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 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2019 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:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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1A-1. CoC Name and Number: NC-503 - North Carolina Balance of State CoC

1A-2. Collaborative Applicant Name: North Carolina Coalition to End Homelessness Inc.

1A-3. CoC Designation: CA

1A-4. HMIS Lead: North Carolina Coalition to End Homelessness Inc.

1B. Continuum of Care (CoC) Engagement

Instructions:

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1B-1. CoC Meeting Participants.

For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:
1. participated in CoC meetings;
2. voted, including selecting CoC Board members; and
3. participated in the CoC's coordinated entry system.

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	Yes	Yes	No
Local Jail(s)	Yes	Yes	No
Hospital(s)	Yes	Yes	No
EMS/Crisis Response Team(s)	Yes	Yes	Yes
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	No
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	Yes	No	Yes
Public Housing Authorities	Yes	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes

Youth Advocates	Yes	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	No	No
Non-CoC Funded Victim Service Providers	Yes	Yes	Yes
Domestic Violence Advocates	Yes	Yes	Yes
Street Outreach Team(s)	Yes	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes	Yes
LGBT Service Organizations	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Mental Illness Advocates	Yes	Yes	Yes
Substance Abuse Advocates	Yes	Yes	Yes
Other:(limit 50 characters)			
Vet Homelessness Agencies	Yes	Yes	Yes
Vet Advocates	Yes	Yes	Yes
Legal Aid	Yes	Yes	Yes

1B-1a. CoC's Strategy to Solicit/Consider Opinions on Preventing/Ending Homelessness.

Applicants must describe how the CoC:
1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;
2. communicates information during public meetings or other forums the CoC uses to solicit public information;
3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and
4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF. (limit 2,000 characters)

1) The CoC has an inclusive governance structure & conducts open meetings to solicit & use feedback from stakeholders. Because it covers 79 counties, the CoC has multiple levels of coordination & options to participate, including regional and CoC-wide groups. The CoC gathers & incorporates diverse thinking into planning in 3 major ways: committees, surveys, & direct stakeholder engagement. The CoC Board includes representation from each of its 13 regions & at-large members representing state government depts, sector experts on DV, legal aid, housing, youth, & multiple people with lived experience. Membership breadth ensures the CoC considers & incorporates diverse perspectives in all planning. The same is true of committees; people from across the CoC share local efforts & engage directly in planning to recommend strategies/priorities for approval by the CoC Board. Committees gather feedback from stakeholders to create & update policies. The CoC vets every policy & planning document through surveys & individual stakeholder

conversations, incorporating ideas & changes prior to approval by the CoC Board. 2) The CoC uses its website & mailing list to advertise CoC meetings. It publishes all materials prior to CoC Board meetings & incorporates a feedback loop, typically presenting policies several times prior to an official vote, soliciting feedback from its members, and encouraging members to gather local feedback. 3) The CoC's inclusive design allows individuals to have input throughout the process to improve its approach to prevent & end homelessness. Staff work to incorporate all ideas in solutions and plans. 4) The CoC uses many methods of communication to ensure all people have access to information. They include recorded webinars, conference/individual calls, written materials in multiple formats (Word, PDF, others), posting materials on a public website, and an email where people contact staff directly to schedule meetings/get resources.

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 the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;
4. how often the CoC solicits new members; and
5. 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 CoC holds monthly CoC Board conference calls, and the 13 Regional Committees (RCs) also hold regular, in-person meetings, inviting new stakeholders to attend at any time. Any person in the CoC's 79 counties may attend, ask questions, & provide input on discussion topics. 2) The CoC posts meeting dates & locations to its website and send reminders via email. Staff maintain a CoC-wide email list & Regional Leads maintain regional email lists. The CoC uses its email list to deliver news, ask for feedback, connect stakeholders to resources, & announce policy changes & funding competitions. Staff engage daily with agencies wanting to get involved at a deeper level in the CoC, encouraging them to attend CoC Board meetings, review website information, & connect locally with one of the 13 RCs. Staff work closely with RC leadership to engage stakeholders in local communities to build new/stronger partnerships. 3) The CoC uses many methods of communication to ensure all people have access to information, including recorded webinars, conference/individual calls, written materials in multiple formats (Word, PDF, others), posting materials on a public website, & an email where people contact staff directly to schedules meetings/get resources. 4) The CoC welcomes new members throughout the year, working to recruit additional participants on an ongoing basis. 5) The CoC encourages people with lived experience to get involved in local decision-making & leadership roles. The CoC engages people with lived experience at events such as Project Connect, using peers to invite & encourage others to get involved. The CoC uses NCCEH's Champions for Change, which works with people with lived experience across NC to their experience in advocacy. The CoC identified candidates this year to join committees & take leadership roles. One Champion with lived experience of

homelessness joined the CoC Board and served as a state captain for Hill Day during the NAEH conference in July.

1B-3. Public Notification for Proposals from Organizations Not Previously Funded.

Applicants must describe:
1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;
2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;
3. the date(s) the CoC publicly announced it was open to proposal;
4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and
5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.
(limit 2,000 characters)

1) The CoC advertises funding on its website year-round, & staff are available for one-on-one consults. The CoC announced an intent to apply (ITA) process at public, monthly CoC Board meetings (Feb-July 2019), on its website, through the its email list (360 stakeholders), & through the 13 Regional Committee meetings & email lists. Staff contact high-performing agencies without CoC grants, encouraging them to apply. After an agency submits an ITA form, CoC staff hold calls with potential applicants to discuss the application process, timelines, & projects. The CoC held a new CoC applicant webinar for agencies interested in applying on 2/28/19. The CoC received 16 ITA forms including 12 agencies that had never received CoC funding. After NOFA release, 6 agencies submitted new project applications, including 5 agencies that had never received CoC funding. The CoC posted its approved funding priorities & new & renewal scorecards prior to the competition, showing agencies how projects would be scored, evaluated, & ranked. Staff assisted agencies to understand project eligibility, CoC priorities, & regional needs. 2) The CoC uses funding priorities & scorecards to review & rank projects. When determining which new projects to include in the final ranked list, the CoC considered the same criteria for all agencies: funding priorities, agency financial & staff capacity, adherence to Housing First & best practice program design, target populations, timeliness of submitting application materials, project score, & past performance operating the proposed activity. 3) The CoC announced its interest in new CoC applications on 2/5/19. 4) The CoC uses many methods of communication to ensure all people have access to information, including recorded webinars, conference/individual calls, written materials in multiple formats (Word, PDF, others), posting materials on a public website, & an email where people contact staff directly to schedules meetings/get resources.

1C. Continuum of Care (CoC) Coordination

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1C-1. CoCs Coordination, Planning, and Operation of Projects.

Applicants must select the appropriate response for each federal, state, local, private, other organizations, or program source the CoC included in the planning and operation of projects that serve individuals experiencing homelessness, families experiencing homelessness, unaccompanied youth experiencing homelessness, persons who are fleeing domestic violence, or persons at risk of homelessness.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	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)	

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;
2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and
3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.
(limit 2,000 characters)

1) The State of North Carolina serves as the ESG Program Recipient for the CoC. CoC staff work with the ESG office to set the funding formula & design an application to subgrant the funds. The ESG office has designed the application to allow the CoC's 13 regions (& 11 other CoCs) to prioritize funding and select applicants through a regional process & application. This process is similar to the CoC competition, allowing the CoC a large amount of autonomy in selecting ESG subrecipients. The CoC sets funding priorities to inform regions how to allocate ESG funds & creates unbiased review panels in its 13 regions. The CoC runs 13 local funding processes to put forward high quality applicants & collaborates with the ESG office to collect and provide data to help communities choose high performing agencies to receive ESG funding. 2) The Collaborative Applicant & ESG office staff, in partnership with NC CoCs, developed a process to collect and analyze data through reports generated by ESG grantees, known as the Quarterly Performance Report (QPR). For 2019, the ESG QPR submission consists of a CAPER report, along with key outcomes. All ESG grantees submit the QPR, including domestic violence agencies, allowing ESG staff, CoCs, and agencies to monitor performance, address issues as they arise, discuss progress, & brainstorm strategies to best use ESG funds. Using a script, NCCEH staff combine and publish all CAPERs submitted to the ESG office using reporting software (Tableau), allowing the ESG office to produce reports accessible to the CoC that summarize & depict ESG program data at the agency, CoC, & state levels. These reports support the evaluation of outcomes using local, state, & federal benchmarks. 3) CoC staff, along with the NC ESG office, participate in ongoing meetings to update & develop the NC Consolidated Plan. At these meetings, CoC staff provide data from PIT, ESG QPRs, & other reports.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. **Applicants must indicate whether the CoC provided 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.	Yes

Applicants must indicate whether the CoC ensured local homelessness information is communicated to Consolidated Plan Jurisdictions within its geographic area so it can be addressed in Consolidated Plan updates.

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 protocols for coordinated entry and the CoC's emergency transfer plan, that prioritize safety and incorporate trauma-informed, victim-centered services; and
2. how the CoC, through its coordinated entry, maximizes client choice for housing and services while ensuring safety and confidentiality.
(limit 2,000 characters)

1) The CoC has multiple protocols to prioritize safety and provide trauma-informed, victim-centered services. The CoC's VAWA Emergency Transfer Plan outlines the process the CoC follows when it receives an emergency transfer request. The CE system helps the client find another safe unit & emergency transfers have first priority for open units under the CoC's CE Policies & Procedures. The service provider must coordinate with DV service providers, most of which receive funding through DOJ Office on Violence Against Women and the HHS Family Violence Prevention Program. The CoC held a training webinar on its emergency transfer policy in June 2019. Each CoC and ESG-funded housing program must include an emergency transfer policy in its policies and procedures. At least 2 service providers in the CoC have received emergency transfer requests this year. 2) The CoC also has CE protocols to prioritize safety and maximize client choice. All CE access points ask people presenting for services a series of questions, including questions about their safety. If clients answer that they may be at-risk for harm or afraid for their safety, the access point connects them to the local DV service provider, which conducts safety planning. If clients would rather be served in the mainstream homeless system, the DV service provider connects them to emergency shelter. The CoC tracks DV survivors on active CE prioritization waiting lists without identifying information. The CoC's CE system offers all DV survivors the same housing options as other people experiencing homelessness. CE case conferencing includes DV providers to ensure the needs of any survivor on the list receives the trauma-informed, survivor-centered services they need. The CoC collaborates with the North Carolina Coalition Against Domestic Violence to educate & train DV providers about CE & encourage participation so survivors in DV shelters have full access to housing opportunities.

1C-3a. Training–Best Practices in Serving DV Survivors.

Applicants must describe how the CoC coordinates with victim services providers to provide training, at least on an annual basis, for:
1. CoC area project staff that addresses safety and best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in

serving survivors of domestic violence; and
2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.
(limit 2,000 characters)

1) The CoC, in partnership with the North Carolina Coalition Against Domestic Violence (NCCADV), offers multiple training opportunities for CoC project staff on best practices for serving survivors. The CoC offers annual training webinars on emergency transfers and other needs of survivors of DV. The CoC posts these trainings online and make them available anytime; the CoC updates trainings on an annual basis. The Collaborative Applicant & ESG Recipient recruited NCCADV to provide a trauma-informed care session at the annual statewide conference on ending homelessness, which is open to all CoC project staff. NCCADV sits on the CoC's Governance Committee & provides technical assistance to CoC project staff and leadership on trauma-informed organizational policies through an ongoing CDC grant. 2) The CoC & NCCADV also offer multiple training opportunities for Coordinated Entry (CE) staff. The CoC's mandatory coordinated entry trainings for access points and assessors, which the CoC makes available online, address CE protocols for serving survivors. The Collaborative Applicant & ESG Recipient recruited NCCADV to provide a trauma-informed care session at the annual statewide conference on ending homelessness, which is open to all CE staff. NCCADV also sits on the Coordinated Entry Council (CEC) that includes staff managing CE in the 13 regions of the CoC. NCCADV advises the CEC on policies and procedures on safety and best practices. Through this partnership, the CoC plans to offer intensive trauma-informed training to grantees, to increase the training opportunities for CE staff, and to better prepare DV providers to participate in and support the CE system.

1C-3b. Domestic Violence–Community Need Data.

Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.
(limit 2,000 characters)

CE access points ask people presenting for services whether they are fleeing from DV or feel they are at-risk of harm. If someone presents at a CE access point that may be fleeing DV, the access point immediately connects them to a DV service provider for safety planning services. The CoC tracks the number of people referred to DV providers from CE access points. NC BoS CoC collaborates with the NC ESG office and the NC Council for Women to ensure all ESG-funded DV service providers have comparable databases that can produce de-identified aggregate data for use by the CoC & the ESG recipient. The CoC & ESG office have implemented a quarterly performance report (QPR) that uses CAPER data to help the CoC assess how DV programs are meeting the needs of survivors by assessing outcomes on a quarterly basis. This same reporting tool also allows the CoC to assess how well non-DV programs serve survivors of DV. The QPR uses data from the CAPER to assess outcomes for DV shelters & the few DV-run RRH projects in the CoC. The CoC can use this report to assess length-of-stay and exit destination to make sure survivors of DV connect quickly to positive permanent housing destinations. This report also helps the CoC assess that people with additional risk factors for DV, like people

with disabilities and youth experiencing homelessness, are well served by the DV shelter system.

*1C-4. PHAs within CoC. Attachments Required.

Applicants must submit information for the two largest PHAs or the two PHAs with which the CoC has a working relationship within the CoC's geographic area.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 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., Moving On
Mid-East Regional Housing Authority	50.00%	Yes-Public Housing	No
Wilson Housing Authority	95.00%	Yes-Both	No

1C-4a. PHAs' Written Policies on Homeless Admission Preferences.

Applicants must:
1. provide the steps the CoC has taken, with the two largest PHAs within the CoC's geographic area or the two PHAs the CoC has working relationships with, to adopt a homeless admission preference–if the CoC only has one PHA within its geographic area, applicants may respond for one; or
2. state that the CoC does not work with the PHAs in its geographic area. (limit 2,000 characters)

1) Approximately 100 PHAs exist in the CoC. The CoC regularly reaches out to PHAs, including the 2 largest, to encourage them to adopt preferences. The CoC invites PHAs to regular Regional Committee meetings, provides information about homelessness in their catchment area, and works with PHA staff to encourage them to adopt preferences. CoC staff help CoC members provide education & assist in removing perceived barriers to adopting preferences. CoC staff also present at PHA directors' conferences and at state-wide conferences to educate PHAs and homeless leaders about homeless preferences. CoC staff participate in a monthly working group with the Greensboro HUD Field Office that focuses on helping PIH and CPD HUD staff better support the collaboration between CoCs and PHAs. CoC staff conducted outreach & application assistance to help PHAs put in applications for the Mainstream Voucher and FUP Voucher NOFAs, including approval of letters of support for 7 PHA's recent Mainstream Voucher applications that would provide preferences for people experiencing chronic homelessness, people exiting institutional settings, people moving on from supportive housing programs, and people at-risk of homelessness. Furthermore, the CoC's largest PSH provider agency engaged all the PHAs in their 18-county catchment area to submit Mainstream Voucher applications. These applications have helped PHAs think about how to serve more vulnerable populations, foster collaboration, and incentivize additional preferences.

1C-4b. Moving On Strategy with Affordable Housing Providers.

Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.

Yes

If "Yes" is selected above, describe the type of provider, for example, multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs. (limit 1,000 characters)

In Fall 2018, the CoC began a pilot Move On initiative with Trillium Health Resources (THR) & Greenville Housing Authority (GHA) (both CoC PSH grantees) along with Mid-East Regional Housing Authority to expand current preferences and begin moving willing participants from CoC programs into public housing, Housing Choice Voucher units, and multi-family units administered by the PHAs. Currently, the PHAs are changing their administrative plans to include a Move On preferences and set aside vouchers for the initiative. CoC staff with input from the PSH providers developed a PSH household assessment to help program staff identify households ready for move on and have started conversations with these households to develop strategies to assist with exits to permanent housing. CoC staff now speak with all PSH grantees about developing Move On strategies as a part of a performance improvement planning process. PSH grantees identify long stayers in their respective programs, and CoC staff provide guidance in the development of Move On strategies.

1C-5. Protecting Against Discrimination.

Applicants must describe the actions the CoC has taken to address all forms of discrimination, such as discrimination based on any protected classes under the Fair Housing Act and 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing. (limit 2,000 characters)

The CoC has an anti-discrimination policy that is updated annually. The CoC requires that all grantees put the CoC's anti-discrimination policy in their program policies and procedures, and each grantee must have a mechanism for whistleblowing and appeals that eventually comes to CoC staff to review. The CoC also provides training annually on fair housing through the State ESG office which is attended by both CoC and ESG grantees. The annual ESG fair housing training is particularly important for shelters so that they understand their role and responsibilities in fair housing policy. CoC PSH grantees also partner with Legal Aid of NC to conduct fair housing trainings for frontline staff throughout the year to assist staff in recognizing housing discrimination, writing reasonable accommodation letters, and understanding the rights and responsibilities for landlords and tenants. When CoC PSH grantees hold fair housing trainings, they invite other CoC- and ESG-funded programs as well as other homeless and housing service agencies in their regions. CoC staff advertise the trainings across the CoC using its email distribution list.

*1C-5a. Anti-Discrimination Policy and Training.

Applicants must indicate whether the CoC implemented an anti-discrimination policy and conduct training:

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 address discrimination based on any protected class under the Fair Housing Act?	Yes
3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes

*1C-6. Criminalization of Homelessness.

Applicants must select all that apply that describe the strategies the CoC implemented to prevent the criminalization of homelessness in the CoC's geographic area.

1. Engaged/educated local policymakers:	X
2. Engaged/educated law enforcement:	X
3. Engaged/educated local business leaders:	X
4. Implemented communitywide plans:	X
5. No strategies have been implemented:	
6. Other:(limit 50 characters)	

1C-7. Centralized or Coordinated Assessment System. Attachment Required.

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 for homelessness assistance in the absence of special outreach; and
3. demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner. (limit 2,000 characters)

1) The CoC covers 79 counties. The CE system covers the entire geographic area by dividing the CoC into 13 local referral zones, which the CoC's Regional Committees (RCs) operate with oversight by the CoC. These zones set access points, hold regular case conferencing meetings, track by-name lists, & facilitate referrals to permanent housing. Every CE zone has a local CE plan, defining the process in that region, all of which comply with the CoC's CE Policies and Procedures. Each local CE plan defines physical access points in each county. In areas where no current service providers exist, providers in other counties conduct regular outreach, advertisement, & have set up hotline telephone lines to provide access to CE. 2) The CoC continuously works to improve access to housing & services to people least likely to access them, especially in the most rural areas of the CoC. RCs work with SSVF programs, law enforcement, health care systems, church groups, DSS, & other agencies to identify people who have trouble accessing CE. The CoC partners with health care agencies & DV providers to provide language lines & communication options for people with disabilities. The CoC's SSO-CE grant focuses on improving access to CE. Recipients of this grant provide street outreach, advertisement, & other assistance accessing CE, focusing on counties & populations that have barriers to access. 3) The CoC uses a diversion screen to ensure that emergency shelters prioritize beds for persons with no other housing options & the VI-SPDAT tool to prioritize people most in need of assistance for available housing & services. Local case conferencing meetings make plans to help find & engage people on the by-name list who may have difficulty accessing housing, even if they are prioritized for it. These meetings also leverage other resources besides CoC & ESG funding that can be used to house people on the by-name list, so everyone receives assistance in a timely manner.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

1D-1. 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. Local CoC Competition

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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*1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.

Applicants must indicate whether the CoC:

1. informed project applicants in its local competition announcement about point values or other ranking criteria the CoC would use to rank projects on the CoC Project Listings for submission to HUD for the FY 2019 CoC Program Competition;	Yes
2. established a local competition deadline, and posted publicly, for project applications that was no later than 30 days before the FY 2019 CoC Program Competition Application submission deadline;	Yes
3. notified applicants that their project application(s) were being rejected or reduced, in writing along with the reason for the decision, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline; and	Yes
4. notified applicants that their project applications were accepted and ranked on the CoC Priority Listing in writing, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline.	Yes

1E-2. Project Review and Ranking–Objective Criteria.

Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2019 CoC Program Competition:

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	No

1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.

Applicants must describe:
1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and
2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.
(limit 2,000 characters)

1) The CoC prioritizes projects that serve disabled people, including disabling conditions such as substance use, mental illness, or other impairments requiring significant support to maintain housing; CH people who have been homeless for long periods of time & more susceptible to victimization, illness, & death; & domestic violence survivors. The CoC also prioritizes projects who utilize a Housing First approach & serve low- or no-income households or people who have difficulty engaging in services. 2) Projects that serve vulnerable populations receive additional points on the CoC-approved scorecard. Projects with more points ranked higher on the final prioritization list. The CoC reviews & ranks projects following Housing First tenets higher on the final ranked list. To meet Housing First standards, projects cannot screen out for income, substance use, domestic violence, or criminal record. They cannot terminate due to failure to participate in supportive services or make progress on a service plan, loss of income or failure to improve income, domestic violence, or any other activity not covered in a lease agreement. The CoC also evaluates project design adherence to SAMHSA's PSH Key Elements & the USICH's RRH Program Standards & Benchmarks that allow programs to serve more highly vulnerable persons and meet their severity of service needs. The CoC ranks PSH and RRH projects incorporating these program design standards higher on the ranked list. All PSH projects are required to follow HUD Notice 16-011 to be included in the ranked list. Additionally, the CoC established funding priorities to ensure adequate coverage of PSH in the CoC and increase the availability of RRH to ensure vulnerable populations across the CoC have access to housing services and resources.

1E-4. Public Postings–CoC Consolidated Application. Attachment Required.

Applicants must:
1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or
2. check 6 if the CoC did not make public the review and ranking process; and
3. indicate how the CoC made public the CoC Consolidated Application–including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected–which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or
4. check 6 if the CoC did not make public the CoC Consolidated Application.

Public Posting of Objective Review and Ranking Process	Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings

1. Email	X	**1. Email**	X
2. Mail		**2. Mail**	
3. Advertising in Local Newspaper(s)		**3. Advertising in Local Newspaper(s)**	
4. Advertising on Radio or Television		**4. Advertising on Radio or Television**	
5. Social Media (Twitter, Facebook, etc.)		**5. Social Media (Twitter, Facebook, etc.)**	
6. Did Not Publicly Post Review and Ranking Process		**6. Did Not Publicly Post CoC Consolidated Application**	

1E-5. Reallocation between FY 2015 and FY 2018.

Applicants must report the percentage of the CoC's ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.

Reallocation: 10%

1E-5a. Reallocation–CoC Review of Performance of Existing Projects.

Applicants must:
1. describe the CoC written process for reallocation;
2. indicate whether the CoC approved the reallocation process;
3. describe how the CoC communicated to all applicants the reallocation process;
4. describe how the CoC identified projects that were low performing or for which there is less need; and
5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.
(limit 2,000 characters)

1)The CoC established funding priorities for the CoC competition that include ensuring funding is being used well, including potentially reallocating funding from projects that have patterns of low spending & poor performance. These priorities guide the work of the CoC's Project Review Committee (PRC) that scores applications & recommends project ranking & reallocation to the Governance Committee. 2)The Governance Committee approved CoC funding priorities and its reallocation process on May 7, 2019. 3)The CoC posted funding priorities on the CoC's website after approval. PRC members reviewed them during the scoring & ranking process while deciding on recommendations for reallocation. Final scorecards were shared with all applicants. 4)The CoC has a robust process to reallocate low performing projects to new projects that demonstrate they will be high performing. The CoC uses the following criterion to assess existing project performance: spending: projects should spend at least 90% of allocated funds; population served: projects should serve people with the highest needs; outcomes: projects should produce strong outcomes,

contributing to overall system performance; project type: project must be a type that meets CoC needs. The CoC used this criterion in the new and renewal scorecards to identify low performing projects for reallocation. 5)When projects have low spending patterns, the PRC considers reallocating some or all of its funding, allowing for new, more effective projects. The CoC also considers project performance & program design when reallocating funding. The PRC reviews APR performance data & program policies & procedures to ensure programs meet CoC benchmarks & adhere to best practices. Because the CoC covers 79 counties, it considers coverage when reallocating a project that will leave coverage gaps. The CoC reallocated 3 grants this year, 1 for poor program design & performance, 1 for low spending, and 1 partially reallocated for low spending rates.

DV Bonus

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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1F-1 DV Bonus Projects.

Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing: Yes

1F-1a. Applicants must indicate the type(s) of project(s) included in the CoC Priority Listing.

1. PH-RRH	X
2. Joint TH/RRH	
3. SSO Coordinated Entry	X

*1F-2. Number of Domestic Violence Survivors in CoC's Geographic Area.

Applicants must report the number of DV survivors in the CoC's geographic area that:

Need Housing or Services	37,716.00
the CoC is Currently Serving	371.00

1F-2a. Local Need for DV Projects.

Applicants must describe:
1. how the CoC calculated the number of DV survivors needing housing or service in question 1F-2; and
2. the data source (e.g., HMIS, comparable database, other administrative data, external data source).
(limit 500 characters)

1) The unduplicated number of people who presented in person to DV agencies for services or shelter from January-June 2019 was 18,858. The CoC doubled this number to account for an annual estimate of the number of survivors that need housing or services. 2)The CoC received data from the NC Council for Women submitted by DV agencies receiving state funding. The data set included DV shelters in each of the 79 counties of the CoC.

1F-3. : SSO-CE Project–CoC including an SSO-CE project for DV Bonus funding in their CoC Priority Listing must provide information in the chart below about the project applicant and respond to Question 1F-3a.

DUNS Number	957020266
Applicant Name	NC Coalition Against Domestic Violence

1F-3a. Addressing Coordinated Entry Inadequacy.

Applicants must describe how:
1. the current Coordinated Entry is inadequate to address the needs of survivors of domestic violence, dating violence, or stalking; and
2. the proposed project addresses inadequacies identified in 1. above.
(limit 2,000 characters)

1) Some DV agencies in the CoC are hesitant to participate fully in coordinated entry (CE) due to confidentiality concerns. Confidentiality is crucial to trauma-informed care & survivor safety but can also create barriers if a DV agency refuses to refer their clients to CE. Tracking by-name lists (BNLs) in HMIS makes it harder to serve DV survivors since their data is in a separate database. The CoC's CE system needs to increase DV agency participation & implement protocols to ensure confidentiality while overcoming data sharing barriers so DV survivors do not face barriers to housing resources. 2) The NC Coalition Against Domestic Violence (NCCADV) is committed to DV survivors accessing housing programs through CE. Their DV SSO-CE grant will help the CoC to develop uniform processes for integrating non-HMIS data into the CE system & create new partnerships to bring in additional funding for technical data solutions such as new reports. Uniform information sharing processes will allow the CoC to better coordinate with other DV service funders & increase the number of DV agencies participating in CE. NCCADV's SSO-CE project will also provide the CoC with ongoing technical assistance & implement a pilot project to identify promising practices for serving DV survivors and recommend policy changes to address CE system barriers. NCCADV fund a pilot with 3 DV agency subrecipients, & NCCADV & pilot agencies will recommend changes to CE policies to ensure the system is trauma-informed & client-centered while maintaining survivor confidentiality. Pilot DV agencies will participate fully in the

CE system including making referrals to local BNLs, attending case conferencing meetings to advocate for DV survivors, & ensuring easy transitions to housing providers. NCCADV's increased investment in CE will result in more DV agencies participating in the CE system.

1F-4. PH-RRH and Joint TH and PH-RRH Project Applicant Capacity.

Applicants must provide information for each unique project applicant applying for PH-RRH and Joint TH and PH-RRH DV Bonus projects which the CoC is including in its CoC Priority Listing–using the list feature below.

Applicant Name	DUNS Number
North Carolina Co...	957020266

1F-4. PH-RRH and Joint TH and PH-RRH Project

Applicant Capacity

DUNS Number:	957020266
Applicant Name:	North Carolina Coalition Against Domestic Violence
Rate of Housing Placement of DV Survivors–Percentage:	0.00%
Rate of Housing Retention of DV Survivors–Percentage:	0.00%

1F-4a. Rate of Housing Placement and Housing Retention.

Applicants must describe:
1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and
2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)

The North Carolina Coalition Against Domestic Violence (NCCADV) has not previously been funded to provide housing to DV survivors, and has not yet selected subrecipients that will directly provide housing services. Subrecipients will be DV agencies that are competitively selected based on demonstrated need and capacity. The application for subrecipients will solicit information about rates of housing placement and retention for DV survivors, and how those rates were calculated.

1F-4b. DV Survivor Housing.

Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing.
(limit 2,000 characters)

NCCADV has not previously been funded to provide housing to DV survivors, and has not yet selected subrecipients that will directly provide housing services to survivors. Subrecipients will be DV agencies that are competitively selected based on demonstrated need and capacity. The application process for subrecipients will solicit information about their existing practices and future plans to ensure DV survivors experiencing homelessness are assisted to quickly move into permanent housing. Subrecipients will assess households in accordance with existing CE processes and identify ways to improve those processes. After assessment, subrecipients will make referrals to local by-name lists, attend case conferencing meetings to advocate on behalf of DV survivors, and ensure easy transitions to housing providers. They will ensure that survivors get housed and are served using trauma-informed and survivor-centered services through housing and/or DV agencies.

The proposed project would help ensure that DV survivors experiencing homelessness are assisted to move more quickly into permanent housing through increased RRH units available for DV survivors. The proposed RRH project would fund availability of additional RRH units for DV survivors, as well

as staff to conduct assessment, landlord recruitment and support, and case management. Many of the available wraparound services would be provided by DV agencies and partners who are experienced in tailoring services to the needs of DV survivors, increasing their relevance and effectiveness for the target population. The project would also enable NCCADV to provide DV agencies with comprehensive training on best practices in RRH, and 1-on-1 technical assistance to support implementing these practices in diverse community contexts. The combination of increased available RRH units and improved and tailored assessment and services would better support survivor safety, healing, and fast exit to safe, permanent housing.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant:
1. ensured the safety of DV survivors experiencing homelessness by:
(a) training staff on safety planning;
(b) adjusting intake space to better ensure a private conversation;
(c) conducting separate interviews/intake with each member of a couple;
(d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;
(e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;
(f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and
2. measured its ability to ensure the safety of DV survivors the project served.
(limit 2,000 characters)

1)The NC Coalition Against Domestic Violence (NCCADV) application provides a new opportunity to have a CoC RRH program for DV survivors. While NCCADV does not currently provide housing to DV survivors & has not selected subrecipients, they advise the CoC on serving DV survivors as members of the Governance Committee & the CE Council. a)NCCADV has extensive experience building capacity to ensure the safety of DV survivors experiencing homelessness & offer trainings on trauma-informed & survivor-centered services, including survivor-led safety planning. b)NCCADV provides technical assistance on how to make physical spaces more trauma-informed, including creating intake spaces to ensure privacy. c)DV agencies serve self-identified DV survivors & conduct intake, case management, & other conversations without the other partner present. d)All of NCCADV's training, TA, & oversight operates from the survivor empowerment model, where providers give survivors all the relevant information about available options & support survivor choice. This approach includes allowing survivors to decide which housing options (e.g. scattered-site units, rental assistance) are safest for them. e/f)NCCADV will assess subrecipients' experience with maintaining bars on windows, fixing hallway lights, location confidentiality, etc. to support safety in housing.2)NCCADV has extensive evaluation experience in process & outcome evaluation of programmatic & policy efforts & collective impact as well as in quasi-experimental research. NCCADV advises the CoC CE Council on how to better assess outcomes for DV survivors. NCCADV and subrecipients will determine the appropriateness of semi-formal interviews, written questionnaires, focus groups, process documentation & review, & other data collection tools to assess rates of placement and retention, as well as survivors'

opinions of how well the RRH programs supported survivor safety & choice, how trauma-informed they were, & what improvements can be made.

1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:
1. project applicant's experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and
2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:
(a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants' preferences;
(b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;
(c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;
(d) placing emphasis on the participant's strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;
(e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;
(f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and
(g) offering support for parenting, e.g., parenting classes, childcare.
(limit 4,000 characters)

1)NCCADV provides training, technical assistance (TA), and programmatic oversight that prioritize trauma-informed and survivor-centered approaches. 2)NCCADV participates in the CoC Governance Committee and Coordinated Entry (CE) Council in order to help CoC processes be more survivor-centered, trauma-informed, and accessible. a)NCCADV supports partner agencies in improving systems to promote safety, confidentiality, transparency, collaboration, cultural relevance, empowerment, and survivor choice. b)Empowerment and survivor choice are critical in a survivor-centered approach, as the central dynamic of DV is one partner abusing power to control the other. Thus, empowering survivors in making their own decisions about what is best for their lives is key for long-term healing and safety. c/d)NCCADV's previous work in promoting trauma-informed and survivor-centered homelessness services includes: • Consulting with the CoC about issues such as maintaining survivor confidentiality while ensuring survivor access to all CoC services; ensuring that DV survivors get referred to DV-specific services as part of the prevention and diversion screening process • Developing screening tools that better assess risk of morbidity and mortality for survivors to properly refer and prioritize them in by-name lists • Training DV agencies on DV Housing First, housing service systems, and trauma-informed shelter practices • Training housing service providers on making their agencies trauma-informed with regard to physical space, service provision practices, and policies.
e)Beyond housing systems, NCCADV promotes trauma-informed, survivor-

centered approaches through: • Capacity building for survivor-serving agencies regarding: o Impacts of DV, including the neurobiology of trauma and common symptoms and coping strategies o The Empowerment Model of survivor advocacy o Cultural humility and non-discrimination o Serving survivors from diverse backgrounds o Confidentiality o Safety planning o Trauma-informed approaches • Programmatic efforts such as: o Improving services for specific populations of DV survivors, including Latinx, LGBTQ, and African, Black, and Caribbean survivors; as well as teen dating violence survivors and children of DV survivors o Conducting assessments of partner agencies' organizational policies, practices, and procedures, with intensive TA to help make these domains more trauma-informed.
If funded, NCCADV will leverage existing resources and expertise related to trauma-informed and survivor-centered approaches to work with subrecipients and the CoC to increase their alignment with these approaches. Increasing available RRH units for DV survivors and advising the CoC on survivors' needs and preferences will expand DV survivors' choices and support rapid placement in permanent housing and stabilization. NCCADV will work with subrecipients to ensure that staff training and service procedures create an environment of mutual respect, supporting survivors rather than penalizing them, and centering survivor choice in all service decisions. NCCADV will continue to provide training and 1-on-1 TA to subrecipients and all relevant CoC systems and partners on trauma, cultural relevance, and non-discrimination.
f/g)Subrecipients will offer information on trauma and referrals to peer support groups, spiritual supports, parenting supports, and other supportive services as optional resources for participants. NCCADV will review subrecipients' intake, safety planning, and case management processes to ensure that they identify and leverage survivors' strengths to achieve survivors' goals.
Subrecipients will be competitively selected. NCCADV will assess capacity related to trauma-informed and survivor-centered approaches as part of this competition. NCCADV will work with subrecipients to expand and continually improve trauma awareness and responsiveness and survivor-centeredness in their housing services.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:

- Child Custody
- Legal Services
- Criminal History
- Bad Credit History
- Education
- Job Training
- Employment
- Physical/Mental Healthcare
- Drug and Alcohol Treatment
- Childcare

(limit 2,000 characters)

The NC Coalition Against Domestic Violence (NCCADV) application provides a new opportunity to have a CoC RRH program for DV survivors. While NCCADV does not currently provide housing to DV survivors & has not selected subrecipients, they advise the CoC on serving DV survivors as members of the Governance Committee & the CE Council. RRH Subrecipients will be DV agencies that are competitively selected based on demonstrated need and capacity. The application process for subrecipients will solicit information about their existing programming and available referrals for service needs, including all of the domains listed in 1F-4e. NCCADV has established relationships with statewide organizations and local service providers in various regions of the CoC that provide the services listed, such as: • Legal Aid of NC • NC Bar Association (Family Law Council and DV Subcommittee) • NC Administrative Office of the Court • Lawyer Referral Service • NC Pro Bono Resource Center • UNC Law School • NCCU Law School • Criminal record expungement providers • Self Help Inc. and Coastal Federal Credit Union, which provide credit repair services • The Allstate Foundation • Community health centers and the NC Community Health Center Association • The NC Department of Health and Human Services • NC Child • National Alliance on Mental Illness NC • Blue Cross Blue Shield of NC • The NC Community College System • UNC System • NC Campus Consortium • DV agencies that provide survivor-centered job training and employment preparedness services. These relationships will allow NCCADV to support subrecipients in identifying and building new relationships with local service providers to cover any gaps in their existing service referral networks.

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

2A-1. HMIS Vendor Identification. WellSky

Applicants must review the HMIS software vendor name brought forward from FY 2018 CoC Application and update the information if there was a change.

2A-2. Bed Coverage Rate Using HIC and HMIS Data.

Using 2019 HIC and HMIS data, applicants must report by project type:

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	2,508	751	1,165	66.31%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	635	33	242	40.20%
Rapid Re-Housing (RRH) beds	336	0	320	95.24%
Permanent Supportive Housing (PSH) beds	1,720	0	1,427	82.97%
Other Permanent Housing (OPH) beds	0	0	0	

2A-2a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-2.

For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:

1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and
2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.
(limit 2,000 characters)

1) The CoC plans to increase ES & TH bed coverage by targeting agencies with the largest number of non-HMIS beds, offering them free licenses & training to access the system. The NC BoS CoC transitioned to a new HMIS implementation in 06/19. The former NC HMIS implementation had problems with poor training & significant visibility issues, making it difficult to recruit agencies while these issues went unaddressed. The strategy to create a new HMIS that better meets the needs of the CoC's agencies was partly driven by a desire to increase bed coverage. By November 2019, staff will use the HIC to identify non-HMIS agencies & develop specific materials to demonstrate the benefits of HMIS usage to them & their communities. Staff will set quarterly goals to outreach agencies & begin scheduling appointments for CoC & local leadership to meet, discussing their specific needs & how the CoC can work with them to begin use of the system. Staff will review accomplishments & challenges at the end of each quarter & adjust its plan, with insight from the CoC and HMIS Advisory Boards, to meet 85% coverage within 12 months. All PSH beds uncovered in HMIS belong to HUD-VASH programs. The CoC will continue working closely with VAMCs to encourage participation. The CoC recently recruited a VAMC representative to join the HMIS Advisory Board & will work with her to develop a plan for recruitment. 2) CoC & HMIS staff will work alongside local leadership & CoC representatives of the HMIS Advisory Board to outreach agencies, with the goal of meeting them in-person to discuss HMIS to better understand their barriers to joining the system & find ways to overcome obstacles. Of the agencies not using HMIS, the vast majority are faith-based ES & TH projects, which do not have funding requiring usage. The CoC is mostly rural and many agencies are very small without staff or capacity to meet the demands of HMIS. The CoC hopes to meet the 85% coverage threshold in ES, TH, & PSH by July 2019.

*2A-3. Longitudinal System Analysis (LSA) Submission.

Applicants must indicate whether the CoC submitted its LSA data to HUD in HDX 2.0.	Yes

*2A-4. HIC HDX Submission Date.

Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy)	04/30/2019

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

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy). 01/30/2019

2B-2. PIT Count Data–HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/30/2019

2B-3. Sheltered PIT Count–Change in Implementation.

Applicants must describe:
1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's sheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

1) The CoC did not make changes to its sheltered PIT count implementation or count methodology in the 2019 count. However, instead of asking for aggregate data from non-HMIS participating agencies, as we had done in the past, in 2019, the CoC collected client-level data in order to ensure accurate aggregated reporting. 2) The CoC showed improvements in overall data quality through more intentional training and technical assistance for non-HMIS participating agencies who collect data on paper forms and report outside of HMIS. By collecting client-level data from non-HMIS participating shelters, CoC staff were able to dig deeper, ask more questions about and fix discrepancies,

and ensure count information was accurate. Staff contacted each non-HMIS participating agency prior to the count to inform them of the date and process for the 2019 count. After count day, staff worked with shelter staff at these agencies to collate data on people staying in shelter the night of the count and to accurately report on the number and types of beds available for their use. Often non-HMIS participating shelters struggle with HUD language and terms (i.e. types of households). The CoC believes that the hands-on technical assistance offered, asking questions about household make-up, demographic information, and homeless history through phone calls, helped the CoC more accurately account for people and beds on the night of the 2019 PIT/HIC count.

*2B-4. Sheltered PIT Count–Changes Due to Presidentially-declared Disaster.

Applicants must select whether the CoC added or removed 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 2019 sheltered PIT count.	No

2B-5. Unsheltered PIT Count–Changes in Implementation.

Applicants must describe:
1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and
2. how the changes affected the CoC's unsheltered PIT count results; or
3. state "Not Applicable" if there were no changes.
(limit 2,000 characters)

1) The CoC did not make changes to its unsheltered count implementation or count methodology in the 2019 count. However, instead of collecting paper forms with aggregate unsheltered count data from local enumerators, the CoC used an App for the first time, allowing CoC staff to see client-level and ensure accurate aggregation reporting. 2) Using the App, local enumerators entered complete data on each household experiencing unsheltered homelessness encountered the night of the count. The App used conditional logic and required fields to assist enumerators to collect all required information per household. Once submitted, CoC staff manipulated the raw household data to follow-up with enumerators about discrepancies and to accurately account for household types and subpopulations. Prior to 2019, 13 local regional PIT Leads each collated and reported aggregate unsheltered count data independently to the CoC. However in 2019, having client-level data counted the night of the PIT sent directly to CoC staff allowed for immediate follow-up with enumerators on discrepancies, fewer people working with the data, reducing the chance for errors, and less dependence on volunteers who may have difficulty understanding complex reporting requirements and definitions such as household types, chronic homelessness, and unaccompanied and parenting youth. With CoC staff aggregating unsheltered count information, local leaders

facilitating the count could instead focus more attention on providing training and technical assistance to ensure local enumerators understood how to use the App and conduct the count appropriately. With these changes, the CoC believes that the 2019 count provided a more accurate accounting of overall unsheltered homelessness, especially for people experiencing chronic and youth homelessness living unsheltered.

*2B-6. PIT Count–Identifying Youth Experiencing Homelessness.

Applicants must:

Indicate whether the CoC implemented specific measures to identify youth experiencing homelessness in their 2019 PIT count.	Yes

2B-6a. PIT Count–Involving Youth in Implementation.

Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:
1. plan the 2019 PIT count;
2. select locations where youth experiencing homelessness are most likely to be identified; and
3. involve youth in counting during the 2019 PIT count.
(limit 2,000 characters)

1) In order to hold the PIT count at times and in locations where youth were most likely to be located, the CoC partnered with local youth programs, including afterschool programs, faith-based programs, LGBTQ agencies, and youth housing and service providers, to plan and conduct the 2019 PIT count. The CoC also partnered with homeless liaisons to identify school-age youth who may not visit youth service programs. 2) Stakeholders involved in planning the count, brainstormed and implemented specific initiatives to engage youth in locations specific to the population. The CoC advertised on social media to increase and build awareness of youth counts to elicit help in planning. The CoC counted outside school hours and when youth programs were operational to increase opportunities to find youth experiencing homelessness. Regional leaders engaged youth providers that had not counted in prior years and conducted counts in these facilities. 3) Youth with lived experience participated on PIT planning committees, and the CoC plans to expand the scope of youth participation in 2020. The CoC worked closely with Point Source Youth and SchoolHouse Connection, two nationally based nonprofits with embedded staff in NC. Both nonprofits used their vast experience to provide technical assistance and connections to youth providers outside of the homeless system to participate in planning and implementation of the 2019 count. This included recruiting youth with lived experience to join local planning committees and participate in the day of the count.

2B-7. PIT Count–Improvements to Implementation.

Applicants must describe the CoC's actions implemented in its 2019 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)

1) CoC staff provided more training and technical assistance to regions and agencies conducting sheltered and unsheltered counts, helping program staff and volunteers better understand the chronic homeless definition. The CoC updated its survey forms for the unsheltered and non-HMIS participating agencies to better gauge a person's homeless history, thus better reflecting if a household meets the chronic homeless definition. With better trained staff and volunteers using a form that better assisted in collecting chronic homelessness criteria, the CoC saw a marked decrease in the number of people meeting the definition of chronic homelessness, especially living unsheltered. 2) The CoC continues to create and strengthen closer partnerships with organizations serving families. The CoC focused attention on recruiting local homeless school liaisons and Departments of Social Services to participate in the 2019 PIT count. Local communities enlisted the help of other providers serving families to plan the 2019 PIT count and used their connections in the community to recruit volunteers for unsheltered counts and participate in ES and TH counts the night of the count. 3) CoC staff worked closely with SSVF and VAMCs in the 2019 PIT count to better identify Veterans experiencing homelessness. SSVF providers used their street outreach expertise and experience working with unsheltered people to help design local street counts and create lists of known locations. All Veteran service and housing providers used by-name lists to connect with unsheltered Veterans not physically found on the night of the count to ensure their inclusion in final PIT numbers.

3A. Continuum of Care (CoC) System Performance

Instructions

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*3A-1. First Time Homeless as Reported in HDX.

Applicants must:

Report the Number of First Time Homeless as Reported in HDX.	5,761

3A-1a. First Time Homeless Risk Factors.

Applicants must:
1. describe the process the CoC developed to identify 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 CoC determines the risk factors to identify persons becoming homeless for the first time by screening each person presenting for services with a tool called the Prevention and Diversion Screen and using the collected data from the tool to evaluate common factors seen in the population. This allows programs to divert households, assisting to identify other PH options and providing access to mediation and financial assistance to remain in a PH setting. 2) The CoC actively works to increase resources for diversion activities, including financial assistance and plans to use SSO-CE funding in 2020 to contract with NC 211 to provide screening, mediation, and resource procurement services to households that might be diverted from the system.

The CoC plans to roll out an intensive diversion training module on prevention and diversion specifically created for emergency shelter staff. This intensive training module will increase understanding of the critical role of diversion to decrease the flow of individuals at-risk of homelessness into shelter and how to operationalize these activities within the construct of their daily work. The CoC is working with NC DHHS to develop a referral platform and prevention strategy for Medicaid families who live unstably. This plan will be implemented once the new managed care system in the NC comes online in the next year. 3) A Project Specialist from NCCEH uses the data to work closely with Regional Committee CE Leads to plan and strategize how to reduce the number of first-time homeless households, educate local providers on the tool and mediation skills, and seek local financial resources for diversion efforts.

*3A-2. Length of Time Homeless as Reported in HDX.

Applicants must:

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.	208

3A-2a. Strategy to Reduce Length of Time Homeless.

Applicants must:
1. describe the CoC's strategy to reduce the length of time individuals and persons in families remain homeless;
2. describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
3. 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 CoC CE system prioritizes households (HHs) for RRH & PSH based on LOTH, & the CoC works closely with providers to increase accessibility to PH. The CoC's written standards focus on program design, ensuring projects follow Housing First tenets & other best practices (SAMHSA's Key Elements of PSH, USICH's RRH Program Standards, & CPD Notice 16-011). CoC staff provide ongoing training on standards & pull program data from HMIS to evaluate progress on turnover rate, targeting, & positive exits. In 2019, the CoC created a Moving On Pilot workgroup with 2 large PSH providers, 2 PHAs, & local leadership. Staff trained PSH staff on Moving On tenets, & with the help of PSH staff, developed a PSH HH Assessment focused on the key areas housing staff need to evaluate over time to help HHs stabilize in housing & become sustainable. PSH staff have updated their policies & procedures to incorporate Moving On strategies in all areas of their programs, & line staff are currently evaluating all HHs every 6 months using the new tool. The PHAs have evaluated their current admin plans & are making changes with their local Boards to incorporate preferences & set asides for people moving from PSH programs. The pilot will assist the CoC to refine Moving On strategies with the intent to rollout procedures & tools across the full CoC in 2020. Incorporating Moving On strategies frees up PSH units for HHs with long histories of homelessness thus reducing the CoCs LOTH. 2) All local CE systems hold

regular case conferencing meetings, use local by-name lists that identify HHs with high vulnerability & long periods of homelessness, & connect them to PH resources. CoC staff evaluate HMIS data regularly to identify long-term stayers in homeless programs & work with local CE staff to ensure they are adequately connected to the CE system. 3) An NCCEH Project Specialist works with CE Leads to strategize how to target people with the longest histories of homelessness & reduce the overall LOTH.

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

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	42%
2. Report 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 as reported in HDX.	99%

3A-3a. Exits to Permanent Housing Destinations/Retention of Permanent Housing.

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;
2. provide the organization name or position title responsible for overseeing 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;
3. 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; and
4. provide the organization name or position title responsible for overseeing 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 CoC uses several strategies to increase the rate at which persons exit ES, TH, & RRH programs to PH destinations. The CoC Board approved written standards, including best practice program design such as HUD's RRH Program Standards. The CoC set termination/evaluation procedures, limiting reasons for ending assistance to clients. CoC staff provide ongoing TA to providers on standards & work with program staff on difficult cases, providing guidance on ways to engage landlords & hard-to-house individuals to improve PH exits. The CoC has contracted with NAEH to begin a 9-month ES Learning Collaborative with ES in the CoC's region with the highest number of people experiencing homelessness. Starting in 01/20, this process will work with ES to

lower barriers, learn how to provide housing-focused services, and set push goals on exits to PH. NAEH will train CoC staff to provide this intensive TA to other ES in the CoC. 2) A Project Director from NCCEH will oversee efforts, working with all programs to improve retention & placement in PH. 3) The CoC currently has a 99% PH retention rate or exits to PH destinations in its PSH programs. This high rate is due to the CoC implementing a performance improvement planning process with its PSH programs, wherein CoC staff review program/client documents to evaluate a program's compliance, adherence to best practices, & performance. After review, staff work with program staff to implement a plan, setting goals and timelines for improvement. In 2020, staff will begin quarterly calls with programs to evaluate APR performance data. To further strengthen performance, the CoC held Best Practices in Tenancy Supports trainings in 11/18. The trainings focused on implementation of Housing First tenets, integrating peer support in tenancy supports, trauma-informed care, & Motivational Interviewing. 4) A Project Director from NCCEH will oversee efforts, working with all programs to improve retention & placement into PH.

*3A-4. Returns to Homelessness as Reported in HDX.

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.	7%
2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.	5%

3A-4a. Returns to Homelessness–CoC Strategy to Reduce Rate.

Applicants must:
1. describe the strategy the CoC has implemented to identify 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 return to homelessness.
(limit 2,000 characters)

1) The CoC uses several strategies to identify households (HHs) that return to homelessness. The CoC uses HMIS and CE by-name list data to identify HHs returning to homelessness. It evaluates HH & program data over time to determine the common factors of HHs returning to the system & help develop strategies to decrease returns. 2) The CoC employs several strategies to reduce the rate of returns to homelessness. In 2019, staff worked closely with PSH & RRH providers to evaluate their services & how to restructure staffing to decrease ratios and increase the level & types of services needed for more vulnerable HHs. The CoC held Tenancy Supports trainings in 11/18. The trainings focused on implementation of best practices such as Housing First tenets, integrating peer support in tenancy supports, trauma-informed care, &

Motivational Interviewing. CoC staff have advocated for & worked alongside NC DHHS staff to amend state Medicaid services to include tenancy supports as a billable expense to ensure that housing providers have a mainstream financial resource to use to support HHs adequately. Through a 3-year study, NCCEH worked with Duke University researchers to study high-performing PSH programs to understand what skills & supports helped HHs succeed. The research assisted the state to include a tenancy support services definition in Medicaid services. NC DHHS will rollout use of this service definition in 2019, whereby many PSH & RRH providers can partner with Medicaid-funded agencies to provide tenancy supports to maintain housing and decrease returns to homelessness. Staff have already begun working with providers to understand the new definitions & begin building the infrastructure needed to take advantage of these resources. 3) The Project Director works with PH programs to improve performance. A Project Specialist from NCCEH works with CE Leads on local implementation & will oversee the CoC's by-name list.

*3A-5. Cash Income Changes as Reported in HDX.

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	16%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	20%

3A-5a. Increasing Employment Income.

Applicants must:
1. describe the CoC's strategy to increase employment income;
2. describe the CoC's strategy to increase access to employment;
3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and
4. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase jobs and income from employment.
(limit 2,000 characters)

1) The CoC uses several strategies to increase employment income. Members across the CoC, such as Vocational Rehabilitation (VR), NC Works (NCW), & Work First (WF), provide direct assistance to people experiencing homelessness to increase employment income. CoC staff review HMIS data with program staff, comparing current & past performance on employment income. They brainstorm strategies, set goals, & have conversations with local employment resources to support income procurement. In FY18, CoC-funded programs helped 9% of stayers & 16% of leavers increase employment income. In CY18, ESG-funded programs helped 3% of participants increase employment income. 2) The CoC maintains a list & advertises all employment-related resources to CoC stakeholders through its monthly meetings & email

list. These resources include job fairs & listings, employment trainings, & news from employment providers. In 2020, the CoC will build stronger relationships with NC Workforce Development staff & attempt to partner on mutual goals, formalizing a CoC-wide MOU & helping communities make connections with local Workforce Development Boards. 3) 100% of funded projects connect participants to mainstream employment programs. They collaborate with mainstream services such as NCW, VR, & DSS work programs to increase job placement, improve skills, mentor participants, & decrease barriers to work. The CoC encourages grantees to formalize partnerships through MOUs, defining the specific services each party will provide. 31% of the CoC funding portfolio lies with Managed Care Organizations (MCO). Each MCO has a Supported Employment program, helping consumers to find & maintain long-term employment. This program provides in-house support to HHs in their PSH projects as well as to other PSH & RRH programs outside the MCO network. 4) A Project Specialist works with state Workforce Development and local communities to help households increase income & access to employment.

3A-5b. Increasing Non-employment Cash Income.

Applicants must:
1. describe the CoC's strategy to increase non-employment cash income;
2. describe the CoC's strategy to increase access to non-employment cash sources;
3. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase non-employment cash income.

1) The CoC employs several strategies to increase non-employment cash income. Members across the CoC, such as VAMCs, DSS, & NC Legal Aid staff, provide direct assistance to people experiencing homelessness to increase non-employment cash income from sources such as VA disability & pensions, TANF, & SSI/SSDI. The CoC also has trained SOAR workers, assisting people with disabilities to navigate the often-complex SSA system to access disability benefits. The CoC sets non-employment cash income benchmarks for programs funded through the CoC. CoC staff review HMIS data with program staff, comparing current & past performance on non-employment cash income. They brainstorm strategies, set goals, & have conversations with local benefit resources to support income procurement. In FY18, CoC-funded programs helped 20% of stayers and leavers increase non-employment cash income. In CY18, ESG-funded program helped 1% of participants increase non-employment cash income. 2) The CoC incentivizes programs applying for CoC & ESG funding to increase non-employment cash income through extra points on scorecards. The CoC advertises & encourages providers to send staff to 1 of 3 annual NC SOAR trainings. The CoC emphasizes using SOAR to apply for SSA benefits to increase non-employment income for people with disabling conditions. Over 2 years, 30 caseworkers have been SOAR-trained, and the CoC has 1 FTE and 2 PTE SOAR workers. Many CoC providers have formal relationships with local benefits specialists, inviting them into their ES/TH/Food Programs to work directly with program participants. CoC staff seek state & local resources that can help increase access to non-employment cash income & connect them to regional leadership and specific providers to build partnerships at the local level. 3) An NCCEH Project Specialist works with state and local entities & providers in the CoC to help increase non-employment cash income & access. An NCCEH Project Director oversees SOAR programs.

3A-5c. Increasing Employment. Attachment Required.

Applicants must describe how the CoC:
1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and
2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.
(limit 2,000 characters)

1) The CoC, through local stakeholders, has formal, written agreements with local workforce development boards & local education or training organizations to increase access to employment, mainstream benefit, education, and training organizations to drive increases in employment and non-employment income and opportunities. 2) The main way that the CoC promotes partnerships and increases access for participants to employment opportunities is through various job fairs. The CoC and Regional Committees use email distribution lists to notify and advertise upcoming job fairs through NC Works, local Departments of Social Services, Salvation Army, and local colleges and universities. Some local Regional Committee leadership serve on planning committees with local community colleges to conduct spring and fall job fairs for community members and partner with local industries such as hotels and casinos to drive program participants to find employment. 31% of the CoC funding portfolio lies with Managed Care Organizations (MCO). Each MCO has a Supported Employment program, helping consumers to find & maintain long-term employment. Each MCO has dedicated staff who work to develop local partnerships with employers who will work with participants in PSH programs. MCOs use their Supported Employment program to provide in-house support to households in PSH projects they operate and offer similar services to other PSH & RRH programs outside the MCO network that work with disabled households. All PSH program help participants seek meaningful volunteer opportunities in their local communities at local soup kitchens, animal rescue centers, emergency shelters, and other human service agencies. Case workers act as liaisons to these resources when problems occur, advocate for additional responsibilities on participants' behalf, and provide mentoring when necessary to teach usable skills.

3A-5d. Promoting Employment, Volunteerism, and Community Service.

Applicants must select all the steps the CoC has taken to promote employment, volunteerism and community service among people experiencing homelessness in the CoC's geographic area:

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	☐
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	☐
3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	☐

4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	☐
5. The CoC works with organizations to create volunteer opportunities for program participants.	☐
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	☐
7. Provider organizations within the CoC have incentives for employment.	☐
8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.	☐

3A-6. System Performance Measures Data–HDX Submission Date

05/31/2019

Applicants must enter the date the CoCs submitted its FY 2018 System Performance Measures data in HDX. (mm/dd/yyyy)

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

Instructions

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3B-1. Prioritizing Households with Children.

Applicants must check each factor the CoC currently uses to prioritize households with children for assistance during FY 2019.

1. History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	X
2. Number of previous homeless episodes	X
3. Unsheltered homelessness	X
4. Criminal History	X
5. Bad credit or rental history	
6. Head of Household with Mental/Physical Disability	X

3B-1a. Rapid Rehousing of Families with Children.

Applicants must:
1. describe how the CoC currently rehouses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;
2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once

assistance ends; and
3. provide the organization name or position title responsible for overseeing the CoC's strategy to rapidly rehouse families with children within 30 days of them becoming homeless.
(limit 2,000 characters)

1) The CoC's strategy to rapidly rehouse families with children within 30 days of becoming homeless focuses on diversion and RRH. Diversion and RRH are effective strategies because they quickly connect families to permanent housing and community resources. All coordinated entry access points administer the Prevention and Diversion Screening tool to every household seeking services to provide households mediation and financial assistance when necessary to divert them from the system. Diverting households before they access mainstream homeless services helps the CoC focus resources on the households that need significant assistance to exit homelessness. The CoC also holds regular case conferencing meetings, referring households to local RRH programs based on length of time homeless and service needs. After referral, RRH programs in the CoC focus on landlord engagement, housing identification, and using community-based resources, attempting placement of families as soon as possible. In 2019 ESG funding priorities, the CoC limited the use of ESG homelessness prevention funds to ensure that accessible emergency shelter, street outreach, and RRH are available in all 79 counties so families can be identified, sheltered, and referred to housing programs to end their housing crisis quickly. 2) To address both the housing and service needs of families and to ensure they successfully maintain housing once assistance ends, the CoC uses case conferencing meetings to discuss ongoing challenges and to leverage additional resources, such as employment services and job training, mainstream benefits, and behavioral health supports, to try to address families' service needs comprehensively. 3) Project Specialists at NCCEH work with local Regional Committees to rapidly rehouse families with children.

3B-1b. 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 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 any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing.

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	X
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	X
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	X
4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	X

3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.

Applicants must indicate whether the CoC's strategy to address the unique needs of unaccompanied youth experiencing homelessness who are 24 years of age and younger includes the following:

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

3B-1c.1. Unaccompanied Youth Experiencing Homelessness–Prioritization Based on Needs.

Applicants must check all that apply that describes the CoC's current strategy to prioritize unaccompanied youth based on their needs.

1. History of, or Vulnerability to, Victimization (e.g., domestic violence, sexual assault, childhood abuse)	X
2. Number of Previous Homeless Episodes	X
3. Unsheltered Homelessness	X
4. Criminal History	X
5. Bad Credit or Rental History	

3B-1d. Youth Experiencing Homelessness–Housing and Services Strategies.

Applicants must describe how the CoC increased availability of housing and services for:
1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and
2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.
(limit 3,000 characters)

1) The CoC employs many strategies to increase housing & services to homeless youth. The CoC continues to collaborate with Point Source Youth (PSY), a national organization helping communities address youth

homelessness, to assist projects to gain a baseline understanding of the resources available for homeless youth. This year, PSY plans to provide stipends to pay youth to participate in Point-in-Time count (PIT) planning committees to provide a youth perspective to PIT strategies and provide a more accurate count of youth experiencing homelessness in the CoC. Last year, CoC staff outreached LGBTQ agencies within the CoC to invite them to assist with Regional Committee PIT planning. After PIT, LGBTQ agencies continued to participate in Regional Committees and strengthened partnerships to serve homeless youth. The CoC continues it work with SchoolHouse Connection to create a subcommittee in Region 2 of the CoC in order to bring together youth and other providers who work with youth to create a strategic regional plan on ending youth homelessness. The Associate Director from Point Source Youth & the state-wide McKinney-Vento Homeless Liaison Coordinator are on the CoC's Governance Board in 2019. The CoC has a strong partnership with school liaisons, allowing projects to provide more comprehensive services & increase access to housing for school-aged youth. The CoC will jointly host webinars with the State Education Agency to educate CoC providers about homeless education services and to educate school homeless liaisons on how to refer homeless families to housing and services in the CoC. CoC staff also increased the CoC's ability to identify homeless youth by assisting the NC Department of Health and Human Services (DHHS) to create a survey to identify housing needs for all Medicaid-eligible youth and their families. Once identified, precariously housed and homeless youth will be referred to housing assistance using a statewide resource platform. 2) The CoC has specific strategies to increase housing & services for unsheltered youth. This population is prioritized for PH placement in the CE system. The CoC's SSO-CE grant aims to provide greater CE access to groups who otherwise have difficulty accessing the homeless service system. The grant funds street outreach activities targeting unsheltered individuals, including youth, & special advertisement initiatives in communities to reach underrepresented populations in the system such as unsheltered youth. Increased access to the CE through the SSO-CE grant led to more CoC and ESG grantees working with unaccompanied youth this year.

3B-1d.1. Youth Experiencing Homelessness–Measuring Effectiveness of Housing and Services Strategies.

Applicants must:
1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. 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 both strategies in question 3B-1d.; and
3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)

1) Initial evidence that the strategies in 3B-1d are working to provide increased availability of housing and services to homeless youth include the interest and engagement of providers. SchoolHouse Connection is providing funding for planning and infrastructure to serve youth experiencing homelessness, and Region 2 of the CoC is developing a youth strategic plan. Furthermore, HMIS data shows that the 5 regions receiving SSO-CE grant funding have improved access for youth to the CE system. These regions report that within the last

year there were 85 youth with a CE entry and/or a VI-SPDAT assessment in HMIS. Of those 85, 19 youth were reported as family members and 66 as heads of household, either unaccompanied or with a family of their own. In the same time period, 51 youth were enrolled in RRH and PSH programs. Increased access to CE means that homeless youth are on the CoC's by-name list and receive referrals to PH programs, including placements in RRH and PSH programs. 2) The CoC measures success in providing resources to homeless and unsheltered youth: decreases in the number of youth in the annual PIT Count & increased numbers of youth connected to and referred from the CoC's CE system. The CoC is using the 2019 PIT as a baseline year for identifying homeless youth. The CoC worked closely with Point Source Youth to develop a comprehensive plan and training module to help local communities identify an accurate count of all youth experiencing homelessness across the CoC. The CoC identified a total of 169 unaccompanied youth, including 27 unsheltered youth. Hereafter, the CoC will compare the number of youth identified year-over-year and will evaluate and track how many youth are assessed and placed in housing through the CE system. The CoC uses comprehensive by-name lists, tracked in HMIS, to assess the number of youth experiencing homelessness and how long it takes for them to be housed. HMIS data shows that the 5 regions receiving the SSO-CE grant funding have improved access for youth to the CE system. These regions report that 85 youth exist with a CE entry and/or a VI-SPDAT assessment in HMIS. The CoC's goal is to see the number of youth connected to the CE system increase as communities are better able to identify homeless youth and youth-dedicated projects come online over the next few years. 3) PIT counts coupled with by-name lists should give the CoC the most comprehensive picture of whether and how youth are accessing resources and what the unmet needs are. In the future, once an accurate picture of youth homelessness exists, the CoC plans to use other tools to evaluate the effectiveness of different housing models and services for serving youth. The CoC will compare different housing providers and models, including RRH, PSH, FUP vouchers, host homes, and others, to evaluate which interventions most effectively serve youth.

3B-1e. Collaboration–Education Services.

Applicants must describe:

1. the formal partnerships with:
a. youth education providers;
b. McKinney-Vento LEA or SEA; and
c. school districts; and

2. how the CoC collaborates with:
a. youth education providers;
b. McKinney-Vento Local LEA or SEA; and
c. school districts.
(limit 2,000 characters)

1) The CoC has formal partnerships with a youth education provider, Point Source Youth, & McKinney-Vento SEAs through SchoolHouse Connection. Both Point Source Youth staff and the SEA Coordinator serve as at-large members on the CoC Governance Board. The CoC has a formal partnership with LEAs and the SEA Coordinator who serve and vote on official CoC boards

& committees. Regional committees also have MOUs with early childhood providers. 2) Beyond formal partnerships, the CoC collaborates with youth education providers, McKinney-Vento LEAs, and school districts. 2 CoC staff participate on committees in a state-wide initiative to provide homeless children with access to developmental resources, childcare, & access to PH. State-level professionals from NC Division of Child Development & Early Education, NC Child Care Development Fund, NC Infant Mental Health Association, NC State University, NC Department of Public Instruction, & NC DHHS join this initiative. CoC providers partner at the local level with early childhood service providers and work closely with Head Start. LEAs & other school system social workers serve on CoC Regional Committees (RCs), connecting homeless youth to the CE system, & providing educational assistance to families in shelters & PH programs. RCs rely heavily on LEAs to plan local PIT counts and assist on the day of the count. CoC staff also provide in-person trainings to the LEAs. Within the last year, the CoC co-hosted a set of webinars with the SEA to promote relationships between RCs & LEAs. LEAs provide an essential connection for the CoC to school districts. They provide education to local school leaders on the CoC & bring essential personnel to the table on local youth homeless initiatives. School district staff serve on local committees, providing insight & connection to youth resources outside the homeless service system.

3B-1e.1. Informing Individuals and Families Experiencing Homeless about Education Services Eligibility.

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

The CoC's policy to inform individuals and families of their eligibility for education services are the written standards that require all CoC- and ESG-funded rapid rehousing and permanent supportive housing programs to identify a person on their staff responsible for connecting any family with school-age children to education services. Coordinated Entry access points that identify families with children also have standard procedures to inform and link families to education services. The CoC does not have formal guidance to inform individuals and families who become homeless of their eligibility for education services. Regional Committees have formal and informal relationships with McKinney-Vento LEAs, local shelters, rapid rehousing and permanent supportive housing programs, and the coordinated entry system that include procedures to link families and youth to education services. Through its partnership with the SEA, the CoC plans to set CoC-wide policies and procedures to inform families of their eligibility for education services this year.

3B-1e.2. Written/Formal Agreements or Partnerships with Early Childhood Services Providers.

Applicant must indicate whether the CoC has an MOU/MOA or other types of agreements with listed providers of early childhood services and supports and may add other providers not listed.

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

3B-2. Active List of Veterans Experiencing Homelessness.

Applicant must indicate whether the CoC uses an active list or by-name list to identify all veterans experiencing homelessness in the CoC. Yes

3B-2a. VA Coordination–Ending Veterans Homelessness.

Applicants must indicate whether the CoC is actively working with the U.S. Department of Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and criteria for ending veteran homelessness. Yes

3B-2b. Housing First for Veterans.

Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach. No

3B-3. Racial Disparity Assessment. Attachment Required.

Applicants must:
1. select all that apply to indicate the findings from the CoC's Racial Disparity Assessment; or
2. select 7 if the CoC did not conduct a Racial Disparity Assessment.

1. People of different races or ethnicities are more likely to receive homeless assistance.	X
2. People of different races or ethnicities are less likely to receive homeless assistance.	X

3. People of different races or ethnicities are more likely to receive a positive outcome from homeless assistance.	
4. People of different races or ethnicities are less likely to receive a positive outcome from homeless assistance.	
5. There are no racial or ethnic disparities in the provision or outcome of homeless assistance.	
6. The results are inconclusive for racial or ethnic disparities in the provision or outcome of homeless assistance.	
7. The CoC did not conduct a racial disparity assessment.	

3B-3a. Addressing Racial Disparities.

Applicants must select all that apply to indicate the CoC's strategy to address any racial disparities identified in its Racial Disparities Assessment:

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	
3. The CoC has identified strategies to reduce disparities in their homeless system.	X
4. The CoC has implemented strategies to reduce disparities in their homeless system.	
5. The CoC has identified resources available to reduce disparities in their homeless system.	X
6: The CoC did not conduct a racial disparity assessment.	

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

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.
Please submit technical questions to the HUD Exchange Ask-A-Question at https://www.hudexchange.info/program-support/my-question/

Resources:
The FY 2019 CoC Application Detailed Instruction can be found at: https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources
The FY 2019 CoC Program Competition Notice of Funding Availability at: https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

4A-1. Healthcare–Enrollment/Effective Utilization

Applicants must indicate, for each type of healthcare listed below, whether the CoC assists persons experiencing homelessness with enrolling in health insurance and 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 systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;
2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;
3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in

health insurance;
4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and
5. 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) CoC staff keep abreast of changes to mainstream benefits such as Medicaid, food stamps, SSI/SSDI, TANF, & others at the federal & state levels to inform the CoC Governance Board & membership. Mainstream partners attend Regional Committee (RC) meetings, educate providers on how to connect clients to benefits, & share updates that will affect ongoing benefits. The local updates are shared with CoC staff & Governance Board during monthly meetings. The CoC Governance Board includes representatives from a major health system & the NC Dept. of Health and Human Services who provide updates on mainstream benefits. 2) CoC staff relay mainstream benefit updates & information using a CoC-wide email distribution list. Staff make announcements at committee meetings & hold webinars to share best practices. RC leadership share mainstream benefit information with local stakeholders at meetings, invite others to share updates & opportunities. 3) CoC staff acts as the SOAR state lead & addresses issues with accessing Social Security Administration programs, including health insurance. SOAR caseworkers create relationships with local SSA staff as well as Disability Determination Services staff to provide information & answer questions. The dedicated SOAR staff increases the chances of positive outcomes. The CoC also maintains partnerships with health care navigators, Managed Care Organizations (MCOs), free clinics, legal aid, & Departments of Social Services (DSSs) to ensure access to health insurance programs. 4)CoC staff train providers to ensure participants who are eligible for Medicaid are identified & enrolled. CoC staff work closely with NC Medicaid & the new MCOs serving NC to include housing support services for their members. 5) A Project Specialist at NCCEH works closely with state/federal partners to keep abreast of mainstream benefit changes & connects regularly with CoC stakeholders to update them about resources. A Project Director at NCCEH is SOAR state lead.

4A-2. Lowering Barriers to Entry Data:

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 has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	37
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	37
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

4A-3. Street Outreach.

Applicants must:
1. describe the CoC's street outreach efforts, including the methods it

uses to ensure all persons experiencing unsheltered homelessness are identified and engaged;
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 CoC uses multiple methods to ensure identification & engagement within the 79-county geographic area. SSVF providers provide outreach in all 79 counties in the CoC. SSVF provides weekly outreach to unsheltered Vets. In agreement with the CoC's plan to end Veteran homelessness, when these programs encounter non-Vets in their outreach efforts, they connect these individuals to the coordinated entry (CE) process. In addition, the CoC has 2 ESG-funded outreach programs & is anticipating that 5 additional applications will be submitted for ESG street outreach funding in 2019. The CoC continues to expand its SSO-CE grant to cover the CoC's geographic area with street outreach activities to connect unsheltered individuals to local CE access points. SSO-CE subgrantees are now doing street outreach activities to unsheltered individuals to give them access to the CE process. Those performing outreach, map known encampments & contact agencies that often serve unsheltered populations including meal programs & libraries for referrals. 2)Currently, the CoC has regular street outreach efforts in 100% of the CoC's geographic area through partnerships with SSVF grantees who will refer unsheltered households to the local CE process. 3)SSVF programs provide weekly outreach in all counties to homeless Vets & connect other non-Vets encountered to CE. Other non-Vet dedicated outreach programs provide outreach weekly, monthly, or as needed. 4)CoC partners work with providers as well as other community organizations, such as DSS, soup kitchens, libraries, & law enforcement, to refer & connect unsheltered populations to homeless and housing services through CE regardless of their ability to access shelter. To improve outreach coverage, the CoC established ESG funding priorities to fund street outreach in areas without emergency shelters. The CoC uses its SSO-CE grant to conduct street outreach & provide access to households who otherwise have difficulty accessing the local CE system.

4A-4. RRH Beds as Reported in 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 2018 and 2019.

	2018	2019	Difference
RRH beds available to serve all populations in the HIC	772	336	-436

4A-5. Rehabilitation/Construction Costs–New Projects. No

Applicants must indicate whether any new project application the CoC ranked and

submitted in its CoC Priority Listing in the FY 2019 CoC Program Competition is requesting $200,000 or more in funding for housing rehabilitation or new construction.	
4A-6. Projects Serving Homeless under Other Federal Statutes.	No
Applicants must indicate whether the CoC is requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other federal statutes.	

4B. Attachments

Instructions:

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

Document Type	Required?	Document Description	Date Attached
_FY 2019 CoC Competition Report (HDX Report)	Yes	FY 2019 CoC Compe...	09/24/2019
1C-4.PHA Administration Plan–Moving On Multifamily Assisted Housing Owners' Preference.	No		
1C-4. PHA Administrative Plan Homeless Preference.	No	PHA Administratio...	09/24/2019
1C-7. Centralized or Coordinated Assessment System.	Yes	CE Assessment Tool	09/24/2019
1E-1.Public Posting–15-Day Notification Outside e-snaps–Projects Accepted.	Yes	Projects Accepted...	09/24/2019
1E-1. Public Posting–15-Day Notification Outside e-snaps–Projects Rejected or Reduced.	Yes	Projects rejected...	09/24/2019
1E-1.Public Posting–30-Day Local Competition Deadline.	Yes	Local Competition...	09/24/2019
1E-1. Public Posting–Local Competition Announcement.	Yes	Local Competition...	09/24/2019
1E-4.Public Posting–CoC-Approved Consolidated Application	Yes		
3A. Written Agreement with Local Education or Training Organization.	No		
3A. Written Agreement with State or Local Workforce Development Board.	No	State or Local Wo...	09/20/2019
3B-3. Summary of Racial Disparity Assessment.	Yes	Racial Disparity ...	09/24/2019
4A-7a. Project List-Homeless under Other Federal Statutes.	No		
Other	No		
Other	No		

Other	No		

Attachment Details

Document Description: FY 2019 CoC Competition Report

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administration Plan Preference

Attachment Details

Document Description: CE Assessment Tool

Attachment Details

Document Description: Projects Accepted Notification

Attachment Details

Document Description: Projects rejected/reduced notification

Attachment Details

Document Description: Local Competition Deadline

Attachment Details

Document Description: Local Competition Public Announcement

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: State or Local Workforce Agreement

Attachment Details

Document Description: Racial Disparity Assessment Summary

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	09/20/2019
1B. Engagement	09/20/2019
1C. Coordination	09/23/2019
1D. Discharge Planning	No Input Required
1E. Local CoC Competition	09/24/2019
1F. DV Bonus	09/23/2019
2A. HMIS Implementation	09/20/2019
2B. PIT Count	09/20/2019
3A. System Performance	09/20/2019
3B. Performance and Strategic Planning	09/23/2019
4A. Mainstream Benefits and Additional Policies	09/23/2019
4B. Attachments	Please Complete

Submission Summary	No Input Required

2019 HDX Competition Report

PIT Count Data for NC-503 - North Carolina Balance of State CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count	**2963**	**3054**	**2991**	**2989**
Emergency Shelter Total	1682	1,682	1,680	1716
Safe Haven Total	0	0	0	0
Transitional Housing Total	446	420	343	423
Total Sheltered Count	**2128**	**2102**	**2023**	**2139**
Total Unsheltered Count	**835**	**952**	**968**	**850**

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	**348**	**382**	**485**	**299**
Sheltered Count of Chronically Homeless Persons	165	127	227	174
Unsheltered Count of Chronically Homeless Persons	183	255	258	125

2019 HDX Competition Report

PIT Count Data for NC-503 - North Carolina Balance of State CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	**342**	**347**	**301**	**250**
Sheltered Count of Homeless Households with Children	266	282	236	222
Unsheltered Count of Homeless Households with Children	76	65	65	28

Homeless Veteran PIT Counts

	2011	2016	2017	2018	2019
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	**242**	**136**	**176**	**156**	**157**
Sheltered Count of Homeless Veterans	150	82	105	100	124
Unsheltered Count of Homeless Veterans	92	54	71	56	33

2019 HDX Competition Report

HIC Data for NC-503 - North Carolina Balance of State CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2019 HIC	Total Beds in 2019 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	**2508**	**751**	**1165**	**66.31%**
Safe Haven (SH) Beds	**0**	**0**	**0**	**NA**
Transitional Housing (TH) Beds	**635**	**33**	**242**	**40.20%**
Rapid Re-Housing (RRH) Beds	**336**	**0**	**320**	**95.24%**
Permanent Supportive Housing (PSH) Beds	**1720**	**0**	**1427**	**82.97%**
Other Permanent Housing (OPH) Beds	**0**	**0**	**0**	**NA**
Total Beds	5,199	784	3154	71.44%

2019 HDX Competition Report

HIC Data for NC-503 - North Carolina Balance of State CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC	2019 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	219	1533	1668	1332

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH units available to serve families on the HIC	89	116	173	60

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH beds available to serve all populations on the HIC	410	467	757	336

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Summary Report for NC-503 - North Carolina 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 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	5674	5839	61	64	3	32	32	0
1.2 Persons in ES, SH, and TH	6157	6223	77	81	4	37	36	-1

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.

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	5715	5826	150	193	43	59	72	13
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	6218	6207	164	208	44	63	76	13

2019 HDX Competition Report

FY2018 - 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 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	34	4	12%	3	9%	1	3%	8	24%
Exit was from ES	1590	168	11%	120	8%	126	8%	414	26%
Exit was from TH	191	3	2%	2	1%	2	1%	7	4%
Exit was from SH	0	0		0		0		0	
Exit was from PH	936	26	3%	21	2%	25	3%	72	8%
TOTAL Returns to Homelessness	2751	201	7%	146	5%	154	6%	501	18%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2019 HDX Competition Report
FY2018 - 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 2017 PIT Count	January 2018 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	3054	2991	-63
Emergency Shelter Total	1682	1680	-2
Safe Haven Total	0	0	0
Transitional Housing Total	420	343	-77
Total Sheltered Count	2102	2023	-79
Unsheltered Count	952	968	16

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	6258	6334	76
Emergency Shelter Total	5748	5929	181
Safe Haven Total	0	0	0
Transitional Housing Total	616	474	-142

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 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	638	489	-149
Number of adults with increased earned income	33	46	13
Percentage of adults who increased earned income	5%	9%	4%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	638	489	-149
Number of adults with increased non-employment cash income	126	96	-30
Percentage of adults who increased non-employment cash income	20%	20%	0%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	638	489	-149
Number of adults with increased total income	146	124	-22
Percentage of adults who increased total income	23%	25%	2%

2019 HDX Competition Report
FY2018 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	261	220	-41
Number of adults who exited with increased earned income	41	36	-5
Percentage of adults who increased earned income	16%	16%	0%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	261	220	-41
Number of adults who exited with increased non-employment cash income	47	45	-2
Percentage of adults who increased non-employment cash income	18%	20%	2%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	261	220	-41
Number of adults who exited with increased total income	83	73	-10
Percentage of adults who increased total income	32%	33%	1%

2019 HDX Competition Report

FY2018 - 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 2017	FY 2018	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5624	5690	66
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.	1192	1253	61
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)	4432	4437	5

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	6853	7727	874
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.	1397	1966	569
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.)	5456	5761	305

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 FY2018 (Oct 1, 2017 - Sept 30, 2018) 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 2017	FY 2018	Difference
Universe: Persons who exit Street Outreach	95	9	-86
Of persons above, those who exited to temporary & some institutional destinations	16	0	-16
Of the persons above, those who exited to permanent housing destinations	21	7	-14
% Successful exits	39%	78%	39%

Metric 7b.1 – Change in exits to permanent housing destinations

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	6254	6351	97
Of the persons above, those who exited to permanent housing destinations	2709	2664	-45
% Successful exits	43%	42%	-1%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in all PH projects except PH-RRH	1640	1485	-155
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1618	1467	-151
% Successful exits/retention	99%	99%	0%

2019 HDX Competition Report

FY2018 - SysPM Data Quality

NC-503 - North Carolina 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.

2019 HDX Competition Report

FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	1701	1784	1763	1694	773	556	553	548	1490	1659	1731	1820	211	396	317	564				
2. Number of HMIS Beds	1113	1134	1152	1145	509	296	308	316	1394	1510	1566	1618	211	396	317	557				
3. HMIS Participation Rate from HIC (%)	65.43	63.57	65.34	67.59	65.85	53.24	55.70	57.66	93.56	91.02	90.47	88.90	100.00	100.00	100.00	98.76				
4. Unduplicated Persons Served (HMIS)	5392	5683	5751	5590	662	566	608	487	1698	1811	1788	1826	1187	2133	2295	2557	70	61	20	8
5. Total Leavers (HMIS)	4531	4879	4982	4807	456	375	416	314	250	255	182	720	775	1377	1481	1635	12	45	20	8
6. Destination of Don't Know, Refused, or Missing (HMIS)	2113	2041	1715	1722	53	64	71	39	8	3	0	9	56	71	38	99	7	14	6	0
7. Destination Error Rate (%)	46.63	41.83	34.42	35.82	11.62	17.07	17.07	12.42	3.20	1.18	0.00	1.25	7.23	5.16	2.57	6.06	58.33	31.11	30.00	0.00

2019 HDX Competition Report

Submission and Count Dates for NC-503 - North Carolina Balance of State CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2019 PIT Count	1/30/2019	

Report Submission Date in HDX

	Submitted On	Met Deadline
2019 PIT Count Submittal Date	4/30/2019	Yes
2019 HIC Count Submittal Date	4/30/2019	Yes
2018 System PM Submittal Date	5/30/2019	Yes

TENANT SELECTION PLAN
Mid-East Regional Housing Authority
Quail Ridge Apartments

1. FAIR HOUSING AND EQUAL OPPORTUNITY REQUIREMENTS STATEMENTS OF NONDISCRIMINATION

It is the policy of The Mid-East Regional Housing Authority to comply fully with Title VI of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act of 1968, Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, Fair Housing Amendments Act of 1988, and any legislation protecting the individual rights of residents, applicants, or staff which may subsequently be enacted.

We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

The Property shall not discriminate because of race, color, sex, familial status, religion, disability, or national origin in the leasing, rental, or other disposition of housing in any of the following:

a. Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
b. Provide housing which is different than that provided to others,
c. Subject a person to segregation or disparate treatment,
d. Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
e. Treat a person differently in determining eligibility or other requirements for admission,
f. Deny a person access to the same level of services, or
g. Deny a person the opportunity to participate in a planning or advisory group that is an integral part of the housing program.

The Property will seek to identify and eliminate situations or procedures that create a barrier to equal housing opportunity for all. In accordance with Section 504, the Property will make reasonable accommodations for individuals with handicaps or disabilities (applicants or residents). Such accommodations may include changes in the method of administering policies, procedures, or services.

In reaching a reasonable accommodation with, or performing structural modification for otherwise a qualified individual with disabilities, the Property is not required to:

a. Make structural alterations that require the removal or altering of a load-bearing structure,
b. Provide support services that are not already part of its housing programs,
c. Take any action that would result in a fundamental alteration in the nature of the program or service, or

d. Take any action that would result in an undue financial and administrative burden on the Property, including structural impracticality as defined in the Uniform Federal Accessibility Standards (UFAS).

If the PHA determines, after all other options are exhausted, to transfer a resident family as a reasonable accommodation for a family members disability, the PHA will pay the costs associated with the relocation, unless it is determined that such costs would be an undue financial or administrative burden to the PHA as outlined in HUD Handbook 4350.3 Chapter 7, Section 3B, Number 2.

2. PRIVACY POLICY

It is the policy of the Property to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and the Health Insurance Portability & Accountability Act of 1996 (HIPAA) to ensure the protection of such individuals' records maintained by the Property.

Therefore, neither the Property nor its agents shall disclose any personal information contained in its records to any person or agency unless the individual about whom information is requested shall give written consent to such disclosure.

This Privacy Policy in no way limits the Property's ability to collect such information as it may need to determine eligibility, compute rent, or determine an applicant's suitability for tenancy. Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained on handicap or disability will be treated in a confidential manner.

We are dedicated to protecting the privacy of your personal information that was used to determine your eligibility for rental assistance based on HUD regulations, including Social Security, other governmental identification numbers and any other required information.

3. QUALIFYING FOR ADMISSION

Based on Federal Regulations, the Property may not admit ineligible applicants. In the selection of applicants for admission, Eligibility Criteria has been established in accordance with HUD guidelines. All information reported by the family is subject to verification. All applicants will be screened carefully and the following eligibility standards will be applied:

In order to be ELIGIBLE, a household must meet these tests:

a The family's annual income must be less than or equal to 60% of county or statewide non-metropolitan median family income, as published periodically by HUD;
b Applicants must disclose **social security numbers** for **all** household members and provide proof of the numbers reported. If no Social Security Number has been assigned they must sign certification stating such unless they are not claiming eligibility status. If documentation of the SSN is not currently available to the applicant, such documentation must be supplied to the owner within 90 days (120 days for those 62 years old or older) from the date the applicant was first offered a unit. If

the owner has determined that the applicant is otherwise eligible for admission, and the only outstanding verification is the SSN, the applicant may retain his/her position on the waiting list during the 90-day extension period. If the 90-day period expires and no documentation is provided, then the applicant will be deemed ineligible. Applicant households that include a family member under the age of 6, who does not yet have a SSN assigned to him/her, and was added to the household 6 months or less from move-in date is acceptable. The new household member's SSN must be disclosed and verified within 90 calendar days of the child being added to the household.

c All adults in each applicant household must sign an **Authorization for Release of Information** prior to receiving assistance and annually thereafter;

d The unit for which the household is applying must be the family's **only residence**;

e An applicant must agree to **pay the rent required** by the program under which the applicant will receive assistance;

f Must have citizenship, naturalization, and/or eligible immigration status;

g Reliance on state and federal housing vouchers will not be grounds to deny an application.

h The applicant and all household members must not be receiving assistance through another federally assisted housing program. This will be verified utilizing EIV Existing Tenant Search.

Exceptions: Individuals age 62 or older as of 1/31/10, whose initial determination of eligibility was begun before 1/31/10 are exempt from the SSN disclosure requirement.

By law, only U.S. citizens and eligible non-citizens may benefit from federal rental assistance. Compliance with these rules ensures that only eligible households receive subsidy. These requirements apply to households making application to the property, households on the waiting list, and residents. Applicants must prove U.S. Citizenship, naturalization or legal non-citizen status for each household member in accordance with HUD (24 CFR Part 5, Subpart E). To verify U. S. Citizenship applicants are required to sign a declaration of citizenship for each household member.

Households that have no members with citizenship, naturalization or legal non-citizen status do not qualify for assistance. Assistance is available to households, which include at least one member with citizenship, naturalization, or legal non-citizen status that has been verified through the DHS (Department of Homeland Security).

Non-citizens under the age of 62 claiming eligible status must provide:

(1) A signed declaration of eligible immigration status;
(2) A signed consent form; and
(3) One of the DHS-approved documents.

Non-citizens age 62 and older must sign a declaration of eligible immigration status and provide a proof of age document.

Non-citizens not claiming eligible immigration status may elect to sign a statement that they acknowledge their ineligibility for assistance.

Once the determination of non-citizen status of a household assisted prior to completion of the verification or appeal process, the management will do as follows:

1) Provide full assistance to families with one or more established "eligible" household members until information establishing the immigration status of any remaining noncitizen family members has been received and verified;
2) Offer continued prorated assistance to a mixed household, or temporary deferral of termination of assistance if the family does not accept the offer of prorated assistance; or
3) Offer temporary deferral of termination of assistance to an ineligible family. At the end of the deferral period the family must either pay market rent or vacate the unit.

Section 8 Student Eligibility:

a. The individual is 24 years of age or older by December 31 of the award year;

b. The individual is an orphan, in foster care, or a ward of the court or was an orphan, in foster care, or a ward of the court at any time when the individual was 13 years of age of older;
c. The individual is, or was immediately prior to attaining the age of majority, an emancipated minor or in legal guardianship as determined by a court of competent jurisdiction in the individual's State of legal residence;

d. The individual is a veteran of the Armed Forces of the United States (as defined in subsection (c)(1) of HEA) or is currently serving on active duty in the Armed Forces for other than training purposes;

e. The individual is a graduate or professional student;

f. The individual is a married individual;

g. The individual has legal dependents other than a spouse;

h. The individual has been verified during the school year in which the application is submitted as either an unaccompanied youth who is a homeless child or youth (as such terms are defined in section 725 of the McKinney-Vento Homeless Assistance Act) (42 U.S.C. 11431 *et seq.*), or as unaccompanied, at risk of homelessness, and self-supporting, by—
(i) a local educational agency homeless liaison, designated pursuant to section 722(g)(1)(J)(ii) of the McKinney-Vento Homeless Assistance Act;

(ii) the director of a program funded under the Runaway and Homeless Youth Act or a designee of the director;

(iii) the director of a program funded under subtitle B of title IV of the McKinney-Vento Homeless Assistance Act (relating to emergency shelter grants) or a designee of the director; or

(iv) a financial aid administrator; or

i. The individual is a student for whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstances

Any financial assistance, in excess of amounts received for tuition and other required fees and charges, that an individual receives shall be considered income to that individual (as defined under the Higher Education Act of 1965).

This income rule does not apply if the applicant is:

1) Living with his/her parents/guardian who are receiving Section 8 Assistance or
2) A person over the age of 23 with dependent children

The HUD Handbook 4350.3 Chapter 3, Section 3-13, establishes criteria to determine eligibility for assistance of students. Evidence of a separate household is determined by review and verification of previous address information. Review of prior year income tax returns to verify if a parent or guardian has claimed the student as a dependent. Verify income provided by a parent, guardian or others by requiring a written certification by the individual providing this support. A certification is also required if the parent or guardian is providing no support to the student.

h Occupancy Standards: The household size must be appropriate for the available apartments;

Occupancy Standards: Applicants must meet the established occupancy standards. As a general policy there should be a minimum of one person per bedroom and no more than two persons per bedroom. Management shall take into consideration mitigating circumstances in cases where applicants or residents have a verifiable need for a larger unit.

Any family placed in a unit size different than that defined in these Occupancy Standards shall agree to transfer to an appropriate size unit when one becomes available (in accordance with the Transfer Policy and Lease Addendum).
Dwelling units will be assigned in accordance with the following standards:

	Persons Per Household	
Bedroom Size	Minimum	Maximum
1	1	2
2	2	4
3	3	6

4. APPLICATION INTAKE AND PROCESSING

It is the Property's policy to accept and process applications in accordance with applicable HUD Handbooks and Regulations when applicable. Quail Ridge Apartments does have a homeless preference which was adopted by the Board of Directors. The Homeless Preference is clarified in detail below.

Applications are taken at The Housing Authority Main Office located at 415 East Boulevard, Suite 140, Williamston, NC 27892 and on site at 173 Elm Street, Bethel, NC 27812. Applications will be taken Monday through Friday, 10:00 am until 12:00 pm, on site and at any time during normal business hours Monday through Thursday at the Main Office. Appointments are encouraged and will be honored over walk-ins. All communications with applicants will be by First Class Mail. Failure to respond to letters may

result in withdrawal of an application from further processing. Management may make exceptions to the procedures described herein to take into account circumstances beyond the applicant's control (for example, medical emergencies or extreme weather conditions).

Every application must be completed and signed by the head of the household, spouse, and every adult household member 18 years and older. All other members of the household will be listed on the Application.

To comply with HUD Handbook 4350.3, Chapter 4, Section 4-14, Paragraph A. 1., to accommodate families with disabilities who cannot utilize the PHA's preferred application process, the PHA will, upon request, send applications to families that have a disability that prevents them being able to routinely travel and make application on-site or at the main office location. Staff assistance might take the form of answering questions about the Application, helping applicants who might have literacy, vision, or language challenges, and, in general, make it possible for interested parties to apply for assisted housing. Applicants with disabilities may be provided an alternative method of having their application processed as a result of their disability.

Homeless Preference
Clarified Homeless and Substandard Definition

Homeless: An applicant will be considered homeless if the household meets the criteria listed below:

An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning:

a. 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 accommodations for human beings, including a car, park, abandoned building, bus or train station, bridge, airport, or camping ground; or
b. An individual or family living in a supervised publicly or privately operated shelter designed 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
c. 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 the institution;

An individual or family who:

a. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous of life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; and
b. Has no other residence; and

c. Lacks the resources or support networks, e.g. family, friends, and faith-based or other social networks, to obtain other permanent housing.

Substandard: An applicant will be considered living in substandard housing if the household meets the criteria listed below:

Resides with friends or relatives on a temporary basis, or

Will lose their primary nighttime residence within 60 days of verification of preference, or

Contains a Head or Co-Head, ages 18 to 25 years, who is aging out of the Foster Care system.

5. PRIORTIES FOR ACCESSIBLE OR ADAPTABLE APARTMENTS

For apartments accessible to, or adaptable for, persons with mobility, visual, or hearing impairments, households containing at least one person with such impairment will have first priority (as applicable for a particular apartment feature). NOTE: Current residents in good standing, requiring accessible/adaptable apartments, shall be given priority over applicants requiring the same type apartment. IF a resident, in good standing, is transferred as a reasonable accommodation to a household member's disability, then the owner will pay the costs associated with the transfer unless doing so would be an undue financial and administrative burden. Where persons without disabilities are moved into physically accessible apartments designed to meet special needs, they shall do so only after agreeing to move to an apartment at their expense with no such design features should an applicant or current resident require an accessible apartment of the type currently occupied by the persons without disabilities.

6. WAITING LIST SELECTION PROCEDURES

NOTE: Current residents, in good standing, who may qualify for rental assistance or who meet the qualifications listed in the Transfer Policy for transfer to a different unit shall be given priority over applicants. It is likely that there will be more applicants for housing than can be assisted. In order to select those families most in need of housing, the following categories will be the basis of selecting residents from among all applicants:

a. Handicapped or disabled eligible families when units are designated for their use.
b. Forty percent (40%) of all available (moved-out) units will be set aside for families whose total gross family income does not exceed 30% of the area median income as established by HUD.

    1. To meet HUD's Income Targeting requirements applicants will be taken from the waiting list as explained in HUD Handbook 4350.3, Chapter 4, Section 4-5. The PHA will alternate between the first Extremely Low-Income applicant on the waiting list and the applicant at the top of the waiting list starting with the first Extremely Low-Income applicant at the beginning of the fiscal year.

2. Marketing of these units will be targeted towards potential residents who have incomes that do not exceed 60% of the area median income.

c. Within each of the above listed groups, approved applicants will be housed based solely on the date and time of application.

7. WAITING LIST MANAGEMENT

It is the policy of Management to administer its Waiting List as required by HUD handbooks and regulations.

a. Change in Priority Status While on the Waiting List

Occasionally households on the Waiting List who did not qualify for a Priority when they applied will experience a change in circumstances that qualifies them for a Priority. In such cases, it will be the household's duty to contact the Property so that their change in status may be verified to reflect the Priority.

To the extent the verification determines the household does now qualify for a Priority, they will be moved up on the Waiting List in accordance with the Priority and their date of application.

b. Removal of Applications from the Waiting List

Property will not remove an applicant's name from the Waiting List unless:

1) The applicant requests that their name be removed,
2) The applicant was clearly advised, in writing, of the requirement to tell Property of his/her continued interest in housing by a particular time and failed to do so,
3) Property made a reasonable effort, in writing, to contact the applicant to determine if there was continued interest in housing but has been unsuccessful, or
4) Property has notified the applicant, in writing, of its intention to remove the applicant's name, because the applicant no longer qualifies for assisted housing, or
5) Applicant refused second offer of unit for other than medically related reason.

8. INTERVIEWS AND VERIFICATION PROCESS

As applicants approach the top of the waiting list, they will be contacted to schedule an application interview. The interview shall be conducted in accordance with the HUD Handbook 4350.3, Chapter 4, Section 4-24.

No decisions to accept or reject applications shall be made until all information presented by the applicant on the Application has been verified.

9. VERIFICATION REQUIREMENTS

Property shall obtain verifications in compliance with requirements set forth in the HUD Handbook 4350.3, Chapter 5, Section 3. No decision to accept or reject an application shall be made until verifications keyed by the application form have been collected and any necessary follow-up interviews have been performed.

a. Types of Verification Required

All information relative to the following items must be verified as described in these procedures:

1) Eligibility for Admission, such as
   a) Income, assets, and asset income
   b) Household composition
   c) Family members 6 years of age and older must provide the owner with a complete and accurate Social Security. For any members of the family who do not have a social security number, the applicant or family member must certify that the individual has never received a social security number. HUD Handbook 4350.3, Chapter 3, Paragraph 3-9 and Paragraph 5-12 A. 3.
   d) Citizenship, naturalization and/or eligible non-citizen status
   e) Independent Student Staus of students who are Head or Co-head

2) Allowances, such as
   a) Age, disability, or handicap of household members
   b) Full time student status
   c) Child care costs
   d) Handicap expenses
   e) Medical costs (for elderly/handicap households only)

3) Priorities or Preferences, such as
   a) Income less than 60% of median income limits, to meet income-targeting goals as set forth by HUD

4) Compliance with Resident Selection Guidelines, such as
   a) Proof of ability to pay rent
   b) Previously demonstrated adherence to Lease
   c) Positive prior landlord reference, rent paying, caring for a home
   d) History of criminal activity of any household member
   e) Screening for all household members over the age of 16 for "Registered Sex Offender" status.

Credit checks will be processed through approved credit bureaus with an approved credit rating.

Exceptions include:

a) Medical collections
b) Proof of satisfactory dispute of credit rating
c) Applicant shows period of credit problems, which have been corrected
d) Applicant has proof of repayment of debt (Proof must be a statement of satisfaction from creditor, court, or other legal proof)

6) Disability Needs Requirements, such as

a) Reasonable accommodations/modifications based on disability

All the above information must be documented and appropriate verification forms or letters placed in the applicant or resident file.

b. Period for Verification

Only verified information that is less than 120 days old may be used for verification or recertification. Verified information not subject to change (such as a person's date of birth) need not be re-verified.

c. Forms of Verification - documentation required, as part of the verification process, may include:

1) Checklists completed as part of the interview process and signed by the applicant
2) Verification forms completed and signed by third parties
3) Reports of interviews
4) Documentation, i.e., award letters, pay-stubs, bank statements, etc
5) Notes of telephone conversations with reliable sources
6) Facsimile, email and Internet

At a minimum, such reports will indicate the date and time of the conversation, source of the information, name and job title of the individual contacted, and a written summary of the information received.

Management staff will be the final judge of the credibility of any verification submitted by an applicant. If the staff considers documentation to be doubtful, it will be reviewed by Management staff that will make a ruling about its acceptability. Management staff will continue to pursue credible documentation until it is obtained or the applicant is rejected for failing to produce it.

d. Sources of Information - Sources of information to be checked may include, but not be limited to:

1) The applicant by means of interviews
2) Present and former housing providers
3) Present and former employers
4) Credit checks and management record services
5) Social workers, parole officers, court records, drug treatment centers, physician, clergy, DHS (Department of Homeland Security)
6) Law enforcement – federal, state, or local

e. Preferred Forms of Verification - Verifications shall be attempted in the following order:
1) Third-party written
2) Third-party oral with a record kept in the files
3) Copies of third party documents provided by the household (i.e. Social Security or agency printout, award letter, pay stubs, bank statements, pharmacy printouts, payment book stubs for medical insurance premium, etc.)
4) In the absence of any of the above, affidavits from the household

Each file will be documented to show that the management attempted to obtain third-party written documentation before relying on some less acceptable form of information.

10. Attempted Fraud

Any information provided by the applicant that verification proves to be untrue may be used to disqualify the applicant for admission on the basis of attempted fraud. The Property considers false information about the following to be grounds for rejecting an applicant:

1) Income, assets, household composition
2) Social Security Numbers
3) Preferences and priorities
4) Allowances
5) Previous residence history or criminal history
6) Citizenship, naturalization, and/or eligible non-citizen status

Unintentional errors that do not cause preferential treatment will not be used as a basis to reject applicants.

11. DETERMINATION OF APPLICANT ELIGIBILITY

Information needed to determine applicant eligibility shall be obtained, verified, and the determination of applicant eligibility performed, in accordance with HUD and property eligibility regulations.

12. DETERMINATION OF APPLICANT QUALIFICATION

The Applicant Screening Policy

All applicants for HUD regulated housing will be screened according to the criteria set forth in these Resident Selection Guidelines. The following guidelines, which are based on those set forth in the HUD Regulations, relate to the individual behavior of each applicant household:

1) Past performance in meeting financial obligations, especially rent.
2) A record of disturbance of neighbors, destruction of property, or housekeeping habits at prior residences which may adversely affect the health, safety, or welfare of other residents or cause damage to the apartment or community.
3) Involvement in criminal activity on the part of any applicant household member that would adversely affect the health, safety, or welfare of other residents.
4) A record of eviction from housing or termination from residential programs.
5) An applicant's ability and willingness to comply with the terms of the Property's Lease and community's policies.
6) An applicant's misrepresentation of any information related to eligibility, allowances, household composition, or rent.

13. How Applicant's History will be checked

Listed below are the methods by which every applicant's performance, relative to each of the five criteria, will be checked?

1) Past performance meeting financial obligations, especially rent:
   a) Credit check with Credit Bureau.
   b) Contacting the current landlord and at least one prior landlord. The Landlord Verification Form will be used to gather previous rental history information.
   c) The reason for checking with prior housing providers is that current housing providers of dangerous, destructive, or costly applicants may misrepresent information about them to get the Property to take over their problems. Contacts with all prior housing providers for at least the past 10 years are to be pursued.
   d) Applications from households that owe any outstanding balance to any other landlord or rental housing provider will be given five (5) working days to dispute or satisfy the debt.

2) Disturbance of neighbors, destruction of property, or living or housekeeping habits that would pose a threat to other residents:

   a) Management will check for these potential problems with the current management and at least one former manager using the Landlord Verification Form.
   b) If the applicant is not currently living under a lease with a management, the housing provider will be asked to verify the applicant's ability to comply with Property lease

terms as it relates to these guidelines. Any area for which the applicant has upkeep responsibility will be inspected.

c) An applicant's behavior toward management will be considered in relation to future behavior toward neighbors. Physical or verbal abuse or threats by an applicant toward management will be noted in the file.

3) Involvement in criminal activity on the part of any applicant household member that would adversely affect the health, safety, or welfare of other residents.

4) Criminal history checks of convictions and outstanding warrants with local, state and possibly federal authorities.

5) Any household member that has a status of "Registered Sex Offender" will not be eligible for assistance as long as the status remains and the applicant will be rejected. "Lifetime Registered Sex Offenders" will not be eligible for assistance as long as that status remains and the applicant will be rejected.

6) A record of eviction from housing or termination from residential programs will be considered:

a) Manager will check Property records, management records, and other records to determine whether the applicants have been evicted from the Property, any other assisted housing or any other property in the past

b) Records of evictions from residential programs will be checked with service agencies and with any housing providers referred by the applicant

c) Circumstances of any past eviction or termination in determining its relevance to Property tenancy.

6) Ability and willingness to comply with the terms of the Lease & Community Policies:

a) If an applicant is able to document that he/she is complying with Lease terms and Community Policies in current and former residences, through a combination of management references, if applicable, this criterion will be considered to have been satisfied.

7) An applicant's misrepresentation of any information related to eligibility, award of priority for admission, allowances, household composition, or rent.

a) If, during the course of processing an application, it becomes evident that an applicant has falsified or otherwise misrepresented any facts about his/her current situation,

criminal history, or behavior in a manner that would affect eligibility, preferences, priorities, application selection criteria qualification, allowances, or rent, the application shall be rejected.

14. Obtaining Applicant Releases

When applicants are interviewed prior to the eligibility and reference determination, all adult household members, 18 and older, must sign the necessary releases required for gathering information needed to determine eligibility.

15. Review of Recommendations for Admission or Rejection

a) If the applicant requests an additional interview to determine whether mitigating circumstances or reasonable accommodations due to their disability would make it possible to accept his/her application; Management will do so based on Section 504 of the Rehabilitation Act of 1973.

b) And, if you are a person with a disability, you have the right to request reasonable accommodations to participate in the informal hearing process.

c) If an applicant is clearly eligible and passes the screening guidelines, admission shall be authorized. Likewise, if the applicant is ineligible, rejection of the application shall be authorized.

d) Management will follow the grievance process in compliance with requirements set forth in the HUD Handbook 4350.3 Revision 1. CHG-3.

16. Applicants with Disabilities or Handicaps

Management must consider whether to reconsider the rejection of an application if the applicant has a disability and the reasons for the rejection could be overcome by management's reasonable accommodation of the applicant's disability. For reasonable accommodations to apply there are several requirements. First, the applicant must have a verifiable disability [mental or physical impairment that substantially limits one or more major life activities]. The disability must have a direct correlation to the reason the applicant would be rejected. The applicant must request the reasonable accommodation and provide verification of the disability and the need for the accommodation. Finally, for the accommodation to be reasonable it cannot result in an undue financial and administrative burden to the Property. In some situations, even with reasonable accommodations, applicants with disabilities cannot meet essential program requirements. In these situations the applicant is not eligible and the application will be rejected. Examples of such situations are where the behavior or performance in past housing caused a direct threat to the health or safety of persons or property; past history or other information that shows the applicant's inability to comply with the terms of the Property's lease; or an objective determination that the applicant would require services from management that represent an alteration in the fundamental nature of the Property's program.

1) If an applicant makes a request, management will provide a reasonable accommodation if the applicant has a verifiable disability that is directly related to the request and providing the reasonable accommodation will not result in an undue financial and administrative burden to management.

17. REJECTION OF APPLICATION OF INELIGIBLE OR UNQUALIFIED APPLICANTS

The Property complies with application rejection requirements set forth in the HUD Handbook 4350.3 Revision 1. CHG-3. Management reserves the right to reject applications for admission if it is determined that the applicant or any member of the household falls within any one or more of the following categories:

a. **Misrepresentation:** Willful or serious misrepresentation in the application procedure for the apartment or certification process for any government assisted dwelling unit.

b. **Records of Disturbance of Neighbors, Destruction of Property or Other Disruptive or Dangerous Behavior:** Includes behavior or conduct which adversely affects the safety or welfare of other persons by physical violence, gross negligence or irresponsibility, which damages the equipment or premises in which the family resides; or which is disturbing or dangerous to neighbors or disrupts sound family and community life.

c. **Violent Behavior:** Includes evidence of acts of violence or of any other conduct, which would constitute a danger or disruption to the peaceful occupancy of neighbors.

d. **Non-compliance with Rental Agreement:** Includes evidence of any failure to comply with the terms of rental agreements at prior residences, such as failure to re-certify as required, providing shelter to unauthorized persons, keeping pets, or other acts in violation of rules and regulations.

e. **Owing Prior Landlords:** Applicants who owe a balance to present or prior landlords will not be considered for admission until the account is paid in full and reasonable assurance is obtained that the contributing causes for nonpayment of rent or damages have changed sufficiently to enable the family to pay rent and other charges when due. This will not be hold against applicants currently participating in any programs or receiving assistance which provides the landlord with the ability to recover any economic losses related to the impending tenancy.

f. **Owing Utility Providers:** Applicants who owe a balance to the local utility provider for present or prior residences will not be considered for admission until the account is paid in full and reasonable assurance is obtained that the contributing causes for failure to pay the utility bill have changed sufficiently to enable the family to pay and maintain utilities in the name of the head of household.

g. **Unsanitary or Hazardous Care of Unit:** Includes generally creating any health or safety hazard through acts of neglect and causing or permitting any damage to or misuse of premises and equipment, if the family is responsible for such hazard, damage or misuse; causing or permitting infestation, foul odors or other problems injurious to other persons' health, welfare or enjoyment of the premises; depositing garbage improperly; failing to use in a reasonable and proper manner all utilities, facilities, services, appliances and equipment within the dwelling unit or failing to maintain them in a clean condition; or any other conduct or neglect which could result in health or safety problems or in damage to the premises.

h. **Credit History:** A consistent, severe or recent history of deficiencies in overall credit or rent payment which indicate the family will be unable or would otherwise fail to pay when due rent for the apartment and other expenses relating to occupancy of the apartment. Management has established a policy where

1) A credit rating of 0-5 is acceptable.
2) All prior judgments must be paid in full before being approved. Special exceptions may be made if the judgments are for medical expenses.
3) An applicant will not be rejected due to lack of credit history or no credit history.
4) In cases of bankruptcy, if the applicant has filed for bankruptcy within three years, then the applicant's credit will be rejected. However, the applicant may still be eligible for housing provided they have a co-signer who can pass our credit policy and agrees to guarantee payment of all money owed by the applicant during their initial tenancy period. If the filing of bankruptcy is beyond three years, then the applicant may be eligible provided they have re-established good credit and can pass our credit policy.
5) Not including medical bills.
6) Negative lines of credit that have balances that are paid in full, or that are being paid on a regular basis will be taken into consideration accordingly.

The criteria pertaining to credit history will be waived for applicants participating in any programs or receiving assistance which provides the landlord with the ability to recover any economic losses related to the tenancy.

i. **Criminal Activity:**

The management company will deny admission for criminal activity as follows:

- If a member of an applicant household has been convicted of a felony offense within five years of the application being processed for housing.
- If a member of an applicant household has been convicted of a misdemeanor offense within three years of the application being processed for housing.
- If a member of an applicant household was evicted in the last three years from federally assisted housing for drug-related criminal activity.
- If a member of an applicant household is currently engaged in illegal use of drugs or for which the owner has reasonable cause to believe that a member's illegal use or pattern of illegal use of a drug may interfere with the health, safety, and right to peaceful enjoyment of the property by other residents.
- If there is reasonable cause to believe that a member's behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, and right to peaceful enjoyment of the property by other residents.

The management company will not consider an arrest or charge that was resolved without conviction. In addition, the management company will not consider expunged or sealed convictions. The management company may deny admission if an applicant has pending charges at the time of application.

Where the management company "may deny" admission to a household based on a criminal conviction or pending criminal charge, the management company will conduct an individualized assessment of the criminal record and its impact on the household's suitability for admission. This individualized assessment will include consideration of the following factors: (1) the seriousness of the criminal offense; (2) the relationship between the criminal offense and the safety and security of residents, staff, or property; (3) the length of time since the offense, with particular weight being given to significant periods of good behavior; (4) the age of the household member at the time of the offense; (5) the number and nature of any other criminal convictions; (6) evidence of rehabilitation, such as employment, participation in a job training program, education, participation in a drug or alcohol treatment program, or recommendations from a parole or probation officer, employer, teacher, social worker, or community leader; and (7) tenancy supports or other risk mitigation services the applicant will be receiving during tenancy.

If the applicant's criminal conviction was related to his or her disability, the management company will consider a reasonable accommodation.

Management reserves the right to require criminal background checks at any time during residency if in receipt of credible and verifiable information. Past criminal history of applicants and residents may be a basis for rejection or eviction if information received from law enforcement authorities indicates that an applicant, resident or household member may pose a present threat to the health, safety, or right to peaceful enjoyment by other residents, property management staff or persons residing in the immediate vicinity of the facility. At any time a residents status changes to "Registered Sex Offender" the resident will no longer qualify for Rental Assistance and their Assistance will be terminated. Refusal to sign consent form – Criminal History will result in the rejection of the application or the termination of HUD assistance.

18. ACCEPTANCES AND MOVE-IN OF ELIGIBLE AND QUALIFIED APPLICANTS

1) Determination for Rent and Security Deposit
2) Monthly rent and security deposit amount will be determined in accordance with the Federal regulations governing the housing program and state law.

19. Offering an Apartment

When an apartment becomes available for occupancy, it will be offered to the applicant at the top of the Waiting List for that apartment type. If the applicant cannot be contacted within five (5) working days, the offer will be cancelled and the apartment will be offered to the next applicant on the Waiting List.

In that event, the first applicant will be sent a letter requesting confirmation of its interest in remaining on the Waiting List. If the applicant replies affirmatively, its application will retain its position on the Waiting List. If the reply is negative, or if no reply is received within five (5) working days, the application will be withdrawn.

If an applicant rejects an offer twice, the applicant is removed from the Waiting List.

20. Pets for Elderly and Properties for Person's with Disabilities

No Pets are allowed on the premises of Quail Ridge Apartments except confined pets (hamsters, goldfish). Assisted/Assistive animals are not prohibited.

21. Prior to Move-In

1) Management will explain the HUD regulations regarding the following:
   a) Security deposits
   b) Annual recertification
   c) Interim recertification
   d) Unit inspections
   e) Community policies
   f) Transfer policy
   g) Charges for facilities and services

2) All adult members of the household, 18 years and older will sign the Lease, Community Policies, and related documents.
3) The applicant and management will inspect the apartment and sign the Move-In Inspection form.
4) The applicant will pay the Security Deposit.
5) The applicant will pay the rent for the first month, as set forth in the Lease.
6) The applicant will be given a copy of the Lease, the Move-In Inspection form, Community Policies, and the receipt for the Security Deposit and first month's rent.

22. Transfer Policy

The following reasons for transfer will be reviewed and may be granted:

A. A unit transfer because of family size;
B. A new unit because of changes in family composition;
C. A unit transfer for a medical reason or a need for an accessible unit and because of a Reasonable Accommodation due to a disability of a household member;
D. If the household member needing the accessible features moves out of the accessible apartment, then the remaining household members will be required to move to a non accessible unit; or
E. If no household member needs the accessible features of their current apartment and the accessible apartment is needed by a household with person(s) with disabilities.
F. Emergency Transfers under VAWA

Residents, in good standing, who either request a transfer or are required to transfer for any of the above reasons, will be placed on a transfer waiting list based on the apartment size requested.

Residents with disabilities, currently residing in a non-accessible apartment, and needs accessible features will be given priority for an apartment with accessible features over other residents and applicants.

NOTE: Current residents, in good standing, who may qualify for rental assistance or who meet the qualifications listed in the Transfer Policy for transfer to a different unit shall be given priority over applicants.

NOTE: Depending upon the circumstances of the transfer, a resident may be obligated to pay all costs associated with the move. However, if a resident is transferred as a reasonable accommodation to a household member's disability, then the owner must pay the costs associated with the transfer, unless doing so would be an undue financial and administrative burden.

Transfers should occur after the completion of the initial lease term (except if based on accessibility needs), completed in the middle of the month, and are limited to two days, one to move out of the current apartment, and one to move into the new apartment.

When a household transfers to a new apartment, management may:

A) Transfer the existing deposit, or

B) Close out the existing deposit, deduct resident charges, and determine a new security deposit based on the new TTP or program requirement.

23. At Move-In

Keys to the apartment will be issued to the household. After move-in, periodic inspections will be completed as well as annual and interim certifications will be completed.

24. Failure to Move-In On Time

If a household fails to move in on the agreed date, the application will be declined and the apartment will be offered to the next household on the Waiting List.

25. Apartment Inspections

All apartments must undergo a move-in and move-out inspection by the on-site management team. These inspections include not only interior but also exterior inspections. There will be annual and quarterly inspections. From time to time, HUD and/or the Contract Administrator will conduct an inspection.

26. Annual Re-certifications/Interim Re-certifications

HUD regulations require an annual recertification of income and expenses for rent determination. Interim re-certifications depend upon certain resident changes such as adding another person to your household, change in income, increase or decrease. This policy will be discussed during the initial recertification process.

27. Reasonable Accommodations and Modifications

It is our policy, pursuant to Section 504 of the Rehabilitation Act (if applicable) and the Federal Fair Housing Act, to provide reasonable accommodations and modifications upon request to all applicants, residents, and employees with disabilities. The Property will seek to identify and eliminate situations or procedures that create a barrier to equal housing opportunity for all. In accordance with Section 504, the Property will make reasonable accommodations for individuals with handicaps or disabilities (applicants or residents). Such accommodations may include changes in the method of administering policies, procedures, or services.

Disabled applicants are required to request a reasonable accommodation and/or modification of an apartment, policy, or process in writing. Once the request is received it will be processed and a response will be provided within seven (7) days. If a reasonable accommodation request is submitted, the unit will be held until the request determination is finalized and communicated in writing to the applicant. In the event of a denial of a request for reasonable accommodation, the applicant must be afforded three (3) business days to challenge the decision before the unit can be rented to another qualified applicant.

In reaching a reasonable accommodation with, or performing structural modification for otherwise a qualified individual with disabilities, the Property is not required to:

a. Make structural alterations that require the removal or altering of a load-bearing structure,
b. Provide support services that are not already part of its housing programs,
c. Take any action that would result in a fundamental alteration in the nature of the program or service, or
d. Take any action that would result in an undue financial and administrative burden on the Property, including structural impracticality as defined in the Uniform Federal Accessibility Standards (UFAS).

28. The Violence Against Women Act

The Violence against Women Reauthorization Act of 2013 (VAWA), provides that "criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking, engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be cause for termination of the tenancy or occupancy rights, if the tenant or affiliated individual in the tenant's family is the victim or threatened victim of that abuse." VAWA further provides that incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking may not be construed either as serious or

repeated violations of the lease by the victim of such violence or as good cause for terminating the tenancy or occupancy rights of the victim of such violence.

VAWA does not limit the MERHA's authority to terminate the tenancy of any tenant if the MERHA can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property.

VAWA protection does not apply of the individual is not on the lease. VAWA protection does not apply to a live-in aide or caretaker. While a live-in aide or caregiver who resides in a unit may be a lawful occupant, nonetheless such individual is not a tenant and the protections of VAWA would not apply, except that the live-in aide or caregiver cannot be denied assistance if he or she independently applies for assistance.

Similarly, if an affiliated individual is a victim of domestic violence, dating violence, sexual assault, or stalking, the tenant with whom the affiliated individual resides cannot be evicted or have assistance terminated on the basis of the violence suffered by the affiliated individual, and, consequently, the affiliated individual may receive indirectly the benefit of continued assistance to the tenant.

"Affiliated individual", with respect to an individual, means: (A) A spouse, parent, brother, sister, or child of that individual, or a person to whom that individual stands in the place of a parent to a child (for example, the affiliated individual is a child in the care, custody, or control of that individual); or (B) any individual, tenant, or lawful occupant living in the household of that individual.

VAWA 2013 provides that an incident of actual or threatened domestic violence, dating violence, sexual assault, or stalking shall not be construed as: (1) A serious or repeated violation of a lease executed under a covered housing program by the victim or threatened victim of such incident; or (2) good cause for terminating the assistance, tenancy, or occupancy rights under a covered housing program of a victim or threatened victim of such incident.

If you are a victim of Domestic Violence, certification will be required of victim status, which includes names of abusers. This certification can be completed by the victim, service providers, medical professionals, or attorneys who have counseled the victim. The Form HUD-5382 is available at the rental office.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L, is eligible for an emergency transfer, if:

- The tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit;
- The tenant is a victim of a sexual assault, and the sexual assault occurred on the premises within the 90-day period preceding a request for an emergency transfer.
- A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify management and submit a written request for a transfer to 415 East Boulevard, Suite 140, Williamston, NC 27892..

The tenant's written request for an emergency transfer should include either:

1. A statement expressing why the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under management's program.
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-day period preceding the tenant's request for an emergency transfer.

Emergency Transfer Timing and Availability

Management cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. Management will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. Management may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If Management has no safe and available units for which a tenant who needs an emergency is eligible, Management will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, Management will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

IT IS THE POLICY OF THIS COMPANY TO PROVIDE HOUSING ON EQUAL OPPORTUNITY BASIS. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, FAMILIAL STATUS, NATIONAL ORIGIN, HANDICAP/DISABILITY, ANY STATE OR LOCAL PROTECTED INDIVIDUALS.

Grievance Procedure - When rejecting an application, management will:

1) **Provide notification in writing of reasons for rejection;**
2) **Inform the applicant they have 14 days to request in writing a meeting to discuss the rejection:**
3) **Participate through a representative in an informal meeting;**
4) **Provide a written determination to the applicant within 5 days of meeting.**
5) **If you believe there are mitigating circumstances that should be considered that would allow us to continue processing your application, please advise is so we may schedule a meeting to discuss your request, and,**
6) **If you are a person with a disability, you have the right to request reasonable accommodations to participate in the informal hearing process.**
7) **Your response to this letter does not preclude you from exercising other avenues available if you believe that you are being discriminated against on the basis of race, color, religion, sex, national origin, familial status, or handicap.**

I have been given the opportunity to ask any questions that pertain to the Resident Selection Guidelines. I/we by signing below certify that we have read and received a copy of these guidelines.

_____ _____

Applicant's Signature Date

_____ _____

Applicant's Signature Date

Attachment 1

Property Name: Quail Ridge Apartments
173 Elm Street
Bethel, NC 27812
(252) –789-4926

Quail Ridge Apartments consists of 35 apartments:

8	one bedrooms
17	two bedroom
10	three bedroom

Below are project specific requirements that must be met:

Security Deposit Amount:	One month's total tenant payment

Population Served	**Family**. Family includes but is not limited to: (1) A family with or without children (the temporary absence of a child from the home due to placement in foster care shall not be considered in determining family composition and family size); (2) An elderly family; (3) A near-elderly family; (4) A disabled family; (5) A displaced family; (6) The remaining member of a tenant family; and (7) A single person who is not an elderly or displaced person, or a person with disabilities, or the remaining member of a tenant family. **Elderly Family**. Elderly family means a family whose head or spouse or sole member is a person who is at least 62 years of age. It may include two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides. **Disabled Family**. A disabled family is a family whose head, spouse, or sole member is a person with disabilities. It may include two or more persons with disabilities living together, or one or more persons with disabilities living with one or more live-in aides. **Person with Disabilities.** A person with disabilities for purposes of program eligibility: (1) Means a person who: (i) Has a disability, as defined in 42 U.S.C. 423;
Income Limits: (pre-1981)	Low, very low, and extremely low-income limit

Chapter 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive assistance under the HCV program, the family must submit an application that provides the WHA with the information needed to determine the family's eligibility. HUD requires the WHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, the WHA must select families from the waiting list in accordance with HUD requirements and WHA policies as stated in the administrative plan and the annual plan.

The WHA is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the WHA that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that the WHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that the WHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and WHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how the WHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the WHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the WHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the WHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that the WHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the WHA policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes the WHA's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16, Notice PIH 2009-36]

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits the WHA to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by the WHA. The WHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the WHA's application.

The WHA utilizes a two-step application process.

Under the two-step application process, the WHA initially will require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

As required by HUD, the initial application, or pre-application, will require the family provide at least the following information:

- Applicant name;
- Applicant address;
- Family size;
- Date and time of application;
- Qualification for any local preference;
- Racial or ethnic designation of the head of household;
- Birth Certificate;
- Social Security Card or other documentation with Social Security number on it;
- Photo ID for all household members.

The pre-application will also require the family provide information on its annual income.

Families may obtain application forms from the WHA's office during normal business hours. Families may also request – by telephone or by mail – that a form be sent to the family via first class mail.

Completed applications must be returned to the WHA by mail, by fax, or submitted in person during normal business hours. Applications must be complete in order to be accepted by the WHA for processing. If an application is incomplete, the WHA will notify the family of the additional information required.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]

The WHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard WHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The WHA must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or the WHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the WHA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

WHAs are required to take reasonable steps to ensure equal access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the WHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

The WHA must review each complete application received and make a preliminary assessment of the family's eligibility. The WHA must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, the WHA must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

If the WHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. Where a family is determined to be ineligible, the WHA will send written notification of the ineligibility determination within 10 business days of receiving a complete application. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so (see Chapter 16).

Eligible for Placement on the Waiting List

The WHA will send written notification of the preliminary eligibility determination within 10 business days of receiving a complete application.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received by the WHA.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The WHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how the WHA may structure its waiting list and how families must be treated if they apply for assistance from more than one WHA assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]

The WHA's HCV waiting list must be organized in such a manner to allow the WHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any local preference;
- Racial or ethnic designation of the head of household.

HUD requires the WHA to maintain a single waiting list for the HCV program.

The WHA will maintain a single waiting list for the HCV program.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program the WHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs.

HUD permits, but does not require, the WHA to maintain a single merged waiting list for its public housing, Section 8, and other subsidized housing programs.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

The WHA will not merge the HCV waiting list with the waiting list for any other program the WHA operates.

4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]

Closing the Waiting List

The WHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance. Alternatively, the WHA may elect to continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

The WHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 12 months for the most current applicants. Where the WHA has particular preferences or funding criteria that require a specific category of family, the WHA may elect to continue to accept applications from these applicants while closing the waiting list to others.

Reopening the Waiting List

If the waiting list has been closed, it cannot be reopened until the WHA publishes a notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

The WHA will announce the reopening of the waiting list at least 10 business days prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice.

The WHA will give public notice by publishing the relevant information in suitable media outlets including, but not limited to:

The Wilson Times

4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]

The WHA must conduct outreach as necessary to ensure that the WHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires the WHA to admit a specified percentage of extremely low-income families to the program (see Chapter 4, Part III), the WHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

WHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

WHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

The WHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the WHA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

While the family is on the waiting list, the family must immediately inform the WHA of changes in contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing.

4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]

HUD requires the WHA to establish policies to use when removing applicant names from the waiting list.

Purging the Waiting List

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a WHA request for information or updates, and the WHA determines that the family did not respond because of the family member's disability, the WHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

The waiting list will be reviewed annually to determine whether a waiting list purge is necessary in order to ensure that all applicants and applicant information is current and timely.

To update the waiting list, the WHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that the WHA has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant's name being removed from the waiting list.

The family's response must be in writing and may be delivered in person, by mail, or by fax. Responses should be postmarked or received by the WHA not later than 30 business days from the date of the WHA letter.

If the family fails to respond within 30 calendar days, the family will be removed from the waiting list without further notice.

If the notice is returned by the post office with no forwarding address, the applicant will be removed from the waiting list without further notice.

If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have 30 calendar days to respond from the date the letter was re-sent.

If a family is removed from the waiting list for failure to respond, the Section 8 Director may reinstate the family if it is determined that the lack of response was due to WHA error, or to circumstances beyond the family's control.

Removal from the Waiting List

If at any time an applicant family is on the waiting list and the WHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the WHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the WHA's decision (see Chapter 16) [24 CFR 982.201(f)].

PART III: SELECTION FOR HCV ASSISTANCE

4-III.A. OVERVIEW

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by the WHA and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

The WHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the WHA's selection policies [24 CFR 982.204(b) and 982.207(e)].

4-III.B. SELECTION AND HCV FUNDING SOURCES

Special Admissions [24 CFR 982.203]

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, the WHA may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. The WHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a WHA funding for a specified category of families on the waiting list. The WHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the WHA may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

The WHA does not currently administer any type of targeted funding.

Regular HCV Funding

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

4-III.C. SELECTION METHOD

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

Local Preferences [24 CFR 960.206]

The WHA 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 the WHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the WHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources [24 CFR 960.206(a)].

The WHA will use the following local preferences:

First Priority:

- Involuntarily Displaced Persons – Applicants displaced by natural disaster declared by the President of the United States, through no fault of their own by a government action or permanently displaced by fire will be placed at the top of the WHA's waiting list.

Second Priority:

- Veterans – An applicant who has actively served in the US military and has been discharged or released under conditions other than dishonorable will be placed at the top of the WHA's waiting list behind only Involuntarily Displaced Persons.
- Homeless Families with Case Management Support – An applicant who meets one of the following criteria and who will be receiving regular on-site case management support from a local homeless services, social services or mental health agency for at least one year after moving into a voucher-assisted unit will be placed at the top of the WHA's waiting list behind only Involuntarily Displaced Persons. The agency providing the case management services will be required to verify the homeless status of the individual or family and its commitment to continue providing those case management services for at least one year following move in prior to the WHA accepting the application under this preference.
    - Individuals and families who for the last 90 days or more have been living in a place no meant for human habitation, in an emergency shelter, in transitional housing, or is exiting an institution where they temporarily resided (up to 90 days) if they were in a shelter or place not meant for human habitation before entering the institution.
    - Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under the definition above.
- Homeless Victims of Domestic Violence: Individuals and families who are fleeing, or are 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 will be placed at the top of the WHA's waiting list behind only Involuntarily Displaced Persons if that individual or family is residing in a domestic violence shelter or transitional housing program as a result of that domestic violence. The domestic violence shelter or transitional housing program will be asked to verify the status of the individual or family prior to the WHA accepting the application under this preference.

The agencies that the WHA accepts letters of homeless confirmation from are: Hope Station, The Wesley Shelter, The Wilson Department of Social Services, The American Red Cross, Veterans Residential Services, Wilson County Schools, Carolina Family Health Centers' Ryan White Program, Carolina Outreach Community Support Team, Stepping Stones Community Resources or the Wilson County Office of the Division of Rehabilitation Services.

If a family that has qualified for the Homeless Families with Case Management Support or Homeless Victims of Domestic Violence preference is on the waiting list more than four months, they will have to obtain a second letter from that same partner agency confirming that they are still homeless when they are notified that they have been selected from the list for an application interview. Once they have been notified that they have been selected for an interview, the family will have seven days to obtain this second letter if it is needed.

The family's homeless status is only applicable to getting the preference on the WHA's waiting list. Once the family has been confirmed as being homeless by one of our partner agencies and has been selected for an application interview, WHA staff will not take any further steps to determine whether the family is homeless and will confine their questions during the interview to questions asked of any family who is not homeless.

Third Priority:

- Working family – A family whose head of household, spouse or co-head meets one of the following criteria will be placed at the top of the waiting list behind only Involuntarily Displaced Persons, Veterans and Homeless.
    - Has worked an average of 20 hours a week or more for at least 11 months out of the last 12 months.
    - Has been seasonally employed for no less than 2 years with their current employer and worked an average of 20 hours a week during the season
    - Is self-employed, if verified in accordance with verification policies found in Chapter 7
    - Is 62 years of age or older (an elderly family)
    - Is a person with disabilities as defined by HUD

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

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the WHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income,

whichever number is higher. To ensure this requirement is met, the WHA may skip non-ELI families on the waiting list in order to select an ELI family.

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

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

Order of Selection

The WHA system of preferences may select families based on local preferences according to the date and time of application or by a random selection process (lottery) [24 CFR 982.207(c)]. If the WHA does not have enough funding to assist the family at the top of the waiting list, it is not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with the WHA's hierarchy of preferences, if applicable. Within each targeted funding or preference category, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the WHA. For the HCV waiting list, the WHA may consider using a lottery in lieu of date and time. Documentation will be maintained by the WHA as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that the WHA does not have to ask higher placed families each time targeted selections are made.

4-III.D. NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, the WHA must notify the family [24 CFR 982.554(a)].

The WHA will notify the family by first class mail when it is selected from the waiting list. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview
- Who is required to attend the interview
- Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation
- All documents that must be provided at the interview, including information about what constitutes acceptable documentation

If a notification letter is returned to the WHA with no forwarding address, the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the WHA obtain the information and documentation needed to make an eligibility determination though a face-to-face interview with a WHA representative [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the WHA determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by the WHA [Notice PIH 2012-10].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

Families selected from the waiting list are required to participate in an eligibility interview.

All adult family members will be required to attend the interview together. However, exceptions may be made on a case by case basis if the family so requests and can demonstrate the requirement will cause a hardship to the family (missing work, etc). Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the WHA.

The interview will be conducted only if the head of household or spouse/cohead provides appropriate documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity). If the family representative does not provide the required documentation, the appointment may be rescheduled when the proper documents have been obtained.

Pending disclosure and documentation of social security numbers, the WHA will allow the family to retain its place on the waiting list for 30 calendar days. If not all household members have disclosed their SSNs at the next time the WHA is issuing vouchers, the WHA will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the WHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the WHA will provide translation services in accordance with the WHA's LEP policies.

If the family is unable to attend a scheduled interview, the family should contact the WHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the WHA will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without WHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

4-III.F. COMPLETING THE APPLICATION PROCESS

The WHA must verify all information provided by the family (see Chapter 7). Based on verified information, the WHA must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted funding admission, or selection preference that affected the order in which the family was selected from the waiting list.

If the WHA determines that the family is ineligible, the WHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. The WHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

If the WHA determines that the family is eligible to receive assistance, the WHA will invite the family to attend a briefing in accordance with the policies in Chapter 5.

North Carolina
Balance of State Continuum of Care

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

NC BoS CoC Coordinated Entry Tool

The NC BoS Coordinated Entry Tool is made up of 3 parts that are used at different phases of coordinated assessment. Assessments may only be modified as specified below beside MODIFICATIONS. People administering assessments must watch the individual training for that part of the assessment tool. If a person is administering all three parts of the tool, s/he must watch all three trainings.

1. **Prevention and Diversion Screen**

PURPOSE	Reduce entries into homeless system and direct households entering system to appropriate emergency services
WHEN TO ADMINISTER	Immediately, as applicants present themselves to enter the homeless service system
HOW TO ADMINISTER	Agencies complete screening in person and/or by phone as people initially access the homeless service system
TRAINING	Prezi Online Training Link
MODIFICATIONS	None

2. **VI-SPDAT**

PURPOSE	Assign appropriate referral for client and prioritize which client will receive housing and services next
WHEN TO ADMINISTER	Recommendation: 14 days after entering system
HOW TO ADMINISTER	Designated locations and staff administer VI-SPDAT
TRAINING	Prezi Online Training Link
MODIFICATIONS	How scoring determines program referrals

3. **Case Management Tool**

PURPOSE	Standardized tool for case management to track outcomes
WHEN TO ADMINISTER	At program entry, at housing entry, every six months thereafter until program discharge, twelve months after assistance ends
HOW TO ADMINISTER	Housing programs administer this tool to all participants
TRAINING	Prezi Online Training Link
MODIFICATIONS	None

Prevention and Diversion Screen (Page 1 of 2) *Instructions in italics*

INTRODUCTORY QUESTIONS

1. **Are you homeless or do you believe you will become homeless in the next 72 hours?**
   __Yes __No
   HUD definition of homeless: living in a place not meant for human habitation, in emergency shelter (including domestic violence shelter), in transitional housing, or exiting an institution where they temporarily resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution.

2. **Are you currently residing with, or trying to leave, an intimate partner, family member, caregiver, or other person in your home who threatens you or makes you fearful?**
   __Yes____No

If no to Question 1 AND Question 2, refer to mainstream resources (Appendix B)

If yes to Question 2, refer to DV resources (Appendix B). If yes to Question 2, clients are referred to DV resources and DO NOT PROCEED WITH THIS ASSESSMENT or any part of the Coordinated Assessment process

3. **Where did you sleep last night?** _____

4. **Was it a safe location?** __Yes____No
   If no, ask "What made the location unsafe?" "Is there another place you can think of where you feel safe and could stay for a couple of nights?"
   If unsafe due to domestic violence, refer to DV services (Appendix B).

PREVENTION/DIVERSION QUESTIONS

5. **Why did you have to leave the place you stayed last night?** _____
   Could you stay tonight at the same location?___Yes___No *If no, skip to Question 6*

   a. **What would you need to help you stay where you stayed last night again?**___Landlord mediation
      __Conflict resolution
      __Rental assistance (Amount: $_____)
      __Utility assistance (Amount: $_____)
      __Other financial assistance (Amount: $_____)
      __Other assistance (Please describe:_____)

Prevention and Diversion Screen (Page 2 of 2) *Instructions in italics*

b. Would it help if I contacted the person you stayed with? What is the best way to contact that person?
Name_____ Phone _____
Contact date(s) and result
_____

6. Is there anyone else you (and your family) could stay with? Friends, family, co-workers?
___Yes___No
If no, skip to Question 7

a. What would you need to help you stay there?
___Landlord mediation
___Conflict resolution
___Rental assistance (Amount: $_____)
___Utility assistance (Amount: $_____)
___Other financial assistance (Amount: $_____)
___Other assistance (Please describe:_____)

b. Would it help if I contacted someone you can stay with? What is the best way to contact that person?
Name_____ Phone _____
Contact date(s) and result
_____

7. Is the assistance needed to prevent or divert this household from entering the homeless system available in your community?
___Yes ___No

8. If no, what was the result of this screening process for this household?
___Referred to shelter ___Referred to DV program ___Received hotel/motel voucher
___No assistance given ___Referred to Transitional Housing ___Other

Vulnerability Index -

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.0

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COMMUNITY SOLUTIONS

ORG CODE

Welcome to the SPDAT Line of Products

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

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

VI-SPDAT Series

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

Current versions available:

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

All versions are available online at

www.orgcode.com/products/vi-spdat/

SPDAT Series

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

Current versions available:

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

Information about all versions is available online at

www.orgcode.com/products/spdat/

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SPDAT Training Series

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

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

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

Current SPDAT training available:

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

Other related training available:

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

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

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

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Administration

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

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:**

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A. History of Housing and Homelessness

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

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

_____

☐ **Refused**

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

2. How long has it been since you lived in permanent stable housing? _____ ☐ Refused

3. In the last three years, how many times have you been homeless? _____ ☐ Refused

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

B. Risks

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

a) Received health care at an emergency department/room? ____ ☐ Refused

b) Taken an ambulance to the hospital? ____ ☐ Refused

c) Been hospitalized as an inpatient? ____ ☐ Refused

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

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

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

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

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

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

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

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

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

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

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

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

C. Socialization & Daily Functioning

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

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

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

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

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

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

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

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

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

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D. Wellness

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

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

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

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

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

a) A mental health issue or concern?	☐ **Y**	☐ N	☐ Refused
b) A past head injury?	☐ **Y**	☐ N	☐ Refused
c) A learning disability, developmental disability, or other impairment?	☐ **Y**	☐ N	☐ Refused
24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	☐ **Y**	☐ N	☐ Refused

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

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

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25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	☐ **Y**	☐ N	☐ Refused
26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	☐ **Y**	☐ N	☐ Refused

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

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

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

Scoring Summary

DOMAIN	SUBTOTAL
PRE-SURVEY	/1
A. HISTORY OF HOUSING & HOMELESSNESS	/2
B. RISKS	/4
C. SOCIALIZATION & DAILY FUNCTIONS	/4
D. WELLNESS	/6
GRAND TOTAL:	/17

RESULTS	
Score:	**Recommendation:**
0-3:	no housing intervention
4-7:	an assessment for Rapid Re-Housing
8+:	an assessment for Permanent Supportive Housing/Housing First

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 Morning/Afternoon/Evening/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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Appendix A: About the VI-SPDAT

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

The VI-SPDAT

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

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

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

Version 2

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

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

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

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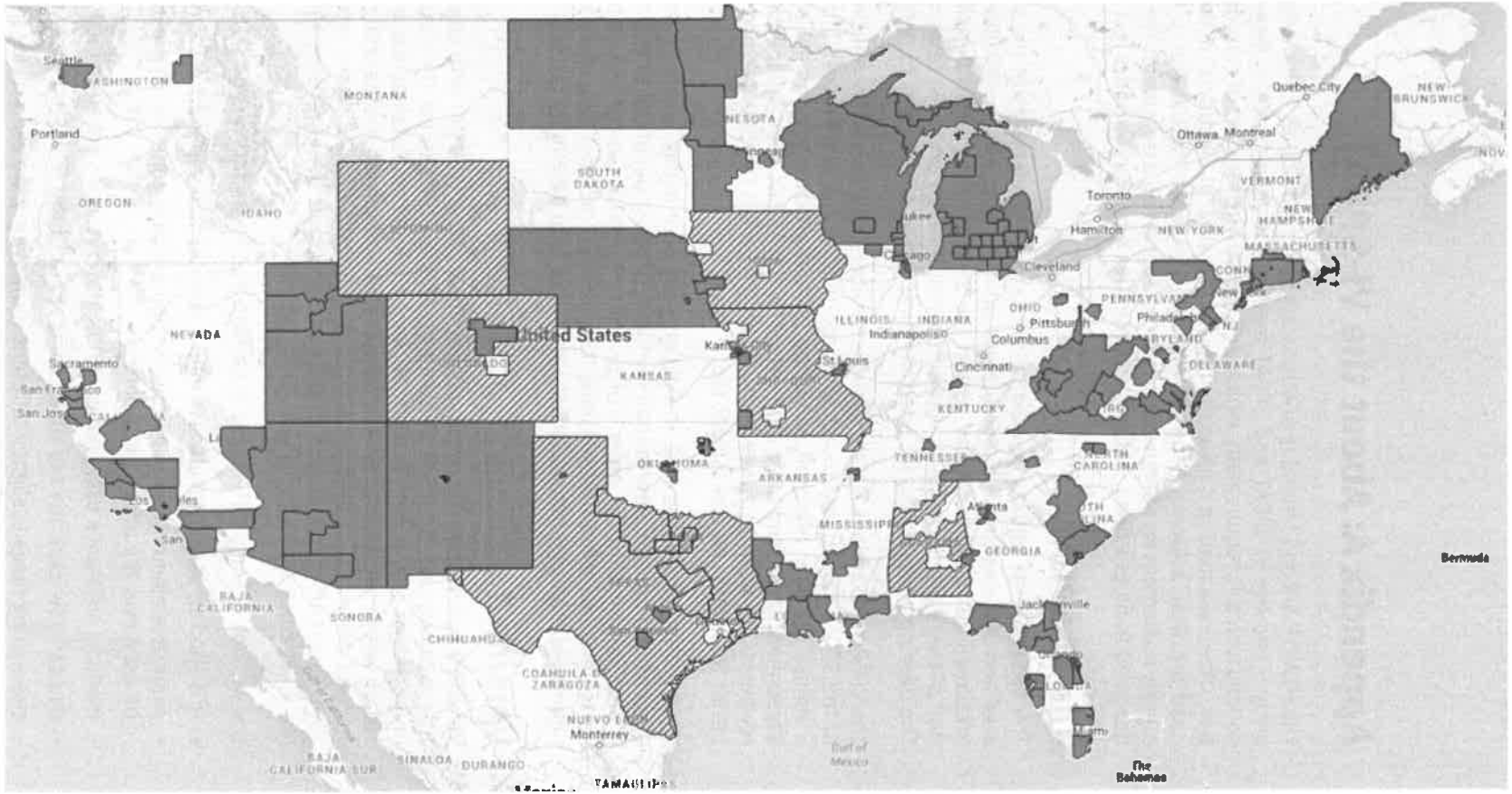
Appendix B: Where the VI-SPDAT is being used in the United States

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



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

Alabama
- Parts of Alabama Balance of State

Arizona
- Statewide

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

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

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

District of Columbia
- District of Columbia

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

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

Hawaii
- Honolulu

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

Iowa
- Parts of Iowa Balance of State

Kansas
- Kansas City/Wyandotte County

Kentucky
- Louisville/Jefferson County

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

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

Maryland
- Baltimore City
- Montgomery County

Maine
- Statewide

Michigan
- Statewide

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

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

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

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

North Dakota
- Statewide

Nebraska
- Statewide

New Mexico
- Statewide

Nevada
- Las Vegas/Clark County

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

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

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

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

Rhode Island
- Statewide

South Carolina
- Charleston/Low Country
- Columbia/Midlands

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

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

Utah
- Statewide

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

Washington
- Seattle/King County
- Spokane City & County

Wisconsin
- Statewide

West Virginia
- Statewide

Wyoming
- Wyoming Statewide is in the process of implementing

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Vulnerability Index -

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Families

AMERICAN VERSION 2.0

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Welcome to the SPDAT Line of Products

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

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

VI-SPDAT Series

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

Current versions available:

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

All versions are available online at

www.orgcode.com/products/vi-spdat/

SPDAT Series

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

Current versions available:

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

Information about all versions is available online at

www.orgcode.com/products/spdat/

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SPDAT Training Series

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

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

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

Current SPDAT training available:

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

Other related training available:

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

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

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

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Administration

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

Opening Script

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

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

Basic Information

PARENT 1

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

PARENT 2

☐ No second parent currently part of the household

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

SCORE:

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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:

A. History of Housing and Homelessness

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

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

SCORE:

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

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

SCORE:

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B. Risks

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

a) Received health care at an emergency department/room? ____ ☐ Refused

b) Taken an ambulance to the hospital? ____ ☐ Refused

c) Been hospitalized as an inpatient? ____ ☐ Refused

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

e) Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along? ____ ☐ Refused

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

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

9. Have you or anyone in your family been attacked or beaten up since they've become homeless? ☐ **Y** ☐ N ☐ Refused

10. Have you or anyone in your family threatened to or tried to harm 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:**

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

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

12. Does anybody force or trick you or anyone in your family to do things that you do not want to do? ☐ **Y** ☐ N ☐ Refused

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

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

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C. Socialization & Daily Functioning

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you or anyone in your family owe them money?	☐ **Y**	☐ N	☐ Refused
15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?	☐ Y	☐ **N**	☐ Refused

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

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

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

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

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

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

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

D. Wellness

19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?	☐ **Y**	☐ N	☐ Refused
20. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	☐ **Y**	☐ N	☐ Refused
21. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you or anyone in your family?	☐ **Y**	☐ N	☐ Refused
22. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	☐ **Y**	☐ N	☐ Refused
23. When someone in your family is sick or not feeling well, does your family avoid getting medical help?	☐ **Y**	☐ N	☐ Refused

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

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

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

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

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

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

b) A past head injury? ☐ **Y** ☐ N ☐ Refused

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

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

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

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

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

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

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

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

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

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

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E. Family Unit

32. Are there any children that have been removed from the family by a child protection service within the last 180 days?	☐ **Y**	☐ N	☐ Refused
33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?	☐ **Y**	☐ N	☐ Refused

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

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?	☐ **Y**	☐ N	☐ Refused
35. Has any child in the family experienced abuse or trauma in the last 180 days?	☐ **Y**	☐ N	☐ Refused
36. *IF THERE ARE SCHOOL-AGED CHILDREN:* Do your children attend school more often than not each week?	☐ Y	☐ **N**	☐ N/A or Refused

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

37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?	☐ **Y**	☐ N	☐ Refused
38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?	☐ **Y**	☐ N	☐ Refused

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

39. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?	☐ Y	☐ **N**	☐ Refused
40. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...			
a) 3 or more hours per day for children aged 13 or older?	☐ **Y**	☐ N	☐ Refused
b) 2 or more hours per day for children aged 12 or younger?	☐ **Y**	☐ N	☐ Refused
41. *IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER:* Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?	☐ **Y**	☐ N	☐ N/A or Refused

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

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Scoring Summary

DOMAIN	SUBTOTAL
PRE-SURVEY	/2
A. HISTORY OF HOUSING & HOMELESSNESS	/2
B. RISKS	/4
C. SOCIALIZATION & DAILY FUNCTIONS	/4
D. WELLNESS	/6
E. FAMILY UNIT	/4
GRAND TOTAL:	/22

RESULTS

Score:	Recommendation:
0-3	no housing intervention
4-8	an assessment for Rapid Re-Housing
9+	an assessment for Permanent Supportive Housing/Housing First

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 Morning/Afternoon/Evening/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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Appendix A: About the VI-SPDAT

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

The VI-SPDAT

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

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

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

Version 2

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

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

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

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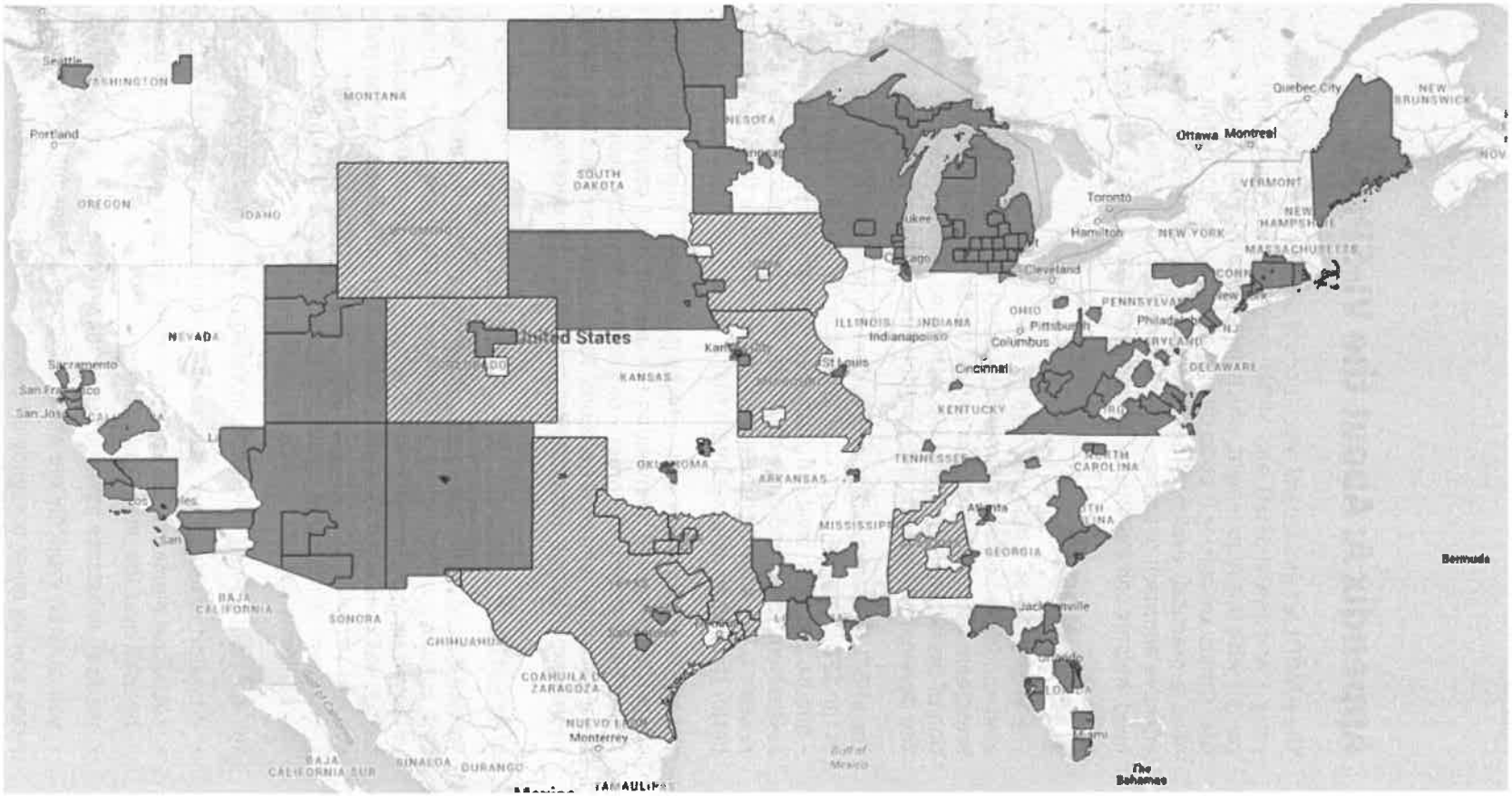
Appendix B: Where the VI-SPDAT is being used in the United States

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



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

Alabama
- Parts of Alabama Balance of State

Arizona
- Statewide

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

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

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

District of Columbia
- District of Columbia

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

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

Hawaii
- Honolulu

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

Iowa
- Parts of Iowa Balance of State

Kansas
- Kansas City/Wyandotte County

Kentucky
- Louisville/Jefferson County

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

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

Maryland
- Baltimore City
- Montgomery County

Maine
- Statewide

Michigan
- Statewide

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

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

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

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

North Dakota
- Statewide

Nebraska
- Statewide

New Mexico
- Statewide

Nevada
- Las Vegas/Clark County

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

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

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

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

Rhode Island
- Statewide

South Carolina
- Charleston/Low Country
- Columbia/Midlands

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

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

Utah
- Statewide

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

Washington
- Seattle/King County
- Spokane City & County

Wisconsin
- Statewide

West Virginia
- Statewide

Wyoming
- Wyoming Statewide is in the process of implementing

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(4) Public Posting–15-Day Notification Outside e-snaps–Projects Accepted Notification.

This attachment includes emails to all projects accepted.

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 11:04 PM
To: Tamara Veit <tamara.veit@yahoo.com>, NC Balance of State CoC <bos@ncceh.org>

Dear Surry Homeless and Housing Coalition,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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- 2 Consolidations

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- Rapid Re-Housing for Domestic Violence Bonus Funding submitted by NC Coalition Against Domestic Violence
- SSO-Coordinated Entry project submitted by NC Coalition Against Domestic Violence

Please find attached the scorecard for your corresponding project(s). The ranked list of project applications as approved by the Steering Committee is posted on the BoS minutes webpage: https://www.ncceh.org/files/10366/

Thank you all for your hard work on your applications over the last weeks. We look forward to continuing to work with you all.

Thank you,

Balance of State CoC Team
North Carolina Coalition to End Homelessness
(919) 755-4393
www.ncceh.org/bos
bos@ncceh.org

NCCEH staffs the NC Balance of State Continuum of Care

SHAHC PH Renewal _scorecard.pdf
427K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 11:02 PM
To: erika.ferguson@dhhs.nc.gov, NC Balance of State CoC <bos@ncceh.org>

Dear NCDHHS,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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NCDHHS CoC Application_Scorecard.pdf
438K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 11:00 PM
To: "James, Lynne" <lynne.james@pittcountync.gov>, NC Balance of State CoC <bos@ncceh.org>

Dear Pitt County Planning,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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PittRRH2019 _scorecard.pdf
424K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:58 PM
To: Melissa McKeown <melissa.mckeown@unionshelter.org>, Kathy Bragg <kathy.bragg@unionshelter.org>, NC Balance of State CoC <bos@ncceh.org>

Dear Community Shelter of Union County,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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CoC RRH UCCS Renewal_scorecard.pdf
423K

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Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:56 PM
To: mfahrer@newrha.org, NC Balance of State CoC <bos@ncceh.org>

Dear The New Reidsville Housing Authority,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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Reidsville HA Renewal for 2019-2020_scorecard.pdf
428K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:55 PM
To: "Dewitt, Nicole" <NDewitt@communitylinknc.org>, NC Balance of State CoC <bos@ncceh.org>

Dear Community Link,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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7 attachments

Community Link PC PSH 0148-2019_scorecard.pdf

431K

Community Link PRC RRH 0125-2019_scorecard.pdf
431K

Community Link PRC PSH 0236-2019_scorecard.pdf
431K

AC PSH 0031-2019_scorecard.pdf
431K

CL 5 County PSH 0221-2019_scorecard.pdf
425K

Piedmont 1 PSH 0045-2019_scorecard.pdf
431K

Piedmont 2 PSH 0235-2019_scorecard.pdf
425K

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Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:52 PM
To: Tujuanda Sanders <sanderstr@ghanc.net>, NC Balance of State CoC <bos@ncceh.org>

Dear Housing Authority of the City of Greenville,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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4 attachments

Solid Ground Renewal _scorecard.pdf

425K

Project Stable Solutions _scorecard.pdf
429K

Seeds of Change Renewal_scorecard.pdf
428K

Project Hope Renewal _scorecard.pdf
427K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:49 PM
To: Amy Steele <amysteele67@gmail.com>, NC Balance of State CoC <bos@ncceh.org>

Dear Rockingham Help for the Homeless,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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2 attachments

RCHH Rapid Re-Housing Renewal Grant _scorecard.pdf

427K

RCHH Permanent Supportive Housing Renewal Grant _scorecard.pdf
431K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:46 PM
To: Kristen Martin <kmartin@thrive4health.org>, NC Balance of State CoC <bos@ncceh.org>

Dear Thrive,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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2 attachments

Pathways to Permanent Housing Henderson County 3_scorecard.pdf

427K

Pathways to Permanent Housing Henderson County_scorecard.pdf
428K

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Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:45 PM
To: Lori Watts <lorelei.watts@vayahealth.com>, NC Balance of State CoC <bos@ncceh.org>

Dear Vaya Health,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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- SSO-Coordinated Entry project submitted by NC Coalition Against Domestic Violence

Please find attached the scorecard for your corresponding project(s). The ranked list of project applications as approved by the Steering Committee is posted on the BoS minutes webpage: https://www.ncceh.org/files/10366/

Thank you all for your hard work on your applications over the last weeks. We look forward to continuing to work with you all.

Thank you,

Balance of State CoC Team
North Carolina Coalition to End Homelessness
(919) 755-4393
www.ncceh.org/bos
bos@ncceh.org

NCCEH staffs the NC Balance of State Continuum of Care

3 attachments

Vaya Health PSH Central Chronic_scorecard.pdf
425K

Vaya Health PSH Western Combo_scorecard.pdf
427K

Vaya Health PSH Central Combo_scorecard.pdf
424K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 10:44 PM
To: NC Balance of State CoC <bos@ncceh.org>, Amy Modlin <Amy.Modlin@trilliumnc.org>

Dear Trillium,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

Thirty-two renewal project applications

- One partially reallocated: Eastpointe Southeast SPC 3 Renewal
- Two fully reallocated: Burlington Development Corporation HOPE PSH and Eastpointe Beacon PSH
- Thirty-four approved without changes
- 2 Consolidations

Four new project applications

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Thank you,

4 attachments

Trillium RRH Program_Scorecard.pdf
441K

Trillium PSH #2_scorecard.pdf
427K

Trillium PSH #1_scorecard.pdf
426K

Trillium PSH #3_scorecard.pdf

424K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 11:01 PM
To: Teena Willis <TWillis@partnersbhm.org>, NC Balance of State CoC <bos@ncceh.org>

Dear Partners BHM,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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NCCEH staffs the NC Balance of State Continuum of Care

Partners Consolidated Renewal _scorecard.pdf
426K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

NC BoS CoC Project Listing

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 9:36 PM
To: Nikki Ratliff <nratliff@burlingtonha.org>, NC Balance of State CoC <bos@ncceh.org>

Dear Burlington Development Corporation,

The NC BoS CoC Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. Listed below are the affects of the Priority Listing on your grants.

Reallocation

1. HOPE PSH Renewal

The Project Review and Steering Committees decided to not include this projects because it had the high number of standards missed and it had the lowest score in the competition and decided to fund new projects they felt would be more effective at ending homelessness. Below are a list of concerns the Project Review Committee and the Steering Committee have about the grant:

— Standards: Did not meet Housing First and 3 PSH Key Elements

— Performance: Section scored lowest scoring of renewal projects with scored APR.

— Cost effectiveness: Grant serves 6 households with 67% of budget as services, operating, or admin.

The Steering Committee voted to make an appeals process available to applicants whose projects whose funding was reallocated. Please see the attached document for an explanation of the appeals process.

Approvals
1. Steps RRH - Renewal ($55,960)

The ranked list of project applications as approved by the Steering Committee is posted on the BoS minutes webpage: https://www.ncceh.org/files/10366/

Thank you all for your hard work on your applications over the last few weeks. We look forward to continuing to work with you all.

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NCCEH staffs the NC Balance of State Continuum of Care

3 attachments

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

NC BoS CoC Project Priority List

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 9:26 PM
To: LaTasha McNair <ltmcnair@eastpointe.net>, NC Balance of State CoC <bos@ncceh.org>

Dear LaTasha,

The NC BoS CoC Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. Listed below are the affects of the Priority Listing on your grants.

Reallocations
1. Eastpointe Shelter Plus Care 3- Renewal
The Steering Committee chose to reallocate $53,051 of the funds from Eastpointe Shelter Plus Care 3- Renewal. This project has spent 56% of its allocated funds in the last year and is projected to only spend 56% this grant year. Project Review and Steering Committee members felt that due to the grantees inability to spend the grant and find eligible households to house, a portion of the budget should be reallocated With this reallocation, the maximum budget that can be requested for Eastpointe's SPC 3 is $207,784. The application in esnaps will need to be revised to reflect this amount so as not to exceed the $207,784 amount.

2. Eastpointe Shelter Plus Care Beacon -Renewal
The Steering Committee chose to reallocate 100% of the funds from Eastpointe Shelter Plus Care Beacon- Renewal. This project has spent 38% of its allocated funds in the last year and is projected to only spend 38% this grant year. Project Review and Steering Committee members felt that due Eastpointe having other PSH grants that current caseload could be transferred to, the entire renewal budget should be reallocated for other new projects.

The Steering Committee voted to make an appeals process available to applicants whose projects whose funding was reallocated. Please see the attached document for an explanation of the appeals process.

Approvals
1. Eastpointe Human Services Eastpointe Shelter Plus Care Southeast - Renewal ($75,307)
2. Eastpointe Human Services Eastpointe Shelter Plus Care -Combined - Renewal ($179,915)
The ranked list of project applications as approved by the Steering Committee is posted on the BoS minutes webpage: https://www.ncceh.org/files/10366/

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Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

CoC Application: Project Listing Approved

NC Balance of State CoC <bos@ncceh.org> Wed, Sep 4, 2019 at 11:07 PM
To: Deena Fulton <dfulton@nccadv.org>, Cassandra Rowe <crowe@nccadv.org>, NC Balance of State CoC <bos@ncceh.org>

Dear NC Coalition Against Domestic Violence,

The BoS Steering Committee met earlier today to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. The ranked list includes:

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NCCEH staffs the NC Balance of State Continuum of Care

2 attachments

(3) Public Posting–15-Day Notification Outside e-snaps–Project Rejected/Reduced Notification.

This attachment includes emails to projects rejected or reduced.

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

NC BoS CoC Project Listing

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To: Nikki Ratliff <nratliff@burlingtonha.org>, NC Balance of State CoC <bos@ncceh.org>

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NCCEH staffs the NC Balance of State Continuum of Care

3 attachments

BDC Hope.pdf
427K

BDC_Steps.pdf
431K

NC BoS CoC appeals process_2019_Final.pdf
170K

Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

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NCCEH staffs the NC Balance of State Continuum of Care

5 attachments

NC BoS CoC appeals process_2019_Final.pdf
170K

Eastpointe Shelter Plus Care 3 - Renewal .pdf
427K

Eastpointe Shelter Plus Care Southeast-Renewal _Scorecard.pdf
427K

Eastpointe Shelter Plus Care -Combined -Renewal _Scorecard.pdf
426K

Eastpointe Shelter Plus Care Beacon Renewal_Scorecard.pdf
428K

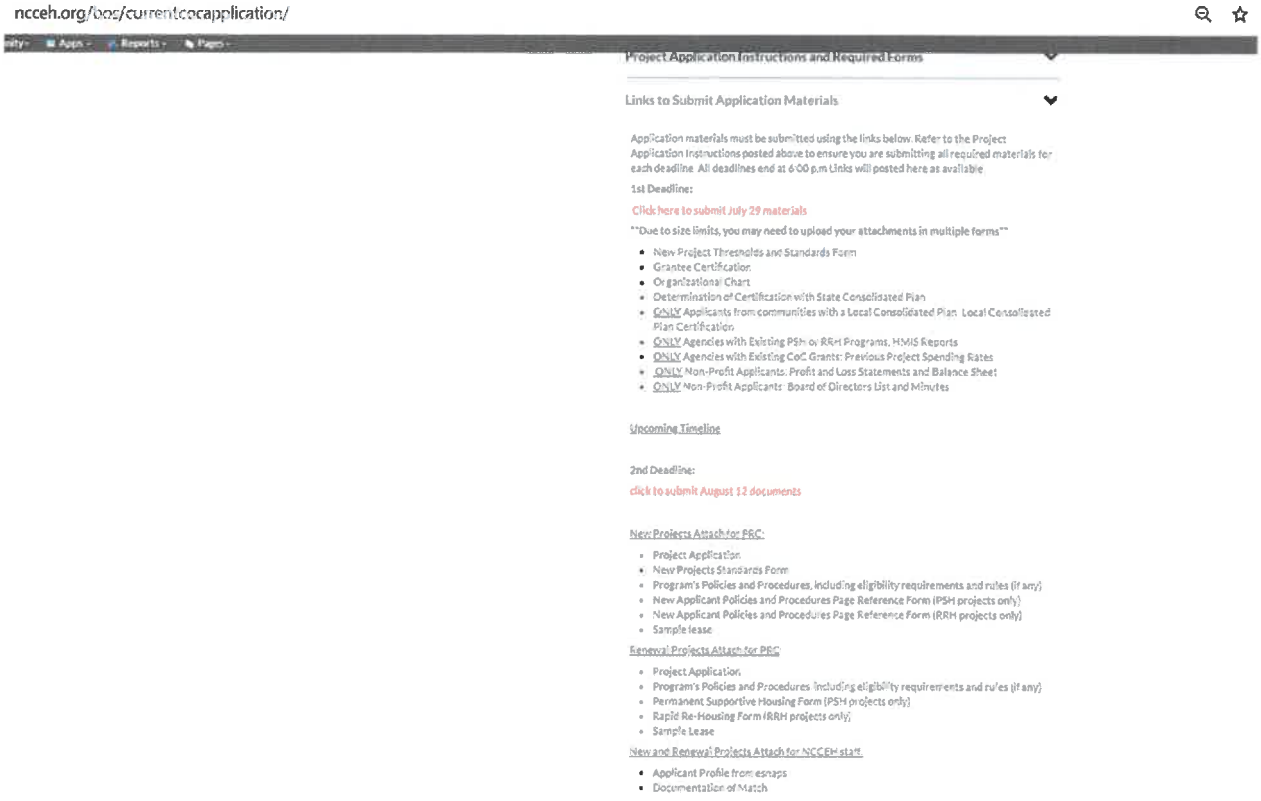
1E-1 (a)

(2) Public Posting–30-Day Local Competition Deadline

This attachment includes the following:

1. Screenshot of competition deadlines on NC BoS CoC's website.
2. Email notification of CoC Competition release and competition deadlines.

1. Screenshot of competition deadlines on NC BoS CoC's website.



Gmail by Google

Jenn Von Egidy <jenn@ncceh.org>

2019 CoC Competition Deadlines

NC Balance of State CoC <bos@ncceh.org> Fri, Jul 26, 2019 at 9:03 AM
To: boslist@ncceh.org, bosgrantees@ncceh.org, Agency Email <jlhca@jlhcommunityaction.org>, Kristen Martin <kmartin@thrive4health.org>, Deena Fulton <dfulton@nccadv.org>, SFVC-DIR <sfvc@ncrrbiz.com>, Emily Carmody <emily@ncceh.org>, Amy Modlin <amy.modlin@trilliumnc.org>, housing@ccmhickory.org, Linda Walling <linda.walling@hs-wilson.org>, NC Balance of State CoC <bos@ncceh.org>, erika.ferguson@dhhs.nc.gov

The NC BoS CoC's first deadline to submit materials is on **Monday, July 29 at 6:00pm**. The FY 2019 Continuum of Care (CoC) project applications are available in *e-snaps*. All applicants should review the complete set of instructions and documents on the website for the 2019 CoC Competition. We will continuously update the website with new information as we get it: http://www.ncceh.org/bos/currentcocapplication/

1st Deadline:

Click here to submit July 29 materials

****Due to size limits, you may need to upload your attachments in multiple forms****

- New Project Thresholds and Standards Form
- Grantee Certification
- Organizational Chart
- Determination of Certification with State Consolidated Plan
- ONLY Applicants from communities with a Local Consolidated Plan: Local Consolidated Plan Certification
- ONLY Agencies with Existing PSH or RRH Programs: HMIS Reports
- ONLY Agencies with Existing CoC Grants: Previous Project Spending Rates
- ONLY Non-Profit Applicants: Profit and Loss Statements and Balance Sheet
- ONLY Non-Profit Applicants: Board of Directors List and Minutes

Upcoming Timeline

2nd Deadline:

click to submit August 12 documents

New Projects Attach for PRC:

- Project Application
- New Projects Standards Form
- Program's Policies and Procedures, including eligibility requirements and rules (if any).
- New Applicant Policies and Procedures Page Reference Form (PSH projects only)
- New Applicant Policies and Procedures Page Reference Form (RRH projects only)
- Sample lease

Renewal Projects Attach for PRC:

- Project Application
- Program's Policies and Procedures, including eligibility requirements and rules (if any).
- Permanent Supportive Housing Form (PSH projects only)
- Rapid Re-Housing Form (RRH projects only)
- Sample Lease

New and Renewal Projects Attach for NCCEH staff:

- Applicant Profile from esnaps
- Documentation of Match

These deadlines allow time for project applications to be review by the Project Review Committee and NCCEH Staff and then tiered and ranked.

Refer to the Project Application Instructions posted at
http://www.ncceh.org/bos/currentcocapplication/ for a detailed list of required materials.

Special Steering Committee Meeting: September 4 10:00am
The NC BoS CoC Steering Committee will convene on September 4th a 10:00am to approve the 2019 CoC Competition Ranking. Project Applicants will be notified of their Project Ranking with-in 24 hours of the vote.

The FY 2019 CoC Program Competition NOFA was released on July 3 and provides detailed information on the 2019 CoC funding available.

Please let us know if you have questions at bos@ncceh.org.

Balance of State CoC Team
North Carolina Coalition to End Homelessness
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www.ncceh.org/bos
bos@ncceh.org

NCCEH staffs the NC Balance of State Continuum of Care

1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications.

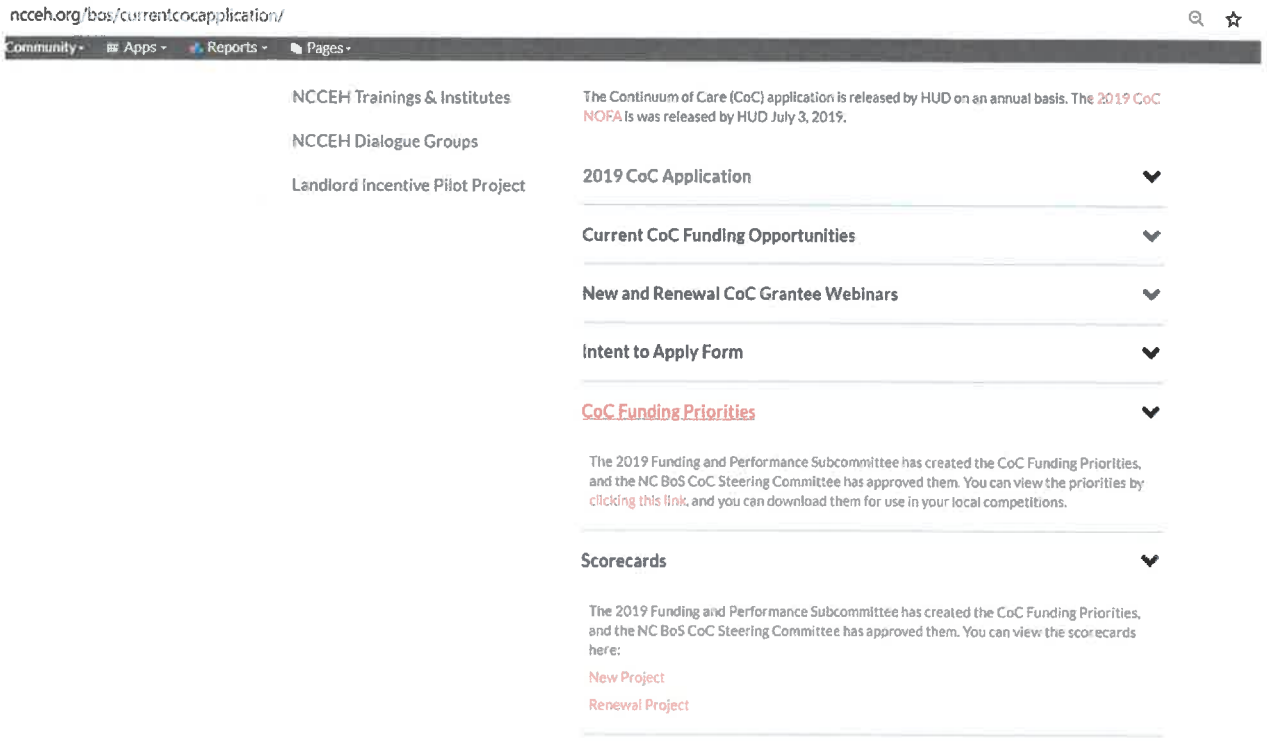
1E-1 (a)

(1) Public Posting–Local Competition Announcement–

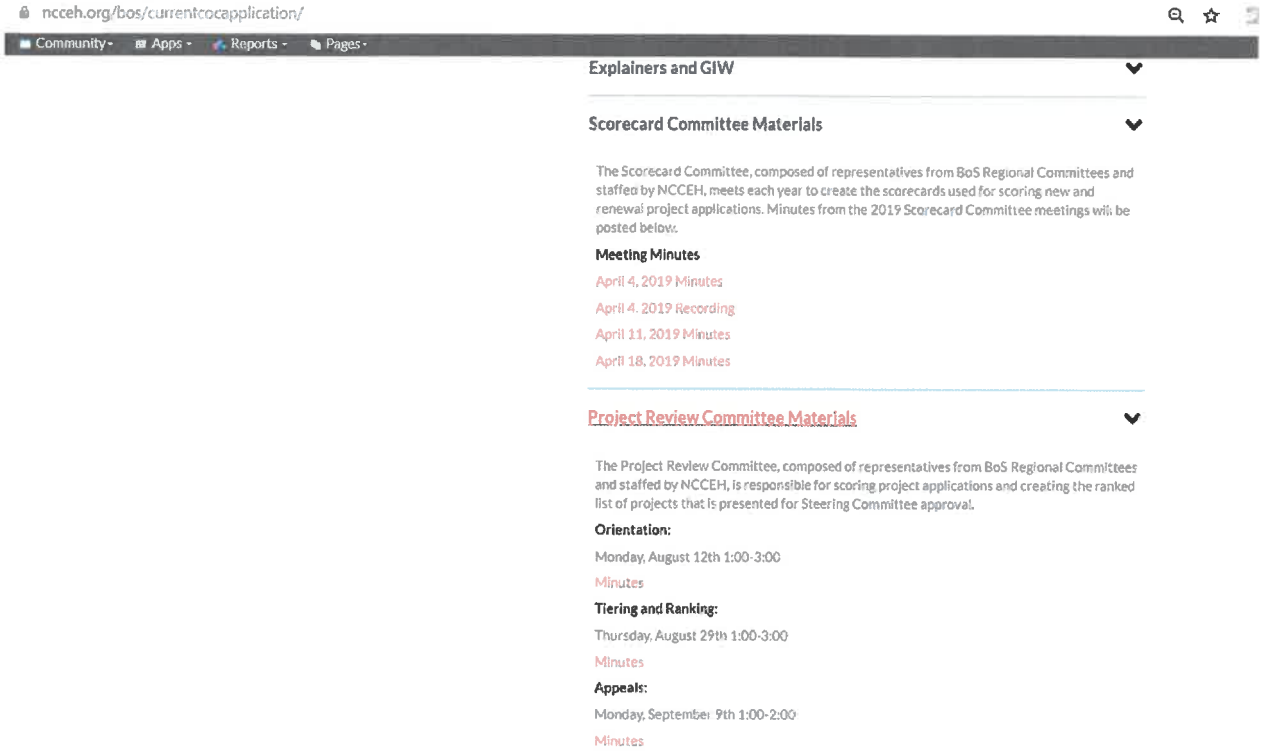
This attachment includes the following:

1. Screenshot of scorecards and Funding priorities document, used to establish CoC-wide and regional funding priorities for the 2019 CoC competition, on NC BoS CoC's website.
2. Screenshot of minutes from Scorecard Committee (which creates scorecards) and Project review committee posted (which reviews and scores project applications) on NC BoS CoC's website
3. Screenshot of Steering Committee/ CoC Board's minutes posted on NC BoS CoC approval of the 2019 CoC priority list
4. 2019 New Project Scorecard
5. 2019 Renewal Project Scorecard
6. 2019 NC BoS CoC Funding Priorities document
7. 2019 Appeal Process

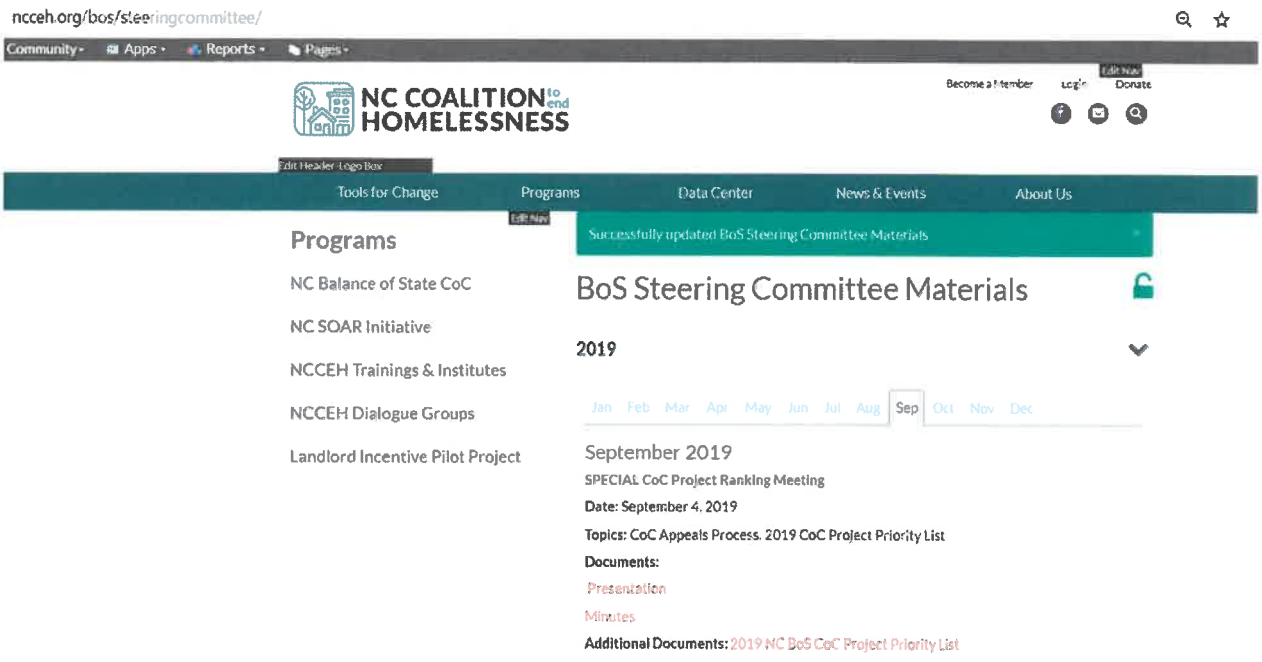
1. Screenshot of scorecards and Funding priorities document, used to establish CoC-wide and regional funding priorities for the 2019 CoC competition, on NC BoS CoC's website.



2. Screenshot of minutes from Scorecard Committee (which creates scorecards) and Project review committee posted (which reviews and scores project applications) on NC BoS CoC's website.



3. Screenshot of Steering Committee/ CoC Board's minutes posted on NC BoS CoC approval of the 2019 CoC priority list



North Carolina
Balance of State Continuum of Care

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

2019 Scorecard for CoC Funds: New Projects

This scorecard will be used by the North Carolina Balance of State Continuum of Care (NC BoS CoC) Project Review Committee to score applications for new projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the NC BoS CoC & HUD's priorities: projects that meet community need, as outlined by the funding priorities document approved by the NC BoS CoC Steering Committee.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for their community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of NC BoS CoC funding and performing to NC BoS CoC standards, including descriptions in written standards and the NC BoS CoC grantee agreement.

The BoS Project Review Committee may ask applicant agencies to provide additional information to determine agency capacity to: implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding for the NC BoS CoC.

[References in brackets indicate the materials that will be used to score each question.]

Reviewer:			
Applicant:			
Project Name:			
Project Type (select one)	☐ PH:PSH ☐ PH:RRH ☐ TH-RRH		
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
New projects **must receive at least the standard and minimum score in each section.** Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in final NC BoS CoC application or will receive reduced funding. **Thresholds are a requirement** for new projects. Projects that do not meet thresholds will not be put through the next steps in the application process.	**Maximum Score Possible:**	**PSH: 86** **RRH:78**
	Project Score:	

Combined Scoring

This section is scored by two reviewers, a member of the NC BoS CoC Project Review Committee and an NCCEH staff person, and these two scores are averaged for each question. Find more information on the Project Review Committee in the NC BoS CoC Governance Charter: www.ncceh.org/bos.

Section I: General Application		Section I Score
Possible Points: 9 Minimum Points Required or Review is Triggered: 5		
Consistency with Mission		
1.1a	Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? *[New Project Form]*	Standard ☐ met ☐ unmet ☐ unmet, documentation not provided
1.1b	Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? *[New Project Form]*	Standard ☐ met ☐ unmet ☐ unmet, documentation not provided
Accuracy and Appropriateness of Responses		**Possible Score** / **Project Score**
1.2a	Does the project description address all parts of the detailed instructions? *[Proj. App: 3B, Project Application Detailed Instructions]*	3
1.2b	Do the questions regarding services address all parts of the detailed instructions? *[Proj. App: 4A, Project Application Detailed Instructions]*	3
1.2c	Do the questions regarding outreach address all parts of the detailed instructions? *[Proj. App: 5C, Project Application Detailed Instructions]*	3
Priority		

1.3	What priority is this project in its region? *[Priority 1, 2, 3, or no priority, based on the 2019 CoC Funding Priorities document]*	☐ 1 ☐ 2 ☐ 3 ☐ no priority

Section II: Program Design

Section II Score

Possible Points: PSH: 15 RRH: 15
Minimum Points Required or Review is Triggered: Standards Met

Community Need Statement

2.1	New CoC projects must demonstrate that they are meeting an existing need in their community. Projects must describe: • What community need the new project will address, including local data (PIT Count, coordinated entry data, waiting lists, etc.) that demonstrates the need • How the community has used other resources to address this need *[New Project Form]*	Standard ☐ met ☐ unmet ☐ unmet, documentation not provided

Permanent Housing Projects (PSH, RRH, and RRH-TH)

Targeting to Prioritized Subpopulations

2.2a	The Department of Housing and Urban Development (HUD) and the NC Balance of State CoC (NC BoS CoC) prioritize funding for certain homeless subpopulations, including people experiencing chronic homelessness, homeless Veterans survivors of domestic violence, and youth. Is this project targeting one of the subpopulations below? If so, does it describe additional outreach activities, partnerships with organizations that serve that population, and a service plan that meets that subpopulation's specific needs? Is the project targeting: ☐ People experiencing chronic homelessness ☐ Veterans ☐ Survivors of domestic violence ☐ Unaccompanied or parenting youth 18-24 *[New Project Form]*	**No specific targeting: 0 points** **Targeted program: 5 points**
2.2b	Does the project demonstrate that households will be quickly enrolled and helped to find safe and appropriate housing, ideally in less than 30 days? *[New Project Form]*	Standard ☐ met ☐ unmet ☐ unmet, documentation not provided
2.2c	**PSH projects:** Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? *[Policies and procedures]*	Threshold ☐ met ☐ unmet ☐ N/A

		☐ unmet, documentation not provided
2.2d	Rental assistance projects are preferred to leasing projects as rental assistance projects adjust to FMR and provide tenants with a lease in their name. Projects that wish to provide leasing must submit a written statement that explains why the project is not applying as a rental assistance project.	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
2.2e	**RRH projects:** Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating an RRH program with other funding sources that adheres to the RRH program standards. (Exceptions may be made for public housing authorities - PHAs are not eligible to apply for ESG funds but are eligible for CoC funding. In 2019 exceptions may also be made for projects applying for the DV-RRH bonus funding).	Threshold ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
Housing Over Services		
2.3	CoC programs should maximize the number of people they can serve by leveraging other sources of funding for services and dedicating most of their HUD funding toward housing assistance. Does this program leverage services funding for its clients and does it have a plan in place to increase the amount of its budget dedicated to housing assistance? To receive full points, the program should demonstrate: • It currently has formal relationships with another agency (at least MOUs or MOAs in place) or a dedicated funding stream to provide some services for program participants that are funded by another source besides CoC program funds. • Services provided by other funding sources exceed the required 25% match. • The program has a plan in place to increase the amount of services provided by other funding sources.	**Project does not meet all bullet points: 0 points** **Project meets all bullet points: 10 points**
Housing First		
2.4a	**Does this project use a Housing First approach?** ***Must meet all statements below to meet standard. Program should not have any policies that would result in screening out or terminating anyone for any of the reasons below, but policies do not have to explicitly include the statements below to meet the standard. [Policies and procedures]***	Threshold (must meet all statements below) ☐ met (2 of 2 met) ☐ unmet (1 or more missed)
2.4b	Does the project ensure that participants are not screened out based on the following: ☐ Having too little or no income	☐ met ☐ unmet ☐ unmet, documentation not provided

	☐ Active or history of substance abuse ☐ Having a criminal record (with exceptions for state mandated restrictions) ☐ History of domestic violence (e.g. lack of protective order, or separation from abuser, or law enforcement involvement)	
2.4c	Does the project ensure that participants are not terminated from the program for the following reasons: ☐ Failure to participate in supportive services ☐ Failure to make progress on a service plan ☐ Loss of income or failure to improve income ☐ Domestic violence ☐ Any other activity not covered in a lease agreement typically found in the project's geographic area	☐ met ☐ unmet ☐ unmet, documentation not provided
PSH Projects Only: Key Elements of Permanent Supportive Housing		
2.5	Does this project include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)[1]?	
2.5a	Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability. *[Sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5b	Participation in services is voluntary and tenants cannot be terminated from the program for rejecting services. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5c	House rules, if any, are similar to those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided

[1] US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option. *[Policies and procedures, sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5e	Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5g	Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5h	Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

2.5i	The provision of housing and the provision of support services are distinct. *(Note: This means that if a person is evicted from a unit, they can continue receiving services and be rehoused. Or, if the tenant refuses services or the service provider terminates services, the tenant can remain in housing). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
For RRH Programs Only: Rapid Re-Housing Performance Benchmarks and Program Standards		
2.6	Does this project include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), and Abt Associates [2]?	
2.6a	**Core Program Standard: Housing Identification**	
2.6a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6a2	Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6a3	Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Program	Standard ☐ met ☐ unmet ☐ N/A

[2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf

	can negotiate additional supports, as needed, on a case-by-case basis. *[Policies and procedures]*	☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6b	**Core Program Standard: Rent and Move-In Assistance**	
2.6b1	Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6b2	Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income. *(Note: guidelines should not offer the same amount and duration of assistance to everyone in the program. Financial assistance and case management should have a strictly applied end point. Policies and procedures and objective standards should individually determine the needs of each household and when assistance should continue and end for that household.) [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6b3	A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as	Standard ☐ met ☐ unmet ☐ N/A

	participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement. *[Policies and procedures]*	☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6c	**Core Program Standard: Rapid Re-Housing Case Management and Services**	
2.6c1	Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. *(Note: The intent of this standard is that program participants are involved in creating a mutually agreed upon time, place and frequency of meetings with the case manager). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation. *(Note: HUD requires CoC programs to meet with participants once a month but does not require programs to dictate the location, duration, or topic of the meeting and does not require programs to terminate participants if they fail to attend scheduled meetings). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6c4	Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided

	objective standards, there is a review and approval process. *[Policies and procedures]*	
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6d	**Core Program Standard: Program Philosophy and Design**	
2.6d1	Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6d2	Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6d3	Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.6d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed.*Policies and procedures, sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

Section III: Scope of Services

Section III Score

Possible Points: 9
Minimum Points Required or Review is Triggered: 5

Service Needs	Possible Score	Project Score

3.1	Does the applicant demonstrate they will meet the anticipated individual service needs of participant households? Will services ensure households will be able to find and maintain permanent housing? *[Proj. App: 4A Question 2]*	4	
Employment Services		**Possible Score**	**Project Score**
3.2	Does the project provide or link participants to employment services? Does the program have employment goals? *[Proj. App: 4A Question 3]*	2	
Access to Mainstream Benefits		**Possible Score**	**Project Score**
3.3	Does the project include services to help participants access mainstream benefits such as unemployment benefits, TANF, and food stamps/SNAP? *[Proj. App: 4A Question 5A and 5B]*	1	
3.4	Does the project actively participate in the NC SOAR program? [NC SOAR program records]	2	

Staff Scoring

The following section is scored by NCCEH. Staff use standardized scoring methods to ensure fairness.

Section IV: Organizational Capacity		**Section IV Score**	
Possible Points: 10 Minimum Points Required or Review is Triggered: 6			
Completed Similar Projects		**Possible Score**	**Project Score**
4.1	Has the agency implemented this same type of project (permanent supportive housing, rapid re-housing,)? *[Proj. App: 3B; New Project Form]*	4	
4.2	If none of the above, has the agency successfully implemented a different HUD-funded project (ESG, Section 8, HPRP, etc.) or a CoC-funded project of a different type? *[Proj. App: 3B; New Project Form; interview with agency]*	2	
Agency Stability			
4.3	**Non-profits only:** Has the agency been in operation for at least three years? *[Proj. App: 3B; non-profit documentation]*	Threshold ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided	
4.4	**Non-profits only:** Did the applicant submit a signed audit letter and a copy of their budget from the most recent fiscal year? (Financial statements will be used to assess fiscal stability of the applicant agency. Financial statements that	Threshold ☐ met ☐ unmet ☐ N/A	

	demonstrate instability may result in the agency not meeting requirements.) *[Budget vs actual profit and loss statement for the last two fiscal years]*	☐ unmet, documentation not provided
4.5	**Non-profits only:** Does the agency have the financial capacity to operate this project on a reimbursement basis? *[Agency balance sheet]*	Threshold ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
4.6	**Non-profits only:** Has the agency submitted a list of their board of directors and a copy of the minutes from their three most recent board meetings? Does the agency have an active and engaged board of directors? *[Board list and minutes]*	Threshold ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
Capacity to Provide Needed Services		
4.7	Does the agency have the capacity to provide the services that will be needed? a) Do the services described seem adequate and appropriate and b) is the staffing pattern or subcontract plan adequate and appropriate? Do program staff have sufficient experience and knowledge to effectively run the type of program applied for? *[Proj. App: 3B and 4A; organizational chart]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided

Administrative Capacity		**Possible Score**	**Project Score**
4.8	Is the administrative staff separate from the services staff? *[Organizational chart: where does the CoC grant get executed and what staff is working on it]*	3	
4.9	Is funding for the administrative staff stable? Is there adequate administrative staff to ensure agency stability throughout program implementation? *[Budget vs actual profit and loss statement]*	3	

Section V: Project Performance	**Section V Score**
Possible Points Added: PSH: 35 RRH: 32 Possible points subtracted: -15 Minimum Points Required or Review is Triggered: PSH: 17 RRH: 16 (if section is scored)	

The following project performance scores are based on CoC Annual Performance Reports (CoC-APRs) for January 1, 2018 to December 31, 2018, unless otherwise noted. All applicants that currently run a RRH or PSH program, regardless of funding source, will be scored for this section using the CoC-APR report from HMIS.

Populations Served		Possible Score	Project Score
5.1a	**RRH projects:** What percentage of the **people** served by the project had a disability? *[Q13a2 divided by total enrolled]*		
	Less than 25%	0	
	25%-49%	1	
	Above 50%	2	
5.1b	**PSH Projects:** What percentage of **adults** served by the project were chronically homeless? *[CoC-APR Q26]*		
	Less than 50%	0	
	50-74%	2	
	75-100%	4	
5.1c	What is the program's unit utilization rate? *[Average of APR Q8b divided by application unit projections]*		
	Less than 70%	-5	
	70-80%	-3	
	80-95%	0	
	95%-124%	5	
	Above 125%	N/A	
5.1d	Did 100% of program participants enter the program from an eligible situation? *[CoC APR Q15]* *[if participants found ineligible, staff will follow up with grantee to determine eligibility]*		
	No	-5	
	Yes	0	
5.1e	**RRH projects:** what percentage of exits were to a permanent housing destination? *[CoC-APR 23a/b]*		
	Less than 70%	0	
	70-80%	5	
	Above 80%	15	
5.1f	What percentage of exits were to a known destination? [CoC-APR 23a/b		
	0-94%	0	
	95%	1	
5.1g	**PSH projects:** what percentage of exits were to a permanent housing destination? *[CoC-APR 23c.]*		
	No exits	2	
	Below 80%	0	
	80% or higher	5	

5.1h	What percentage of adults gained or increased total cash income? *[CoC-APR 19a3]*		
	Under 25%	0	
	25%-35%	3	
	Above 35%	5	
5.1i	**PSH projects:** What percentage of program participants remained in the program for 6 months or longer? *[CoC-APR 22a]*		
	At least 80%	3	
	At least 94%	5	
5.1j	**PSH Projects:** What percentage of total program participants enrolled in the program during the calendar year exited to a permanent destination? *[CoC-APR 23a/b divided by CoC-APR 5a]*		
	<10%	0	
	10-15%	1	
	15-20%	3	
	20-30%	5	
HMIS/Comparable Database Participation		**Possible Score**	**Project Score**
5.2	Are all of the agency's projects that are listed in the 2019 HIC participating in HMIS? *[HIC]*		
	Yes	5	
	No	0	
HUD Monitoring			
5.3a	Is the recipient free of HUD monitoring findings for any agency projects? If not, findings must be resolved or explained to the satisfaction of the Project Review Committee for the application to meet standards. *[New applicant form]*	Standard ☐ met ☐ unmet	
5.3b	**Previous Project Spending Rates** These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number) *[Scored on APR. If APR is not available, agencies will submit a LOCCS screenshot of final draw for last completed year. If agencies are spending less than 90% of funding, they must submit a narrative explaining why the agency is underspending their grant.]*		
	Amount awarded		
	Amount spent		
	Percentage 90+%	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided	
5.3c	How many grant extensions from HUD were given for a reason other than merging grants in fiscal years 2016, 2017, and 2018? (Note: only applicable for current CoC grantees) *[New applicant form]*		

	0	0
	1	-5
	2+	Further review

Section VI: Agency's Relationship to Community		Section VI Score	
Possible Points: 15 Minimum Points Required or Review is Triggered: Standards Met			
Participation in Regional Committee Activities The following participation questions will be scored based on project participation in all Regional Committees within the grant coverage area.			
6.1	Did the applicant participate in 75% of meetings in at least one Regional Committee from July 2018 – June 2019? *[Regional Lead Form]*	Standard ☐ met ☐ unmet	
6.2	Application has been presented to Regional Committee for consideration by the NC BoS CoC Project Review Committee *[Minutes, Regional Lead Form]*	Threshold ☐ met ☐ unmet ☐ unmet, documentation not provided	
6.3	Participated in regional ESG planning process (participated in scoring or other ESG subcommittees) *[Regional Committee Information Form]*	**Possible Score** 10	**Project Score**
6.4	Applicant agrees to actively participate in the local Coordinated Entry process as designed by the Regional Committee and only take referrals directly from the regional coordinated entry prioritization waiting list. *[New Project Form]*	Threshold ☐ met ☐ unmet ☐ unmet, documentation not provided	
6.5	Applicant accurately describes the process to take referrals through coordinated entry. *[New Project Form]*	Standard ☐ met ☐ unmet ☐ N/A	
6.6	Do all of applicant's projects on the 2018 HIC participate in the coordinated entry system? Agency staff must attend any coordinated entry meetings, including regular case conferencing. Emergency shelters must conduct prevention and diversion screens and VI-SPDATs on residents and refer all people who have received VI-SPDATs to the regional coordinated entry prioritization waiting list. RRH and PSH projects must only take referrals directly from the coordinated entry prioritization waiting list. *[Interview with region's Coordinated Entry Lead and applicant]*	Standard ☐ met ☐ unmet ☐ N/A	

	Only for applicants that currently operate RRH or PSH in the NC BoS CoC.	
6.7	Does the program have a VI-SPDAT score for every new admission during the 2018 calendar year? *[New project form]*	
	Yes	5
	No	0

Section VII: Application Deadlines and Documentation

Section VII Score

Possible Deductions: -25
Minimum Points Required or Review is Triggered: Not more than loss of -15

Budget & Match		**Possible Score**	**Project Score**
7.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
7.2	Do match letters sufficiently document the required match for the project type? [*Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted after the deadline will not be included in the scoring of these sections.*]	Standard ☐ met ☐ unmet	

Deadlines		**Possible Score**	**Project Score**
7.3	If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published).	-10	
7.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
7.5	The online application and accompanying documents was submitted by the deadline.	Threshold ☐ met ☐ unmet	
7.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold ☐ met ☐ unmet	

North Carolina
Balance of State Continuum of Care

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

2019 Scorecard for CoC Funds: Renewal Projects

This scorecard will be used by the North Carolina Balance of State Continuum of Care (NC BoS CoC) Project Review Committee to score applications for renewal projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the NC BoS CoC & HUD's priorities: projects that meet community need, as outlined by the funding priorities document approved by the NC BoS CoC Steering Committee.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for their community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of NC BoS CoC funding and performing to NC BoS CoC standards, including descriptions in written standards and the NC BoS CoC grantee agreement.

The BoS Project Review Committee may ask applicant agencies to provide additional information to determine agency capacity to: implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding in the NC BoS CoC.

[References in brackets indicate the materials that will be used to score each question.]

Reviewer:			
Applicant:			
Project Name:			
Project Type (select one)	☐ PH:PSH ☐ PH:RRH		
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS	

Renewal projects **must receive at least the standard and minimum score in each section**. Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in the final NC BoS CoC application or will receive reduced funding. Thresholds must be met in order for the project to be eligible for funding.	**Maximum Score Possible:**	**PSH: 147** **RRH: 125**
	Project Score:	

Combined Scoring

This section is scored by two reviewers, a member of the NC BoS CoC Project Review Committee and an NCCEH staff person, and these two scores are averaged for each question. Find more information on the Project Review Committee in the NC BoS CoC Governance Charter: www.ncceh.org/bos.

Section I: General Application		**Section I Score**	
Possible Points: 9 Minimum Points Required or Review is Triggered: 5			
Accuracy and Appropriateness of Responses		**Possible Score**	**Project Score**
1.1	Does the project description address all parts of the detailed instructions? *[Proj. App: 3B, Project Application Detailed Instructions]*	3	
1.2	Do the questions regarding services address all parts of the detailed instructions? *[Proj. App: 4A, Project Application Detailed Instructions]*	3	
1.3	Do the questions regarding outreach address all parts of the detailed instructions? *[Proj. App: 5C, Project Application Detailed Instructions]*	3	
Section II: Program Design		**Section II Score**	
Possible Points: PSH: 25 RRH: 10 Minimum Points Required or Review is Triggered: Standards Met			
Housing First			
2.1	**Does this project use a Housing First approach?** ***Must meet all statements below to meet standard. Program should not have any policies that would result in screening out or terminating anyone for any of the reasons below, but policies do not have to explicitly include the statements below to meet the standard. [Policies and procedures]***	Standard (must meet all statements below) ☐ met (2 of 2 met) ☐ unmet (1 or more missed)	
2.1a	Does the project ensure that participants are not screened out based on the following: ☐ Having too little or no income ☐ Active or history of substance abuse ☐ Having a criminal record (with exceptions for state mandated restrictions)	☐ met ☐ unmet ☐ unmet, documentation not provided	

	☐ History of domestic violence (e.g. lack of protective order, or separation from abuser, or law enforcement involvement)	
2.1b	Does the project ensure that participants are not terminated from the program for the following reasons: ☐ Failure to participate in supportive services ☐ Failure to make progress on a service plan ☐ Loss of income or failure to improve income ☐ Domestic violence ☐ Any other activity not covered in a lease agreement typically found in the project's geographic area	☐ met ☐ unmet ☐ unmet, documentation not provided
Key Elements of Permanent Supportive Housing		
2.2	If this project is a permanent supportive housing project, does it include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)[1]?	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
2.2a	Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability. *[Sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2b	Participation in services is voluntary and tenants cannot be terminated from the program for rejecting services. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2c	House rules, if any, are similar to those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option. *[Policies and procedures, sample lease]*	Standard ☐ met ☐ unmet ☐ N/A

[1] US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

		☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2e	Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2g	Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2h	Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2i	The provision of housing and the provision of support services are distinct. *(Note: This means that if a person is evicted from a unit, they can continue receiving services and be rehoused. Or, if the tenant refuses services or the service provider terminates services, the tenant can remain in housing). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.3	If this project is a rapid re-housing project, does it include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development	

	(HUD), U.S. Interagency Council on Homelessness (USICH), and Abt Associates [2]?	
2.3a	**Core Program Standard: Housing Identification**	
2.3a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a2	Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices. *[Policies and procedures]*.	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a3	Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Programs can negotiate additional supports, as needed, on a case-by-case basis. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b	**Core Program Standard: Rent and Move-In Assistance**	

[2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf

2.3b1	Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b2	Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income. *(Note: guidelines should not offer the same amount and duration of assistance to everyone in the program. Financial assistance and case management should not have a strictly applied end point. Policies and procedures and objective standards should individually determine the needs of each household and when assistance should continue and end for that household). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b3	A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c	**Core Program Standard: Rapid Re-Housing Case Management and Services**	
2.3c1	Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. *(Note: The intent of this standard is that program participants are*	Standard ☐ met ☐ unmet ☐ N/A

	involved in creating a mutually agreed upon time, place, and frequency of meetings with the case manager). [Policies and procedures]	☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation. *(Note: HUD requires CoC programs to meet with participants once a month but does not require programs to dictate the location, duration, or topic of the meeting and does not require programs to terminate participants if they fail to attend scheduled meetings). [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c4	Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and objective standards, there is a review and approval process. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d	**Core Program Standard: Program Philosophy and Design**	
2.3d1	Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles. [*Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d2	Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not	Standard ☐ met ☐ unmet ☐ N/A

	include screening possible participants out for income or lack thereof. [*Policies and procedures]*	☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d3	Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan. [*Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed. [*Policies and procedures, sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

Services Resource Leverage Plan		Possible Score	Project Score
2.4	CoC programs should maximize the number of people they can serve by leveraging other sources of funding for services and dedicating most of their HUD funding towards housing assistance. Does this program leverage services funding for its clients and does it have a plan in place to increase the amount of its budget dedicated to housing assistance? To receive full points, the program should demonstrate: • It currently has formal relationships with another agency (at least MOUs or MOAs in place) or a dedicated funding stream to provide some services for program participants that are funded by another source besides CoC program funds. • Services provided by other funding sources exceed the required 25% match. • The program has a plan in place to increase the amount of services provided by other funding sources.		
	Program does not meet all bulleted points above	0	
	Program meets all bulleted points above (must provide MOU/MOA for full points)	10	
Reviewer notes (explain reasoning for points given):			

Permanent Supportive Housing: Moving-on Strategy		Possible Score	Project Score
2.5	Permanent supportive housing should be available indefinitely, as long as households need it. However, participants in these programs can stabilize to the point that they no longer need the intensive services associated with the program. Moving-on strategies for permanent supportive housing projects create opportunities for participants who no longer need the supportive part of permanent supportive housing to live independently and sustain their homes after graduation for the program. They usually involve transferring the tenant to another long-term housing subsidy, such as a Housing Choice Voucher (Section 8), public housing, or other affordable housing option.[3] Does the permanent supportive housing project incorporate moving-on strategies? To receive full points program policies and procedures should include: • Regular evaluation using standardized criteria to identify households who may be interested and able to move on; • A formal partnership with one or more affordable housing providers (like a public housing authority/HCV organization); • A method to prepare tenants to move-on and exit planning procedures; • A method to link moinge-on tenants to mainstream services and supports; • Procedures to provide step-down services after exit; and • A strategy to evaluate the effectiveness of moving-on strategies. *[Policies and procedures]*		
	Program meets all bulleted points above	15	
	Program meets 1-3 of the above bulleted points	5	
	Program has none of the bulleted points	0	
	Reviewer notes (explaining reasoning for points given):		

[3] https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf

Staff Scoring

The following section is scored by NCCEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities		Section III Score
Possible Points: 10		
3.1 Targeting to Prioritized Subpopulations	The Department of Housing and Urban Development (HUD) and the NC Balance of State CoC (NC BoS CoC) prioritize funding for certain homeless subpopulations, including people experiencing chronic homelessness, homeless Veterans, survivors of domestic violence, and youth. Is this project targeting one of the subpopulations below? If so, does it describe additional outreach activities, partnerships with organizations that serve that population, and a service plan that meets that subpopulation's specific needs? Is the project targeting: ☐ People experiencing chronic homelessness ☐ Veterans ☐ Survivors of domestic violence ☐ Unaccompanied or parenting youth 18-24 *[Policies and Procedures]*	**No specific targeting: 0 points** **Targeted program: 10 points**

Section IV: Project Performance	Section IV Score
Possible Points Added: PSH: 93 RRH: 86 Minimum Points Required or Review is Triggered: PSH: 47 RRH:44	

The following project performance scores are based on CoC Annual Performance Reports (CoC-APRs) for January 1, 2018 to December 31, 2018, unless otherwise noted.

Populations Served		Renewal Score	New Score
4.1a	**RRH projects:** What percentage of the **people** served by the project had a disability? *[Q13a2 divided by total enrolled]*		
	Less than 25%	0	
	25%-49%	4	
	Above 50%	8	
4.1b	What percentage of the **adults** served by the project were veterans? *[CoC-APR Q25a]*		
	Less than 25%	0	
	25%-49%	3	
	Above 50%	6	

4.1c	**PSH Projects:** What percentage of new admissions during the 2018 calendar year were chronically homeless? [0640 Report, Tab1-Detail]		
	100%	8	
	Less than 100%	0	
4.1d	**PSH Projects:** What percentage of households served by the project were chronically homeless? *[CoC-APR Q26a]*		
	Less than 50%	0	
	50-74%	2	
	75-100%	4	
4.1e	**RRH Projects:** What percentage of **households** served by the project were chronically homeless? *[CoC-APR Q26a]*		
	Less than 25%	0	
	25%-49%	4	
	50-74%	8	
	75-100%	12	
4.1f	What is the program's unit utilization rate? *[Average of APR Q8b divided by application unit projections]*		
	Less than 70%	-10	
	70-79%	-5	
	80-94%	0	
	95%-124%	5	
	Above 125%	10	
4.1g	**RRH projects**: what percentage of exits were to a permanent housing destination? *[CoC-APR 23a/b]*		
	No Exits or Less than 70%	0	
	70-80%	5	
	Above 80%	15	
4.1h	What percentage of exits were to a known destination? *[CoC-APR Q23a/b]*		
	95% or higher	5	
	0-94%	0	
4.1i	**PSH projects:** what percentage of exits were to a permanent housing destination? *[CoC-APR 23a/b]*		
	No exits	5	
	Below 80%	0	
	80% or higher	10	
4.1j	What percentage of adults gained or increased total cash income? *[CoC-APR 19a3]*		
	Under 25%	0	
	25%-35%	5	
	Above 35%	10	

4.1k	**PSH projects**: What percentage of program participants remained in the program for 6 months or longer? *[CoC-APR 22a1]*		
	At least 80%	5	
4.1l	At least 94%	10	
	PSH Projects: What percent of total program participants enrolled in the program during the calendar year exited to a permanent destination? *[CoC-APR 23a/b divided by CoC-APR 5a]*		
	<10%	0	
	10-15%	4	
	15-20%	8	
	20-30%	10	
		Possible Score	**Project Score**
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)			
4.2a	HMIS Data Completeness *[0640 – HUD Data Quality Report Framework Report, Q2-Q5]*		
	0-10%	5	
	Above 10%	0	
4.2b	Are all of the agency's projects that are listed in the 2019 HIC participating in HMIS? *[HIC]*		
	Yes	10	
	No	0	
4.2c	Did the program submit their APR on or before the designated deadline? [Sage]		
	Yes	5	
	No	0	
HUD Monitoring			
4.3a	Is the recipient free of HUD monitoring findings for any agency projects? If not, findings must be resolved or explained to the satisfaction of the Project Review Committee for the application to meet standards. *[Renewal application form]*	Standard ☐ met ☐ unmet	
4.3b	**Previous Project Spending Rates:** These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number) *[Scored from APR. If APR is not available, agencies will submit a LOCCS screenshot of final draw for last completed year. If agencies are spending less than 90% of funding, they must submit a narrative explaining why the agency is underspending their grant.]*		
	Amount awarded		

	Amount spent	
4.3c	Percentage 90% or higher (Projects that fall below the standard will trigger review by CoC staff and Project Review Committee. The review will determine potential consequences, including whether some funding should be reallocated to new projects.)	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
4.3d	How many grant extensions from HUD were given for a reason other than merging grants in fiscal years 2016, 2017, and 2018? *[Renewal application form]*	
	0	0
	1	-5
	2+	Further review

Section V: Coordinated Entry and Prioritization

Possible Points: 10
Minimum score or review triggered: 3

5.1a	Does the program have a VI-SPDAT score for every new admission during the 2018 calendar year? *[Renewal project form]*	
	100%	10
	90%-99%	6
	80%-89%	3
	No	0
5.1b	Is the program's average VI-SPDAT score for new admissions in the 2018 calendar year within or above the recommended range for the program type? *[Renewal project form]*	Standard ☐ met ☐ unmet ☐ N/A
	Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? [*Policies and Procedures*]	Standard ☐ met ☐ unmet ☐ N/A

Section VI: Application Deadlines and Documentation

Section V Score

Possible Deductions: -25
Minimum Points Required or Review is Triggered: Not more than loss of -15

Budget & Match		
6.1a	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5
6.1b	Does the project demonstrate they have 25% match and all match funds are eligible? [*Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted*	Standard ☐ met ☐ unmet

	after the deadline will not be included in the scoring of these sections.]		
6.1c	If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published).	-10	
6.1d	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
Deadlines			
6.2a	The online application and accompanying documents must be submitted by the deadline. If not, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in final NC BoS CoC application or will receive reduced funding.	Standard ☐ met ☐ unmet	
6.2b	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold ☐ met ☐ unmet	

2019 Funding Priorities for Continuum of Care Competition

Introduction

This document outlines the North Carolina Balance of State Continuum of Care's (NC BoS CoC) priorities for the 2019 Continuum of Care funding competition.

In addition to applying the approved new and renewal scorecards, the Project Review Committee should consider these priorities in its review and ranking of projects in the 2019 competition:

- **Ensure essential infrastructure elements are in place, including HMIS and coordinated entry**
- **Ensure adequate coverage of permanent supportive housing across the CoC**
- **Increase the availability of rapid re-housing**
- **Ensure CoC funding is being used well, including potentially re-allocating some funding from projects that have patterns of low spending or poor performance**

Section I of this document summarizes the history of how the NC BoS CoC has prioritized projects for funding in the past and the Funding and Performance Subcommittee's process to arrive at the priorities for the 2019 CoC competition. Section II explains each funding priority. Section III provides additional guidance to the Project Review Committee about how to implement these funding priorities during the ranking and review process, including a detailed grid that sets priorities for new projects by project type and region.

Section I: Funding Priorities Background and Process

As part of the annual CoC competition, each CoC is required to submit a project listing to HUD that lists its new and renewal projects in order of priority. The NC BoS CoC's project ranking and review process, conducted by the Project Review Committee, determines which projects are included in the application to HUD and the order in which they are listed. Projects high on the list are likely to be funded by HUD, while projects lowest on the list run the risk of not receiving funding.

The NC BoS CoC's ranking and review process has two steps: first, the CoC reviews all projects using a standardized scorecard; second, the Project Review Committee ranks projects based on the scores and other CoC priorities.

The Scorecard Committee has also set priorities when designing the annual new and renewal scorecards. Scorecards reward projects for better performance, adhering to best practice program design standards, targeting specific homeless subpopulations such as chronically homeless individuals and families, and prioritizing allocated dollars for direct housing assistance over services. The NC BoS CoC's current portfolio reflects this history of priority-setting. Aligned with HUD priorities, the NC BoS CoC's portfolio is all permanent housing projects (PSH and RRH) except for two infrastructure grants: HMIS and SSO-CE.

The Steering Committee first formed the Funding Priorities Workgroup in 2017 and then a standing Funding and Performance Subcommittee in 2018 to address priority-setting in a more strategic and

comprehensive manner. The goal was to create funding priorities to have the greatest impact on homelessness in the CoC. The subcommittee reviewed several data sources that informed their development of funding priorities, including the last few years of NC BoS CoC applications, the scorecard and project review processes, the NC BoS CoC's funding portfolio, and recent Point-in-Time Count numbers.

The subcommittee uses these general goals for the priority-setting process:

- Base funding priorities on the needs of the NC BoS CoC as a whole, without privileging specific communities;
- Help the Steering Committee and Project Review Committee think more broadly about the CoC;
- Stay open-minded about what needs to change to end homelessness;
- Better understand the CoC's needs;
- Provide tools and support to help the Steering Committee and Project Review Committee make good decisions for the CoC; and
- Establish a framework to help implement the funding priorities.

The subcommittee examines data on current funding and needs across the CoC, which has revealed three overarching issues:

1) There are resource gaps in certain areas, especially in a few regions that have little to no permanent supportive housing.
2) Resources are not distributed in a way that matches the distribution of need across the CoC.
3) CoC-funded rapid re-housing only exists in three of the thirteen regions.

The subcommittee used these data and other considerations to inform the development of the funding priorities. The subcommittee aimed to address geographical gaps in funding so everyone in the CoC has an option for permanent housing, no matter in which county they live. The subcommittee also wanted to ensure that grantees spend all allocated funding each year, since underspent funds are returned to HUD instead of being used to assist people in the CoC. The subcommittee also identified HMIS and coordinated entry as priorities for continued funding because the NC BoS CoC needs this infrastructure to work well and to support HUD's requirements of all CoC and ESG grantees and other homeless service providers.

Section II: Funding Priorities

Ensure essential infrastructure elements are in place, including HMIS and coordinated entry

A robust Homeless Management Information System (HMIS) and coordinated entry system are key elements of a well-functioning CoC, and HUD requires all CoC and ESG grantees to participate in both. The Project Review Committee should put a high priority on funding both projects.

CoC funding for HMIS pays for the basic software system that collects administrative data on people served and services provided in the CoC and funds necessary staff to support and train participating agencies, complete mandated reporting to HUD, and help the CoC use its data to improve its work.

Coordinated entry targets resources effectively and efficiently, increases access to homeless services, assists the CoC to identify gaps in its system, and helps providers better coordinate services. Since

coordinated entry is such an integral piece of the CoC, only projects that would cover all 79 counties of the CoC should be eligible for funding.

In the past, the Project Review Committee has ranked the HMIS and Supportive Service Only – Coordinated Entry project first and second respectively in the CoC competition to protect this basic infrastructure. The Project Review Committee should continue to consider funding HMIS and coordinated entry as high priorities in the 2019 CoC competition.

Ensure adequate coverage of permanent supportive housing across the CoC

CoC funding is the only major public source for permanent supportive housing (PSH), which provides long-term financial assistance and intensive service supports to the most vulnerable households. The NC BoS CoC has always prioritized PSH and should continue to prioritize this key housing intervention in the CoC funding competition.

In the 2019 competition, the Project Review Committee should prioritize new PSH projects in the geographic areas that have significant unmet needs for PSH so all vulnerable people experiencing homelessness, regardless of their location in the CoC, have the option to live in permanent supportive housing (see Table 1: New Projects Priority Grid, below, for detailed explanation of which regions should have a priority for new PSH).

The Project Review Committee should prioritize current PSH grants as long as these projects meet the threshold spending rates (90% or above). PSH projects that currently underspend their funding and have made no attempt to correct the problem by serving additional counties, streamlining intake processes, or conducting more outreach should be considered for partial reallocation.

Increase the availability of rapid re-housing

A healthy homeless service system must have a good mix of permanent supportive housing and rapid re-housing (RRH) resources. PSH and RRH work together to create flow through the system. RRH helps move households quickly out of shelters and off the streets and allows PSH to focus on households with the highest needs. Households in RRH projects can transition to PSH if more support is needed, but most find stability within the two years of assistance that RRH can provide. While the NC BoS CoC portfolio currently includes 5 RRH projects, RRH should be increased across the CoC. In all regions, the CoC recommends that the Project Review Committee prioritize rapid re-housing for new funding (see Table 1 below for detailed priorities by region).

However, because other public funding sources can pay for RRH (i.e. Emergency Solutions Grants or Supportive Services for Veteran Families), the NC BoS CoC should reserve CoC funding to bring RRH programs to scale only after other funding sources have been used in a region. The scorecard already supports this principle: new RRH applicants must have used ESG or other funding source for RRH before applying for CoC funds. Regions should maximize the amount of ESG funding dedicated to RRH. CoC funding should never become the only source of funding for RRH.

The NC BoS CoC will only fund new joint Transitional Housing-Rapid Rehousing projects during the 2019 CoC Competition under the DV Bonus funding. The CoC should focus on bringing rapid re-housing to scale before introducing new program types. TH-RRH joint component projects are intended for areas with large unmet needs for shelter and for some groups for which a brief period in transitional housing

could be beneficial. These projects will be held to different standards than traditional transitional housing, with an emphasis on brief stays in TH. The NC BoS CoC has available Emergency Solutions Grants funding to meet unmet shelter needs, and agencies in the CoC need to focus on improving access to current RRH projects before exploring new program models.

Ensure CoC funding is being used well, including potentially re-allocating some funding from projects that have patterns of low spending or poor performance

Since CoC funding is limited, the CoC should put a high priority on projects that maximize the funding they receive. Projects should:

- Spend as much of their funding as possible, reaching at least a 90% threshold;
- Target and serve people with the highest needs;
- Produce strong outcomes; and
- Meet the community's and CoC's needs.

The Scorecard Committee will make each of these items part of the 2019 new and renewal scorecards. Projects that do not meet some or all of these criteria will receive a reduced score and should be ranked accordingly. In addition to ranking, if a renewal project has a pattern of low spending, the Project Review Committee should consider reallocating some or all of that project's funding. Projects should consistently spend at least 90% of their funding. The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding.

The NC BoS CoC will not fund projects that request acquisition, rehabilitation, or new construction funding. There is too little new funding available to the CoC each year to justify the large investment these activities would require. Agencies that need these types of funding should use other sources of federal, state, and local funding and focus CoC funding on activities that more quickly benefit people experiencing homelessness.

Section III. Additional Guidance on Implementing Priorities

Project Review and Ranking Process

The Project Review Committee (PRC) considers multiple factors when determining project rankings, including the priority of the project, the project's performance on the scorecard, and whether the project is a new project or renewal project. This year, even with detailed funding priorities, the PRC should continue to take all these factors into account when determining a project's ranking.

There are three ways the scorecards affect project ranking: thresholds, standards, and points. If a project does not meet a threshold, it is not eligible for funding. If a project does not meet the required minimum number of points or does not meet the standards, the Project Review Committee may lower the project's ranking, remove the project from the competition altogether, or recommend reducing its funding. Receiving more points than other projects can also increase a project's ranking.

This year, the priorities in this document will also help determine project rankings. New project priorities, as outlined in Table 1: New Projects Priority Grid below, will be recorded on the new project scorecard. The Project Review Committee should rank projects highly if they are *both* a high priority and perform well on the scorecard. Balancing a project's priority with its scorecard performance ensures

that funding goes to projects that meet best practices, perform well, and will have a sustained impact on homelessness in the CoC.

The Project Review Committee has historically ranked renewal projects ahead of new projects, with a few exceptions. The priorities in this document may result in ranking some high-priority new projects ahead of renewal projects, especially if there are renewal projects that have consistently performed poorly or underspent their funds. In such cases, the Project Review Committee should consider the potentially detrimental geographic effect of ranking renewal projects low. In regions with very few projects, giving a renewal project a low rank could put almost all the funding for a region at-risk. The Project Review Committee should also examine the Regional Committee's and the agency's ability to prevent current participants from becoming homeless in the case of a large or full reallocation. On the other hand, the PRC should consider the additional people new projects could help in a region, especially in regions with very few current housing assistance resources.

Priorities for New Projects

New RRH and PSH projects should be prioritized based on the grid below. In this grid, projects can be Priority 1, Priority 2, Priority 3, or No Priority. The Project Review Committee should take these priorities into account when ranking projects, but, as explained above, the priorities below should not be the only factor that determines a project's ranking. If projects are No Priority, the Project Review Committee should not recommend these projects for funding unless money is left unallocated in the competition.

Table 1: New Projects Priority Grid

Region	RRH	PSH
1	2	1
2	2	1
3	2	3
4	2	1
5	3	3
6	3	No Priority
7	2	1
8	2	1
9	2	3
10	2	3
11	2	3
12	3	No Priority
13	2	3

This grid aims to build a strong foundation for the future of the CoC. The performance of the CoC on future funding applications and the ability of the CoC to meet goals such as ending Veteran homelessness or implementing coordinated entry can be hurt when some areas have extremely low resources. Additionally, no one should find themselves homeless in a county that completely lacks

homeless assistance. This grid tries to establish a baseline level of funding for PSH and RRH across all 79 counties in the NC BoS CoC.

Below is a brief explanation of the priorities (see the appendix for more detailed methodology):

Priority 1: PSH in regions that need a significant increase in PSH units to meet the need.

Priority 2: RRH in all regions that do not already have CoC-funded RRH.

Priority 3: RRH in regions that already have CoC-funded RRH and PSH in regions that have some unmet need.

Appendix: New Priorities Grid Sources and Methods

Priorities for PSH were determined based on a measure of the existing stock of PSH and whether it meets the current need. The table below outlines the data used to calculate the need for PSH in each region. Priority 1 regions have more unmet need (column D) than existing PSH beds (column A), implying that they would have to significantly increase their stock of PSH to meet the need. Priority 3 regions have some need for PSH but less than their current stock of PSH beds, implying that a relatively small increase in PSH in those regions would meet the need. RRH is Priority 2 in regions that have no CoC-funded RRH (column E) and in Region 7 because it has the lowest overall amount of CoC funding (column F). RRH in the remaining regions, which already have CoC-funded RRH (regions 5, 6, and 12), are Priority 3.

	Column A	Column B	Column C	Column D	Column E	Column F
Region	Existing PSH beds	Annual PSH turnover beds	Annualized number of people experiencing chronic homelessness	Unmet need for PSH	RRH funding	Total CoC funding
1	74	11	98	87	$0	$396,038
2	30	5	79	74	$0	$241,693
3	109	16	101	85	$0	$567,599
4	45	7	56	49	$0	$151,430
5	140	21	72	51	$505,333	$940,465
6	153	23	8	None	$256,842	$1,125,205
7	0	0	42	42	$0	$0
8	17	3	56	53	$0	$75,307
9	142	21	38	17	$0	$938,331
10	93	14	29	15	$0	$477,205
11	31	5	8	3	$0	$171,359
12	222	33	14	None	$112,526	$1,314,992
13	53	8	31	23	$0	$293,758

NCCEH staff calculated Column D (unmet need for PSH) using the following methodology:

- Staff calculated the number of existing PSH beds (column A) by multiplying the number of PSH units in each region (as reported on the HUD funding applications) by their corresponding number of bedrooms. For example, a region with one 1-bedroom unit and two 2-bedroom units would have five beds.
- Then staff estimated the number of PSH beds that would become available during a year (column B) using a reasonable estimate of annual turnover. The turnover rate was assumed to be 15% for all projects, the same rate used in the United States Interagency Council on Homelessness's Supportive Housing Opportunities Planner (SHOP) tool.
- Next, to estimate the need for PSH during a full year, staff multiplied the number of people counted as chronically homelessness during the 2018 Point-in-Time Count by 1.3 (column C). This annualization factor is also used in USICH's SHOP tool. This number estimates the total need for PSH in a region.

- Finally, staff subtracted the number of annual PSH turnover beds from the annualized number of people experiencing chronic homelessness to estimate the unmet need in each region (column D).

North Carolina
Balance of State Continuum of Care

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

North Carolina Balance of State Continuum of Care

2019 CoC Competition Project Ranking Appeals Process

The NC Balance of State Continuum of Care (NC BoS CoC) strives to create a fair and transparent process for reviewing and ranking CoC competition project applications. The Project Review Committee may recommend that some new applications should not be included in the project priority ranking or that some renewal projects should be partially or fully reallocated. To ensure fairness, these projects will have the opportunity to appeal the Project Review Committee's decision.

Who may appeal:

- New applicants whose projects were not included in the NC BoS CoC's project priority ranking
- Renewal applicants whose projects were partially or fully reallocated

How to appeal:

- **Applicants must submit the NC BoS CoC Competition Appeals Form, signed by a director-level position, by 6:00 PM on September 6, 2019.**
- Letters must be submitted via online form, here: https://app.smartsheet.com/b/form/79c1bd8b10534b9bad9dcb5e62528e97
- No appeals will be considered after the deadline.

Appeals must present information that shows the CoC or Project Review Committee made a clear error, did not follow the advertised process, engaged in discriminatory activity, had a conflict of interest, or the grantee experienced extenuating circumstances, as outlined in more detail below. Appeals letters must also address any deficiencies in the project application. Letters requesting an appeal without additional information will not be considered.

The Project Review Committee will consider each appeal and decide whether to amend the project priority listing by September 9, 2019.

If the Project Review Committee decides to amend the project priority listing after reviewing appeals, the updated project priority listing will be approved by the NC BoS CoC Steering Committee on September 10, 2019. Revised project applications need to be submitted in esnaps by September 12, 2019 at 6:00 PM. Applications that fail to make revisions and submit in esnaps by the deadline will still not be funded.

Appeal decisions:

The Project Review Committee will carefully review each eligible appeal request. The Project Review Committee may, but is not required to, overturn its original ranking decisions for the project filing an appeal in the following situations:

- The Project Review Committee mistakenly used false or significantly incomplete information to make decisions and additional information presented as part of the appeal addresses the deficiencies in the application. The Project Review Committee will not consider appeals that present information that the applicant simply neglected to include in its original application, except in extenuating circumstances, outlined below.
- The deficiencies in the project application were due to extenuating circumstances that will not affect the long-term viability or performance of the project. For instance, the organization experienced a fire that prevented it from completing the application thoroughly.
- The CoC and/or the Project Review Committee did not follow the competition process as advertised to the CoC or took steps that are not allowed by HUD policy.
- If an appeal is filed that shows a member of the Project Review Committee has a conflict of interest that affected the Project Review Committee's decision or a member or members of the PRC discriminated against the applicant due to the applicant's race, ethnicity, religion, national origin, sexual orientation, gender, disability, or familial status, the Project Review Committee must conduct a new full review of the application that does not include the member or members with conflicts of interest or who engaged in discriminatory behavior. This full review does not guarantee the Project Review Committee's original decision will be overturned.

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Capital Area NCWorks Career Center System
Memorandum of Understanding

Capital Area Workforce Development, with the agreement of the Chief Elected Official, shall develop and enter into this Memorandum of Understanding (MOU) between Capital Area Workforce Development and the One-Stop (NCWorks) Partners under the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128, concerning the operation of the One-Stop delivery system.

This MOU is entered into by North Carolina Workforce Innovation and Opportunity Act workforce partners (collectively, the "Partners" and each individually, a "Partner"). See *Attachment A – WIOA MOU Partner Contact List.*

I. One-Stop Required Partners WIOA 121 (b)(1)(B)

a.) Shared Roles & Responsibilities for One-Stop Required Partners

Each required partner of the One-Stop delivery system shall:

i. Provide access through the One-Stop delivery system, including making the career services (eligibility determination, outreach, initial assessment, labor exchange service, job search, recruitment, referrals, job listings, training provider information, local area performance, supportive service information, financial aid assistance, career planning, financial literacy, and more) that are applicable to the program or activities available at the One-Stop centers.
ii. Use a portion of the funds available for the program and activities to maintain the One-Stop delivery system, including payment of the infrastructure costs of One-Stop centers. *See Attachment B – Capital Area Infrastructure Agreement (IFA).*
iii. Enter into a local Memorandum of Understanding (shown by signature on this document) with the local board, relating to the operation of the One-Stop system.
iv. Participate in the operation of the One-Stop system consistent with the terms of this Memorandum of Understanding, the requirements of this title, and the requirements of WIOA, and the requirements of the Federal laws authorizing the program or activities.
v. Use a common One-Stop delivery system identifier (in North Carolina this is NCWorks), as appropriate.
vi. Identify strategies to meet the needs of individuals with barriers to employment.
vii. Coordinate business services activities through the Capital Area Workforce Development's Business Engagement staff.
viii. Provide opportunities for staff to participate in education and cross-training activities as needed.

b.) Individual Roles & Responsibilities for One-Stop Required Partners

In addition to the shared roles and responsibilities stated in I.a.) above, each individual partner hereto agrees to its specific responsibilities as stated below.

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i. Wake County Government, Capital Area Workforce Development (CAWD) – *WIOA Title I: Adult, Dislocated Workers, and Youth programs, YouthBuild; Reentry Employment Opportunities (REO) programs*

CAWD is responsible for coordinating and aligning workforce development services and strategies that meet local workforce and economic needs. This is accomplished, in part, by the CAWD carrying out its responsibility of certifying and overseeing the NCWorks Career Center System in the Capital Area. CAWD will utilize the Certification Criteria for NCWorks Career Center Policy, developed by the Commission on Workforce Development. CAWD will provide:

1. Coordination with system stakeholders and partners in determining the appropriate Product Box services and center locations, based on local needs;
2. Leadership in convening a Partnership Consortium to oversee workforce development efforts under WIOA;
3. Designation of Capital Area NCWorks Career Center Operator(s);
4. Assurance that all Capital Area NCWorks Career Centers meet North Carolina's Certification Criteria, as well as the additional standards established by CAWD;
5. Assurance that WIOA services provided in Capital Area are delivered in a manner consistent with North Carolina's Certification Criteria (including the minimum staffing and service requirements);
6. Assurance that a Memorandum of Understanding is executed between CAWD and the NCWorks Career Center Partners as identified in the WIOA;
7. Consistent and continuous oversight and monitoring of the Capital Area NCWorks Career Center System. CAWD will provide the leadership and advocacy for maintaining a quality and continuous improvement focus in order to ensure excellent customer service in the Capital Area NCWorks Career Center System. CAWD will also provide the administrative/policy guidance and funding resources to local WIOA Service Providers;
8. A representative to serve on the One-Stop Leadership Consortium;
9. Provision of the necessary WIOA staffing and services required for Tier 1 NCWorks Career Centers (based on funding availability);
10. Provision of the necessary WIOA staffing and services required for Tier 2 NCWorks Career Centers (based on funding availability);
11. Training on and access to NCWorks Online to Partner staff, who meet requirements as defined by the North Carolina Division of Workforce Solutions,
12. Inclusion of NCWorks Career Centers in Rapid Response initiatives,
13. Information on YouthBuild services, program eligibility and resources; and,
14. Information on Reentry Employment Opportunities (REO) services, program eligibility and resources.

ii. Adams and Associates, Inc. - *WIOA Title I: Job Corps*

Adams and Associates, Inc. agrees to provide Job Corps services and information at Capital Area NCWorks Career Centers, as customers' needs dictates.

iii. Telamon Corporation – *WIOA Title I: National Farmworker Jobs Program (NFJP)*

Telamon Corporation administers the National Farmworker Jobs Program (NFJP) to provide eligible farmworkers and their dependents with the means to reach self-sufficiency through better employment. Telamon agrees to provide:

1. Information on NFJP services, program eligibility and resources; and,
2. Opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as customers' needs dictates.

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iv. North Carolina Department of Commerce, Division of Workforce Solutions – *WIOA Title III: Wagner-Peyser Act Employment Service (ES) program; Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs*

As administrator for Wagner-Peyser services, Veterans services, and other workforce development programs, and as a key partner in the Capital Area NCWorks Career Center System, DWS agrees to support, maintain, and provide:

1. A representative to serve on the One-Stop Leadership Consortium;
2. The necessary DWS staffing and services required for Tier 1 NCWorks Career Centers; and,
3. The necessary DWS staffing and services required for Tier 2 NCWorks Career Centers.

v. National Council on Aging (NCOA) - *Senior Community Service Employment Program (SCSEP)*

NCOA agrees to provide:

1. Information on agency services and eligibility at Capital Area NCWorks Career Centers, as customers' needs dictates; and,
2. Older Worker participants for work experience opportunities in the NCWorks Career Centers.

vi. North Carolina Department of Commerce, Division of Employment Security (DES) - *Unemployment Compensation (UC) programs*

Division of Employment Security (DES) agrees to provide:

1. Access to information on the wage database as needed by NCWorks Career Center staff; and,
2. Referral of Unemployment Insurance claimants to the NCWorks Career Center as required.

vii. Durham Workforce Development Board (DWDB) - *Reentry Employment Opportunities (REO) programs*

DWDB agrees to provide:

1. Information on program services and eligibility at Capital Area NCWorks Career Centers, as customers' needs dictates; and,
2. An on-site presence at NCWorks Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site presence, co-location of program operations, and established NCWorks Career Center office hours when applicable.

viii. Wake Technical Community College and Johnston Community College - *WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs*

The Adult Education and Family Literacy Act provider assist adults in: becoming literate; obtaining the knowledge and skills necessary for employment and self-sufficiency; obtaining the necessary education and skills to become full partners in the educational development of their children; and completing secondary education or its equivalent. The AEFLA provider will partner with the NCWorks Career Centers and NCWorks NextGen programs to ensure there is a seamless referral between programs.

The Carl Perkins programs develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs. Carl Perkins program will partner with the NCWorks Career Centers and NCWorks NextGen programs to ensure there is a seamless referral between programs.

In addition to the above, WTCC and JCC agree to provide:

1. A representative to serve on the One-Stop Leadership Consortium;
2. Information on college admissions, the Pell Grant and other financial aid resources;

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3. Information on all classes and services available and registration assistance for customers;
4. Services offered by the Human Resources Development Program (HRD), including instructional training, skill assessments, and career development activities, to Capital Area NCWorks Career Centers;
5. A strong HRD presence at NCWorks Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site instruction, co-location of program operations, and established NCWorks Career Center office hours when applicable; and,
6. Skills and occupation assessments, where available, for employers.

ix. Triangle Literacy Council (TLC), Triangle South Literacy Works (TSLW) and Motheread - ***WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs***

TLC, TSLW and Motheread agree to provide:

1. Information on agency services, program eligibility and resources; and,
2. Referrals to the Capital Area NCWorks Career Centers, as appropriate.

x. North Carolina Vocational Rehabilitation (VR) - ***WIOA Title IV: State Vocational Rehabilitation (VR) Services program***

VR offers to enhance the facilities and services of the Capital Area NCWorks Career Center System. VR agrees to provide:

1. Guidance and advice on matters related to facility and service access for the disabled.
2. A representative to serve on the One-Stop Leadership Consortium.
3. Information on VR services, program eligibility and resources; and,
4. Strong considerations of opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as leases expire.

xi. North Carolina Division of Services for the Blind: WIOA Title IV: Services for the Blind

Services for the Blind agrees to provide:

1. Information on Services for the Blind services, program eligibility and resources; and,
2. Guidance and advice on matters related to facility and service access for individuals with visual impairments.

xii. Passage Home and Johnston/Lee/Harnett Community Action (JLHCA) - ***Community Services Block Grant (CSBG) programs - Employment and training activities***

Passage Home and JLHCA agrees to provide agency services and information at Capital Area NCWorks Career Centers, as customers' needs dictates.

xiii. Wake County Human Services (WCHS) and Johnston County Department of Social Services (JCDSS) - ***Temporary Assistance for Needy Families (TANF) program***

WCHS and JCDSS offer to provide Temporary Assistance for Needy Families (TANF) services and other pertinent services at Capital Area NCWorks Career Centers. WCHS and JCDSS agree to provide:

1. Information on Work First services, program eligibility and resources; and,
2. A strong presence at NCWorks Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site presence, co-location of program operations, and established NCWorks Career Center office hours when applicable.

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II. One-Stop Additional Partners

The local Workforce Development Board may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters. With the approval of Capital Area Workforce Development and Chief Elected Official, the following entities may be additional One-Stop partners.

a.) Shared Roles & Responsibilities for Additional One-Stop Partners

Each required partner of the One-Stop Delivery System shall:

i. Enter into a local Memorandum of Understanding (shown by signature on this document) with the local board, relating to the operation of the One-Stop system;
ii. Provide information about program services, eligibility requirements and resources.
iii. Make referrals among One-Stop partners based on customer needs.
iv. Provide opportunities for staff to participate in education and cross-training activities as needed.

b.) Individual Roles & Responsibilities for Additional One-Stop Partners

In addition to the shared roles and responsibilities stated in II.a.) above, each individual additional partner hereto agrees to its specific responsibilities as stated below.

i. Community Success Initiative (CSI) - *Other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector.*

Community Success Initiative (CSI) works with men and women who are transitioning from prison and jail, or who otherwise find themselves entangled in the criminal justice system. CSI agrees to provide:

1. Information on CSI services, program eligibility and resources; and,
2. Opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as suitable for both parties.
3. Workshops in the NCWorks Career Center for former offenders.

ii. Centre for Home Ownership & Economic Development - *Other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector.*

Centre for Home Ownership & Economic Development enriches, empowers and invests in the economic growth of the community by providing financial stability, jobs, business development and housing opportunities. Centre for Home Ownership & Economic Development agrees to provide:

1. Information on services, program eligibility and resources; and,
2. Opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as suitable for both parties.

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III. Mutual Agreement of all Partners

a.) Costs of Services (WIOA Regulations 678.700, USDOL December 27, 2016: Infrastructure Funding Guidance)

The IFA must contain effective time period, infrastructure and shared services budget, identify all One-Stop partners/CEO/local Boards participating, and describe the periodic review and reconciliation process to ensure equitable benefit among partners. The infrastructure funding agreement (IFA) may have a different effective time period from the duration of the MOU. The IFA, included as *Attachment B – Capital Area Infrastructure Agreement (IFA),* provides information on the shared infrastructure cost and/or in-kind arrangements with the partners including:

i. Identification of the infrastructure costs budget, which is a component of the overall One-Stop operating budget.
ii. Identify all One-Stop partners, chief elected officials (CEOs), and the Local WDB participating in the infrastructure funding agreement.
iii. Describe how the periodic modification and review process to ensure equitable benefit among One-Stop partners will be conducted. Include a timetable.
iv. Provide the process used to reach consensus among all partners when developing the infrastructure funding agreement. (Or, if applicable, provide assurance that the local area followed the State Funding Mechanism process.)
v. Describe the process to be used among partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.

b.) Funding definitions

i. Cash and In-Kind for Ongoing One-Stop Delivery System Operators
Non-cash contributions must be valued consistent with 2 CFR 200.306 and reconciled regularly (i.e., monthly or quarterly). Third-party in-kind contributions are contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with One-Stop operations. The value of third-party in-kind contributions must also be consistent with the Uniform Guidance at 2 CFR 200.306 and reconciled on a regular basis (i.e., monthly or quarterly) to ensure they are fairly evaluated and meet the partners' proportionate share.
ii. Infrastructure Costs One-Stop Centers
Non-personnel costs necessary for the general operation of the One-Stop center. The funds provided under this paragraph by each One-Stop partner shall be provided only from funds available for the costs of administration under the program administered by such partner, and shall be subject to the program's limitations with respect to the portion of funds under such program that may be used for administration (WIOA Regulations 678.720).
iii. Non-personnel costs include: Rental of the facilities; Utilities and maintenance; Equipment (including assessment-related products and assistive technology for individuals with disabilities); and Technology to facilitate access to the One-Stop center, including technology used for the center's planning and outreach activities.

NOTE: The infrastructure funding agreement is a required component of the MOU and not a separate document. The reasonable cost allocation methodology should be provided and consistent with Federal Cost Principles in the Uniform Guidance 2 CFR Part 200.94.

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c.) Certification and Continuous Improvement

The Parties herein shall comply with established Certification and Continuous Improvement Criteria established by the State board, in consultation with chief elected officials and local boards. The objective criteria and procedures for use by local boards in assessing at least once every 3 years the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of One-Stop centers and the One-Stop delivery system.
See *Attachment C – NCWorks Career Center Certification Criteria.*

d.) Performance and Accountability

Each partner is responsible for ensuring that its legislated programs, services, and activities are provided in the One-Stop Center in accordance with the goals, objectives and performance indicators of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and One-Stop performance indicators.

IV. Methods of Referrals

Methods to ensure the needs of workers and youth, and individuals with barriers to employment, including individuals with disabilities, basic skills deficiencies, former offenders and others are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the One-Stop delivery system.

Partners will utilize the Capital Area Referral process to refer individuals between One-Stop operators and One-Stop partners for appropriate services and activities.

V. Confidentiality of Information

Exchange of information among partners is encouraged and expected. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information. Each partner agrees to collect and share information necessary to track the performance of the One-Stop center in accordance with provisions of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 and accompanying regulations.

VI. Monitoring and Oversight

The Chief Elected Official, the Workforce Development Board, the Division of Workforce Solutions, United States Department of Labor, and local area administrative entity have the right to monitor activities under this MOU to ensure performance goals are being maintained, and that the MOU terms and conditions are being fulfilled. The partners shall permit on-site visits and reviews by the above mentioned agencies or their designee. Partners agree to share information/data and provide reports as needed amongst Partners under this MOU.

VII. Disputes

The parties shall first attempt to resolve any disputes informally. Any party shall call a meeting of the partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the local Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the Board's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Finally, if the Executive Committee's resolution efforts fail, any party may file a grievance in accordance with agreed upon WIOA grievance procedures.

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VIII. Duration

This MOU will remain in effect until terminated by the repeal of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128, or otherwise by action of law.

Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 60-calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all parties at the addresses shown within this MOU, and to the contact persons so listed, considering any information updates received by the parties.

Should any One-Stop Partner withdraw, this MOU shall remain in effect with respect to the remaining Partners until a new MOU is executed or the end of the current federal program year (July through June).

Capital Area Workforce Development reserves the right to terminate the participation of any partner upon 60-days' notice if the partner's actions are inconsistent with the terms and conditions of this memorandum of understanding.

This memorandum shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services. [WIOA 121].

IX. Modification and Assignment

This MOU may be modified at any time by written agreement of the parties. Assignment of responsibilities under this MOU by any of the parties shall be effective upon written notice to the other parties. Any assignee shall also commit in writing to the terms of this MOU.

Such other provisions, consistent with the requirements of this title, as the parties to the agreement determine to be appropriate.

Additional partners may be added to this MOU at any time. A signatory page with responsibilities out lined will be added as an addendum to this document.

X. Signatures

By signatures hereto, the partner(s) attest to participation of the development of this Memorandum of Understanding and will support and implement the provisions contained herein. I certify that I have read the above information. My signature certifies my understanding and agreement of the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this Memorandum of Understanding.

Required One-Stop Partners

Printed Name	Signature	Date
Capital Area Workforce Development Board Chair		

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Pat E. Sturdivant — DocuSigned by: Pat E. Sturdivant 5C4057D... — 9/9/2019

Printed Name | Signature | Date

Capital Area Workforce Development

Representing: WIOA Title I: Adult, Dislocated Worker, and Youth formula programs; YouthBuild; Reentry Employment Opportunities (REO)

Norman Turner — DocuSigned by: Norman Turner 33C779F... — 9/12/2019

Printed Name | Signature | Date

Adams and Associates, Inc.

Representing: *WIOA Title I: Job Corps*

Printed Name | Signature | Date

Telamon Corporation

Representing: WIOA Title 1: National Farmworker Jobs Program (NFJP)

Printed Name | Signature | Date

NC Department of Commerce - Division of Workforce Solutions

Representing: WIOA Title III: Wagner-Peyser Act Employment Service (ES) program; Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs

Division of Employment Security - *Representing: Unemployment Compensation (UC) program*

Printed Name | Signature | Date

National Council on Aging

Representing: Senior Community Service Employment Program (SCSEP)

Printed Name | Signature | Date

Durham Workforce Development Board

Representing: Reentry Employment Opportunities (REO) program

Dr. David Johnson — DocuSigned by: Dr. David Johnson ADC9... — 9/13/2019

Printed Name | Signature | Date

Johnston Community College

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program; Carl D. Perkins Career and Technical Education Act, Career and technical education programs

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DocuSigned by:
Anthony Crison
EEC587CD73E44D5...

9/17/2019

Printed Name | Signature | Date

Wake Technical Community College

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program; Carl D. Perkins Career and Technical Education Act, Career and technical education programs

Laura Walters

DocuSigned by:
Laura Walters
D2C309C5E2DF4A2...

9/9/2019

Printed Name | Signature | Date

Triangle Literacy Council

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Sharon Syck

DocuSigned by:
97C4347[illegible]

9/10/2019

Printed Name | Signature | Date

Triangle South Literacy Works

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Carolyn Dickens

DocuSigned by:
Carolyn Dickens
BBE71204F[illegible]B452...

9/16/2019

Printed Name | Signature | Date

Motheread, Inc.

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Alma Price Taylor

DocuSigned by:
Alma Price Taylor
345B19[illegible]

9/9/2019

Printed Name | Signature | Date

NC Vocational Rehabilitation

Representing: WIOA Title IV: State Vocational Rehabilitation (VR) Services program

Betty Gholston

DocuSigned by:
Betty Gholston
9C99B5[illegible]

9/9/2019

Printed Name | Signature | Date

NC Division of Services for the Blind

Representing: WIOA Title IV: Services for the Blind

Seth Friedman

DocuSigned by:
Seth Friedman
DD1439DE2FE8414...

9/10/2019

Printed Name | Signature | Date

Passage Home

Representing: Community Services Block Grant (CSBG) programs - Employment and training activities

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E. Marie Watson — DocuSigned by: E. Marie Watson — 9/9/2019

Printed Name — Signature — Date

Johnston/Lee/Harnett Community Action

Representing: Community Services Block Grant (CSBG) programs - Employment and training activities

Scott Sabatino — DocuSigned by: Scott Sabatino — 9/9/2019

Printed Name — Signature — Date

Johnston County Department of Social Services

Representing: Temporary Assistance for Needy Families (TANF) program

Regina Petteway — DocuSigned by: Regina Petteway — 9/10/2019

Printed Name — Signature — Date

Wake County Human Services, Director

Representing: Temporary Assistance for Needy Families (TANF) program

Antonia Pedroza — DocuSigned by: Antonia Pedroza — 9/12/2019

Printed Name — Signature — Date

Wake County Human Services, Division Director

Representing: Temporary Assistance for Needy Families (TANF) program

Linda Bauer — DocuSigned by: Linda Bauer — 9/10/2019

Printed Name — Signature — Date

Wake County Human Services, Program Manager

Representing: Temporary Assistance for Needy Families (TANF) program

Additional One-Stop Partners

Dennis Gaddy — DocuSigned by: Dennis Gaddy — 9/9/2019

Printed Name — Signature — Date

Community Success Initiatives

Representing: Local program

James Stroud — DocuSigned by: James Stroud — 9/20/2019

Printed Name — Signature — Date

Centre for Home Ownership & Economic Development

Representing: Federal program

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X. Signatures

By signatures hereto, the partner(s) attest to participation of the development of this Memorandum of Understanding and will support and implement the provisions contained herein. I certify that I have read the above information. My signature certifies my understanding and agreement of the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this Memorandum of Understanding.

Gilda Rubio-Festa	Signature	Date
NC Community College System		
Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program		

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Capital Area
WIOA MOU Partner Contact List

One-Stop Required Partners

Representing	Agency	Agency Contact Name	Email	Phone Number	Signatory Name	Signatory Title
WIOA Title I: Adult, Dislocated Worker, and Youth formula programs; YouthBuild; Reentry Employment Opportunities (REO) program – Capital Area WD grant	Wake County Government/ Capital Area Workforce Development Board	Pat Sturdivant	Pat.sturdivant@wakegov.com	919.856.6048	Pat Sturdivant	Executive Director
WIOA Title I: Job Corps	Adams and Associates, Inc.	Norman Turner	turner.norman@jobcorps.org	252.438.6161	Norman Turner	Job Corps Center Director
WIOA Title 1: National Farmworker Jobs Program (NFJP)	Telamon Corp.	Antoine' W. Jackson	Ajackson1@telamon.org	919.239.8152	Suzanne Orozco	Executive Director
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program; Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs; Unemployment Compensation (UC) programs	North Carolina Department of Commerce	Elizabeth Crabill	Elizabeth.Crabill@nccommerce.com	919.817.4600	Elizabeth Crabill	Chief Deputy Secretary
Senior Community Service Employment Program (SCSEP)	National Council on Aging	Donna Whitt	Donna.Whitt@ncoa.org	571.527.4001	Donna Whitt	CFO
Reentry Employment Opportunities (REO) programs – Durham WDB grant	Durham Workforce Development Board	Andre Pettigrew	andre.pettigrew@durhamnc.gov	919.560.4965 x 15219	Andre Pettigrew	Director
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and	Wake Technical Community College	Dr. Scott Ralls Anthony Caison	sralls@waketech.edu amcaison@waketech.edu	919.866.5141	Dr. Scott Rawls	President

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technical education programs						
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs	JCC	Dr. David N. Johnson	dnjohnson@johnstoncc.edu	919.209.2050	Dr. David N. Johnson	President
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	Triangle Literacy Council	Laura Walters	lwalters@triangleliteracy.org	919.787.5559	Laura Walters	Executive Director
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	Triangle South Literacy Works	Brian Allen	director@tslitworks.org	910.891.4111	Brian Allen	Executive Director
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	Motheread, Inc	Carolyn Dickens	cdmotheread@bellsouth.net	919.781.2988	Carolyn Dickens	Executive Director
WIOA Title IV: State Vocational Rehabilitation (VR) Services program	NC VR (Wake County)	Stephanie Vinson	stephanie.vinson@dhhs.nc.gov Alma.Taylor@dhhs.nc.gov	919.859.8301	Alma Price Taylor	Regional Director
WIOA Title IV: State Vocational Rehabilitation (VR) Services program	NC VR (Johnston County)	Scott Daniel	scott.daniel@dhhs.nc.gov Alma.Taylor@dhhs.nc.gov	919.934.0525	Alma Price Taylor	Regional Director
WIOA Title IV: Services for the Blind	NC Division of Services for the Blind	Betty Gholston	bettygholston@dhhs.nc.gov	919.527.6740	Betty Gholston	Area Supervisor
Community Services Block Grant (CSBG) programs - Employment and training activities	Johnston-Lee-Harnett Community Action	Marie Watson	jlhca@jlhcommunityaction.org	919.934.2145	E. Marie Watson	Executive Director
Community Services Block Grant (CSBG) programs - Employment and training activities	Passage Home	Seth Friedman	sfriedman@passagehome.org	919.834.0666 x224	Seth Friedman	Chief Executive Officer
Temporary Assistance for Needy Families (TANF) program	Wake County Human Services – Work First	Susan Nolan	rpetteway@wakegov.com antonia.pedroza@wakegov.com linda.bauer@wakegov.com	919.212.7076	Regina Petteway Antonia Pedroza Linda Bauer	HS Director HS Deputy Director HS Program Manager

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Temporary Assistance for Needy Families (TANF) program	Johnston County Department of Social Services – Work First	Scott Sabatino	Scott.Sabatino@johnstonnc.com	919.989.5300	Scott Sabatino	Director

One-Stop Additional Partners

Representing	Agency	Contact	Email	Phone Number	Signatory Name	Signatory Title
Local program for former offenders	Community Success Initiative (CSI)	Dennis Gaddy	Dgaddy1@communitysuccess.org	919.715.0111 x 239	Dennis Gaddy	Executive Director
Federal Program	Centre for Home Ownership & Economic Development	James Stroud	jstroud@choedc.org	919.241.4718	James Stroud	President/CEO

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Capital Area NCWorks Career Center
Partner Infrastructure Funding Agreement (IFA)

I. Purpose

This Infrastructure Funding Agreement (IFA) is entered into by and between Capital Area Workforce Development and Capital Area NCWorks Partners. This IFA provides information on the shared infrastructure cost and/or in-kind arrangements. All partners to this IFA recognize that infrastructure and other additional costs are applicable to all required partners, as outlined in Section 121(b)(1)(B) of the Workforce Innovation and Opportunity Act (WIOA), whether they are physically located in the NCWorks Career Center or not. Each partner's contribution to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received.

The sharing and allocations of infrastructure costs among NCWorks partners are governed by WIOA Sec. 121(b), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR part 200 (Uniform Guidance).

Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NCWorks Career Center, including: rental of the facilities, utilities and maintenance, equipment (including assessment related and assistive technology for individuals with disabilities), technology to facilitate access to the center, as well as many other infrastructure costs such as signage, supplies, etc. NCWorks Career Centers must share in additional costs which must include applicable career services and may include shared operating costs and shared services that are necessary for the general operation of the Career Center.

II. Capital Area NCWorks System Infrastructure Budget

$882,517.02

III. Cost Allocation Methodology

There is a two-tiered approach for determining infrastructure and additional cost for required WIOA Career Center partners using the Local Funding Mechanism (LFM). For Temporary Assistance for Needy Families (TANF), Community Services Block Grant (CSBG), Carl D. Perkins Career and Technical Education, Adult Education and Family Literacy Act (AEFLA) and Senior Community Service Employment (SCSEP) programs, the LFM method uses a funding percentage cap of 1.5% to determine the agency's proportionate share of infrastructure and additional costs. The 1.5% is then distributed to workforce boards based on workforce service criteria outlined by each agency. Title IV, Vocational Rehabilitation (VR) determines proportionate share based on the number of VR and adult education clients that received services in the previous program year and documented in NCWorks.

The LFM is used to negotiate appropriate contributions from each required partner that will be allocated to Capital Area Workforce Development as outlined below. The two-tiered approach methodology does not include Division of Workforce Solutions (DWS) administered programs or Workforce Development Board (WDB) administered programs. For all other required partners with state agencies, infrastructure contributions will be transferred to DWS as a lump sum based on the LFM for the said agency. Once DWS receives funding from the State agency, DWS will distribute funding to the local area via the funding methodology set up for each State agency as outlined in the table below.

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For required partners without a State agency, but which are federally funded, the LFM is used as well; however, this negotiation will vary per WDB and should be outlined in the table below. Not all federally funded required partners may administer programs in a WDB's Local Area. In that case, infrastructure cost sharing is not required.

For required partner programs administered by the DWS: Title III Wagner-Peyser Employment Services, Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grants (JVSG), the cost sharing model is based on the grant employees' proportionate use of the NCWorks Career Center. DWS and WDB will pay a cost per employee housed in the center. The cost per employee will be based on the total infrastructure cost of the NCWorks Career Center, where applicable.

WIOA Required Partners	**Funding Methodology**
WIOA Title I: Adult, Dislocated Worker, and Youth formula programs	Proportionate use – cost per employee
WIOA Title I: Job Corps	Co-located in the NCWorks Career Center - Based on square footage occupancy and shared space
WIOA Title I: YouthBuild	Based on 1.5% of administrative and program funding
WIOA Title 1: Native American programs	*N/A*
WIOA Title 1: National Farmworker Jobs Program (NFJP)	Based on 1.5% of administrative and program funding, distributed based on the number of clients served in the local board area
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program	Proportionate use – cost per employee
WIOA Title III: Trade Adjustment Assistance (TAA) activities	Proportionate use – cost per employee
Jobs for Veterans State Grants (JVSG) program	Proportionate use – cost per employee
Senior Community Service Employment Program (SCSEP)	Co-located in the NCWorks Career Center - Based on square footage occupancy and shared space
Unemployment Compensation (UC) program	Based on Title 1 Dislocated Worker formula
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007) – Durham WDB grant	Co-located in the NCWorks Career Center - Based on square footage occupancy and shared space
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007) – Capital Area WD grant	Based on 1.5% of administrative and program funding
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program	A calculated amount per participant served is allocated based upon the number of AEFLA participants receiving staff assisted services at a WDB within each provider's service area.
Carl D. Perkins Career and Technical Education Act, Career and technical education programs at the postsecondary level	A calculated amount per participant served is allocated based upon the number of CTE participants receiving staff assisted services at a WDB within each provider's service area.
WIOA Title IV: State Vocational Rehabilitation (VR) Services program	Based on the number of VR clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in the following program year.
Department of Housing and Urban Development Employment and training programs	N/A
Services for the Blind	Based on the number of Services for the Blind clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in the following program year.

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Community Services Block Grant (CSBG) programs - Employment and training activities	CSBG amount is based on 2017 survey of Community Action Agencies, the amount of awarded CSBG identified as being directed to employment screening was calculated. In aggregate, employment services accounted for 20% of the CSBG awards. 20% times the state maximum percent of 1.5% = amount to be awarded for infrastructure cost sharing. The amount for infrastructure cost sharing was allocated to counties/agencies based on their allocation of CSBG funding.
Temporary Assistance for Needy Families (TANF) program	TANF Amount to distribute is determined by counties coding (method of recording expenditures) to WFCBG for Employment Services in SFY 2016-17. The percentage of funding for each county of the total allocation of the TANF Work First County Block Grant (this funding provides dollars for Employment Services Funded with TANF) is applied to the coded expenditure amount.

For additional partners that are not required partners, funds are paid directly to the Local Area WDB based on the partner's proportionate use of the center as outlined in the table below.

Additional Partners	**Funding Methodology**
Community Success Initiative	Co-located in the NCWorks Career Center - Based on square footage occupancy and shared space
Centre for Home Ownership & Economic Development	Co-located in the NCWorks Career Center - Based on square footage occupancy and shared space

IV. IFA Modifications

The partners recognize that modifications to the IFA may be necessary during the program year. Any authorized representative of a partner may make a written request for modification. In order to be valid, any modification to the IFA must be in writing, with a 30-day notice, signed and sent to Pat Sturdivant, Executive Director, Capital Area Workforce Development. If Capital Area Workforce Development requests a modification, notice will be sent to the partner organization contact and address identified in section V. IFAs shall be reviewed by all partners at least once per year as part of the WDB's Local Plan MOU update process. (If partners are unable to reach a consensus and resolve issues related to infrastructure funding during the duration of the MOU, partner contribution defaults to the State Funding Mechanism limits.

V. Partner Infrastructure Contributions

For required partners that have a State agency, required infrastructure cost will be transferred to DWS. DWS will then distribute the funds to each WDB based on the methodology agreed on between the agency and the NC Director's Council.

Where DWS needs to contribute funds to a WDB, they will issue a funding authorization for the amount owed which will allow the WDB to draw down those funds as they are needed and will work with DWS planning unit to generate the Notice of Funds Allocation (NFA) for the entire amount owed to that WDB. WDBs can draw the funds down as needed.

Where the WDB needs to contribute funds to DWS, DWS will issue an invoice, which will provide the required documentation and audit trail, to allow the WDB to draw down the funds and write a check to DWS. The local areas that owe DWS will be invoiced the amount owed and tracked for receipt by the DWS finance unit.

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For partners cost sharing funds not distributed by the DWS, Capital Area Workforce Development will invoice Partner within 30 days of the signed MOU for infrastructure cost sharing effective July 1, 2019.

NCWorks Partners	Infrastructure Total Share $	Funded	In-kind	Payment	In-kind Description	State Agency Partner Contact (Name, Organization, Address, e-mail and phone number)
WIOA Title I: Adult, Dislocated Worker, and Youth formula programs	$400,121.87	Yes	No	Mthly	N/A	**Pat E. Sturdivant** Capital Area Workforce Development 2321 Crabtree Blvd, Suite 200 Raleigh, NC 27604 pat.sturdivant@wakegov.com 919.856.6048
WIOA Title I: Job Corps	$7,588.58	Yes	No	Mthly	N/A	**Norman Turner** Adams and Associates, Inc. Job Corps Center - Kittrell 1096 U.S. Highway 1 South Kittrell, NC 27544 Turner.Norman@jobcorps.org 252.438.6161
WIOA Title I: YouthBuild	$4,261.20	Yes	No	Mthly	N/A	**Pat E. Sturdivant** *(see above listing for contact information)*
WIOA Title 1: Native American programs	N/A	N/A	N/A	N/A	N/A	N/A
WIOA Title 1: National Farmworker Jobs Program (NFJP)	$1,587.03	Yes	No	One-Time Payment	N/A	**Antoine' Jackson** Telamon Corporation 5560 Munford Rd.; Ste. 107 Raleigh, NC 27612 ajackson1@telamon.org 919.239.8151
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program: Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs	$376,512.20	Yes ($178,516.24)	Yes ($197,995.96)	NFA	IT, Telephone, Office Supplies	**Elizabeth Crabill** NC Department of Commerce 301 North Wilmington Street 4336 Mail Service Center Raleigh, NC 27699-4346 elizabeth.crabill@nccommerce.com 919.814.4695
Senior Community Service Employment Program (SCSEP)	$6,244.53	Yes	No	NFA	N/A	**Kathryn Lanier** NC Department of Health and Human Services Division of Aging and Adult Svs 693 Palmer Drive Raleigh, NC 27603 kathryn.lanier@dhhs.nc.gov 919.855.3400
Unemployment Compensation (UC) programs	$71,563.95	Yes	No	NFA	N/A	**Elizabeth Crabill** NC Department of Commerce 301 North Wilmington Street Raleigh, NC 27601-1058 elizabeth.crabill@nccommerce.com 919.814.4600

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Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007) – Durham WDB grant	$8,672.67	Yes	No	Mthly	N/A	**Andre Pettigrew** Durham Workforce Board 807 East Main Street BLDG 5 STE 5-100 Durham, NC 27701 andre.pettigrew@durhamnc.gov 919.560.4965 x15219
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007) – Capital Area WD grant	$5,933.22	Yes	No	Mthly	N/A	**Pat E. Sturdivant** Capital Area Workforce Development 2321 Crabtree Blvd, Suite 200 Raleigh, NC 27604 pat.sturdivant@wakegov.com 919.856.6048
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	$641.00	Yes	No	NFA	N/A	**Gilda Rubio-Festa** NC Community College System 200 West Jones Street Raleigh, North Carolina 27603 rubio-festag@ nccommunitycolleges.edu 919.807.7132
Carl D. Perkins Career and Technical Education Act, Career and technical education programs	$568.00	Yes	No	NFA	N/A	**Bob Witchger** NC Community College System 200 West Jones Street Raleigh, North Carolina 27603 witchgerb@ nccommunitycolleges.edu 919.807.7126
WIOA Title IV: Vocational Rehabilitation (VR) Services program	$18,710.00	Yes	No	NFA	N/A	**Helen Tack** NC Department of Health and Human Services Divisions of Vocational Rehabilitation Services, Services for the Blind, and Services for the Deaf and Hard of Hearing 805 Ruggles Drive 2801 Mail Service Center Raleigh, NC 27603 Helen.Tack@dhhs.nc.gov 919.855.3570
WIOA Title IV: Services for the Blind	$2,097.00	Yes	No	NFA	N/A	
Department of Housing and Urban Development Employment and Training programs	N/A	N/A	N/A	N/A	N/A	N/A
Community Services Block Grant (CSBG) programs - Employment and training activities	$5,064.00	Yes	No	NFA	N/A	**Kathy Sommese** North Carolina Department of Health and Human Services Division of Social Services 820 S. Boylan Avenue Raleigh, NC 27603 Kathy.sommese@dhhs.nc.gov 919.527.6415
Temporary Assistance for Needy Families (TANF) program	$7,239.00	Yes	No	NFA	N/A	**David Locklear** North Carolina Department of Health and Human Services

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						NC Division of Social Services 820 S. Boylan Ave, McBryde Bld Raleigh, NC 27603 david.locklear@dhhs.nc.gov 919-527-6335
Community Success Initiative	$18,561.34	Yes	No	Mthly	N/A	**Dennis Gaddy** Community Success Initiative 1830-B Tillery Place Raleigh, NC 27604 Dgaddy1@communitysuccess.org 919.614.2369
Centre for Home Ownership & Economic Development	$11,947.56	Yes	No	Mthly	N/A	**James Stroud** Centre for Home Ownership & Economic Development 960 Corporate Drive, Suite 409 Hillsboro, NC 27278 jstroud@choedc.org 919.241.4718

VI. Term of Agreement

This Agreement will remain in effect from July 1, 2019 to June 30, 2020. It shall be reviewed by the parties as necessary or at least once per year as part of the Workforce Development Board's Local Plan update.

VII. Signatures

By signing my name below, I certify that I have read the above information. My signature certifies my understanding and agreement of the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this agreement.

Required One-Stop Partners

Printed Name Signature Date
Capital Area Workforce Development Board Chair

Pat E. Sturdivant DocuSigned by: Pat E. Sturdivant 5C4057DA9F81403... 9/9/2019

Printed Name Signature Date
Capital Area Workforce Development
Representing: WIOA Title I: Adult, Dislocated Worker, and Youth formula programs; YouthBuild program; Reentry Employment Opportunities (REO) program – Capital Area WD grant

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Norman Turner | DocuSigned by: Norman Turner 33C77... | 9/12/2019

Printed Name | Signature | Date

Adams and Associates

Representing: *WIOA Title I: Job Corps programs*

Printed Name | Signature | Date

Telamon Corporation

Representing: WIOA Title 1: National Farmworker Jobs Program (NFJP)

Printed Name | Signature | Date

NC Department of Commerce

Representing: WIOA Title III: Wagner-Peyser Act Employment Service (ES) program; WIOA Title III: Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs; Unemployment Compensation (UC) program

Printed Name | Signature | Date

National Council on Aging

Representing: Senior Community Service Employment Program (SCSEP)

Dr. David Johnson | DocuSigned by: Dr. David Johnson ADC96... | 9/13/2019

Printed Name | Signature | Date

Johnston Community College

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program; Carl D. Perkins Career and Technical Education Act, Career and technical education programs

Printed Name | Signature | Date

Wake Technical Community College

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program; Carl D. Perkins Career and Technical Education Act, Career and technical education programs

Laura Walters | DocuSigned by: Laura Walters D2C30... | 9/9/2019

Printed Name | Signature | Date

Triangle Literacy Council

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

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Sharon Syck — DocuSigned by: — 9/10/2019

Printed Name — Signature — Date

Triangle South Literacy Works

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Carolyn Dickens — DocuSigned by: Carolyn Dickens — 9/16/2019

Printed Name — Signature — Date

Motheread, Inc.

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Alma Price Taylor — DocuSigned by: Alma Price Taylor — 9/9/2019

Printed Name — Signature — Date

NC Vocational Rehabilitation

Representing: WIOA Title IV: State Vocational Rehabilitation (VR) Services program

Betty Gholston — DocuSigned by: Betty Gholston — 9/9/2019

Printed Name — Signature — Date

NC Division of Services for the Blind

Representing: WIOA Title IV: Services for the Blind

Seth Friedman — DocuSigned by: Seth Friedman — 9/10/2019

Printed Name — Signature — Date

Passage Home

Representing: Community Services Block Grant (CSBG) programs - Employment and training activities

E. Marie Watson — DocuSigned by: E. Marie Watson — 9/9/2019

Printed Name — Signature — Date

Johnston/Lee/Harnett Community Action

Representing: Community Services Block Grant (CSBG) programs - Employment and training activities

Printed Name — Signature — Date

Durham Workforce Development Board

Representing: Reentry Employment Opportunities (REO) program – Durham WDB grant

Scott Sabatino — DocuSigned by: Scott Sabatino — 9/9/2019

Printed Name — Signature — Date

Johnston County Department of Social Services

Representing: Temporary Assistance for Needy Families (TANF) program

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Regina Petteway — DocuSigned by: Regina Petteway — 9/10/2019

Printed Name — Signature — Date

Wake County Human Services, Director

Representing: Temporary Assistance for Needy Families (TANF) program

Antonia Pedroza — DocuSigned by: Antonia Pedroza — 9/12/2019

Printed Name — Signature — Date

Wake County Human Services, Division Director

Representing: Temporary Assistance for Needy Families (TANF) program

Linda Bauer — DocuSigned by: Linda Bauer — 9/10/2019

Printed Name — Signature — Date

Wake County Human Services, Program Manager

Representing: Temporary Assistance for Needy Families (TANF) program

Additional One-Stop Partners

Dennis Gaddy — DocuSigned by: Dennis Gaddy — 9/9/2019

Printed Name — Signature — Date

Community Success Initiatives

Representing: Local program

James Stroud — DocuSigned by: James Stroud — 9/20/2019

Printed Name — Signature — Date

Centre for Home Ownership & Economic Development

Representing: Federal program

DocuSign Envelope ID: 2CEEC1AA-5FF7-433F-872F-B93DA8BFF6BD

Signatures

By signing my name below, I certify that I have read the above information. My signature certifies my understanding and agreement of the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this agreement.

Gilda Rubio-Festa Signature Date
NC Community College System
Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

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North Carolina's One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)

NCWorks Career Center Certification *Criteria*

A proud partner of the americanjobcenter network

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Introduction

The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated, streamlined services to customers.

The Workforce Innovation and Opportunity Act (WIOA) establishes the one-stop delivery system, identified nationwide as the American Job Center Network, and in North Carolina as the NCWorks Career Center system. WIOA requires there be at least one comprehensive physical location (Tier 1 Center) in each local workforce area. Additional arrangements may also be made to supplement the comprehensive location, including a network of affiliated sites, eligible one-stop partners, and specialized centers that address specific needs.

NCWorks Career Centers provide workforce development services as well as access to other programs and activities carried out by one-stop partners identified in WIOA. The programs identified in WIOA are listed below, yet North Carolina recognizes that not all of these programs and activities are available in all parts of the state:

- WIOA Title I
    - Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Indian and Native American program, National Farmworker Jobs programs/Migrant & Seasonal Farmworker programs
- WIOA Title II - Adult Education and Family Literacy program
- WIOA Title III - Wagner-Peyser Employment Services program
- WIOA Title IV - Rehabilitation Act Title I Programs (Vocational Rehabilitation)
- Carl D. Perkins Career & Technical Education programs
- Community Services Block Grants
- HUD Employment and Training Programs
- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
- Senior Community Service Employment Program
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs (UI)
- Reentry Employment Opportunities (REO) - Second Chance Act programs

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Each required partner must provide access to its programs or activities through the NCWorks Career Center system, in addition to any other appropriate locations. Other workforce partners, with the approval of the local workforce development board, may also carry out services through the career centers which may not be identified in WIOA.

North Carolina's state Workforce Development Board, the NCWorks Commission, works on behalf of the Governor and under the authority of WIOA, N.C. General Statute 143B-438.10 and other applicable laws, rules, regulations and requirements to develop and oversee an effective and efficient workforce development system in North Carolina. Per WIOA sections 101 (d)(6) and 121 (g)(1), the commission, in consultation with chief elected officials and local boards, establishes criteria for assessing NCWorks Career Centers. The commission develops this criteria to ensure a consistent level of quality service delivery throughout the NCWorks Career Center system, and to ensure the physical and programmatic accessibility of services to customers.

The commission understands the importance of establishing minimum standards that allow for local flexibility, while protecting the minimum service expectations of the system brand. It is the commission's vision that these criteria move the system to higher levels of quality and seamless service, as well as to foster performance accountability and continuous improvement. The criteria is to be used to assess NCWorks Career Centers at least once every 3 years.

Local Workforce Development Boards (WDBs), under WIOA and N.C. General Statute 143B-438.11, are policy, planning, and oversight entities responsible for organizing a comprehensive, community-wide response to the challenges of building a highly-skilled workforce. In carrying out this responsibility, WDBs are responsible for assessing the needs of individuals and employers, and determining the appropriate geographic areas where NCWorks Career Centers are needed. It is the local WDBs' responsibility to ensure that operational and service quality standards are being followed by certified centers and to help protect the system brand.

NCWorks Career Center System Criteria

Criteria for the NCWorks Career Center system and all centers comprising this system must address effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. Per WIOA, evaluations of NCWorks Career Centers focus on how effective centers operate in the areas indicated below (**see WIOA Final Rule 20 CFR 678.800**).

- Integrating available services for participants and businesses, meeting the workforce development needs of participants and the employment needs of local employers.
- Operating in a cost-efficient manner.

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- Coordinating services among the one-stop partner programs.
- Providing access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the local WDB.
- Utilizing feedback from one-stop customers.
- Ensuring equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services (physical and programmatic accessibility).

TEGL 16-16 *One-Stop Operations Guidance for the American Job Center Network* also provides guidance and additional information specific to Career Center operations. Criteria therefore has been developed to evaluate the NCWorks Career Center system in the following categories:

1. Customer Centered Design and Accessibility
2. Partnerships and Integrated Services
3. Professional Staff
4. Performance and Customer Satisfaction

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System Criteria

- Local workforce areas integrate available services for participants and businesses, meeting the workforce development needs of participants and the employment needs of local employers.
- Local workforce areas align and coordinate business services with partners. (**TEGL 16-16 and WIOA Final Rule 20 CFR 678.435** ***What are the business services provided through the one-stop delivery system, and how are they provided?****)*
- Local workforce areas have active partnerships and referral processes in place with federally-mandated partners and services, indicated in an MOU, per description in **TEGL 16-16**.
    - Areas and their centers collaborate with the local community college(s) to address skills gaps and assist customers in pursuing career pathways.
    - Areas and their centers collaborate with career development coordinators from Local Education Agencies in the service area to address skills gaps and assist students in pursuing career pathways.
- Local workforce areas provide an ongoing learning/staff training environment to increase center staff expertise, and ensure staff are equipped to serve customers effectively and efficiently.
- Local workforce areas track performance according to the NCWorks Commission's local board performance accountability measures.
- Local workforce areas use the statewide customer feedback tool on a continual basis to assess customer satisfaction and to meet customers' needs.
- Local workforce areas respond to customer feedback to improve service delivery.
- Local workforce areas offer services to customers in a cost-efficient manner.

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Tier 1 Career Center Criteria

1. **Customer Centered Design and Accessibility**
    - Hours of operation are easily identified and clearly visible. (Up-to-date center contact information and hours of operation are also posted in NCWorks Online.)
    - Centers have a plan/process in place to offer services, as needed, during nontraditional hours to meet customers' needs.
    - Centers follow current NCWorks branding guidelines; internal and external signage clearly identifies the location as an NCWorks Career Center. Centers also incorporate the American Job Center Network brand/logo.
    - Centers are professional, clean and offer an environment that provides for an integrated, functional approach to service delivery.
    - Centers have a resource area that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers. Resource areas are staffed at all times so assistance is consistently available for customers.
    - Centers must meet federal requirements as stated in the Americans with Disabilities Act (ADA) for programmatic and physical accessibility.
    - Assistive technology is available to ensure programmatic access for those with disabilities.
    - Appropriate space and equipment are provided based on customer need and traffic:
        - Access to NCWorks Online (internet access including Wi-Fi)
        - Computers/laptops for public use
        - Phone, and printer/fax/copier for public use
        - Space for workshops and/or group trainings
    - Centers have a phone/voicemail system supported by trained staff so that call-in customers can quickly and efficiently access information and services.
    - Translation services are available and provided to non-Limited English Proficiency (LEP) populations.

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2. Partnerships and Integrated Services

- Centers integrate available services for participants and businesses, meeting the workforce development needs of participants and the employment needs of local employers.
- Centers use NCWorks Online to connect employers with job seekers, to enroll customers, and for client management.
- Centers offers career services according to **TEGL 16-16 and WIOA Final Rule 20 CFR 678.430** ***What are career services?***
    - Basic; Individualized; and Follow-up Career Services
- Centers offer access to training services according to **WIOA Final Rule 20 CFR 680.200** ***What are training services for adults and dislocated workers?***
- Centers offer access to any employment and approved training services carried out under **Section 134(d) of WIOA.**
- Centers coordinate business services with the local workforce board and business services partners. (**TEGL 16-16 and WIOA Final Rule 20 CFR 678.435** ***What are the business services provided through the one-stop delivery system, and how are they provided?****)*

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3. Professional Staff

- Center staff work in three major functions of an integrated services delivery model, that encompass customer welcome, skill development, and employment services.
- Center staff is trained in state-approved customer service, labor market information, career advising, and NCWorks Online.
- Center staff is cross-trained on all the services provided by the center, as well as on federal, state and local programs and services provided by WIOA partners.
- Center staff is able to assist customers with disabilities.
- Center staff is able to provide information and guidance to customers on NCWorks Certified Career Pathways.

4. Performance and Customer Satisfaction

- Centers utilize performance measures to track performance by center on at least a quarterly basis.
- Centers have a system/method/process in place for continuous improvement.
- Centers use the statewide customer feedback tool on a continual basis to assess customer satisfaction and to meet customers' needs.
- Centers respond to customer feedback to improve service delivery.
- Centers offer services to customers in a cost-efficient manner.

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Comprehensive and Affiliate Career Centers

The NCWorks Career Center system includes the following physical access points for customers:

1. Tier 1 NCWorks Career Centers – comprehensive, full service centers open full time.
2. Tier 2 NCWorks Career Centers – affiliated sites including part-time centers.
3. Specialized NCWorks Career Centers – meeting a specific need and serving a special target population or industry such as dislocated workers, or youth, or key industry sectors.
4. NCWorks outreach staff at remote locations – career center staff working at community locations to increase access to services in remote areas.

Tier 1 NCWorks Career Center

A Tier 1 NCWorks Career Center is a physical location, open full-time as defined by the local WDB, where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners (**see TEGL 16-16, page 6**). Services must be available at Tier 1 career centers in accordance with the definition of a comprehensive center and description of what must be provided there in **WIOA Final Rule 20 CFR 678.305, *What is a comprehensive one-stop center and what must be provided there?***).

Tier 2 NCWorks Career Center

A Tier 2 NCWorks Career Center is a physical location, open to the public at least 16 hours a week, and at least two paid, trained staff are available to serve customers during all hours of operation. These are locations whose primary purpose is to provide workforce services and are considered by the workforce development board to be a part of their one-stop delivery system. There must also be a demonstrated need in the community for these sites that is not being met by existing NCWorks Career Centers.

Tier 2 NCWorks Career Centers must have a relationship with the nearest Tier 1 center and adhere to all of the criteria for a Tier 1 Center, with the exception of the following. Tier 2 Centers do not need to:

- Be open full time
- Offer nontraditional hours of operation
- Offer access to all required WIOA one-stop partners, programs and services
- Have a resource area available that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers.
- Have space available for workshops and/or group trainings.

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NCWorks Specialized Career Center

An NCWorks Specialized Career Center is a physical location designed to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters. The facility must be open at least 16 hours a week, and at least two paid, trained staff are available to serve customers during all hours of operation. These locations are designed to serve a unique need and/or target population and are not required to serve the universal customer, although they may do so as appropriate. These locations' primary purpose is to provide workforce services and are considered by the workforce development board to be a part of their one-stop delivery system. There must also be a demonstrated need in the community for these sites that is not being met by existing NCWorks Career Centers.

Specialized NCWorks Career Centers must have a relationship with the nearest Tier 1 Center and adhere to all of the criteria for a Tier 1 Center, with the exception of the following. Specialized Centers do not need to:

- Follow external signage guidelines, but still have adequate signage to identify with the NCWorks Career Center system
- Be open full time
- Offer nontraditional hours of operation
- Offer access to all required WIOA one-stop partners, programs and services
- Have a resource area available that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers.
- Have space available for workshops and/or group trainings.

WIOA prohibits stand-alone Wagner-Peyser employment service centers from being affiliate sites or specialized centers.

NCWorks Outreach Staff at Remote Locations

The NCWorks Career Center system also includes local board, contractor and/or DWS staff that work at locations other than career centers. These staff may work at a county office, community college, library, or other location to increase access to services throughout the workforce area and to better meet customers' needs. These locations must be ADA compliant and physically and programmatically accessible to individuals with disabilities.

When an NCWorks Career Center staff person is offering services at a remote location that is not a career center, hours of operation should be clearly visible and posted online. Internal signs or indicators should be clearly visible showing that staff are ***NCWorks Career Advisors,*** or that ***NCWorks Career Services*** are available at the staff person's office or cubicle.

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- These staff must be trained as per the *Professional Staff* training requirements found under the NCWorks Career Center criteria.
- These staff must use NCWorks Online to connect employers with job seekers, to enroll customers, and for client management.
- Staff must offer basic career services at the location.

References

1. WIOA Public Law, Section 101 (d)(6) and 121 (g)(1)
2. TEGL No. 16-16, *One-Stop Operations Guidance for the American Job Center Network*
3. WIOA Final Rule 20 CFR 678.800 *How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?*
4. WIOA Final Rule 20 CFR 678.305 *What is a comprehensive one-stop center and what must be provided there?*
5. WIOA Final Rule 20 CFR 678.430 *What are career services?*
6. WIOA Final Rule 20 CFR 678.435 *What are the business services provided through the one-stop delivery system, and how are they provided?*
7. WIOA Final Rule 20 CFR 680.200 *What are training services for adults and dislocated workers?*
8. WIOA Public Law, Section 134(d)

{END}

Evaluating Racial Disparities in the North Carolina Balance of State CoC

Section 1: Introduction

Section 2: Our Approach

Section 3: Methodology & Results

- **HUD's Continuum of Care Assessment Tool**
- **National Alliance to End Homelessness' Racial Equity Tool**

Section 4: Discussion

Section 5: Next Steps

Section I: Introduction

"From slavery to segregation, African Americans have been systematically denied equal rights and opportunities. The effects of long-standing discrimination linger and perpetuate disparities in poverty, housing, criminal justice, and health care, among other areas. These disparities, in turn, can contribute to more African Americans experiencing homelessness."[1]

This is evidenced by the fact that the 2018 Annual Homeless Assessment Report (AHAR) shows that nationally, while African Americans represent 13 percent of the general population, account for 40 percent of people experiencing homelessness and more than 50 percent of families with children experiencing homelessness. Other racial groups and ethnicities are also overrepresented, but African Americans make up the largest group."[2].

In Home Together, the Federal Strategic Plan to Prevent and End Homelessness, racial equity is listed as a strategy to improve access to emergency assistance, housing, and supports for historically underserved populations.[3] Across the nation, communities are taking stock of who is experiencing homelessness in an effort to understand disparities, ensuring that the homeless and housing services system does not reinforce the disparities created by larger systems and policies[4] within the United States and making a commitment to dismantle racism.

To understand and reveal populations within the broad "Homeless Population"[5], national partners, advocates, and communities are taking a deeper look at the intersection of race, ethnicity, gender, and homelessness. Examples are SPARC's mixed-methods research study that documented high rates of homelessness among people of color, mapping their pathways into and barriers to exit from homelessness[6], and LAHSA's study which showed how structural racism, discrimination, and unconscious bias in housing, employment, criminal justice, and child welfare policies have led to overrepresentation of black people experiencing homelessness[7].

To support communities, within the last year and a half, tools to evaluate racial disparities have been created by the Department of Housing and Urban Development (HUD) and the National Alliance to End Homelessness (NAEH) Racial Equity Network. Currently, through the North Carolina Coalition to End Homelessness, the NC Balance of State CoC is engaged with the Racial Equity Network and has conducted an initial assessment of racial disparities within the CoC.

[1] NAEH: https://endhomelessness.org/homelessness-in-america/what-causes-homelessness/inequality/
[2] NAEH Racial Equity Network (REN) (link)
[3] July 19, 2018: Home Together, Federal Strategic Plan to Prevent & End Homelessness, USICH (www.usich.gov)
[4] From Exclusion to Destitution: Race, Affordable Housing, and Homelessness, George R. Carter III, U.S. Census Bureau, 2011 (link)
[5] Discrimination at the Margins: The Intersectionality of Homelessness & Other Marginalized Groups, Kaya Lurie, Breanne Schuste and Sara Rankin, Seattle University School of Law, 2015 (link)
[6] SPARC https://center4si.com/wp-content/uploads/2016/08/SPARC-Phase-1-Findings-March-2018.pdf
[7] LAHSA https://www.lahsa.org/news?article=514-groundbreaking-report-on-black-people-and-homelessness-released

North Carolina Balance of State Continuum of Care

The North Carolina Balance of State CoC (NC BoS CoC) serves as a Continuum of Care (CoC), or regional planning body, made up of public and private partners. Through the NC BoS CoC partnership, a strategic systems-based approach is applied to prevent and end homelessness for people with a range of services and housing needs within its geographic area. The NC BoS CoC is one of twelve CoCs in North Carolina, representing 79 out of 100 counties in the state. Specifically, the counties that make up the NC BoS CoC are:

> *Alamance, Alexander, Anson, Beaufort, Bertie, Bladen, Burke, Cabarrus, Caldwell, Camden, Carteret, Caswell, Catawba, Chatham, Cherokee, Chowan, Clay, Columbus, Craven, Currituck, Dare, Davidson, Davie, Duplin, Edgecombe, Franklin, Gates, Graham, Granville, Greene, Halifax, Harnett, Haywood, Henderson, Hertford, Hoke, Hyde, Iredell, Jackson, Johnston, Jones, Lee, Lenoir, Macon, Madison, Martin, McDowell, Montgomery, Moore, Nash, Northampton, Onslow, Pamlico, Pasquotank, Perquimans, Person, Pitt, Polk, Randolph, Richmond, Robeson, Rockingham, Rowan, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Transylvania, Tyrrell, Union, Vance, Warren, Washington, Wayne, Wilson, Yadkin*

In order to respond to the immediate needs of people experiencing homelessness as well as create a system that will ensure homelessness is rare, brief, and one-time only, the NC BoS CoC has formed 13 planning bodies called Regional Committees. Regional Committees function to support NC BoS CoC activities at the local level and have representatives on the NC BoS CoC Governance Committee and other region-wide sub-committees.

Based on US Census Data estimates[8], NC has a population estimated to be over 9,845,000 people. The NC BoS CoC geographic area makes up 51% of the state's population, or just under 5,031,000 people.

US Census Data estimates 1,667,000 people were experiencing poverty across the state, with an estimated 54% residing in counties covered by the NC BoS CoC (just over 912,000 people).

When it comes to people experiencing homelessness in NC, of the just under 9,000 people counted in the annual Point-in-Time Count across the state, 34% resided in the NC BoS CoC geographic area[9].

NC BoS CoC strategies and outcomes have a big impact on the state. Within the NC BoS CoC geographic area, many people stand to benefit from successfully ending homelessness. The NC BoS CoC has committed to ensuring that all people experiencing homelessness across its 79 counties experience success, not a select few. The CoC reflects its strong commitment to equality through its anti-discrimination policy[10], which states:

> *...NC BoS CoC is committed to providing housing and services in an environment in which all individuals are treated with respect and dignity and have equal treatment and opportunity. The NC BoS CoC's Anti-Discrimination Policies and Procedures ensure all people experiencing homelessness in the CoC have equal access to the housing and services necessary to end homelessness. The Policies and Procedures*

[8] 2011-2015 US Census Estimates were used in order to align with tools referenced later in the document.
[9] A point-in-time count is an unduplicated count on a single night of the people in a community who are experiencing homelessness that includes both sheltered and unsheltered populations. While 2018 PIT Data is available, the tools used later in the report rely on 2017 PIT data, so it is also referenced here.
[10] https://www.ncceh.org/files/9056/

apply to staff, volunteers, and contractors at all partner agencies. We strongly encourage all NC BoS CoC partners, regardless of funding source, to adopt these Anti-Discrimination policies [which adhere] to the Department of Housing Urban and Development (HUD) Equal Access Rule.

Members of the NC BoS CoC and Governance Committee recognize that policy and procedures are not enough – we need to be able to apply them and see results.

Section 2: Our Approach

Over the course of the next year the CoC will conduct ongoing and deepening analysis, grow partnerships, and foster dialogue. The goal is to develop meaningful participation and stimulate action from stakeholders throughout the NC BoS CoC. Together, we will set a path that will help us dismantle racism and eliminate racial, ethnic, and gender disparities throughout the Continuum of Care.

Our first step is to understand who is and who isn't currently accessing our system. To understand this, using tools created by federal and national partners, we've conducted an initial analysis of Point-in-Time Count and HMIS data to get clarity on who is accessing our system and housing resources.

While our initial analysis focuses solely on race and ethnicity in the NC BoS CoC geographic area, it is our intent to look at other populations and communities within the CoC to get a more detailed understanding of how they intersect with race and homelessness. This can be done using the Department of Housing and Urban Development's upcoming Stella Performance Module tools[11], which are projected to support this type of research.

Initially, here are the two questions we asked for this report:

1) Who are we serving in comparison to people in poverty and people in North Carolina?
2) Who is accessing housing in our system?

To answer these questions, two tools were used: **HUD's Continuum of Care Assessment Tool** and the **National Alliance to End Homelessness' Racial Equity Tool**. The following section provides detail about each tool and the results. The CoC follows the results with a discussion of what we observed and what we can do next.

[11] https://www.hudexchange.info/homelessness-assistance/stella/

Section 3: Methodology and Results

Question 1: Who are we serving?

Assessment Tool: HUD Continuum of Care Racial Assessment Tool (HUD Tool)[12]

Description: The tool provides information about racial distributions of people living in poverty and for people experiencing homelessness by race, ethnicity, age, and Veteran status. It allows communities to visualize the racial dimensions of poverty and homelessness within their state and geographic area.

Data Source:

- *Population Estimates:* State and CoC population estimates (for everyone and people in poverty) are sourced from the US Census, specifically, the American Community Survey (ACS) 2011-2015 5-year estimates. CoC level estimates were determined from Block Group (BG) estimates along with a BG-to-CoC crosswalk.
- *Homelessness:* Homeless population and subpopulation data comes from 2017 Point-In-Time Data[13], pulled from HUD's Annual Homeless Assessment Report (AHAR), which lists the numbers of people experiencing homelessness by demographic categories.

Limitations:

- The HUD tool uses 2017 Point-in-Time Count Data only. We believe that while it is two years old, the data is still relevant. Future analysis should work to include more recent Point-in-Time Count data. With more time and resources, the NC BoS CoC can recreate the tool with more recent data.
- While the NC BoS CoC is committed to best practices, Point-in-Time Count data is limited, so analysis should be combined with other data analysis, such as analysis of HMIS data.
- Race data for individuals in families is based on the racial identity of the head of household. It is a proxy and may not accurately represent the racial identity of all household members.

HUD Definitions used in this tool:

- **Race Categories:** White, Black[14], Native American/Alaskan, Asian/Pacific Islander, and Other/Multi-Racial
- **Ethnicity Categories:** Hispanic and Non-Hispanic
- **Families**: A household with at least one adult and one child.
- **Unaccompanied Youth:** Youth under 25 years old who are in households with no other children

[12] https://www.hudexchange.info/news/new-coc-racial-equity-analysis-tool/

[13] The most recent data available for this tool is 2017 PIT data. HUD has not provided an updated tool that uses more PIT data from later years.

[14] For the duration of this report, the term "Black" will be used because it aligns with HUD's language and incorporates everyone who identifies as black, including African Americans. Terminology is important and will continue to be evaluated and updated as the NC BoS CoC addresses racial disparities.

Key Results from the HUD Continuum of Care Racial Assessment Tool:

North Carolina and NC Balance of State CoC Populations & Race

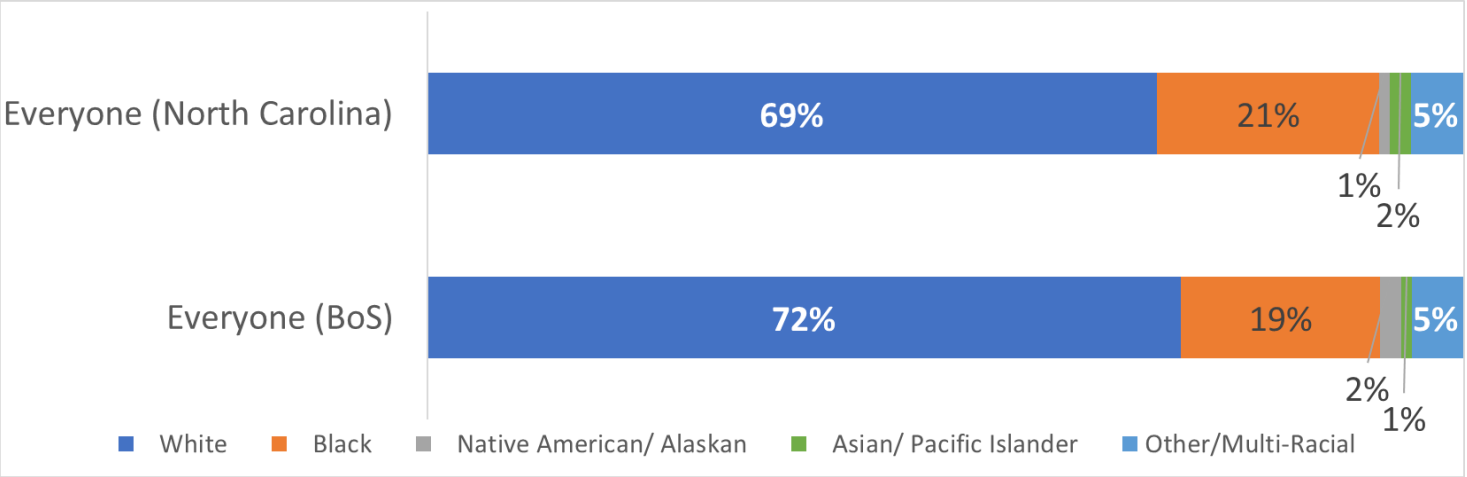


Table 1: Race in North Carolina and the NC Balance of State CoC (HUD Tool)

When comparing the general populations of the State of North Carolina and the population of everyone within the NC BoS CoC geographic area, slightly more people identified as White in the NC BoS CoC (72%) as opposed to people throughout North Carolina (69%), and slightly fewer people identified as Black (19% vs. 21%).

North Carolina and NC Balance of State CoC Populations & Ethnicity

	Hispanic	**Non-Hispanic**
Everyone (North Carolina)	9%	91%
Everyone (NC BoS CoC)	8%	92%

Table 2: Ethnicity (HUD Tool)

While we see differences when it comes to race, the NC BoS CoC geographic area had a very similar ethnic profile to everyone in North Carolina, with an average of 8% of people identifying as Hispanic in the NC BoS CoC as opposed to 9% of people in North Carolina.

NC Balance of State CoC: Poverty, Homelessness, and Race

Table 3: NC Balance of State CoC Populations (HUD Tool)

As highlighted in Table 1, people who identify as White made up 72% of the entire population in the NC BoS CoC geographic area. As we narrow our lens, looking first at people in the CoC experiencing poverty and then, at people experiencing homelessness and finally, people in families experiencing homelessness, we see a downward trend, with only 44% of all people experiencing homelessness identifying as White and in families.

In contrast, people who identify as Black make up just 19% of the entire population in the NC BoS CoC geographic area, while the percentage of people who identify as Black *increased* when looking at people experiencing poverty (31%), homelessness (37%) and families experiencing homelessness (40%).

While not as stark, the Native American/Alaskan population mirrors the trend we see among people who identify as Black, starting with a smaller percentage of people who make up the entire population in the NC BoS CoC geographic area and showing an *increase* in the percentage of people experiencing poverty, homelessness, and people in families experiencing homelessness.

For people who identified as Asian/Pacific Islander or Other/Multi-Racial, we observe some vacillation, with an equal or greater percentage of people who make up the population in North Carolina compared to people experiencing homelessness.

NC Balance of State CoC: Poverty, Homelessness, and Ethnicity:

	Hispanic	Non-Hispanic
Percent of Everyone:	8%	92%
Percent of People Experiencing Poverty:	16%	84%
Percent of People in Families Experiencing Homelessness:	16%	84%
Percent of Everyone Experiencing Homelessness:	5%	95%
Percent of People in Families Experiencing Homelessness:	7%	93%

Table 4: NC Balance of State CoC Populations and Ethnicity (HUD Tool)

When comparing populations through the lens of ethnicity, the greatest difference we see is among people experiencing poverty. For people who identify as non-Hispanic, the percentage of people in poverty *decreases* from 94% to 84% when compared to the overall population. However, for people who identify as Hispanic, the population *increases* from 8% of everyone in the NC BoS CoC to 16% among people experiencing poverty.

NC Balance of State CoC: Sheltered and Unsheltered

Compared to the total number of people experiencing homelessness in the NC BoS CoC who identify as Black (37%), a larger percentage of people who were sheltered identified as Black (41%) and lesser percentage were among everyone who was unsheltered (29%). Conversely, people who identify as White made up the greatest percentage of people experiencing unsheltered homelessness (63%).

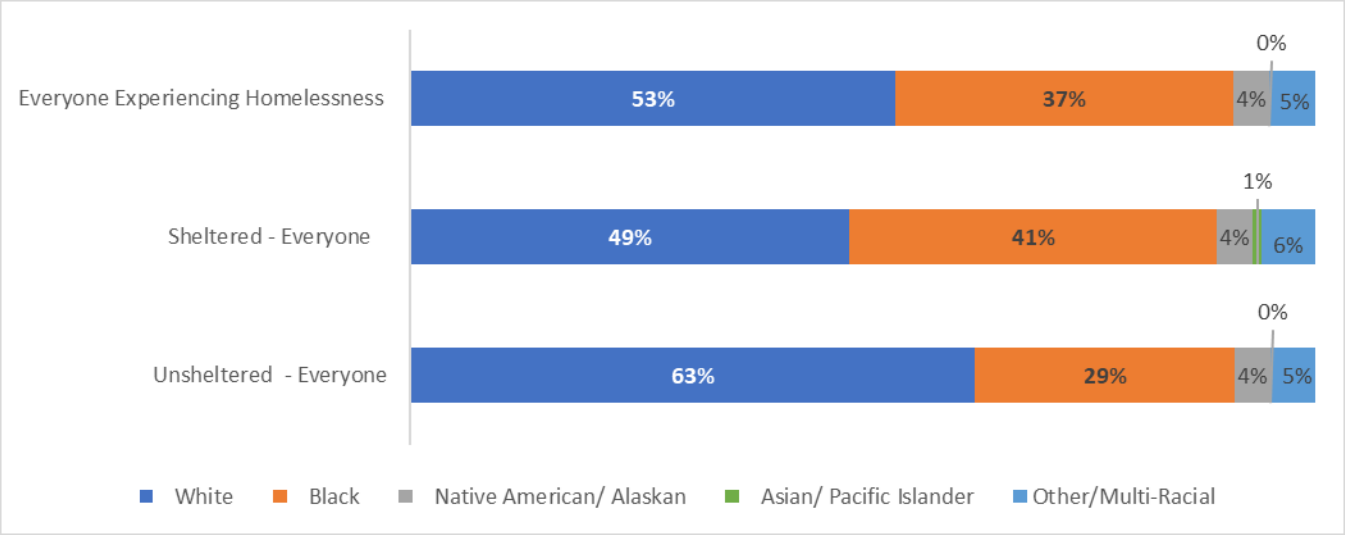


Table 5: NC Balance of State CoC Populations and Ethnicity (HUD Tool)

When looking at housing status and ethnicity, the percentage of people who identify as Non-Hispanic and Hispanic stays consistent. A slight change exists when observing unsheltered homelessness: people who identify as Hispanic make up 5% of everyone experiencing homelessness but 7% of people experiencing unsheltered homelessness, and people who identify as Non-Hispanic make up 95% of everyone experiencing homelessness but only 93% of the unsheltered population.

Additional Populations: Unaccompanied Youth Experiencing Homelessness

The total youth experiencing homelessness counted in the 2017 Point-in-Time Count was 173, or 5% of the total number of people counted in the NC Balance of State CoC. The relatively small number of youth makes it a little more difficult to parse out racial and ethnic disparities using the HUD Racial Equity Tool.

That being said, unaccompanied youth experiencing homelessness appear to have a similar racial make up to all youth under 25 in North Carolina. Among unaccompanied youth experiencing homelessness, the group had a larger percentage of people who identify as White (62%) when compared to everyone experiencing homelessness (53%), and fewer people who identify as Black (31% compared to 37%).

When looking at housing status and ethnicity among youth experiencing homelessness, the percentage of people who identify as Non-Hispanic and Hispanic are consistent with all youth in the NC BoS CoC.

Additional Populations: Veterans

As with youth, Veterans make up about 5% of everyone counted in the 2017 Point-in-Time Count (179 Veterans). Compared to Veterans across North Carolina, the percentage of Veterans who identify as Black experiencing homelessness is almost twice as much (from 20% to 49%).

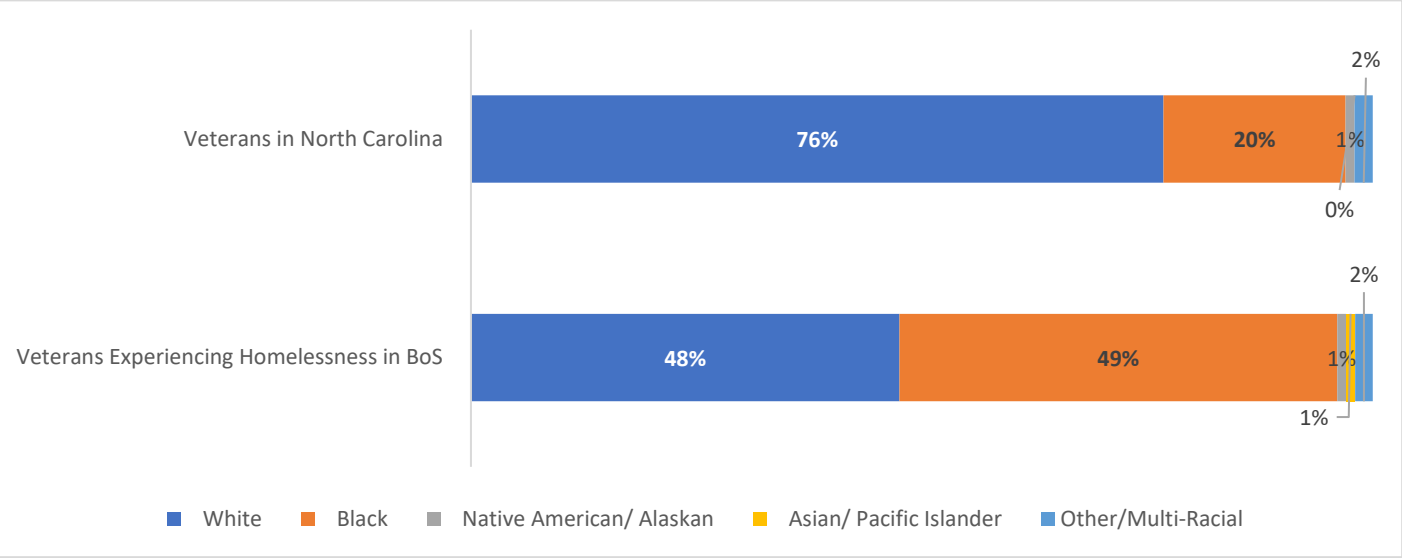


Table 6: Veteran Populations in North Carolina and NC BoS CoC(HUD Tool)

When looking at housing status and ethnicity among Veterans, the percentage of people who identify as Non-Hispanic and Hispanic are consistent with all Veterans in North Carolina[15].

[15] The HUD Tool did not provide Veteran population estimates for the BoS Region, only the state of North Carolina.

Question 2: Who is accessing housing?

Assessment Tool: National Alliance to End Homelessness Race Equity Tool (NAEH Tool)[16]

Description: The National Alliance to End Homelessness' Racial Equity Network Race Equity tool helps communities measure whether the outcomes of their system vary depending on the race or ethnicity of a person or family experiencing homelessness. This is a simple dashboard measuring key portions of a homeless program or system.

Asks four question:

1. Who is homeless?
2. Who gets into shelter?
3. Who gets into transitional housing?
4. Who gets into permanent housing?
5. Who returns to homelessness?

Data Source: Data is from the Homeless Management Information System (HMIS) from this time period: 1/1/2018-12/31/2018.

Limitations:

- The HMIS system can only document people who access homeless services – so many people experiencing homelessness may not be documented in HMIS. This includes people living unsheltered, people accessing DV shelters, and people accessing services from non-HMIS participating agencies.
- The current tool provides high level summaries, so is unable to provide detail about age, Veteran status, or youth status, for example.

Definitions:

- **Race Categories:** For this tool, four categories exist: White, Black, Native American, and Other Races.
    - Native American matches the Native American/Alaskan category used in the HUD tool.
    - Other includes the Asian/Pacific Islander, and Other/Multi-Racial categories used in the HUD tool.
- **Ethnicity Categories:** Hispanic and Non-Hispanic
- **Families**: A household with at least one adult and one child.

[16] https://endhomelessness.org/resource/the-alliances-racial-equity-network-toolkit/

Key Results from the NAEH Race Equity Tool:

Who are we serving?

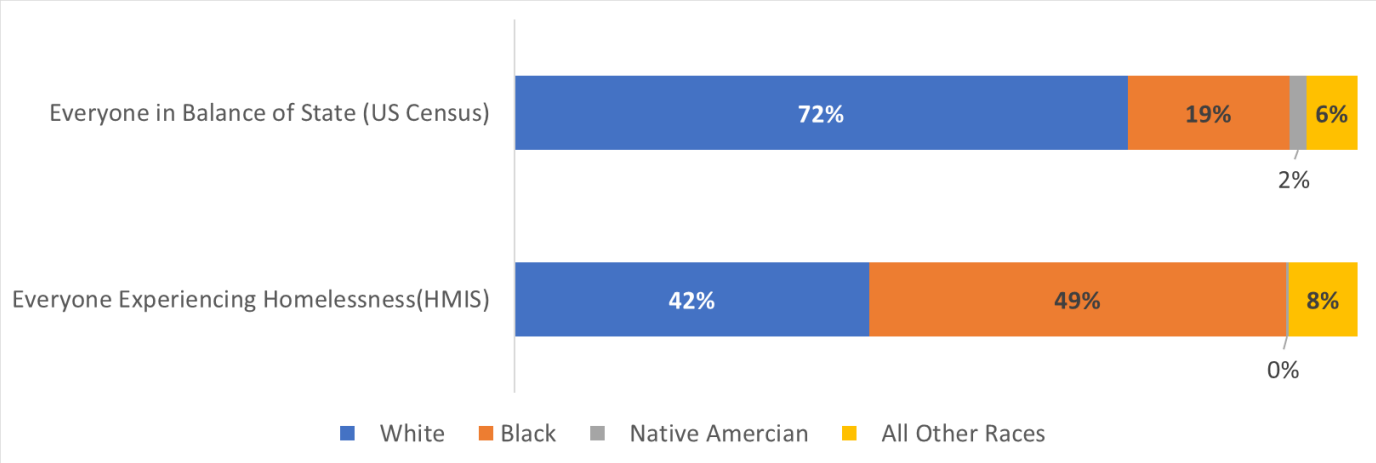


Table 7: NC Balance of State CoC: Everyone and People Experiencing Homelessness, by Race (NAEH Tool)

When comparing everyone in the NC BoS CoC geographic area[17] with everyone documented as experiencing homelessness in HMIS from January 1, 2018 to December 31, 2018 using the NAEH Tool, a smaller percentage of people experiencing homelessness identify as White (42% compared to 72%) and a larger percentage of people identify as Black (49% compared to 37%). 0% of people counted in HMIS identified as Native Americans.

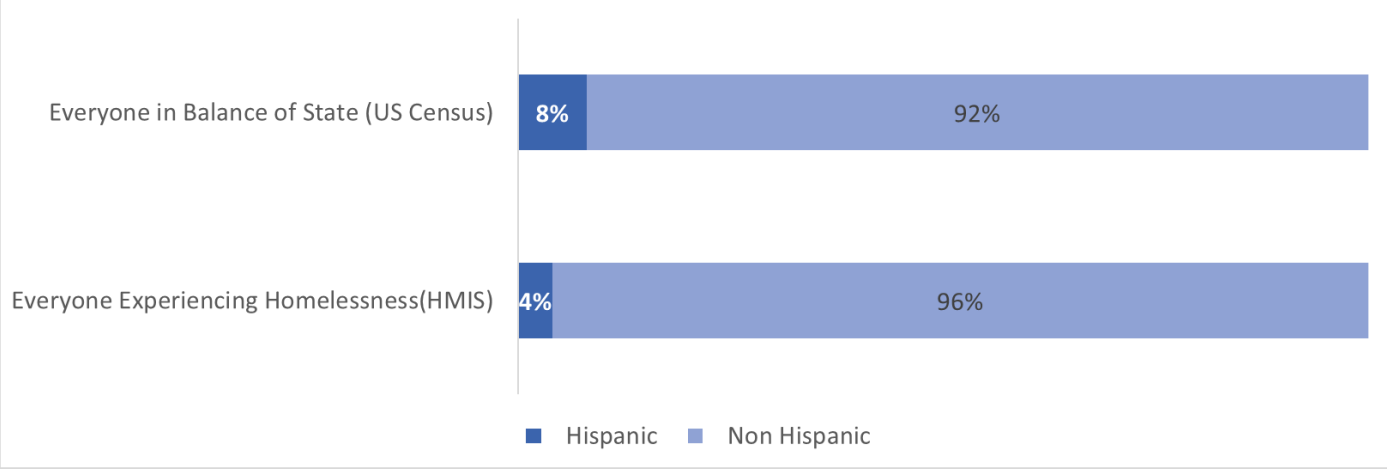
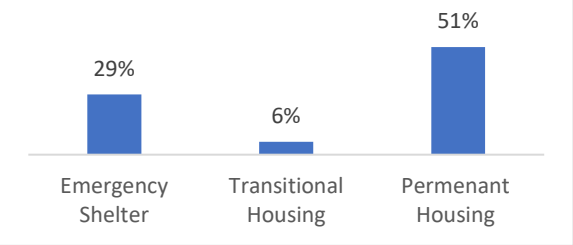


Table 8: NC Balance of State CoC: Everyone and People Experiencing Homelessness, by Ethnicity (NAEH Tool)

A similar comparison comparing everyone in the NC BoS CoC geographic area and people experiencing homelessness, looking at ethnicity rather than race, shows that about half as many people identified as Hispanic (4% compared to 8%), while the number of people who identify as non-Hispanic ranged from 92%-96%.

[17] The BoS Population data is from the US Census and created by the HUD Tool.

Who accesses Emergency Shelter, Transitional Housing, and Permanent Housing?



The NAEH Racial Equity Tool allows us to look at what percentage of people accessed Emergency Shelter (ES), Transitional Housing (TH), and Permanent Housing (PH). Of everyone documented in HMIS, 29% used ES, 6% used TH, and 52% accessed PH.

Table 8: Percent of people experiencing homelessness in NC BoS CoC accessing ES, TH, and PH

The tool also provides detail about the race of people accessing ES, TH, and PH. It shows that over half of the people who accessed emergency shelter identify as White. Conversely, the greatest percent of people accessing both transitional housing and permanent housing are those who identify as Black (62% and 61%, respectively).

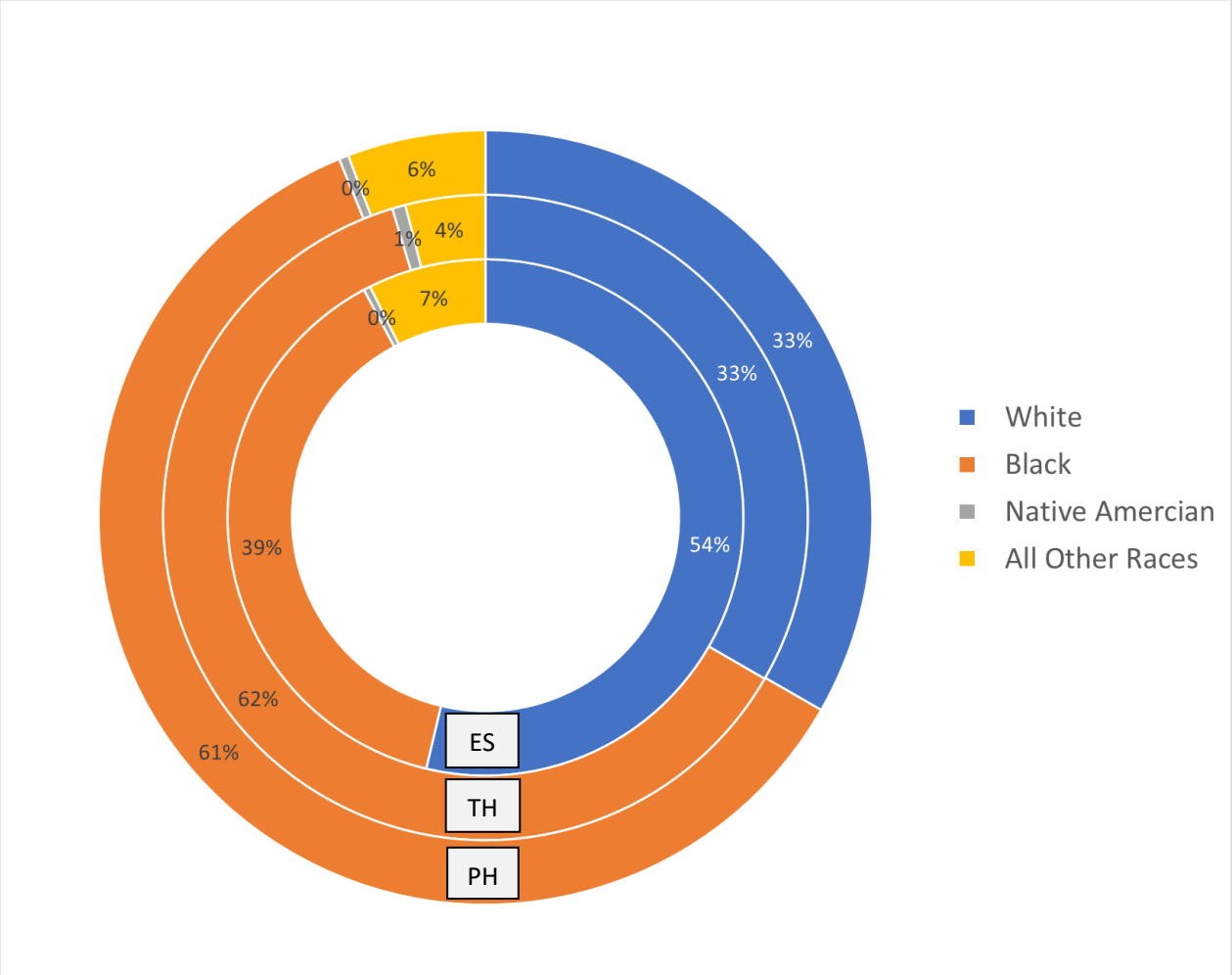


Table 9: NC Balance of State CoC: Percent of People in ES, TH, and PH (NAEH Tool)

The percentage of people who identify as Hispanic accessing emergency shelter, transitional housing, and permanent housing is between 3-4% of everyone accessing those services. This aligns with the overall percentage of people identifying as Hispanic and experiencing homelessness (4%).

Who returns to homelessness?

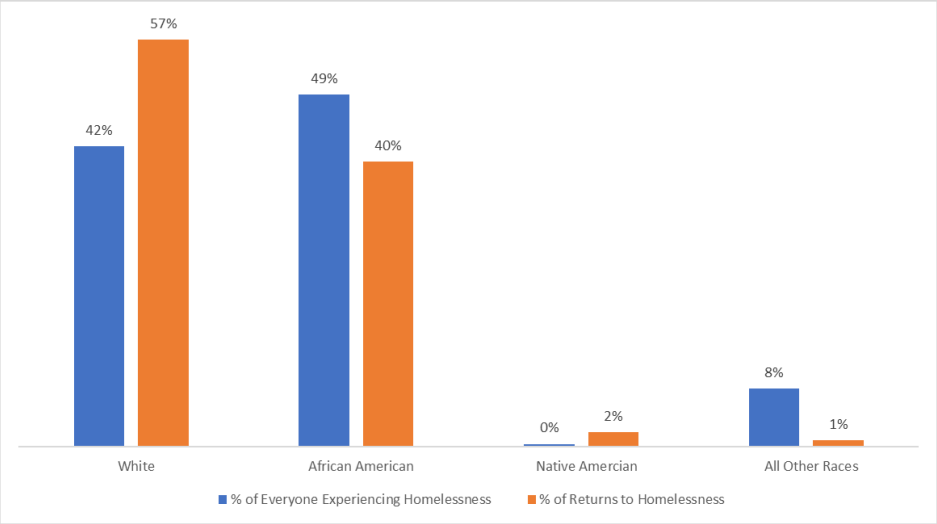


Table 10: Balance of State: Percent of Everyone Experiencing Homelessness and Percent of Returns to Homelessness (NAEH Tool)

Based on 2018 HMIS Data, a total of 300 people, or 7% of everyone experiencing homelessness, returned to homelessness. Of that group, people who identified as White made up the greatest percentage (57%), followed by people who identify as Black (40%). While Native Americans made up less than 1% of the total population, they made up 2% of people returning to homelessness.

The percent of people returning to homelessness (3%) who identified as Hispanic was consistent with the overall population and number of people who identify as Hispanic and accessed emergency shelter, transitional housing, and permanent housing (3-4%).

Section 4: Discussion

- The trend observed across the US is present in the NC Balance of State CoC: people of color are disproportionately represented in poverty and homelessness, especially among families experiencing homelessness. Subsequently, to effectively end homelessness for everyone, the NC BoS CoC will need to pursue strategies that dismantle racism and end homelessness for everyone.

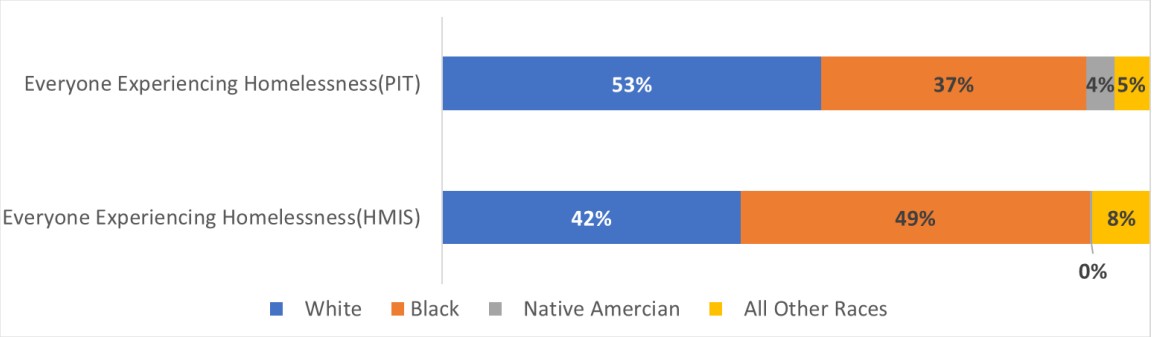
- The HUD and NAEH tools looked at race and ethnicity. We know that people living unsheltered show a larger percentage of people who identify as male and likewise, that families have a greater percentage of people who identify as female. Measuring the intersections of race, ethnicity, and gender in future research will further illuminate disparities and offer more nuance about who experiences homelessness and how we can solve homelessness in the NC BoS CoC.

- Some differences exist when comparing Point-in-Time Count data and data from HMIS. The HMIS data, which is the richest data set the NC BoS CoC currently has, can provide a more accurate picture of people experiencing homelessness, but it doesn't account for people who access non-HMIS participating agencies and people experiencing unsheltered homelessness. Future study of disparities should build models which reference HMIS data but also incorporate information from other data sources such as by-name lists and other data from the coordinated entry system.[18]

    - The percentage of people experiencing homelessness who identified as Black was higher when looking at HMIS data (49% as opposed to 37%). Further research, data collection outside of the PIT

[18] A current example of this type of modeling can be seen in work underway with the State of North Carolina's NC Opioid Commission Dashboard: HMIS data is combined with extrapolations based on the PIT to account for people who are not in HMIS.

process, and partnerships with non-HMIS participating agencies is needed to understand this difference. Stronger effort in this area could help us understand more about people counted in the Point-in-Time Count but not in HMIS, such as people who experience unsheltered homelessness and people accessing services at domestic violence agencies and other non-HMIS participating agencies. This can give us a fuller picture of who experiencing homelessness.



- At the same time, the HUD tool identified more people who identify as Native American (4% as opposed to 0%). This is likely because areas where Native American people live, such as the Lumbee Tribe of North Carolina in southeastern NC or with Cherokee Tribe in western NC, do not have as much HMIS coverage. More research to understand housing need and access for Native Americans will help the NC BoS CoC incorporate Native Americans into the housing crisis response system.

- Similarly, HMIS showed that only 4% of people identified as Hispanic while the Point-in-Time Count identified 8% of people identifying as Hispanic. As with Native Americans, it may be that areas where people who identify as Hispanic live are not covered by HMIS. Additionally, some agencies report that people may be hesitant to present for services or report their ethnicity in the HMIS. Lastly, migrants who may experience homelessness fluctuate based on the season and may not be reached or recognized by agencies documenting services in HMIS or during the Point-in-Time Count. Given all these factors, we believe that people who identify as Hispanic are being undercounted and possibly, underserved. Better understanding this disparity will help the NC BoS CoC better respond to homelessness among people who identify as Hispanic.

- We did observe the greatest disparity among people experiencing poverty with people who identify as Hispanic. A smaller percentage of people who identify as Hispanic experience homelessness than those in poverty. Further research could help identify if data collection or system access are the cause, or if a protective factor exists preventing people who identify as Hispanic from experiencing homelessness, something that could potentially support other populations as well.

- Unsheltered homelessness had a greater percentage of people who identify as White than people who identify as Black, which is different than the overall trends observed. How much of this is due to people identifying as White eschewing the system or asking for help when in need because of their status in society whereas people identifying as Black have had to become more comfortable providing information and getting assistance because of systematic racism?

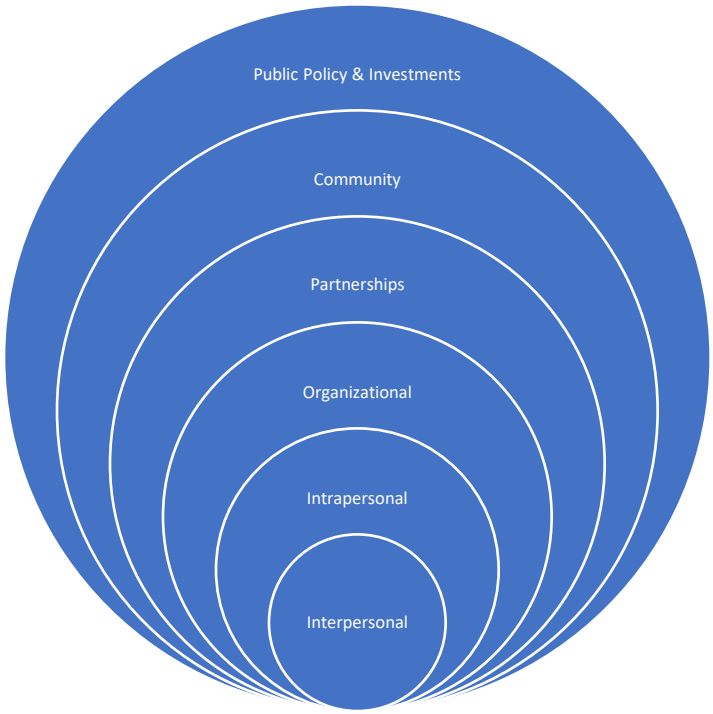
- We observed that the racial make-up of youth experiencing homelessness mirrored the larger population of youth in North Carolina. Additional research could help us better understand if there are areas where disparities exist, such as among youth who are transgender or gender non-conforming, or youth who are LBGTQ.

- When observing who accesses emergency shelter, the data generally mirrored the overall population of people experiencing homelessness. However, as we look at transitional housing and permanent housing, a greater percentage of people who identify as Black accessed those services. This same pattern is seen in returns to homelessness – the percentage of people who identify as White returning to homelessness is greater than the overall percentage of people experiencing homelessness who identify as White. Conversely, the percentage of people who identify as Black returning to homelessness is slightly less than the percentage of everyone experiencing homelessness who identifies as Black.

    - On the surface, this suggests that the NC BoS CoC housing crisis response system may be effectively counteracting disparities caused by race. Deeper research into the coordinated system as it develops will help the NC BoS CoC better understand what resources and strategies are having an impact and ensure that this can be applied across the system.
    - Coordinated entry policies prioritizing people with the highest vulnerability may be prioritizing people who identify as Black because they are more vulnerable than people who identify as White due to systematic racial discrimination over time.
    - Emergency shelters do not use the coordinated entry assessment tool for entry – are screening processes in shelters potentially screening people out or creating barriers to entry?

Section 5: Next Steps

At the July 2019 National Alliance to End Homelessness Conference[19], participants discussed the *Social Ecological Model*, which can help explain the multiple relationships and experiences a person, or group of people, has with race. Collectively, these experiences develop cultures and norms. The NC BoS CoC can use this approach as we analyze and understand the impact of racism and develop strategies to combat it.



- Intrapersonal experiences are those that happen within a single person – the thoughts, feelings, and reactions to the world.
- Interpersonal experiences happen when people interact with each other, such as an interaction between a landlord and a potential tenant during a lease signing.
- The organizational experience incorporates the processes, actions, and activities of a group of people or organizations, such as the local emergency shelters.
- Partnership experiences emerge as groups of people form alliances or interact with one another as groups, such as within a Continuum of Care.
- Community experiences are created through interacting with the people and structures within the community, such as a neighborhood or city.
- Public Policy & Investments refers to the experience of interacting with policies that regulate, support, and enforce actions within society, such as HUD-VASH Vouchers, which provide housing vouchers to Veterans across the country who experience homelessness.

[19] 2019 NAEH Conference: Pre-Conference Session – Race and Homelessness: What You Should Know about the Past and Present to Address Racial Inequities in Your System (Regina Cannon, Earl Edwards, Daryl Fraser, Stephanie Odera, Alex Wagman).

The NC BoS CoC and its members can impact racism at every level, especially by evaluating our institutional power, which has access to decision-makers and drives access to resources and by taking responsibility in how we build our system.

Our first step is to communicate and support the goal of dismantling racism throughout the Continuum of Care, starting with the network of people and agencies connected to the Governance Committee. Over the next year, we can focus on the following questions and strategies:

Key areas of action:

- Staff and Stakeholder Engagement: What can we do to ensure that we are aware of and intentional about our interactions in order to support racial equity?
- Agency Policies & Activities: How can our agencies design processes, programs, and policies that drive racial equity?
- CoC Governance & Accountability: How will we use our governance process to drive racial equity throughout the CoC and with our partners throughout the state and nation?

Strategies and examples:

Data Collection and Assessment: What type of data collection as well as internal and external assessment can we conduct on a regular basis to evaluate our approach and drive action?

Examples:

- Encourage and support better data entry, allowing more detailed evaluation (such as documenting chronic homeless status, county of service, or zip code in HMIS)
- Include age, ethnicity, and gender in analysis to better understand how these variables may intersect with each other, further impacting people of color.
- Conduct qualitative research during project evaluation to better understand the experience of stakeholders accessing the system.
- Develop research questions that can be answered using existing data sets, such as by-name lists, domestic violence programs, or targeted programs connected to coordinated entry.
- Study the demographics of people providing services or resources, not just people receiving them, such as landlords who rent to (and evict) tenants supported by the rehousing system (aka Homeless Response System).
- Leverage HUD data from Stella, which describes how people access the system and what their outcomes are.

Training and Support: What type of training and support can we access that will help us understand what approach(es) we can take to improve racial equity?

Examples:

- Include racial equity and anti-discrimination policy as a topic in all presentations throughout the CoC.
- Discuss how to address racial equity and anti-discrimination during program development, reviews, and evaluation.
- Engage people in dynamic ways, such as hosting a book-club to engage and support discussions on race.
- Hire facilitators experienced in racial equity to provide training and coaching, offer training modules for people who want to bring information to their partners.

Collaborative and Inclusive Dialogue and Action: What steps can we take to ensure that there is collaborative and inclusive engagement and leadership of all participants in the system, from people with lived experience to the governance committee, with a bias towards increasing participation by those who have typically been underrepresented?

Examples

- Recruit new members to improve representation on formal boards & committees.
- Make racial equity a standing topic of discussion for the CoC Governance Committee.
- Develop an active sub-committee or advisory group on racial equity for the CoC governance committee.
- Work to recruit and foster partnerships led by people of color to increase opportunities for investment in projects serving and led by people of color.
- Host dialogue on racial equity with groups throughout the Continuum of Care.