definition), and chronically absent from school. The goal of the pilot project funded by the Virginia Housing Trust Fund is to stabilize housing to increase attendance thus enabling graduation.

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)

Once the pilot projects are implemented that are addressed in the recommendations for addressing youth homelessness in Virginia, the Youth Committee will use the US Inter-agency Council on Homelessness' Criteria and Benchmarks for Achieving the Goal of Ending Youth Homelessness.
The Petersburg City and Schools partnership's pilot project is using placement and retention in PH and absenteeism to determine effectiveness.

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)

1) Through the LPG's membership the BoS works with Head Start, Early Head Start, Healthy Start, Birth to 3 programs, and local community colleges and universities. At the LPG level these collaborations help ensure families and children receive assistance or are able to access opportunities through MOUs

or Cooperative Agreements. Additionally, the CA sits on the Governor's Coordinating Council on Homelessness Youth Committee. This committee recently made recommendations approved by the Governor's Coordinating Council on Homelessness to assess youth homelessness across the state with the intent of identifying TA assistance from the National Alliance to End Homelessness and School House Connection, implement pilot projects to develop a coordinated community response to ending youth homelessness that can be replicated across CoCs.

2) Each LPG collaborates with their school district's homeless youth liaison. The McKinney Vento state coordinator serves on the GCCH and the youth committee of the council. DHCD (CA) provides annual training on the homeless services system to the VA Association of Federal Education Program Administrators.

3)The annual training provided to the VA Association of Federal Education Program Administrators is recorded and published for all faculty and staff in each school district.

4) The BoS has representation on the Governor's Children's Cabinet that is dedicated to the education, health, safety, and welfare of children and youth. One of the Cabinet's initiatives is focused on a BoS LPG. Together state and local government, education, legal, and nonprofit have developed a pilot project for this LPG designed to stabilize housing for homeless students, 17 plus, and chronically absent from school. The goal is to stabilize housing to increase attendance enabling an increase in graduation rates.

Additionally, a BoS Steering Committee member with lived experience sits on the HOPE (McKinney-Vento SEA) Advisory Board.

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 BoS CoC adopted the following procedure for services offered to families: case managers verbally and in writing must notify parents of their child's rights to access and receive educational services including enrolling in school without required documentation, remaining in their home school with transportation provided, and free lunch.

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	Yes	Yes
Early Head Start	Yes	No
Child Care and Development Fund	No	No
Federal Home Visiting Program	No	No
Healthy Start	Yes	No
Public Pre-K	No	No

Birth to 3 years	Yes	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
Children's Health Improvement Partnership (CHIP)	Yes	No

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)

The BoS CA has a representative on the state committee to prevent and end veteran homelessness, a committee of the Governor's Coordinating Council on Homelessness. This committee, led by the Virginia Department of Veterans Services worked to ensure all CoCs including the BoS coordinate with the appropriate VA medical centers and SSVF providers as well as other local veteran groups. When veteran specific services were unavailable, this committee advocated for increased coverage of SSVF and ensured state specific veteran funding was allocated to uncovered areas. State funding can serve veterans with any discharge status. As a result of these strategies, Virginia was the first state to functionally end veteran homelessness. Four of the LPGs are in the initial planning stages to adopt practices that have been found to end and prevent veteran and chronic homelessness through Built for Zero. All efforts continue across the BoS to ensure veterans are prioritized for housing.

The two VA's in the state of Virginia participate in LPG efforts to end homeless and all LPGs have SSVF coverage and participation at the membership levels.

The state appropriation for Veteran RR-H increased for the current fiscal year.

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?   Yes

**3B-5. Racial Disparity. Applicants must:
(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.** Yes

**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.	X
People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance.	
There are no racial disparities in the provision or outcome of homeless assistance.	
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.	

**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.	
The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.	X
The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.	X
The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups	
The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.	X
The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.	
The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.	X
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.	X
The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.	
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.	X
The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.	X
Other:	

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)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

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)

1. VA is fortunate to have one application, CommonHelp, where a household can apply for all benefits (assistance with food, child care, heating/cooling bills, healthcare and cash assistance). Prevention, ES, RRH, and PSH staff are all knowledgeable in assisting households in applying for and follow up on mainstream benefits. In addition to
financial support, staff are able to make "warm" referrals to CSBs, food banks, SA and MH providers, and other community based services.
2. LPGs have mainstream service staff as part of their membership who regularly report up-dates on eligibility, referral processes, timelines for service delivery, new services or contacts, and other vital information to accessing services. If a service is identified where staff need additional information specific

training is provided to the LPG membership.

3. Each LPG has a service coordination committee that helps coordinate with mainstream resources and the CA serves on the H2 workgroup of Governor's Coordinating Council on Homelessness and is working collaboratively with the Dept of Medical Assistance Services to develop medicaid expansion waiver application.

The BoS CoC program coordinator at DHCD (CA) oversees system level data and facilitates the services committee, which addresses system processes.

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.	10
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.	10
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)

1)The BoS is extremely rural and as such, street outreach is not conducted through traditional SO programs. The LPGs continually work with law enforcement, hospitals, EMTs, and other community resources to identify persons who are unsheltered or unengaged. If an unsheltered/unengaged person becomes known to a LPG, it is the responsibility of the coordinated entry staff to conduct outreach (establish a relationship, conduct assessment, make referrals, offer services, and follow up). Once located, persons who are unsheltered are followed up with regularly
until permanent housing is obtained or until they enroll in a homeless service program.
2)To the extent possible, outreach is conducted across 100% of the LPGs to identify homeless persons who are not accessingbservices. Beginning July 2018, three LPGs received new outreach funds totaling $47,000. These funds along with PATH funding in two other LPGs will assist with formalizing outreach

in five of the 12 LPGs.
3) In areas where there is not a formal outreach project, outreach is conducted when law enforcement, hospitals, EMTs, and other community resources to identify persons who are unsheltered. Areas with more formal outreach projects conduct outreach at least monthly by PATH or outreach workers. In addition, all LPGs conduct outreach during the annual PIT count.
4)By using a by-name list, outreach workers continue to follow up with unsheltered individuals/families who are not engaged in services. These individuals will continue to receive follow up until services or PH is obtained.

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 CA requires LPGs to AFFH for classes protected under the Fair Housing Act. In addition, Virginia's Fair Housing Law further protects "elderliness," individuals age 55 or older, from housing discrimination. Ways the LPGs AFFH: marketing the program to all eligible persons, including persons with disabilities and persons with limited English proficiency; ensuring buildings and communications that facilitate applications and service delivery are accessible to persons with disabilities; providing fair housing counseling services or referrals to fair housing agencies; informing participants of how to file a housing discrimination complaint, including providing the toll-free number for the Housing Discrimination Hotline; and recruiting landlords and service providers in areas to which housing choice is expanded. In addition, housing discrimination complaints may be reported to the Virginia Fair Housing Office at the Department of Professional and Occupational Regulation.

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	511	401	-110

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. Is the CoC requesting to designate one or more of its SSO or TH projects to serve   No

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 Homeless Pref...	09/11/2018
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	CE Assessments	09/11/2018
1E-1. Objective Critiera–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	Scoring Tool	09/11/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes	CA and Project pu...	09/17/2018
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	CoC application p...	09/14/2018
1E-4. CoC's Reallocation Process	Yes	Policies and Proc...	09/12/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	Accepted Projects	09/11/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	Rejected Projects	09/11/2018
1E-5. Public Posting–Local Competition Deadline	Yes	Communication of ...	09/12/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	HMIS Governance	09/17/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	HMIS Policies and...	09/11/2018
3A-6. HDX–2018 Competition Report	Yes	Competition Report	09/11/2018
3B-2. Order of Priority–Written Standards	No	CE policies and p...	09/17/2018

3B-5. Racial Disparities Summary	No	Racial Disparity	09/17/2018
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 Homeless Preference

Attachment Details

Document Description:

Attachment Details

Document Description: CE Assessments

Attachment Details

Document Description: Scoring Tool

Attachment Details

Document Description: CA and Project published

Attachment Details

Document Description: CoC application process

Attachment Details

Document Description: Policies and Procedures includes CoC Comp Process

Attachment Details

Document Description: Accepted Projects

Attachment Details

Document Description: Rejected Projects

Attachment Details

Document Description: Communication of Deadlines - Timeline included

Attachment Details

Document Description: HMIS Governance

Attachment Details

Document Description: HMIS Policies and Procedures

Attachment Details

Document Description: Competition Report

Attachment Details

Document Description: CE policies and procedures

Attachment Details

Document Description: Racial Disparity

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

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

Page	Last Updated
1A. Identification	09/17/2018
1B. Engagement	09/17/2018
1C. Coordination	09/17/2018
1D. Discharge Planning	09/17/2018
1E. Project Review	09/17/2018
2A. HMIS Implementation	09/17/2018
2B. PIT Count	09/17/2018
2C. Sheltered Data - Methods	09/17/2018
3A. System Performance	09/17/2018
3B. Performance and Strategic Planning	09/17/2018
4A. Mainstream Benefits and Additional Policies	09/17/2018
4B. Attachments	09/17/2018

Submission Summary   No Input Required

Administrative Plan Addendum
VHDA Housing Choice Voucher Program

LOCAL HOUSING AGENCY INFORMATION

AGENCY NAME	AREA OF OPERATION (List cities and counties)
Central Virginia Resource Corporation	Amelia, Caroline, Charles City, Chesterfield, Cumberland, Dinwiddie, Fluvanna, Goochland, Hanover, Henrico, King & Queen, King William, Louisa, New Kent, Powhatan, Prince George and Sussex Counties; Cities of Colonial Heights, Hopewell, Petersburg and Richmond

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WAITING LIST PREFERENCES

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RESIDENCY PREFERENCES

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1. Applicants living, working or hired to work in the local housing agency's area of operation

2. Applicants living, working or hired to work in the Commonwealth of Virginia

3. Applicants living, working or hired to work outside the Commonwealth of Virginia

LOCAL PREFERENCES

The local housing agency has chosen to also prioritize applicants by the following local preferences.

- [ ] Elderly and/or disabled (This preference only applies to head of household, spouse or sole member.)
- [x] Any household member is disabled
- [x] Homeless
- [ ] Homeless with children under age 18
- [ ] Living in a substandard unit
- [ ] Rent burdened
- [ ] Working family
- [ ] Other: _____

METHOD OF APPLYING LOCAL PREFERENCES

Local preferences are prioritized by the following method.

- [ ] Equally weighted/single preference (Preferences are assigned the same weight; applicant can only choose one.)
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VHDA SPECIAL ADMISSION PREFERENCES

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Aging Out of Foster Care
Emergency Placement
Enhanced/Conversion
Family Unification
Inaccessibility of a Unit
Incoming Portable
Mainstream
Natural Disaster
Referral/Receiving Agency Services
Veterans Affairs Supportive Housing (VASH)
Witness Relocation

VHDA SPECIAL VOUCHER ALLOCATIONS

The following agencies administer special vouchers for targeted population programs and are considered a VHDA Special Admission.

Central Virginia Housing Coalition - Targeted program with the Rappahannock Area Community Services Board
Central Virginia Resource Corporation - A Place to Start
Central Virginia Resource Corporation - New Clay House
Central Virginia Resource Corporation - Targeted program with Resources for Independent Living
Chesterfield - Colonial Heights DSS - Targeted program with the Chesterfield Community Services Board
Fluvanna/Louisa Housing Foundation - Targeted program with ARC of the Piedmont
Pembroke Management Inc. - Bluegrass Apartments

VHDA APPROVAL

The Administrative Plan Addendum is only effective when approved by the VHDA Policy Specialist.

Diana Cromwite

VHDA Policy Specialist

7/1/2013

Effective Date

Administrative Plan Addendum
VHDA Housing Choice Voucher Program

LOCAL HOUSING AGENCY INFORMATION

AGENCY NAME	AREA OF OPERATION (List cities and counties)
Radford City Rental Assistance Office	City of Radford

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[ ] Working family

[ ] Other: _____

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Pembroke Management Inc. - Bluegrass Apartments

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Administrative Plan Addendum

LOCAL HOUSING AGENCY INFORMATION

AGENCY NAME	AREA OF OPERATION (List cities and counties)
Westmoreland County Department of Social Services	Westmoreland County

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☑ Homeless

☐ Homeless with children under age 18

☐ Living in a substandard unit

☐ Rent burdened

☐ Working family

☑ Other: Disabled (This preference only applies to head of household, spouse or sole member.)

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Diana Crosslite

VHDA Policy Specialist

7/1/2013

Effective Date

Administrative Plan Addendum
VHDA Housing Choice Voucher Program

LOCAL HOUSING AGENCY INFORMATION

AGENCY NAME	AREA OF OPERATION (List cities and counties)
Clinch Valley Community Action Agency	Russell and Tazewell Counties

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VHDA Policy Specialist

7/1/2013

Effective Date

Administrative Plan Addendum
VHDA Housing Choice Voucher Program

LOCAL HOUSING AGENCY INFORMATION

AGENCY NAME	AREA OF OPERATION (List cities and counties)
STEP, Inc.	Bedford, Franklin and Patrick Counties

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Diana Cromulite

VHDA Policy Specialist

7/1/2013

Effective Date

1.0	**PHA Information** PHA Name: <mark>Petersburg Redevelopment and Housing Authority</mark> PHA Code: VA020 PHA Type: ☐ Small ☐ High Performing ☒ Standard ☐ HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): 01/2016
2.0	**Inventory (based on ACC units at time of FY beginning in 1.0 above)** Number of PH units: 410 Number of HCV units: 737
3.0	**Submission Type** ☒ 5-Year and Annual Plan ☐ Annual Plan Only ☐ 5-Year Plan Only
4.0	**PHA Consortia** ☐ PHA Consortia: (Check box if submitting a joint Plan and complete table below.)

	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program	
					PH	HCV
	PHA 1:					
	PHA 2:					
	PHA 3:					

5.0	**5-Year Plan.** Complete items 5.1 and 5.2 only at 5-Year Plan update.
5.1	**Mission.** State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: The mission of the Petersburg Redevelopment and Housing Authority is to serve the citizens of Petersburg by providing affordable rental housing and assisting with home ownership opportunities to households in partnership with the City of Petersburg.

6.0

(3) Assignment

a. How many vacant unit choices are applicants ordinarily given before they are removed from the waiting list? (select one)

☒ One
☐ Two
☐ Three or More

b. ☒ Yes ☐ No: Is this policy consistent across all waiting list types?

c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

(4) Admissions Preferences

a. Income targeting:
☐ Yes ☒ No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?

b. Transfer policies:
In what circumstances will transfers take precedence over new admissions? (list below)

☒ Emergencies
☒ Underhoused
☒ Medical justification
☒ Administrative reasons determined by the PHA (e.g., to permit modernization   work)
☐ Resident choice: (state circumstances below)
☐ Other: (list below)

c. Preferences
1. ☒ Yes ☐ No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If "no" is selected, skip to subsection **(5) Occupancy**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

☒ Involuntary Displacement (Disaster, Government Action, Action of Housing
   Owner, Inaccessibility, Property Disposition)
☒ Victims of domestic violence
☒ Substandard housing
☒ Homelessness

Other preferences: (select below)

☒ Working families and those unable to work because of age or disability
☒ Veterans and veterans' families
☒ Residents who live in the jurisdiction
☒ Those enrolled currently in educational, training, or upward mobility programs
☒ Households that contribute to meeting income goals (broad range of incomes)
☒ Households that contribute to meeting income requirements (targeting)
☒ Victims of reprisals or hate crimes
☒ Other preference(s) (list below)
   Lead
      Referrals based on Olmstead Decision

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

2 Date and Time

Chapter 4: APPLICATIONS, WAITING LIST AND TENANT SELECTION

4-III.C. SELECTION METHOD

Applications will be filed and selected by date and time of application. WCRHA must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that WCRHA will use [24 CFR 982.202(d)].

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

WCRHA is 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 WCRHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with WCRHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

WCRHA has established the following local preferences: (AUGUST 2014)

1. Residency Preference: Wise County Resident. For families who live, work, or have been hired to work or who are attending school in the jurisdiction. This preference does not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.
2. Family/EHD
3. Working
4. Residents of Surrounding Counties of Russell, Scott, Dickenson, Lee, and Letcher County KY
5. Veteran
6. Homeless

Victims of Domestic Violence: For families that include victims of domestic violence. To qualify for this preference:

Actual or threatened physical violence directed against the applicant or the applicant's family by a spouse or other household member who lives in the unit with the family must have occurred within the past 12 months or be of a continuing nature.

The family must have been displaced as a result of fleeing violence in the home or they are currently living in a situation where they are being subjected to or victimized by violence in the home.

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

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 within no more than six months from the date preference status verification by WCRHA. Families are considered involuntarily displaced if they are required to vacate housing as a result of:

4. Out of city applicants must establish city residency in one of the approved domestic violence shelter for 30 days prior to referral. Some forms of documentation include:
   a) Driver's license
   b) Application on file for Social Services for at least 30 days
   c) Application on file at HRHA for 30 days
   d) Receiving Assistance for DSS for at least 30 days

5. Applicants in violation of any HRHA program rules and regulations will not be eligible for housing under the domestic violence preference.

6. Only referrals from the approved domestic violence shelters will be accepted under the domestic violence preference.

   a) YWCA – Hopewell
   b) Safe Harbor

7. Homelessness Preference – Families residing in Family Shelters

   a) HRHA is able to provide housing to homeless persons under the "Local Preferences" provision of the ACOP. HRHA shall determine eligibility for continued occupancy and lease renewal according to the terms of the ACOP and its lease agreement (the "Lease Agreement"). HRHA shall not be required to amend the ACOP in order to provide public housing to homeless persons.

   b) Families referred to HRHA for public housing under the terms of the MOU shall meet all eligibility requirements under the ACOP for public housing with the Homeless Preference.

   Applicants must pay all outstanding balances in full and provide evidence of participation in Social Service or other appropriate counseling service programs, before an application will be accepted for housing.

D.   Completion Of A Full Application

All preferences claimed on the preliminary application or while the family is on the waiting list will be verified:

After the family is selected from the waiting list and prior to completing the full application.

The qualification for preference must exist at the time the preference is verified regardless of the length of time an applicant has been on the waiting list because

Date			Address	
Name			Household Income	
Veteran Status			Income above 30% ineligible for Prevention Resources	

Section 1 Income	Total	Household Score	Service Recommendation for Prevention Prioritization
Household is between 16-29% AMI	1		21+: Prioritize for prevention services. Household may need medium-length case management and financial support to maintain housing stability.
Household is at or below 15% AMI	3		
Household has not received income for at least 3 mons.	2		
Section 2 Household Composition			
Unaccompanied youth (under 18)	5		
Single youth (18-24)	3		11 -20: Prevention services may be needed. Household may need short-term case management and financial support to maintain housing stability.
Single adult/couple no children (over 18)	1		
2 (+) adults and 1-3 children	2		
2 (+) adults and 4+ children	3		
1 adult and 1-3 children	4		
1 adult and 4+ chidlren	5		
Pregnant member of the household	2		
Young head of household (under 25 with children)	2		Ineligible or 0-10: Prevention services are not recommended. Although, household may need referrals/connections to mainstream resources or flexible financial assistance. If eligible, case management may also be appropriate.
Head of household 55 or over	4		
Current housing is jeopardizing another households housing stability	3		
Section 3 Stability			
The housing cost burden greater than 50% of total income	1		
The head of household has previously experienced homelessness (as an adult)	3		
The head of household has experienced homelessness in the past 3 years	5		
One or more members of the household have a physical disability or chronic health condition	1		
One or more members of the household have a mental heath or substance abuse issue	1		
One or member members of the houshold have had previous involvement with child welfare including foster care	1		
The head of household "aged out" of foster care in the past 12 months	2		
The head of household previously resided in an instituational setting (treatment facility, jail, prison, psychiatric hospital, etc.)	1		
The head of household is experiencing domestic violence	2		
Section 4 Barriers			
Head of household has one or more prior evicitions	2		
Head of household has poor or no credit history	1		
Head of household has arrears from previous evicition (separate from current situation)	2		
Head of household has more than one misdemanor conviction	1		
Head of household has a past felony conviction within the past 10 years	2		
Head of household has more than one past felony conviction	1		
Highest Possible Score is 43			

Vulnerability Index –

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.01

**COMMUNITY
SOLUTIONS**

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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.

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Current versions available:
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- 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-spdat/

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SPDAT Training Series

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Administration

Interviewer's Name	Agency	☐ Team ☐ Staff ☐ Volunteer
Survey Date	Survey Time	Survey Location
DD/MM/YYYY ___/___/_____	___ ___ ___ ___	

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

First Name	Nickname	Last Name

In what language do you feel best able to express yourself? _____

Date of Birth	Age	Social Security Number	Consent to participate
DD/MM/YYYY ___/___/_____	_____	_____	○ Yes ○ No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.	SCORE: 0

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: 0

2. How long has it been since you lived in permanent stable housing?   ___ Years   ☐ 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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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:** 0

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:** 0

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:** 0

IF THE RESPONENT SCORED 1 FOR PHYSICAL HEALTH AND 1 FOR SUBSTANCE USE AND 1 FOR MENTAL HEALTH, SCORE 1 FOR TRI-MORBIDITY. — **SCORE:** 0

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

	SCORE:
IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR **MEDICATIONS.**	0

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

	SCORE:
IF "YES", SCORE 1 FOR **ABUSE AND TRAUMA.**	0

Scoring Summary

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

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ___ or Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
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?	☐ Yes ☐ No ☐ 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

Vulnerability Index –

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Families

AMERICAN VERSION 2.0

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Administration

Interviewer's Name	Agency	○ Team ○ Staff ○ Volunteer
Survey Date	**Survey Time**	**Survey Location**
DD/MM/YYYY ___/___/_____	___ ___ : ___ ___	

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- 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

	First Name	Nickname	Last Name
PARENT 1			
	In what language do you feel best able to express yourself? _____		
	Date of Birth	**Age**	**Social Security Number** **Consent to participate**
	DD/MM/YYYY ___/___/_____		_____ ○ Yes ○ No

☐ No second parent currently part of the household

	First Name	Nickname	Last Name
PARENT 2			
	In what language do you feel best able to express yourself? _____		
	Date of Birth	**Age**	**Social Security Number** **Consent to participate**
	DD/MM/YYYY ___/___/_____		_____ ○ Yes ○ No

IF EITHER HEAD OF HOUSEHOLD IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.

SCORE:

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**.
>
> 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**.
>
> **SCORE:** 0

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:** 0

6. How long has it been since you and your family lived in permanent stable housing? ___ Years ☐ 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:** 0

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: 0

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 themself 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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

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: 0

Scoring Summary

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

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ____ or **Night**
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
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?	☐ Yes ☒ No ☒ 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

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Successfully saved changes to Article: Balance of State Continuum of Care

Title	Balance of State Continuum of Care
Alias	balance-of-state-continuum-of-care
Section	Housing

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Virginia's Balance of State (BoS) CoC mission and goals align with the HUD Strategic Plan, and the Federal Interagency Homeless Council's plan – "Opening Doors." The mission of the BoS CoC is to create an "emergency response system" to permanently house and stabilize homeless and imminently homeless households. This work is accomplished through a collaborative and inclusive community process, and management of resources and services to effectively and efficiently end homelessness in the 67 localities that make up the BoS CoC.

Specific Goals for the BoS CoC include:

- Ending Chronic Homelessness by December 2015;
- Ending Veteran Homelessness by December 2015;
- Ending Family and Youth Homelessness by 2020; and
- Setting a path to ending all homelessness.

To achieve the ultimate goal of ending homelessness the CoC will seek to:

1. Increase access to permanent housing through rapid re-housing and permanent supportive housing
2. Identify housing needs of those at risk of facing homelessness
3. Evaluate performance of services within the BoS through data collection and analysis
4. Increase access to other mainstream sources to promote housing stability
5. Provide coordinated access and barrier free access to homeless services
6. Prioritize service delivery to households with the greatest need

BALANCE OF STATE COC DOCUMENTS

- 2018 CoC HUD Competition
  - 2018 Collaborative Application
  - 2018 Project Priority Listing
  - Final CoC Project Rankings
  - BOS CoC Pre-Application
  - FY-2018 CoC Program Competition NOFA
  - HUD CoC Application Timeline 2018
- Balance of State Map
- Balance of State Continuum of Care Charter

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Parameters (Advanced)
Metadata Information

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

HUD CoC process is beginning - important email
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Apr 23, 2018 at 11:30 AM
To: Melinda Fairhurst <mfairhurst@peopleinc.net>, Marybeth Adkins <marybethadkins@comcast.net>, Andy Kegley
<akegley@wythehope.org>, Amy Beatson <abeatson@steps-inc.org>, Kim Byrd <k_byrd@wrha.org>, Alicia Harpine
<a_harpine@wrha.org>, Kim Carson <kcarsontcca@yahoo.com>, Kimberly Tucker <ktucker@sjvmail.net>, Jay Brown
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<nrfamilyshelter@gmail.com>, Terry Smusz <tsmusz@nrcaa.org>, Brenda Manning <brenda.manning@stepincva.com>,
Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>

Good Morning,

It is important that you send this out to all LPG stakeholders.

HUD has released the CoC registration (which I do as the Collaborative Applicant) and the GIW (HUD CoC current
grantees will receive a separate email from me for the GIW process).

The release of this information begins the CoC competition process!
In order to give us as much time as possible (which will probably be limited), I am now requesting pre-applications from
any local planning group that is interested in submitting a new HUD CoC project application in the 2018 competition.

 If you or any other LPG service provider is interested please do the following:

1. Read the attached pre-application
2. Send an email to Andriea Ukrop to schedule a phone discussion about project prior to the pre-application deadline
3. Complete the pre- application questions
4. Email the pre- application to Andriea Ukrop by the dealine (May 21, 2018)

If you have questions, please let me know.
Andriea
andriea.ukrop@dhcd.virginia.gov

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

BOS 2018 CoC Pre-application.docx
52K

Virginia Balance of State
HUD 2018 Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application (Due Date: May 21, 2018 by 5:00 PM)

Continuum of Care (CoC) Overview

The Housing and Urban Development (HUD) CoC Program is authorized by the McKinney-Vento Homeless Assistance Act and is designed to:

- Promote a community-based solutions to ending homelessness;
- Provide funding to nonprofits, States, and local governments to prevent and quickly re-house individual and families experiencing homelessness;
- Minimize the trauma and dislocation that individuals, families, and communities experience as a result of homelessness; and
- Promote the effective utilization of mainstream resources

Localities across the country and within Virginia have organized into CoCs to develop community-based solutions and to apply for HUD CoC funding. A CoC is a community-based group composed of representation from a cross-section of providers, community entities, representatives of mainstream resources, and individuals from one or more locality that have joined together for these purposes. There are 16 separate CoCs in Virginia. The Balance of State (BOS) is one of these 16 CoCs.

The BOS CoC is a large Continuum that includes a significant number of rural communities as far east as the Eastern Shore of Virginia stretching to Southwest Virginia. As a result the BOS CoC is organized into smaller local planning groups that meet regularly and work to address local needs.

Virginia Balance of State CoC –Local Planning Groups	
Planning District 1 (Lenowisco)	Lee, Scott, Wise, and Norton
Planning District 2 (Cumberland Plateau)	Buchanan, Dickenson, Russell, Tazewell, Washington, and City of Bristol
Planning District 3 (Hope Inter-Agency Council of Homelessness)	Bland, Carroll, Grayson, Smyth, Wythe, and City of Galax
Planning District 4 (Housing Partnership of the New River Valley)	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, and City of Radford
Planning District 9 (Foothills Housing Network)	Culpeper, Fauquier, Madison, Orange, and Rappahannock
Planning District 13 (Southside)	Brunswick, Charlotte, Halifax, and Mecklenburg
Planning District 14 (Heartland)	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, and Prince Edward
Crater Area Coalition on Housing	City of Colonial Heights, Dinwiddie, City of Emporia, Greenville, City of Hopewell, City of Petersburg, Prince George, Surry, and Sussex

Waynesboro Area	Augusta, Highland, City of Staunton, City of Waynesboro
Danville/Martinsville Area	City of Danville, Franklin, Henry, City of Martinsville, Patrick, and Pittsylvania
Planning Districts 17/18 (Northern Neck Middle Peninsula Housing Partnership)	Lancaster, Westmoreland, Northumberland, Richmond County, Essex, Gloucester, Mathews, Middlesex, King and Queen, King William
Planning District 22 (Accomack-Northampton)	Accomack and Northampton

CoC Application Process
This application process is specific to the Virginia BOS CoC application. The BOS CoC application process consists of the following components:
- Registration
- Pre-Application (for new re-allocated projects)
- Pre-Application Evaluations and Feedback
- Notification of Funding Availablity (NOFA)
- CoC Application
- Project Applications
- Project Ranking

Pre-Application
All parties interested in submitting an application for a new project MUST submit a pre-application to DHCD prior to **May 21, 2018** at 5:00PM (*subject to change with the release of the NOFA*). The pre-application submission must be in the format provided in this document. *Prior to submitting a pre-application grantees are encouraged to contact Andriea Ukrop, CoC Program Coordinator to discuss the project.*

Pre-Application Evaluations and Feedback
All pre-applications received by the due date will be evaluated by DHCD's Homeless and Special Needs program team. Each pre-application will be reviewed and evaluated on the following criteria:

Project eligibility –the project must be an eligible activity type (for the pre-application eligibility will be rapid re-housing or any household type and permanent supportive house for chronic only. Please note, the pre-application occurs prior to the release of the 2018 NOFA and eligibility activities may change. If projects other than rapid re-housing or permanent supportive housing are eligible once the NOFA is release, DHCD will notify the CoC and discuss the process to submit another type of project at that time.

Local need –the project must meet an unmet need within the local planning group. This must be supported by local planning data, including point-in-time count data and be considered by the local planning group to be a project consistent with meeting local needs.

<u>Local Coordination</u> –the project must be fully coordinated and integrated, as appropriate, within the local coordinated assessment system and linked to mainstream resources.

<u>Project Feasibility</u> –the project will be evaluated on its overall feasibility. This includes factors such as the status of other funding sources including, if applicable, match sources and the relative capacity of the provider and partners involved in the project.

<u>2018 Priorities</u> –The project will be evaluated on how well it will help to quickly transition individuals and families to permanent housing and to what degree it is aligned with identified and specific BOS priorities.
   1. To reduce the number of persons who become homeless,
   2. to shorten the length of time persons are homeless, and
   3. to reduce the number of persons that return to homelessness.

Please note that each project's outcomes and housing focus will impact the overall HUD CoC application score and future funding levels.

Only projects that are submitted through the pre-application process are eligible HUD new project applications. Written feedback will be provided on each pre-application. Only projects submitted through the pre-application process regardless of feedback may be submitted as a HUD CoC new project application. Applicants may also request a technical assistance meeting for further guidance. Please contact Andriea Ukrop at andriea.ukrop@dhcd.virginia.gov

Registration
DHCD, the lead organization, and each organization that is eligible to submit an application for the HUD CoC competition must register their organization in eSnaps

Notification of Funding Availability (NOFA)
The BOS CoC intends to conclude the pre-application process including the written evaluations prior to the release of the 2018 NOFA (if possible). However, the specific release date is unknown as of the last revised date of this materialThe NOFA will provide the HUD required process for the HUD CoC application including the application deadline. It will also specify eligible projects and HUD priorities.   The 2018 BOS funding priorities are based on current state and federal homeless goals and should not vary with the 2018 NOFA.

CoC Application
The HUD CoC competition includes two primary parts:
   •   The CoC application
   •   Project applications (s)

The CoC application, formerly known as Exhibit 1 is completed by the BOS CoC lead organization, the Department of Housing and Community Development (DHCD). This will include information about the CoC planning body (steering committee), governance structure, overall CoC performance, and the strategic planning process. This portion is scored by HUD and has impact on the amount of funding awarded through the overall process.

Project Application
All parties interested in submitting a project application for a new project must submit a pre-application to DHCD prior to May 21, 2018 at 5:00PM.

Renewal and eligible new projects are completed in eSnaps by the project applicants.

Once the NOFA is released and eSnaps is open, renewal and new projects will receive further instructions from DHCD for completing their project renewal application.

The project application includes a description of the proposed project including details on who the project will serve, the type of housing that will be provided and what budget activities are being requested. All project applications must be entered into eSnaps by the due date (TBD) in order to be ranked and not rejected by the CoC ranking committee.

Project Ranking
The ranking committee composed of the Homeless and Special Needs Housing Program team members and LPG members will review all project applications meeting deadline requirements. Projects will then be ranked by the committee based on BOS funding priorities. The project rankings are then reviewed and approved by the Steering Committee. Applicants will receive notification of the outcome of the project ranking prior to the HUD specified deadline. Appeals to the ranking committee decisions must be received in written within ten days of notification. All appeals must be on letter letterhead signed by the authorized authority for the applicant organization.

2018 BOS Funding Priorities
Overall the BOS CoC funding priorities are to:
1. Increase rapid re-housing resources
2. Increase the number of permanent supportive housing units -- where data supports the need for chronic homeless units
3. Focus on housing
4. Continued planning and coordination

Rapid re-housing projects for **Individuals or Families** will be a priority for the 2018 CoC application. These are projects that emphasize housing search and relocation services and short – and medium term rental assistance to move people experiencing homelessness as rapidly as possible into permanent housing.

Permanent supportive housing (for chronically homeless **Individuals or families**) – will be a priority for the 2018 CoC application. This is community based housing paired with services for formerly homeless individual and families with disabilities living as independently as possible without a designated length of stay. Please note that the emphasis for new programs is on chronically homeless individuals.

Focus on housing –new rapid re-housing and permanent supportive housing projects will a significant focus on housing will be given a priority. These are projects were the HUD funding request is primarily for the housing component of the project.

Planning and coordination resources - CoC responsibilities have grown since the Hearth Act regulations have been enacted. These responsibilities include but are not limited to the implementation of performance measures and a coordinated assessment system. As a result new project funding applications for planning and coordinated assessment will be submitted by the CoC lead agency.

Eligible New Projects/Activities
The BOS CoC is soliciting new project applications for permanent supportive housing and rapid re-housing. Both project types target homeless individuals and families. Please note that the eligible project and activity information is based prior guidance, *thus subject to change with the final 2018 NOFA.*

Permanent Supportive Housing
Eligible new permanent supportive housing project must increase the number of available units for chronic homeless individuals and/or families with disabilities. This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services must be available, but may not be required.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management
- Leasing*
- Rental Assistance*
- Operating Costs

*Please note projects cannot have both leasing and rental assistance.

Project administration –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

Supportive services costs –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance

- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation
- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding requests are evaluated based the utilization of mainstream resources and overall housing focus.

Leasing – funds may be used to lease property or portions of property, for use in providing housing or to provide supportive services. Rents paid must be reasonable to rents for comparable space. Program participants must have occupancy agreements or subleases. While the grantee may charge an occupancy fee (not more than 30 percent of household income), they may not charge a program fee. In the case of leasing the lease is between the grantee and the property owner. Leasing fees may not be used to lease units or structures owned by the grantee, subgrantee, their parent organization, a subsidiary, or partner organization. No match requirement applies.

Rental assistance – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Operating costs –Funds may be used to pay the operating costs of a permanent supportive housing project within a single structure or individual housing units. Funds may not be used for mortgage payments. Operating costs funds may not be used in the same project where rental assistance funds are being applied. Eligible costs include:
- Maintenance
- Repair of housing
- Property taxes and insurance
- Scheduled payments to a reserve for replacement of major systems of the housing
- Building security
- Utilities
- Furniture
- Equipment

A match requirement of 25 percent applies.

Rapid Re-housing
Rapid re-housing projects must be designed to help homeless individuals and families move as quickly as possible into permanent housing and achieve stability in housing. Please note rapid re-housing is limited to literally homeless households. These are households who at intake lack a fixed, regular, and adequate nighttime residence. This includes those currently residing in a shelter and those exiting an institution (where they resided temporarily) with no housing resources. These projects provide short-and/or medium-term assistance up to 24 months. The program participants keep the housing when the assistance ends.

This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services may not be required, however case management must be provided at least once monthly.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management (limits apply)
- Rental Assistance

Project administration –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

Supportive services costs –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance
- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation

- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding request are evaluated based the utilization of mainstream resources and overall housing focus.

Rental assistance – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Virginia Balance of State
HUD Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application
2018

Deadline: May 21, 2018 at 5:00PM.
Email to Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov
Email confirmations will be sent for each submission.

Project Description

Project Type	Check one
Permanent Supportive Housing	
Rapid Re-housing	

What is the target population?

How many households/units will this project serve (annual)?

	Request	Match	Match requirement
Administration (10% max)			
Operating Costs (if applicable)			(25%)
Leasing (if applicable)			
Rental Assistance			(25%)
Services			(25%)

What will be the match source?

What is the status of match sources?

What key partnerships are needed to establish this new project and what is the status of the partnerships?

Brief description of the project (including how this project will be coordinated with other local resources):

Local Need :

<u>How will the project be integrated into the coordinated entry/assessment process?</u>

<u>Estimated number of additional households served:</u>

Attachments
If applicable, the following attachments should be included with your pre-application:

- Letter of support from local planning group
- Current applicant organizational budget and project budget including match
- Draft M.O.U from any key partners

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

Re: BoS Page update
1 message

WebRequests, rr <webrequests@dhcd.virginia.gov>   Mon, May 14, 2018 at 9:45 AM
To: "Ukrop, Andriea" <andriea.ukrop@dhcd.virginia.gov>
Cc: Amanda Love <amanda.love@dhcd.virginia.gov>

Your web request is now complete and fully published.

Thank you.

On Mon, May 14, 2018 at 9:28 AM, Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov> wrote:
Just checking on the timeline for being able to update the BoS website. The document that needs uploaded is due on the 21 of this month. I sent it out to everyone, but for HUD purposes, I need to make sure it gets published.

Thanks
Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

VIRGINIA
DHCD

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

---------- Forwarded message ----------
From: **Ukrop, Andriea** <andriea.ukrop@dhcd.virginia.gov>
Date: Mon, Apr 30, 2018 at 11:22 AM
Subject: BoS Page update
To: rr WebRequests <webrequests@dhcd.virginia.gov>, Amanda Love <amanda.love@dhcd.virginia.gov>

Please make the following changes to the Balance of State web page.

Move the Final CA and Priority Listing HUD CoC 2017 to archives

You can delete the remainder of the items under 2017 CoC HUD Competition or move them all to the archives

Add a bullet for 2018 CoC HUD Competition and add the attachment as the first item- BoS 2018 CoC Pre-application

Let me know if you have any questions.

Thanks

Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

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**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

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DHCD WEBREQUESTS

Division of Operations

600 E. Main Street, Suite 300

Richmond, Virginia 23219

(804)-371-7070

webrequests@dhcd.virginia.gov

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

BoS CoC Timeline - Important
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Thu, Jul 5, 2018 at 2:24 PM
To: Mary Beth Adkins <marybethadkins@comcast.net>, Alicia Harpine <a_harpine@wrha.org>, Andy Kegley
<akegley@wythehope.org>, Amy Beatson <abeatson@steps-inc.org>, Brenda Manning <brenda.manning@stepincva.com>,
Bobbie Jo Wert <bwert@a-npdc.org>, Kim Carson <kcarsontcca@yahoo.com>, Melinda Fairhurst
<mfairhurst@peopleinc.net>, Kimberly Tucker <ktucker@sjvmail.com>, Jenny Biche <jkbiche@rrregion.org>, Jay Brown
<jay.brown@cccofva.org>, Lydia Campbell <lcampbell@vcsb.org>, Kim Byrd <k_byrd@wrha.org>, Warren Rodgers
<wrodgers@ssrcenter.org>, Pat Brown <director@wrcnrv.org>

Attached is the timeline for the BoS CoC HUD competition.

I will be sending the addendum questions next week.

From the Pre-Applications, we received enough new projects for the amount of Bonus Funding that is potentially
available, so we are not accepting any additional new applications (Permanent Housing Bonus - $220,596)

However, there is $367,659 available for two projects specific to DV survivors (either RR_H or TH-RRH). If you are
interested in one of these projects please let me know ASAP and no later than July 20th.

Please forward to all LPG Stakeholders. This will also be posted on the BoS website ASAP.

If you have questions, please let me know.

Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

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**VIRGINIA DEPARTMENT OF HOUSING
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HUD CoC Application Timeline 2018.docx
16K

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

CoC Application - VERY IMPORTANT

1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Jul 9, 2018 at 10:33 AM
To: Melinda Fairhurst <mfairhurst@peopleinc.net>, Mary Beth Adkins <marybethadkins@comcast.net>, Andy Kegley <akegley@wythehope.org>, Kim Byrd <k_byrd@wrha.org>, Hunter Terry <hterry@bayaging.org>, Jay Brown <jay.brown@cccofva.org>, Joshua Gemerek <jgemerek@bayaging.org>, Kimberly Tucker <ktucker@sjvmail.net>, Pat Brown <director@wrcnrv.org>, Warren Rodgers <wrodgers@ssrcenter.org>, Sharon Edwards <sedwards@nrcaa.org>
Cc: Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>, Jenny Biche <jkbiche@rrregion.org>

Good Morning,

I want to make sure everyone has what they need for the current CoC application process.
I am sending everything in this email that I thing you may need to complete either your renewal or new application.

If someone needs to be added to ongoing CoC communication, please let me know.

Here is the link to ESNAPS resources - https://www.hudexchange.info/programs/e-snaps/

New Project Applicants - if you have any issues with ESNAPS please let me know and I will do my best to help walk you through the process.

If you haven't set up your profile please do so ASAP -
https://www.hudexchange.info/resources/documents/CoC-Applicant-Profile-Instructional-Guide.pdf

Attached you will find the NOFA, The CoC BoS Timeline, and the Addendum Application (used to help with ranking)

If you have any questions, please let me know.

Thank you all for the work you are doing.
Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

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3 attachments

HUD CoC Application Timeline 2018.pdf
48K

Application Addendum 2018.docx
15K

FY-2018-CoC-Program-Competition-NOFA.pdf
1285K

2018 Balance of State HUD CoC Application Timeline:

Process	Date
BoS Ranking Committee approved by CoC Steering Committee	July 17, 2018
HUD CoC NOFA and BoS Application Timeline and additional requirements for applicants published	July 5, 2018
Request for New Permanent Housing Projects sent to LPG lead for further dissemination	May 21, 2018 (Prior to NOFA) July 20, 2018 (DV projects)
Notify DHCD of interest for New Permanent Housing Projects	June 6, 2018 (first request deadline) July 25, 2018 (second request deadline)
BoS Scoring Matrix approval by CoC Steering Comm.	July 17, 2018
ESNAP Submissions for all renewal and new projects	Aug. 13, 2018
*Email submission of required supplementary materials to DHCD via drobox Andriea.ukrop@dhcd.virginia.gov	Aug. 13, 2018
Applications and materials available in dropbox to Ranking Committee Members	Aug. 14, 2018
Ranking Committee Meeting	Aug. 21, 2018
Notification in writing (email) of Project Rankings and Funding for final ESNAP submission	Aug. 27, 2018
**Submission of Appeals	Aug. 29, 2018
Review of Appeals	Aug. 30, 2018
Notification of Appeals outcome	Aug. 31, 2018
Notification and approval of the Steering Committee	Sept. 3, 2018
Submission project corrections and edits in ESNAPS	Sept. 3-12, 2018
Final Priority Ranking published	Sept. 14, 2018
HUD CoC Application and Priority Ranking submitted in ESNAPS by DHCD	Sept. 14, 2018
CoC Application published on website	Sept. 14, 2018

* Supplementary Materials include:

1. Application Addendum – to be provided, for new and renewal projects
2. Copy of ESNAPS Project Application and Attachments, for new and renewal projects
3. Renewal Projects only- Most recent project APR or an APR (via HCIS) ranging from the current grant start date and ending July 31, 2018

** Appeals Process

2018 Balance of State Continuum of Care Funding Appeals Process

- Applicants will receive a summary of the ranking process on Aug. 27, 2018.
- Applicants that wish to appeal the ranking committee's decision must notify the Department of Housing and Community Development's CoC Program Coordinator (Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov)in writing via email no later than close of business Aug. 29, 2018 with the following information
  - Agency name and contact information
  - Project name
  - Specific reason for appeal
- **Applicant should note that the Ranking Committee will not use the appeals process as an opportunity to reconsider funding decisions without a clear explanation of the project's grievance with the transparency of grant application process.**
- The Ranking Committee will review all appeals and make final decisions on Aug. 30, 2018 via email vote.
- Applicants will be notified in writing of the appeal outcome not later than Aug. 31, 2018.

Balance of State – HUD CoC Competition 2018

Please complete the questions below to supplement and expand on the information provided in the HUD ESNAPS Application.

Renewal and New Projects (where applicable)

1. Organization Name:

2. Project Name:

3. Project Type:

4. Application: New   Renewal

5. Amount Requested:

6. Detailed Project Description:

7. Target Population:

8. How does/will your project address the following (where applicable):

   a. Ending Family Homelessness

   b. Ending Youth Homelessness

   c. Ending Veteran Homelessness

   d. Ending Chronic Homelessness

9. Does/will your project use a Housing First Model? Explain the practices and/or requirements for entry and continued services.

10. Describe how your project is connected to the coordinated entry system.

Renewals Only

1. How many households has your CoC funded project permanently housed since October 1, 2017?

2. What percentage of households remained housed over the past year (Oct. 1, 2016 to Sept. 30, 2017)?

3. What is the cost per household to provide permanent housing and stabilization services (if this project is combined with other funding sources, all funding sources and expenses need to be included)?

4. Since Oct. 1, 2017, what is the average length of time it has taken a participant to sign a lease from entry into your project?

5. How does your project maximize the use of mainstream resources? Provide examples.

6. Does your project have any current findings with HUD? If yes, please provide evidence of corrective action plan.

7. Did you fully expend your last CoC grant? (Provide start and end date, and amount drawn down)

8. If funds were to be reallocated from your project, provide information on the impact to your LPG.

New Project Only

1. How does this new permanent housing project address identified needs of the LPG?

2. How does this new permanent housing project meet the needs of program participants?

3. What supportive services (regardless of funding sources) will be available to program participants?

4. How will your project ensure that program participants will be assisted to obtain benefits of mainstream health, social, and employment programs for which they are eligible?

5. How will your project provide housing location and stabilization services to ensure program participants obtain and maintain housing?

6. Will 100% of program participants come from the street or locations not meant for human habitation, emergency shelters, or fleeing domestic violence?

7. Explain your capacity to provide permanent housing (both financially and programmatically)

Article: [Edit]

BALANCE OF STATE COC DOCUMENTS

- 2018 CoC HUD Competition

  - Final CoC Project Rankings
  - BOS CoC Pre-Application
  - FY-2018 CoC Program Competition NOFA
  - HUD CoC Application Timeline 2018

- Balance of State Map
- Balance of State Continuum of Care Charter
- Committees
- HMIS Policies and Procedures

RESOURCES

- HUD Continuum of Care
- USICH Opening Doors
- (VI-SPDAT) Manual
- How to do the VI-SPDAT
- How to do the Family VI-SPDAT

System Level Procedures

Virginia BoS CoC (VA-521)

Governance

The Balance of State CoC has a charter that is updated on an annual basis that outlines the governance structure. This structure includes the collaborative applicant (DHCD), steering committee (governing board), four standing sub-committees (HMIS/Performance Improvement, Coordinated Entry/Assessment, Service Coordination, and Ranking), and ad-hoc committees as needed.

Each of the 12 local planning groups has one representative elected to sit on the steering committee. In addition the steering committee is comprised of one representative from the Department of Housing and Community Development, and a consumer representative (homeless or formerly homeless).

See charter for additional details.

CoC Competition Process

Annually the Virginia Balance of State (BoS) Continuum of Care (CoC) Collaborative Applicant submits a CoC Program application to HUD in accordance with the Notice of Funding Availability and guidance from the BoS Ranking Committee and BoS Steering Committee. The Collaborative Applicant (CA) will adhere to the following approved process to submit the application.

Registration

The application process begins when HUD releases the CoC Program Registration Notice. It is the CA's responsibility to complete the registration process and submit the registration via eSNAPS (HUD's electronic grant management system).

Grant Inventory Worksheet (GIW)

The CA will send a copy of the GIW to each project contact for review and updates. Once each project is updated, the CA consolidates all projects into one GIW spreadsheet and submits the information to HUD. The CA in collaboration with project applicants makes any identified changes to the GIW (once reviewed by HUD) and receives the final approved GIW from HUD.

Intent to Apply for New Projects and Reallocation Process

Once the registration is released, but prior to the release of the NOFA, the CA seeks interest from each of the 12 Local Planning Groups (LPGs) to apply for a new project either PSH for chronic households or RR-H projects. The CA provides this information via the Virginia BoS CoC website (http://www.dhcd.virginia.gov/index.php/housing-programs-and-assistance/homeless-prevention-and-assistance-services/continuum-of-care/balance-of-state.html) and through emails to each of the LPG lead contacts and steering committee members. The website and the email provide the pre-application (Attachment A) and instructions for applying for new projects. Instructions also request that all LPG stakeholders are made aware of the CoC competition opportunity.

This pre- application is used by the CA to ensure the new project is eligible, meets a community need, is Housing First, and is viable. After the pre-application is reviewed by the CA, the agency is provided

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feedback on any changes or concerns the CA has about the new project. The agency can then make a decision about submitting a final application to the ranking committee once final project applications are due.

Notification of Funding Availability

Once HUD releases the Notice of Funding Availability (NOFA), the Collaborative Applicant sends it to all current CoC grantees, all BoS committee members, and LPG lead contacts. The notice is also published on the BoS CoC webpage hosted by the Virginia Department of Housing and Community Development.

The Collaborative Applicant reviews the NOFA, releases a timeline with instruction for the application process, and a final request for new projects (should the NOFA offer the opportunity for projects other than PSH for chronic households or RR-H projects, ex. expansion projects). The timeline and instructions are sent to the aforementioned recipients and published on the BoS website. If a LPG has an interest in a new project at this time, they submit the same application (Attachment A) to the Collaborative Applicant. The application is reviewed by the CA and the CA provides feedback as to eligibility and any questions or concerns. If eligible, the interested agency is instructed on submitting an application in eSNAPS.

Ranking and Review

The Balance of State Continuum of Care (CoC) convenes a panel of community stakeholders (at least 5) including (but not limited to) homeless service providers, state employees, advocates, housing authority representatives, local government representatives, and formally homeless representatives to review and assess funding requests for the HUD Continuum of Care Program. The panel, known as the Ranking Committee is an independent body (no conflicts of interest) tasked in the CoC charter as the entity responsible for accepting requests for funding and reviewing requests for consistency with meeting the federal, state, and local goals and priorities for addressing homelessness.

Scoring Instructions:

The steering committee of the BoS CoC approved the following scoring instructions to align with the HUD CoC Program Rating and Ranking tool on June 5, 2018 to measure project performance and capacity using objective criteria (see Rating and Ranking Tool – Attachment B).

Renewal and new projects are scored according to three (3) subcategories: 1) Standard Renewals: renewing projects that have operated for a full 12-month period; 2) First Time Renewals: renewing projects that have not yet begun operating or have begun operating but have not yet completed a full 12-month period; and 3) New Projects: projects that have never been awarded CoC Program funds. In order to be considered, all projects must pass Threshold Criteria:

1. Participation in coordinated entry
2. Applies housing first and low barrier principles
3. Identified match sources

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4. Cost per permanent housing exit is reasonable (w/in one standard deviation above or below the average of all projects of the same type will be reasonable- outliers will be considered if extenuating circumstances are presented)
5. Financially feasible – has funding to meet the requirements of the project type
6. Applicant is an active CoC participant
7. Application and addendum is complete and data is consistent
8. Data quality is above 90% (in HMIS or if DV project, a comparable system)
9. Bed utilization is above 90% (size of projects will be taken into consideration)
10. Applicant's audits and financial statements do not contain findings or other indications of accounting problems
11. Previous year's financial statements demonstrate financial stability for the next operating

If threshold requirements are met, each project will be scored according to the following performance criteria (as measured by the CoC Program Ranking and Rating tool)

1. Length of Stay
2. Exits to Permanent Housing
3. Returns to Homelessness
4. Increase/New Income and Earned Income
5. Serving High Need Populations
6. Project Effectiveness
7. TBD

The Ranking Committee is staffed by the Department of Housing and Community Development (DHCD), the CoC collaborative applicant. The CA supports the work of the ranking committee in reviewing and ranking applications for funding, provides guidance to the ranking committee on the tiering process (if applicable), provides an evaluation matrix based on federal, state, and local priorities, and provides coordination between the project applicants and the ranking committee for all follow up. The collaborative applicant is also responsible for notifying project applicants and the BoS Steering Committee of the ranking committee's decisions and publishing ranking results to the BoS CoC website.

The Ranking Committee responsibility revolves around the complete review and ranking of CoC applications received through the process that seeks funding for the Continuum of Care Application. There are four (4) primary responsibilities of the committee include:

1. Review all applications for funding: Review any new project submittals. Review any proposed reallocations. Review all existing CoC Programs that are eligible for renewal.

2. Evaluate and assess the proposals based on threshold and performance criteria to meet the Continuum's existing needs and gaps.

3. Rank all projects according to criteria set out by HUD, CoC needs/gaps, and evaluation score.

4. Make a recommendation for a slate of projects to be funded in order of priority to the steering committeefor a formal vote. The ranking is shared with the BoS full membership and posted on the BoS website. Each project receives a copy of their individual scores and is given the opportunity to meet with the Collaborative Applicant to debrief.

eSNAPS Submission

All renewal and new projects submit final applications in tin eSNAPS and the CA completes the collaborative application in ESNAPS and reviews all project applications in ESNAPS to ensure accuracy and completeness. Once all edits are made to the applications the CA submits the application to HUD. The final application is provided to all project applicants, the BoS Steering Committee and posted on the BoS website.

Coordinated Entry and Prioritization – See Coordinated Entry Policies and Procedures

Housing First

The BoS uses a Housing First model to implement a community crisis response to homelessness. Each LPG follows principles outlined in the United States Interagency Council on Homeless' Housing First Checklist (https://www.usich.gov/resources/uploads/asset_library/Housing_First_Checklist_FINAL.pdf)

- ✓ Emergency shelter, street outreach providers, and other parts of crisis response system are aligned with Housing First and recognize their roles to encompass housing advocacy and rapid connection to permanent housing.
- ✓ Staff in crisis response system services believes that all people experiencing homelessness are housing ready.
- ✓ Strong and direct referral linkages and relationships exist between crisis response system (emergency shelters, street outreach, etc.) and rapid re-housing and permanent supportive housing.
- ✓ Crisis response providers are aware and trained in how to assist people experiencing homelessness to apply for and obtain permanent housing.
- ✓ Community has a unified, streamlined, and user-friendly community-wide process for applying for rapid re-housing, permanent supportive housing and/or other housing interventions.
- ✓ Community has a coordinated assessment system for matching people experiencing homelessness to the most appropriate housing and services, and where individuals experiencing chronic homelessness and extremely high need families are matched to permanent supportive housing/Housing First.
- ✓ Community has a data-driven approach to prioritizing highest need cases for housing assistance whether through analysis of lengths of stay in Homeless Management Information Systems, vulnerability indices, or data on utilization of crisis services.
- ✓ Policymakers, funders, and providers collaboratively conduct planning and raise and align resources to increase the availability of affordable and supportive housing and to ensure that a range of affordable and supportive housing options and models are available to maximize housing choice among people experiencing homelessness.

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- ✓ Policies and regulations related to permanent supportive housing, social and health services, benefit and entitlement programs, and other essential services support and do not inhibit the implementation of the Housing First approach. For instance, eligibility and screening policies for benefit and entitlement programs or housing do not require the completion of treatment or achievement of sobriety as a prerequisite.
- ✓ Every effort is made to offer a transfer to a tenant from one housing situation to another, if a tenancy is in jeopardy. Whenever possible, eviction back into homelessness is avoided.

Prevention/Diversion

Prevention/diversion assistance can aid households in preserving their current housing situation or assisting households in finding housing outside of shelter while they receive services to stabilize their housing or help them move into permanent housing. These strategies can reduce the number of people entering the homeless assistance system and the demand for shelter and other programmatic housing beds.

Prevention is targeted to those who are most likely to become homeless. LPGs use shelter data to determine what criteria to assess when targeting prevention services. This data improves their ability to prevent homeless episodes by using the characteristics of their sheltered population as the criteria for determining if a household should receive prevention assistance. LPGs look at the following data elements and develop prevention/diversion assessments that best match their local community needs.

- Number of and length of previous homeless episodes
- Household income
- Disabilities in the household
- Criminal records
- Past evictions
- Pregnancy
- Benefits received (Temporary Assistance for Needy Families, etc.)
- Living situation prior to coming to the homeless assistance system
- Employment status
- Household size and membership (presence of children, their ages, etc.)

Eligibility for prevention includes the following:

A household must be at imminent risk of homelessness, have household income below 30 percent AMI, and have no other resources in order to be eligible for prevention assistance.

The household income must be below 30 percent of AMI with no more than $500 in assets (including all checking, savings, retirement accounts, stocks, bonds, mutual funds, and real estate). The asset limit is assessed after monthly expenses have been paid. This does not include primary, appropriate, and

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reasonable transportation, pension or retirement funds that cannot be accessed. HUD Published Income Limits and Section 8 income eligibility standards are used for determining AMI.

Prevention providers adhere to the following practices:

Documentation of imminent risk status and prevention assistance eligibility is required and third party verification is used where possible.

Prevention financial assistance beyond three months requires recertification of eligibility. This recertification is then, completed every three months there afterwards. Recertification requires certification and evidence of:

- Program participant household income below 30 percent AMI
- The household lacks the financial resources and support networks needed to remain in existing housing without prevention assistance
- Housing stabilization services are being appropriately implemented
- The household does not exceed the $500 asset limit

In cases where program participants receive only case management and services, recertification is required every 12 months. Case management is required at least monthly; however, services are not required of program participants.

Prevention financial assistance requires that the program participant head of household have the valid lease with a landlord that is in compliance with tenant/landlord laws in their name. A copy of this lease must be included in the program participant record.

Non-financial prevention assistance is leveraged where possible to divert households from homelessness. Financial assistance (e.g., rent assistance) should be provided as a last resort to prevent homelessness.

Outreach

At the current time, there are not specific programs located in the BoS CoC that provide outreach. However, it is important that outreach is conducted across the geography to identify homeless persons who are not accessing services. The LPG must work with law enforcement, hospitals, EMTs, and other community resources to help identify persons who are unsheltered and unengaged. If an unsheltered/unengaged person becomes known to a LPG, it is the responsibility of the LPG to have the coordinated entry staff conduct outreach (establish a relationship, conduct assessment, make referrals, offer services, and follow up as appropriate) until the person is housed.

In addition to working throughout the year with law enforcement, hospitals, EMTs, and other community resources to help identify persons who are unsheltered and unengaged, each year during the point-in-time count LPGs conduct outreach to identify persons who are unsheltered, complete VI-SPDAT assessments (when appropriate), and begin engagement with the goal of obtaining permanent

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housing. Once located, persons who are unsheltered are followed up with regularly until permanent housing is obtained or until they enroll in a homeless service program.

Emergency Shelter

Emergency shelters play a critical role in the crisis response system. Low barrier, permanent housing-focused shelters ensure households have a safe place to stay and that their experience of homelessness is as brief as possible.

Emergency Shelter is defined as any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless, and which does not require occupants to sign leases or occupancy agreements. Emergency Shelters provide emergency housing to deal with an individual's or family's immediate housing crisis. Assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and with few to no barriers. The resources and services provided are tailored to the unique needs of the individual or family.

Emergency Shelters exist for both single adults and families. Single adult shelters serve individuals age 18 years and over. Family shelters serve one or more adults who are accompanied by one or more children. Shelters may also serve a specific target population such as single adult men, single adult women, those with medical vulnerability, or victims of sexual and domestic violence.

Family shelters must follow Prohibition Against Involuntary Family Separation- The age of a child under age 18 must not be used as a basis for denying any family's admission to an emergency shelter and a family must be accepted and sheltered as they present regardless of family composition.

All shelters must follow Equal Access and Prohibited Inquiries- All activities must be made available without regard to actual or perceived sexual orientation, gender identity or marital status. Shelters are prohibited from inquiring about an applicant's or participant's sexual orientation or gender identity for the purpose of determining eligibility or otherwise making shelter or housing available. This does not prohibit an individual from voluntarily self-identifying sexual orientation or gender identity.

Decisions about eligibility for or placement into single-sex emergency shelters or other facilities will place a potential program participant (or current program participant seeking a new assignment) in a shelter or facility that corresponds to the gender with which the person identifies, taking health and safety concerns into consideration. A program participant's or potential program participant's own views with respect to personal health and safety should be given serious consideration in making the placement. For instance, if the potential client requests to be placed based on his or her sex assigned at birth, the provider should place the individual in accordance with that request, consistent with health, safety, and privacy concerns. Providers must not make an assignment or re- assignment based on complaints of another person when the sole stated basis of the complaint is a program participant or potential program participant's non-conformance with gender stereotypes.

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Emergency Shelters are housing focused with the goal of every household obtaining permanent housing in 30 days or less. In order to get this outcome, shelters cannot work as standalone programs and must be connected with permanent housing resources such as housing location, housing focused case management, and when necessary rapid re-housing or permanent supportive housing. To obtain emergency shelter, individuals and families must meet one of the following criteria:

(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;

(2) An individual or family who will imminently lose their primary nighttime residence and cannot be diverted; provided that:

i. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; and

ii. No subsequent residence has been identified; and

iii. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing; or

(3) Any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; has no other residence; and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

If a program participant creates a health or safety risk to themselves or others, the provider may terminate the assistance in accordance with a formal process established by the provider that recognizes the rights of individuals affected. If services are terminated appropriate referrals must be made and documented. In addition, whenever possible, termination from one service may not necessitate termination from all services. All emergency shelters must have a documented termination policy. The provider must exercise judgment and examine all extenuating circumstances in determining

when actions warrant termination so that a program participant's assistance is terminated only in the most severe cases. Upon termination, all programs must require the completion of a letter of termination that outlines a grievance procedure.

Shelters must meet all federal, state, and local habitability standards including fire inspection and Americans with Disabilities Act (ADA) compliance. If the shelter itself is not ADA compliant, there must have a plan to meet the needs of households with disabilities.

Transitional Housing

If at all possible, transitional housing (TH) programs should work with the local community to convert to more efficient and cost effective practices such as emergency shelter or rapid re-housing. If it is determined that the TH programs in the local area are the most effective means to house persons, they should be prioritized to meet the needs of those with high barriers, DV survivors, youth, or those with or recovering from substance abuse or mental illnesses. Remaining TH providers must follow a Housing First model and work with each household to assist them in obtaining housing as quickly as possible.

By definition, transitional housing is a facility-based or scattered-site program that offers housing and services for up to two years to individuals and families experiencing homelessness. The majority of people experiencing homelessness do not require lengthy stays in TH therefore, TH should be reserved for those with severe or specific needs and who choose TH over other services that would move them into permanent housing more quickly.

Some households face severe barriers to securing permanent housing, which may lead to longer episodes of homelessness. Although, they may not need the specialized services traditional TH offers, TH may be used to accommodate these households while they receive housing location services to help them exit homelessness as quickly as possible.

Eligibility for transitional housing includes the following:

(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;

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(2) Any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; has no other residence; and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

If a program participant creates a health or safety risk to themselves or others, the provider may terminate the assistance in accordance with a formal process established by the provider that recognizes the rights of individuals affected. If services are terminated appropriate referrals must be made and documented. In addition, whenever possible, termination from one service may not necessitate termination from all services. All TH programs must have a documented termination policy. The provider must exercise judgment and examine all extenuating circumstances in determining when actions warrant termination so that a program participant's assistance is terminated only in the most severe cases. Upon termination, all programs must require the completion of a letter of termination that outlines a grievance procedure.

TH programs must meet all federal, state, and local habitability standards including fire inspection and Americans with Disabilities Act (ADA) compliance. If the program itself is not ADA compliant, there must have a plan to meet the needs of households with disabilities.

Rapid Re-housing

 Rapid Re-housing (RR-H) is a short to medium term housing intervention that quickly moves homeless individuals and families into permanent housing with needed services to maintain stability. Assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety).

RR-H participants must have a lease in their own name. Assistance is provided directly to the landlord and the landlord cannot be the provider organization, affiliate, or subsidiary of the provider organization to ensure there is not a conflict of interest.

The resources and services provided are tailored to the unique needs of the household. The core components of RR-H include housing identification, rent and move-in assistance, and case management and services. While RR-H must have all three components available, it is not required that a single entity provides all three or that a household accesses them all.

Eligibility for rapid re-housing includes the following:

(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;

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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;

(2) Any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; has no other residence; and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

For all rapid re-housing assistance, an initial intake is required to determine program eligibility and to document homeless status. Using a housing barrier assessment and participant input, a housing plan is written outlining the steps necessary for permanent housing and stabilization to be achieved.

Providers must have written agreements with both the participant and the landlord that identify the terms of the rapid re-housing assistance. This provides the landlord with guidance for addressing issues which could impact housing stability and must include:

- A provision requiring the owner to give the provider a copy of any notice to the program participant to vacate the housing unit, or any complaint used under state or local law to commence an eviction action against the program participant.
- The same payment due date, grace period, and late payment penalty requirements as listed in the program participant's lease.
- The term of the rental assistance agreement for the period of time they anticipate providing assistance. Noting that this may be updated based on the need of the participant.

Rapid Re-housing providers adhere to the following practices:

- No participant may receive more than 24 months of assistance during any three year period of time.
- Determinations of the amount of rental assistance provided, such as "shallow subsidies" (payment of a portion of the rent), payment of 100 percent of the rent charged, or graduated/declining subsidies are made and reassessed at least every three months.
- Assistance with any portion of rent during a month counts as a month toward the 24 month limit.
- Payment of rent arrears consists of a one-time payment for up to six months in arrears, including any late fees on those arrears. Rent arrears may be paid only if the payment enables the program participant to obtain a housing unit. If funds are used to pay rent arrears, the

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arrears must be included in determining the total period of the program participant's rental assistance, which may not exceed 24 months.

- Any individual or family receiving assistance beyond any arrears and two current months of rent and financial assistance must be evaluated and recertified as eligible every three months. Recertification of eligibility includes the following:
  - o Program participant household income below 30 percent AMI
  - o The household lacks the financial resources and support networks needed to remain in existing housing without rapid re-housing assistance
  - o Housing stabilization services are being appropriately implemented
  - o The household does not exceed the $500 asset limit
- Appropriate levels of case management must be provided in order to ensure housing stability and at a minimum monthly case management must be provided.
- Program participant may share in the costs of rent.
- Assistance is "needs-based," meaning that providers determine the amount of assistance based on the minimum amount needed to help the program participant maintain housing stability. This allows communities to use program resources efficiently to serve as many households as possible.
- When households are moved into a unit, the rent must meet rental reasonableness, fair market rent, and until must meet habitability and lead paint standards.

The BoS uses the Performance Benchmarks and Program Standards established by the National Alliance to End Homelessness to create, evaluate, and improve Rapid Re-Housing projects (http://www.endhomelessness.org/library/entry/rapid-re-housing-performance-benchmarks-and-program-standards)

If a program participant is terminated from receiving assistance prior to the determination of housing stabilization occurring, the provider must terminate the assistance in accordance with a formal process established by the provider that recognizes the rights of individuals affected. If services are terminated, appropriate referrals must be made and documented. All RR-H programs must have a documented termination policy. The provider must exercise judgment and examine all extenuating circumstances in determining when actions warrant termination so that a program participant's assistance is terminated only in the most severe cases. Upon termination, all programs must require the completion of a letter of termination that outlines a grievance procedure.

Permanent Supportive Housing

Permanent Supportive Housing (PSH) projects aim to provide sufficient services to help tenants remain stably housed over the long term. The goals of the BoS PSH projects include:

- Increasing income;
- Increasing housing stability by ensuring proper supports and services are attained or provided;
  - Decreasing hospitalizations and ER visits
  - Decreasing arrests and jail stays

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- Moving tenants, upon exit, from the permanent supportive housing to equally permanent housing;
- Decreasing rent burden; and
- Developing a housing plan that clearly identifies long-term permanent housing goals.

In addition to supporting individuals and families with special needs in increasing their income and housing stability, among other positive outcomes, permanent supportive housing improves conditions within the larger community.

All BoS Permanent Housing projects either have dedicated beds or give priority to those who are chronically homeless and in 2015, the BoS adopted Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status (https://www.hudexchange.info/resource/3897/notice-cpd-14-012-prioritizing-persons-experiencing-chronic-homelessness-in-psh-and-recordkeeping-requirements/)

Chronic Homeless Definition (https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/) is an individual or family that is homeless and resides in a place not meant for human habitation, a safe haven, or in a an emergency shelter, and has been homeless and residing in such a place for at least one (1) year or on at least four (4) separate occasions that totals one year in the last three (3) years. In addition, the individual or family head of household must have a diagnosable disability including substance use disorder, serious mental illness, developmental disability, posttraumatic stress disorder, cognitive impairment resulting from a brain injury, or chronic physical condition.

Evaluation and Monitoring

Evaluation and Monitoring take place at multiple levels in the BoS. At the project level, quarterly reports are required for all projects that receive state and ESG funds, which are reviewed by the CoC program coordinator at DHCD (CA). In addition, each LPG meets with DHCD (CA) to review spending rates and to discuss spending challenges (too slow or too quickly) quarterly. If challenges persist, technical assistance is provided to ensure each LPG is spending funds most effectively.

Annually, each LPG submits a Homeless Outcomes Community Report that evaluates the LPG as a crisis response to homelessness including domestic violence providers. The report uses PIT count, numbers served, coordinated entries, subpopulations, first time homeless, length of time homeless, and program participation length of time for the evaluation. This report along with the HUD System Measures reports, are analyzed at the LPG and BoS level. The results are used to make LPG and BoS changes to programs, procedures, and system designs.

The CoC program coordinator at DHCD (CA) also works closely with the HUD CPD representative and receives a "spend rate" spreadsheet that provides information on HUD project spending, LOCCS usage, APR submissions, and any concerns. The CoC program coordinator helps mediate any issues and requires action plans for any concerns that may result in findings or de-obligations.

The CoC program coordinator also evaluates and/or monitors CoC funded projects annually, to be used as part of the CoC ranking process.

Point-In-Time Count

Each LPG conducts a Point-In-Time (PIT) count on the date designated by the Virginia Department of Housing and Community Development. All CoCs in Virginia conduct the count on the same day and the count is coordinated with the Metropolitan Washington Council of Governments (COG).

The CA in conjunction with Homeward (HMIS lead) provides training and instructions each year on the following:

- PIT date
- Participation requirements
- Who is/isn't counted
- Data element requirements and methodology
- Survey tool and surveying techniques
- Submission process and due dates
- Forms
- Changes from previous year

The CA receives copies of the surveys and forms, and along with HMIS reports aggregates all sheltered and unsheltered data. The aggregated BoS data is entered into HDX (HUD's reporting system).

Conflict of Interest

It is the policy of the Balance of State CoC that a conflict or a circumstance that would create the appearance of conflict to a reasonable person shall be avoided. Members of the CoC shall adhere to a conflict of interest policy that meets the standards described by the U.S. Department of Housing and Urban Development (HUD) in 24 CFR 578.95. HUD addresses the requirement of Continuum of Care steering committee(board) members specifically in 24 CR 578.95 (b): *No Continuum of Care steering member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.*

Specifically, organizations receiving state or HUD CoC funding may not make any type or amount of assistance conditional on an individual's or family's acceptance or occupancy of housing owned by the grantee, the sub-grantee, a parent organization, or subsidiary. Grantees/sub-grantees, parent organizations, or subsidiaries may not administer rapid re-housing or prevention assistance and use the assistance for households residing in units owned by the grantee/sub-grantee, parent organization, or subsidiary. An organization may not both participate in decision-making related to determining eligibility and receive any financial benefit.

In addition, an individual who is an employee, agent, consultant, officer, or elected or appointed official of the grantee or its sub-grantee (receiving state or HUD CoC funding) may not both participate in

decision-making related to determining eligibility and receive any financial benefit. This financial benefit may not be received by the specific individual, any member of his/her immediate family or a business interest. The restriction applies throughout tenure in the position and for a one-year period following tenure.

Upon the written request of the organization, DHCD may grant an exception to the restrictions in the paragraph above on a case-by-case basis when it determines that the exception will serve to further the purposes of the program and promote the efficient use of program funds. In requesting an exception, the grantee must provide a disclosure of the nature of the conflict, accompanied by an assurance that there has been public disclosure of the conflict and a description of how the public disclosure was made. In most cases, additional HUD waivers are required.

Virginia Balance of State
HUD 2018 Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application (Due Date: May 21, 2018 by 5:00 PM)

Continuum of Care (CoC) Overview

The Housing and Urban Development (HUD) CoC Program is authorized by the McKinney-Vento Homeless Assistance Act and is designed to:

- Promote a community-based solutions to ending homelessness;
- Provide funding to nonprofits, States, and local governments to prevent and quickly re-house individual and families experiencing homelessness;
- Minimize the trauma and dislocation that individuals, families, and communities experience as a result of homelessness; and
- Promote the effective utilization of mainstream resources

Localities across the country and within Virginia have organized into CoCs to develop community-based solutions and to apply for HUD CoC funding. A CoC is a community-based group composed of representation from a cross-section of providers, community entities, representatives of mainstream resources, and individuals from one or more locality that have joined together for these purposes. There are 16 separate CoCs in Virginia. The Balance of State (BOS) is one of these 16 CoCs.

The BOS CoC is a large Continuum that includes a significant number of rural communities as far east as the Eastern Shore of Virginia stretching to Southwest Virginia. As a result the BOS CoC is organized into smaller local planning groups that meet regularly and work to address local needs.

Virginia Balance of State CoC –Local Planning Groups	
Planning District 1 (Lenowisco)	Lee, Scott, Wise, and Norton
Planning District 2 (Cumberland Plateau)	Buchanan, Dickenson, Russell, Tazewell, Washington, and City of Bristol
Planning District 3 (Hope Inter-Agency Council of Homelessness)	Bland, Carroll, Grayson, Smyth, Wythe, and City of Galax
Planning District 4 (Housing Partnership of the New River Valley)	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, and City of Radford
Planning District 9 (Foothills Housing Network)	Culpeper, Fauquier, Madison, Orange, and Rappahannock
Planning District 13 (Southside)	Brunswick, Charlotte, Halifax, and Mecklenburg
Planning District 14 (Heartland)	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, and Prince Edward
Crater Area Coalition on Housing	City of Colonial Heights, Dinwiddie, City of Emporia, Greenville, City of Hopewell, City of Petersburg, Prince George, Surry, and Sussex

Waynesboro Area	Augusta, Highland, City of Staunton, City of Waynesboro
Danville/Martinsville Area	City of Danville, Franklin, Henry, City of Martinsville, Patrick, and Pittsylvania
Planning Districts 17/18 (Northern Neck Middle Peninsula Housing Partnership)	Lancaster, Westmoreland, Northumberland, Richmond County, Essex, Gloucester, Mathews, Middlesex, King and Queen, King William
Planning District 22 (Accomack-Northampton)	Accomack and Northampton

CoC Application Process
This application process is specific to the Virginia BOS CoC application. The BOS CoC application process consists of the following components:
- Registration
- Pre-Application (for new re-allocated projects)
- Pre-Application Evaluations and Feedback
- Notification of Funding Availablity (NOFA)
- CoC Application
- Project Applications
- Project Ranking

Pre-Application
All parties interested in submitting an application for a new project MUST submit a pre-application to DHCD prior to **May 21, 2018** at 5:00PM (*subject to change with the release of the NOFA*). The pre-application submission must be in the format provided in this document. *Prior to submitting a pre-application grantees are encouraged to contact Andriea Ukrop, CoC Program Coordinator to discuss the project.*

Pre-Application Evaluations and Feedback
All pre-applications received by the due date will be evaluated by DHCD's Homeless and Special Needs program team. Each pre-application will be reviewed and evaluated on the following criteria:

Project eligibility –the project must be an eligible activity type (for the pre-application eligibility will be rapid re-housing or any household type and permanent supportive house for chronic only. Please note, the pre-application occurs prior to the release of the 2018 NOFA and eligibility activities may change.   If projects other than rapid re-housing or permanent supportive housing are eligible once the NOFA is release, DHCD will notify the CoC and discuss the process to submit another type of project at that time.

Local need –the project must meet an unmet need within the local planning group. This must be supported by local planning data, including point-in-time count data and be considered by the local planning group to be a project consistent with meeting local needs.

Local Coordination –the project must be fully coordinated and integrated, as appropriate, within the local coordinated assessment system and linked to mainstream resources.

Project Feasibility –the project will be evaluated on its overall feasibility. This includes factors such as the status of other funding sources including, if applicable, match sources and the relative capacity of the provider and partners involved in the project.

2018 Priorities –The project will be evaluated on how well it will help to quickly transition individuals and families to permanent housing and to what degree it is aligned with identified and specific BOS priorities.
  1. To reduce the number of persons who become homeless,
  2. to shorten the length of time persons are homeless, and
  3. to reduce the number of persons that return to homelessness.

Please note that each project's outcomes and housing focus will impact the overall HUD CoC application score and future funding levels.

Only projects that are submitted through the pre-application process are eligible HUD new project applications. Written feedback will be provided on each pre-application. Only projects submitted through the pre-application process regardless of feedback may be submitted as a HUD CoC new project application. Applicants may also request a technical assistance meeting for further guidance. Please contact Andriea Ukrop at andriea.ukrop@dhcd.virginia.gov

Registration
DHCD, the lead organization, and each organization that is eligible to submit an application for the HUD CoC competition must register their organization in eSnaps

Notification of Funding Availability (NOFA)
The BOS CoC intends to conclude the pre-application process including the written evaluations prior to the release of the 2018 NOFA (if possible). However, the specific release date is unknown as of the last revised date of this materialThe NOFA will provide the HUD required process for the HUD CoC application including the application deadline. It will also specify eligible projects and HUD priorities. The 2018 BOS funding priorities are based on current state and federal homeless goals and should not vary with the 2018 NOFA.

CoC Application
The HUD CoC competition includes two primary parts:
  • The CoC application
  • Project applications (s)

The CoC application, formerly known as Exhibit 1 is completed by the BOS CoC lead organization, the Department of Housing and Community Development (DHCD). This will include information about the CoC planning body (steering committee), governance structure, overall CoC performance, and the strategic planning process. This portion is scored by HUD and has impact on the amount of funding awarded through the overall process.

Project Application
All parties interested in submitting a project application for a new project must submit a pre-application to DHCD prior to May 21, 2018 at 5:00PM.

Renewal and eligible new projects are completed in eSnaps by the project applicants.

Once the NOFA is released and eSnaps is open, renewal and new projects will receive further instructions from DHCD for completing their project renewal application.

The project application includes a description of the proposed project including details on who the project will serve, the type of housing that will be provided and what budget activities are being requested. All project applications must be entered into eSnaps by the due date (TBD) in order to be ranked and not rejected by the CoC ranking committee.

Project Ranking
The ranking committee composed of the Homeless and Special Needs Housing Program team members and LPG members will review all project applications meeting deadline requirements. Projects will then be ranked by the committee based on BOS funding priorities. The project rankings are then reviewed and approved by the Steering Committee. Applicants will receive notification of the outcome of the project ranking prior to the HUD specified deadline. Appeals to the ranking committee decisions must be received in written within ten days of notification. All appeals must be on letter letterhead signed by the authorized authority for the applicant organization.

2018 BOS Funding Priorities
Overall the BOS CoC funding priorities are to:
1. Increase rapid re-housing resources
2. Increase the number of permanent supportive housing units – where data supports the need for chronic homeless units
3. Focus on housing
4. Continued planning and coordination

Rapid re-housing projects for **Individuals or Families** will be a priority for the 2018 CoC application. These are projects that emphasize housing search and relocation services and short – and medium term rental assistance to move people experiencing homelessness as rapidly as possible into permanent housing.

Permanent supportive housing (for chronically homeless **Individuals or families**) – will be a priority for the 2018 CoC application. This is community based housing paired with services for formerly homeless individual and families with disabilities living as independently as possible without a designated length of stay. Please note that the emphasis for new programs is on chronically homeless individuals.

Focus on housing –new rapid re-housing and permanent supportive housing projects will a significant focus on housing will be given a priority. These are projects were the HUD funding request is primarily for the housing component of the project.

Planning and coordination resources - CoC responsibilities have grown since the Hearth Act regulations have been enacted. These responsibilities include but are not limited to the implementation of performance measures and a coordinated assessment system. As a result new project funding applications for planning and coordinated assessment will be submitted by the CoC lead agency.

Eligible New Projects/Activities
The BOS CoC is soliciting new project applications for permanent supportive housing and rapid re-housing. Both project types target homeless individuals and families. Please note that the eligible project and activity information is based prior guidance, *thus subject to change with the final 2018 NOFA.*

Permanent Supportive Housing
Eligible new permanent supportive housing project must increase the number of available units for chronic homeless individuals and/or families with disabilities. This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services must be available, but may not be required.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management
- Leasing*
- Rental Assistance*
- Operating Costs

*Please note projects cannot have both leasing and rental assistance.

Project administration –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

Supportive services costs –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance

- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation
- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding requests are evaluated based the utilization of mainstream resources and overall housing focus.

Leasing – funds may be used to lease property or portions of property, for use in providing housing or to provide supportive services. Rents paid must be reasonable to rents for comparable space. Program participants must have occupancy agreements or subleases. While the grantee may charge an occupancy fee (not more than 30 percent of household income), they may not charge a program fee. In the case of leasing the lease is between the grantee and the property owner. Leasing fees may not be used to lease units or structures owned by the grantee, subgrantee, their-parent organization, a subsidiary, or partner organization. No match requirement applies.

Rental assistance – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Operating costs –Funds may be used to pay the operating costs of a permanent supportive housing project within a single structure or individual housing units. Funds may not be used for mortgage payments. Operating costs funds may not be used in the same project where rental assistance funds are being applied. Eligible costs include:
- Maintenance
- Repair of housing
- Property taxes and insurance
- Scheduled payments to a reserve for replacement of major systems of the housing
- Building security
- Utilities
- Furniture
- Equipment

A match requirement of 25 percent applies.

Rapid Re-housing
Rapid re-housing projects must be designed to help homeless individuals and families move as quickly as possible into permanent housing and achieve stability in housing. Please note rapid re-housing is limited to literally homeless households. These are households who at intake lack a fixed, regular, and adequate nighttime residence. This includes those currently residing in a shelter and those exiting an institution (where they resided temporarily) with no housing resources. These projects provide short-and/or medium-term assistance up to 24 months. The program participants keep the housing when the assistance ends.

This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services may not be required, however case management must be provided at least once monthly.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management (limits apply)
- Rental Assistance

Project administration –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

Supportive services costs –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance
- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation

- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding request are evaluated based the utilization of mainstream resources and overall housing focus.

Rental assistance – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Virginia Balance of State
HUD Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application
2018

Deadline: May 21, 2018 at 5:00PM.
Email to Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov
Email confirmations will be sent for each submission.

Project Description

Project Type	Check one
Permanent Supportive Housing	
Rapid Re-housing	

What is the target population?

How many households/units will this project serve (annual)?

	Request	Match	Match requirement
Administration (10% max)			
Operating Costs (if applicable)			(25%)
Leasing (if applicable)			
Rental Assistance			(25%)
Services			(25%)

What will be the match source?

What is the status of match sources?

What key partnerships are needed to establish this new project and what is the status of the partnerships?

Brief description of the project (including how this project will be coordinated with other local resources):

Local Need :

How will the project be integrated into the coordinated entry/assessment process?

Estimated number of additional households served:

Attachments
If applicable, the following attachments should be included with your pre-application:

- Letter of support from local planning group
- Current applicant organizational budget and project budget including match
- Draft M.O.U from any key partners

RENEWAL/EXPANSION PROJECT RATING TOOL

Project Name: _____

Organization Name: _____

Project Type: RRH

Project Identifier: _____

RATING FACTOR	PERFORMANCE GOAL	PERFORMANCE		POINTS AWARDED		MAX POINT VALUE
PERFORMANCE MEASURES						
Length of Stay						
Rapid Re-Housing	Participants are placed in housing less than 30 days after referral to RRH		days		out of	20
Exits to Permanent Housing						
Rapid Re-Housing	85% move to PH		%		out of	25
Returns to Homelessness						
Within 12 months of exit to permanent housing	≤ 15% of participants return to homelessness		%		out of	15
New or Increased Income and Earned Income						
	Performance Measures Subtotal			0	out of	**60**
SERVE HIGH NEED POPULATIONS						
Rapid Re-Housing	≥ 50% of participants with zero income at entry		%		out of	10
Rapid Re-Housing	≥ 50% of participants with more than one disability type		%		out of	10
Rapid Re-Housing	≥ 50% of participants entering project from place not meant for human habitation		%		out of	10
	Serve High Need Populations Subtotal			0	out of	**30**
PROJECT EFFECTIVENESS						
Project has reasonable costs	Costs are within local average cost per positive housing exit for project type (total				out of	20
Coordinated Entry Participation	≥ 95% of entries to project from CE referrals		%		out of	10
Housing First and/or Low Barrier Implementation	Commits to applying Housing First model				out of	10
	Project Effectiveness Subtotal			0	out of	**40**
OTHER AND LOCAL CRITERIA						
CoC Monitoring Score	Project is operating in conformance to CoC standards				out of	10
RRH - Increased Income	> 15% participants increased any income				out of	5
RRH - HUD Field office concerns	The Field office reported a concern (deobligation over 10%				out of	10
	Other and Local Criteria Subtotal			0	out of	**25**
	TOTAL SCORE			0	out of	**155**
	Weighted Rating Score				out of	**100**

PROJECT FINANCIAL INFORMATION

RENEWAL/EXPANSION PROJECT RATING TOOL

Project Name:

Organization Name:

Project Type: RRH

Project Identifier:

RATING FACTOR	PERFORMANCE GOAL	PERFORMANCE	POINTS AWARDED	MAX POINT VALUE
CoC funding requested		NOTE: Edit on the LIST OF PROJECTS TO BE REVIEWED tab		$ -
Amount of other public funding (federal, state, county, city)				
Amount of private funding				-
TOTAL PROJECT COST				$
CoC Amount Awarded Last Operating Year		NOTE: Edit on the LIST OF PROJECTS TO BE REVIEWED tab		$ -
CoC Amount Expended Last Operating Year		NOTE: Edit on the LIST OF PROJECTS TO BE REVIEWED tab		$ -
Percent of CoC funding expended last operating year				0%

RENEWAL/EXPANSION PROJECT RATING TOOL

Project Name: _____
Organization Name: _____
Project Type: PSH
Project Identifier: _____

RATING FACTOR	PERFORMANCE GOAL	PERFORMANCE	POINTS AWARDED		MAX POINT VALUE
PERFORMANCE MEASURES					
Length of Stay					
Permanent Supportive-Housing	Participants are placed in housing less than 60 days after referral to PSH	[ ] days	[ ]	out of	20
Exits to Permanent Housing					
Permanent Supportive-Housing	90% remain in or move to PH	[ ] %	[ ]	out of	25
Returns to Homelessness					
Within 12 months of exit to permanent housing	≤ 15% of participants return to homelessness	[ ] %	[ ]	out of	15
New or Increased Income and Earned Income					
	Performance Measures Subtotal		0	out of	60
SERVE HIGH NEED POPULATIONS					
Permanent Supportive-Housing	≥ 80% of participants with zero income at entry	[ ] %	[ ]	out of	10
Permanent Supportive-Housing	≥ 75% of participants with more than one disability type	[ ] %	[ ]	out of	10
Permanent Supportive-Housing	≥ 75% of participants entering project from place not meant for human habitation	[ ] %	[ ]	out of	10
	Serve High Need Populations Subtotal		0	out of	30
PROJECT EFFECTIVENESS					
Project has reasonable costs	Costs are within local average cost per positive housing exit for project type (total	[ ]	[ ]	out of	20
Coordinated Entry Participation	≥ 95% of entries to project from CE referrals	[ ] %	[ ]	out of	10
Housing First and/or Low Barrier Implementation	Commits to applying Housing First model	[ ]	[ ]	out of	10
	Project Effectiveness Subtotal		0	out of	40
OTHER AND LOCAL CRITERIA					
CoC Monitoring Score	Project is operating in conformance to CoC standards	[ ]	[ ]	out of	10
PSH - Increased Income	>20% of participants increased any income	[ ]	[ ]	out of	5
PSH - HUD Field office concerns	HUD Filed office concern (10% deobligations)	[ ]	[ ]	out of	10
	Other and Local Criteria Subtotal		0	out of	25
	TOTAL SCORE		0	out of	155
	Weighted Rating Score			out of	100

PROJECT/FINANCIAL INFORMATION

RENEWAL/EXPANSION PROJECT RATING TOOL

Project Name: _____

Organization Name: _____

Project Type: PSH

Project Identifier: _____

RATING FACTOR	PERFORMANCE GOAL	PERFORMANCE	POINTS AWARDED	MAX POINT VALUE
CoC funding requested	*NOTE Edit on the LIST OF PROJECTS TO BE REVIEWED tab*		$	-
Amount of other public funding (federal, state, county, city)				
Amount of private funding				
TOTAL PROJECT COST			$	-
CoC Amount Awarded Last Operating Year	*NOTE Edit on the LIST OF PROJECTS TO BE REVIEWED tab*		$	-
CoC Amount Expended Last Operating Year	*NOTE Edit on the LIST OF PROJECTS TO BE REVIEWED tab*		$	-
Percent of CoC funding expended last operating year			0%	

NEW PROJECTS RATING TOOL

Project Name: _____

Organization Name: _____

Project Type: _____

Project Identifier: _____

RATING FACTOR	POINTS AWARDED		MAX POINT VALUE
EXPERIENCE			
A. Describe the experience of the applicant and sub-recipients (if any) in working with the proposed population and in providing housing similar to that proposed in the application.		out of	15
B. Describe experience with utilizing a Housing First approach. Include 1) eligibility criteria; 2) process for accepting new clients; 3) process and criteria for exiting clients. Must demonstrate there are no preconditions to entry, allowing entry regardless of current or past substance abuse, income, criminal records (with exceptions of restrictions imposed by federal, state, or local law or ordinance), marital status, familial status, actual or perceived sexual orientation, gender identity. Must demonstrate the project has a process to address situations that may jeopardize housing or project assistance to ensure that project participation is terminated in only the most severe cases.		out of	10
C. Describe experience in effectively utilizing federal funds including HUD grants and other public funding, including satisfactory drawdowns and performance for existing grants as evidenced by timely reimbursement of subrecipients (if applicable), regular drawdowns, timely resolution of monitoring findings, and timely submission of required reporting on existing grants.		out of	5
Experience Subtotal	23	out of	30
DESIGN OF HOUSING & SUPPORTIVE SERVICES			
A. Extent to which the applicant			
1. Demonstrate understanding of the needs of the clients to be served.			
2. Demonstrate type, scale, and location of the housing fit the needs of the clients to be served			
3. Demonstrate type and scale of the all supportive services, regardless of funding source, meet the needs of the clients to be served.		out of	15
4. Demonstrate how clients will be assisted in obtaining and coordinating the provision of mainstream benefits			
5. Establish performance measures for housing and income that are objective, measurable, trackable, and meet or exceed any established HUD, HEARTH or CoC benchmarks.			
B. Describe the plan to assist clients to rapidly secure and maintain permanent housing that is safe, affordable, accessible, and acceptable to their needs.		out of	5
C. Describe how clients will be assisted to increase employment and/or income and to maximize their ability to live independently.		out of	5
Design of Housing & Supportive Services Subtotal	6	out of	25
TIMELINESS			
A. Describe plan for rapid implementation of the program documenting how the project will be ready to begin housing the first program participant. Provide a detailed schedule of proposed activities for 60 days, 120 days, and 180 days after grant award.		out of	10
Timeliness Subtotal	5	out of	10
FINANCIAL			
A. Project is cost-effective - comparing projected cost per person served to CoC average within project type.		out of	5
B. Audit			
1. Most recent audit found no exceptions to standard practices		out of	5
2. Most recent audit identified agency as 'low risk'		out of	5
3. Most recent audit indicates no findings		out of	5

NEW PROJECTS RATING TOOL

Project Name: _____
Organization Name: _____
Project Type: _____
Project Identifier: _____

RATING FACTOR	POINTS AWARDED		MAX POINT VALUE
C. Documented match amount		out of	5
D. Budgeted costs are reasonable, allocable, and allowable		out of	20
Financial Subtotal	26	out of	45

PROJECT EFFECTIVENESS

Coordinated Entry Participation- 95% of entries to project from CE referrals		out of	5
Project Effectiveness Subtotal	5	out of	5

OTHER AND LOCAL CRITERIA

Other and Local Criteria Subtotal	0	out of	0
TOTAL SCORE	65	out of	115
Weighted Rating Score	57	out of	100

PROJECT FINANCIAL INFORMATION

NOTE Edit on the LIST OF PROJECTS TO BE REVIEWED tab

CoC funding requested	$ -
Amount of other public funding (federal, state, county, city)	
Amount of private funding	
TOTAL PROJECT COST	$ -

Balance of State – HUD CoC Competition 2018

Please complete the questions below to supplement and expand on the information provided in the HUD ESNAPS Application.

Renewal and New Projects (where applicable)

1. Organization Name:
2. Project Name:
3. Project Type:
4. Application: New   Renewal
5. Amount Requested:
6. Detailed Project Description:
7. Target Population:
8. How does/will your project address the following (where applicable):
   a. Ending Family Homelessness
   b. Ending Youth Homelessness
   c. Ending Veteran Homelessness
   d. Ending Chronic Homelessness
9. Does/will your project use a Housing First Model? Explain the practices and/or requirements for entry and continued services.
10. Describe how your project is connected to the coordinated entry system.

Renewals Only

1. How many households has your CoC funded project permanently housed since October 1, 2017?

2. What percentage of households remained housed over the past year (Oct. 1, 2016 to Sept. 30, 2017)?

3. What is the cost per household to provide permanent housing and stabilization services (if this project is combined with other funding sources, all funding sources and expenses need to be included)?

4. Since Oct. 1, 2017, what is the average length of time it has taken a participant to sign a lease from entry into your project?

5. How does your project maximize the use of mainstream resources? Provide examples.

6. Does your project have any current findings with HUD? If yes, please provide evidence of corrective action plan.

7. Did you fully expend your last CoC grant? (Provide start and end date, and amount drawn down)

8. If funds were to be reallocated from your project, provide information on the impact to your LPG.

New Project Only

1. How does this new permanent housing project address identified needs of the LPG?

2. How does this new permanent housing project meet the needs of program participants?

3. What supportive services (regardless of funding sources) will be available to program participants?

4. How will your project ensure that program participants will be assisted to obtain benefits of mainstream health, social, and employment programs for which they are eligible?

5. How will your project provide housing location and stabilization services to ensure program participants obtain and maintain housing?

6. Will 100% of program participants come from the street or locations not meant for human habitation, emergency shelters, or fleeing domestic violence?

7. Explain your capacity to provide permanent housing (both financially and programmatically)

Prepared by the Virginia Department of Housing and Community Development (DHCD) serving as the Lead Agency for the Virginia Balance of State CoC (VA-521)

The coordinated assessment system is a multi-step process implemented at the local planning group level to first, triage the housing crisis and assist with the immediate housing need (prevention, emergency shelter, other referral). Second, determine the best permanent housing intervention (case management/housing counseling, rapid re-housing, permanent supportive housing, other referral) based on severity of need and prioritize resources based on vulnerability. Third, make referrals to the most appropriate services available in each community. This system does not guarantee that an individual will meet the final eligibility requirements or receive a particular housing option.

Purpose and Background

As required by the CoC Program interim rule at 24 CFR 578.7(a)(8), CoCs are required to establish a Centralized or Coordinated Assessment System. The Virginia BoS CoC coordinated entry process is localized to the 12 local planning groups that make up the CoC and follows the requirements, policies and procedures, and standardizations approved by the BoS Steering Committee. The BoS CoC Coordinated Entry's standardized procedures are designed to:

- Allow anyone who needs housing assistance to know where to get assistance, to be assessed in a standard and consistent way, and to connect with services that best meet their needs;
- Ensure clarity, transparency, consistency, and accountability for those who are having a housing crisis and well as referral sources and homeless services providers throughout the assessment, referral, and service provision process;
- Ensure clients gain access to the most appropriate type of service intervention available to meet their immediate and long-term housing needs;
- Standardize data collection methods using HMIS (where applicable) to ensure client data is secure, authorized, protected, and shared according to all applicable laws and standards.
- Ensure those who are the most vulnerable and have the highest barriers are prioritized for resources.

Coordinated Entry is not a stand-alone solution to end homelessness or a solution to the shortage of affordable housing. Ending homelessness and increasing affordable housing takes community, state, federal, and private sector buy-in to make the decisions to prioritize, develop the capacity, and fund these efforts. CE is designed to streamline the homeless service system to meet the following objectives:

- Uniform and standardized assessments to be used for all those seeking assistance and procedures for determining the appropriate level of assistance to resolve their housing crisis;
- Establishment of uniform guidelines to include prevention, outreach, emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing;
- Agreed upon prioritization for prevention and housing assistance; and
- Referral procedures to facilitate coordination to system providers and mainstream resources.

Access

- Coordinated Entry Access Points

Each LPG has either a centralized or multiple, physical, coordinated access points that ensure persons from across the entire geography of the LPG are able to access the homeless crisis response system. In addition to access points, each LPG has one phone number where persons can access services. This number is published on the DHCD website (http://www.dhcd.virginia.gov/images/Housing/Crisis-Assistance-Directory.pdf)and throughout each LPG.

Local Planning Groups	Access Point	Counties/Cities covered
LENOWISCO	Family Crisis Support Services **1-800-572-2278**	Lee, Scott, Wise, and Norton
Cumberland Plateau	People Incorporated **276-619-2240**	Buchanan, Dickenson, Russell, Tazewell, Washington, and City of Bristol
HOPE Inter-Agency Council on Homelessness	HOPE, Inc. Housing Solution Coordinator **276-228-6280 ext. 253**	Bland, Carroll, Grayson, Smyth, Wythe, and City of Galax
Housing Partnership of the New River Valley	Coordinated Entry **540-633-5133**	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, and City of Radford
Foothills Housing Network	FHN Central Entry **540-724-6630**	Culpeper, Fauquier, Madison, Orange, and Rappahannock
Valley Local Planning Groups	Waynesboro Redevelopment and Housing Authority **540-946-9230**	Augusta, Highland, Bath, Rockbridge, cities of Staunton, Waynesboro, Lexington, Buena Vista
West Piedmont Better Housing Coalition	Piedmont Community Services - ListenLine **1-877-934-3576**	City of Danville, Franklin, Henry, City of Martinsville, Patrick, and Pittsylvania
Southside Local Planning Group	Tri-County Community Action **434-575-7916**	Brunswick, Charlotte, Halifax, and Mecklenburg
Heartland Local Planning Groups	STEPS, Inc. **434-696-1117**	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, and Prince Edward
Norther Neck Middle Peninsula	The Haven	Lancaster, Westmoreland,

Housing Partnership	1-800-224-2836	Northumberland, Richmond County, Essex, Gloucester, Mathews, Middlesex, King and Queen, King William
Crater Area Coalition on Homelessness	St. Joseph's Villa Flagler Housing Resource Center 804-722-1181	City of Colonial Heights, Dinwiddie, City of Emporia, Greensville, City of Hopewell, City of Petersburg, Prince George, Surry, and Sussex
Community Partners of the Eastern Shore	Accomack-Northampton Planning District Commission 757-787-2936	Accomack and Northampton

During non-business hours, each LPG will have an after-hours phone contact. This line will only be able to connect a person to temporary emergency shelter (hotel voucher, or shelter bed) if the resource is available, and to provide information on how to contact coordinated entry during regular business hours. If shelter is available, this will be treated the same as outreach and the client will be connected to coordinated entry the nest business day. This will be done virtually by HMIS, by phone, or via a physical location.

- Marketing Coordinated Entry

Each LPG will have marketing materials for coordinated entry to address FAQs. At a minimum, the questions listed below will be answered. The answers to these questions may vary depending on the local planning group; but in general, the answers provided below give a general template for how the questions are answered. This documented will be distributed across the LPG to stakeholders including but not limited to: Dept. of Social Services, Food Banks, Community Service Boards, Police Dept., Public Schools, Community Colleges, Community Action Agencies, Homeless Service Providers, Housing Authorities, etc.

1. Who is the point of contact for Coordinated Entry?
   > If you have questions, comments, or other feedback regarding coordinated entry for the VA Balance of State, contact Andriea Ukrop, CoC Program Coordinator, VA Department of Housing and Community Development.
   > 804-371-7128, Andriea.ukrop@dhcd.virginia.gov

2. What happens when a client shows up at a program for housing assistance?

> Clients presenting at any community provider are referred to the nearest coordinated entry access point for triage via phone or physical location.

3. What does the coordinated entry process look like for clients at an access point?
   a. Client identifies current housing crisis and is triaged to address current need (prevention or homeless services).
   b. Based on need, immediate crisis is addressed (mediation, housing search, resource referral, emergency shelter referral, etc.).
   c. All households who are not unsheltered or in shelter are screened for diversion. This occurs by having a strengths-based conversation with the household to help them identify alternatives to shelter.
   d. Once immediate crisis is obverted, an assessment is conducted to prioritize further services to obtain and/or stabilize housing.
   e. Referrals to prevention, rapid re-housing and permanent supportive housing (where available) are made based on prioritization.
   f. This process is conducted over the course of three to five days.

4. How are clients prioritized for services?

> Clients are assessed using either the BoS Prevention Screening Tool or the VI-SPDAT depending on the housing crisis. These tools help determine a household's vulnerability and barriers to housing. The score is used as the basis for prioritizing those who are in need of services. Although, there may be extenuating circumstances that lead to an increased prioritization [target population (vets, DV, youth), funding availability, eligibility, pilot projects, etc.] for a specific household.

5. Will clients be automatically deemed eligible for housing services?

> The access points do not determine eligibility or conduct a program intake; however, the access points do make referrals based on the information provided and coordinate with prevention, emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing programs.

Each LPG reviews/updates CE advertising and marketing materials at least annually to ensure that all individuals and families in need know how to access the CE system. CE system partners must post these materials in locations at their agency that are accessible to the public. The CoC also makes these materials available to other community-based organizations and at events. In addition, each LPG provides access updates to 211 annually.

- Cultural and Linguistic Competence

Cultural and linguistic competence involves understanding and appropriately responding to unique cultural variables, including age, ability, beliefs, ethnicity, experiences, gender identity, gender, linguistic background, national origin, religion, sexual orientation and socioeconomic status. CE staff are expected to be culturally and linguistically competent and are strongly encouraged to engage in training opportunities to build these skills. They are also expected to draw upon their experiences and growing knowledge of cultural and linguistic competence to assess the cultural and linguistic competency of tools, assessments, and strategies, and to develop referral partnerships with culturally and linguistically competent partners.

- Coordinated Entry and Outreach

Comprehensive and coordinated outreach, including to encampments, other unsheltered locations, and to community-based organizations, ensures that individuals and families in need have access, through the CE system, to safe, stable, and affordable housing, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status.

When outreach workers identify households who are unsheltered and not engaged with a homeless services provider, the outreach worker connects the household to coordinated entry. This may occur virtually via HMIS data entry, by phone, or via a physical location depending on the wishes of the households. If a household chooses not to accept services at the time of outreach, the outreach worker will continue to engage with the household and keep updated data to ensure services are prioritized appropriately once the persons agrees to accept housing assistance.

- Coordinated Entry Access and Services

Access points collect minimal client information to triage the current housing crisis and assess safety. If safety is a concern due to fleeing, or attempting to flee domestic violence, or a victim of trafficking the coordinated entry staff will assist the person in developing a temporary safety plan and provide immediate referral to the local domestic violence agency. The household will then be prioritized and served via shelter and permanent housing services to meet their safety needs.

All households are engaged in a problem-solving conversation to address the household's current housing crisis. This should include a discussion of alternative resources available to the household, linkages to mainstream and natural supports, and light-touch assistance. If diversion is not an appropriate option, then a shelter referral is made.

All LPGs will have a coordinated entry project in HMIS (HCIS) and will have local planning group procedures regarding the data entry. HMIS is used for data collection, and tracking (except when DV is the reason for homelessness). At a minimum, collect the following for the head of household: name, gender, race, ethnicity, BoB, SSN, and other "red" questions as able. To exit the household the assessment disposition must be completed.

See HCIS Policies and Procedures for additional information (including security and confidentiality protocols)- http://endhomelessnessrva.org/working-groups/hcis-committee

Access points have knowledge of all possible referrals available, eligibility requirements, and utilization/capacity information. However, access points do not determine eligibility or conduct a program intake; however, the access points do make referrals based on the information provided and coordinate with prevention, shelter, transitional housing, rapid re-housing, and permanent supportive housing programs.

BoS CoC Service Standards				
Service Type	Target Population	Eligibility Requirement	Services Provided	Expected Outcome
Outreach	All unsheltered Homeless	Unsheltered Homeless	- Visit physical locations - Develop trusting relationships - Coordinate services - Provide provisions (food, clothing, blankets, transportation, etc) - Provide crisis intervention and linkages to mainstream resources	50% of persons served in outreach will receive housing services
Targeted Prevention	Unstably Housed Prior homeless episode Under 15% AMI	Income less than 30% AMI Imminent homelessness (14 days or less)	- Mediation - Provide crisis intervention and linkages to mainstream resources - Housing location - Case Mgmt/Stabilization Planning - Financial Assistance (short-term)	80% of persons served will not become homeless
Emergency Shelter	Homeless	Homeless or Imminently homeless	- Short term (goal 30 days) shelter - Low/no barrier entry - Housing Planning - Service coordination - Linkages to mainstream resources - Housing Focused Case Management	The average length of stay in shelter and exiting to permanent housing is 30 days or less.
Transitional Housing	Homeless (very high barriers to PH)	Homeless	- Supportive shelter (goal 30 days) - Housing Planning - Service coordination - Linkages to mainstream resources - Housing Focused Case Management	The average length of stay in shelter and exiting to permanent housing is 60 days or less.
Rapid Re-housing	Homeless	Homeless	- Scattered site permanent housing – tenant holds lease - Provide crisis intervention and linkages to mainstream resources - Housing location - Case Management/Stabilization	80% of persons served do not return to homelessness

			Planning - Financial Assistance (short-term) - Housing First Model	for 6 months.
Permanent Supportive Housing	Chronically Homeless	Homeless with documented disabling condition	- Permanent housing – site based or scattered site - Tenant holds lease - Case Management - Linkages to services - Housing First model	95% who exit are permanently housed.

Assessment

Prior to conducting an assessment, the assessor must obtain and document consent, notify the client that they have the right to refuse to answer one or more assessment questions and that their refusal will not result in the denial of services. However, assessors are to also explain the purpose of the survey and to ensure the client understand that complete and honest answers will result in an increased ability to meet their needs.

The BoS CoC uses two assessment tools to help determine prioritization of services.

The BoS CoC created a prevention prioritization tool that includes both homeless vulnerability and housing barriers to prioritize the limited prevention resources. The prevention assessment tool is to be used to help determine prioritization for all household compositions.

Once a household's housing crisis is triaged at an access point and it is determined that the household is at imminent risk of homeless (14 days or less), then the coordinated entry staff will conduct the prevention prioritization assessment. Based on eligibility and assessment score prevention providers are guided on service needs of households.

21+: Prioritize for prevention services. Household may need medium-length case management and financial support to maintain housing stability.

11 -20: Prevention services may be needed. Household may need short-term case management and financial support to maintain housing stability.

Ineligible or 0-10: Prevention services are not recommended. Although, household may need referrals/connections to mainstream resources or flexible financial assistance. If eligible, case management may also be appropriate.

This assessment will be sent with a referral to the prevention service provider. *See prevention system procedures for further operating procedures.*

The BoS CoC uses the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) as the common standardized assessment tool for those who are literally homeless. This assessment is conducted no more than 3 to 5 days after the household has been referred to shelter or once an outreach worker is able to establish rapport with an unsheltered or un-engaged household.

Family Score: Recommendation:
0-3 no housing intervention
4-8 an assessment for rapid re-housing
9+ an assessment for permanent supportive housing

Individual Score: Recommendation:
0-3: no housing intervention
4-7: an assessment for rapid re-housing
8+: an assessment for permanent supportive housing

Prioritization

The CoC follows the guidance for PSH priority provided by HUD (CPD-14-012):

1. Chronically homeless individuals and families with the longest history of homelessness and with the most severe service needs

2. Chronically homeless individuals and families with the longest history of homelessness

3. Chronically homeless individuals and families with the most severe service needs

4. All other chronically homeless individuals and families

5. Homeless individuals and families with disability coming from places not meant for human habitation, safe havens, or emergency shelters

6. Homeless individuals and families with a disability coming from transitional housing

Outside of PSH, the BoS CoC prioritizes persons based on the vulnerability score determined using the VI-SPDAT along with other known information that may result in a household having increased vulnerabilities or higher barriers.

By-Name/Prioritization List

Each LPG manages their own local By-Name List that is designed to provide a count of all homeless persons or specific sub-population experiencing homelessness, serve as a prioritization list, and is used to match households with the most appropriate housing intervention available.

The list contains the following data elements for each household:

- Name and/or Unique Identifier

- Demographics (DoB, gender, CH status, Veteran status, household configuration)

- VI-SPDAT score

- Current/last known location

- Best housing resource (RR-H, PSH, Case Management only, other resources, etc.)

- Housing offers

- Lease date

- Other notes (including review dates and updates)

The list is generated by HMIS and manually by those agencies not participating in HMIS. One list is maintained and each LPG identifies the agency/staff to maintain the list. In order to be included on the By-Name List (as this is a shared document) the client must sign a release of that includes the following:

Client Name

Date of Birth

Agencies that will be sharing the information

List of information that may be shared

Purpose of sharing information

Client's rights

Client's Signature

Witness' Signature

Clients who refuse to sign a release of information cannot be precluded from receiving services.

Referral

Based first on triaged need, the available resources in each LPG, and the requests of the household, the most appropriate referral is made including to a domestic violence provider if applicable. After assessments are administered, additional services (case management, rapid re-housing, or permanent supportive housing) are made available based on priority level. All projects in the BoS obtain referrals from the coordinated entry process. The access points and the service programs coordinate referrals and ensure the access points have knowledge of program eligibility, availability, and intake processes in order to make appropriate referrals.

The eligibility of each program aligns with the established BoS Service Standards (page 6) and are published and made available to stakeholders in the BoS CoC. If persons seeking services are deemed ineligible for the referred service, the service program documents the reason for ineligibility and works in coordination with the access points to make further referrals. If the access points do not have an appropriate referral, the reason must be documented.

If a person's needs fall outside of the homeless crisis response system, referrals are made to the most appropriate mainstream resource or when the access points do not have knowledge of the appropriate service; the access points make a referral to 211 Virginia- http://www.211virginia.org/consite/index.php

Case Conferencing

The LPGs establish local level case conferencing processes that ensure holistic, coordinated, and integrated assistance across local providers; review progress and barriers of clients, identify and track systemic barriers, and strategize solutions across providers; and clarify roles and responsibilities to reduce duplication of series. During client review, case conferencing participants evaluate length of time homeless, safety, assessment results, household composition, client preferences, barriers and other challenges to integrate service approaches to rapidly house and stabilize those who are the most vulnerable.

Fair Housing, and other statutory regulatory requirements

All necessary steps are taken to ensure coordinated entry access is administered in accordance with the Fair Housing Act by promoting housing that is accessible to and usable by all persons including those with disabilities. The CE system complies with the non-discrimination requirements of the Fair Housing Act, which prohibits discrimination in all housing transactions based on race, national origin, sex, color, religion, disability status, familiar status, and elderliness.

Additionally, all activities must be made available without regard to actual or perceived sexual orientation, gender identity, or marital status. Coordinated Entry staff are prohibited from inquiring about an applicant's or participant's sexual orientation or gender identity for the purpose of determining eligibility or otherwise making housing available. This does not prohibit an individual from voluntarily self-identifying sexual orientation or gender identity.

Service providers that make decisions about eligibility for or placement into single-sex emergency shelters or other facilities will place a potential program participant (or current program participant seeking a new assignment) in a shelter or facility that corresponds to the gender with which the person identifies, taking health and safety concerns into consideration. A program participant's or potential program participant's own views with respect to personal health and safety should be given serious consideration in making the placement. For instance, if the potential client requests to be placed based on his or her sex assigned at birth, the provider should place the individual in accordance with that request, consistent with health, safety, and privacy concerns. Providers must not make an assignment or reassignment based on complaints of another person when the sole stated basis of the complaint is a program participant or potential program participant's non-conformance with gender stereotypes.

Required Trainings

Annually, each LPG's coordinated entry committee must provide training to all members of the LPG on the CE process and procedures. Additionally, all persons who conduct VI-SPDAT assessments must complete the training offered for free by Orgcode. The training is located at http://www.orgcode.com/vi_spdat. The LPG governing board must keep documentation of completion for this annual training. The CA notifies LPGs when new information or updated versions are posted, but it is the LPGs responsibility to stay informed about changes and updates to the assessment and training tools.

A LPG domestic violence service provider must provide safety planning training all coordinated entry staff. This training must be documented and maintained by the board of each LPG.

The BoS CoC lead will conduct an annual assessment via input sessions or surveys to determine the training needs of the LPGs. Bi-Annually, training will take place with the entire BoS CoC members. In addition, LPG will receive individualized TA to assist in meeting the local system needs.

Grievance Policy

Each LPG must have a CE grievance policy. All Individuals and families must have the option to file their grievances orally or in writing. All individuals' or families' concerns and grievances must be resolved promptly and fairly, in the most informed and appropriate manner.

CE system partners shall inform individuals and families of the following processes for filing a fair housing grievance:

http://www.dpor.virginia.gov/FairHousing/

- ## How to File a Fair Housing Complaint

  If you believe you are the victim of housing discrimination, you may file a complaint by downloading the Housing Discrimination Complaint Form.

  Please complete the form with as much detail as possible, then, send it to:
  Virginia Fair Housing Office
  Department of Professional and Occupational Regulation
  9960 Mayland Drive, Suite 400
  Richmond, VA 23233

  ## For more information:

Phone: (804) 367-8530 or toll-free (888) 551-3247
FAX: (866) 480-8333
Email: FairHousing@dpor.virginia.gov
TDD: Virginia Relay 7-1-1

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

CoC Project Ranking - Important
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Aug 27, 2018 at 10:20 AM
To: Melinda Fairhurst <mfairhurst@peopleinc.net>, Kimberly Tucker <ktucker@sjvmail.net>, Jay Brown
<jay.brown@cccofva.org>, Kim Byrd <k_byrd@wrha.org>, Pat Brown <director@wrcnrv.org>, Andy Kegley
<akegley@wythehope.org>, Hunter Terry <hterry@bayaging.org>, Joshua Gemerek <jgemerek@bayaging.org>, Jenny Biche
<jkbiche@rrregion.org>, Warren Rodgers <wrodgers@ssrcenter.org>, Sharon Edwards <sedwards@nrcaa.org>, Michele
Banks <mbanks@sjvmail.net>, Terry Smusz <tsmusz@nrcaa.org>, Johnathan Penn <jpenn@nrcaa.org>
Cc: Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>

Good Morning,

The BoS CoC ranking committee met last Tues., Aug. 21, 2018, to review and rank BoS CoC . Attached is the official
ranking of all BoS CoC projects.
If you have questions, please let me know. Thank you all for submitting your applications and the work you do.

I will be in touch with each of you regarding edits and changes (by end of the day tomorrow).

Below is the appeals process that was included on the timeline:
** **Appeals Process**

2018 Balance of State Continuum of Care Funding Appeals Process

- Applicants will receive a summary of the ranking process on Aug. 27, 2018.
- Applicants that wish to appeal the ranking committee's decision must notify the Department of
  Housing and Community Development's CoC Program Coordinator (Andriea Ukrop,
  andriea.ukrop@dhcd.virginia.gov)in writing via email no later than close of business Aug. 29, 2018
  with the following information
    - Agency name and contact information
    - Project name
    - Specific reason for appeal

- **Applicant should note that the Ranking Committee will not use the appeals process as
  an opportunity to reconsider funding decisions without a clear explanation of the
  project's grievance with the transparency of grant application process.**
- The Ranking Committee will review all appeals and make final decisions on Aug. 30, 2018 via email
  vote.
- Applicants will be notified in writing of the appeal outcome not later than Aug. 31, 2018.

Thank you,
Andriea

📄 **BoS CoC Ranking approved by committee.docx**
14K

The BoS raninkg committee met on August 21, 2018 to rank the BoS CoS projects. After reviewing and scoring all projects, the committee voted by consensus for the following:

	Ranking	Agency	Amount	Project Type	Renewal/Bonus
Tier 1 **$765,570**	1	DHCD	141,301	HMIS	Renewal
	2	Commonwealth Catholic Charities	121,484	PSH	Renewal
	3	NRCAA	156,796	RR-H	Bonus
	4	HOPE	67,131	RR-H	Renewal
	5	HOPE	54,404	PSH	Renewal
	6	People	26,417	PSH	Renewal
	7	People	46,510	RR-H	Renewal
	8	St. Joseph's Villa	151,527	RR-H	Renewal
Tier 2 **$269,462** **DV Bonus** **$367,659**	8	St. Joseph's Villa	164,185	RR-H	Renewal
	9	Women's Resource Center	184,330	TH/RR-H	DV Bonus
	10	Southside Survivor Response Center	183,329	RR-H	DV Bonus
	11	Bay Aging	63,800	RR-H	Bonus
	12	South River Development Corp.	41,477	PSH	Renewal

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

HUD CoC Application
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Aug 27, 2018 at 10:43 AM
To: Mary Beth Adkins <marybethadkins@comcast.net>
Cc: Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>

Marybeth,

Unfortunately, Family Crisis Support Services' CoC application was not included in the CoC Project Ranking.

The application contained ineligible activities and the ranking committee was unclear as to the project type. We can discuss this further if you are interested.

I have attached the final ranking for your information.

Below is the appeals process. If you have questions, please let me know.
** Appeals Process

2018 Balance of State Continuum of Care Funding Appeals Process

- Applicants will receive a summary of the ranking process on Aug. 27, 2018.
- Applicants that wish to appeal the ranking committee's decision must notify the Department of Housing and Community Development's CoC Program Coordinator (Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov)in writing via email no later than close of business Aug. 29, 2018 with the following information
    - Agency name and contact information
    - Project name
    - Specific reason for appeal

- **Applicant should note that the Ranking Committee will not use the appeals process as an opportunity to reconsider funding decisions without a clear explanation of the project's grievance with the transparency of grant application process.**
- The Ranking Committee will review all appeals and make final decisions on Aug. 30, 2018 via email vote.
- Applicants will be notified in writing of the appeal outcome not later than Aug. 31, 2018.

Thank you,
Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

BoS CoC Ranking approved by committee.docx
14K

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

HUD CoC Application
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>　　　　　　Mon, Aug 27, 2018 at 10:49 AM
To: Shelley Strain <sstrain@escadv.org>
Cc: Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>

Shelley,

Unfortunately, Eastern Shore Coalition Against Domestic Violence's CoC application was not included in the CoC Project Ranking.

The applications were scored, only one DV Bonus RR-H could be included and the application from SSRC scored higher.

We can debrief on this further if you are interested.

I have attached the final ranking for your information.

Below is the appeals process. If you have questions, please let me know.
** Appeals Process

2018 Balance of State Continuum of Care Funding Appeals Process

- Applicants will receive a summary of the ranking process on Aug. 27, 2018.
- Applicants that wish to appeal the ranking committee's decision must notify the Department of Housing and Community Development's CoC Program Coordinator (Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov)in writing via email no later than close of business Aug. 29, 2018 with the following information
    - Agency name and contact information
    - Project name
    - Specific reason for appeal

- **Applicant should note that the Ranking Committee will not use the appeals process as an opportunity to reconsider funding decisions without a clear explanation of the project's grievance with the transparency of grant application process.**
- The Ranking Committee will review all appeals and make final decisions on Aug. 30, 2018 via email vote.
- Applicants will be notified in writing of the appeal outcome not later than Aug. 31, 2018.

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
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BoS CoC Ranking approved by committee.docx
14K

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

HUD CoC process is beginning - important email

1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Apr 23, 2018 at 11:30 AM
To: Melinda Fairhurst <mfairhurst@peopleinc.net>, Marybeth Adkins <marybethadkins@comcast.net>, Andy Kegley
<akegley@wythehope.org>, Amy Beatson <abeatson@steps-inc.org>, Kim Byrd <k_byrd@wrha.org>, Alicia Harpine
<a_harpine@wrha.org>, Kim Carson <kcarsontcca@yahoo.com>, Kimberly Tucker <ktucker@sjvmail.net>, Jay Brown
<jay.brown@cccofva.org>, Andrew Warren <awarren@bayaging.org>, Hunter Terry <hterry@bayaging.org>, Cthy Zielinski
<cmzielinski@rrregion.org>, Bobbie Jo Wert <bwert@a-npdc.org>, chorton@foodbankonline.org, Carol Johnson
<nrfamilyshelter@gmail.com>, Terry Smusz <tsmusz@nrcaa.org>, Brenda Manning <brenda.manning@stepincva.com>,
Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>

Good Morning,

It is important that you send this out to all LPG stakeholders.

HUD has released the CoC registration (which I do as the Collaborative Applicant) and the GIW (HUD CoC current
grantees will receive a separate email from me for the GIW process).

The release of this information begins the CoC competition process!
In order to give us as much time as possible (which will probably be limited), I am now requesting pre-applications from
any local planning group that is interested in submitting a new HUD CoC project application in the 2018 competition.

If you or any other LPG service provider is interested please do the following:

1. Read the attached pre-application
2. Send an email to Andriea Ukrop to schedule a phone discussion about project prior to the pre-application deadline
3. Complete the pre- application questions
4. Email the pre- application to Andriea Ukrop by the dealine (May 21, 2018)

If you have questions, please let me know.
Andriea
andriea.ukrop@dhcd.virginia.gov

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
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📄 **BOS 2018 CoC Pre-application.docx**
52K

VIRGINIA
DHCD

Virginia Balance of State
HUD 2018 Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application (Due Date: May 21, 2018 by 5:00 PM)

Continuum of Care (CoC) Overview
The Housing and Urban Development (HUD) CoC Program is authorized by the McKinney-Vento Homeless Assistance Act and is designed to:
- Promote a community-based solutions to ending homelessness;
- Provide funding to nonprofits, States, and local governments to prevent and quickly re-house individual and families experiencing homelessness;
- Minimize the trauma and dislocation that individuals, families, and communities experience as a result of homelessness; and
- Promote the effective utilization of mainstream resources

Localities across the country and within Virginia have organized into CoCs to develop community-based solutions and to apply for HUD CoC funding. A CoC is a community-based group composed of representation from a cross-section of providers, community entities, representatives of mainstream resources, and individuals from one or more locality that have joined together for these purposes. There are 16 separate CoCs in Virginia. The Balance of State (BOS) is one of these 16 CoCs.

The BOS CoC is a large Continuum that includes a significant number of rural communities as far east as the Eastern Shore of Virginia stretching to Southwest Virginia. As a result the BOS CoC is organized into smaller local planning groups that meet regularly and work to address local needs.

Virginia Balance of State CoC –Local Planning Groups	
Planning District 1 (Lenowisco)	Lee, Scott, Wise, and Norton
Planning District 2 (Cumberland Plateau)	Buchanan, Dickenson, Russell, Tazewell, Washington, and City of Bristol
Planning District 3 (Hope Inter-Agency Council of Homelessness)	Bland, Carroll, Grayson, Smyth, Wythe, and City of Galax
Planning District 4 (Housing Partnership of the New River Valley)	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, and City of Radford
Planning District 9 (Foothills Housing Network)	Culpeper, Fauquier, Madison, Orange, and Rappahannock
Planning District 13 (Southside)	Brunswick, Charlotte, Halifax, and Mecklenburg
Planning District 14 (Heartland)	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, and Prince Edward
Crater Area Coalition on Housing	City of Colonial Heights, Dinwiddie, City of Emporia, Greenville, City of Hopewell, City of Petersburg, Prince George, Surry, and Sussex

Waynesboro Area	Augusta, Highland, City of Staunton, City of Waynesboro
Danville/Martinsville Area	City of Danville, Franklin, Henry, City of Martinsville, Patrick, and Pittsylvania
Planning Districts 17/18 (Northern Neck Middle Peninsula Housing Partnership)	Lancaster, Westmoreland, Northumberland, Richmond County, Essex, Gloucester, Mathews, Middlesex, King and Queen, King William
Planning District 22 (Accomack-Northampton)	Accomack and Northampton

CoC Application Process
This application process is specific to the Virginia BOS CoC application. The BOS CoC application process consists of the following components:
- Registration
- Pre-Application (for new re-allocated projects)
- Pre-Application Evaluations and Feedback
- Notification of Funding Availablity (NOFA)
- CoC Application
- Project Applications
- Project Ranking

Pre-Application
All parties interested in submitting an application for a new project MUST submit a pre-application to DHCD prior to **May 21, 2018** at 5:00PM (*subject to change with the release of the NOFA*). The pre-application submission must be in the format provided in this document. *Prior to submitting a pre-application grantees are encouraged to contact Andriea Ukrop, CoC Program Coordinator to discuss the project.*

Pre-Application Evaluations and Feedback
All pre-applications received by the due date will be evaluated by DHCD's Homeless and Special Needs program team. Each pre-application will be reviewed and evaluated on the following criteria:

Project eligibility –the project must be an eligible activity type (for the pre-application eligibility will be rapid re-housing or any household type and permanent supportive house for chronic only. Please note, the pre-application occurs prior to the release of the 2018 NOFA and eligibility activities may change. If projects other than rapid re-housing or permanent supportive housing are eligible once the NOFA is release, DHCD will notify the CoC and discuss the process to submit another type of project at that time.

Local need –the project must meet an unmet need within the local planning group. This must be supported by local planning data, including point-in-time count data and be considered by the local planning group to be a project consistent with meeting local needs.

<u>Local Coordination</u> –the project must be fully coordinated and integrated, as appropriate, within the local coordinated assessment system and linked to mainstream resources.

<u>Project Feasibility</u> –the project will be evaluated on its overall feasibility. This includes factors such as the status of other funding sources including, if applicable, match sources and the relative capacity of the provider and partners involved in the project.

<u>2018 Priorities</u> –The project will be evaluated on how well it will help to quickly transition individuals and families to permanent housing and to what degree it is aligned with identified and specific BOS priorities.
1. To reduce the number of persons who become homeless,
2. to shorten the length of time persons are homeless, and
3. to reduce the number of persons that return to homelessness.

Please note that each project's outcomes and housing focus will impact the overall HUD CoC application score and future funding levels.

Only projects that are submitted through the pre-application process are eligible HUD new project applications. Written feedback will be provided on each pre-application. Only projects submitted through the pre-application process regardless of feedback may be submitted as a HUD CoC new project application. Applicants may also request a technical assistance meeting for further guidance. Please contact Andriea Ukrop at andriea.ukrop@dhcd.virginia.gov

Registration
DHCD, the lead organization, and each organization that is eligible to submit an application for the HUD CoC competition must register their organization in eSnaps

Notification of Funding Availability (NOFA)
The BOS CoC intends to conclude the pre-application process including the written evaluations prior to the release of the 2018 NOFA (if possible). However, the specific release date is unknown as of the last revised date of this materialThe NOFA will provide the HUD required process for the HUD CoC application including the application deadline. It will also specify eligible projects and HUD priorities.   The 2018 BOS funding priorities are based on current state and federal homeless goals and should not vary with the 2018 NOFA.

CoC Application
The HUD CoC competition includes two primary parts:
- The CoC application
- Project applications (s)

The CoC application, formerly known as Exhibit 1 is completed by the BOS CoC lead organization, the Department of Housing and Community Development (DHCD). This will include information about the CoC planning body (steering committee), governance structure, overall CoC performance, and the strategic planning process. This portion is scored by HUD and has impact on the amount of funding awarded through the overall process.

Project Application
All parties interested in submitting a project application for a new project must submit a pre-application to DHCD prior to May 21, 2018 at 5:00PM.

Renewal and eligible new projects are completed in eSnaps by the project applicants.

Once the NOFA is released and eSnaps is open, renewal and new projects will receive further instructions from DHCD for completing their project renewal application.

The project application includes a description of the proposed project including details on who the project will serve, the type of housing that will be provided and what budget activities are being requested. All project applications must be entered into eSnaps by the due date (TBD) in order to be ranked and not rejected by the CoC ranking committee.

Project Ranking
The ranking committee composed of the Homeless and Special Needs Housing Program team members and LPG members will review all project applications meeting deadline requirements. Projects will then be ranked by the committee based on BOS funding priorities. The project rankings are then reviewed and approved by the Steering Committee. Applicants will receive notification of the outcome of the project ranking prior to the HUD specified deadline. Appeals to the ranking committee decisions must be received in written within ten days of notification. All appeals must be on letter letterhead signed by the authorized authority for the applicant organization.

2018 BOS Funding Priorities
Overall the BOS CoC funding priorities are to:
1. Increase rapid re-housing resources
2. Increase the number of permanent supportive housing units – where data supports the need for chronic homeless units
3. Focus on housing
4. Continued planning and coordination

Rapid re-housing projects for **Individuals or Families** will be a priority for the 2018 CoC application. These are projects that emphasize housing search and relocation services and short – and medium term rental assistance to move people experiencing homelessness as rapidly as possible into permanent housing.

Permanent supportive housing (for chronically homeless **Individuals or families**) – will be a priority for the 2018 CoC application. This is community based housing paired with services for formerly homeless individual and families with disabilities living as independently as possible without a designated length of stay. Please note that the emphasis for new programs is on chronically homeless individuals.

Focus on housing –new rapid re-housing and permanent supportive housing projects will a significant focus on housing will be given a priority. These are projects were the HUD funding request is primarily for the housing component of the project.

<u>Planning and coordination resources</u> - CoC responsibilities have grown since the Hearth Act regulations have been enacted. These responsibilities include but are not limited to the implementation of performance measures and a coordinated assessment system. As a result new project funding applications for planning and coordinated assessment will be submitted by the CoC lead agency.

Eligible New Projects/Activities
The BOS CoC is soliciting new project applications for permanent supportive housing and rapid re-housing. Both project types target homeless individuals and families. Please note that the eligible project and activity information is based prior guidance, *thus subject to change with the final 2018 NOFA.*

Permanent Supportive Housing
Eligible new permanent supportive housing project must increase the number of available units for chronic homeless individuals and/or families with disabilities. This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services must be available, but may not be required.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management
- Leasing*
- Rental Assistance*
- Operating Costs

*Please note projects cannot have both leasing and rental assistance.

<u>Project administration</u> –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

<u>Supportive services costs</u> –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance

- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation
- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding requests are evaluated based the utilization of mainstream resources and overall housing focus.

Leasing – funds may be used to lease property or portions of property, for use in providing housing or to provide supportive services. Rents paid must be reasonable to rents for comparable space. Program participants must have occupancy agreements or subleases. While the grantee may charge an occupancy fee (not more than 30 percent of household income), they may not charge a program fee. In the case of leasing the lease is between the grantee and the property owner. Leasing fees may not be used to lease units or structures owned by the grantee, subgrantee, their parent organization, a subsidiary, or partner organization. No match requirement applies.

Rental assistance – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Operating costs –Funds may be used to pay the operating costs of a permanent supportive housing project within a single structure or individual housing units. Funds may not be used for mortgage payments. Operating costs funds may not be used in the same project where rental assistance funds are being applied. Eligible costs include:
- Maintenance
- Repair of housing
- Property taxes and insurance
- Scheduled payments to a reserve for replacement of major systems of the housing
- Building security
- Utilities
- Furniture
- Equipment

A match requirement of 25 percent applies.

Rapid Re-housing
Rapid re-housing projects must be designed to help homeless individuals and families move as quickly as possible into permanent housing and achieve stability in housing. Please note rapid re-housing is limited to literally homeless households. These are households who at intake lack a fixed, regular, and adequate nighttime residence. This includes those currently residing in a shelter and those exiting an institution (where they resided temporarily) with no housing resources. These projects provide short-and/or medium-term assistance up to 24 months. The program participants keep the housing when the assistance ends.

This is community-based housing without a designated length of stay that permits formerly homeless individuals or families to live as independently as possible. Services may not be required, however case management must be provided at least once monthly.

Eligible activities under this project type include:

- Project Administration (limits apply)
- Support services including case management (limits apply)
- Rental Assistance

Project administration –up to ten percent of any grant may be used for project administrative costs related to project planning and execution. Eligible costs included:
- General management
- Oversight
- Coordination
- Training of program requirements

Supportive services costs –include costs of providing the services, the salaries and benefits of the staff providing the services, and any required materials and supplies. Match requirement of 25 percent applies. Eligible services are limits to:
- Annual assessments of service needs
- Assistance with moving costs
- Case management
- Child care
- Education services
- Employment assistance
- Job training
- Food
- Housing search
- Counseling services
- Legal services
- Life skills training
- Mental health services
- Outpatient health services
- Substance abuse treatment
- Transportation

- Utility deposits

Please note that services must be available and design to meet the needs of the participants. Participation in services must not be required. Projects funding request are evaluated based the utilization of mainstream resources and overall housing focus.

<u>Rental assistance</u> – Is tenant –based, project-based, or sponsor-based rental assistance. It must be administered by unit of local government or public housing authority. The grant amount is based on the number and size of the units requested and the Fair Market Rent (FMR). Program participants must have a lease with the property owner. A match requirement of 25 percent applies.

Virginia Balance of State
HUD Continuum of Care
Rapid Re-housing/Permanent Supportive Housing
Pre-Application
2018

Deadline: May 21, 2018 at 5:00PM.
Email to Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov
Email confirmations will be sent for each submission.

Project Description

Project Type	Check one
Permanent Supportive Housing	
Rapid Re-housing	

What is the target population?

How many households/units will this project serve (annual)?

	Request	Match	Match requirement
Administration (10% max)			
Operating Costs (if applicable)			(25%)
Leasing (if applicable)			
Rental Assistance			(25%)
Services			(25%)

What will be the match source?

What is the status of match sources?

What key partnerships are needed to establish this new project and what is the status of the partnerships?

Brief description of the project (including how this project will be coordinated with other local resources):

Local Need :

<u>How will the project be integrated into the coordinated entry/assessment process?</u>

<u>Estimated number of additional households served:</u>

Attachments
If applicable, the following attachments should be included with your pre-application:

- Letter of support from local planning group
- Current applicant organizational budget and project budget including match
- Draft M.O.U from any key partners

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

Re: BoS Page update
1 message

WebRequests, rr <webrequests@dhcd.virginia.gov>   Mon, May 14, 2018 at 9:45 AM
To: "Ukrop, Andriea" <andriea.ukrop@dhcd.virginia.gov>
Cc: Amanda Love <amanda.love@dhcd.virginia.gov>

Your web request is now complete and fully published.

Thank you.

On Mon, May 14, 2018 at 9:28 AM, Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov> wrote:
Just checking on the timeline for being able to update the BoS website. The document that needs uploaded is due on the 21 of this month. I sent it out to everyone, but for HUD purposes, I need to make sure it gets published.

Thanks
Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

---------- Forwarded message ----------
From: **Ukrop, Andriea** <andriea.ukrop@dhcd.virginia.gov>
Date: Mon, Apr 30, 2018 at 11:22 AM
Subject: BoS Page update
To: rr WebRequests <webrequests@dhcd.virginia.gov>, Amanda Love <amanda.love@dhcd.virginia.gov>

Please make the following changes to the Balance of State web page.

Move the Final CA and Priority Listing HUD CoC 2017 to archives

You can delete the remainder of the items under 2017 CoC HUD Competition or move them all to the archives

Add a bullet for 2018 CoC HUD Competition and add the attachment as the first item- BoS 2018 CoC Pre-application

Let me know if you have any questions.

Thanks

Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

‒

DHCD WEBREQUESTS

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Richmond, Virginia 23219

(804)-371-7070

webrequests@dhcd.virginia.gov

Commonwealth of
Virginia

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>

CoC Application - VERY IMPORTANT
1 message

Ukrop, Andriea <andriea.ukrop@dhcd.virginia.gov>   Mon, Jul 9, 2018 at 10:33 AM
To: Melinda Fairhurst <mfairhurst@peopleinc.net>, Mary Beth Adkins <marybethadkins@comcast.net>, Andy Kegley
<akegley@wythehope.org>, Kim Byrd <k_byrd@wrha.org>, Hunter Terry <hterry@bayaging.org>, Jay Brown
<jay.brown@cccofva.org>, Joshua Gemerek <jgemerek@bayaging.org>, Kimberly Tucker <ktucker@sjvmail.net>, Pat Brown
<director@wrcnrv.org>, Warren Rodgers <wrodgers@ssrcenter.org>, Sharon Edwards <sedwards@nrcaa.org>
Cc: Robertson Kathy qgr28072 <kathy.robertson@dhcd.virginia.gov>, Jenny Biche <jkbiche@rrregion.org>

Good Morning,

I want to make sure everyone has what they need for the current CoC application process.
I am sending everything in this email that i thing you may need to complete either your renewal or new application.

If someone needs to be added to ongoing CoC communication, please let me know.

Here is the link to ESNAPS resources - https://www.hudexchange.info/programs/e-snaps/

New Project Applicants - if you have any issues with ESNAPS please let me know and I will do my best to help walk
you through the process.

If you haven't set up your profile please do so ASAP -
https://www.hudexchange.info/resources/documents/CoC-Applicant-Profile-Instructional-Guide.pdf

Attached you will find the NOFA, The CoC BoS Timeline, and the Addendum Application (used to help with ranking)

If you have any questions, please let me know.

Thank you all for the work you are doing.
Andriea

Andriea Ukrop
CoC Program Coordinator
804-371-7128

Department of Housing & Community Development
Main St. Centre
600 E Main St., Suite 300
Richmond, VA 23219-1312

**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities

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3 attachments

HUD CoC Application Timeline 2018.pdf
48K

Application Addendum 2018.docx
15K

FY-2018-CoC-Program-Competition-NOFA.pdf
1285K

2018 Balance of State HUD CoC Application Timeline:

Process	Date
BoS Ranking Committee approved by CoC Steering Committee	July 17, 2018
HUD CoC NOFA and BoS Application Timeline and additional requirements for applicants published	July 5, 2018
Request for New Permanent Housing Projects sent to LPG lead for further dissemination	May 21, 2018 (Prior to NOFA) July 20, 2018 (DV projects)
Notify DHCD of interest for New Permanent Housing Projects	June 6, 2018 (first request deadline) July 25, 2018 (second request deadline)
BoS Scoring Matrix approval by CoC Steering Comm.	July 17, 2018
ESNAP Submissions for all renewal and new projects	Aug. 13, 2018
*Email submission of required supplementary materials to DHCD via drobox Andriea.ukrop@dhcd.virginia.gov	Aug. 13, 2018
Applications and materials available in dropbox to Ranking Committee Members	Aug. 14, 2018
Ranking Committee Meeting	Aug. 21, 2018
Notification in writing (email) of Project Rankings and Funding for final ESNAP submission	Aug. 27, 2018
**Submission of Appeals	Aug. 29, 2018
Review of Appeals	Aug. 30, 2018
Notification of Appeals outcome	Aug. 31, 2018
Notification and approval of the Steering Committee	Sept. 3, 2018
Submission project corrections and edits in ESNAPS	Sept. 3-12, 2018
Final Priority Ranking published	Sept. 14, 2018
HUD CoC Application and Priority Ranking submitted in ESNAPS by DHCD	Sept. 14, 2018
CoC Application published on website	Sept. 14, 2018

* Supplementary Materials include:

1. Application Addendum – to be provided, for new and renewal projects
2. Copy of ESNAPS Project Application and Attachments, for new and renewal projects
3. Renewal Projects only- Most recent project APR or an APR (via HCIS) ranging from the current grant start date and ending July 31, 2018

** Appeals Process

2018 Balance of State Continuum of Care Funding Appeals Process

- Applicants will receive a summary of the ranking process on Aug. 27, 2018.
- Applicants that wish to appeal the ranking committee's decision must notify the Department of Housing and Community Development's CoC Program Coordinator (Andriea Ukrop, andriea.ukrop@dhcd.virginia.gov)in writing via email no later than close of business Aug. 29, 2018 with the following information
  - Agency name and contact information
  - Project name
  - Specific reason for appeal
- **Applicant should note that the Ranking Committee will not use the appeals process as an opportunity to reconsider funding decisions without a clear explanation of the project's grievance with the transparency of grant application process.**
- The Ranking Committee will review all appeals and make final decisions on Aug. 30, 2018 via email vote.
- Applicants will be notified in writing of the appeal outcome not later than Aug. 31, 2018.

Balance of State – HUD CoC Competition 2018

Please complete the questions below to supplement and expand on the information provided in the HUD ESNAPS Application.

Renewal and New Projects (where applicable)

1. Organization Name:
2. Project Name:
3. Project Type:
4. Application: New   Renewal
5. Amount Requested:
6. Detailed Project Description:
7. Target Population:
8. How does/will your project address the following (where applicable):
   a. Ending Family Homelessness
   b. Ending Youth Homelessness
   c. Ending Veteran Homelessness
   d. Ending Chronic Homelessness
9. Does/will your project use a Housing First Model? Explain the practices and/or requirements for entry and continued services.
10. Describe how your project is connected to the coordinated entry system.

Renewals Only

1. How many households has your CoC funded project permanently housed since October 1, 2017?

2. What percentage of households remained housed over the past year (Oct. 1, 2016 to Sept. 30, 2017)?

3. What is the cost per household to provide permanent housing and stabilization services (if this project is combined with other funding sources, all funding sources and expenses need to be included)?

4. Since Oct. 1, 2017, what is the average length of time it has taken a participant to sign a lease from entry into your project?

5. How does your project maximize the use of mainstream resources? Provide examples.

6. Does your project have any current findings with HUD? If yes, please provide evidence of corrective action plan.

7. Did you fully expend your last CoC grant? (Provide start and end date, and amount drawn down)

8. If funds were to be reallocated from your project, provide information on the impact to your LPG.

New Project Only

1. How does this new permanent housing project address identified needs of the LPG?
2. How does this new permanent housing project meet the needs of program participants?
3. What supportive services (regardless of funding sources) will be available to program participants?

4. How will your project ensure that program participants will be assisted to obtain benefits of mainstream health, social, and employment programs for which they are eligible?

5. How will your project provide housing location and stabilization services to ensure program participants obtain and maintain housing?

6. Will 100% of program participants come from the street or locations not meant for human habitation, emergency shelters, or fleeing domestic violence?

7. Explain your capacity to provide permanent housing (both financially and programmatically)

Article: [Edit]

Title	Balance of State Continuum of Care	Published	No ● Yes	Article ID: 13
Alias	bo-a-ce-of-state-continuum-of-care	From Page	● No Yes	State Published
Section	Housing ▼	Category	Programs Housing ▼	Hits 15206 Reset

[Toggle Editor]

BALANCE OF STATE COC DOCUMENTS

- 2018 CoC HUD Competition

  - Final CoC Project Rankings
  - BOS CoC Pre Application
  - FY-2018 CoC Program Competition NOFA
  - HUD CoC Application Timeline 2018

- Balance of State Map
- Balance of State Continuum of Care Charter
- Committees
- HMIS Policies and Procedure 3

RESOURCES

- HUD Continuum of Care
- USICH Opening Doors
- (VI-SPDAT) Manual
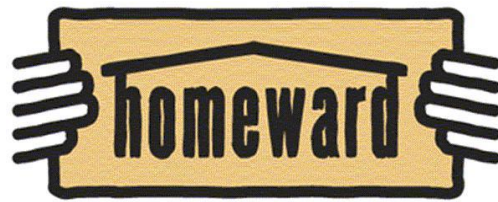- How to do the VI-SPDAT
- How to do the Family VI-SPDAT

Path: p

Words: 196

- Parameters (Article)
- Parameters (Advanced)
- Metadata Information

Homeward Community Information System

Policies and Procedures

Revised 12/6/17

Table of Contents

Introduction

The Homeward Community Information System (HCIS) is a HIPAA-compliant online database used to record and retrieve client-level and systems-level data. Homeward of Richmond, Virginia is a 501(c)(3) non-profit organization that maintains the HCIS using ServicePoint, a software application provided under contract with Mediware Information Systems (also referred to as Bowman Systems, Inc.)

Agencies that participate in the HCIS have access to a common set of tools and agree to uphold standards of privacy and confidentiality as a condition of continued use. Staff of Partner Agencies may enter data on clients and services, case plans and client goals, follow-up actions, and referrals to other agencies. Homeward provides technology recommendations, business integration, training and technical assistance to agencies and users participating in the system.

In using ServicePoint, the HCIS is a Homeless Management Information System (HMIS) of the kind required by the U.S. Department of Housing and Urban Development (HUD) and Virginia Department of Housing and Community Development (DHCD). It may also satisfy the requirements of other funding sources.

This document provides the policies, procedures, guidelines, and standards that govern the HCIS, as well as roles and responsibilities for authorized representatives and Partner Agency staff.

Definitions

Terms

In this Policies and Procedures Manual ("Policies and Procedures"), "Partner Agencies" are all Agencies participating in the HCIS; "User" is a person accessing the HCIS; and "Client" is a consumer of services at a Partner Agency.

Personally Identifying Information

Data is considered "personally identifying" if it can be used alone or in combination with another data source to identify an individual. This includes, but is not limited to: name, date of birth, social security number, telephone number or numbers, any part of an address, photographs, email address, driver's license number, license plate number, the number of any other professional certification or license, and any other characteristic that could uniquely identify the individual.

Governing Principles

Described below are the overall governing principles upon which all other decisions pertaining to the HCIS are based.

Data Integrity

Data is the most valuable asset of the HCIS. It is the responsibility of each and every user to protect data from unauthorized release, disclosure, modification, or destruction.

Partner Agencies are also required to input at least the minimum data elements as prescribed by the Department of Housing and Urban Development (HUD) for Homeless Management Information Systems (HMISs). Additionally, Partner Agencies must accurately capture program entry and exit dates in order to ensure the integrity of client information.

Access to Client Records

Only staff who work directly with clients or who have administrative responsibilities will receive authorization to look at, enter, or edit client records.

No Client record will be shared electronically with another agency without written or verbal client consent.

A Client has the right to not answer any question and may not be denied service as a result, unless entry into a service program requires it.

A Client has the right to review the contents of their record, know who has viewed and edited it, and to request correction of inaccuracies.

Computer Crime

Partner Agencies must comply with relevant state and federal laws. These include but are not limited to those regarding: unauthorized disclosure of data, unauthorized modification or destruction of data, programs, or hardware; theft of computer services; illegal copying of software; invasion of privacy; theft of hardware, software, peripherals, data, or printouts; misuse of communication networks; promulgation of malicious software such as viruses; and breach of contract. Perpetrators may be prosecuted under state or federal law, held civilly liable for their actions, or both. The Homeward Authorized Agent staff and authorized agencies must comply with license agreements for copyrighted software and documentation. Licensed software must not be copied unless the license agreement specifically provides for it.

End User Ethics

Users are licensed to use the HCIS for the legitimate business purposes of a Partner Agency and in the interests of their Clients. Users may not use the HCIS for personal purposes, to defraud any entity, or to conduct any illegal activity. Minimal precautions to secure client data include the protection of usernames and passwords, maintenance of anti-virus software, and proper storage or disposal of all documents containing personally identifying information.

Resources

This Document is based with permission on the University of Massachusetts Boston's "CSPTech Policies and Procedures."

Section 1: Contractual Requirements and Roles

1.1 HCIS Governing Structure and Management

Policy: Homeward shall manage the structure that supports the operation of HCIS.

HCIS is currently used in multiple CoCs. Given the regional nature of the system, structures are in place to support shared decision-making and collaboration among CoCs.

Each CoC may have its own structure in place for managing and paying for user licenses. The HMIS lead for each CoC may require its own application for an HCIS license and may choose to subsidize user licenses. Both the application process and funding for subsidies are at the sole discretion of the HMIS lead.

HCIS Policies Committee

The HCIS Policies Committee is responsible for providing information and guidance to the Greater Richmond CoC and other CoCs related to the implementation of HCIS. The committee ensures that all HUD funded organizations are trained in and fully utilizing HCIS. This committee provides input, oversight, and guidance on the development of HCIS policies and procedures and ensures that the implementation meets or exceeds all federal and applicable regulations.

Members of the HCIS Policies Committee include representatives of all CoCs in our multi-region implementation. Each year, the HCIS Policy Committee Chair(s) will recommend a slate of members to the GrCoC Board and other applicable CoC Boards for approval. All committee members will be approved by the GRCoC board (and by other CoC boards, if applicable). The vote to approve Committee members can be conducted by email and requires a simple majority.

The responsibilities of this committee include:
1. Providing information and guidance to the Greater Richmond CoC and other CoCs as requested related to the implementation of HMIS and the designation of an HMIS Lead;
2. Ensuring compliance with HUD's data standards;
3. Providing oversight to the funding and operations of HMIS as part of the CoC;
4. Preserving data quality;
5. Ensuring that all HUD funded organization are trained in and fully utilizing HMIS;
6. Provide input, oversight, and guidance on the development of HCIS policies and procedures; and,
7. Conducting the Annual Homeless Assessment Report (AHAR).

Generally, the development of policies that will affect all CoCs would go through the HCIS Policies committee. These policies would then need to be agreed to or ratified by each of the CoCs in the implementation, if applicable.

Homeward Staff

Homeward staff is responsible for oversight of all day-to-day operations including: technical infrastructure; planning, scheduling, and meeting HCIS project objectives;

supervision of project staff, including reasonable divisions of labor; and hiring project staff.

In addition, staff (which includes the HCIS Director and the HCIS Training and Support Manager) responsibilities include:

1. Managing the relationship with the HMIS vendor
2. Providing leadership for technical strategy planning and quality assurance
3. Providing business integration services to social services agencies
4. Working with and supporting HCIS staff in other CoCs
5. Assisting agencies and CoCs with HMIS funding requests
6. Implementing HCIS to Virginia service providers
7. Managing other project resources
8. Monitoring data quality and security
9. Serving as System Administrator
   (a) Ensuring the HCIS database meets required levels of data integrity
   (b) Managing the HCIS configuration and screen layouts
   (c) Assisting users in generating required reports or helping them contract with other resources to create reports
   (d) Monitoring data quality and security
   (e) Working with agencies to close projects and redistribute licenses when necessary
10. Managing training activities
   (a) Creating training materials
   (b) Scheduling and conducting training classes
   (c) Providing one-on-one training as needed
   (d) Providing end-user support
   (e) Monitoring data quality and security
   (f) Analyzing the HCIS problem log to evaluate the need for additional training.

HCIS Administrators Group

The HCIS Administrators Group includes staff who help administer HCIS in each of the CoCs. The group meets on a monthly basis. The purpose of the group is to share ideas and information, discuss how to address challenges, and strategize about the overall administration of the system.

1.2 HCIS Contract Requirements

Policy: Homeward shall provide HCIS technical assistance to Partner Agencies.

Homeward is committed to providing quality service to existing and new participating agencies. All existing and new agencies participating in the HCIS will have user licenses and technical assistance covered under current or new contracts. Please note: Partner Agencies are responsible for all costs associated with hardware acquisition and maintenance, personnel, data entry, and internet access.

1.3 Data Analysis

Policy: Homeward shall be responsible for aggregate HCIS Data Analysis on an ongoing basis

Data analysis is as follows:

> (a) Providing data quality reports for partner programs on a regular basis.
>
> (b) Providing agency or CoC ad hoc reports on a contract basis.
>
> (c) Providing aggregate non-identifiable data statistics for regional reporting including to HUD.
>
> (d) Providing data analysis services to partner agencies and CoCs on a contract basis.

1.4 Systems Administration, Security, and User Accounts

Policy: System Security and Integrity shall be reviewed on a regular basis.

Homeward contracts with Mediware Information Systems, Inc. for hosting of the HCIS application and database. Mediware reviews all network and security logs regularly and advises the HCIS Director of any required actions. Homeward has overall responsibility (both technical and procedural) for the security of the system. All System Administrator accounts are the responsibility of Homeward. The Agency Administrator is responsible for maintenance of User accounts at the Partner Agency.

1.5 Agency Executive Director

Policy: The Executive Director of each Partner Agency shall be responsible for agency staff that has access to the HCIS.

The Executive Director of each Partner Agency is responsible for oversight of agency staff that has access to system software. The Executive Director holds final responsibility for the adherence of his or her agency's personnel to the Policies and Procedures outlined in this document and the User Responsibilities and Ethics.

The Executive Director agrees to authorize HCIS access only for staff having a legitimate business purpose for such access.

Acting on behalf of the Partner Agency, the Executive Director will:

- (a) Establish business controls and practices to ensure organizational adherence to these Policies and Procedures and the User Responsibility and Ethics signed by each user;
- (b) Authorize data access to agency staff and assign responsibility for custody of the data;
- (c) Assume responsibility for integrity and protection of client data entered into the HCIS;
- (d) Monitor compliance and periodically review control decisions.

The Agency will ensure that the Agency and its staff fully comply with the End User Terms and these Policies and Procedures and hereby agrees to fully indemnify and hold harmless Homeward from any unauthorized use, improper use, or misuse of the software and the system by the Agency and/or its staff, or any violation of law arising out of or in connection with the acts or omissions of Agency and its staff and the Agency's participation in the HCIS.

Each Agency must ensure that each user of the software and system obtains a unique user license. Only those with a user license may access and use the software and system. Sharing of user names and passwords is expressly forbidden. In addition, each user of the software and system must agree to and sign the User Policy and Code of Ethics before accessing the system.

1.6 Agency Administrator

Policy: The Executive Director of each Partner Agency will designate an Agency Administrator to serve as lead staff and primary point of contact for HCIS-related matters.

In a Continuum of Care where the number of users is small, agencies may designate an employee of one Partner Agency to serve as Agency Administrator for several agencies.

The designated Agency Administrator holds responsibility for the administration of the system software in his or her agency. The Agency Administrator is responsible for:

- (a) Implementation of data security policy and standards, including administering agency-specified business and data protection controls.
- (b) Entering and updating agency information
- (c) Administering and monitoring access control, including granting access for authorized persons by creating usernames and passwords;
- (d) Ensuring that access to the HCIS system is granted to authorized staff members only after they have received training.
- (e) Detecting and responding to violations of the Policies and Procedures or agency procedures.

Notifying Homeward staff by email of the name and access level of each User that needs to be added or deleted from the system. Agency administrators may also add or delete users themselves

1.7 End Users

Policy: Partner Agencies will allow staff an appropriate level of access as needed to pursue legitimate business purposes.

- (a) Homeward agrees to authorize use of the HCIS only to users who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration, or other essential activity associated with carrying out HCIS responsibilities.
- (b) The Partner Agency agrees to authorize use of the HCIS only to users who need access to the system for legitimate business purposes such as entering, editing or viewing client records, report writing, program administration or other essential activity associated with carrying out Partner Agency responsibilities.
- (c) Users must be aware of relevant confidentiality standards and take appropriate measures to prevent unauthorized disclosure of data. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with the data security policy and standards as described in these Policies and Procedures. Users are accountable for their actions and for any actions undertaken with their usernames and passwords.

(d) Each End User shall sign a User Policy and Code of Ethics prior to obtaining access to the HCIS.

1.7 HCIS Participation Requirements for New Agencies

Policy: HCIS is required for agencies receiving federal and state funds targeted to serving people experiencing homelessness. Agencies and programs primarily serving survivors of sexual and domestic violence are prohibited from using HCIS.

All who want to use this system must:

a) Meet technical requirements for using HCIS (detailed in these policies and procedures).
b) Be trained in the use of the system, including training on client privacy and confidentiality, and agree to and sign the user agreement.
c) Be a participating member of the applicable CoC.
d) Have a signed agency agreement on file with Homeward.
e) Have a valid business purpose or mission for using HCIS.
f) Be a legal entity that exists (at least in part) to address homelessness.
g) Be a nonprofit or government entity.

Some who use the system receive state or federal funding that requires participation in HCIS.

For agencies that are not required to use HCIS by their funder, we may require a probationary period of six months to ensure that the system is being used as intended. Also, any agencies not funded by the state (DHCD) or federal government (HUD) should:

a) Provide a description of how it will meet the technical requirements necessary to use HCIS.
b) Describe the purpose for using HCIS and the specific projects to be tracked in the system.
c) Describe organizational policies re: client confidentiality and privacy, particularly as they relate to social media.

Applications from agencies that are not required to use HCIS will be reviewed by the HCIS policies committee and recommended for approval/disapproval to the appropriate CoC Board. The CoC Board has final decision-making authority on approval/disapproval. If any agency disagrees with the CoC Board's decision, it can appeal to the Board and provide additional information to support its case. If the appeal is unsuccessful, an agency not required to use HCIS can re-apply in six months following the same procedures outlined above.

Section 2: Participation Requirements & Privacy Plan

2.1 System and Technical Considerations

2.1.1 System Requirements

Policy: Each computer accessing the HCIS shall meet Minimum System Requirements as follows. Each computer:

    (a) Must run Windows XP, Vista, Windows 7, Windows 8, or Windows 10;

    (b) Must have a keyboard, mouse, and a standard SVGA monitor;

    (c) Must have an internet connection meeting requirements set forth in Section 2.1.3 Implementation Connectivity;

    (d) Must authenticate users using a unique user name and password;

    (e) Must have self-updating anti-virus software protection installed and active;

    (f) Must have an active locking screensaver; and

    (g) Must be protected by a firewall (which may be hardware or software installed on a network or server).

2.1.2 Information Security Protocols

Policy: Partner Agencies must develop and have in place minimum information security protocols.

At a minimum, a Partner Agency must develop rules, protocols or procedures to address each of the following:

    (a) Assignment of user accounts;

    (b) Unattended workstations;

    (c) Physical access to workstations;

    (d) Policy on user account sharing;

    (e) Client record disclosure;

    (f) Report generation, disclosure and storage.

Information Security Protocols or procedures will protect the confidentiality of the data and to ensure its integrity at the site, as well as the confidentiality of the clients.

2.1.3 Implementation Connectivity

Policy: Each Partner Agency is required to obtain an adequate Internet connection.

An adequate internet connection is defined as a minimum of 128 KBPS, DSL, or Cable connection. Proper connectivity ensures proper response time and efficient system operation of the HCIS. Homeward staff will advise Partner Agencies on the procurement of adequate services upon request. Obtaining and maintaining an Internet connection with minimum 128 KBPS is the responsibility of the Partner Agency.

2.1.4 Maintenance of Onsite Computer Equipment

Policy: Each Partner Agency shall maintain onsite computer equipment.

Partner Agencies commit to a reasonable program of data and equipment maintenance in order to sustain an efficient level of system operation and maintain the technical standards set forth in Section 2.1 System Requirements.

The Executive Director will be responsible for the maintenance and disposal of on-site computer equipment and data used for participation in the HCIS including the following:

(a) Partner Agency is responsible for maintenance of on-site computer equipment. This includes purchase of and upgrades to all existing and new computer equipment for the utilization of the HCIS.

(b) Homeward staff members are not responsible for troubleshooting problems with Internet Connections.

(c) The Partner Agency agrees to only download and store data in a secure format.

(d) The Partner Agency agrees to dispose of documents that contain identifiable client level data by shredding paper records, deleting any information from diskette before disposal, and deleting any copies of client level data from the hard drive of any machine before transfer or disposal of property. Homeward staff is available to consult on appropriate processes for disposal of electronic client level data.

2.2 Privacy Plan

2.2.1 Agency Participation Requirements

Policy: Each Partner Agency shall comply with the following Participation Requirements:

(a) The Agency shall utilize the HCIS for legitimate business purposes only and will use Client information as needed to assist in providing adequate and appropriate services;

(b) The Agency shall consistently enter information into the HCIS and endeavor to keep information up to date;

(c) The Agency will participate in evaluation efforts to improve and refine the HCIS;

(d) The Agency shall not use the HCIS database with intent to defraud federal, state, or local governments; individuals or entities; or to conduct any illegal activity;

(e) Unless the Agency does not share information about Clients with Partner Agencies, the Agency will attempt to obtain a verbal or written Release of Information from each Client that enables Client data to be shared electronically with other Partner Agencies in the HCIS;

(f) The Agency agrees to enter no less than the minimum data elements as outlined by Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice for each Client entered;

(g) The Agency shall ensure that any person issued a User ID and password for the HCIS receive client confidentiality training and have signed a User Policy and Statement of Ethics;

(h) The Agency shall follow, comply with, and enforce the User Policy and Code of Ethics.

2.2.2 Confidentiality and Informed Consent

Policy: Each Partner Agency shall uphold standards of data confidentiality and obtain informed consent before client data is entered into HCIS.

(a) Partner Agencies must uphold federal and state confidentiality regulations to protect client records and privacy.

(b) Partner Agencies must post the HCIS Client Privacy Notice at each desk (or comparable location), and a current version of the Privacy Notice must be provided on the Agency's website (if applicable).

(c) Partner Agencies must obtain a written or verbal Release of Information to share data electronically with Partner Agencies in HCIS. Users at Partner Agencies must be prepared to explain the terms of the Release of Information and answer client questions about how their information is collected, shared, and used.

(d) Partner Agencies must allow an individual to inspect and to have a copy of any personally identifying information about the individual and offer to explain any information the individual may not understand. Agencies must then consider any request by the individual for correction of inaccuracies or incompleteness in their personally identifying information, but Agencies are not required to remove any information and may, alternatively, mark information as inaccurate or incomplete, supplementing it with additional information.

(e) Partner Agencies will abide by the Federal confidentiality rules as contained in 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse records. In general terms, the Federal rules prohibit the disclosure of alcohol and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Partner Agency understands that the Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.

2.2.3 Additionally Protected Data

Specific health information (including medical diagnoses and condition details) is typically not collected by providers, but if it is, it is automatically treated as confidential with access restricted to the originating agency. Some providers (e.g., providers of Housing Opportunities for Persons with AIDS) may choose to restrict all client sharing of information by not completing a Release of Information for any clients. Domestic violence

victim service providers are prohibited from entering data into HCIS, and legal service providers are not to enter confidential client notes into HCIS.

2.2.4 Minimum Data Elements

Policy: Each Partner Agency shall input Minimum Data Elements as defined by the Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice for each client entered**.**

Partner Agencies that collect client data through the HCIS will endeavor to collect, at a minimum, the universal data elements and applicable program-specific data elements set forth in the 2014 HMIS Data Standards published by HUD. Partner Agencies may develop independent methods to gather this data.

Section 3: Training

3.1 Training Schedule

Policy: Homeward shall maintain an HCIS training schedule.

Homeward staff will publish a schedule for training and will offer education regularly. Each Continuum of Care will sign an annual contract that specifies the number of trainings to be offered in the Continuum. If no such arrangement is made, or additional training is required, training sessions can be scheduled as needed. Training sessions include 8 hours of training split over two consecutive days. Homeward recommends at least two training sessions per year. Partner Agencies are asked to RSVP for all training.

3.2 User, Administrator, and Security Training

Policy: Each HCIS User must receive appropriate training from Homeward staff.

Each User must receive HCIS training from Homeward staff before being granted access to the live system. Agency Administrators must attend an Agency Administrator training offered by Homeward in addition to User training. Partner Agencies will be notified of scheduled training sessions.

Section 4: Security Plan (User, Location, Physical and Data Access)

4.1 Access Privileges to System Software

Policy: Each Partner Agency shall adhere to standard procedures in requesting and obtaining system access.

Partner Agencies will apply the user access privilege conventions set forth in this procedure. Allocation of user access accounts and privileges will be made according to the format specified in this procedure:

(a) User access and user access levels will be determined by the Executive Director of the Partner Agency in consultation with the Agency Administrator. The Agency

Administrator will generate user names and passwords within the administrative function of the HCIS.

(b) The Agency Administrator will create all usernames using the first initial of first name and last name format. For example, John Doe's username would be JDoe. Where two Users share the same first initial and last name, Agency Administrators should use a sequential number, middle initial, or combination of these to generate a unique user name. (For example, John Edgar Doe and Jane Smith Doe could be JDoe1 and JDoe2, or JEDoe and JSDoe).

(c) Passwords are automatically generated from the system when a user is created. Agency Administrators will communicate the system-generated password to the user.

(d) The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters and contain 2 numbers.

(e) Passwords expire every 45 days, after which time Users are asked to choose a new password.

(f) The Agency Administrator shall terminate the rights of a user immediately upon termination from their current position. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 3 business days of the start of their leave. The Agency Administrator is responsible for removing users from the system and informing Homeward of their departure.

4.2 Access Levels for System Users

Policy: Users shall be assigned an access level appropriate to their role and authority within the Partner Agency.

Partner Agencies will manage the proper designation of user accounts and will monitor account usage. The Partner Agency agrees to apply the proper designation of user accounts and manage the use of these accounts by Partner Agency staff. It is the responsibility of the Agency Administrator to create and de-activate User accounts as needed.

There are nine (9) levels of access to the HCIS system detailed in

Appendix I: Service Point Access Matrix. The level of access granted to a User should be reflective of the access a user has to client level paper records and access levels should be need-based. Need exists only for those staff, volunteers, or designated personnel who work directly with (or supervise staff who work directly with) clients or have data entry responsibilities.

4.3 Access to Data

Policy: Partner Agencies shall enforce the user access privileges to the system data server.

The user access privileges to the system data server are as stated below:

(a) **User Access**: Users will only view the data entered by users of their own agency unless they are sharing a client with another Partner Agency.;

(b) **Raw Data**: Users who have been granted access to the HCIS Report Writer tool have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the HCIS server in raw format to an agency's computer, this data then becomes the responsibility of the agency. A Partner Agency should develop protocol regarding the handling of data downloaded from the Report Writer;

(c) **Agency Policies Restricting Access to Data**: The Partner Agencies must establish internal access to data protocols. These policies should include who has access, for what purpose, and how they can transmit this information. Issues to be addressed must include storage, transmission, and disposal of this data;

(d) **Access to Community and Regional Data**: Access will be granted based upon policies developed by Homeward.

4.4 Access to Client Paper Records

Policy: Partner Agencies shall establish procedures to handle access to client paper records.

These procedures will:

(a) Identify which staff has access to the client paper records and for what purpose. Staff should only have access to records of clients, which they directly work with or for data entry purposes;

(b) Identify how and where client paper records are stored;

(c) Develop policies regarding length of storage and disposal procedure of paper records;

(d) Develop policies on disclosure of information contained in client paper records.

4.5 Physical Access Control

Policy: Each Partner Agency shall adhere to Physical Access Control Procedures.

Physical access to the system data processing areas, equipment, and media must be controlled. Access must be controlled for the transportation of data processing media and other computing resources. The level of control is contingent on the level of risk and exposure to loss. Personal computers, software, documentation, and storage media (e.g., CDs, zip drives) shall be secured proportionate with the threat and exposure to loss. Available precautions include equipment enclosures, lockable power switches, equipment identification, and fasteners to secure the equipment.

(a) Homeward staff with the Agency Administrators within Partner Agencies will determine the physical access controls appropriate for their organizational setting based on the HCIS security policies, standards, and guidelines;

(b) All those granted access to an area or to data are responsible for their actions. Additionally, those granting another person access to an area are responsible for that person's activities;

(c) Printed versions of confidential data should not be copied or left unattended and open to unauthorized access;

(d) Media containing client-identified data will not be shared with any agency other than the owner of the data for any reason. HCIS data may be transported by authorized employees using methods deemed appropriate by the Partner Agency that meet the above standard. Reasonable care should be used, and media should be secured when left unattended;

(e) Magnetic media containing HCIS data that is released and or disposed of from the Partner Agency should first be processed to destroy any data residing on that media;

(f) Degaussing and overwriting are acceptable methods of destroying data;

(g) Responsible personnel must authorize the shipping and receiving of magnetic media, and appropriate records must be maintained;

(h) HCIS information in hardcopy format should be disposed of properly. This may include shredding finely enough to ensure that the information is unrecoverable.

4.6 Unique User Identification (ID) and Password

Policy: Each User shall be granted a unique user ID and password.

Only authorized users will be granted a user ID and password to ensure that only authorized users will be able to enter, modify, or read data.

(a) Each user will be required to enter a unique user ID with a password in order to logon to the system;

(b) User ID and passwords are to be assigned to individuals;

(c) The user ID will be the first initial and full last name of the user. Where two users share the same first initial and last name, Agency Administrators should use a sequential number, middle initial, or combination of these to generate a unique user name. (For example, John Edgar Doe and Jane Smith Doe could be JDoe1 and JDoe2, or JEDoe and JSDoe);

(d) The password must be no less than eight and no more than sixteen characters in length;

(e) The password must be alphanumeric and contain 2 or more numbers;

(f) Discretionary Password Reset - Initially each user will be given a password for one time use only. The first or reset password will be automatically generated by the HCIS and will be issued to the user by the Agency Administrator. Homeward staff is also available to agency staff to reset passwords. Because users must immediately change their assigned passwords, passwords may be communicated verbally or through email.

(g) Forced Password Change (FPC): FPC will occur every forty-five days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

(h) Unsuccessful Logon: If a user unsuccessfully attempts to logon three times, the user ID will be "locked out," and access to the system will be revoked until the user logs in with a new password.

(i) Access to computer terminals within restricted areas should be controlled through a password or through physical security measures;

(j) Each user's identity should be authenticated through an acceptable verification process;

(k) Passwords are the individual's responsibility, and users cannot share passwords;

(l) Any passwords written down should be securely stored and inaccessible to other persons. Users may not store passwords on a personal computer for easier log on.

4.7 Right to Deny User and Partner Agency's Access

Policy: Violations of security protocols shall result in denial of access to the HCIS.

A Partner Agency or an individual user may have system access suspended or revoked for violation of the security protocols. Serious or repeated violation by users of the system may result in the suspension or revocation of an agency's access.

(a) Homeward will investigate all reported and potential violations of security protocols.

(b) Homeward shall notify the Agency Administrator within one business day of any such suspension or revocation of access, the reason or reasons for such action, and the party responsible for further investigation of the issue.

(c) Any user found to be in violation of security protocols will be sanctioned accordingly. Sanctions may include, but are not limited to: a formal letter of reprimand, suspension of system privileges, revocation of system privileges, or criminal prosecution.

4.9 Data Access Control

Policy: Partner Agencies and Homeward staff shall monitor access to system software.

Agency Administrators at Partner Agencies and Homeward staff will regularly review user access privileges and remove identification codes and passwords from their systems when users no longer require access. Agency Administrators at Partner Agencies and Homeward staff must implement discretionary access controls to limit access to HCIS information when available and technically feasible. Partner Agencies and Homeward staff must audit all unauthorized accesses and attempts to access HCIS information.

4.10 Auditing: Monitoring and Violations

Policy: Homeward staff will monitor access to systems that could potentially reveal a violation of information security protocols.

Violations will be reviewed for appropriate disciplinary action that could include license revocation or criminal prosecution.

All exceptions to these standards are to be requested in writing by the Executive Director of the Partner Agency and approved by the Executive Director of Homeward as appropriate. Monitoring shall occur as follows:

(a) Monitoring compliance is the responsibility of Homeward;

(b) All users and custodians are obligated to report suspected instances of noncompliance;

(c) Homeward staff will review potential security violations and require or recommend corrective or disciplinary action to the agency;

(d) Users should report security violations to the Agency Administrator, and the Agency Administrator will report to Homeward staff.

(e) Should there be a violation by the Agency Administrator, users should report directly to Homeward staff.

4.11 Local Data Storage

Policy: Client records containing identifying information that are stored within the Partner Agency's local computers are the responsibility of the Partner Agency.

Partner Agencies should develop policies for the manipulation, custody, and transmission of client-identified data sets. A Partner Agency will develop policies consistent with Information Security Policies outlined in this document regarding client-identifying information stored on local computers.

Note: Services provided through Mediware Systems, Inc. for hosting of the HCIS application and database also include a Disaster Recovery Plan providing for nightly backups and offsite storage.

4.12 Transmission of Client Level Data

Policy: Client level data will be transmitted in such a way as to protect client privacy and confidentiality.

Administrators of the system server data must be aware of access-control vulnerabilities for that data while they are in transmission within the network. Transmission will be secured by 128-bit encryption provided by SSL Certificate protection, which is loaded at the HCIS server.

4.13 Compliance and Monitoring

Policy: Agencies and users must help ensure the security, privacy, and confidentiality of client data.

In December 2011, the U.S. Department of Housing and Urban Development released a proposed rule to establish regulations for HMIS, which is the currently prevailing set of regulations governing HMIS operations. (Federal Register, Vol. 76, No. 237, pages 76917 – 76927.) The HEARTH Act (2009) required HUD to ensure the operation of and consistent participation in HMIS. The HEARTH Act codified the Continuum of Care planning process and certain data collection requirements as well as operation of and participation in HMIS for certain funded programs and agencies.

The CoC is responsible for ensuring that the HMIS for the Continuum of Care (CoC) is operated in accordance with the provisions of the new regulations and other applicable laws. The HMIS Lead is responsible for developing written policies and procedures for all agencies using HMIS by executing a participation agreement and monitoring compliance. Governing policies and procedures must provide for the security, confidentiality, and privacy of data
.
Established in July 2013, the HMIS Policies Committee is responsible for providing information and guidance to the Greater Richmond CoC and other CoCs and Local Planning Groups (LPGs) related to the implementation of HMIS. This committee will ensure that all HUD funded organizations are trained in and fully utilizing HMIS. This committee will provide input, oversight, and guidance on the development of HMIS policies and procedures and ensure that all CoCs and LPGs covered in this implementation of HMIS meet or exceed all federal and applicable regulations.

HUD regulations lay out a number of requirements for CoCs, HMIS Leads, and agencies participating in HMIS. In addition to the technological requirements for HMIS participating agencies (laid out in the Policies and Procedures document), there are a number of requirements for HMIS participating agencies to ensure the security, privacy, and confidentiality of client data.

As laid out in the Policies and Procedures and other approved HMIS documents, the requirements for compliance with HMIS are as follows:
- Meeting or exceeding technical and system requirements
- Participation in training for users according to level of access
- Complying with the User Policy and Code of Ethics
- Execution of signed participation agreements
- Complying with the policies and procedures and data quality standards set forth in the Policies and Procedures document not otherwise specified.

All users of HMIS agree to notify a System Administrator, the HMIS Lead, or LPG or CoC leadership of violations of the policies and procedures or User Policy and Code of Ethics. Additionally, HMIS Lead staff and/or System Administrators may identify lack of compliance during the provision of services and training related to HMIS. Finally, the HMIS Policies Committee may develop additional monitoring processes and request additional reports from the HMIS Lead concerning progress toward full compliance by all users or agencies.

For violations of compliance that threaten the HMIS implementation as a whole (e.g. violations of client or system data, sharing of licenses, failure to signed written agreements as required in 24 CFR 580.9), usage of HMIS will be immediately revoked or require a plan to rectify the lack of compliance within 48 hours upon agreement with the HMIS Lead in consultation with the relevant CoC or LPG leadership. The HMIS Lead will then notify HUD, DHCD, and other relevant funders of the change in usage status.
For violations of compliance that do not pose an immediate threat to the privacy, security, or confidentiality of client or system data (e.g., not meeting the timeliness standard for data entry), the participating agency may seek a waiver of the standard from the HMIS Policies Committee in consultation with the HMIS Lead. If a waiver is not granted, the

agency found to be out of compliance will receive a written warning from the HMIS Lead and asked to develop a plan to rectify the lack of compliance within 7 business days. If an agency continues to be out of compliance, the HMIS Policies Committee will review the matter and make a recommendation for a sanction.

Agencies participating in HMIS with concerns about the sanctions process including waivers may file an appeal with the relevant CoC board or LPG. The notice of appeal must include a written statement specifying in detail all grounds asserted for the appeal. The appeal must be submitted by an individual authorized to represent the agency and must include the specific sections of the compliance process on which the appeal is based. The CoC or LPG leadership will review the appeal in consultation with the HMIS Policies Committee and the HMIS Lead and notify the appealing agency of its decision.
All eligible appeals will be read, reviewed, and evaluated by the CoC or LPG leadership within 48 hours of the appeal. The CoC or LPG leadership will provide a determination of the appeal to the appealing applicant and the HMIS Policies Committee. The recommendation of the CoC or LPG leadership will be final. A written summary of the CoC or LPG leadership decisions will be provided to the appealing agency.

Section 5: Technical Support and System Availability

5.1 Planned Technical Support
Policy: Homeward staff shall offer technical support to all Partner Agencies on use of the system software.

Homeward staff will assist agencies in:

(a) Start-up and implementation;

(b) On-going technical assistance;

(c) Training;

(d) Technical assistance with report writing and any other additional modules.

5.2 Partner Agency Service Request
Policy: Homeward staff shall respond to requests for services.

All Users may make service requests. The preferred method of sending a request in through the helpdesk email: hcis@homewardva.org, and Users may also call HCIS staff for assistance. The advantage of using the helpdesk email is that all staff have access to it, so they can respond more quickly to User needs.

5.3 Hours of System Operation
Policy: System shall be accessible 24 hours a day 7 days a week with the exception of a weekly routine maintenance window of a two hour duration. At present, this maintenance window is identified for Wednesday evenings from 5:00 to 7:00 p.m.

The system will be available to the community of users in a manner consistent with the user's reasonable usage requirements.

5.4 Planned Interruption to Service

Policy: Homeward staff shall inform Partner Agencies of any planned interruption to service except for routine maintenance as described in 5.3 Hours of System Operation.

Partner Agencies will be notified of planned interruption to service one (1) week prior to the interruption. Homeward staff will notify Partner Agencies via e-mail the schedule for the interruption to service. An explanation of the need for the interruption will be provided and expected benefits or consequences articulated. Homeward staff will notify Partner Agencies via e-mail that service has resumed.

5.5 Unplanned Interruption to Service

Policy: Homeward shall notify each Partner Agency of unplanned interruption to service in a timely manner.

Partner Agencies may or may not be notified in advance of unplanned interruption to service. Partner Agencies will be notified of unforeseen interruption to service that are expected to exceed two (2) hours. When an event occurs that makes the system inaccessible, Homeward staff and Bowman Systems may make a determination to switch service to the secondary server. At this point, users will be able to resume operation. The procedure will be as follows:

- (a) Event is detected;
- (b) Analyzed;
- (c) Repair the problem within two (2) hours or switch to secondary server;
- (d) Resume operation at Partner Agency.

When production server becomes available:

- (a) During the next full backup process, production server will be restored with latest data from secondary server;
- (b) Homeward staff will notify via e-mail that service has resumed;
- (c) Return to normal operation.

Section 6: HUD Resources

6.1 HUD Data and Technical Standards

HUD publishes data and technical standards to ensure that data that is required to fulfill HUD reporting requirements is collected in a consistent manner and that privacy and security of client information is protected. Currently applicable standards are:

- The July 2004 Data and Technical Standards Final Notice (FR 4848-N-02 – available at

https://www.hudexchange.info/resources/documents/2004HUDDataandTechnicalStandards.pdf.)

- The March 2010 Homeless Management Information System (HMIS) Data Standards – Revised Notice (available at http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf)
- The August 2014 HMIS Data Standards Manual (available at https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf.)

In addition, the HMIS proposed rule (available at https://www.onecpd.info/resources/documents/HEARTH_HMISRequirementsProposedRule.pdf) published in December 2011 is currently under revision and is not currently in effect. Basically, the proposed rule includes 1) uniform technical requirements of HMIS; 2) proper collection of data and maintenance of the database; and 3) confidentiality of the information in the database.

For 2017, the 2017 HMIS Data Standards Manual was issued, effective October 1, 2017, and available here: https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2017.pdf.

For 2016, critical changes were incorporated into the 2014 HMIS Data Standards Manual available here: https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

For 2015, critical changes were announced and described here: https://www.hudexchange.info/news/hud-releases-critical-changes-to-the-2014-hmis-data-standards/; however the link to the data manual does not currently work (as of July 7, 2017).

Appendix I: Service Point Access Matrix

ServicePoint® User Roles Version 5.11 September 5, 2014	Resource Specialist II	Case Manager I	Case Manager II	Case Manager III	Agency Admin	Read Only III	System Admin I	System Admin II
ClientPoint								
View client record		X	X	X	X	X	X	X
View inactive client record								X
Modify client record		X	X	X	X		X	X
Delete client record					X		X	X
Delete any client record								X
Ability to modify static client security		X	X	X	X		X	X
Ability to modify dynamic client security		^	^	^	^		^	X
View client releases of information		X	X	X	X	X	X	X
Modify / delete client releases of information		X	X	X	X		X	X
View case managers		X	X	X	X	X	X	X
Modify / delete case managers		X	X	X	X		X	X
View Assessments Tab		X	X	X	X	X	X	X
Add/Edit client answers In Assessment Tab		X	X	X	X		X	X
View Case Plans Tab		X	X	X	X	X	X	X
Add/Edit goals, case notes, action steps Case Plans		X	X	X	X		X	X
View client incidents		X	X	X	X	X	X	X
Modify / delete client incidents			X	X	X		X	X
View client needs/services/referrals		X	X	X	X	X	X	X
Modify / delete client needs/services/referrals		X	X	X	X		X	X
View client entry/exits		X	X	X	X	X	X	X
Modify / delete client entry/exits		X	X	X	X		X	X
View client file attachments		X	X	X	X	X	X	X
Modify / delete client file attachments		X	X	X	X		X	X
Delete Households								X
Delete Households (with restrictions)*		X	X	X	X		X	
ResourcePoint	X	X	X	X	X	X	X	X
ShelterPoint								
CommunityPoint								
Global Action given to users in order to disable/hide admin areas which should not be accessible	X							

ServicePoint® User Roles Version 5.11 September 5, 2014	Resource Specialist II	Case Manager I	Case Manager II	Case Manager III	Agency Admin	Read Only III	System Admin I	System Admin II
CallPoint								
Modify Call Records		X	X	X	X		X	X
View Call Records		X	X	X	X		X	X
View Inactive Call Records								X
Reports								
Ability to view the reports tab and run reports		X	X	X	X		X	X
Enable the ability to generate system-wide reports								X
Enable ability to delete subordinate or parent provider ReportWriter reports								X
Audit Reports								
Audit Report					X		X	X
User information					X		X	X
User Login					X		X	X
Audit Access Report								X
Provider Reports								
AHAR Report					X	X	X	X
Call Record Report		X	X	X	X	X	X	X
Client Served Report		X	X	X	X	X	X	&
Client Intake Report					X		X	X
Daily Unit Report		X	X	X	X	X	X	X
Duplicate Client Report						X		X
Entry/Exit Report		X	X	X	X	X	X	&
ESG Caper Report		X	X	X	X	X	X	&
PATH Report		X	X	X	X	X	X	&
Referrals Report		X	X	X	X	X	X	X
Service Transaction Report		X	X	X	X	X	X	X
Needs Report		X	X	X	X	X	X	&
Report/Writer								
FundManager								
Modify the Provider Preferences controlling FundManager Fund/Vendor creation							X	X
Full control in the FundManager module								X
Create/modify legacy-style, limited Funds based on the legacy Funding Sources Picklist							X	X
Access to FundManager module, even if User is not a Review Agent or Fund Administrator					X		X	X

ServicePoint® User Roles Version 5.11 September 5, 2014	Resource Specialist II	Case Manager I	Case Manager II	Case Manager III	Agency Admin	Read Only III	System Admin I	System Admin II
Administration								
Add / edit / delete users					@		X	X
View users					@		X	X
View Inactive Users							X	X
Reset bad login attempts for users					@		X	X
Reset Passwords					@		X	X
Able to assign resource groups to users					@		X	X
Add Provider							X	X
Edit Provider	#				#		X	X
Delete Provider	%				%		X	X
View inactive providers								X
Modify Provider Visibility information					X		X	X
Modify Provider Services in Provider Admin	@				X		X	X
Modify Provider Profile information	X				X		X	X
View Provider Maintenance information	X				X		X	X
Modify Provider Maintenance information	X				X		X	X
Add Subordinate Providers	X				X		X	X
Modify Provider Configuration information	X				X		X	X
View Provider Configuration information	X				X		X	X
View Provider Display Settings	X				X		X	X
Modify Provider Display Settings	X				X		X	X
Add / edit / remove agency news	X	X	X	X	X		X	X
Add / edit / remove system news							X	X
Access to Create / Read / Update / Delete assessment information. User can change settings							X	X
Access to AIRS Taxonomy Admin							X	X
View Picklists							X	X
Modify Picklists							X	X
Purchase licenses							X	X
Allocate and assign licenses					X		X	X
Shadow Mode					X		X	X
View resource groups							X	X
Add / edit / delete resource groups							X	X
View reporting groups					X		X	X
Add / edit / delete reporting groups					X		X	X
View visibility groups					X		X	X
Add / edit / delete only local visibility groups					X		X	
Add / edit / delete all visibility groups								X
View EDA groups					X		X	X
Add / edit / delete EDA groups					X		X	X
Send system emails (using Email Admin)	X				X		X	X
View System Preferences							X	X
Modify System Preferences							X	X
Access to Measurements Admin							X	X
Access to review records in Provider Approval Bin							X	X
Other								
Export of Providers							X	X
Provider Admin sections disabled when the provider is outside the current provider's tree								
Bypass Security For the current tree (same as agency-admin bypass in SP v3&4)				X	X		X	
Bypass Security						X		X
Bypass Release of Info							X	X
Delete any assessment data system-wide								X
Enter Data As other users		X	X	X	X		X	
Enable Backdate Mode	^	^	^	^	^		^	^
Backdate Release of Info		X	X	X	X		X	X
System Support								
Generate XML Exports								X

X: Users have access to this section of *ServicePoint or* **@:** Users have access to this section for only their provider or EDA provider.

* A) when household is NOT used by the providers outside of the user's provider or providers in the user's Enter Data As (EDA) list*, and the house

   B) When the household IS used but only by the user's provider or providers in the user's EDA list*, and the household does NOT contain clients w

%: Users can neither delete the Provider they belong to, nor any of their Parent Providers.

#: Users cannot edit their Parent Provider, they may edit their own provider or their Subordinate Providers Only.

^: Action can be done only *If allowed in the user permissions*

&: Users can run the report for Provider Groups.

Appendix II: Data Quality and Monitoring Plan

Homeward worked with representatives from the CoCs that are a part of its multi-site HMIS implementation to develop appropriate data quality standards. As a part of this process, staff reviewed HUD guidelines and data quality recommendations, as well as plans from other communities.

This plan details the minimum data quality standards, as well as a monitoring plan that describes how data quality will be assessed on a quarterly basis.

Data Quality Plan

Components of a data quality plan should include timeliness; completeness of data, clients served, and bed utilization; accuracy and consistency; monitoring; and incentives and enforcement (HUD HMIS TA Initiative, 2009). These components are addressed below.

Timeliness

Policy: All universal data elements should be collected on all clients at intake. Information should be entered into HCIS within an appropriate number of days (by program type). Complete and accurate data for the quarter must be entered into HCIS by the 15th of the following month (i.e., April 15 for Q1, July 15 for Q2, October 15 for Q3, and January 15 for Q4).

Purpose: Data in HCIS needs to be up to date in order to ensure timely and accurate reporting. Minimizing the amount of time between intake/data collection and data entry increases accuracy and provides opportunities for follow up if additional information is needed.

Proposed standards: The table below describes standards for entering client records. Note that there may be other standards required by funders (e.g., recertifications of information).

Program type	# days for entering client records
Coordinated assessment	1 week
Day shelter	1 week
Emergency shelter	1 week
Street outreach	1 week
Permanent housing (housing only, housing with services, and permanent supportive housing)	2 weeks
Homelessness prevention	1 week
Permanent housing – rapid rehousing	1 week
Safe Haven	2 weeks
Services only	1 week

Transitional housing	2 weeks
Other	2 weeks

Monitoring: Initially, average time between entry date and entry of the client record in HCIS will be monitored on a quarterly basis.

<u>Completeness: Data</u>

Policy: Information entered into HCIS should be truthful, accurate, and complete.

Purpose: Data that accurately describes the characteristics and needs of clients helps ensure that appropriate services and programs exist in the community. Missing data can negatively impact a provider's ability to provide appropriate services. Additionally, complete information is important for reporting purposes (including the NoFA and the AHAR) and can affect funding for the CoC and its providers.

Standard: The table below describes, by program type, the amount of allowable missing data. Note that in spite of the idea that some amount of missing data is allowed, providers will be asked to fix as much missing data as they are able to in order to facilitate accurate and complete reporting.

Overall, less than 2% missing data in any universal data element or program-specific data element field is suggested, with an exception made for outreach programs, which are expected to try to get good data from clients over time. Also note that due to the nature of Social Security Numbers, up to 5% don't know/refused is acceptable.

Program type	% allowable missing	*% allowable don't know/refused
Coordinated assessment	2%	3%
Day shelter	2%	3%
Emergency shelter	2%	3%
Street outreach	10%	10%
Permanent housing (housing only, housing with services, and permanent supportive housing)	2%	3%
Homelessness prevention	2%	3%
Permanent housing – rapid rehousing	2%	3%
Safe Haven	2%	3%
Services only	2%	3%
Transitional housing	2%	3%
Other	2%	3%

*Social Security Numbers may have higher rates of don't know/refused – up to 5%.

Monitoring: On a quarterly basis, data completeness reports will be generated for all programs that use HCIS.

Completeness: Clients Served and Bed Utilization

Policy: Accurate information should be entered in HCIS on all clients who access the homeless services system. The expectation is that all clients who receive services from a program that uses HCIS will have a corresponding record in the system.

Purpose: Not entering or exiting clients can result in inaccurate estimates of the number of clients served during a time period. In addition to ensuring that the appropriate data elements are entered, programs that serve clients in residential settings (e.g., emergency shelter, permanent housing, permanent supportive housing, Safe Haven, and transitional housing) need to keep their entry/exits up to date. High or low utilization rates can be a sign that there are problems that need to be addressed with data entry or that there are programmatic changes that need to be reflected in the system (e.g., a change in the number of available beds).

Standard: All clients should be entered into HCIS, and their records should be closed shortly upon their leaving the program.

Monitoring: On a quarterly basis, utilization rates will be provided to residential programs and open entries reports provided to other program types.

Accuracy/Consistency

Policy: Accurate information that utilizes consistent definitions is entered into HCIS.

Purpose: To ensure that data elements have a common meaning among users so that data has a consistent meaning.

Standard: All data in HCIS shall be collected and entered in a common and consistent manner across all programs. All users of the system must complete an initial training before accessing the live system. All users must recertify their knowledge of consistency practices on an annual basis. A basic intake form that collects data in a consistent manner will be available to all programs, which they can alter to meet their additional needs, provided the base document does not change.

Current HMIS Data Standards are posted on Homeward's website.

Data Quality Process/Monitoring

Policy: Programs and agencies should receive information about data quality on a quarterly basis and use this information to identify and resolve any issues.

Purpose: To ensure that the standards for timeliness, completeness, and accuracy are met and that data quality issues are identified and resolved.

Standard:

- Agencies and CoC coordinators provide timely updates to HCIS staff regarding any changes to programs (e.g., program closings, new programs, capacity).
- HCIS or CoC staff will run data quality reports on at least a quarterly basis and provide them to the agencies to review.
- Program providers will review their data and make necessary corrections to meet the above data standards.
- HCIS staff will assist providers in correcting data and updating program information as needed.

Incentives/Enforcement

Incentives and enforcement policies will be developed on a CoC level. In the Greater Richmond CoC, incentives and enforcement will be addressed as a part of the Performance Improvement committee.

2018 HDX Competition Report

PIT Count Data for VA-521 - Virginia Balance of State CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	654	722	718
Emergency Shelter Total	392	439	442
Safe Haven Total	0	0	0
Transitional Housing Total	106	124	111
Total Sheltered Count	498	563	553
Total Unsheltered Count	156	159	165

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	58	39	38
Sheltered Count of Chronically Homeless Persons	34	15	12
Unsheltered Count of Chronically Homeless Persons	24	24	26

2018 HDX Competition Report

PIT Count Data for VA-521 - Virginia 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	**85**	**102**	**98**
Sheltered Count of Homeless Households with Children	77	94	86
Unsheltered Count of Homeless Households with Children	8	8	12

Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**22**	**29**	**35**	**36**
Sheltered Count of Homeless Veterans	13	24	26	28
Unsheltered Count of Homeless Veterans	9	5	9	8

2018 HDX Competition Report

HIC Data for VA-521 - Virginia 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	607	248	240	66.85%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	168	30	0	0.00%
Rapid Re-Housing (RRH) Beds	401	28	373	100.00%
Permanent Supportive Housing (PSH) Beds	50	0	49	98.00%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	1,226	306	662	71.96%

2018 HDX Competition Report

HIC Data for VA-521 - Virginia 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	30	21	45

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	93	137	88

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	351	511	401

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Summary Report for VA-521 - Virginia 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	1628	1554	37	41	4	21	24	3
1.2 Persons in ES, SH, and TH	1628	1554	37	41	4	21	24	3

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")	1626	1545	81	100	19	28	40	12
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	1626	1556	81	101	20	28	40	12

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	0	0		0		0		0	
Exit was from ES	543	60	11%	37	7%	31	6%	128	24%
Exit was from TH	1	0	0%	0	0%	0	0%	0	0%
Exit was from SH	0	0		0		0		0	
Exit was from PH	902	6	1%	25	3%	28	3%	59	7%
TOTAL Returns to Homelessness	1446	66	5%	62	4%	59	4%	187	13%

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	654	722	68
Emergency Shelter Total	392	439	47
Safe Haven Total	0	0	0
Transitional Housing Total	106	124	18
Total Sheltered Count	498	563	65
Unsheltered Count	156	159	3

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	1638	1587	-51
Emergency Shelter Total	1638	1579	-59
Safe Haven Total	0	0	0
Transitional Housing Total	11	11	0

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)	26	30	4
Number of adults with increased earned income	0	0	0
Percentage of adults who increased earned income	0%	0%	0%

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)	26	30	4
Number of adults with increased non-employment cash income	5	6	1
Percentage of adults who increased non-employment cash income	19%	20%	1%

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)	26	30	4
Number of adults with increased total income	5	6	1
Percentage of adults who increased total income	19%	20%	1%

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)	169	169	0
Number of adults who exited with increased earned income	6	13	7
Percentage of adults who increased earned income	4%	8%	4%

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)	169	169	0
Number of adults who exited with increased non-employment cash income	1	10	9
Percentage of adults who increased non-employment cash income	1%	6%	5%

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)	169	169	0
Number of adults who exited with increased total income	7	19	12
Percentage of adults who increased total income	4%	11%	7%

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.	1512	1463	-49
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.	249	283	34
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)	1263	1180	-83

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.	2419	2451	32
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.	357	367	10
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.)	2062	2084	22

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	40	15	-25
Of persons above, those who exited to temporary & some institutional destinations	6	0	-6
Of the persons above, those who exited to permanent housing destinations	10	4	-6
% Successful exits	40%	27%	-13%

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	2272	2243	-29
Of the persons above, those who exited to permanent housing destinations	1353	1298	-55
% Successful exits	60%	58%	-2%

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	44	61	17
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	39	55	16
% Successful exits/retention	89%	90%	1%

2018 HDX Competition Report
FY2017 - SysPM Data Quality

VA-521 - Virginia 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 into 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	380	432	378	369	112	108	146	151	107	55	30	38	206	278	351	480				
2. Number of HMIS Beds	314	262	226	263	93	0	0	7	60	37	30	35	198	234	351	480				
3. HMIS Participation Rate from HIC (%)	82.63	60.65	59.79	71.27	83.04	0.00	0.00	4.64	56.07	67.27	100.00	92.11	96.12	84.17	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	1444	1361	1398	1357	132	2	11	8	47	45	45	45	1505	1211	1117	1382	0	4	15	0
5. Total Leavers (HMIS)	1297	1225	1255	1221	131	2	3	8	12	12	8	9	1261	892	746	967	0	2	11	0
6. Destination of Don't Know, Refused, or Missing (HMIS)	477	390	38	190	5	0	0	0	0	0	0	0	55	46	44	34	0	0	5	0
7. Destination Error Rate (%)	36.78	31.84	3.03	15.56	3.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.36	5.16	5.90	3.52		0.00	45.45	

2018 HDX Competition Report
Submission and Count Dates for VA-521 - Virginia Balance of State CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/24/2018	

Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/26/2018	Yes
2018 HIC Count Submittal Date	4/26/2018	Yes
2017 System PM Submittal Date	5/29/2018	Yes

Prepared by the Virginia Department of Housing and Community Development (DHCD) serving as the Lead Agency for the Virginia Balance of State CoC (VA-521)

The coordinated assessment system is a multi-step process implemented at the local planning group level to first, triage the housing crisis and assist with the immediate housing need (prevention, emergency shelter, other referral). Second, determine the best permanent housing intervention (case management/housing counseling, rapid re-housing, permanent supportive housing, other referral) based on severity of need and prioritize resources based on vulnerability. Third, make referrals to the most appropriate services available in each community. This system does not guarantee that an individual will meet the final eligibility requirements or receive a particular housing option.

Purpose and Background

As required by the CoC Program interim rule at 24 CFR 578.7(a)(8), CoCs are required to establish a Centralized or Coordinated Assessment System. The Virginia BoS CoC coordinated entry process is localized to the 12 local planning groups that make up the CoC and follows the requirements, policies and procedures, and standardizations approved by the BoS Steering Committee. The BoS CoC Coordinated Entry's standardized procedures are designed to:

- Allow anyone who needs housing assistance to know where to get assistance, to be assessed in a standard and consistent way, and to connect with services that best meet their needs;
- Ensure clarity, transparency, consistency, and accountability for those who are having a housing crisis and well as referral sources and homeless services providers throughout the assessment, referral, and service provision process;
- Ensure clients gain access to the most appropriate type of service intervention available to meet their immediate and long-term housing needs;
- Standardize data collection methods using HMIS (where applicable) to ensure client data is secure, authorized, protected, and shared according to all applicable laws and standards.
- Ensure those who are the most vulnerable and have the highest barriers are prioritized for resources.

Coordinated Entry is not a stand-alone solution to end homelessness or a solution to the shortage of affordable housing. Ending homelessness and increasing affordable housing takes community, state, federal, and private sector buy-in to make the decisions to prioritize, develop the capacity, and fund these efforts. CE is designed to streamline the homeless service system to meet the following objectives:

- Uniform and standardized assessments to be used for all those seeking assistance and procedures for determining the appropriate level of assistance to resolve their housing crisis;
- Establishment of uniform guidelines to include prevention, outreach, emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing;
- Agreed upon prioritization for prevention and housing assistance; and
- Referral procedures to facilitate coordination to system providers and mainstream resources.

Access

- Coordinated Entry Access Points

Each LPG has either a centralized or multiple, physical, coordinated access points that ensure persons from across the entire geography of the LPG are able to access the homeless crisis response system. In addition to access points, each LPG has one phone number where persons can access services. This number is published on the DHCD website (http://www.dhcd.virginia.gov/images/Housing/Crisis-Assistance-Directory.pdf)and throughout each LPG.

Local Planning Groups	Access Point	Counties/Cities covered
LENOWISCO	Family Crisis Support Services **1-800-572-2278**	Lee, Scott, Wise, and Norton
Cumberland Plateau	People Incorporated **276-619-2240**	Buchanan, Dickenson, Russell, Tazewell, Washington, and City of Bristol
HOPE Inter-Agency Council on Homelessness	HOPE, Inc. Housing Solution Coordinator **276-228-6280 ext. 253**	Bland, Carroll, Grayson, Smyth, Wythe, and City of Galax
Housing Partnership of the New River Valley	Coordinated Entry **540-633-5133**	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, and City of Radford
Foothills Housing Network	FHN Central Entry **540-724-6630**	Culpeper, Fauquier, Madison, Orange, and Rappahannock
Valley Local Planning Groups	Waynesboro Redevelopment and Housing Authority **540-946-9230**	Augusta, Highland, Bath, Rockbridge, cities of Staunton, Waynesboro, Lexington, Buena Vista
West Piedmont Better Housing Coalition	Piedmont Community Services - ListenLine **1-877-934-3576**	City of Danville, Franklin, Henry, City of Martinsville, Patrick, and Pittsylvania
Southside Local Planning Group	Tri-County Community Action **434-575-7916**	Brunswick, Charlotte, Halifax, and Mecklenburg
Heartland Local Planning Groups	STEPS, Inc. **434-696-1117**	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, and Prince Edward
Norther Neck Middle Peninsula	The Haven	Lancaster, Westmoreland,

Housing Partnership	1-800-224-2836	Northumberland, Richmond County, Essex, Gloucester, Mathews, Middlesex, King and Queen, King William
Crater Area Coalition on Homelessness	St. Joseph's Villa Flagler Housing Resource Center 804-722-1181	City of Colonial Heights, Dinwiddie, City of Emporia, Greensville, City of Hopewell, City of Petersburg, Prince George, Surry, and Sussex
Community Partners of the Eastern Shore	Accomack-Northampton Planning District Commission 757-787-2936	Accomack and Northampton

During non-business hours, each LPG will have an after-hours phone contact. This line will only be able to connect a person to temporary emergency shelter (hotel voucher, or shelter bed) if the resource is available, and to provide information on how to contact coordinated entry during regular business hours. If shelter is available, this will be treated the same as outreach and the client will be connected to coordinated entry the nest business day. This will be done virtually by HMIS, by phone, or via a physical location.

- Marketing Coordinated Entry

Each LPG will have marketing materials for coordinated entry to address FAQs. At a minimum, the questions listed below will be answered. The answers to these questions may vary depending on the local planning group; but in general, the answers provided below give a general template for how the questions are answered. This documented will be distributed across the LPG to stakeholders including but not limited to: Dept. of Social Services, Food Banks, Community Service Boards, Police Dept., Public Schools, Community Colleges, Community Action Agencies, Homeless Service Providers, Housing Authorities, etc.

1. Who is the point of contact for Coordinated Entry?
   If you have questions, comments, or other feedback regarding coordinated entry for the VA Balance of State, contact Andriea Ukrop, CoC Program Coordinator, VA Department of Housing and Community Development.
   804-371-7128, Andriea.ukrop@dhcd.virginia.gov

2. What happens when a client shows up at a program for housing assistance?

   Clients presenting at any community provider are referred to the nearest coordinated entry access point for triage via phone or physical location.

3. What does the coordinated entry process look like for clients at an access point?
   a. Client identifies current housing crisis and is triaged to address current need (prevention or homeless services).
   b. Based on need, immediate crisis is addressed (mediation, housing search, resource referral, emergency shelter referral, etc.).
   c. All households who are not unsheltered or in shelter are screened for diversion. This occurs by having a strengths-based conversation with the household to help them identify alternatives to shelter.
   d. Once immediate crisis is obverted, an assessment is conducted to prioritize further services to obtain and/or stabilize housing.
   e. Referrals to prevention, rapid re-housing and permanent supportive housing (where available) are made based on prioritization.
   f. This process is conducted over the course of three to five days.

4. How are clients prioritized for services?

   Clients are assessed using either the BoS Prevention Screening Tool or the VI-SPDAT depending on the housing crisis. These tools help determine a household's vulnerability and barriers to housing. The score is used as the basis for prioritizing those who are in need of services. Although, there may be extenuating circumstances that lead to an increased prioritization [target population (vets, DV, youth), funding availability, eligibility, pilot projects, etc.] for a specific household.

5. Will clients be automatically deemed eligible for housing services?

   The access points do not determine eligibility or conduct a program intake; however, the access points do make referrals based on the information provided and coordinate with prevention, emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing programs.

Each LPG reviews/updates CE advertising and marketing materials at least annually to ensure that all individuals and families in need know how to access the CE system. CE system partners must post these materials in locations at their agency that are accessible to the public. The CoC also makes these materials available to other community-based organizations and at events. In addition, each LPG provides access updates to 211 annually.

- Cultural and Linguistic Competence

Cultural and linguistic competence involves understanding and appropriately responding to unique cultural variables, including age, ability, beliefs, ethnicity, experiences, gender identity, gender, linguistic background, national origin, religion, sexual orientation and socioeconomic status. CE staff are expected to be culturally and linguistically competent and are strongly encouraged to engage in training opportunities to build these skills. They are also expected to draw upon their experiences and growing knowledge of cultural and linguistic competence to assess the cultural and linguistic competency of tools, assessments, and strategies, and to develop referral partnerships with culturally and linguistically competent partners.

- Coordinated Entry and Outreach

Comprehensive and coordinated outreach, including to encampments, other unsheltered locations, and to community-based organizations, ensures that individuals and families in need have access, through the CE system, to safe, stable, and affordable housing, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status.

When outreach workers identify households who are unsheltered and not engaged with a homeless services provider, the outreach worker connects the household to coordinated entry. This may occur virtually via HMIS data entry, by phone, or via a physical location depending on the wishes of the households. If a household chooses not to accept services at the time of outreach, the outreach worker will continue to engage with the household and keep updated data to ensure services are prioritized appropriately once the persons agrees to accept housing assistance.

- Coordinated Entry Access and Services

Access points collect minimal client information to triage the current housing crisis and assess safety. If safety is a concern due to fleeing, or attempting to flee domestic violence, or a victim of trafficking the coordinated entry staff will assist the person in developing a temporary safety plan and provide immediate referral to the local domestic violence agency. The household will then be prioritized and served via shelter and permanent housing services to meet their safety needs.

All households are engaged in a problem-solving conversation to address the household's current housing crisis. This should include a discussion of alternative resources available to the household, linkages to mainstream and natural supports, and light-touch assistance. If diversion is not an appropriate option, then a shelter referral is made.

All LPGs will have a coordinated entry project in HMIS (HCIS) and will have local planning group procedures regarding the data entry. HMIS is used for data collection, and tracking (except when DV is the reason for homelessness). At a minimum, collect the following for the head of household: name, gender, race, ethnicity, BoB, SSN, and other "red" questions as able. To exit the household the assessment disposition must be completed.

See HCIS Policies and Procedures for additional information (including security and confidentiality protocols)- http://endhomelessnessrva.org/working-groups/hcis-committee

Access points have knowledge of all possible referrals available, eligibility requirements, and utilization/capacity information. However, access points do not determine eligibility or conduct a program intake; however, the access points do make referrals based on the information provided and coordinate with prevention, shelter, transitional housing, rapid re-housing, and permanent supportive housing programs.

BoS CoC Service Standards				
Service Type	Target Population	Eligibility Requirement	Services Provided	Expected Outcome
Outreach	All unsheltered Homeless	Unsheltered Homeless	- Visit physical locations - Develop trusting relationships - Coordinate services - Provide provisions (food, clothing, blankets, transportation, etc) - Provide crisis intervention and linkages to mainstream resources	50% of persons served in outreach will receive housing services
Targeted Prevention	Unstably Housed Prior homeless episode Under 15% AMI	Income less than 30% AMI Imminent homelessness (14 days or less)	- Mediation - Provide crisis intervention and linkages to mainstream resources - Housing location - Case Mgmt/Stabilization Planning - Financial Assistance (short-term)	80% of persons served will not become homeless
Emergency Shelter	Homeless	Homeless or Imminently homeless	- Short term (goal 30 days) shelter - Low/no barrier entry - Housing Planning - Service coordination - Linkages to mainstream resources - Housing Focused Case Management	The average length of stay in shelter and exiting to permanent housing is 30 days or less.
Transitional Housing	Homeless (very high barriers to PH)	Homeless	- Supportive shelter (goal 30 days) - Housing Planning - Service coordination - Linkages to mainstream resources - Housing Focused Case Management	The average length of stay in shelter and exiting to permanent housing is 60 days or less.
Rapid Re-housing	Homeless	Homeless	- Scattered site permanent housing – tenant holds lease - Provide crisis intervention and linkages to mainstream resources - Housing location - Case Management/Stabilization	80% of persons served do not return to homelessness

			Planning - Financial Assistance (short-term) - Housing First Model	for 6 months.
Permanent Supportive Housing	Chronically Homeless	Homeless with documented disabling condition	- Permanent housing – site based or scattered site - Tenant holds lease - Case Management - Linkages to services - Housing First model	95% who exit are permanently housed.

Assessment

Prior to conducting an assessment, the assessor must obtain and document consent, notify the client that they have the right to refuse to answer one or more assessment questions and that their refusal will not result in the denial of services. However, assessors are to also explain the purpose of the survey and to ensure the client understand that complete and honest answers will result in an increased ability to meet their needs.

The BoS CoC uses two assessment tools to help determine prioritization of services.

The BoS CoC created a prevention prioritization tool that includes both homeless vulnerability and housing barriers to prioritize the limited prevention resources. The prevention assessment tool is to be used to help determine prioritization for all household compositions.

Once a household's housing crisis is triaged at an access point and it is determined that the household is at imminent risk of homeless (14 days or less), then the coordinated entry staff will conduct the prevention prioritization assessment. Based on eligibility and assessment score prevention providers are guided on service needs of households.

 21+: Prioritize for prevention services. Household may need medium-length case management and financial support to maintain housing stability.

11 -20: Prevention services may be needed. Household may need short-term case management and financial support to maintain housing stability.

Ineligible or 0-10: Prevention services are not recommended. Although, household may need referrals/connections to mainstream resources or flexible financial assistance. If eligible, case management may also be appropriate.

This assessment will be sent with a referral to the prevention service provider. *See prevention system procedures for further operating procedures.*

The BoS CoC uses the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) as the common standardized assessment tool for those who are literally homeless. This assessment is conducted no more than 3 to 5 days after the household has been referred to shelter or once an outreach worker is able to establish rapport with an unsheltered or un-engaged household.

Family Score: Recommendation:
0-3 no housing intervention
4-8 an assessment for rapid re-housing
9+ an assessment for permanent supportive housing

Individual Score: Recommendation:
0-3: no housing intervention
4-7: an assessment for rapid re-housing
8+: an assessment for permanent supportive housing

Prioritization

The CoC follows the guidance for PSH priority provided by HUD (CPD-14-012):

1. Chronically homeless individuals and families with the longest history of homelessness and with the most severe service needs

2. Chronically homeless individuals and families with the longest history of homelessness

3. Chronically homeless individuals and families with the most severe service needs

4. All other chronically homeless individuals and families

5. Homeless individuals and families with disability coming from places not meant for human habitation, safe havens, or emergency shelters

6. Homeless individuals and families with a disability coming from transitional housing

Outside of PSH, the BoS CoC prioritizes persons based on the vulnerability score determined using the VI-SPDAT along with other known information that may result in a household having increased vulnerabilities or higher barriers.

By-Name/Prioritization List

Each LPG manages their own local By-Name List that is designed to provide a count of all homeless persons or specific sub-population experiencing homelessness, serve as a prioritization list, and is used to match households with the most appropriate housing intervention available.

The list contains the following data elements for each household:

-        Name and/or Unique Identifier

-        Demographics (DoB, gender, CH status, Veteran status, household configuration)

-        VI-SPDAT score

-        Current/last known location

-        Best housing resource (RR-H, PSH, Case Management only, other resources, etc.)

-        Housing offers

-        Lease date

-        Other notes (including review dates and updates)

The list is generated by HMIS and manually by those agencies not participating in HMIS. One list is maintained and each LPG identifies the agency/staff to maintain the list. In order to be included on the By-Name List (as this is a shared document) the client must sign a release of that includes the following:

Client Name

Date of Birth

Agencies that will be sharing the information

List of information that may be shared

Purpose of sharing information

Client's rights

Client's Signature

Witness' Signature

Clients who refuse to sign a release of information cannot be precluded from receiving services.

Referral

Based first on triaged need, the available resources in each LPG, and the requests of the household, the most appropriate referral is made including to a domestic violence provider if applicable. After assessments are administered, additional services (case management, rapid re-housing, or permanent supportive housing) are made available based on priority level. All projects in the BoS obtain referrals from the coordinated entry process. The access points and the service programs coordinate referrals and ensure the access points have knowledge of program eligibility, availability, and intake processes in order to make appropriate referrals.

The eligibility of each program aligns with the established BoS Service Standards (page 6) and are published and made available to stakeholders in the BoS CoC. If persons seeking services are deemed ineligible for the referred service, the service program documents the reason for ineligibility and works in coordination with the access points to make further referrals. If the access points do not have an appropriate referral, the reason must be documented.

If a person's needs fall outside of the homeless crisis response system, referrals are made to the most appropriate mainstream resource or when the access points do not have knowledge of the appropriate service; the access points make a referral to 211 Virginia- http://www.211virginia.org/consite/index.php

Case Conferencing

The LPGs establish local level case conferencing processes that ensure holistic, coordinated, and integrated assistance across local providers; review progress and barriers of clients, identify and track systemic barriers, and strategize solutions across providers; and clarify roles and responsibilities to reduce duplication of series. During client review, case conferencing participants evaluate length of time homeless, safety, assessment results, household composition, client preferences, barriers and other challenges to integrate service approaches to rapidly house and stabilize those who are the most vulnerable.

Fair Housing, and other statutory regulatory requirements

All necessary steps are taken to ensure coordinated entry access is administered in accordance with the Fair Housing Act by promoting housing that is accessible to and usable by all persons including those with disabilities. The CE system complies with the non-discrimination requirements of the Fair Housing Act, which prohibits discrimination in all housing transactions based on race, national origin, sex, color, religion, disability status, familiar status, and elderliness.

Additionally, all activities must be made available without regard to actual or perceived sexual orientation, gender identity, or marital status. Coordinated Entry staff are prohibited from inquiring about an applicant's or participant's sexual orientation or gender identity for the purpose of determining eligibility or otherwise making housing available. This does not prohibit an individual from voluntarily self-identifying sexual orientation or gender identity.

Service providers that make decisions about eligibility for or placement into single-sex emergency shelters or other facilities will place a potential program participant (or current program participant seeking a new assignment) in a shelter or facility that corresponds to the gender with which the person identifies, taking health and safety concerns into consideration. A program participant's or potential program participant's own views with respect to personal health and safety should be given serious consideration in making the placement. For instance, if the potential client requests to be placed based on his or her sex assigned at birth, the provider should place the individual in accordance with that request, consistent with health, safety, and privacy concerns. Providers must not make an assignment or reassignment based on complaints of another person when the sole stated basis of the complaint is a program participant or potential program participant's non-conformance with gender stereotypes.

Required Trainings

Annually, each LPG's coordinated entry committee must provide training to all members of the LPG on the CE process and procedures. Additionally, all persons who conduct VI-SPDAT assessments must complete the training offered for free by Orgcode. The training is located at http://www.orgcode.com/vi_spdat. The LPG governing board must keep documentation of completion for this annual training. The CA notifies LPGs when new information or updated versions are posted, but it is the LPGs responsibility to stay informed about changes and updates to the assessment and training tools.

A LPG domestic violence service provider must provide safety planning training all coordinated entry staff. This training must be documented and maintained by the board of each LPG.

The BoS CoC lead will conduct an annual assessment via input sessions or surveys to determine the training needs of the LPGs. Bi-Annually, training will take place with the entire BoS CoC members. In addition, LPG will receive individualized TA to assist in meeting the local system needs.

Grievance Policy

Each LPG must have a CE grievance policy. All Individuals and families must have the option to file their grievances orally or in writing. All individuals' or families' concerns and grievances must be resolved promptly and fairly, in the most informed and appropriate manner.

CE system partners shall inform individuals and families of the following processes for filing a fair housing grievance:

http://www.dpor.virginia.gov/FairHousing/

- ## How to File a Fair Housing Complaint

    If you believe you are the victim of housing discrimination, you may file a complaint by downloading the Housing Discrimination Complaint Form.

    Please complete the form with as much detail as possible, then, send it to:
    Virginia Fair Housing Office
    Department of Professional and Occupational Regulation
    9960 Mayland Drive, Suite 400
    Richmond, VA 23233

    ## For more information:

Phone: (804) 367-8530 or toll-free (888) 551-3247
FAX: (866) 480-8333
Email: FairHousing@dpor.virginia.gov
TDD: Virginia Relay 7-1-1

Local Planning Group	PIT Count Total	AA Count	PIT % AA
LENOWISCO	22	0	0%
Cumberland Plateau	55	3	5%
HOPE	27	3	11%
NRV	72	4	6%
Foothills Housing Network	143	47	33%
Valley Planning Grp	147	29	20%
West Piedmont	100	47	47%
Southside	18	8	44%
Heartland	5	1	20%
NN/MP	38	21	55%
CACH	64	42	66%
Eastern Shore	27	11	41%
BoS Totals	718	216	30%

Census % AA	Census % in poverty
6%	24%
3%	19%
3%	16%
4%	18%
11%	8%
7%	12%
23%	17%
38%	19%
33%	19%
20%	12%
45%	18%
30%	20%
17%	15%

1,687,159	249838.961
292164.952	

	Population	%AA population	total AA pop	
LEE	23758	4%	879.046	
Scott	21865	8%	1749.2	
Wise	38586	6%	2276.574	
Norton	3936	6%	232.224	
	88145		5137.044	6%
Buchanan	21514	3%	602.392	
Dickenson	14,782	5%	739.1	
Russell	27,048	1%	324.576	
Tazewell	41,095	3%	1315.04	
Washington	54,387	2%	815.805	
Bristol	16,790	6%	973.82	
	175616		4770.733	3%
Bland	6,350	3.80%	241.3	
Carroll	29,708	0.80%	237.664	
Grayson	15,665	5.60%	877.24	
Smyth	30,656	2.30%	705.088	
Wythe	28,882	2.90%	837.578	
Galax	6,625	6.80%	450.5	
	117,886		3349.37	3%
Giles	16,837	1.50%	252.555	
Floyd	15,755	2%	315.1	
Montgomery	98,559	4.20%	4139.478	
Pulaski	31,184	5.10%	1590.384	
Radford	17,658	9.50%	1677.51	
	179,993		7975.027	4%
Culpeper	51,282	14.90%	7641.018	
Fauquier	69,465	7.70%	5348.805	
Madison	13,277	9.30%	1234.761	
Orange	36,073	13.40%	4833.782	

Rappahannock	7,321	4.40%	322.124	
	177,418		19380.49	11%

Poverty

Poverty %	Value		Subtotal	%
30%	7127.4			
19%	4154.35			
23%	8874.78			
23%	905.28			
			21061.81	24%
25%	5378.5			
25%	3695.5			
17%	4598.16			
18%	7397.1			
15%	8158.05			
21%	3458.74			
			32686.05	19%
14%	889			
16%	4753.28			
17%	2663.05			
18%	5518.08			
14%	4043.48			
20.50%	1358.125			
			19225.02	16%
12%	2020.44			
13.70%	2158.435			
20%	19711.8			
14%	4365.76			
27%	4767.66			
			33024.1	18%
9%	4615.38			
5.80%	4028.97			
11%	1460.47			
9%	3246.57			

	Population	%AA population	total AA pop		Poverty		
Augusta	75,144	4.40%	3306.336		9%	6762.96	
Highland	2,212	1.10%	24.332		13%	287.56	
Bath	4,297	4.70%	201.959		11.70%	502.749	
Rockbridge	22,659	3.40%	770.406		12%	2719.08	
Staunton	24,528	11.40%	2796.192		13%	3139.584	
Waynesbor	22,327	12.90%	2880.183		14.60%	3259.742	
Lexington	7,106	9%	639.54		22%	1563.32	
Buena Vista	6,327	5.30%	335.331		16%	1012.32	
	164,600		10954.28	7%		19247.32	12%
Danville	41,130	49.10%	20194.83		22%	9048.6	
Franklin	56,445	8.10%	4572.045		13%	7337.85	
Henry	51,227	22.50%	11526.08		18%	9220.86	
Martinsville	13,142	46.80%	6150.456		23%	3022.66	
Patrick	17,665	5.60%	989.24		18%	3179.7	
Pittsylvania	61,258	21.50%	13170.47		13.60%	8331.088	
	240,867		56603.12	23%		40140.76	17%
Brunswick	16,244	54.80%	8901.712		23%	3736.12	
Charlotte	12,119	28.50%	3453.915		23%	2787.37	
Halifax	34,563	36.30%	12546.37		18.70%	6463.281	
Mecklenbu	30,686	34.50%	10586.67		16%	4909.76	
	93,612		35488.67	38%		17896.53	19%
Amelia	13,020	21.10%	2747.22		10%	1302	
Buckinghar	17,065	34.10%	5819.165		17.60%	3003.44	
Cumberlan	9,811	31.40%	3080.654		18%	1765.98	
Lunenburg	12,235	34.10%	4172.135		20%	2422.53	
Nottoway	15,434	39.70%	6127.298		23%	3549.82	
Prince Edw	22,703	33.10%	7514.693		22.60%	5130.878	

| 10% | 732.1 | | 90,268 | | 29461.17 | 33% | 17174.65 | 19% |
| | 14083.49 | 8% | | | | | | |

	Population	%AA population	total AA pop		Poverty		
Lancaster	10,788	28.10%	3031.428		14%	1510.32	
Westmoreland	17,780	26.30%	4676.14		14.80%	2631.44	
Northumberland	12,275	25.30%	3105.575		13.40%	1644.85	
Richmond Co	8,939	29.70%	2654.883		19.30%	1725.227	
Essex	11,028	38.20%	4212.696		13%	1433.64	
Gloucester	37,292	8.10%	3020.652		9.40%	3505.448	
Matthews	8,779	8.80%	772.552		10%	877.9	
Middlesex	10,679	17.20%	1836.788		14%	1495.06	
King and Queen	7,003	26.40%	1848.792		13.40%	938.402	
King William	16,708	16.20%	2706.696		7.70%	1286.516	
	141,271		27866.202	20%		17048.8	12%
Colonial Heights	17,830	13.30%	2371.39		13%	2317.9	
Dinwiddie	28,208	32.50%	9167.6		13%	3667.04	
Emporia	5,282	64%	3380.48		33%	1743.06	
Greensville	11,679	59.50%	6949.005		25.40%	2966.466	
Hopewell	22,621	42.30%	9568.683		20.70%	4682.547	
Petersburg	31,750	77.70%	24669.75		25%	7937.5	
Prince George	37,809	32.70%	12363.543		9.50%	3591.855	
Surry	6,540	43.10%	2818.74		13.40%	876.36	
Sussex	11,373	56.90%	6471.237		23%	2615.79	
	173,092		77760.428	45%		30398.52	18%
Accomack	32,545	28.60%	9307.87		20%	6509	
Northampton	11,846	34.70%	4110.562		20.30%	2404.738	
	44,391		13418.432	30%		8913.738	20%