

New ESG Grantee Webinar
December 3, 2020
11 AM

Welcome

Reminders

Your line is muted.

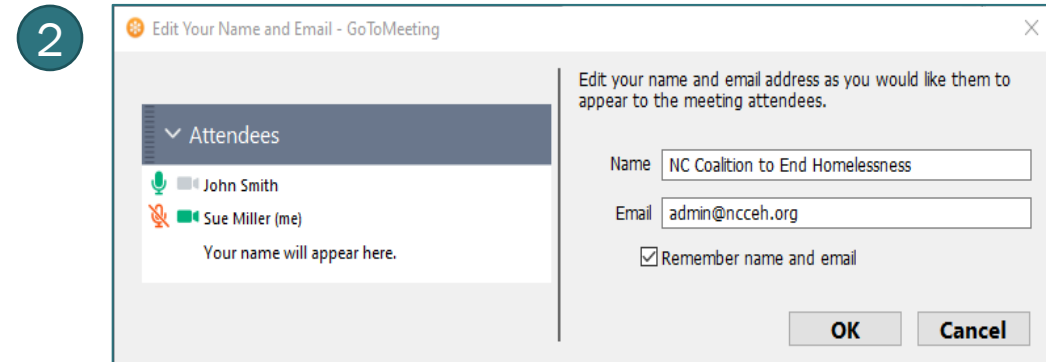
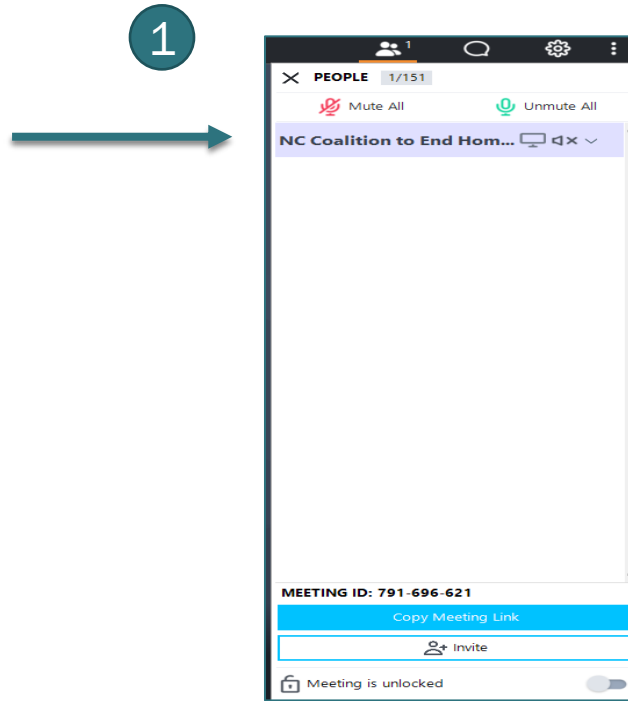
We will unmute the line during Q&A pauses.

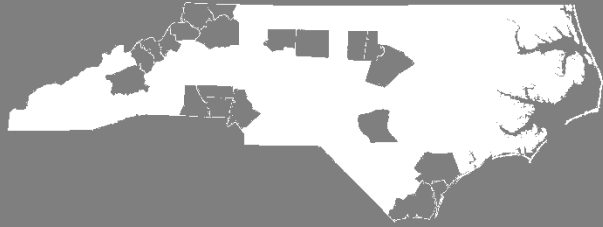
The chat box is available to use anytime.



Attendance

- We will not conduct roll call.
- All participants should enter their full names, so we can document their participation.





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Agenda

Today's agenda

- ESG program overview
- Compliance
- Coordinated entry
- HMIS
- Administration
- Next steps





ESG Program Overview

HUD sets goals for the use of ESG funding.

- Broaden existing emergency shelter and homelessness prevention activities
- Emphasize rapid rehousing
- Help people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness
- Assist people to access or maintain permanent housing in all funded activities



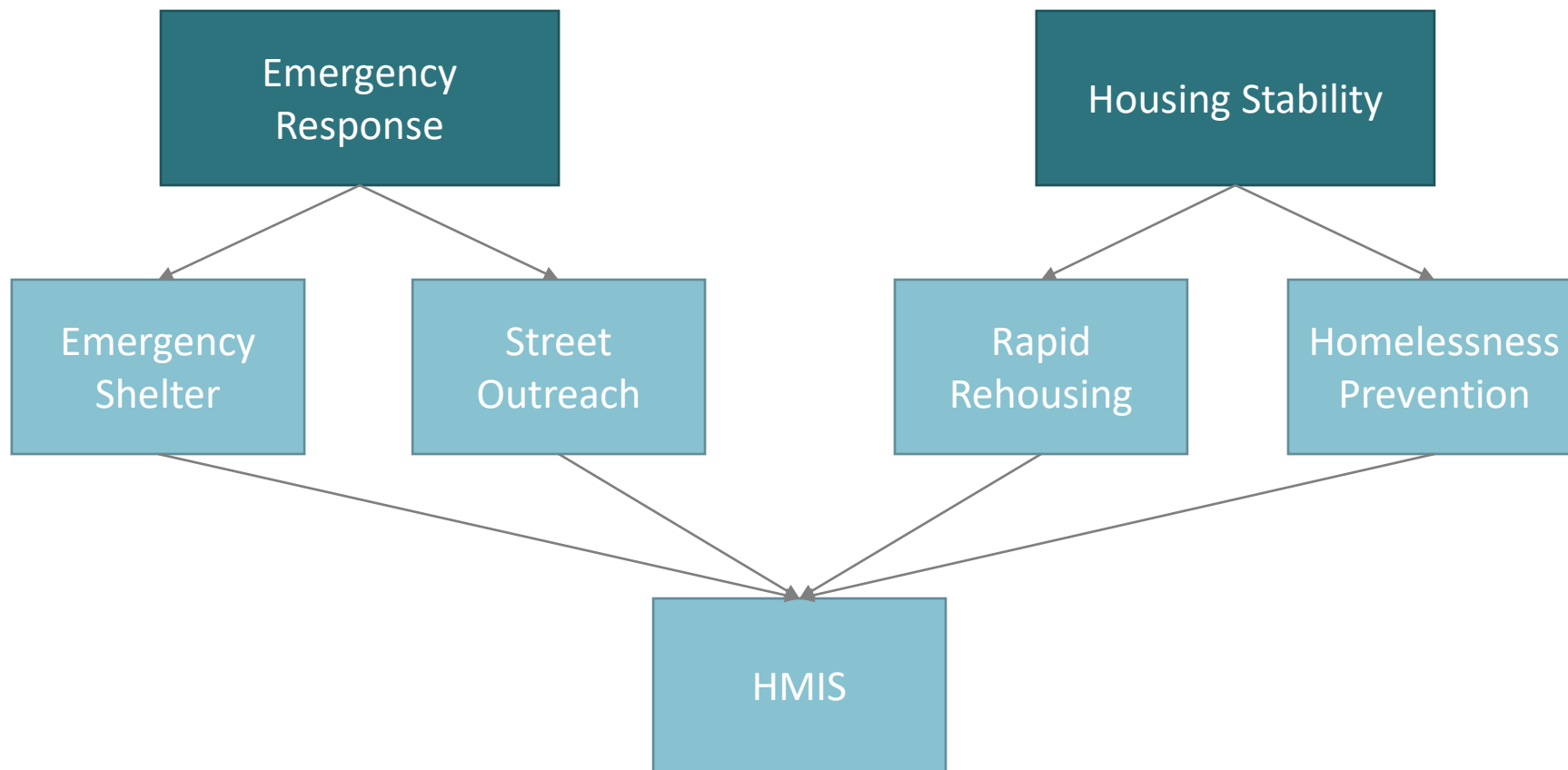
ESG: Emergency Solutions Grant

Purpose:

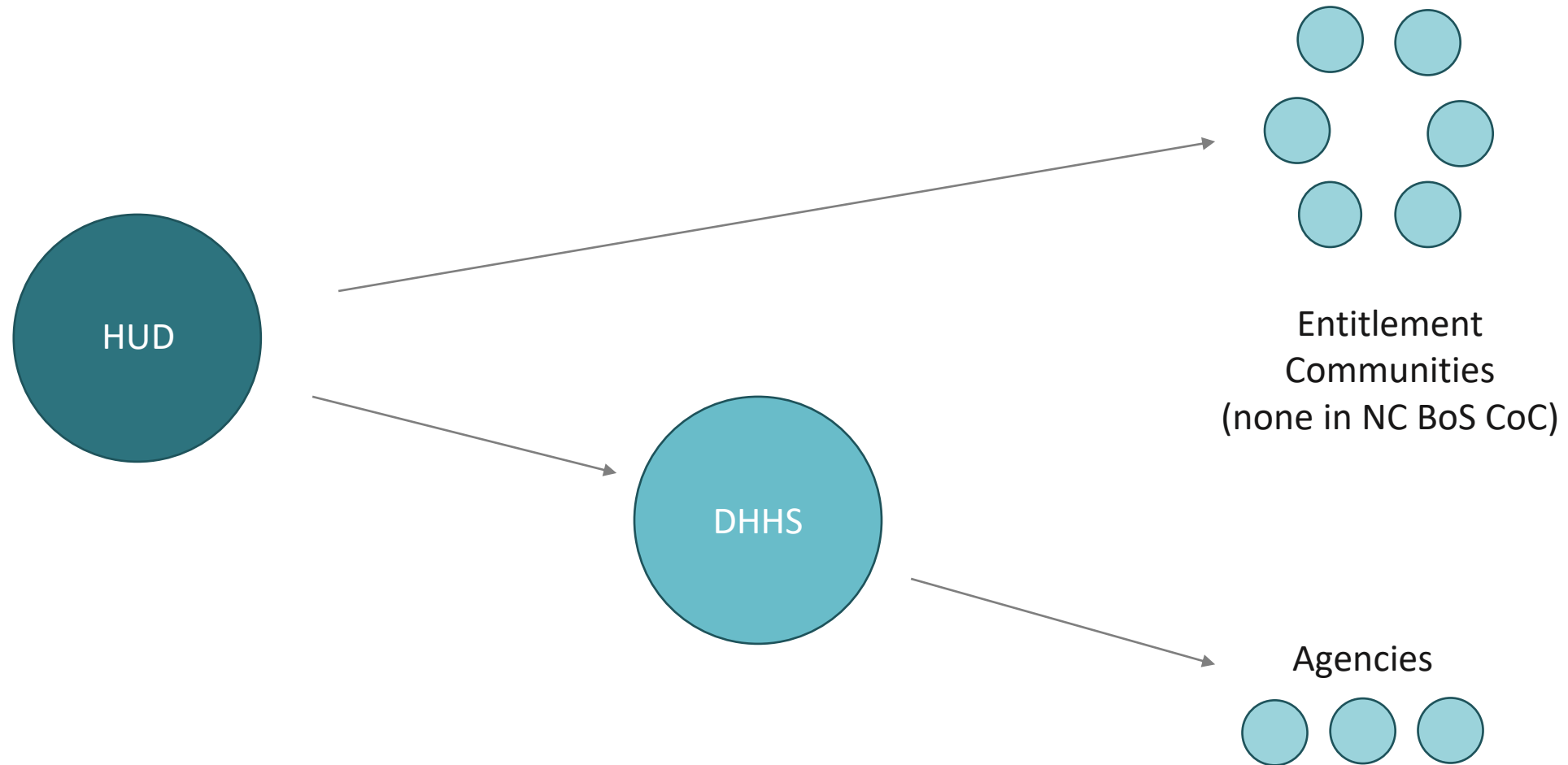
- Provide assistance to rapidly rehouse persons currently experiencing homelessness
- Assist in meeting the costs of operating emergency shelters
- Decrease homelessness through the provision of preventive programs and activities



ESG funds five activity types



ESG funds flow from HUD to the state to CoC programs.



Street outreach

Serves people living unsheltered through:

- Assertive outreach
- Passive outreach

Essential services:

- Engagement
- Case management
- Emergency physical and behavioral health services
- Transportation



Emergency shelter

Serves people staying in emergency shelters

Essential services

- Case management
- Childcare, education, employment, and life skills services
- Legal services
- Physical health, mental health, and substance abuse services
- Transportation

Shelter operations



Rapid rehousing

Serves individuals/families experiencing literal homelessness

- Emergency shelter (category 1)
- People living unsheltered (category 1)
- People fleeing DV situations (category 4)

Eligible activities

- Housing location services
- Financial assistance (up to 24 months)
- Stabilization services



Homelessness prevention

Serves people at imminent risk of homelessness within 14 days \leq 30% Area Median Income (AMI)

- Stay in current housing
- Move into other sustainable housing

Eligible activities

- Housing location services
- Financial assistance (limited)
- Stabilization services



HMIS

Support entry of data for other ESG activities

Eligible costs

- Computer hardware, software
- Office space, utilities, and equipment
- Salaries for HMIS entry
- Staff travel for training/intake activities
- Participation fees (none in NC BoS CoC)

Supports same eligible costs for comparable databases for VSPs





Compliance

ESG grantees have three levels of narrowing compliance.

HUD Compliance

- ESG Interim Rule: <https://bit.ly/35edFMJ>

NC ESG Office Desk Guide

- Desk Guide: <https://bit.ly/38uLCR>

NC Balance of State CoC Written Standards

- <https://www.ncceh.org/bos/>





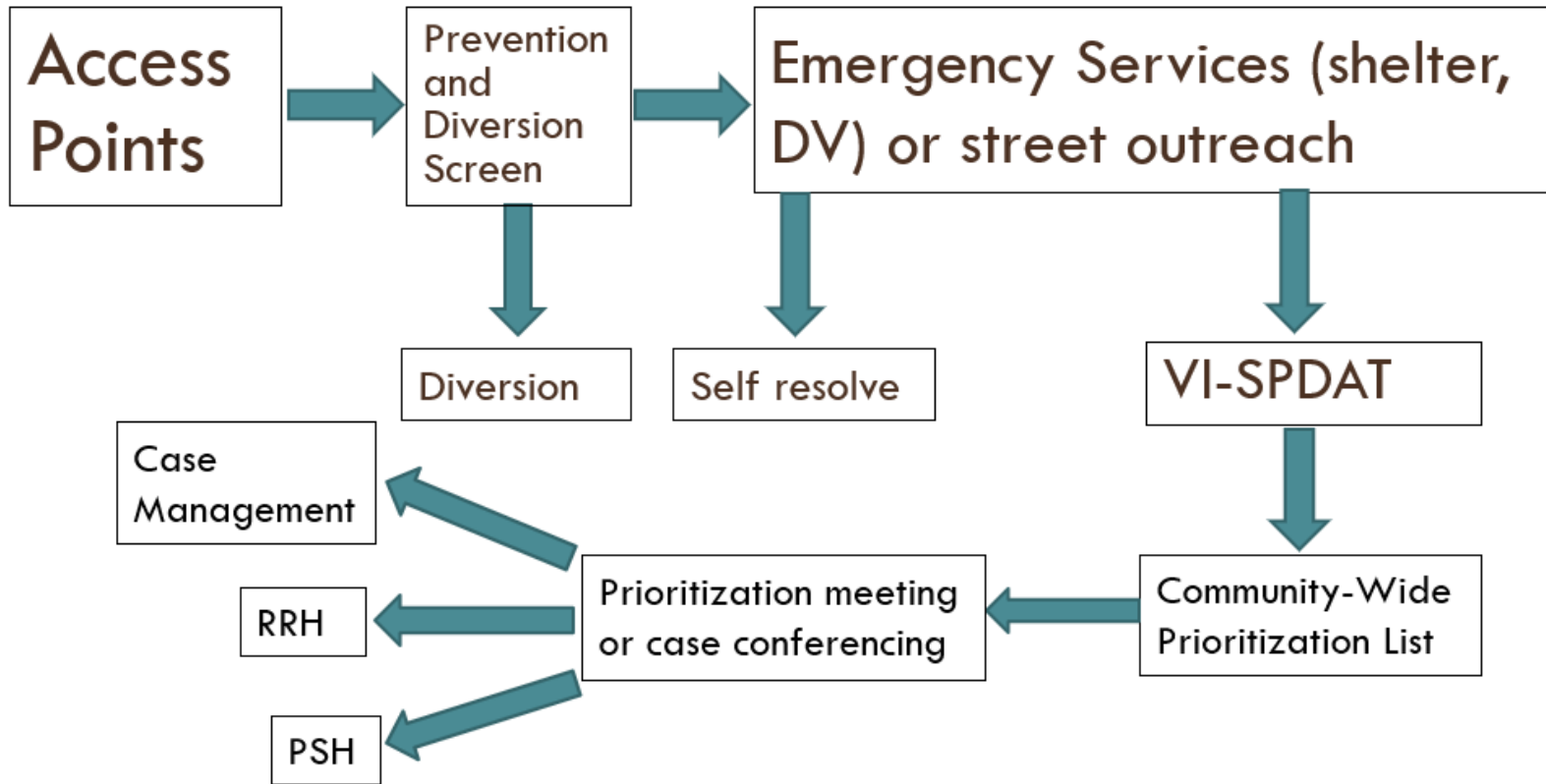
Coordinated Entry

Coordinated entry systems help people find permanent housing.

- Coordinated entry:
 - Creates defined access points into the homeless and housing system with clear referral system to emergency services
 - Assesses all individuals experiencing homelessness in the exact same way for permanent housing
 - Requires funded housing programs to take all referrals through the system and to take them in priority order (not first-come, first-served)



All regional CE systems work on a basic framework approved by the CoC.



Access points serve an essential role in CE.

- “Front door” to the homeless and housing system
- Administer *Prevention and Diversion Screen*, then make the appropriate referral (with a warm handoff), as needed
- Ideally, everyone receives *P&D Screen* first (unless safety is an issue) before referral to other services



Shelters and street outreach programs often serve as access points in the NC BoS CoC.

- Funded shelters and street outreach programs must serve as access points in the NC BoS CoC system.
 - Complete the *P&D Screen* on everyone (unless a safety issue exists) who presents for services and make the appropriate referrals, regardless of whether someone is eligible for shelter services
- Prevention and Diversion Screen and training are available at: <https://www.ncceh.org/bos/coordinatedentry/>



The CoC uses the VI-SPDAT to assess people experiencing homelessness for their housing needs.

VI-SPDAT: Vulnerability Index – Service Prioritization Decision Assistance Tool

- Shared assessment tool that screens for someone’s vulnerability to mortality
 - Only administered to households experiencing literal homelessness
 - For people newly homeless: administered 14 days after entering shelter
 - For people living unsheltered: administered immediately
- VI-SPDAT and training are available at:
<https://www.ncceh.org/bos/coordinatedentry/>



Regions use a By-Name List to slate households for permanent housing resources.

- Once programs complete a VI-SPDAT, they make a referral to the region's CE Lead through HMIS.
- The By-Name List orders households in the order of vulnerability whereby CoC/ESG housing resources are used by people most in need. Regions can use the VI-SPDAT along with other factors to prioritize households for housing:
 - Factors to include: DV, unsheltered homelessness, emergency room usage, Veterans
 - Factors that cannot be included: Income (or lack of), gender, race, disability, substance abuse history, criminal history



Effective case conferencing helps more people access permanent housing.

Case conferencing is a regular meeting where all providers come together to:

- Refer and select households for open slots in funded housing programs
- Brainstorm housing options for other households on the BNL
- Troubleshoot difficult cases and get advice from experts in the field
- Discuss exceptions



The Case Management Tool helps to evaluate a household's progress over time.

Housing programs should use the Case Management Tool to:

- Assess the household's progress toward stability and independence
- Determine the level of case management and financial assistance over time
- Case Management Tool and training available at:
<https://www.ncceh.org/bos/coordinatedentry/>

Programs need to be low barrier and housing-focused!

- CE does not work if programs have too many barriers to entry!
- Programs should:
 - Eliminate barriers to program entry whenever possible and only have rules related to safety
 - Focus all services on getting people back into safe, affordable permanent housing





HMIS

H	Homeless
M	Management
I	Information
S	System



HMIS data helps us to end homelessness!

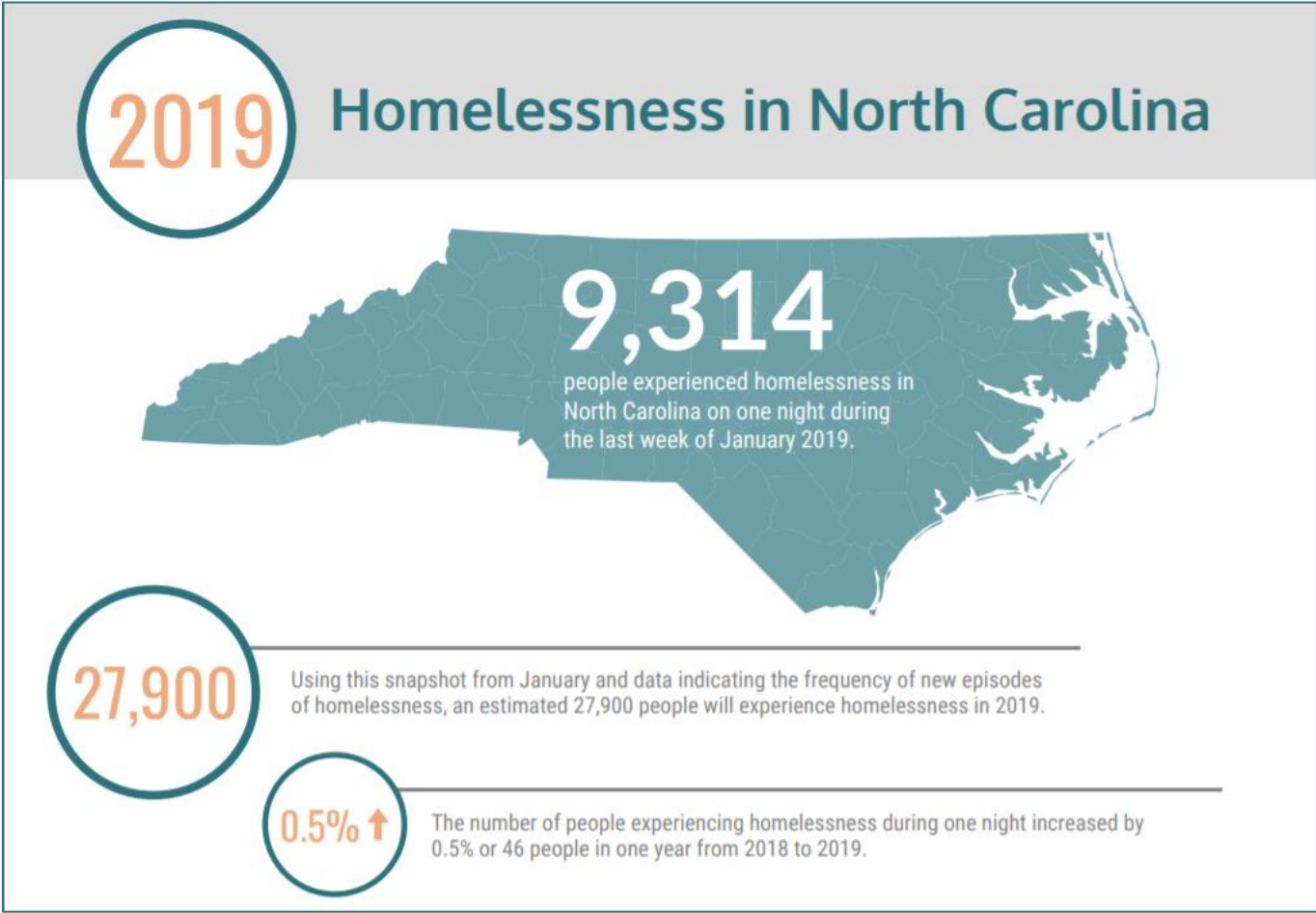
HMIS data influences policy



HMIS data helps communities



HMIS provides state, CoC, and local level data



HMIS Role: Agency Administrator



Acts as the FIRST point of contact for the agency



Ensure compliance with established policies and procedures



Attend trainings and meetings related to HMIS



Maintain data quality standards



HMIS Role: End User or Case Manager



Record client engagement



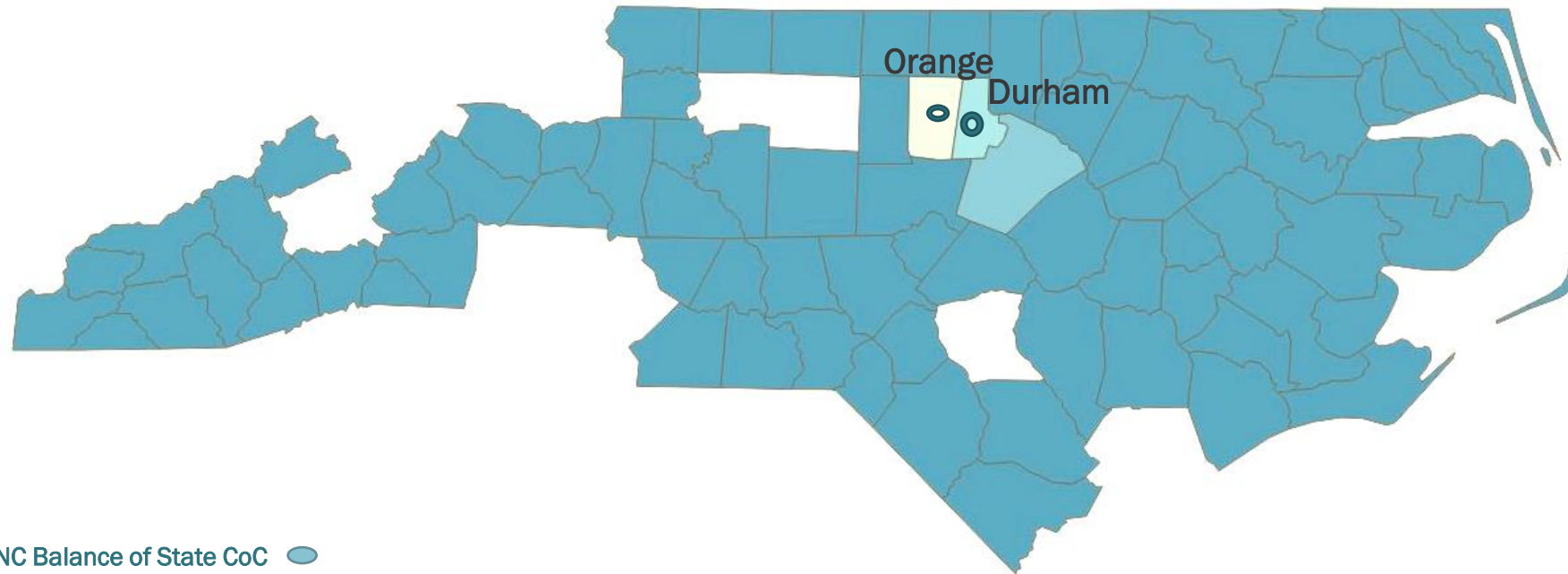
Follow policies and procedures



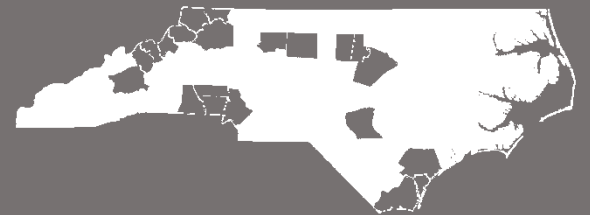
Attend trainings for HMIS to stay updated



NCCEH's Data Center covers 81 counties in NC



How to get HMIS access



Request HMIS licenses by December 11th

Submit a NC Balance of State CoC License Request form for each User:
www.ncceh.org/hmis/trainings

HMIS@NCCEH Training Overview

As the HMIS Lead Agency and System Administrators for the Durham, NC Balance of State, and Orange CoCs, the NCCEH Data Center supports the training of HMIS@NCCEH users. We are excited to have you join the HMIS User community here in North Carolina!

So you want to access HMIS?

HMIS Training is completed through three steps.

1. First, watch the online training videos or attend an in-person training.
2. Then, pass the quizzes listed (if applicable) after the training.
3. Last, the NCCEH Data Center will send you a fake client to enter into the HMIS Training Site to show off your new skills!

All HMIS Users must also sign a User Agreement (sent to you by the NCEH Data Center via email).

Before you start

If your agency is already on HMIS, ask your Agency Administrator to request an HMIS license through our [License Request Form](#).

If you are with an agency that would like to join HMIS, please [email](#) us at the HelpDesk.

The training process will take users a few hours to complete. Get started early!

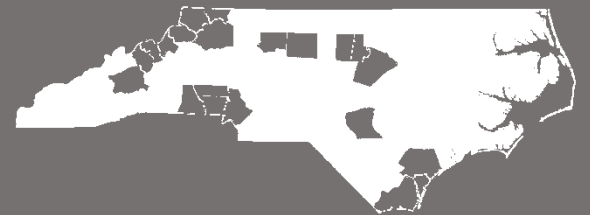
1. Send Agency, Project, and User details via online form.
2. Take trainings online, send certificates, and complete a sample client in the Training Site
3. Sign required documents using DocuSign

Contact the Data Center at any point for any and all questions!





Data Collection Essentials



HMIS client record = Electronic client file



HMIS



Client Record



Data security depends on all of us.



Protect sensitive data



Practice good password management



Never leave your computer unattended



Keep software up-to-date



Install anti-malware protection



The data you enter into HMIS MATTERS!



HMIS Data Standards
MANUAL

April 2018

U.S. Department of Housing and Urban Development

Aligns with Version 1.3 of the HMIS Data Dictionary

**Universal Data
Elements**

&

**Project Specific
Elements**



All programs are required to collect and record Universal Data Elements (UDEs)

- Required for all programs
- Critical to federal reporting
 - Longitudinal System Analysis
 - Point-In-Time/Housing Inventory Count
 - System Performance Measures
 - Annual Performance Report
 - CAPER (ESG required report)
- Useful to track to establish a baseline for analysis



Universal Data Elements

- Name
- Social Security Number (Full)
- Date of Birth
- Gender
- Race
- Ethnicity
- Veteran Status
- Disabling Condition
- Project Entry Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date
- Living Situation

Required for all projects participating in HMIS, regardless of funding source

ESG-funded projects must submit a CAPER

- Grantees must submit an annual CAPER to the NC ESG Office
 - Unique link in Sage will be sent to each grantee
 - Use the Data Center's guide for [How to Run and How to Read the ESG-CAPER](#)
- Report must have high data quality (all data elements missing less than 10% on any report).
- CAPER records demographics and outcomes for clients de-identified.



VSPs cannot enter data into HMIS but must enter into a comparable database.

- Victim service providers are prohibited from entering any data into the HMIS.
- The comparable database must have the same functionality as HMIS and be able to run the CAPER.
- VSPs required to collect the same UDEs.
- The comparable database used is up to the VSP.



Contact the Data Center at any time for assistance.

- Website: www.ncceh.org/hmis
 - To access local support for the NC Balance of State, Durham, and Orange CoCs
- Helpdesk: 919-410-6997 or hmis@ncceh.org
 - For any questions about training, data entry, or licensing





Administration

*Grantees should read, understand, and follow their
ESG contract!*



ESG is a reimbursement-based grant.

- Agencies must expend their dollars for services and activities first and then ask for reimbursement.
 - Must use ESG forms with required documentation
 - Must submit reimbursements monthly (even when no expenses)
- NC ESG Office will hold mandatory webinars on the reimbursement process! Be on the lookout for dates soon.

ESG requires documentation in client files.

- All activities have documentation requirements.
 - [ESG Required Forms](#)
 - ES and SO Client File Checklist
 - HP and RRH Client File Checklist
- NC ESG Office will do monitoring in 2021.
 - Desk reviews
 - On-site monitoring



Grantees are expected to spend their allocations throughout the year.

- Some ESG renewal applicants had reduced allocations due to spending issues
 - The NC ESG Office expects grantees to spend according to this chart:

Date Expenses Incurred	Percentage of Budget
03/31/21	25%
06/30/21	50%
09/30/21	75%
12/31/21	100%

Helpful Hints

- Contact NCCEH Data Center right away for HMIS access
- Re-read your application and budget
- Familiarize yourself with ESG contract requirements
- Read NC BoS CoC written standards for your activity(s)
- Attend ESG reimbursement webinar
- Train all program and admin staff
- Have a start-up plan beginning 01/01/21
- Ask questions



When you have questions, we can help!

NC ESG Office

- Contract issues
- Reimbursements
- Budget amendments
- Corrective actions/appeals

NCCEH Staff

- Program design
- Direct client issues
- CE issues
- Regulations
- HMIS (Data Center)
- CAPER (Data Center)

Before reaching out, refer to the ESG Desk Guide. It's full of good information that can probably answer most of your questions!



Wrap Up

- Keep in touch
 - bos@ncceh.org
 - (919)755-4393
- NC ESG Office contact info

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